

# Youth Camp Administrator BCIS Roster Management

## **What is a comprehensive background check?**

A comprehensive background check consists of the following:

- a criminal history records check based on fingerprints OR an internet search of the Judicial Department web site based on name and date of birth,
- a check of the Connecticut child abuse registry, and
- a check of the National Sex Offender Registry

## **Who needs a comprehensive background check?**

As of 10/1/22, all prospective employees who are 18 years of age or older, who are applying for a position that requires the provision of care to a child or unsupervised access to a child must complete a comprehensive background check.

## **Who does not need a comprehensive background check?**

The following employees do not need a comprehensive background check:

- An employee who holds a current J-1 visa, H-1B visa or R-1 visa issued by the United States Department of State
- An employee who is less than 18 years of age
- An employee who does not provide direct care to children and who does not have unsupervised access to children

## **What if an individual was already employed by the camp on or before 9/30/22?**

An individual who was employed in a year-round permanent (not seasonal) position at the camp on or before 9/30/22 and who is in a position working with or having unsupervised access to children must submit to a comprehensive background check within five years of the date of hire and every five years thereafter. If the individual has been employed for more than five years, they must submit to a comprehensive background check immediately.

## **How long is a comprehensive background check good for?**

Once the comprehensive background check is completed, that individual is not due for another background check for five years from the date of completion of the background check unless otherwise requested by the OEC.

**Does an OEC comprehensive background check completed for employment in a licensed child care program meet the requirements for employment at a licensed youth camp?**

Yes, an OEC comprehensive background check completed for employment at a licensed child care program satisfies the background check requirement for employment at a licensed youth camp. However, an OEC comprehensive background check completed for employment at a licensed youth camp will only meet the requirements for employment at a licensed child care program if such background check was completed based on fingerprints

## Why do I need a background check?

**It's all about safety.** Children thrive when they are cared for by people they trust in a secure, safe environment. That's why OEC completes comprehensive background checks on people who provide direct care to children in Connecticut.

We make sure that they do not have a history of criminal or sexual offenses, child abuse, or neglect that could make them unsuited to provide care to children or have access to children.

## Important Facts:

- A completed background check includes not only the submission of the required forms and fingerprints, but the results of these checks must be received and recorded.
- The submission and review of your background checks requires that you submit all the required documentation and information as laid out in the instructions below.

## Where Do I Begin?

## Introducing BCIS

The Background Check Information System (BCIS) is a tool to help you submit required information to OEC. It dramatically streamlines the process of getting a background check for all youth camp staff.

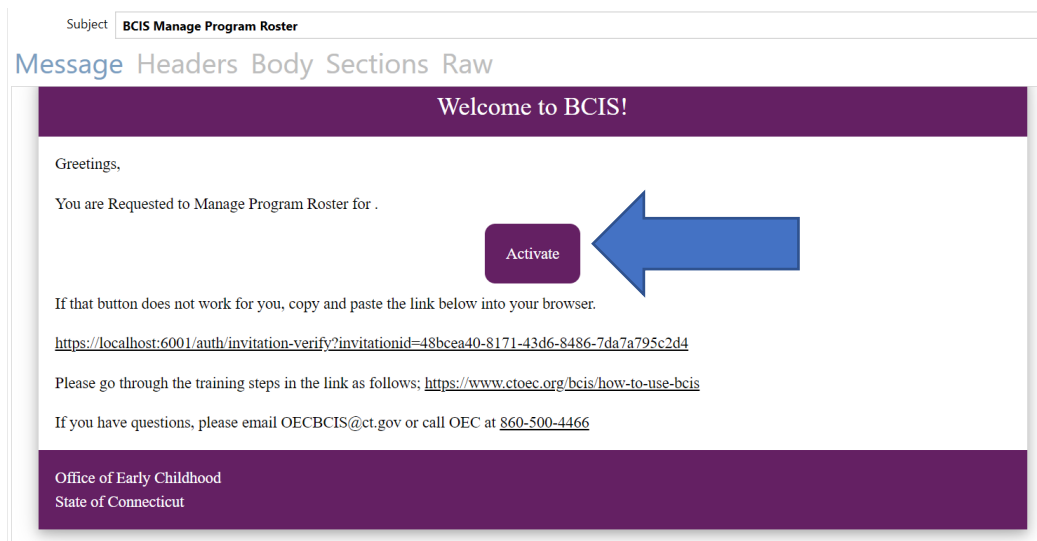
### **Before you begin**

Make sure to use an up-to-date browser like Chrome, Edge, Firefox, or Safari with BCIS. Note that BCIS will **not** work with Microsoft Internet Explorer. Microsoft has officially retired Internet Explorer — it's no longer updated or supported.

## **1. Check your email for an invitation to create an account**

OEC will send you an invitation to be an Administrator for your licenses BCIS Roster.

When you receive this email click on the ACTIVATE button.



If you don't get the email, check with OEC legal at [oeec.bc@ct.gov](mailto:oeec.bc@ct.gov).

## **2. Create your account**

Once you click the link, you'll enter your email address, create a password, and click Register

Registration screen

CT OEC BCIS

### BCIS Account Registration

Invitation code  
83942495-c42e-4ff0-a34f-31dbb18bb27a

Phone

Email

Show Password Detail

Password

- contains at least one lower character
- contains at least one upper character
- contains at least one digit character
- contains at least one special character
- contains at least 12 characters

Confirm Password

Register Go to Login

### BCIS Account Registration

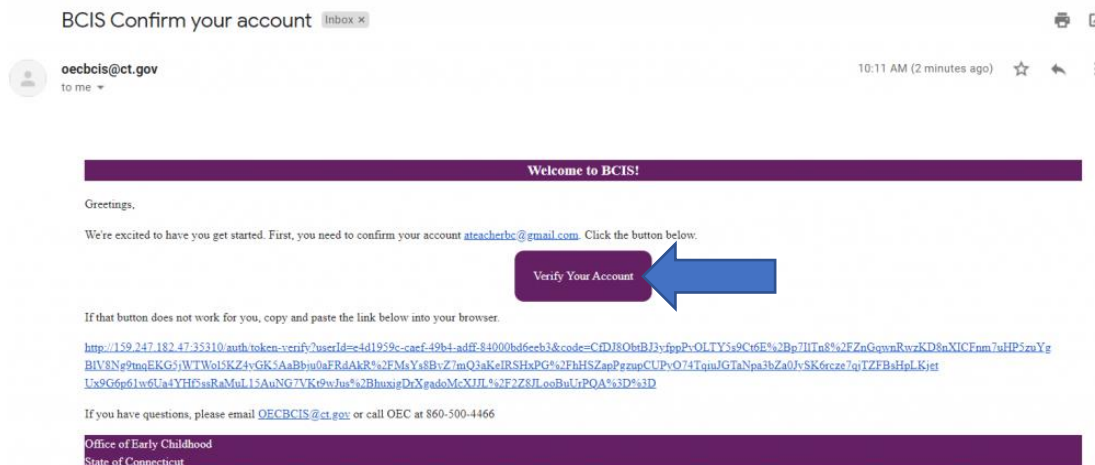
A valid e-mail address is required to use this service.

If you are already registered, go to the [log-in screen](#).

Once you have registered, please check your e-mail inbox for the **account verification e-mail**. You will not be able to use your account until verification is completed.

Then check your email again. You should see an email from oecbcis@ct.gov with the subject "BCIS Confirm your account." Open that email and click the button to "verify your account."

Example of the second email to verify your account

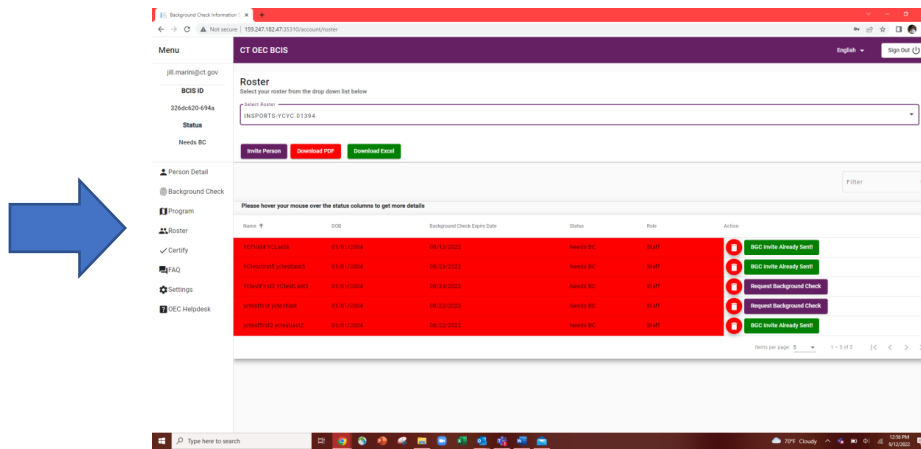


Now, you can login with the password you created. You'll be asked to confirm your date of birth for security purposes.

### 3. Managing your program roster

Click the **roster** tab from the left menu: This will allow you to see all the staff that have information in BCIS. As the Administrator of your Youth Camp BCIS account(s), you will be able to manage everyone's background checks. The

next several pages will take you through the steps of managing background checks, updating your own information, inviting new staff members to your roster and requesting staff members to complete background check.



## IMPORTANT ITEMS TO REMEMBER:

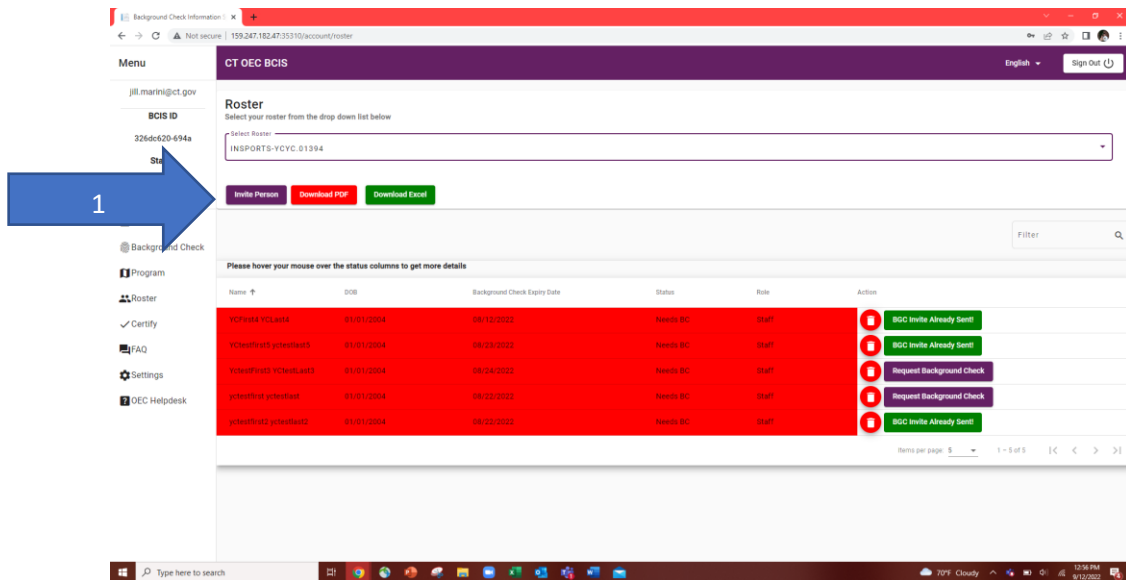
1. Please make sure that each staff member on your roster has their own individual email address. The system only allows an email address to be used for one account.

It is important for all the staff on your roster to enroll in BCIS so that when they are due for a background check they will have access to their account to complete the steps necessary to ensure that their background checks remain CURRENT.

# Adding Staff Members to The Program Roster

If there are staff members who do not appear on your roster you will have to invite them.

1. Click on the **INVITE PERSON** purple button



2. Enter the individuals:
  - a. First Name
  - b. Last Name
  - c. Date of Birth
  - d. Last four of their Social Security Number
  - e. Their zip code
  - f. Click the purple Search Button

The screenshot shows a web browser window with the URL [159.247.162.47:35310/account/add-new-person](https://159.247.162.47:35310/account/add-new-person). The page title is "CT OEC BCIS". The left sidebar contains a menu with the following items: "Person Detail", "Background Check", "Program", "Roster", "Certify", "FAQ", "Settings", and "OEC Helpdesk". The main content area is titled "Invite New Person" and includes a warning: "Unauthorized use of this data is prohibited. Only add current or prospective staff to your roster. To search you must enter any of the criteria below:". Below this, there are six input fields: "First Name", "Last Name", "Date of Birth", "Last 4 digits of SSN/ITIN", "Zip Code", and "BCIS ID Number". There are also "Search" and "Clear" buttons. Six blue arrows with letters 'a' through 'f' point to the following elements: 'a' points to the "Program" menu item; 'b' points to the "Last Name" input field; 'c' points to the "First Name" input field; 'd' points to the "Last 4 digits of SSN/ITIN" input field; 'e' points to the "Zip Code" input field; and 'f' points to the "Search" button.

3. When the individual is not located, and you receive a NO RECORD FOUND indicator in the top left-hand side of the screen please invite the individual to create their BCIS account and join your roster. This is done by:
  - a. Selecting your program roster from the drop-down menu
  - b. Select the individual's role (Staff)
  - c. Type their email address into the email section.
  - d. Click the purple SEND INVITE button.

## Add New Person

Search below to check if the person you would like to add to your roster is already in our system.

Unauthorized use of this data is prohibited. Only add current or prospective staff to your roster. To search you must enter any of the criteria below:

1. Search by BCIS ID Number
2. Search by First Name, Last Name, DOB AND;
  - Last 4 digits of SSN / ITIN OR Zip Code

First Name New	Last Name Staff
Date of Birth 1/1/1980	Last 4 digits of SSN/ITIN
Zip Code 06103	BCIS ID Number

Search Clear

No record was found matching the information you entered. Check to make sure the information was entered correctly. If you are still unable to locate a person, enter the person's email address below to invite them to add their demographic information to BCIS for the first time. Once they complete that step, they will be added to your program roster\*.

If you believe this individual should be in BCIS but you are unable to find them in this search, you may e-mail [help@bcis.org](mailto:help@bcis.org) or call 860-500-4466.

Please select your program TestProgram-DCCC.70492	Please Select Role Staff
Email NewStaff@email.com	

Send Invite

## IMPORTANT ITEMS TO REMEMBER:

1. Please make sure that each staff member on your roster has their own individual email address. The system only allows an email address to be used for one account.
2. In order for the individual that you have invited to BCIS to show up on your roster they **MUST** follow in the instructions in the two emails they will receive. (Please see Youth Staff Instructions for detailed information on these steps)



## Requesting Background Checks from Staff Members

All Youth Camp Directors will be responsible for managing the background checks of their staff members. Upon logging into your BCIS account for the first time, please note the status of the background checks of all those on your roster. The status of everyone on your roster can be found in the STATUS column next to their name. The date in that column will either be a date in the future, indicating that this is when your background is due to expire or the current date, which means it has expired in the past.

1. When looking at your roster, you will see the purple REQUEST BACKGROUND CHECK button for anyone who needs a complete background check. To initiate the background check for this individual you will click on this button and the system will send the individual an automated email asking them to log in and complete the background check.

The screenshot shows the BCIS Roster interface. On the left is a sidebar menu with options: Menu, program@email.com, BCIS ID, Status, Person Detail, Background Check, Program, Roster, FAQ, and Settings. The main area is titled 'CT OEC BCIS' and 'Roster'. It includes a dropdown to 'Select your roster from the drop down list below' with 'TestProgram-DCCC.70492' selected. Below this are buttons for 'Add Person', 'Download PDF', and 'Download Excel'. A table of staff members is displayed with columns: Name, DOB, Background Check Expiry Date, Status, Role, and Action. The second row is highlighted in red, showing 'TestFirst Name Elena', 'TestLast Name', '10/06/2021', '12/11/2023', 'Current', 'Staff', and a 'Request Background Check' button. A blue arrow points to this button. Other rows show 'TestFirst Name A' and 'TestLast Name' with 'Current' status and 'Staff' role, and 'TestFirst Name Jasmin' with 'Current' status and 'Staff' role.

Name	DOB	Background Check Expiry Date	Status	Role	Action
TestFirst Name A TestLast Name	10/06/2021	05/08/2026	Current	Staff	
TestFirst Name Elena TestLast Name	10/06/2021	12/11/2023	Current	Staff	Request Background Check
TestFirst Name Elena TestLast Name	10/06/2021	12/11/2023	Current	Staff	Invite to BCIS
TestFirst Name Jasmin TestLast Name	10/06/2021	07/06/2026	Current	Staff	Invite to BCIS

2. Once the camp Director/BCIS Admin for the program roster clicks the REQUEST BACKGROUND CHECK button, a pop-up screen will appear. At this point the Administrator will indicate which background check process they will be using. Either:
  - a. **Traditional BCIS Background Check** where BCIS will complete the DCF and the NSOR once the individual initiates the background check and the individual will obtain digital fingerprints. If the administrator is choosing the traditional BCIS Background check, they will **NOT** check the box and hit the Confirm and Send Invite. A background check obtained using this method meets the

requirements for the licensed child care background checks, which is helpful if you have staff who work in both types of programs.

The screenshot shows the 'CT OEC BCIS' interface. A modal titled 'Request Background Check' is open, displaying a disclaimer and a checkbox labeled 'Is Youth Camp Specific Background'. Below the checkbox is a 'Confirm and Send Invite' button. Two blue arrows labeled 'a' point to the checkbox and the button respectively. In the background, a table lists roster members with columns for first/last name, birth date, and status. Action buttons for 'Background check Invite Sent!' and 'Request Background Check' are visible on the right.

YCTestFirst	YCTestLast	01/01/2004	08/18/2022	Needs BC	Staff
YCTestFirst1	YCTestLast1	01/01/2004	08/18/2022	Needs BC	Staff

- b. **Youth Camp Specific Background Check** where BCIS will complete the DCF and the NSOR once the individual initiates the background check AND the BCIS Administrator for the program will acknowledge and follow all the requirements to do a Name and Date of Birth Check here: <https://jud.ct.gov/crim.htm> searching in for results in the Criminal/Motor Vehicle tab. Additionally, the program Administrator will certify that they will follow all requirements for completing a Youth Camp Specific Background check to include reviewing results found in the search for OEC Disqualifying Crimes and requiring that any individual that has a conviction for a crime that appears on this list complete fingerprints and undergo the HIT review process for OEC background checks. If the administrator chooses the Youth Camp Specific Background Check, they will check the box and enter Confirm and send invite. A background check obtained using this method DOES NOT meet the requirements of a licensed child care program.

CT OEC BCIS English Sign Out

### Roster

Select your roster from the drop down list below

Select Roster  
Youth Camp -YCYC.1234

Add Person Download

**Request Background Check**

I understand that by selecting this option that I am acknowledging the requirement to do a Name and Date of Birth Check [click here](#), searching in for results in the Criminal/Motor Vehicle tab. I also certify that I will follow all requirements for completing a Youth Camp Specific Background check to include reviewing results found in the search for OEC Disqualifying Crimes and requiring that any individual that has a conviction for a crime that appears on this list complete fingerprints and undergo the HIT review process for OEC background checks.

☐ Is Youth Camp Specific Background Check required?

Confirm and Send Invite

Filter

Name	DOB	Action
YCTestFirst	01/01/2004	08/18/2022 Needs BC Staff <span>Background check Invite Sent!</span>
YCTestLast	01/01/2004	08/18/2022 Needs BC Staff <span>Request Background Check</span>

3. Next the Administrator will need to check the Judicial Website using the link provided above and the hyperlink provided in BCIS to determine if the individual has a **CONVICTION** of a crime on OEC's Disqualifying Crimes list.
  - a. This is done by clicking on the link that states **Convictions Search by Defendant**

Criminal / Motor Vehicle Case Look-up

State of Connecticut Judicial Branch

The mission of the Connecticut Judicial Branch is to serve the interests of justice and the public by resolving matters brought before it in a fair, timely, efficient and open manner

Arrest Warrants | Sentence Review Docket

**Convictions:**  
[Convictions - Search by Defendant](#) or  
[Convictions - by Docket Number](#)

**Daily Docket:**  
[Daily Docket - Search by Court](#) or  
[Daily Docket - By Defendant](#)

**Pending Case:**  
[Pending Case - Search by Defendant](#) or  
[Pending Case - By Docket Number](#)

**Attorney/Firm Case Look Up:**  
[Attorney/Firm - Search by Juris Number](#)

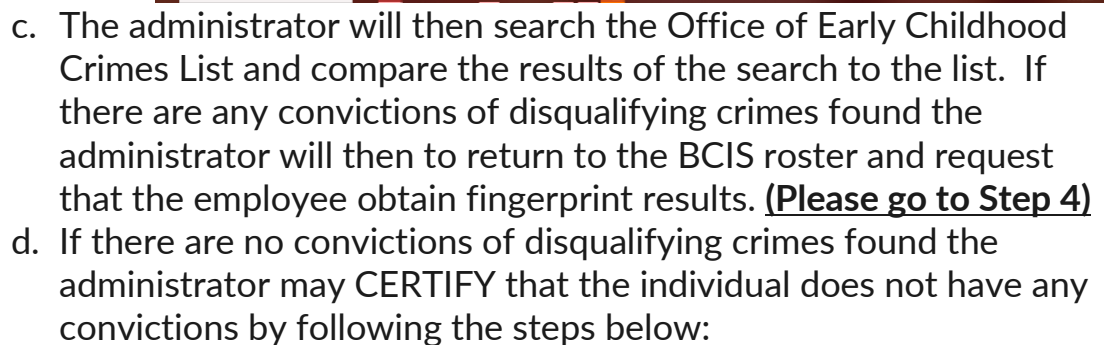
[Geographical Area Court Phone Numbers](#) | [Judicial District Court Phone Numbers](#)

Notice: Conviction information is generally shown on this website for no more than 10 years after the date of sentencing unless Section 7-13 of the Connecticut Practice Book provides for a shorter period of time in which case this information will be shown for the shorter period of time. Please note that conviction information will be removed from the website one month before the end of the period you might find in the Connecticut Practice Book. Also:

- Each criminal and motor vehicle charge which resulted in a conviction within the past 10 years is shown, including convictions resulting from unvacated forfeitures of bail or collateral deposited to secure a person's appearance in court in non-motor vehicle cases are not shown.
- Youthful Offender cases, Juvenile Cases, and Infractions and Violation convictions are not shown.
- Criminal history record information shown on this site may change daily due to erasures, corrections, pardons, and other modifications to individual criminal history record information. The Judicial Branch cannot guarantee the accuracy of the information except with respect to this date.

- b. Next you will type the employees:

- 
- The screenshot displays the 'Criminal/Motor Vehicle Convictions Search By Defendant' page on the State of Connecticut Judicial Branch website. The page features a search form with the following fields and options:
- Last Name (Begin with):** A text input field with a red asterisk indicating it is required.
  - First Initial:** A text input field.
  - Birth Year:** A text input field.
  - Year Range:** A text input field with a dropdown arrow.
  - Court Location:** A text input field.
  - Category Type:** A dropdown menu.
  - Search:** A button to execute the search.
- Below the search form, a disclaimer states: "This criminal history record information may change daily due to measures, corrections, pardons, and other modifications to individual criminal history record information. The Judicial Branch cannot guarantee the accuracy of the information except with respect to this date."
- The page also includes a sidebar with navigation links and a footer with the date "Copyright © 2022, State of Connecticut Judicial Branch".



Return to the roster and click on the CERTIFY tab on the left-hand side. (a)

Background Check Information

Menu

CT OEC BCIS

English Sign Out

jill.marini@ct.gov

BCIS ID

326dc620-694a

Status

Needs BC

Person Detail

Background Check

Program

Roster

✓ Certify

FAQ

Settings

OEC Helpdesk

Roster

Select your roster from the drop down list below

Select Roster

INSPTS-YCYC.01394

Invite Person Download PDF Download Excel

Please hover your mouse over the status columns to get more details

Name	DOB	Background Check Expiry Date	Status	Role	Action
YCPst4 YCLst4	01/01/2004	06/12/2022	Needs BC	Staff	BGC Invite Already Sent!
YCPstFirst5 YCLstLast5	01/01/2004	06/23/2022	Needs BC	Staff	BGC Invite Already Sent!
YCPstFirst3 YCLstLast3	01/01/2004	06/24/2022	Needs BC	Staff	Request Background Check
YCPstFirst YCLstLast	01/01/2004	06/22/2022	Needs BC	Staff	Request Background Check
YCPstFirst2 YCLstLast2	01/01/2004	06/22/2022	Needs BC	Staff	BGC Invite Already Sent!

Items per page: 5 1 - 5 of 5

Select the individual you are choosing to certify by clicking on the purple CERTIFY button. (b)

Menu

CT OEC BCIS

English Sign Out

Raghavendar.Chen

uku@ct.gov

BCIS ID

13daa9aa-ec99

Status

Needs BC

Person Detail

Background Check

Program

Roster

✓ Certify

Certify Youth Camp Program Counselors

Filter

First Name	Last Name	Date of Birth	Action
YCTestFirst	YCTestLast		Certify
YCTestFirst1	YCTestLast1		Certify
YCTestFirst3	YCTestLast3		
firstYCTest4	lastYCTest4		Certify

Items per page: 5 1 - 5 of 7

e. Provide the date that the Name and DOB check was completed on the judicial website and click the purple CONFIRM CERTIFY button. (c)

**Certify Individual**

By certifying that I have checked the Name and DOB check, I am certifying that there were no criminal records that are considered OEC Disqualifying Crimes and this person has a favorable criminal Name and DOB check.

Complete

lastYCTest4

4. Should the administrator discover a Disqualifying Crime while searching the State Judicial Website, they **must** request that the individual complete the FBI and State criminal check, utilizing fingerprints.
  - a. To complete this the director **will NOT certify the individual**, but return to the roster and click the purple REQUEST FINGERPRINT button:

Menu CT OEC BCIS English Sign Out

Raghuvaran.Chenku  
@ct.gov

BCIS ID  
13daa9aa-ec99

Status  
Awaiting FP

Person Detail

Background Check

Program

Roster

✓ Certify

FAQ

Settings

OEC Helpdesk

**Roster**  
Select your roster from the drop down list below

Select Roster  
Youth Camp -YCYC.12345

Please hover your mouse over the status columns to get more details

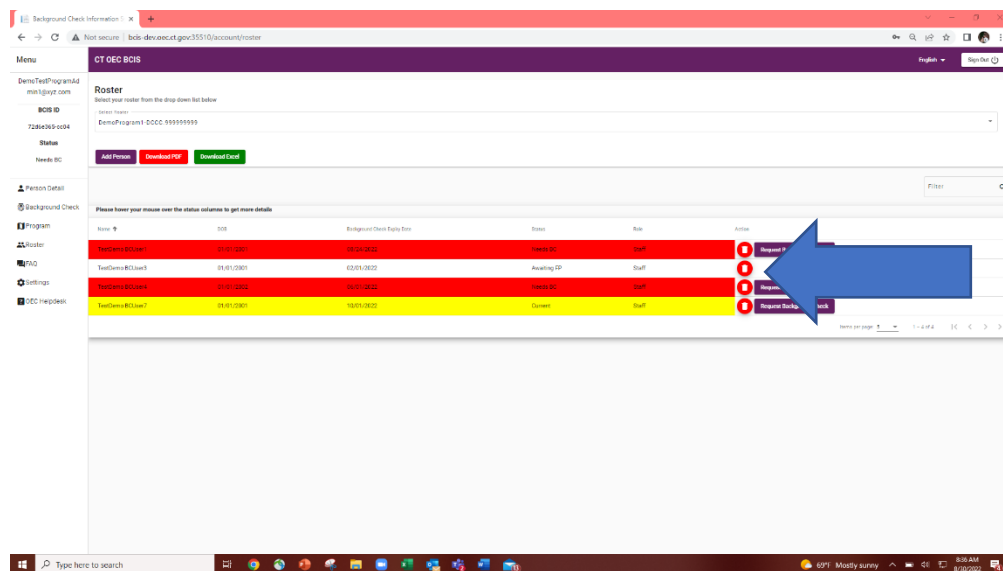
Name	DOB	Background Check Expiry Date	Status	Role	Action
YCTestFirst YCTestLast	01/01/2004	10/18/2023	Current	Staff	
YCTestFirst1 YCTestLast1	01/01/2004	08/16/2023	Needs BC	Staff	BGC Invite Already Sent
YCTestFirst11 YCTestLast11	01/01/2004	08/23/2023	Needs BC	Staff	YCBGC Invite Already Sent <input type="button" value="Request Fingerprint"/>
YCTestFirst3 YCTestLast3	01/01/2004	08/23/2023	Needs BC	Staff	BGC Invite Already Sent
YCTestFirst12 YCTestLast12	01/01/2004	08/23/2023	Needs BC	Staff	BGC Invite Already Sent

- b. Clicking this button will send the individual a request to complete the traditional BCIS background check which includes the FBI and state criminal fingerprint component.
  - c. Should a disqualifying crime be discovered because of the fingerprint component, an OEC staff member will reach out to inform both the program director/administrator and the individual of the steps required to process an appeal.

## How Do I Remove Someone from My Roster?

If a staff member is no longer with you, you can remove them from your roster by clicking the trash can at the end of the line where their name

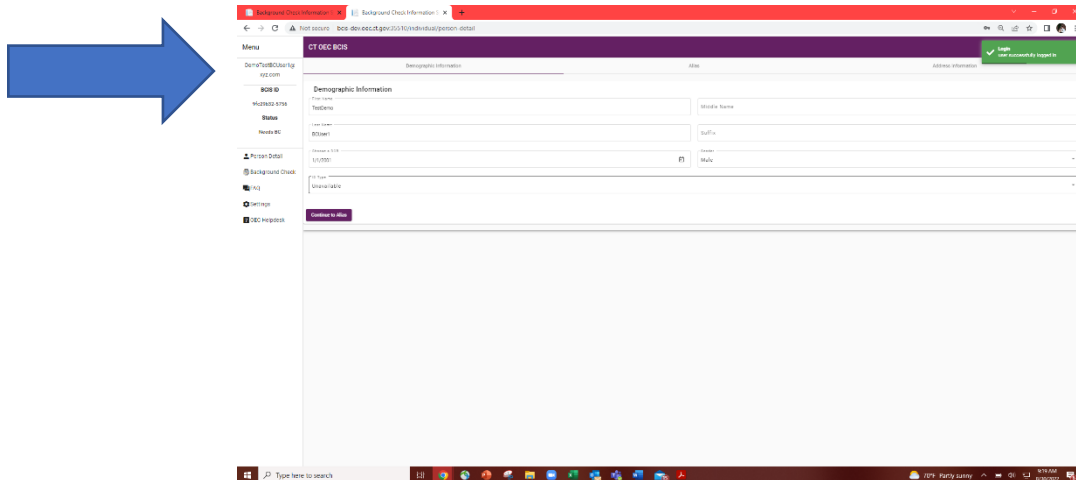
appears. This does not delete their record; it just removes them from your roster.



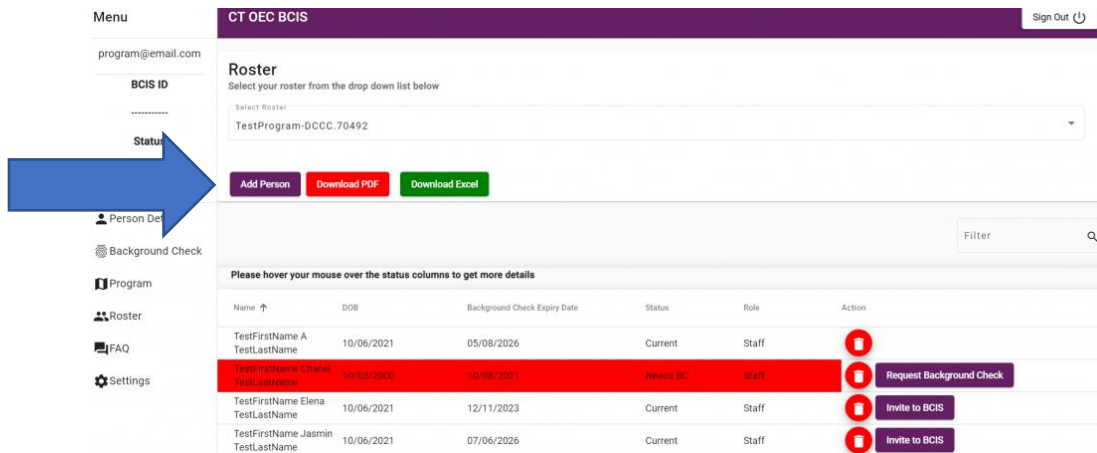
## How Do I Add Someone to My Roster Who Has an Active BCIS Account?

If you hire a staff member who has an active account, please follow the steps below:

1. Ask the individual to log into **their BCIS account** and write down their BCIS ID. Every individual in BCIS has a unique ID assigned to them. It is located on the upper left-hand side of the screen.



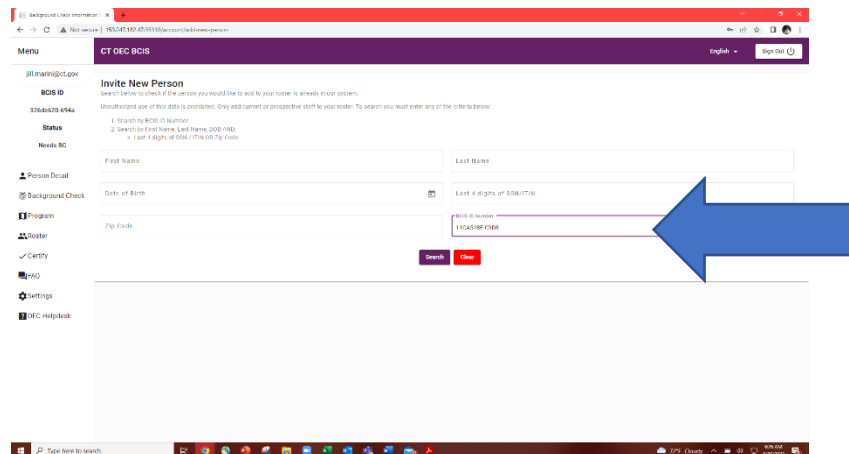
2. You will then Log into your Administrator Account and from the roster page, click on the purple ADD PERSON button.



The screenshot shows the 'Roster' page in the CT OEC BCIS system. The left sidebar contains a 'Menu' with options: BCIS ID, Status, Person Detail, Background Check, Program, Roster, FAQ, and Settings. The main content area has a 'Roster' header with a 'Select your roster from the drop down list below' and a dropdown menu showing 'TestProgram-DCCC.70492'. Below this are three buttons: 'Add Person' (purple), 'Download PDF' (red), and 'Download Excel' (green). A table below lists roster members with columns: Name, DOB, Background Check Expiry Date, Status, Role, and Action. The table has four rows of data. The second row is highlighted in red and has a 'Request Background Check' button. The third and fourth rows have 'Invite to BCIS' buttons. A blue arrow points to the 'Add Person' button.

Name	DOB	Background Check Expiry Date	Status	Role	Action
TestFirstName A TestLastName	10/06/2021	05/08/2026	Current	Staff	
TestFirstName Chae TestLastName	10/03/2000	10/08/2021	Needs BC	Staff	Request Background Check
TestFirstName Elena TestLastName	10/06/2021	12/11/2023	Current	Staff	Invite to BCIS
TestFirstName Jasmin TestLastName	10/06/2021	07/06/2026	Current	Staff	Invite to BCIS

3. You will then enter **ONLY** the **BCIS ID** that the individual you are adding has provided you with and click on SEARCH

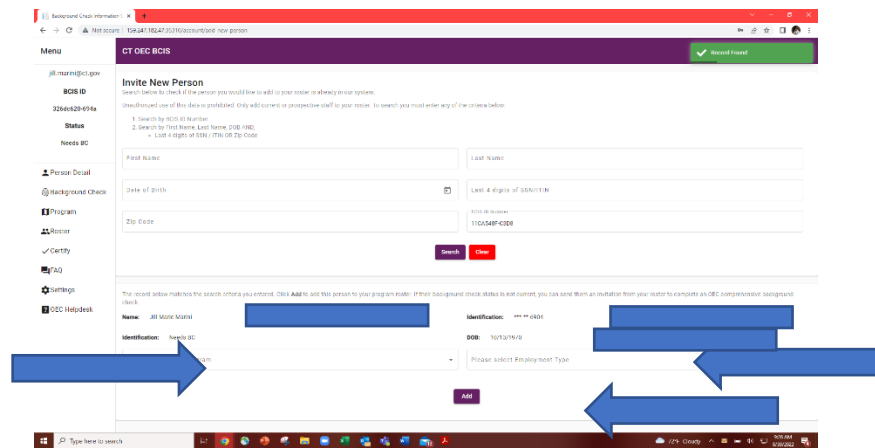


The screenshot shows the 'Invite New Person' page in the CT OEC BCIS system. The left sidebar contains a 'Menu' with options: BCIS ID, Status, Person Detail, Background Check, Program, Roster, FAQ, and Settings. The main content area has a 'Invite New Person' header with a search bar and a 'Search' button. Below the search bar are four input fields: 'First Name', 'Last Name', 'DOB or Birth', and 'Last 4 digits of SSN/ITIN'. The 'BCIS ID Number' field is highlighted with a blue arrow. The 'Search' button is red.

First Name	Last Name	DOB or Birth	Last 4 digits of SSN/ITIN	BCIS ID Number
				110450P C008

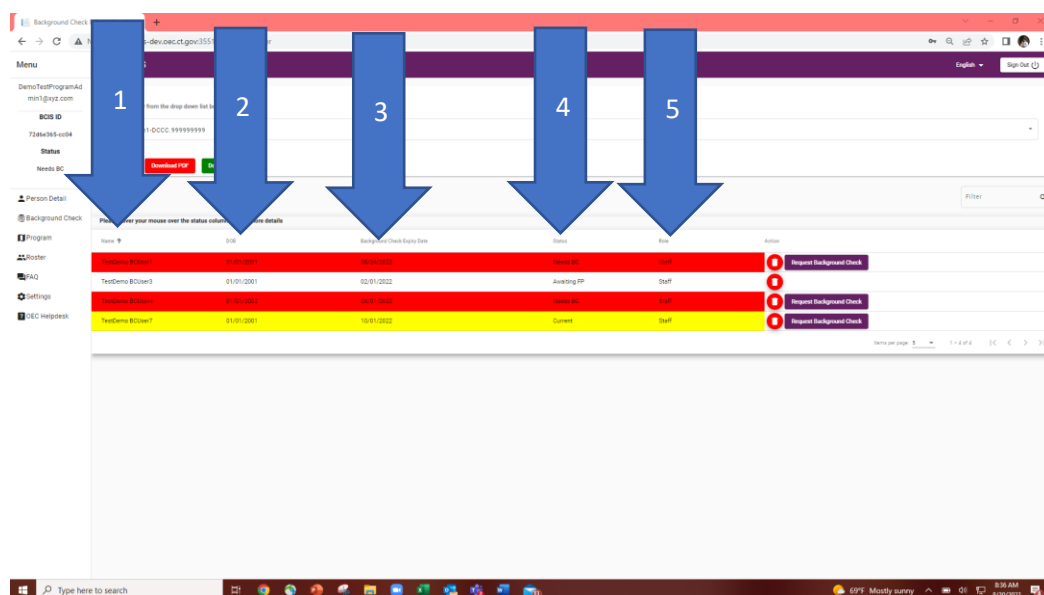
4. When the individual is found the system will ask you if you want to add them to your roster and in which role. Select the appropriate license and role and hit ADD.





## Understanding the Roster Columns

1. Name
2. Date of Birth
3. Expiration Date: the date the background check will expire
4. Status
5. Role
6. If the line is highlighted in RED, the background check has already expired
7. Once an individual's background check enters the 6-month window prior to expiration the line will be highlighted in YELLOW and will remain YELLOW until the background check is completed OR it expires.



## BACKGROUND CHECK STATUS MEANINGS

The background check status displayed in BCIS is determined by the status of the background check components. Please see below for status definitions:

- a. **CURRENT**: OEC has verified a current background check for this person in our system. The date shown is the maximum due date for this person's next required check. Please be sure they start the process 45-60 days prior to the date shown to maintain their eligibility for childcare employment.
- b. **IN PROGRESS**: OEC has received all required items, which are being processed. Please check back regularly as these statuses are updated nightly.
- c. **NEEDS DCF**: Fingerprints have been received but an updated, completed, and signed DCF Authorization Form and FBI Privacy Rights form must be submitted to OEC. This form can be completed directly in BCIS. Please have the individual log in, update their address history to include five years and complete the DCF form in the Background Check tab.
- d. **NEEDS BACKGROUND CHECK**: OEC does not have a record for this person within the last 5 years in our background check system. Therefore, they are currently due for a background check. If you believe this may be incorrect, please email the OEC Legal Department at [OEC.BC@ct.gov](mailto:OEC.BC@ct.gov)
- e. **PENDING**: OEC is awaiting additional registry check results to complete this application, which may include out-of-state record checks, or is reviewing additional documentation. OEC may contact you and/or this individual if additional information or documentation is needed
- f. **WORK SUPERVISED**: OEC has received criminal background check results for this person but at least one other component of their background check is still in progress. Other components include child protective services checks, sex offender registry checks, and out of state checks if this individual has lived in another state in the past five years

## **Where Can I go for Assistance with BCIS and Background Checks:**

1. Need help with your log in ID or password?
  - a. Submit a Support Desk Ticket here: <https://helpdesk.oecit.org/>  
Please be sure to include the following in your request:
    - i. Name
    - ii. DOB
    - iii. Email address
    - iv. Telephone Number
    - v. License Number
  - b. Email [OEC.BC@CT.GOV](mailto:OEC.BC@CT.GOV) Please include the following in your email:
    - i. Name
    - ii. DOB
    - iii. Email address
    - iv. Telephone Number
    - v. License Number
  - c. Call OEC 1-860-500-4466.
2. Have questions about your staff members background check status or think it is incorrect?
  - a. Submit a Support Desk Ticket here: <https://helpdesk.oecit.org/>  
Please be sure to include the following in your request:
    - i. Name of individual
    - ii. DOB of individual
    - iii. Email address
    - iv. Telephone Number
    - v. License Number
  - b. Email [OEC.BC@CT.GOV](mailto:OEC.BC@CT.GOV) Please include the following in your email:
    - i. Name of individual
    - ii. DOB of individual
    - iii. Email address of individual
    - iv. Telephone Number
    - v. License Number
  - c. Call OEC 1-860-500-4466.
3. Need technical assistance?
  - a. Submit a Support Desk Ticket here: <https://helpdesk.oecit.org/>
  - b. Email [OEC.BC@CT.GOV](mailto:OEC.BC@CT.GOV)

- c. Call OEC 1-860-500-4466
4. Need questions answered about BCIS and the process?
- a. Submit a Support Desk Ticket here: <https://helpdesk.oecit.org/>
  - b. Email [OEC.BC@CT.GOV](mailto:OEC.BC@CT.GOV)
  - c. Call OEC 1-860-500-4466.
5. Need assistance with scheduling fingerprint appointments:
- a. Call 211 @ 1-800-505-1000
  - b. Visit <https://www.ctoec.org/background-checks/fingerprints-background-checks/> and scroll to the bottom of the page and click on the link that takes you to information about local police stations that do fingerprints. PLEASE NOTE: we do not guarantee that the information on the list is the most up to date information so please contact the police station where you plan to go to make sure that the hours and services are still accurate.