Fingerprint-Based Background Check
A Guide For Applicants
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Step #1: Click “Create User Account”

Step #2: Complete registration and click “Create”

**Once your registration has been completed, you will be taken to the “Register / Sign In” page to log into the account that you just created.
- If this message comes up, the Social Security number is already registered. You will need to log into your existing account.
- If you do not remember your logon information, you should first utilize the Username/Password assistance tools outlined in the next slides.
- If you are unable to reset your logon information, you will need to contact the Criminal History Unit at 1-800-340-1246 or crimhist@dhw.idaho.gov.
- The Criminal History Unit will need your full name and date of birth in order to locate you in the system. The Criminal History Unit CANNOT release usernames or passwords to employers. You will need to contact the unit directly.
- Step #1: Click “Forgot Password” link on the “Register / Sign In” page.
- Step #2: Enter the email address associated with your account and your social security number. If you no longer have access to the email address the Criminal History Unit has on file, go to “Change Email Address”, instructions on page 7. Once email address is updated, return to Step 2 and complete.
- Step #3: A random code will be emailed to the email address given. Enter the code exactly and answer your Security Question.
- Step #4: Create a new password.
- Step #1: Click “Forgot User Name” link on the “Register / Sign In” page.
- Step #2: Enter the email address associated with your account and your social security number. If you no longer have access to the email address the Criminal History Unit has on file, go to “Change Email Address”, instructions on page 7. Once email address is updated, return to Step 2 and complete.
- Step #3: A random code will be emailed to the email address given. Enter the code exactly and answer your Security Question.
- Step #4: Create a new user name.
- Step # 1: Click “Change Email Address”
- Step # 2: Enter your current email address, one that you are readily able to access.
- Step # 3: A random code will be emailed to the email address given. Enter the code exactly and answer your Security Question.
- Step # 4: Confirm the new email address.
Step # 1: Once you are logged on, you will need to select the “Complete Application” button located toward the top of the page.

Step # 2: This is the welcome screen for the application. Read through the instructions and click “Start” when ready.
- The first required field of the application asks for a current mailing address.
- To enter your mailing address click “Add New Address”.
- In the pop-up, fill in the required information and select “Update”.

CHU Applicant Guide:
COMPLETING THE APPLICATION
- Your email address will carry over from the initial registration. Update if needed.
- A primary phone number is required.
- If you would like to have text message notifications of each step in the criminal history background check process, fill in the cell phone number and select your carrier.
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COMPLETING THE APPLICATION

- All fields with an asterisk (*) are required. The application will not allow you to move on without filling in the required fields.
- To list any AKA’s, click on the link that says “Add Additional Name”.
- Fill in the information and click “Update”.

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COMPLETING THE APPLICATION

- The last required field on this page will ask about your driver’s license information.
- If all information is complete, click “Next” to move onto the next page of the application.
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- The program or agency who is requiring you to complete the background check will need to provide you with their Agency Identification Number.
- You will be unable to complete the application without this number. Please contact the program or agency for help.
- The Criminal History Unit is prohibited from giving you the Agency Identification Number.
If you answered no to the previous question ("Do have know or have the required Agency number?") you will be taken to this screen where you can Save & Close. You may return to the application once you have the necessary information.
Great! You are now ready to enter the agency identification number to complete the background check.

1. Enter the agency identification number in the indicated field and click ‘Find’.
2. You must highlight and select at least one of the choices displayed in the drop down menu. You cannot add a new person as a contact. Once you made your selection, click ‘Update’.
3. If you make a mistake, you can ‘Delete the agency listed by clicking ‘Delete’.
4. You can enter more than one agency identification number to your application. If you need to do so, simply repeat steps 1 and 2 until all your agencies are in your application.

NOTE: If you are completing this background check to be appointed as a Guardian or Conservator by an Idaho court AND are also seeking to be a Certified Family Home, please stop now and contact the Criminal History Unit for assistance.
Great! You are now ready to enter the agency identification number to complete the background check.

1. Enter the agency identification number in the indicated field and click 'Find'.
2. You must highlight and select at least one of the choices displayed in the drop down menu. You cannot add a new person as a contact. Once you made your selection, click 'Update'.
3. If you make a mistake, you can 'Delete the agency listed by clicking 'Delete'.
4. You can enter more than one agency identification number to your application. If you need to do so, simply repeat steps 1 and 2 until all your agencies are in your application.

NOTE: If you are completing this background check to be appointed as a Guardian or Conservator by an Idaho court AND are also seeking to be a Certified Family Home, please stop now and contact the Criminal History Unit for assistance.
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- Once a valid employer ID has been entered and appears on this screen, click “next” to move onto the next portion of the application.
- If a second agency needs to be added to the application, repeat steps 1 and 2 of the instructions.
- If you make a mistake, you can delete an employer from the list by clicking “Delete”.

Great! You are now ready to enter the agency identification number to complete the background check.

1. Enter the agency identification number in the indicated field and click “Find”.
2. You must highlight and select at least one of the choices displayed in the drop down menu. You cannot add a new person as a contact. Once you made your selection, click “Update”.
3. If you make a mistake, you can “Delete” the agency listed by clicking “Delete”.
4. You can enter more than one agency identification number to your application. If you need to do so, simply repeat steps 1 and 2 until all your agencies are in your application.

NOTE: If you are completing this background check to be appointed as a Guardian or Conservator by an Idaho court AND are also seeking to be a Certified Family Home, please stop now and contact the Criminal History Unit for assistance.

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- The Criminal History Unit is only legally authorized to complete background checks on individuals for specific reasons.
- You need to select the service requiring you to complete the background check.
- If you are unsure of what service to select, contact your agency.
CHU Applicant Guide:
COMPLETING THE ENHANCED APPLICATION

- If the service you selected on the previous page brought you to this page, it means that you are required to be processed for an Enhanced background check. You must disclose all your residential addresses for the last five years for this background check.
- The application will display your current address from page one. You will need to “edit” the address to tell us how long you have lived there.
- If you have lived at other places in the last five years, you must add those addresses by clicking on “Add New Address” link.
- Once you have disclosed your past five years of addresses, click “Next” to move onto the next page of the application.
- The application will not allow you to move forward if you do not disclose your addresses of the past five years.
- Here you are required to disclose any criminal activity.
- Read the questions very carefully.
- The Criminal History Unit requires that you disclose any misdemeanor or felony citations and arrests:
  - Even if it/they did not result in a conviction.
  - Even if you were a juvenile at the time.
  - Even if the conviction is sealed.
CHU Applicant Guide:
COMPLETING THE APPLICATION

*Pro Tip: Have you been arrested or cited within the State of Idaho? If so, you can look up that information on Idaho’s public access repositories at no fee! [https://mycourts.idaho.gov/](https://mycourts.idaho.gov/) [https://www.idcourts.us/repository/](https://www.idcourts.us/repository/)

- If you answered “yes” to any of the questions on the previous page of the application, you will be taken to this page.
- Answer all fields to the best of your knowledge.
- All fields with an asterisk (*) are required fields.
- If you have multiple citations/arrests/convictions, be sure to disclose each of them separately. You can do so by answering “yes” to the last question (“Do you have any additional arrests or convictions to list?”). Once again, do not combine more than one criminal case in one entry. List them separately!
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- In this section, you are required to disclose any pending criminal cases and/or any outstanding criminal warrants.
- If you answer “yes”, click “Add New Warrant/Pending Charges”.
- Fill in the required fields and click “Update”.
- If you have multiple pending cases and/or warrants, be sure to list each of them by repeating steps 2-3.
CHU Applicant Guide:
COMPLETING THE APPLICATION

- In this section, you are required to disclose if you are listed on any Child Protection Registry.
- If you answer “yes”, click “Add New Child Protection Incident”.
- Fill in the required fields and click “Update”.
- If you have been investigated multiple times, be sure to list each of them by repeating steps 2-3.
- In this section, you are required to disclose if you have ever been investigated for abuse or exploitation of a vulnerable adult.
- If you answer “yes”, click “Add New Adult Protection Incident”.
- Fill in the required fields and click “Update”.
- If you have been investigated multiple times, be sure to list each of them by repeating steps 2-3.
In this section, you are required to disclose if you have ever been placed on any Medicaid/Medicare Exclusion list.

- If you answer “yes”, you will click “Add New Medicare/Medicaid Exclusion”.
- Fill in the required fields and click “Update”.
CHU Applicant Guide: COMPLETING THE APPLICATION

- In this section, you are required to disclose if you have ever had a negative finding against you on the Idaho Certified Nurse Assistant Registry.
- If you answer “yes”, you will click “New CNA Registry”.
- Fill in the required fields and click “Update”.
CHU Applicant Guide: COMPLETING THE APPLICATION

- If you have made it to this screen, you’ve completed all of the questions on the application. You can now review your answers, submit the application, or save the application and come back to it at a later date.
- If you click “Submit Application”, you will receive a pop-up that says “Once your application has been submitted it cannot be modified except by the Criminal History Unit. Are you sure you want to continue?” Click “OK” to submit or “Cancel” to go back to review the application.
Once the application has been submitted, you will be taken to this screen.
- Click “Make Fingerprint Appointment” to schedule a fingerprinting appointment at your local Department of Health and Welfare Office.
- Click “Mailing Fingerprints” to receive instructions on how to mail in your criminal history and background check application.
- Click “Close” to exit the window.
CHU Applicant Guide:
SCHEDULING A FINGERPRINT APPOINTMENT

Step # 1
- Step # 1: Select the office where you would like to be seen at.

Step # 2
- Step # 2: Select an available time. Available times appear in green.

Step # 3
- Step #3: Press “OK” to confirm your appointment.

Note: This is a real-time calendar. You will only see appointments that are actually available for you to pick.

FYI - Boise Westgate 1 and Boise Westgate 2 are at the same physical location. Nampa 1 and Nampa 2 are also at the same physical location.
CHU Applicant Guide:
SCHEDULING A FINGERPRINT APPOINTMENT

- Once an appointment has been scheduled, the appointment details will appear here.
- You can cancel the appointment by clicking “Cancel Appointment”
- You can reschedule the appointment by clicking “Fingerprint Appointments”
- If you live in a rural community or are unable to come to one of our offices to be fingerprinted, you may want to utilize the mailing option.
- Once logged into your account, you would click the link that says “Mailing Fingerprints”.
- If you have an appointment already scheduled, selecting this option will cancel that appointment. You will receive a pop-up warning you of this.
- If you click “OK” on the pop-up, you will be taken to a page with instructions detailing the mailing process. Be sure to follow all instructions.
- For more information on the mailing option, go to “Common Questions”.

**MAIL-IN OPTION**

**Fingerprint Appointment**

- If you have a fingerprint appointment scheduled, it will be canceled if you continue with the Mailing Fingerprint choice. Do you want to continue?

**Mail-in Instructions**

- If you have any questions, you may contact the Criminal History Unit at 1-800-340-3246 for assistance.
CHU Applicant Guide:
WHAT TO BRING TO YOUR FINGERPRINT APPOINTMENT

- All applicants are required to have a valid form of identification. Acceptable forms of Identification must include a photo and a signature. Examples include a driver’s license, military identification, or a passport.

- If there is a fee associated with the background check, the applicant must bring with them a form of payment. The application fee is listed on the “Home” page once the application has been submitted. Acceptable forms of payment are cash, check, money orders, a letter from the agency authorizing invoicing for the background check, or credit/debit cards. **Please note: using a credit/debit card as payment requires an additional $1.95 charge.**

- Applicants who have already started working must bring with them their printed, signed, and notarized IDHW Criminal History Background Check Application.
CHU Applicant Guide:  
A NOTARIZED APPLICATION  

- If this background check is for employment, there are certain guidelines that must be followed to ensure agency compliance with rules and regulations. 
- If you have already started working, you must bring with you the complete printed, signed, and notarized IDHW Criminal History Background Check Application to your appointment. 
- The application should be notarized no later than the day you started working. 
- If you are under the age of 18, you cannot sign the application. A parent or guardian must sign the application and have a notary witness their signature. 
- All Criminal History Unit finger printers are notaries. And will notarize if necessary. However, your employability could be affected if the notarization does not happen by the first day of employment. 
- To print off the application to be notarized, click on “Print Application” from the “Home” page once the application has been submitted.
CHU Applicant Guide:
ACCESSING CLEARANCE LETTER

- Once you have been cleared by the Criminal History Unit, you can access your letter of clearance by logging into your account on our website.
- After logging in, click on the link towards the bottom of the page that says “Print Results Letter”.
- This link will bring your Notice of Clearance up in a PDF document.