Protecting Ohio's Families

Ohio Attorney General's

INFORMATION TECHNOLOGY SERVICES

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Rapback User Manual
Customer
December 2017

MIKE DEWINE
★ OHIO ATTORNEY GENERAL ★

CONTENTS

SECTION 1: REQUEST FOR ENROLLMENT

1.1: INTRODUCTION TO RAPBACK

The Rapback Program began in 2007 with the passage of Ohio Senate Bill 97. The intent of the program is to protect Ohioans by providing additional safeguards against allowing convicted criminals to remain in positions of trust (e.g. school teachers, foster parents).

Background checks only provide a “snapshot” view of a person’s criminal history at a specific moment in time. Agencies with individuals enrolled in the Rapback Program receive notifications of subsequent criminal activity.

For enrolled individuals, BCI stores fingerprints captured as part of the employment screening processes in a separate Retained Applicant Fingerprint Database. These prints are searched against all new criminal prints, and prints submitted to BCI as part of a court disposition process. When a match is found, BCI provides rap sheet information back (“rap-back”) to the enrolling agency, who can then determine the individual's eligibility for continued employment or to retain a license issued.

A participating public office, as that term is defined in Revised Code (“R.C.”) 109.5721 (A)(3), or a participating private party, as that term is defined in R.C. 109.5721(A)(5) (each a “Participant”), may enroll individuals in the Ohio Attorney General’s Bureau of Criminal Investigation’s (“BCI”) Retained Applicant Fingerprint Database continuous criminal record monitoring service (“Rapback Service”) to obtain criminal record checks.

In order to use the Rapback Service, the Participant shall submit an application to BCI via the Rapback Service secure webportal (“webportal”), and agree to the Terms of Use. The Participant must be approved by BCI to use the Rapback Service to enroll individuals. The Participant also agrees to receive notices under the Terms of Use electronically.

To enroll an individual in the Rapback Service, the Participant must provide the information requested on the webportal and pay the fee set forth in the Terms of Use. Enrolled individuals will be added to the Rapback Service. **It is the Participant’s responsibility to unenroll any individual from the Rapback Service if the criminal record checks are no longer needed for that individual.**

Fingerprint-based criminal record databases maintained by BCI pursuant to R.C. 109.57 will be continually compared against the Retained Applicant Fingerprint Database. When the Rapback Service discovers that records received under R.C. 109.572 indicate an individual enrolled in the Rapback Service has been arrested or convicted of a crime or escalated misdemeanor, the Rapback Service will alert the Participant to log into the webportal for more information. The Ohio Attorney General is not responsible for any legal determinations, notifications or actions that are required as a result of information received under the Rapback Service.

The Participant will be responsible to log into the webportal for relevant information and for the notification to the employer/employee of a felony or escalated misdemeanor.

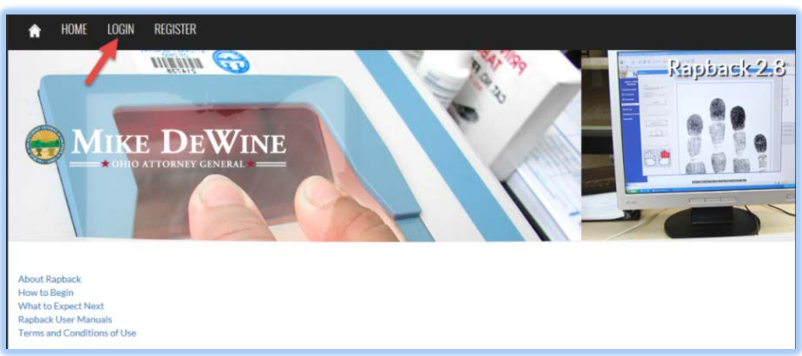
The Participant understands that the Rapback Service is not a records retention service, but rather a notification service only, and the Participant is responsible for retaining any information received from use of the Rapback Service in accordance with the Participant's retention schedule. The Ohio Attorney General is not responsible for retaining any records or information received by the Participant through use of the Rapback Service.

SECTION 2: SET UP AND ADMINISTRATION

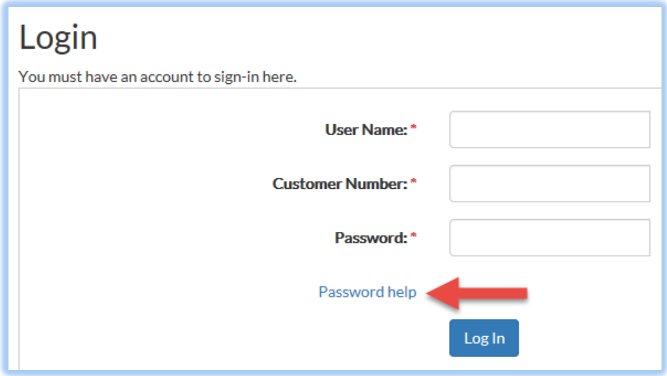
2.1: FIRST LOG IN

Whenever a new user is created, an email will be sent by Rapback to the user's email address. The email will contain the Customer Number and User Name and a link to the Rapback log in page. First, a temporary password will need to be requested by using the Password help link. (See section 2.7) Next, the user is required to create Security Questions & Answers. (See section 2.8) The system will force a password change on the first log in. Log in credentials will consist of a User Name, Customer Number and Password.

When the email with User Name and Customer Number is received, navigate to the Login page from the link provided in the email.



1. Request a temporary password via the Password help link. Follow the steps in section 2.7 to make the request.



2. When the email with the temporary password is received, navigate to the Login page again.

3. Enter User Name, Customer Number, temporary Password, and click Log in.

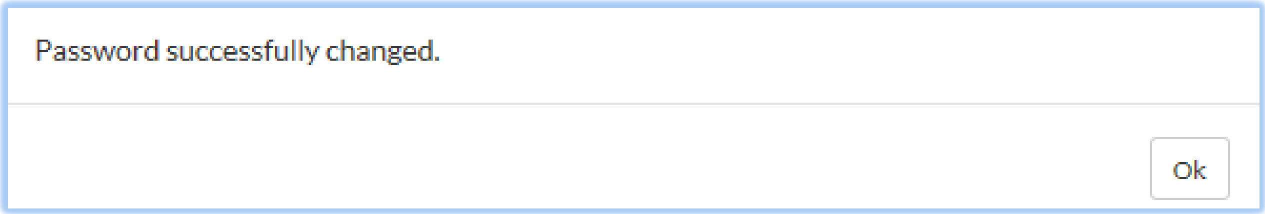
4. Follow the steps in section 2.8 to create Security Questions & Answers.

5. After creating the Security Questions & Answers, the system returns to the Login page. Again, enter User Name, Customer Number and the temporary Password and click Log In. The system displays the “Change Your Password” page with fields in which to enter your current password and new password (twice) and your answers to Security Question 1 and Security Question 2.

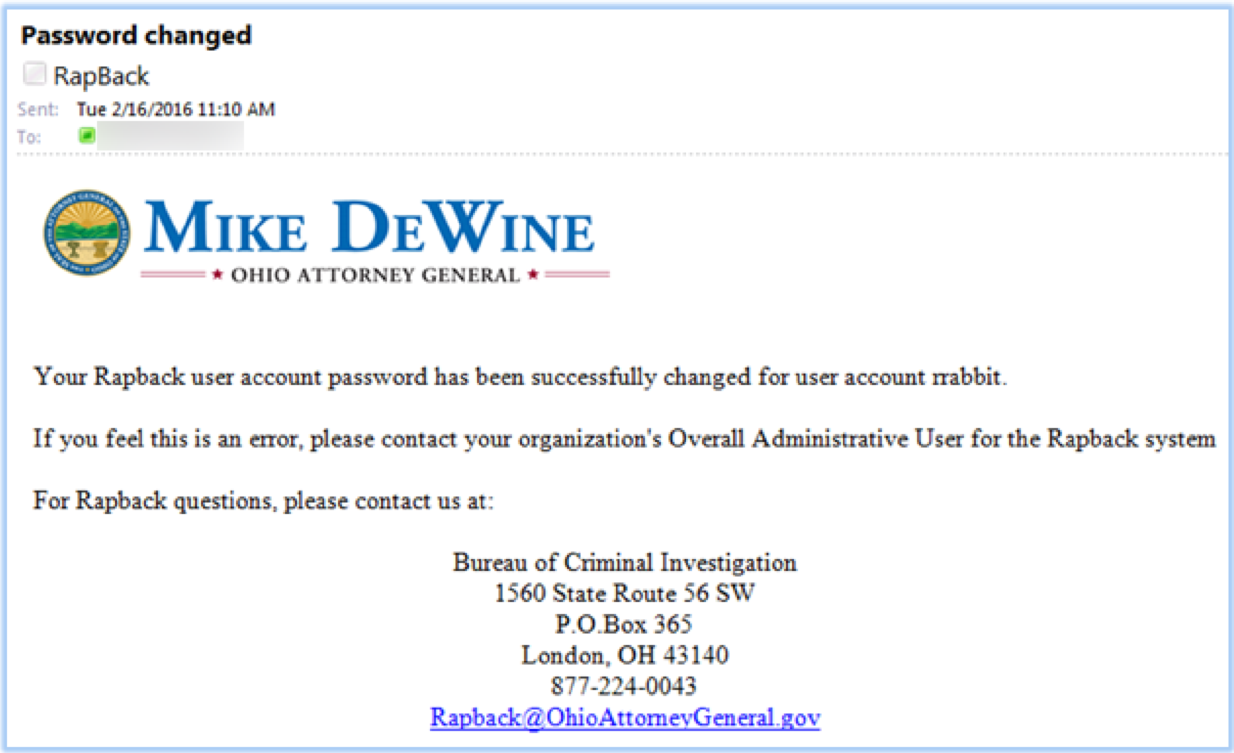
6. Enter the temporary Password in the Current password field. Enter a new password in the New password field and confirm the new password by entering it again in the Confirm new password field.

   Type the answers to Security Questions 1 and 2 in the Security Answers 1 and 2 fields and click Submit.

7. The changed password will be confirmed on screen. The system will also send an email confirming the changed password. Click OK.


Password successfully changed.

Ok


Password changed

RapBack

Sent: Tue 2/16/2016 11:10 AM

To:

MIKE DEWINE

★ OHIO ATTORNEY GENERAL ★

Your Rapback user account password has been successfully changed for user account rrabbit.

If you feel this is an error, please contact your organization's Overall Administrative User for the Rapback system

For Rapback questions, please contact us at:

Bureau of Criminal Investigation
1560 State Route 56 SW
P.O.Box 365
London, OH 43140
877-224-0043
Rapback@OhioAttorneyGeneral.gov

8. The user must log in with his/her new password. Refer to section 2.9 regarding the User Logon Acknowledgement.

NOTE: The following are the security requirements for setting passwords.
1) At least 8 characters long
2) At least one letter
3) At least one number
4) At least one special character
5) No repeating numbers and/or characters (e.g. 11 or AA or aA or aa)
6) No sequential numbers and/or characters (e.g. 12 or AB, or aB, or ab)

2.2: CREATE USERS

An organization's Overall Administrative User is the only user who can create and manage additional users for the organization. If your organization has separation of duties, you can decide which users should get specific permissions. For instance, a Finance Manager might not be allowed to see rapsheets, but should be able to see the Enrollee Report and Invoices to verify billed transactions. Also, an HR Manager might not need to see the invoices and, therefore, would not have that permission. Users and the permission allowed should be decided prior to starting. All permissions are defined here.

PERMISSIONS

Enroll (Associate/Disassociate): User is allowed to enroll employees or volunteers for the organization that are required to be rapbacked. Enrolling consists of associating and disassociating enrollees to and from an organization. A user would associate when hired or the need to rapback arises. A user would disassociate when there is no longer a need to rapback, such as when the person leaves the organization or changes positions. For more information on managing enrollees, refer to section 3.

Rapsheets (Affirm/Disaffirm): User is allowed to affirm or disaffirm entitlement to a rapsheet. An organization is entitled to view a rapsheet if the employee or volunteer is employed at the time of affirming. A user would affirm a rapsheet if, at the time, the employee or volunteer is still employed by the organization and required to be rapbacked. A user would disaffirm a rapsheet if, at the time, the employee or volunteer is no longer employed by the organization or no longer required to be rapbacked. For more information on affirming and disaffirming, refer to section 4.1 and 4.2.

Rapsheets (View/Print): User is allowed to view, save or print the entitled rapsheets. Entitled rapsheets are rapsheets that the organization has a right to see because the employee or volunteer was with the organization at the time it was entitled. For more information on viewing rapsheets, refer to section 4.3.

Manage Email Notices (Add/Delete): User is allowed to manage the email addresses that will receive email notices about hits for enrollees. A hit is a fingerprint event that matches an enrollee of the organization. All the email addresses in the list will get an email stating Rapback needs to be checked for activity. That means that there is a new rapsheet on the Affirm/Disaffirm page to be reviewed. When an email address is added to the list, an email is sent stating it has been added to the list and will start getting email notices. When an email address is removed from the list, an email is sent stating it has been removed and will no longer get the email notices. For more information on managing emails for notices, refer to section 2.3.

Enrollee Report (View/Print): User is allowed to run, view and print the Enrollee Report. The Enrollee Report has two options. It can be run by association date or disassociation date. These reports will list enrollees of the organization based on the dates requested or other parameters entered. For more information on these reports, see the Reports section 5.1.

Hit Report (View/Print): User is allowed to run, view, and print the Hit Report. This report will list all the hits the organization has received by enrollee based on the dates requested or other parameters entered. For more information on the report, see the Reports section 5.2.

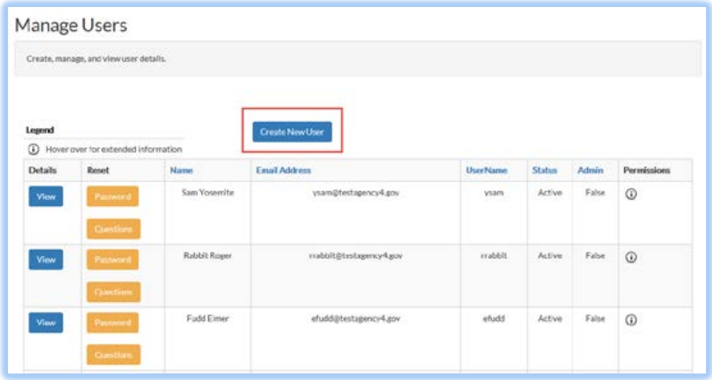
Viewed Rapsheets Log Report (View/Print): User is allowed to run, view and print the Viewed Rapsheets Log Report. This report will list all users who have viewed a rapsheet, including the date and time viewed based on the dates requested or other parameters entered. For more information on the report, see the Reports section 5.3.

User Report (View): User is allowed to view the User Report. This report will list all the users of the organization and their permissions, etc. based on the dates requested or other parameters entered. For more information on the report, see the Reports section 5.4.

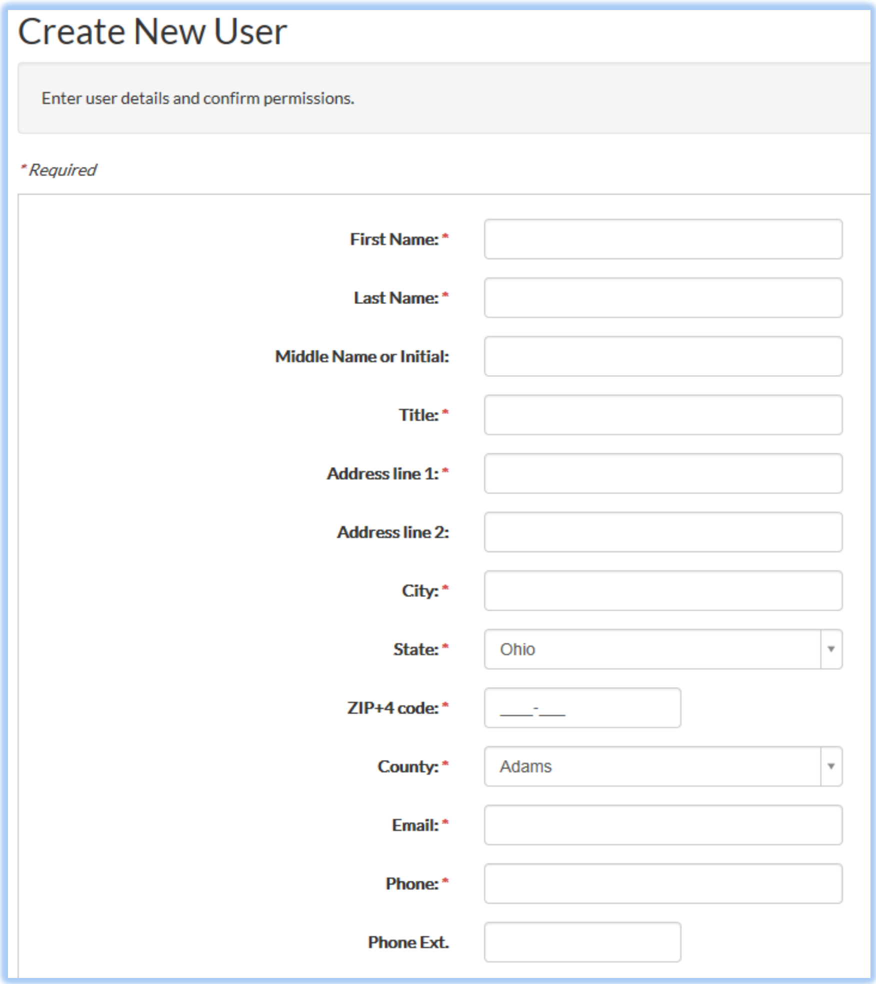
Invoices (View/Print): User is allowed to view or print invoices or statements for the organization. This menu option is a link to a portal viewer where the user can see invoices and statement based on the month requested. This permission also allows a user to update the billing contact and emails for invoices in the customer profile. For more information on the invoices and statements, see the Invoices section 6. For more information on updating the billing contact information, see the Update Customer Profile section 2.5.

CREATING USERS

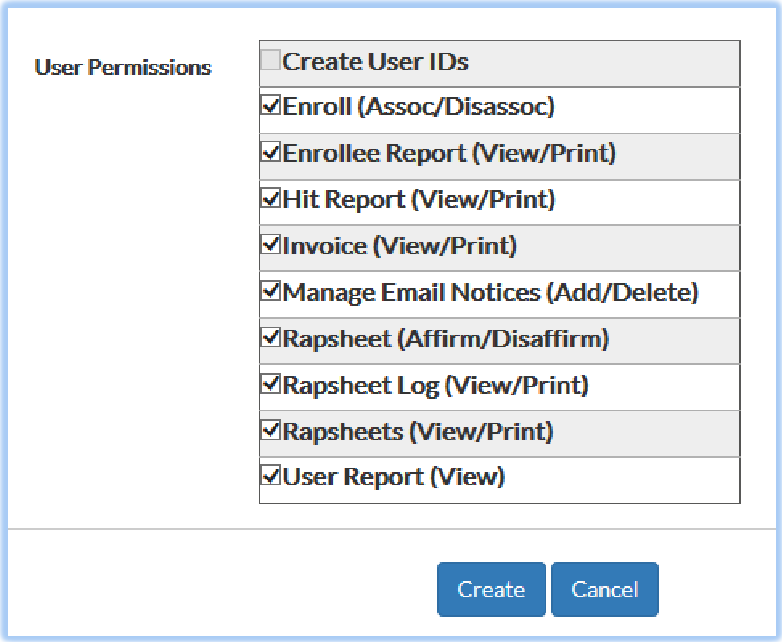
1. From the top navigation bar go to Administration and then click Manage Users.
2. On the Manage Users page, click the Create New User button.



3. Enter all required information into the online form.

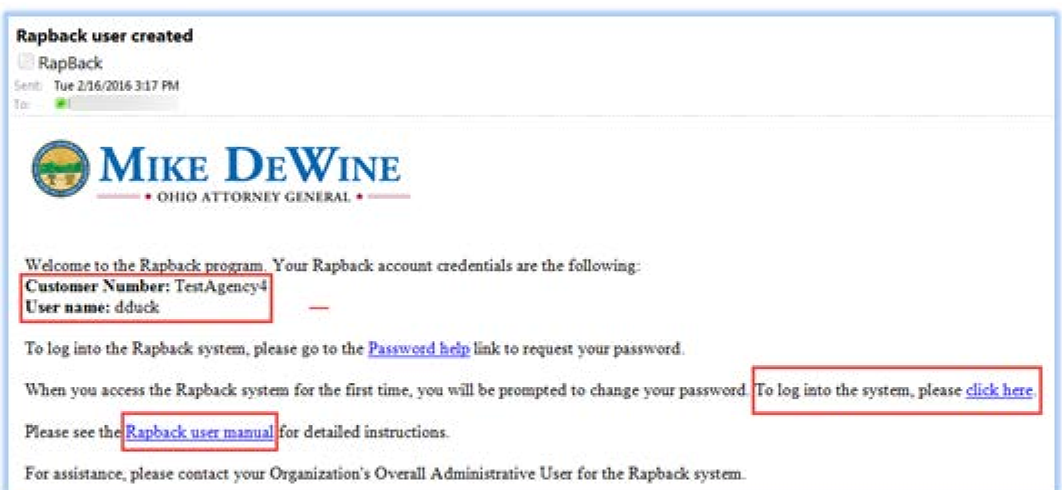


4. Deselect the permissions that should not be granted to the user being set up, if any.



5. Click Create.

6. The system will send an email to the new user with their log in credentials, a link to get to the log in page and a link to the user guide. Users should add the URL for the log in page to their favorites or bookmark bar.

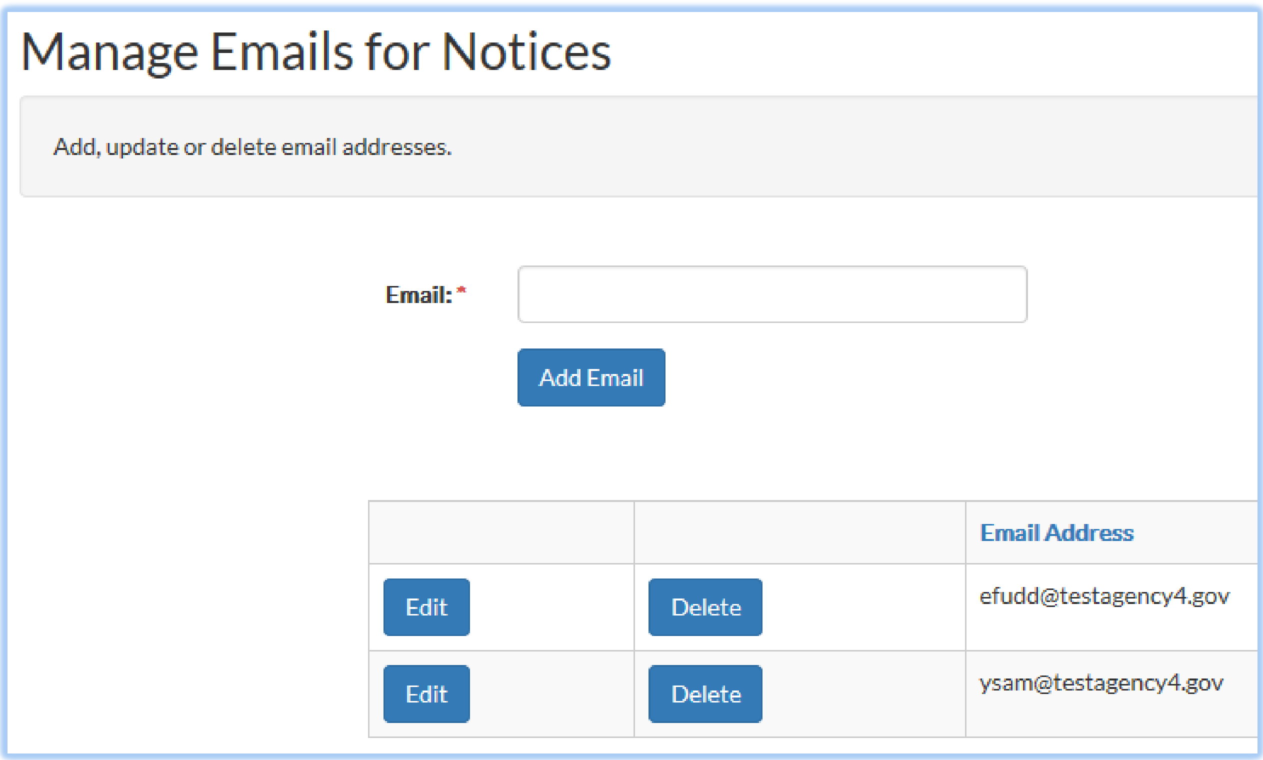


2.3: MANAGE EMAILS FOR NOTICES OF FINGERPRINT MATCHES

Users with this permission can add, delete, and edit email addresses from the list of addresses that receive the Emails for Notices of Fingerprint Matches. A fingerprint match, i.e. when a fingerprint event matches an enrollee, is also referred to as a "hit." When an email address is added to the list for notices, the email address will receive an email with the subject **New fingerprint match recipient**, informing the recipient that s/he has been added. When deleted from the list, the email address will get an email with the subject **Removed email address for fingerprint match recipient**. The emails for hit notices will have the subject **Rapback activity**.

Managing Emails for Notices

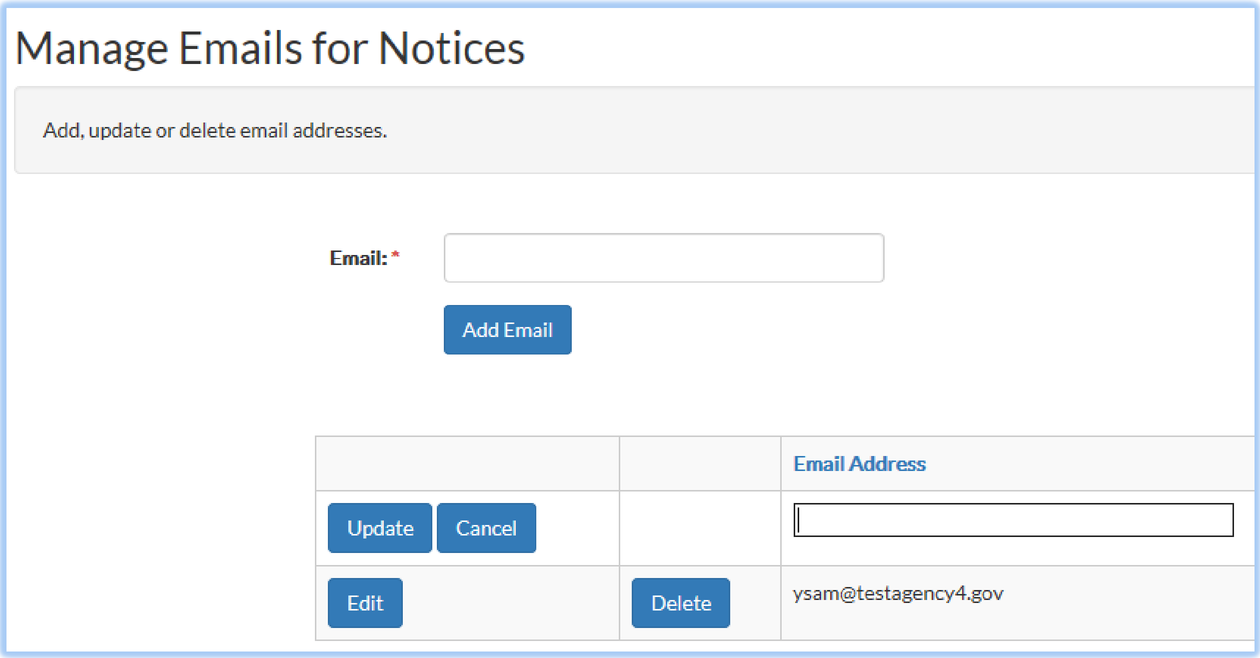
1. From the top navigation bar, go to Administration and then click Manage Emails for Notices.



2. To **add** a new email address, click and type in the field provided and then click Add Email. An email will be sent to the newly added email address informing the recipient of the addition.

3. To **delete** an email address, click the Delete button next to the email address. An email will be sent to the deleted email address informing the recipient of the deletion.

4. To **edit** an email address, click the Edit button next to the email address. The address field will change to edit mode for updating. Update the address and click the Update button. An email will be sent to the updated email address informing the recipient that s/he is a fingerprint match recipient. If needed, a cancel option is available.



2.4: MANAGE USERS

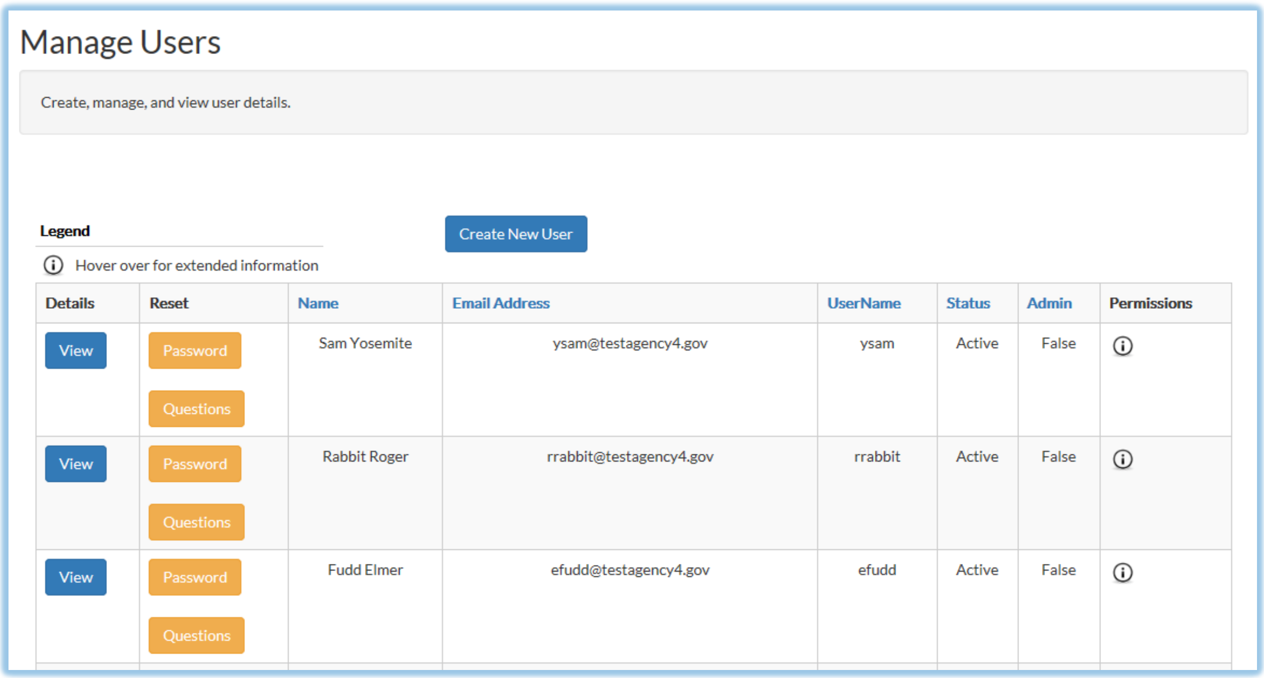
An organization's Overall Administrative User is the only user that can manage other users. Managing a user's account can consist of changing permissions, updating user profile data like email address, updating user status and making another user the Overall Administrative User. Any time a user account is modified, Rapback will send a confirming email with the subject "User account modified" to the user's email address in his/her profile.

UPDATING USER PROFILE DATA

The Overall Administrative User can update his/her own profile data and the profile data of an additional user. An additional user can update his/her own profile data. This consists of changing his/her title, address, phone number and email address. An additional user can also view other user's profiles, but cannot make changes. Before an Overall Administrative User or additional user can update his/her own profile data, the system requires the user to answer his/her Security Questions.

1. The Overall Administrative User or additional user goes to Administration and then clicks Manage Users from the top navigation bar.

2. The Manage Users page displays.



3. Locate the user to be managed in the list. Clicking on the column header "Name" will order the list by last name, A-Z or Z-A.

4. Click the View button next to the user to get to the user details page. If the user clicks on the View button next to his/her own name, the system requires the user to answer his/her Security Questions before s/he is taken to the User Details page.

5. Update the information as needed and click save. The user's title, address, phone and email address can be updated. If needed, a cancel option is available.

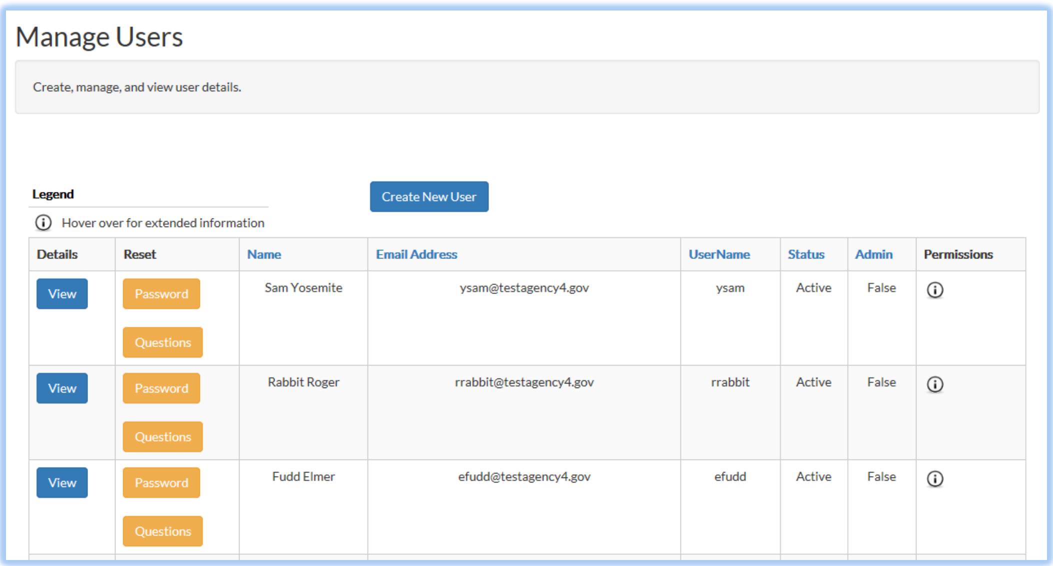
6. Rapback sends a confirming email to the user.

CHANGING USER PERMISSIONS

1. If a user's position changes within the organization, it may be necessary to change permissions. The Overall Administrative User can add or remove permissions. For more information about permissions refer to section 2.2.

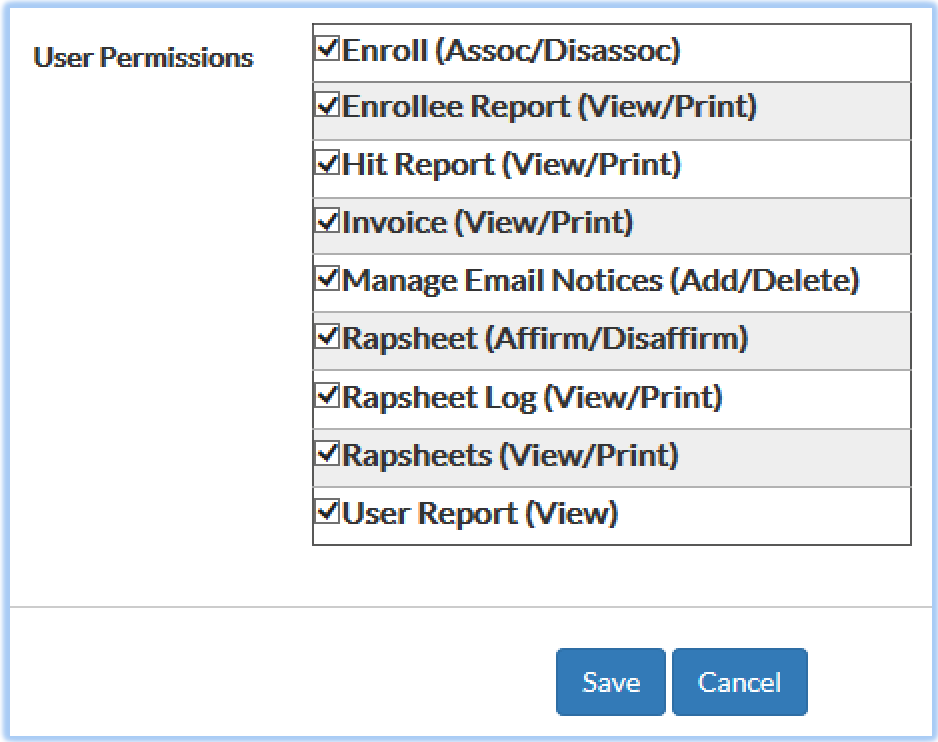
2. The Overall Administrative User goes to Administration and then clicks Manage Users from the top navigation bar.

3. The Manage Users page displays.



4. Locate the user to be managed in the list. Clicking on the column header "Name" will order the list by last name, A-Z or Z-A.

5. Click the View button next to the user to get to the User Details page. User permissions are located at the bottom of the page.



6. Update the user's permissions as needed by selecting or deselecting the permission check boxes and click save. If needed, a cancel option is available.

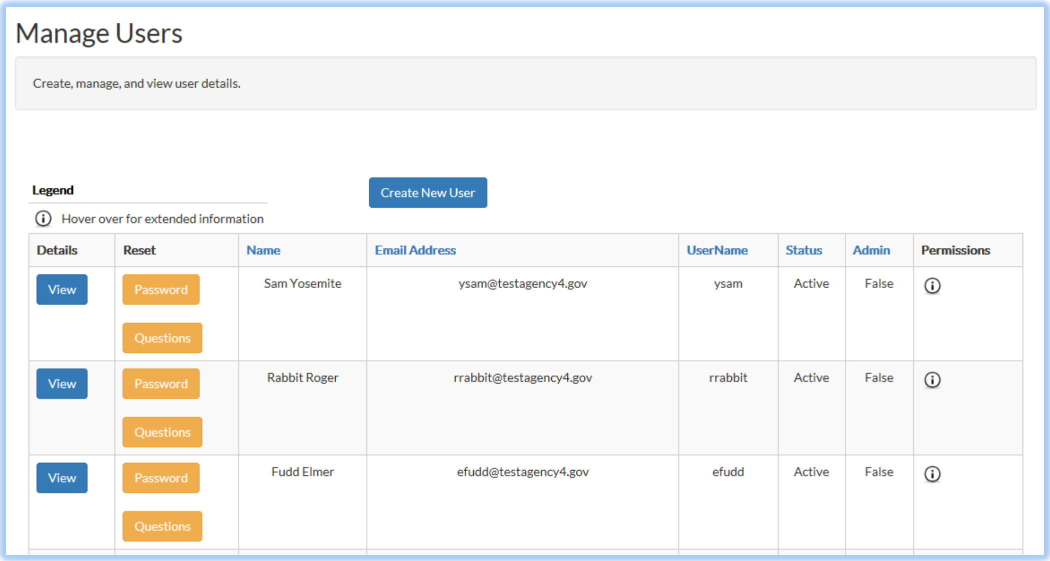
7. Rapback sends a confirmation email to the user.

CHANGING USER STATUS

If a user leaves the organization or changes positions and no longer needs access to Rapback, the Overall Administrative User can make the user inactive. If made inactive, a user cannot login but the password is still valid and permissions are still assigned. If the user is made active, he/she can login again with the current password.

1. The Overall Administrative User goes to Administration and then clicks Manage Users from the top navigation bar.

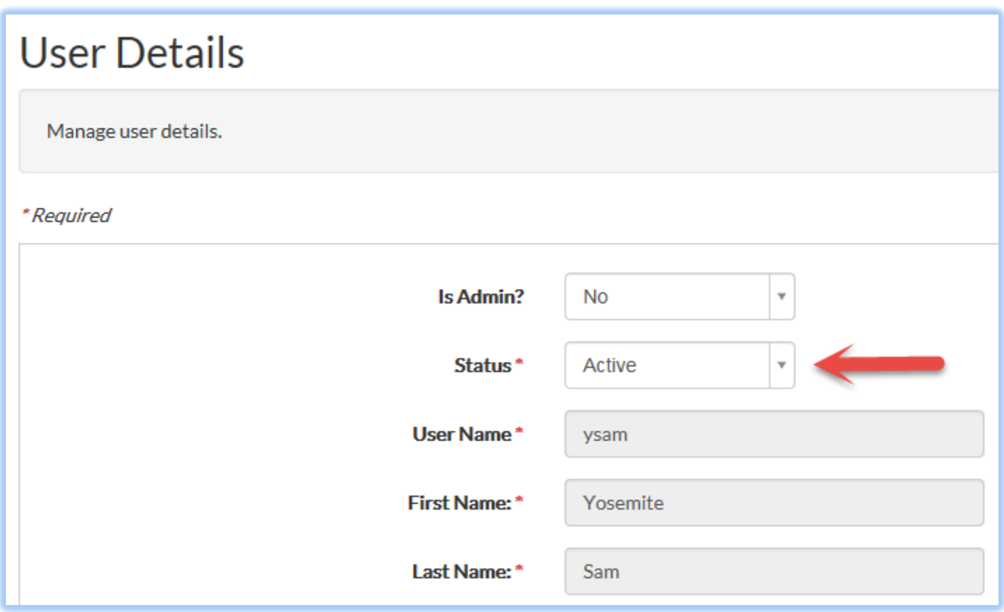
2. The Manage Users page displays.



3. Locate the user to be managed in the list. Clicking on the column header "Name" will order the list by last name, A-Z or Z-A.

4. Click the view button next to the user to get to the User Details page.

5. Update the user's status from active to inactive, or vice versa, via the drop down menu, and click save. If needed, a cancel option is available.



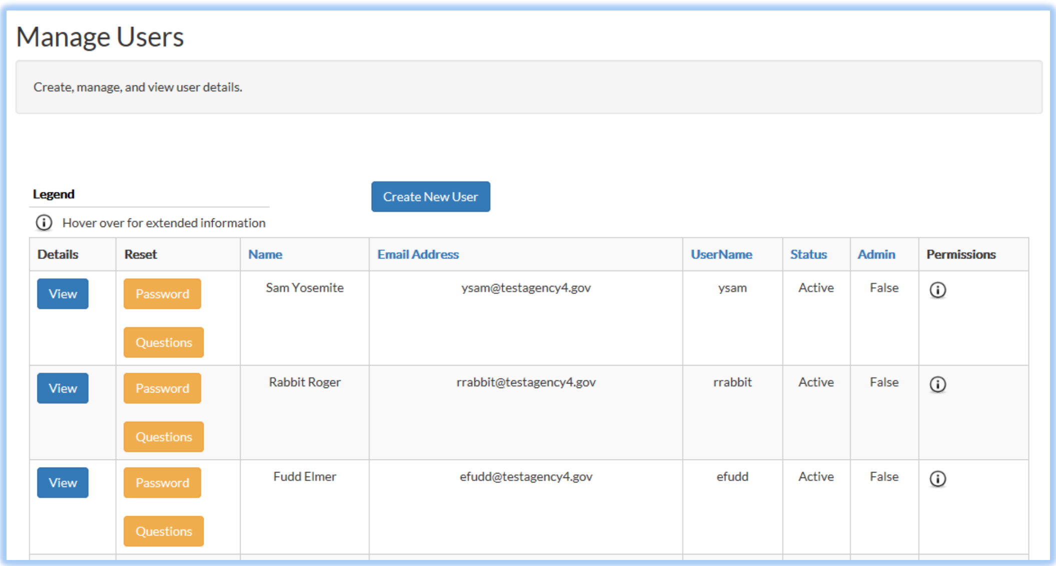
6. Rapback sends a confirming email to the user.

TRANSFERRING ADMINISTRATIVE RIGHTS TO ANOTHER USER

If the Overall Administrative User is leaving the organization or changing positions, his/her administrative role may be transferred to another user. When the Overall Administrative User makes the change, all their permissions will be removed and s/he will be logged out of Rapback. If the user still needs access, the new Overall Administrative User must log in and manage the permissions for the user. If the user left the organization or no longer needs access to Rapback, the Overall Administrative User should change the user to inactive.

1. The current Overall Administrative User goes to Administration and then clicks Manage Users from the top navigation bar.

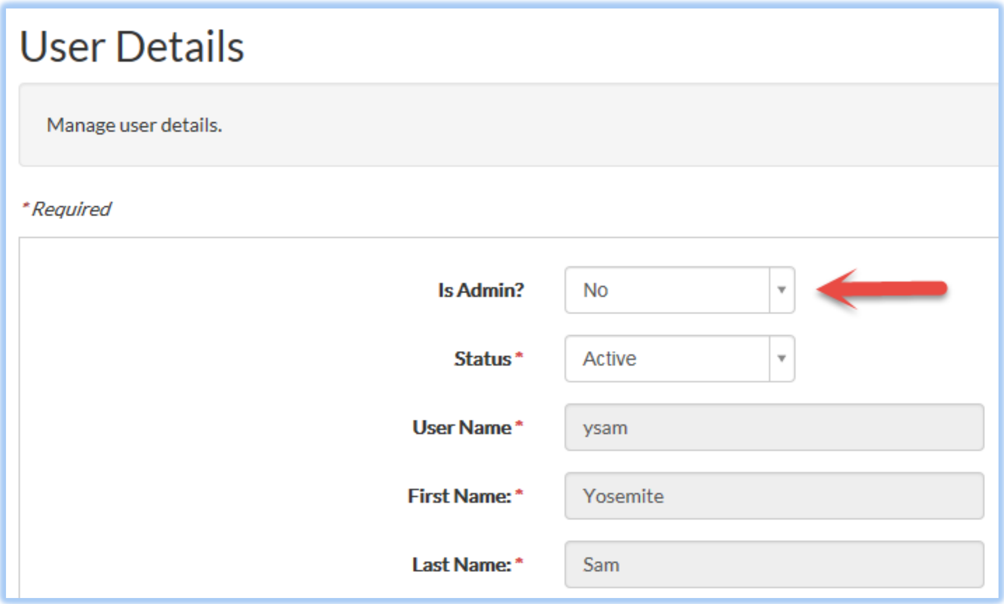
2. The Manage Users page displays.



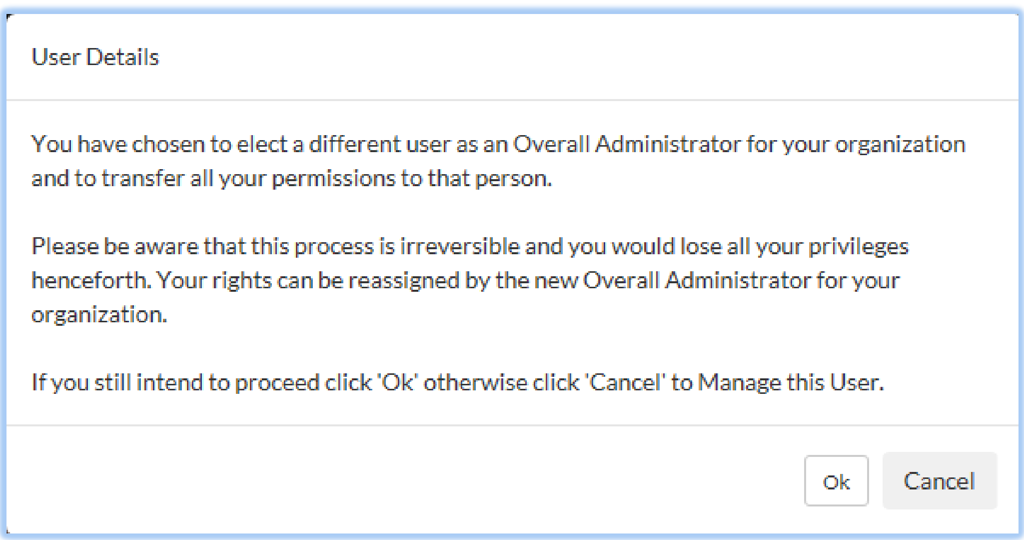
3. Locate the user in the list that is becoming the new Overall Administrative User. Clicking on the column header “Name” will order the list by last name, A-Z or Z-A.

4. Click the view button next to the user to get to the User Details page.

5. Update the user's administrative flag from No to Yes via the drop down menu. If necessary, the user permissions will auto-update to match the permissions the current Overall Administrative User has.



6. The current Overall Administrative User clicks save and a warning message will display to confirm the change.

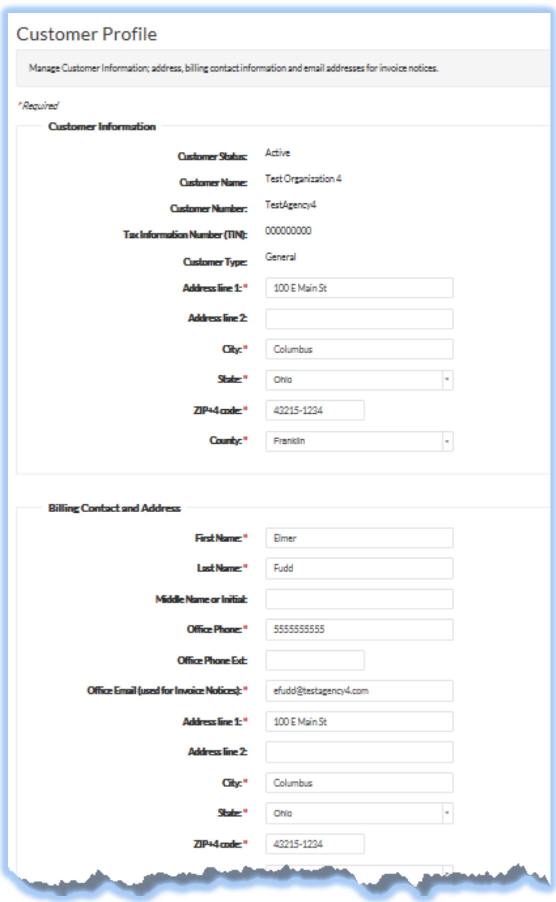


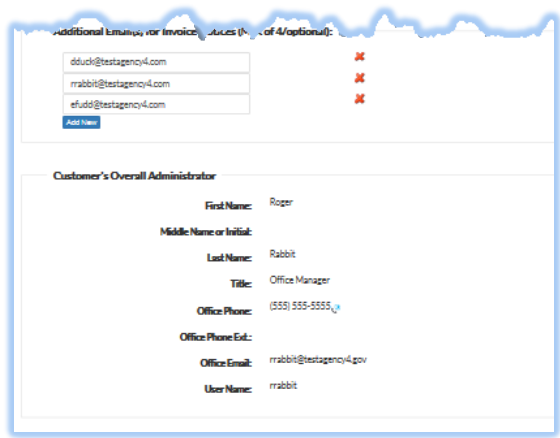
7. The current Overall Administrative User clicks OK and is logged out of Rapback. If needed, a cancel option is available.

8. Rapback sends a confirmation email to both users.

2.5: UPDATE CUSTOMER PROFILE

An organization's Overall Administrative User can update the customer profile. The customer address, billing contact and billing address are the fields that may be updated. Also, the OAU can add or change up to four additional email addresses for invoice notices. An additional user with the Invoice (View/Print) permission can update the billing contact and address and email addresses for invoice notices. All other users for the organization can only view the page. **Changes here will be updated in the billing system.**





1. From the top navigation bar, go to Administration and then click Customer Profile.

2. Make the appropriate changes to customer address, billing contact and billing address, as needed.

3. To add more invoice email addresses, click the Add New button and a field will display to enter an email address. Continue to click Add New, as needed, up to a maximum of four additional email addresses.

4. To delete an invoice email address, click the red **X** next to the email address to be deleted.

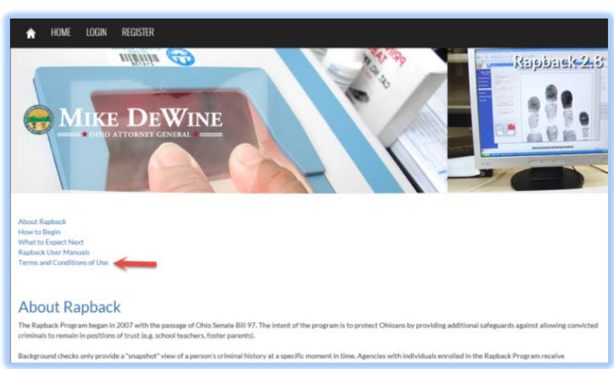
5. After all changes are made, click save. If needed, a cancel option is available.

2.6: CUSTOMER AGREEMENT RENEWAL

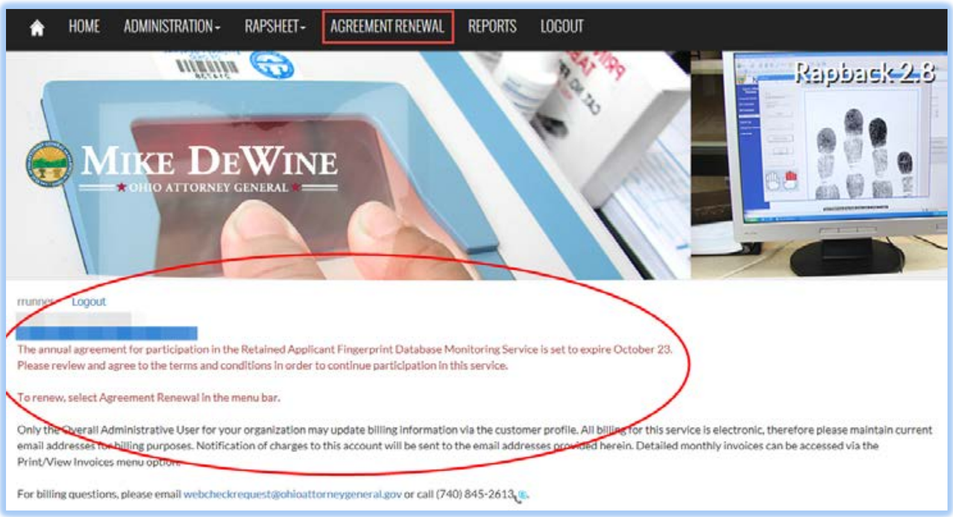
Customers are required to annually renew their customer agreement. The organization’s Overall Administrative User is the only user who can complete the renewal. Thirty (30) days prior to renewal and until renewed, there will be a reminder message for all the users of the organization on the home page once logged into Rapback.

Once renewed, the warning messages will no longer appear on the home page. If not renewed and the renewal date passes, user functions are impacted and the use of Rapback becomes limited. The users with the permission to enroll will not be allowed to associate enrollees and will see a warning message when accessing that page.

There is a link to the Customer Agreement for reference on the Rapback home page prior to log in.



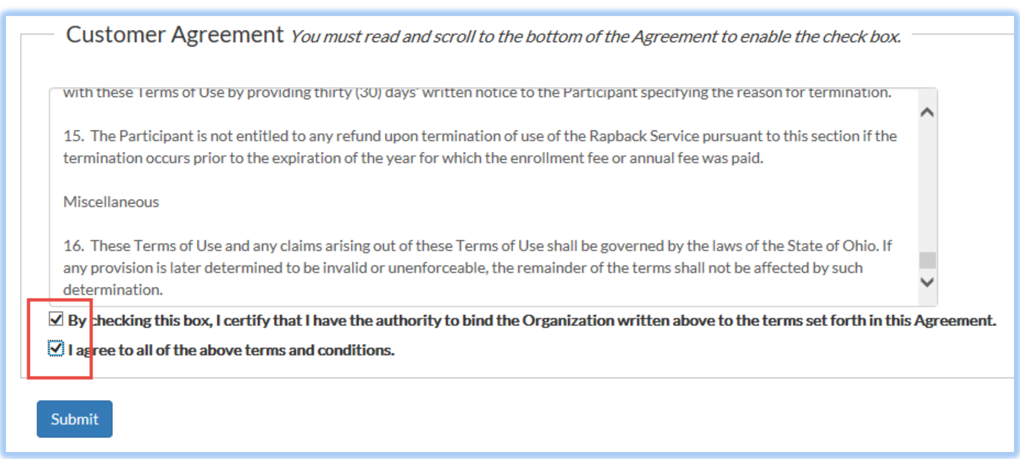
1. The Overall Administrative User logs into Rapback when the customer agreement renewal is outstanding and sees the warning message to renew.



2. The Overall Administrative User selects Agreement Renewal from the top menu bar.

3. When renewing, the Customer Agreement must be read. Once the agreement has been read by scrolling through to the bottom, the check boxes will be enabled.

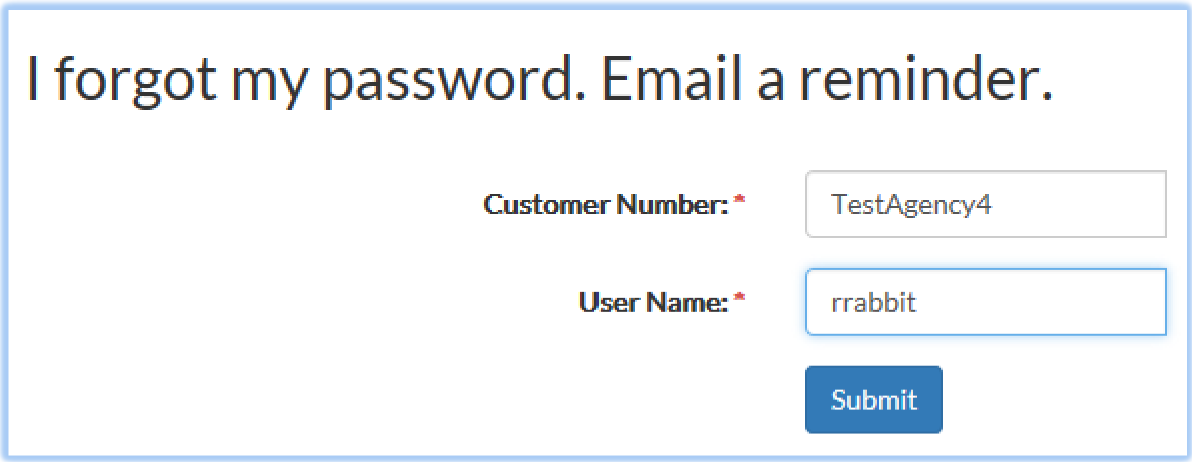
4. The Overall Administrative User clicks both check boxes for the authority to make the agreement and agreeing to the terms and conditions and then submits.



2.7: USER REQUESTS TEMPORARY PASSWORD OR SECURITY QUESTIONS RESET

If a user loses or forgets his/her password, there are two options for getting it reset. A password help request can be made from the login page by the user. Or, a verbal request may be made to the organization's Overall Administrative User.

A **new user** must make a password help request from the login page to receive a temporary password for first login.



If a user needs his/her Security Questions and Answers reset, s/he must request that the organization's Overall Administrative User start that process.

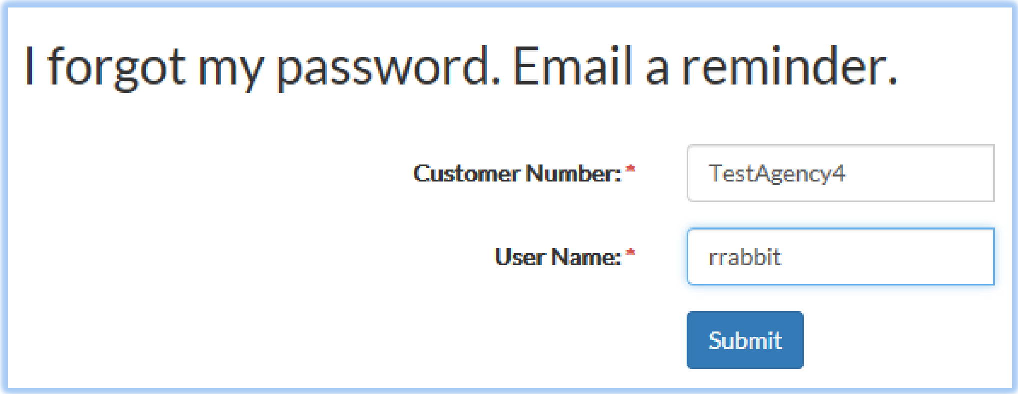
If an Overall Administrative user or customer user fails to log in three times, the user is locked out. The user must request a password reset from an administrative user. If a customer user becomes locked, the password reset request is made to their overall administrative user. If an overall administrative user becomes locked, the password reset request is made to ITS Support at 614-387-7644 or 800-750-7922.

USER REQUESTS PASSWORD HELP

1. User navigates to the public log in page. (Recall that the URL for the public log in page was included in an email from the system to the new user, which s/he saved to the favorites or bookmarks bar.)

2. User clicks the Password help link and the "I forgot my password. Email a reminder." page displays.

3. User enters his/her customer number, user name and clicks Submit.



4. Rapback sends an email to the user's email address with a temporary password.


Password reminder

RapBack

Sent: Fri 2/12/2016 3:28 PM

To:

MIKE DEWINE

OHIO ATTORNEY GENERAL

A password reminder request was made for your Rapback user account. Your password is 4Tt?$y8N.

When you access the Rapback system, you will be prompted to change your password. To log into the system, please click here.

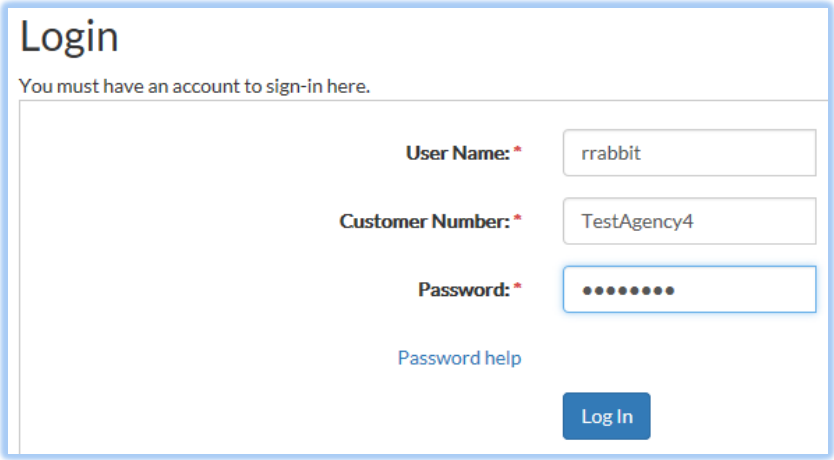
If you feel this is an error, please contact your organization's Overall Administrative User for the Rapback system.

For Rapback questions, please contact us at:

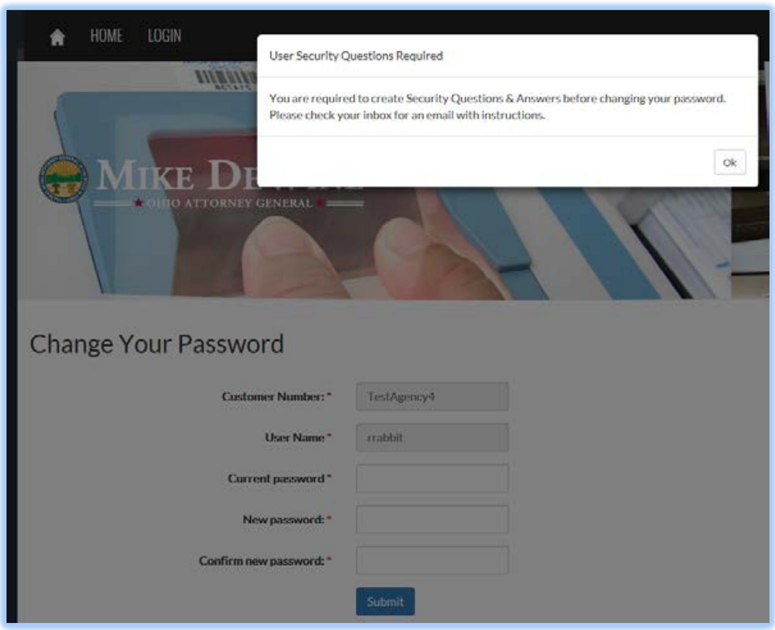
Bureau of Criminal Investigation
1560 State Route 56 SW
P.O.Box 365
London, OH 43140
877-224-0043
Rapback@OhioAttorneyGeneral.gov

5. User returns to the public login page. The email will have a link to the log in page.

6. User logs in with User Name, Customer Number and temporary Password from the email and clicks Log In.



7. Rapback will force a password change. Also, a **new user** is required to create Security Questions & Answers before s/he can change the temporary password. The instructions are delivered to the new user in an email with the subject Security Questions Required. (See section 2.8)



8. On the Change Your Password page, user enters the current password, new password, re-enters the new password and answers his/her Security Question 1 and 2 and clicks the “Submit” button.

9. The changed password will be confirmed on screen. The system will also send an email confirming the changed password. Click Ok.

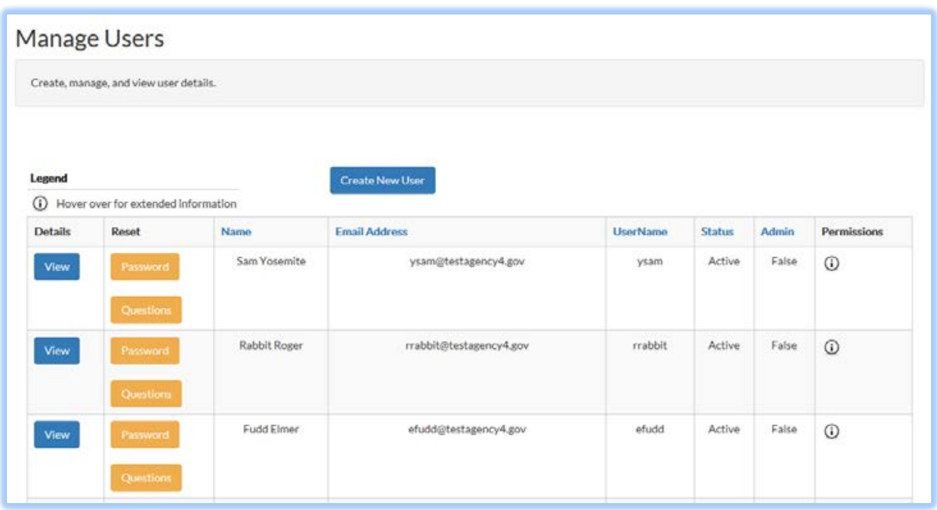
10. Log in with new password.

NOTE: The following are the security requirements for setting passwords.
1) At least 8 characters long
2) At least one letter
3) At least one number
4) At least one special character
5) No repeating numbers and/or characters (e.g. 11 or AA or aA or aa)
6) No sequential numbers and/or characters (e.g. 12 or AB, or aB, or ab)

PASSWORD RESET OR SECURITY QUESTIONS AND ANSWERS RESET REQUEST MADE TO OVERALL ADMINISTRATIVE USER

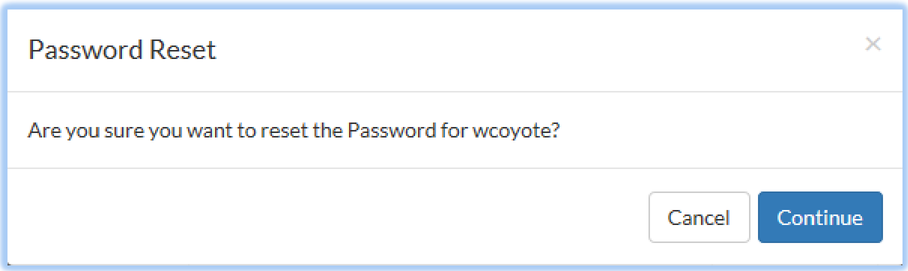
1. User emails or calls his/her Rapback Overall Administrative User for a password or Security Questions and Answers reset.

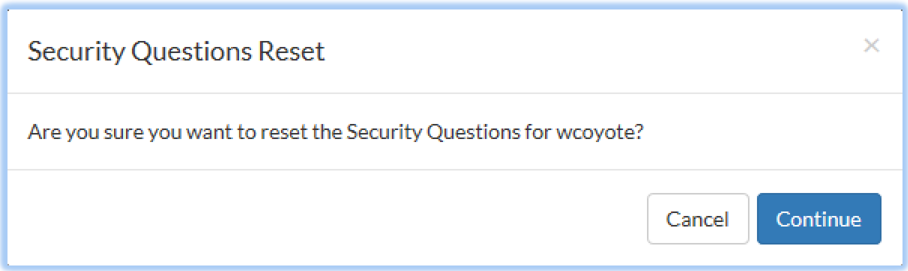
2. The Overall Administrative User goes to Administration in the top navigation bar, and then selects Manage Users.



3. From the Manage Users page, the Overall Administrative User locates the user's name in the list.

4. Next to the person's name, the Overall Administrative User clicks the Password button to start the password reset process or the Questions button to start the Security Questions and Answers reset process. A message will appear to confirm the request.





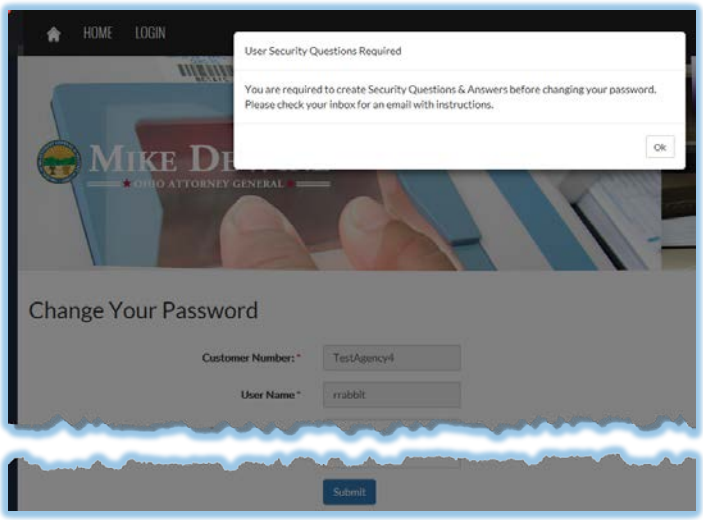
5. The Overall Administrative User clicks Continue to confirm the reset request. If needed, a cancel option is available.

6. For a password reset request, Rapback will send an email to the user with a temporary password. For a Security Questions and Answers reset request, Rapback will send an email to the user informing the user that when s/he accesses the system, s/he will be prompted to set his/her security questions and answers.

7. When the user receives the email with the temporary password and logs in, he/she will be forced to change his/her password. When the user receives the email informing him/her of the Security questions reset and logs in, he/she will be forced to select and answer two security questions.

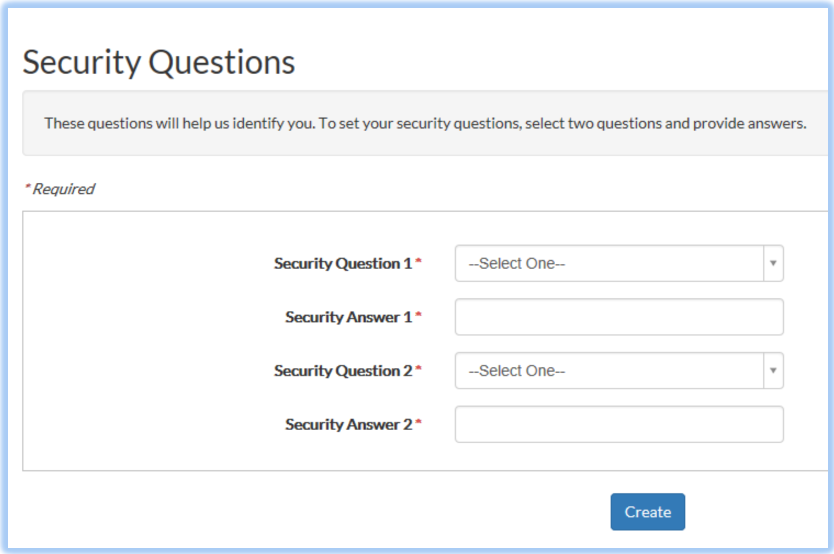
2.8: USER SECURITY QUESTIONS & ANSWERS

1. When a **new user** attempts to login with his/her Customer Number, User Name and temporary Password, s/he will receive a message that the new user is required to create Security Questions & Answers before changing his/her password. Click OK.



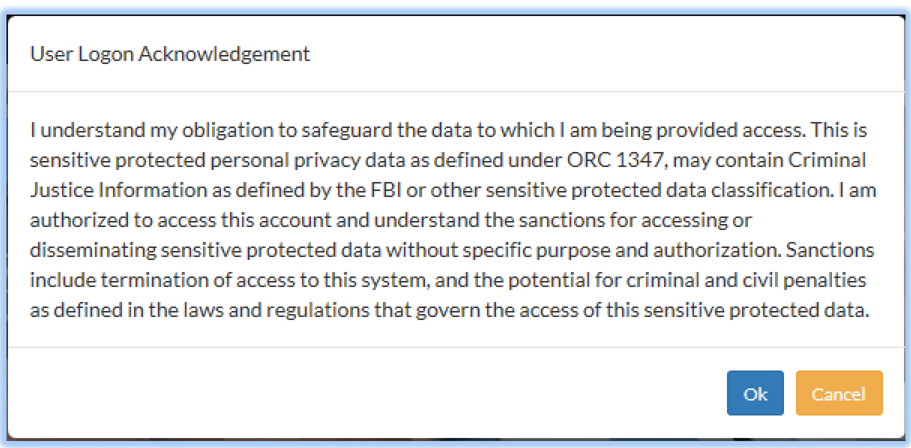
2. A new user and a user whose Security Questions and Answers have been reset by the Overall Admin will receive an email with the subject line Security Questions Required that includes a link in the email to set up the security questions. **The user must click the link in the email to be directed to the url where s/he will set up his/her Security Questions and Answers.**

3. User must select Security Question 1 and a different Security Question 2 from the drop down lists of questions and type the answer into the free form text fields for Security Answer 1 and Security Answer 2. Click Create. The system delivers the message that the user's Security Questions and Answers have been saved. Click OK, which returns the user to the Login page. For **new user**, refer back to section 2.1 First Log In.



2.9: USER LOGON ACKNOWLEDGEMENT

1. Upon logon, the system displays the User Logon Acknowledgement.



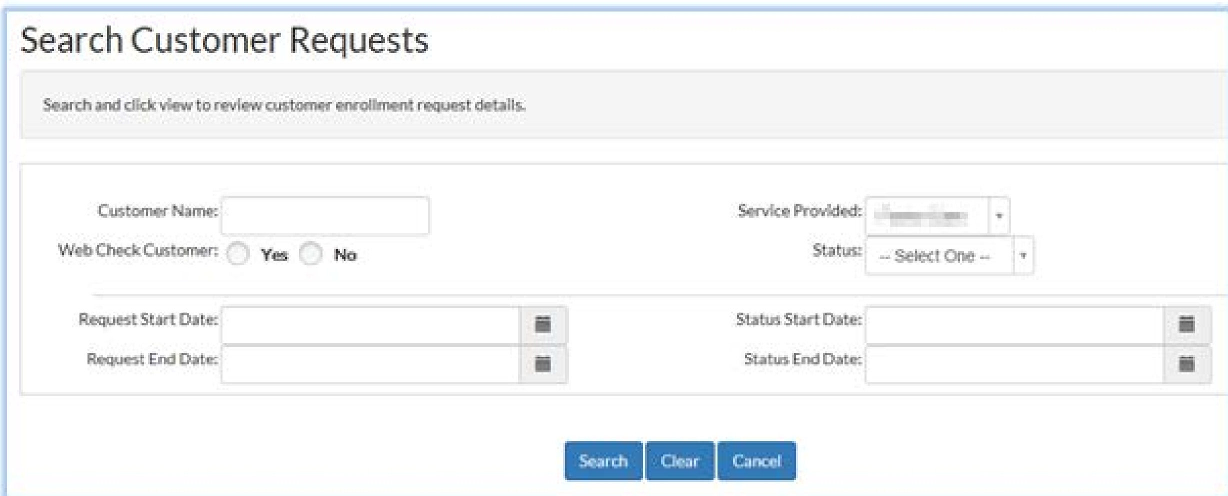
2. Click “Cancel” to return to the Login page. Click “OK” to acknowledge and continue with login.

2.10: SEARCH CUSTOMER REQUESTS

A customer request is the enrollment form that the customer filled out when first requesting access. This will be exactly what the customer put in the enrollment form and cannot be modified. Use this feature to see the details and the status of the request.

The statuses of a request are open, approved and denied. Open requests are waiting for review. Once approved, requests can be monitored through the enrollment process via customer search. When a request is denied, the process ends for the customer request.

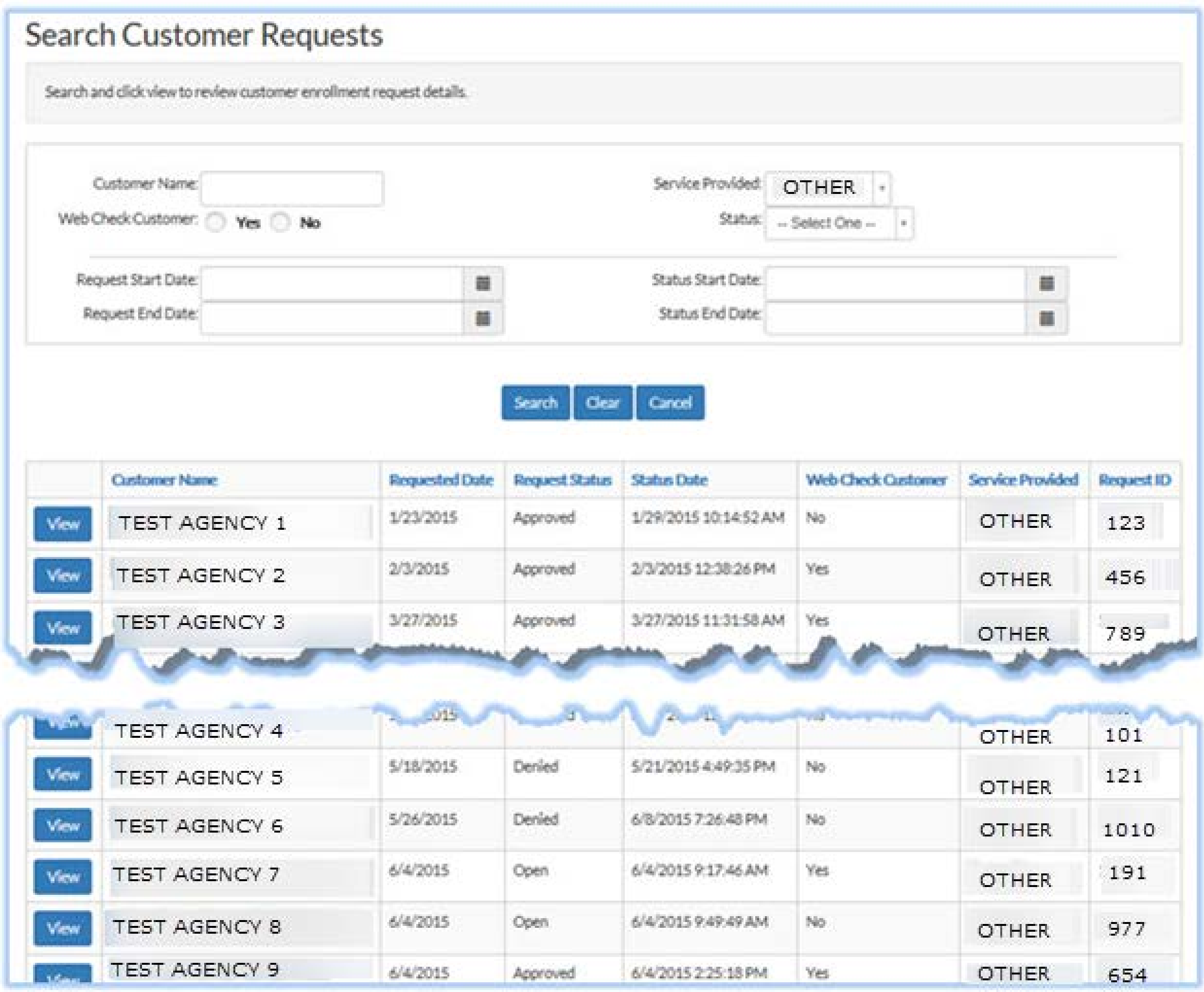
1. Navigate to Search and then Customer Requests from the top navigation bar.



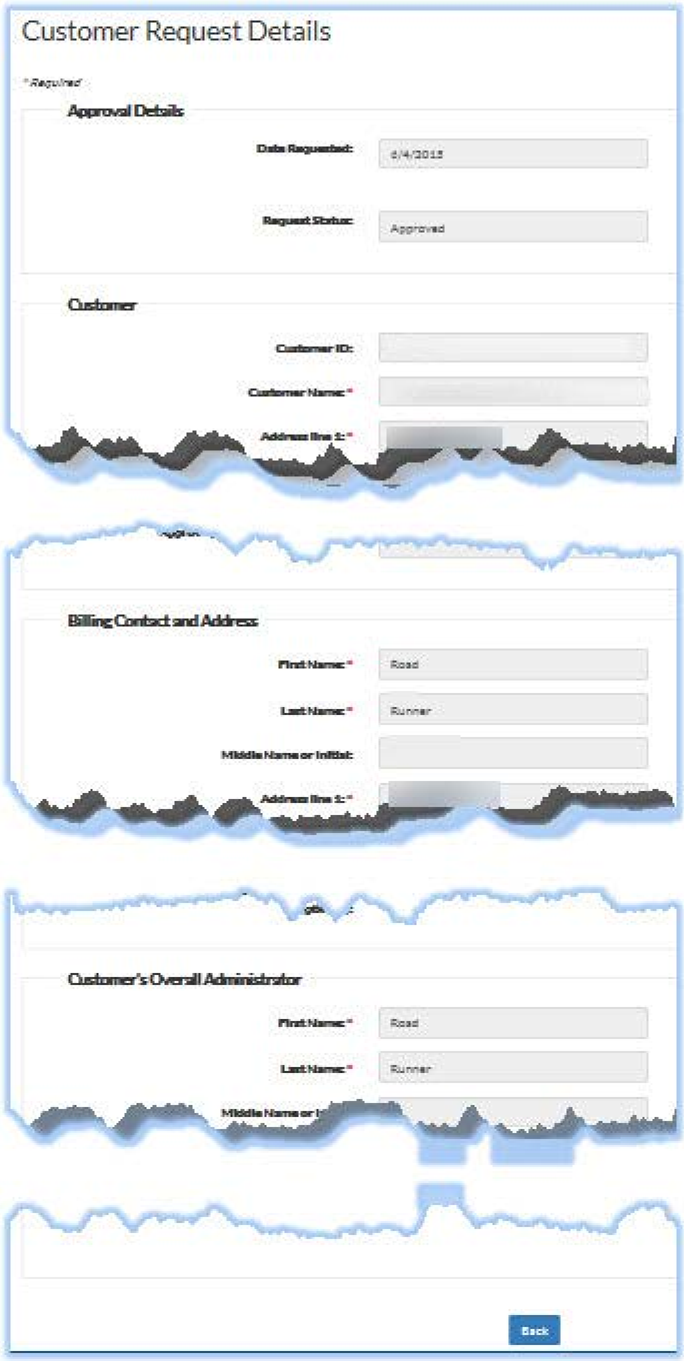
2. Enter as many of the following parameters as needed to search:
    a. Customer name: free form text with a contains search
    b. Web Check Customer: Yes or No
    c. Service Provided: select from the drop down
    d. Status: select from the drop down
    e. Request Start Date: will provide requests for that date
    f. Request End Date: will provide requests up to and including the end date

g. Request Start Date and Request End Date: will provide requests for the start date forward and up to and including the end date. To see activity for May, enter May 1, 2017 to May 31, 2017.
h. Status Start Date: will provide requests with that status and date
i. Status End Date: will provide requests with that status up to and including the end date
j. Status Start Date and Status End Date: will provide requests with the status for that start date and up to and including the end date. To see activity for May, enter May 1, 2017 to May 31, 2017.

3. Click search for results. If needed, clear will remove the results table and entered search parameters and cancel will navigate to the home page.



4. Locate the customer request in the results table and click the View button next to the customer name to see the Customer Request Details page.



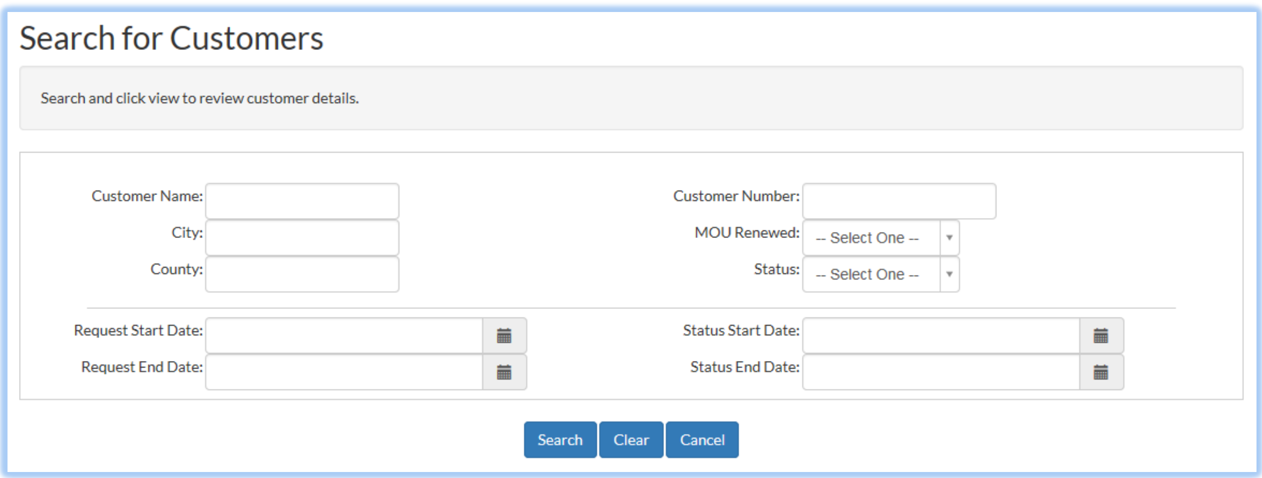
2.11: SEARCH CUSTOMERS

Once a customer request has been granted or approved, the customer record is created. Use this feature to see the customer profile and the status of the customer account.

An approved customer request becomes a customer with a status of pending enrollment. After the enrollment is processed, the customer account is pending finance review. Once finance approves the account, the status will be active. If finance doesn’t approve a customer, the status will be finance denied.

If a customer account balance goes past 60 days due, the account becomes inactive. If a customer account should no longer be participating in Rapback, the account will be marked defunct.

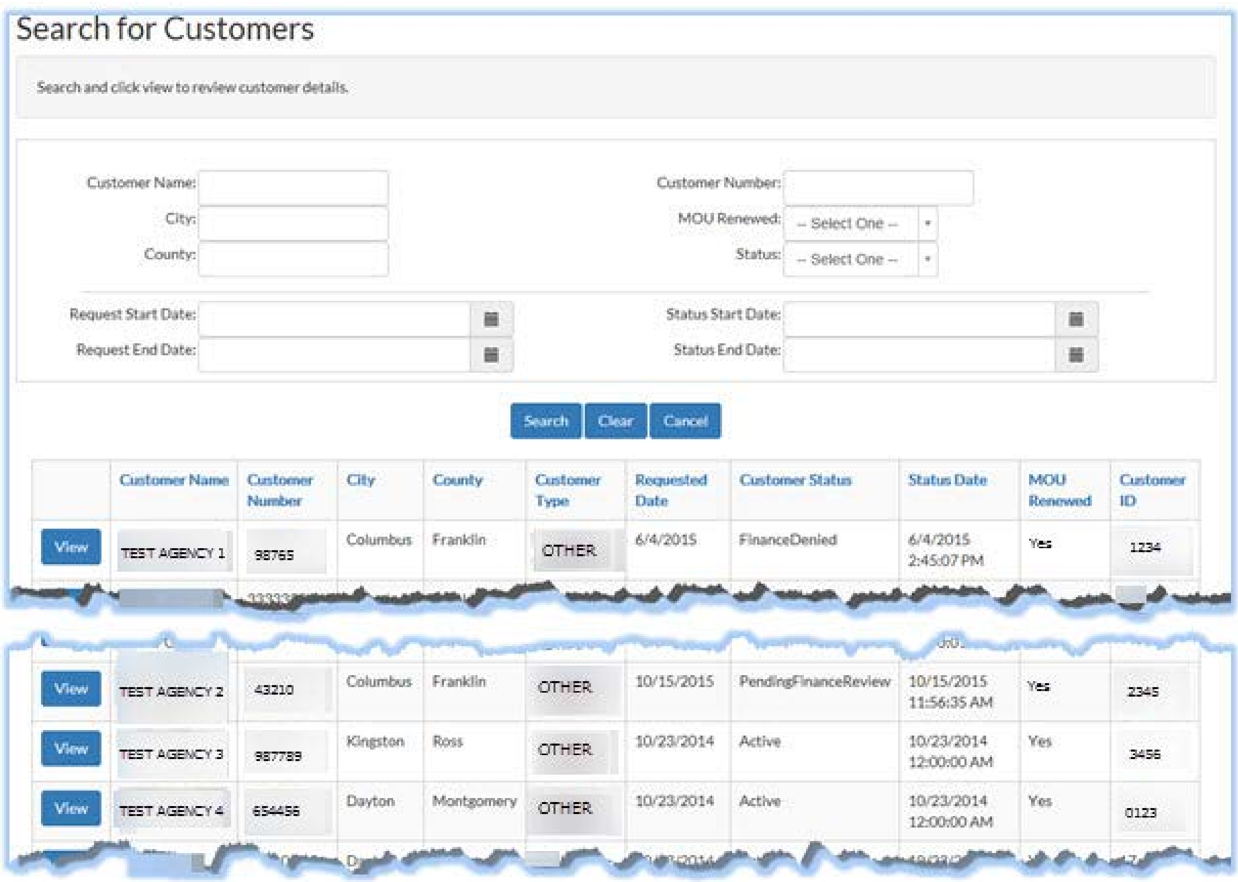
1. Navigate to Search and then Customers from the top navigation bar.



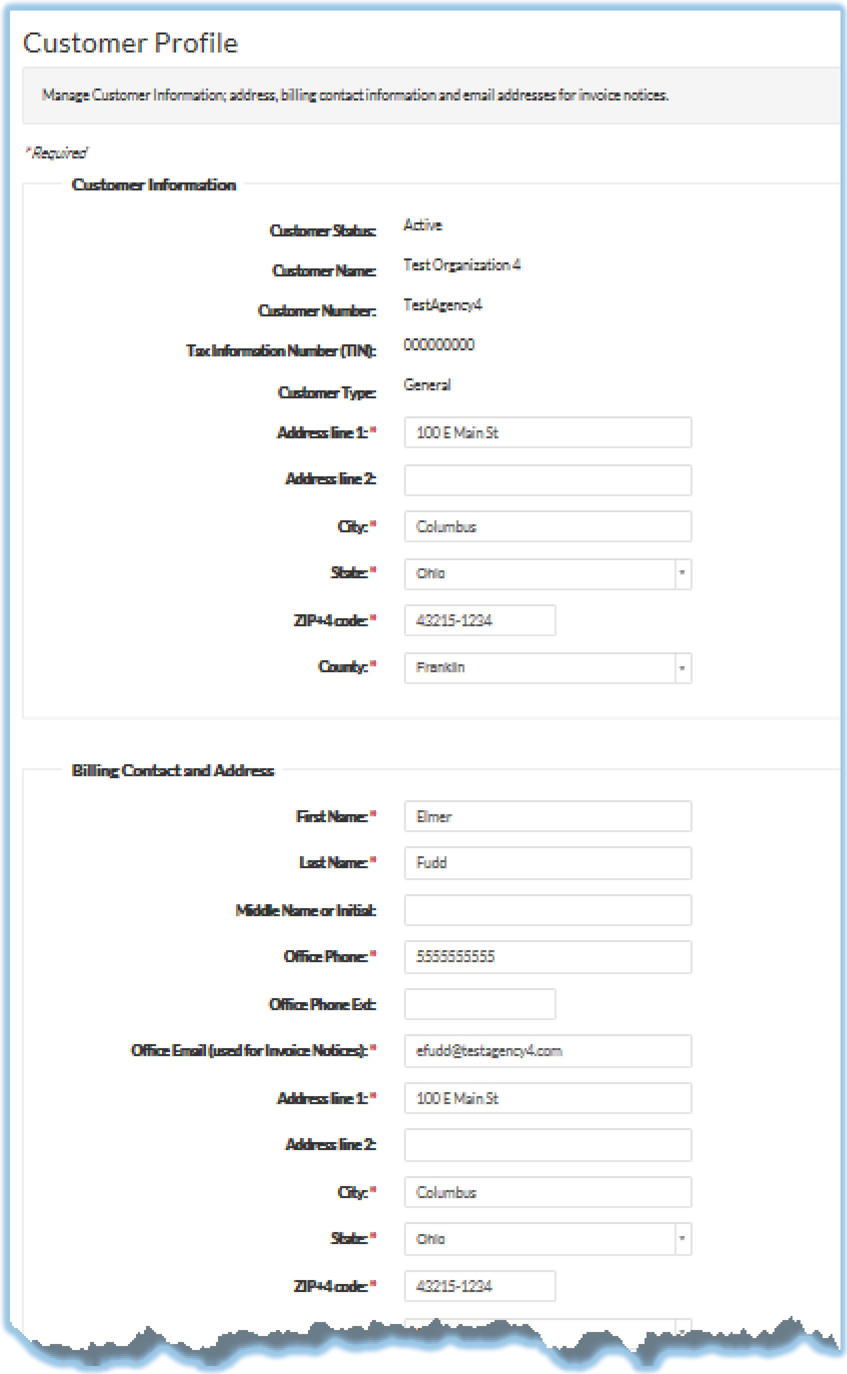
2. Enter as many of the following parameters as needed to search. A contains search means the system will return both exact matches and records from the database for which the criteria entered is contained within the attribute, i.e. enter “Smith” and the system will return all of the Smith records, plus Jones-Smith, Smithson, etc.
    a. Customer name: free form text with a contains search
    b. City: free form text with a contains search
    c. County: free form text with a contains search
    d. Customer Number: free form text with a contains search
    e. MOU Renewed: select from the drop down

f. Status: select from the drop down
g. Request Start Date: will provide customers for that request date
h. Request End Date: will provide customers up to and including that request end date
i. Request Start Date and Request End Date: will provide requests for the start date forward and up to and including the end date. To see activity for May, enter May 1, 2017 to May 31, 2017.
j. Status Start Date: will provide customers with the selected status and date
k. Status End Date: will provide customers with that status up to and including the end date
l. Status Start Date and Status End Date: will provide customers with the selected status for that start date and up to and including the end date. To see activity for May, enter May 1, 2017 to May 31, 2017.

3. Click search for results. If needed, clear will remove the results table and entered search parameters and cancel will navigate to the home page.



4. Locate the customer in the results table and click view next to the customer name to see the customer profile.



Customer Profile

Manage Customer Information; address, billing contact information and email addresses for invoice notices.

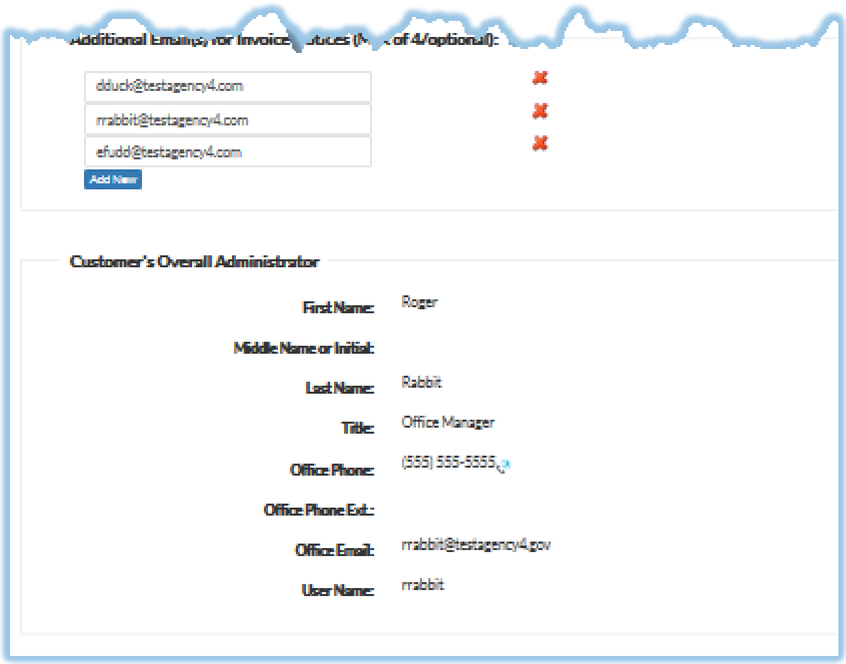
*Required

Customer Information

Customer Status:	Active
Customer Name:	Test Organization 4
Customer Number:	TestAgency4
Tax Information Number (TIN):	000000000
Customer Type:	General
Address line 1:*	100 E Main St
Address line 2:	
City:*	Columbus
State:*	Ohio
ZIP+4 code:*	43215-1234
County:*	Franklin

Billing Contact and Address

First Name:*	Elmer
Last Name:*	Fudd
Middle Name or Initial:	
Office Phone:*	5555555555
Office Phone Ext:	
Office Email (used for Invoice Notices):*	efudd@testagency4.com
Address line 1:*	100 E Main St
Address line 2:	
City:*	Columbus
State:*	Ohio
ZIP+4 code:*	43215-1234

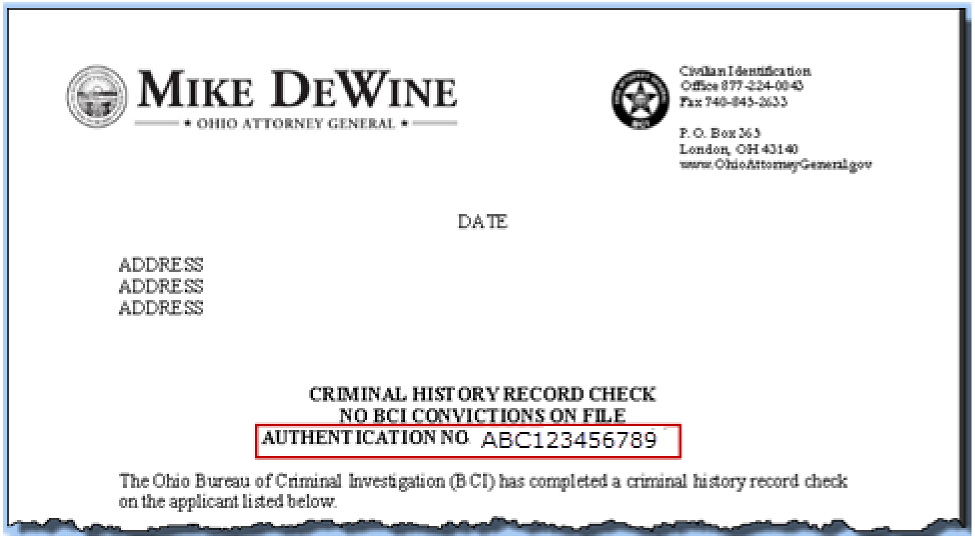


SECTION 3: MANAGE ENROLLEES

The Enrollment menu option is where employees, licensed or certified individuals, or volunteers can be enrolled into Rapback and be managed. They are referred to as Enrollees. The options are Associate Enrollee(s), Disassociate Enrollee(s), and Manage Enrollee(s). Reports are available for enrollees in Reports, section 5. Once a person(s) is/are enrolled in Rapback or associated with an organization, enrollees will be compared to fingerprint events real-time for matches as new arrest and judicial information becomes available. When enrollees are disassociated from an organization and no longer have a need to be in Rapback, they are removed from the system and are no longer compared to fingerprints events.

The fee for adding an enrollee is $5 per year. This fee is paid upon initial enrollment and then every year on the enrollment anniversary. If an enrollee is associated in error, the fee will be assessed and cannot be refunded. If an enrollee is disassociated in error and must be associated again, that will result in another $5 fee.

A valid webcheck (aka criminal history record check) authentication number is required to enroll an employee, licensed or certified individual, or volunteer in Rapback. The authentication number assigned to a webcheck can be found on the webcheck letter.



MIKE DEWINE
★ OHIO ATTORNEY GENERAL ★

Civilian Identification
Office 877-224-0043
Fax 740-845-2633

P. O. Box 365
London, OH 43140
www.OhioAttorneyGeneral.gov

DATE

ADDRESS
ADDRESS
ADDRESS

CRIMINAL HISTORY RECORD CHECK
NO BCI CONVICTIONS ON FILE
AUTHENTICATION NO. ABC123456789

The Ohio Bureau of Criminal Investigation (BCI) has completed a criminal history record check on the applicant listed below.

The following types of webchecks are not valid for purposes of enrollment in Rapback: (1) FBI only; and (2) Poor Quality Fingerprints. Also, a webcheck cannot be older than a year. A Request of Copy Authentication Number is valid for purposes of Rapback enrollment only if both the Request of Copy Authentication Number and the original Authentication Number are less than one year old. If Rapback detects one of these invalid types of webchecks, association will not be allowed. A new webcheck is required for all invalid types described.

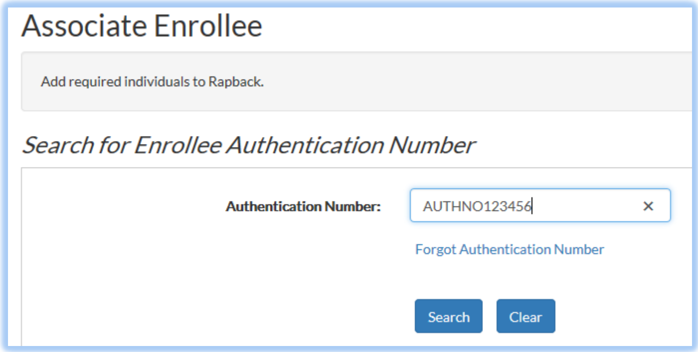
3.1: ASSOCIATE ENROLLEES

Enrollees are employees, licensed or certified individuals, or volunteers of an organization who are required to be in Rapback and whose fingerprints are compared to fingerprint events. The enrollee's authentication number is required to associate the enrollee with an organization. The authentication number is a unique identifier assigned to each fingerprint submission. It can be found at the top of the correspondence from BCI regarding the results for each individual.

The fee for adding an enrollee is $5 per year. This fee is paid upon initial enrollment and then every year on the enrollment anniversary. If an enrollee is associated in error, the fee will be assessed and cannot be refunded.

1. Navigate by going to Enrollment from the top navigation bar and then click Associate Enrollee(s).

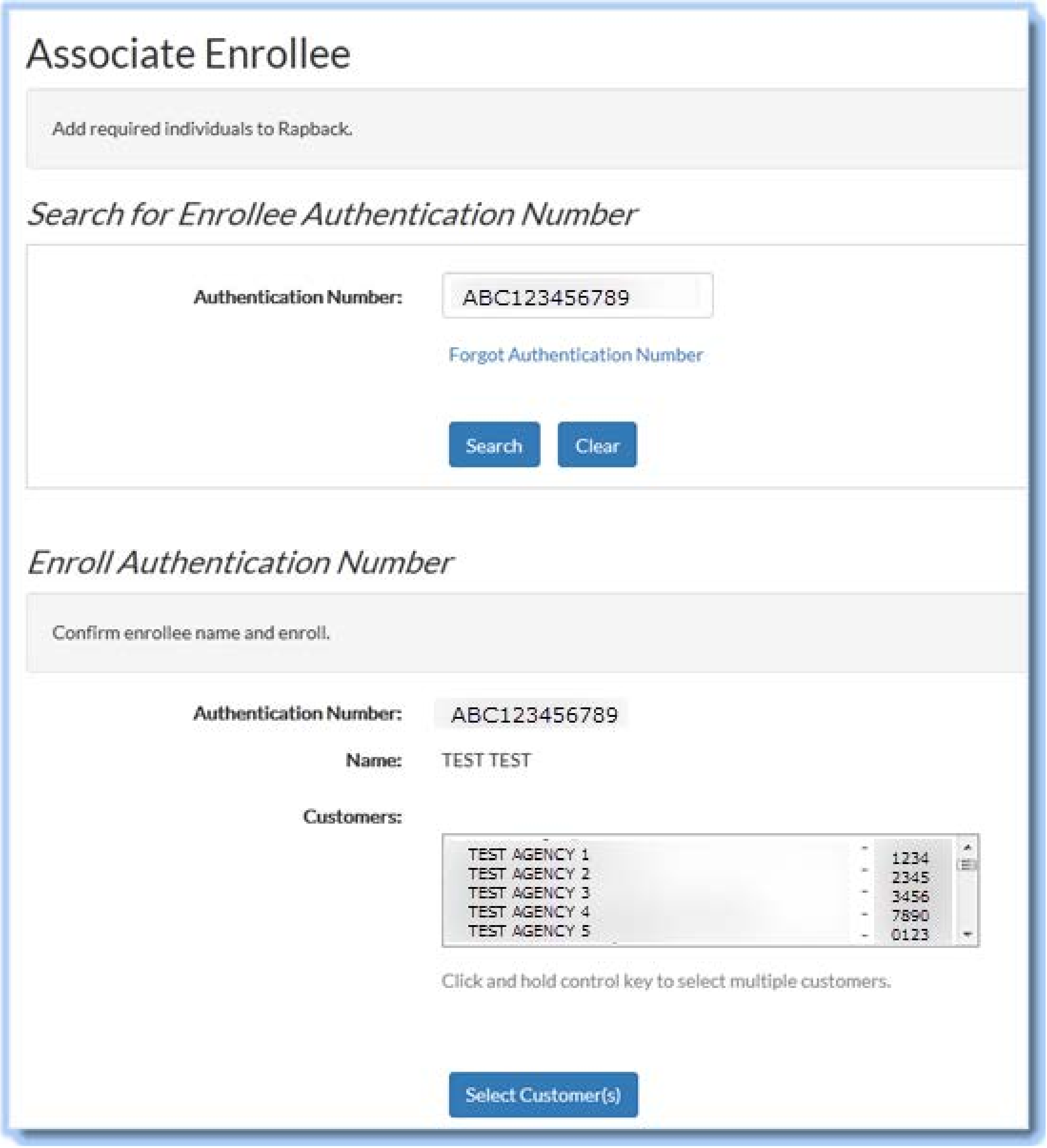
2. Enter the Authentication number and click search.



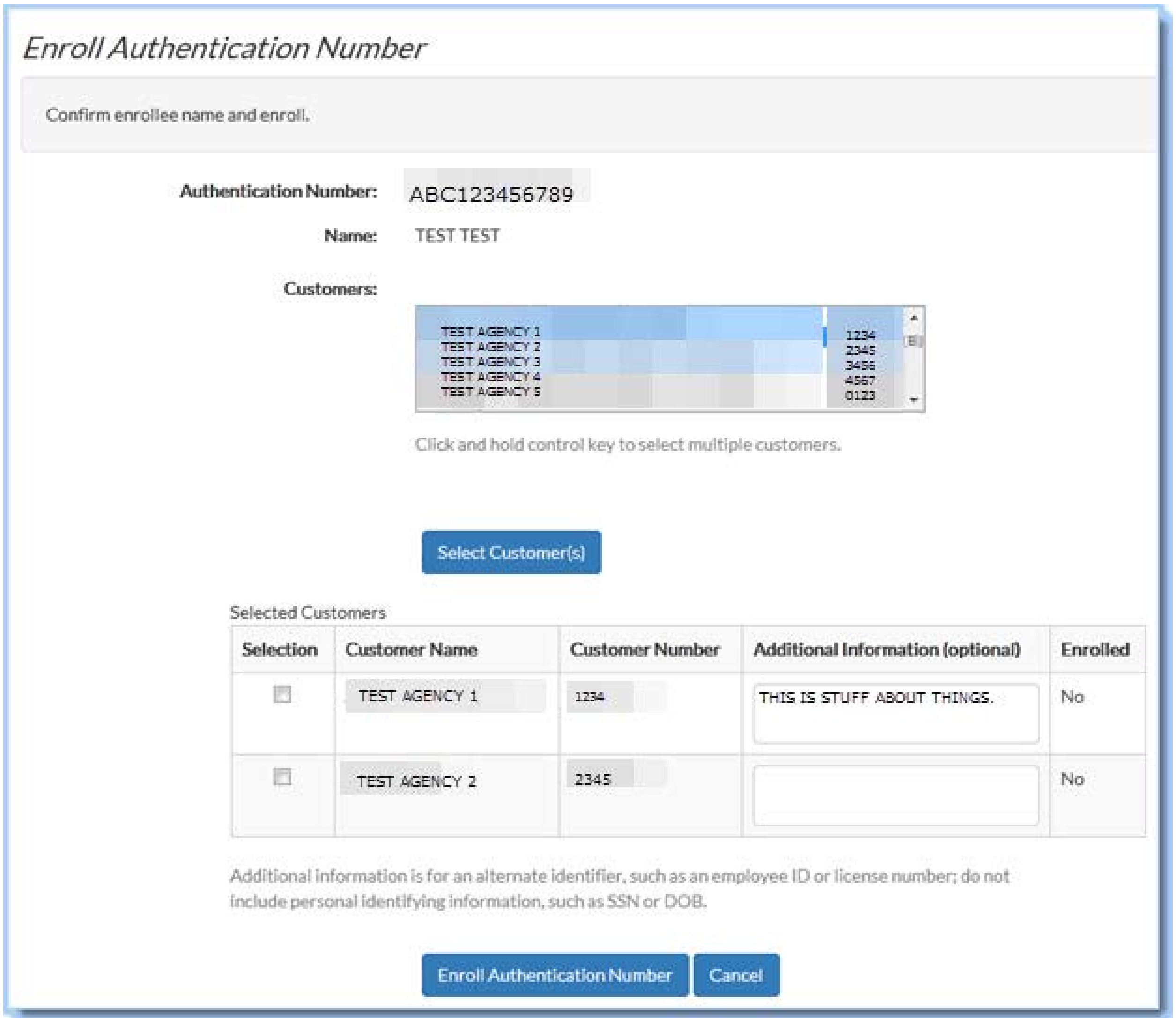
NOTE: The following types of webchecks are not valid for purposes of enrollment in Rapback: (1) FBI only; and (2) Poor Quality Fingerprints. Also, a webcheck cannot be older than a year. A Request of Copy Authentication Number is valid for purposes of Rapback enrollment only if both the Request of Copy Authentication Number and the original Authentication Number are less than one year old. If Rapback detects one of these invalid types of webchecks, association will not be allowed. A new webcheck is required for all invalid types described.

3. The system will display the name associated with the authentication number and the list of customers for selection. Confirm the name is right and select the customer where the enrollee is to be associated.

Note: Multiple customers can be selected by clicking and holding the control key. User can type the customer name or scroll to find the customer. The customers are listed in alphanumeric order by name. The customer number is listed for verification.



4. After highlighting the customer(s) to which the enrollee will be associated, user clicks the Select Customer(s) button to add the customers to a table for confirmation.



5. The optional Additional Information field is for an alternate identifier for each enrollee, such as an employee ID or license number; however, please do not include personal identifying information, such as Social Security Number or date of birth. Add additional information as needed.

6. If the enrollee and the customer(s) are correct, click the select box next to the customer name.

7. Click Enroll Authentication Number.

8. A success message will confirm enrollment. The associated date for the enrollee will be the current date.

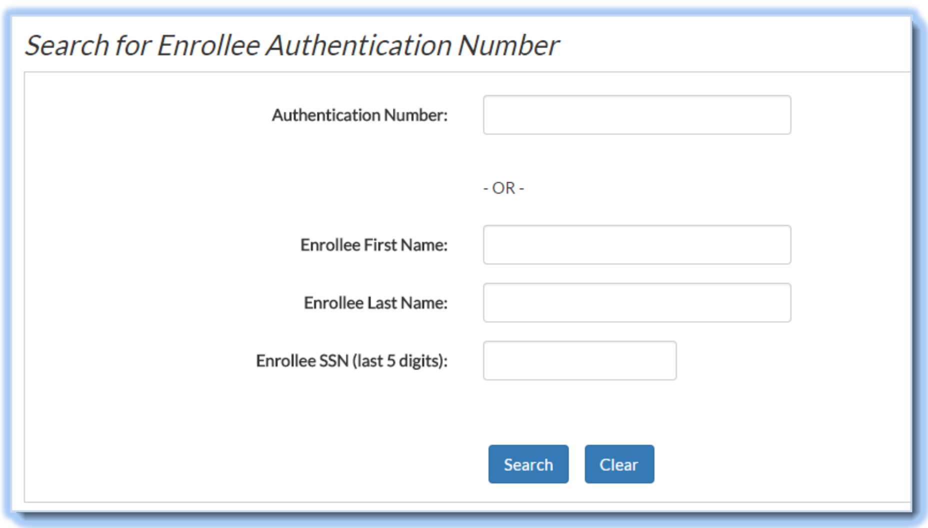
What if?

What if the authentication number is unknown or not available? Click the **Forgot Authentication Number** link.

1. Enter first name, last name and last 5 digits of the enrollee's social security number and click search.

2. If a match is found, the system will display the name associated with the authentication number.

3. Continue process at step 3 above.



Note: By design, the system will not display multiple results. By design, the system will only return a single, exact match on all of the parameters. Unless a single, exact match is returned, the Authentication Number is required to enroll the individual in Rapback.

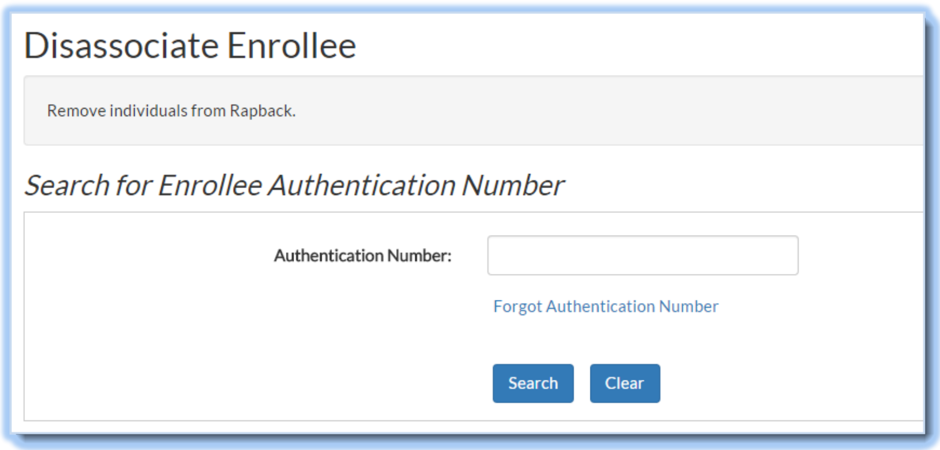
3.2: DISASSOCIATE ENROLLEES

When enrollees leave an organization or no longer need to be in Rapback, the organization's Overall Administrative User or an Additional User will disassociate the enrollees from the organization. The enrollee's authentication number is required to disassociate the enrollee from the organization.

The fee for adding an enrollee is $5 per year. This fee is paid upon initial enrollment and then every year on the enrollment anniversary. If an enrollee is disassociated in error and must be associated again, that will result in another $5 fee.

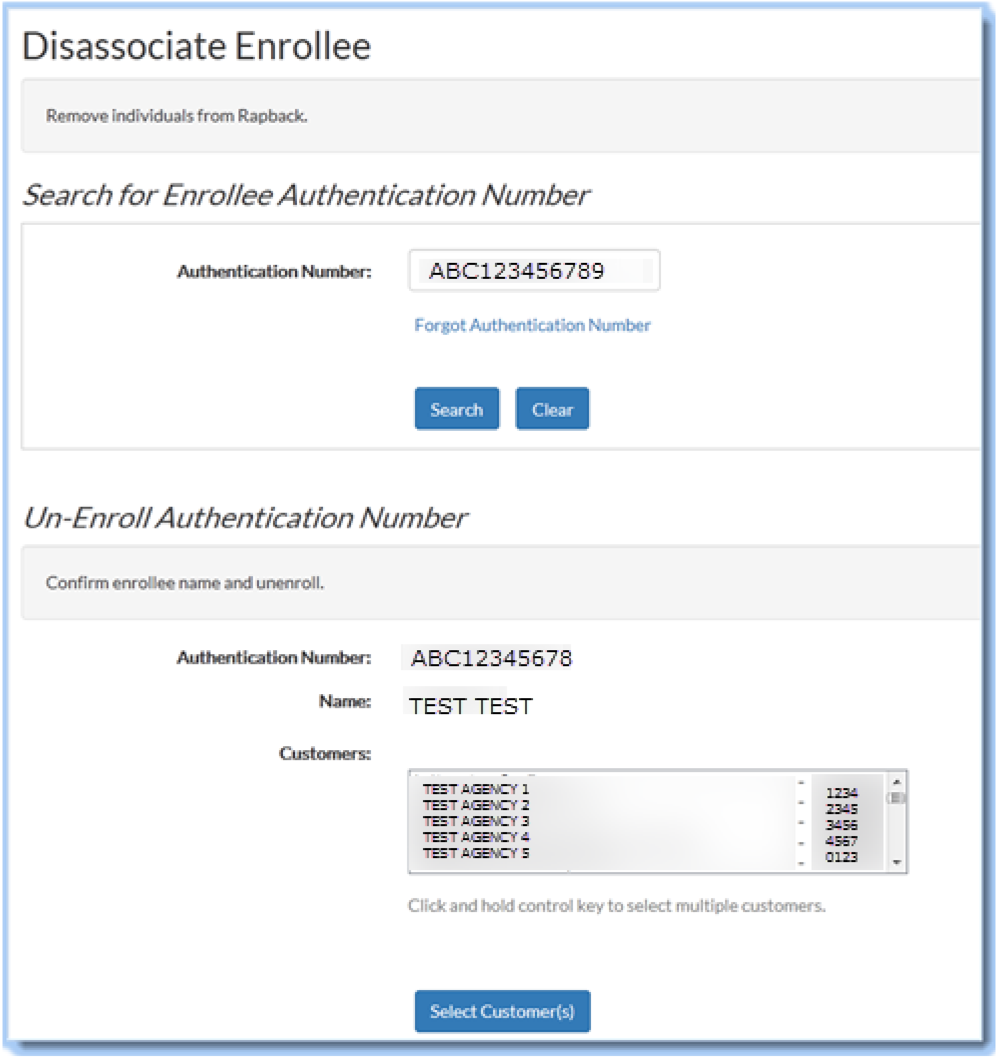
1. Navigate by going to Enrollment from the top navigation bar and then click Disassociate Enrollee(s).

2. Enter the Authentication number and click search.

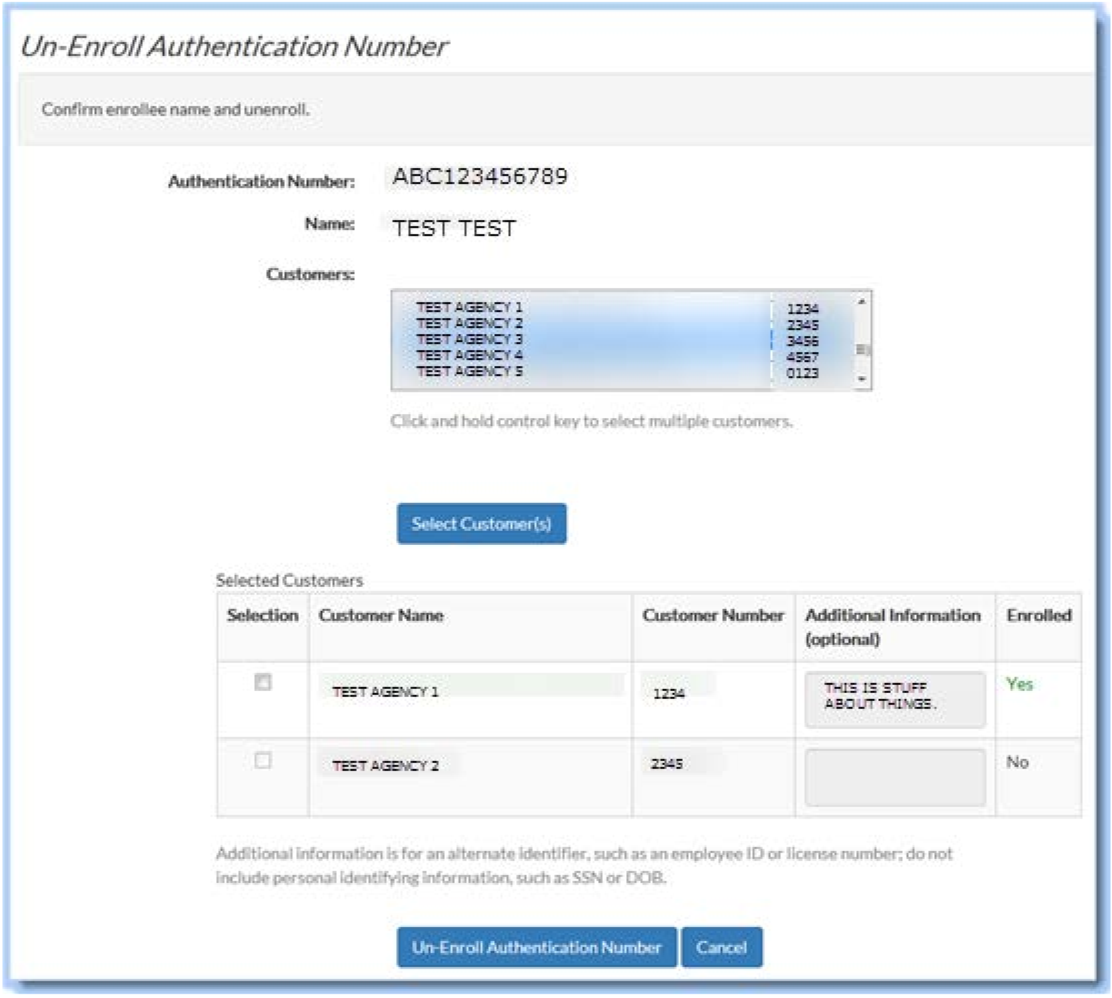


3. The system will display the name associated with the authentication number and the list of customers for selection. Confirm the name is right and select the customer where the enrollee is to be disassociated.

Note: Multiple customers can be selected by clicking and holding the control key. User can type the customer name or scroll to find the customer. The customers are listed in alphanumeric order by name. The customer number is listed for verification.



4. After highlighting the customer(s) to which the enrollee will be associated, user clicks the Select Customer(s) button to add the customers to a table for confirmation.



5. If the enrollee and the customer(s) are correct, click the select box next to the customer name. Review all selections and click Un-Enroll Authentication Number.

6. A success message will confirm unenrollment. The disassociated date for the enrollee will be the current date.

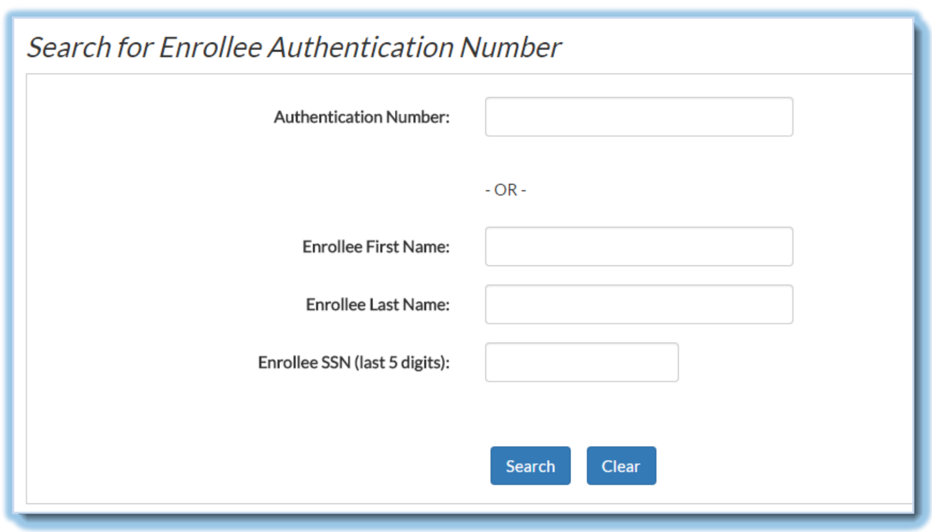
What if? What if the authentication number is unknown or not available? Click the Forgot Authentication Number link, search for the enrollee on the Manage Enrollees page (section 3.3), or run an enrollee report (section 5.1).

Forgot Authentication Number link:

1. Enter first name, last name and last 5 digits of the enrollee's social security number and click search.

2. If a match is found, the system will display the name associated with the authentication number.

3. Continue process at step 3 above.

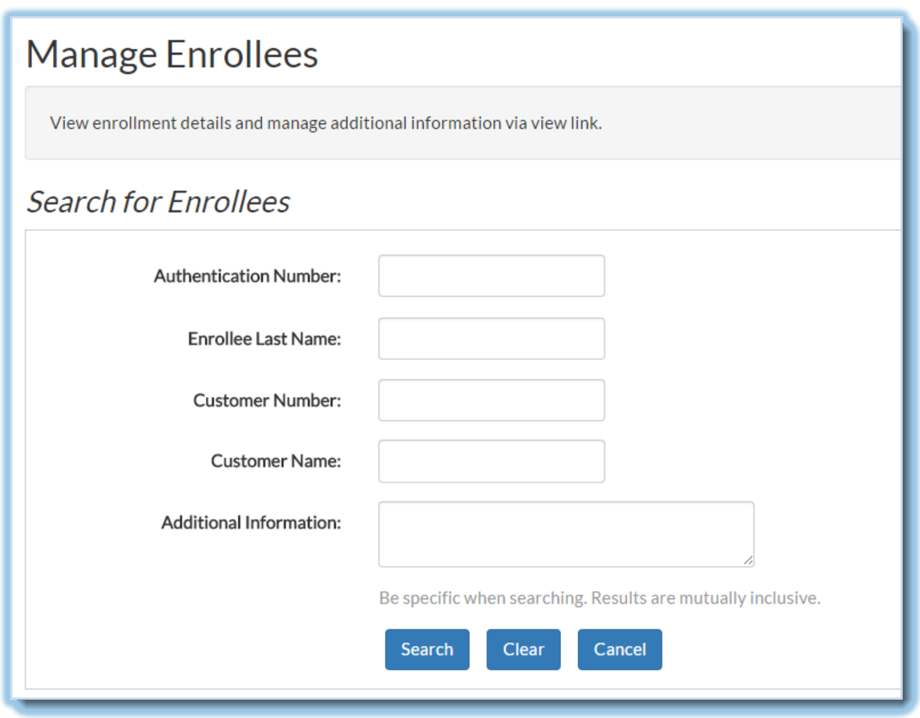


3.3: MANAGE ENROLLEES

The Manage Enrollees page is where you can search for an enrollee, review his/her enrollment details and update additional information if necessary. You may search by Authentication Number, Enrollee Last Name, Customer Number, Customer Name and Additional Information. When searching, be specific with the enrollee parameters that are entered. The results are mutually inclusive based on what is entered. For a more general search use the report options, section 5.1.

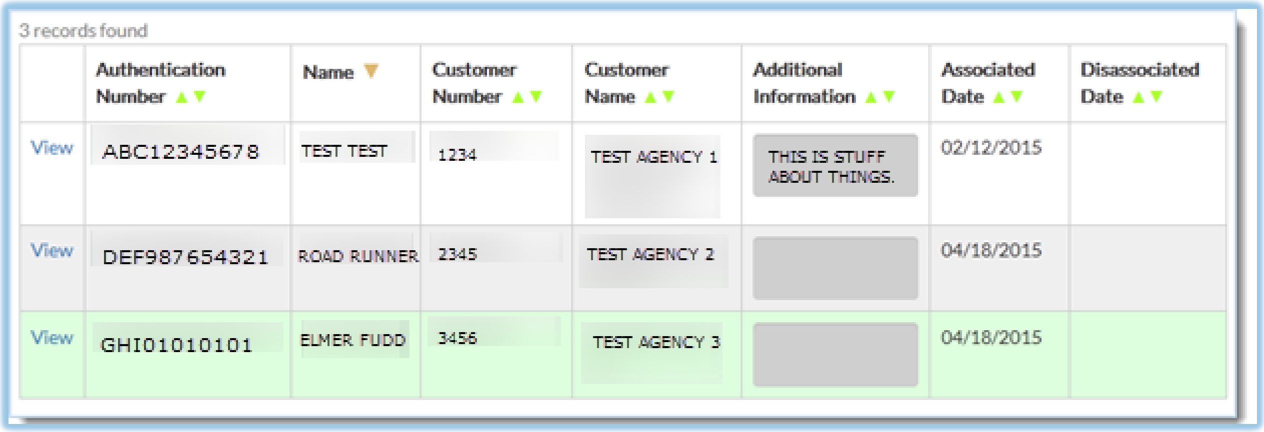
The Additional Information field is optional. It may be used for an alternate identifier for each enrollee, such as an employee ID or license number; however, please do not include personal identifying information, such as Social Security Number or date of birth.

1. Navigate by going to Enrollment from the top navigation bar and then clicking Manage Enrollees.



2. User can search by any combination of Authentication number, Enrollee Last Name, Customer Number, Customer Name or Additional Information. Be specific with the search parameters entered. The results are mutually inclusive based on what is entered. Enter enrollee parameters and click search.

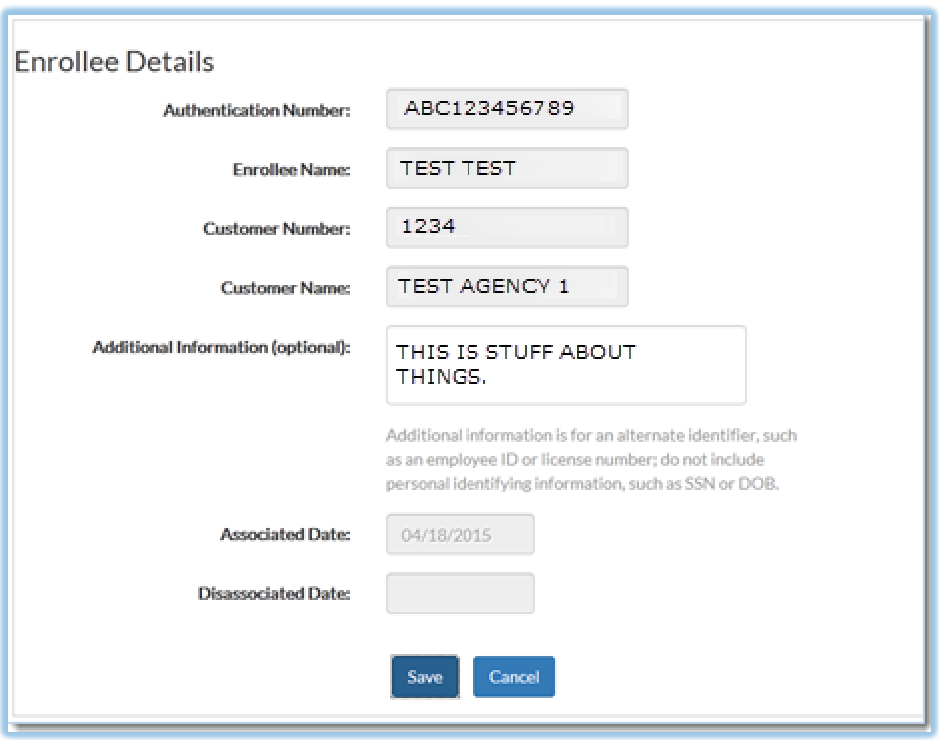
3. To change additional information, locate the enrollee in the list and click view. The enrollee in the results list will be highlighted in green.



3 records found

	Authentication Number	Name	Customer Number	Customer Name	Additional Information	Associated Date	Disassociated Date
View	ABC12345678	TEST TEST	1234	TEST AGENCY 1	THIS IS STUFF ABOUT THINGS.	02/12/2015	
View	DEF987654321	ROAD RUNNER	2345	TEST AGENCY 2		04/18/2015	
View	GHI01010101	ELMER FUDD	3456	TEST AGENCY 3		04/18/2015	

4. The Enrollee details will display below the results list and the Additional Information text box will be enabled for editing. Please do not include personal identifying information, such as Social Security Number or date of birth.



5. User can make necessary changes and click save. Changes will be confirmed.

6. If needed, the option to cancel is available. Save or cancel will close the enrollee details.

SECTION 4: REVIEW RAP SHEETS FOR HITS

An Enrollee's fingerprints are automatically compared against the fingerprint-based criminal record databases maintained by BCI. Comparisons are initiated in real time as new arrest and judicial information becomes available. If there is a match between an enrollee and an event, a.k.a. a "hit", an email notification will be sent to all email addresses on file with the subject of "Rapback activity". The email will direct the addressee to log into Rapback to check activity. No information will be provided about which enrollee had a match. New matches will be displayed on the Affirm/Disaffirm Entitlement page.

Hits will occur and Rap Sheets will appear on the Affirm/Disaffirm page only if the enrollee is associated with the organization at the time of the hit. A user would affirm a rap sheet if at that time the employee or volunteer is still at the organization and required to be rapbacked. A user would disaffirm a rap sheet if at that time the employee or volunteer is no longer at the organization or no longer required to be rapbacked. This page will display rap sheets for 60 days from date of notification date or until the rap sheet is affirmed or disaffirmed.

Entitled rap sheets are rap sheets that the organization has a right to see because the employee or volunteer was with the organization at the time it was entitled. Entitlement must be affirmed to see a rap sheet. Once affirmed, rap sheets can be viewed on the Entitled Rap Sheets page. This page will display rap sheets for 60 days from date of notification date, regardless of whether the enrollee is associated or disassociated during the full 60 days. Users should save or print the rapsheets if they will be needed beyond the 60 days.

If entitlements are disaffirmed, access to the rap sheet is revoked. The enrollee for that rap sheet should be disassociated from the organization. Disassociation of the enrollee is automatic if the user disaffirming entitlement to the rap sheet has the appropriate permission to manage enrollees. If the user does not have the ability to manage enrollees, then email notifications will be sent to users that have access to disassociate. The emails will contain necessary information about the enrollee.   If appropriate, the enrollee should be disassociated.

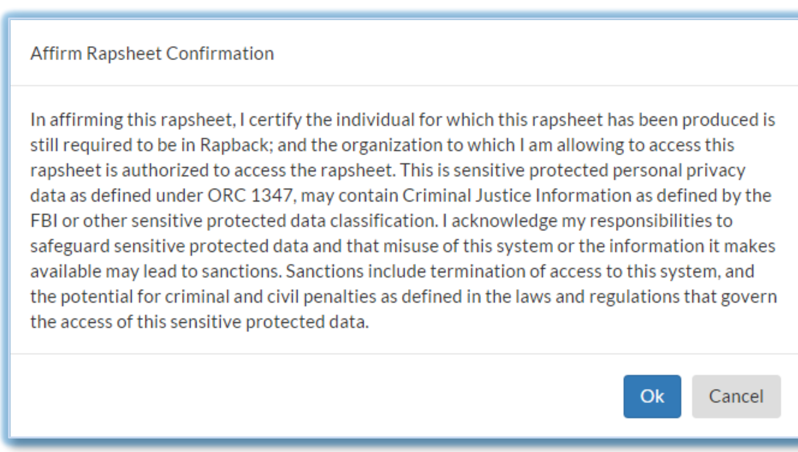
4.1: AFFIRM ENTITLEMENT TO RAP SHEETS

Rap Sheets will be listed in notification date descending order so the oldest rap sheets can be addressed first. If the rap sheet is not listed, go to the next page. The column headings may be sorted ascending and descending. An enrollee will not appear on this page if they are not associated with the organization. This page will display rap sheets for 60 days from date of notification date or until the rap sheet is affirmed or disaffirmed.

1. Navigate by going to Rap Sheets from the top navigation bar and then click Affirm/Disaffirm Rap Sheets.

2. Locate the rap sheet to be affirmed. If the enrollee for the rap sheet is still an active employee or volunteer for the organization, click affirm.

3. A confirmation message will pop up that must be read and acknowledged by clicking ok or cancel.



4. When affirming a rapsheet, it will be made available for viewing on the Entitled Rapsheets page, section 4.3. If the message is cancelled, the rapsheet will remain on the list.

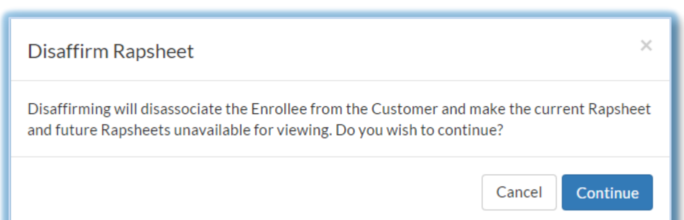
4.2: DISAFFIRM ENTITLEMENT TO RAP SHEETS

Rap Sheets will be listed in notification date descending order so the oldest rap sheets can be addressed first. If the rap sheet is not listed, go to the next page. The column headings may be sorted ascending and descending. An enrollee will not appear on this page if they are not associated with the organization. This page will display rap sheets for 60 days from date of notification date or until the rap sheet is affirmed or disaffirmed.

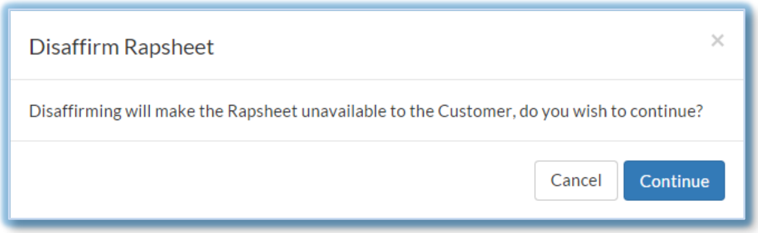
1. Navigate by going to Rap Sheets from the top navigation bar and then click Affirm/Disaffirm Rap Sheets.

2. Locate the rap sheet to be disaffirmed. If the enrollee for the rap sheet is not an active employee or volunteer for the organization, click disaffirm.

3. If the user has the ability to manage enrollees, the enrollee will be automatically disassociated with the organization. The system will provide a warning message that must be acknowledged before proceeding.



4. If the user does not have the ability to manage enrollees, an email will be sent to the users with the access to disassociate. The email will contain necessary information about the enrollee. The system will provide a warning message that must be acknowledged before proceeding.



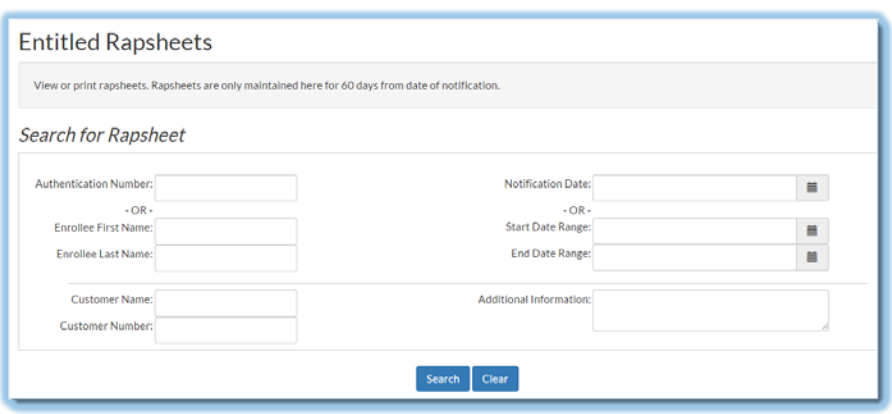
5. The user can click ok to proceed with the disaffirmation or cancel. If disaffirmed, the organization's access to the rap sheet will be revoked.

4.3: VIEW ENTITLED RAP SHEETS

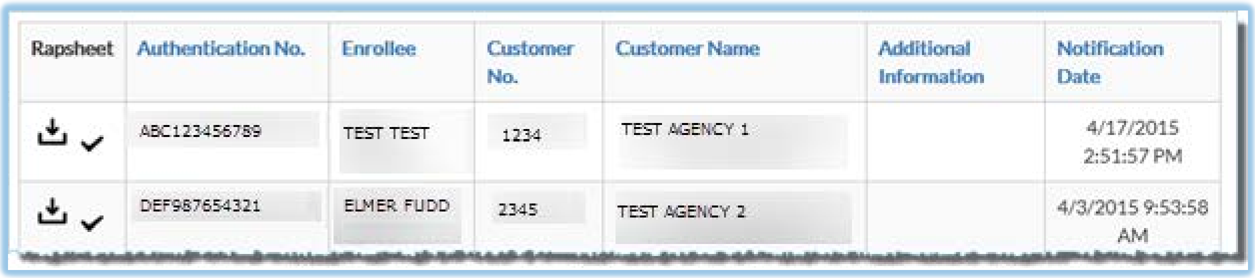
Rap Sheets will be listed in notification date ascending order so the newest rap sheets will be listed first. If you don't see a rap sheet, you may do a search. The column headings may be sorted ascending and descending. Rap Sheets will only be available 60 days from the notification date. Users should save or print the rapsheets if they will be needed beyond the 60 days.

1. Navigate by going to Rap Sheets from the top navigation bar and then click Entitled Rap Sheets.

2. If the rap sheet is not present on the page, enter enrollee information and click search.

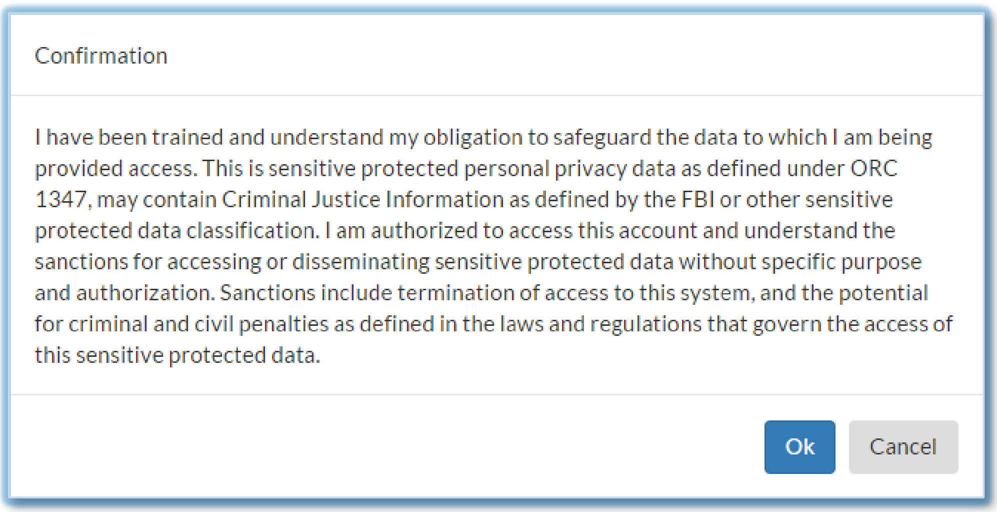


3. Locate the rap sheet to be viewed and click the download icon. You will be prompted to save or open.



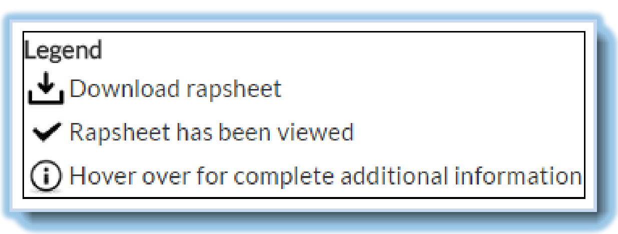
Rapsheet	Authentication No.	Enrollee	Customer No.	Customer Name	Additional Information	Notification Date
	ABC123456789	TEST TEST	1234	TEST AGENCY 1		4/17/2015 2:51:57 PM
	DEF987654321	ELMER FUDD	2345	TEST AGENCY 2		4/3/2015 9:53:58 AM

4. A confirmation message will pop up that must be read and acknowledged by clicking ok or cancel.



5. After clicking ok, you will be prompted to save or open the rapsheet. If you cancel, the rapsheet will not be made available and you remain on the page.

6. Once viewed, a checkmark will appear next to the download icon.



SECTION 5: REPORTS

There are five reports available: Enrollees Association, Enrollees Disassociation, Hit Report, Viewed Rapsheets Log, and Users Report. These reports can be run by:

- A date or a date range,
- Customer name or number,
- Authentication number,
- Enrollee,
- User name, or
- A combination of the parameters depending on the report.

Report outputs are PDF document or CSV file.

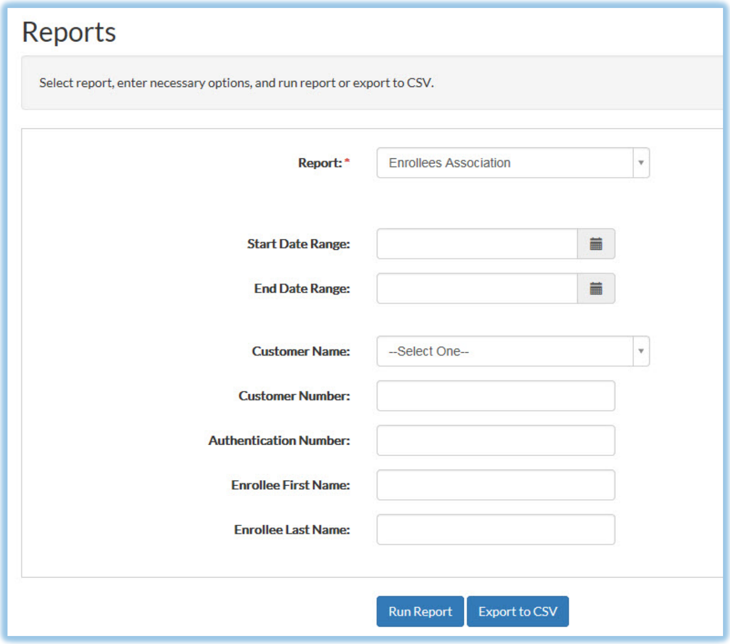
The reports will return data based on the report parameters entered. If parameters are not entered when running a report or exporting to CSV, all data for the report will be returned since first using the system.

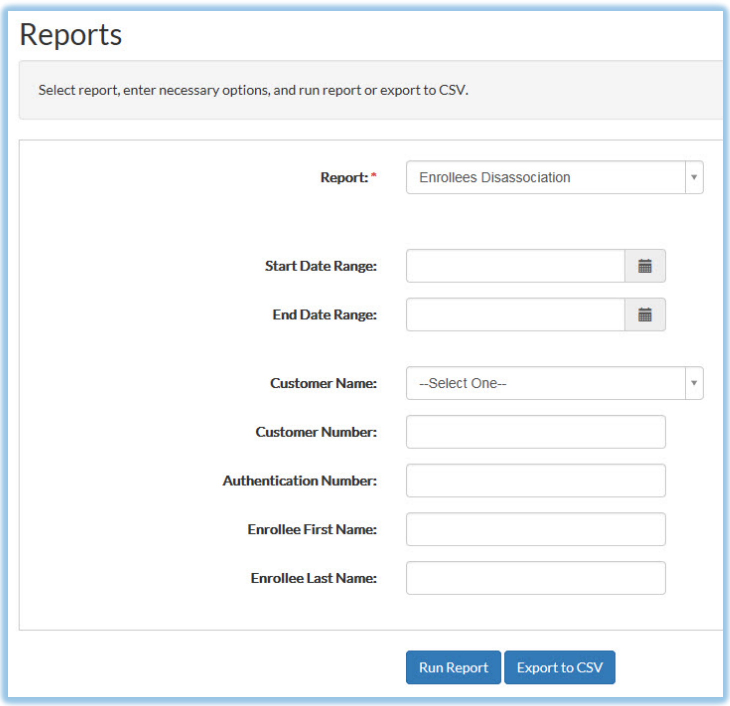
5.1: ENROLLEES REPORTS

Enrollees Reports has two options: Enrollees Association and Enrollees Disassociation. These reports provide the authentication number, enrollee name, additional information, association date and disassociation date. After selecting one of the reports, Authentication Number, Enrollee First Name and Enrollee Last Name will be added to the date and customer search options.

Enrollees Association Report will find all enrollees with associations based on the report parameters. Enrollees Disassociation will find all enrollees with disassociations based on the report parameters. For either report, if no report parameters are entered, the reports will find all enrollees or all enrollees that have been disassociated.

1. Navigate by clicking Reports from the top navigation bar and then select Enrollees Association or Enrollees Disassociation from the Report drop down.


Reports
Select report, enter necessary options, and run report or export to CSV.
Report: *
Enrollees Association
Start Date Range:
End Date Range:
Customer Name:
--Select One--
Customer Number:
Authentication Number:
Enrollee First Name:
Enrollee Last Name:
Run Report
Export to CSV


Reports
Select report, enter necessary options, and run report or export to CSV.
Report: *
Enrollees Disassociation
Start Date Range:
End Date Range:
Customer Name:
--Select One--
Customer Number:
Authentication Number:
Enrollee First Name:
Enrollee Last Name:
Run Report
Export to CSV

2. Enter as many of the following parameters as needed:
    a. Start date will provide associations or disassociations from that date forward.
    b. End date will provide associations or disassociations up to and including that date.
    c. Start and End Date will provide associations or disassociations from the start date forward up to and including the end date. To see activity for May, enter May 1, 2017 to May 31, 2017.
    d. Customer Name will provide associations or disassociations for that specific customer. Customer name is a drop down and typing the customer's name will move the cursor to the name in the list.
    e. Customer Number will provide associations or disassociations for that specific customer number.
    f. Authentication number will provide all enrollee association or disassociation activity for a specific enrollee.
    g. Enrollee First Name will provide association or disassociation activity for all enrollees with that first name.
    h. Enrollee Last Name will provide association or disassociation activity for all enrollees with that last name.

3. Click Run Report or Export to CSV.

Association Report: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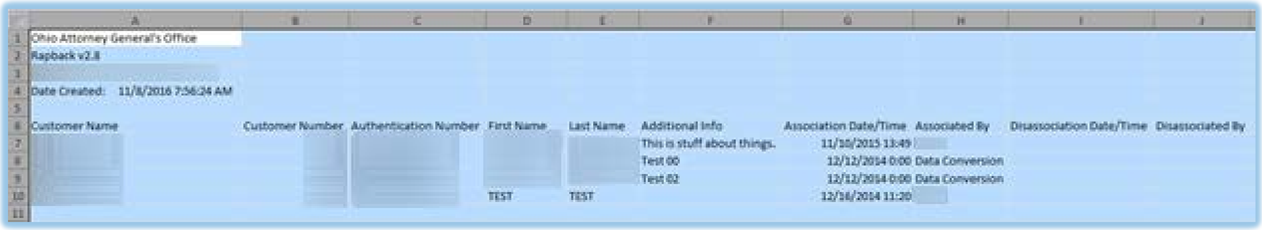
OHIO ATTORNEY GENERAL

Enrollees Association
Rapback v2.8

Customer Name:
Customer Number:

Authentication Number	Name	Additional Info	Association Date/Time	Associated By	Disassociation Date/Time	Disassociated By
		This is stuff about things.	11/10/2015 1:49 PM			
		Test 00	12/12/2014 12:00 AM	Data Conversion		
		Test 02	12/12/2014 12:00 AM	Data Conversion		
	TEST, TEST		12/16/2014 11:20 AM			

Association CSV File:



	A	B	C	D	E	F	G	H	I	J
1	Ohio Attorney General's Office									
2	Rapback v2.8									
3										
4	Date Created: 11/8/2016 7:56:24 AM									
5										
6	Customer Name	Customer Number	Authentication Number	First Name	Last Name	Additional Info	Association Date/Time	Associated By	Disassociation Date/Time	Disassociated By
7						This is stuff about things.	11/10/2015 13:49			
8						Test 00	12/12/2014 0:00	Data Conversion		
9						Test 02	12/12/2014 0:00	Data Conversion		
10				TEST	TEST		12/16/2014 11:20			
11										

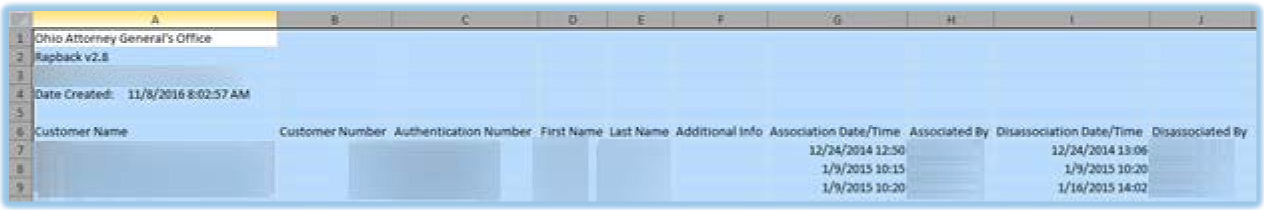
Disassociation Report:

Enrollees Disassociation
Rapback v2.8

Customer Name:
Customer Number:

Authentication Number	Name	Additional Info	Association Date/Time	Associated By	Disassociation Date/Time	Disassociated By
			12/24/2014 12:50 PM		12/24/2014 1:06 PM	
			1/9/2015 10:15 AM		1/9/2015 10:20 AM	
			1/9/2015 10:20 AM		1/16/2015 2:02 PM	

Disassociation CSV File



	A	B	C	D	E	F	G	H	I	J
1	Ohio Attorney General's Office									
2	Rapback v2.8									
3										
4	Date Created: 11/8/2016 8:02:57 AM									
5										
6	Customer Name	Customer Number	Authentication Number	First Name	Last Name	Additional Info	Association Date/Time	Associated By	Disassociation Date/Time	Disassociated By
7							12/24/2014 12:50		12/24/2014 13:06	
8							1/9/2015 10:15		1/9/2015 10:20	
9							1/9/2015 10:20		1/16/2015 14:02	

5.2: HIT REPORTS

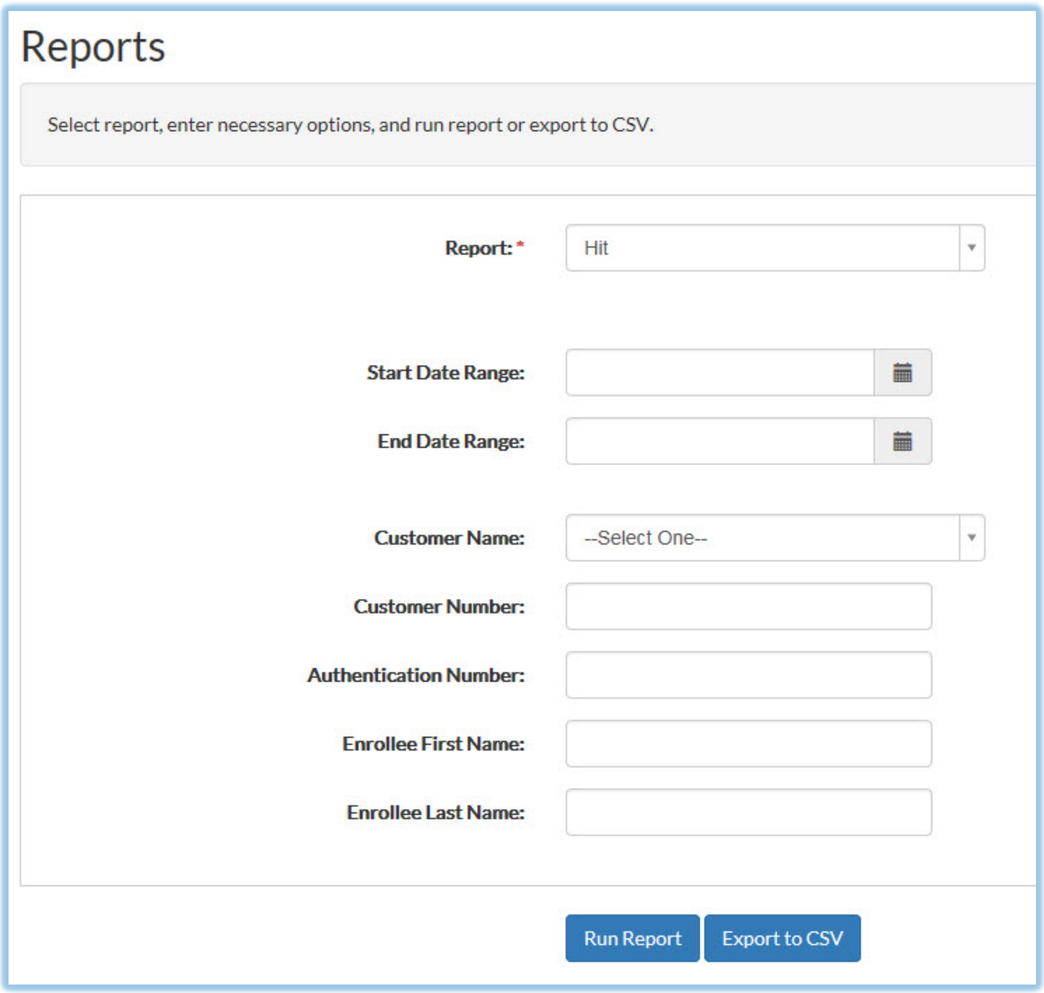
The Hit Report provides a list of hits for the customer. This report provides the authentication number, enrollee name, additional information, association date, disassociation date (if any), notification date and time, status of the hit, and the file name of the rapsheet for each hit. After selecting the report, Authentication Number, Enrollee First Name and Enrollee Last Name will be added to the date and customer search options.

The Hit Report will find all hits based on the report parameters entered. If parameters are not entered when running the report or exporting to CSV, all hits will be returned since first using the system. The report will sort in customer name and then enrollee name alphanumeric order.

The status of a hit could be pending, entitled, or disaffirmed. Pending means the hit was received but has not been affirmed or disaffirmed. Entitled means the hit was affirmed. Disaffirmed means the rapsheet was disaffirmed.

The notification date and time is when an email was sent regarding the hit. The notification emails are sent out in real time when the hit occurs.

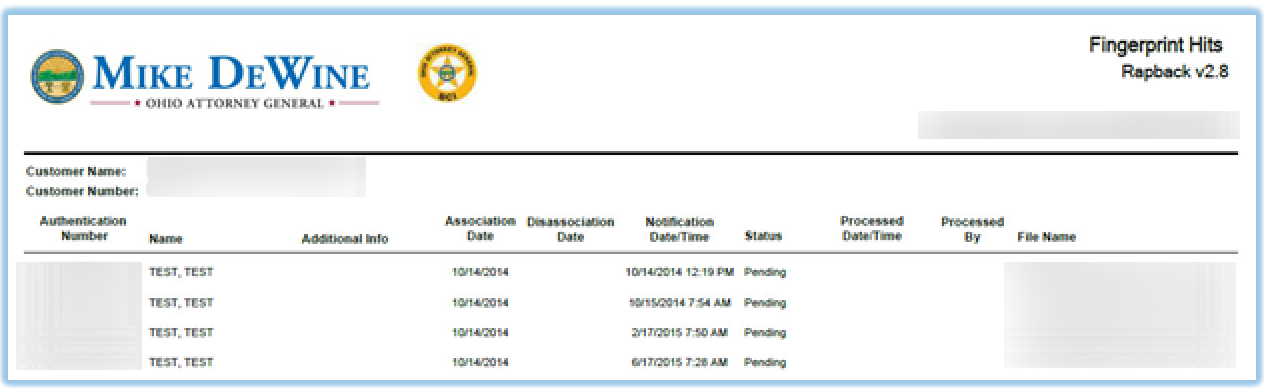
1. Navigate by clicking Reports from the top navigation bar and then select Hit from the Report drop down.



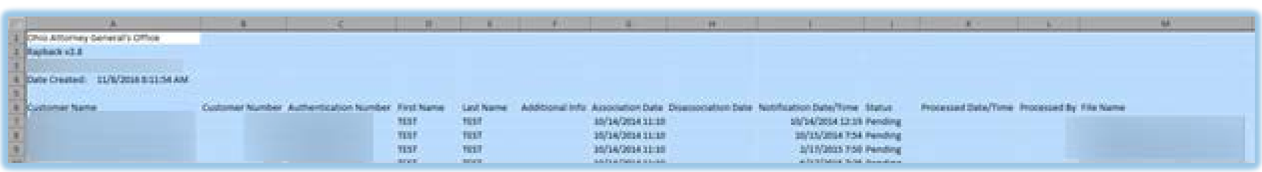
2. Enter as many of the following parameters as needed:
    a. Start date will provide hits from that date forward.
    b. End date will provide hits up to and including that date.
    c. Start and End Date will provide hits from the start date forward up to and including the end date. To see hits for May, enter May 1, 2017 to May 31, 2017.
    d. Customer Name will provide hits for that specific customer. Customer name is a drop down and typing the customer's name will move the cursor to the name in the list.
    e. Customer Number will provide hits for that specific customer number.
    f. Authentication number will provide all hits for a specific enrollee.
    g. Enrollee First Name will provide hits for all enrollees with that first name.
    h. Enrollee Last Name will provide hits for all enrollees with that last name.

3. Click Run Report or Export to CSV.

Hit Report:



Hit CSV File:

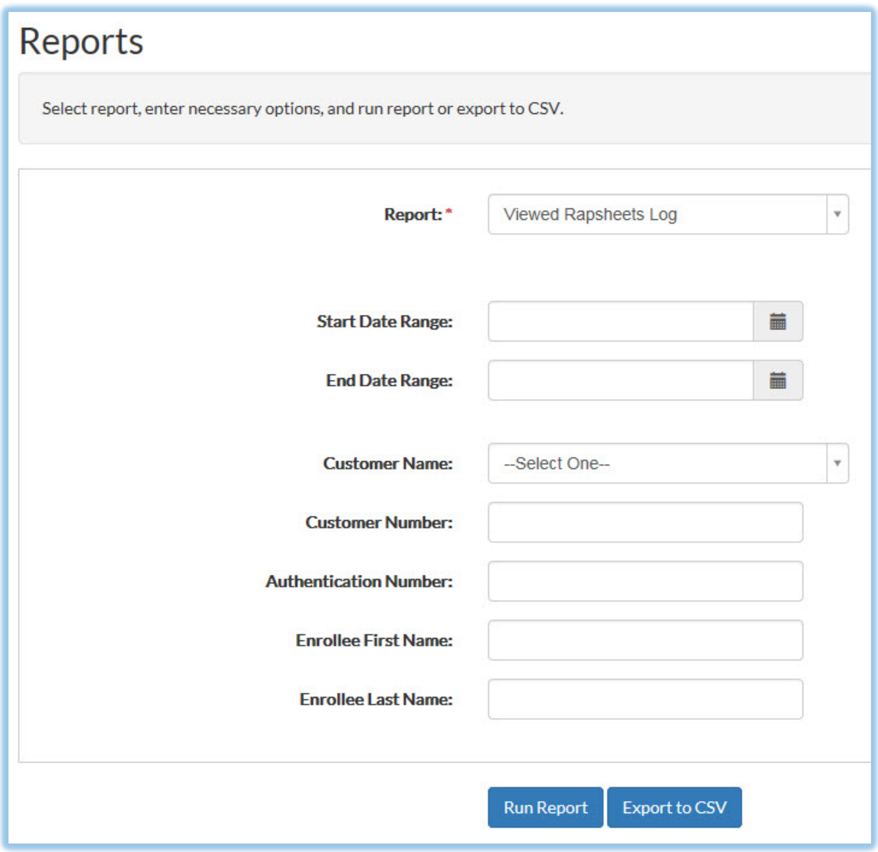


5.3: VIEWED RAP SHEETS LOG REPORT

The Viewed Rapsheets Log Report provides a list of all viewed rapsheets including the user that viewed it and when it was viewed. If a rapsheet was viewed by more than one user, the report will list all instances of views for the rapsheet. This report provides the authentication number, enrollee name, date affirmed, viewed by and date viewed. After selecting the report, Authentication Number, Enrollee First Name and Enrollee Last Name will be added to the date and customer search options.

The Viewed Rapsheets Log Report will find all viewed rapsheets based on the report parameters entered. If parameters are not entered when running the report or exporting to CSV, all viewed rapsheets will be returned since first using the system. The report will sort in customer name and then enrollee name alphanumeric order.

1. Navigate by clicking Reports from the top navigation bar and then select Viewed Rapsheets Log from the Report drop down.



2. Enter as many of the following parameters as needed:
    a. Start date will provide all viewed rapsheets from that date forward.
    b. End date will provide all viewed rapsheets up to and including that date.
    c. Start and End Date will provide all viewed rapsheets from the start date forward up to and including the end date. To see hits for May, enter May 1, 2017 to May 31, 2017.
    d. Customer Name will provide viewed rap sheets for that specific customer. Customer name is a drop down and typing the customer's name will move the cursor to the name in the list.
    e. Customer Number will provide viewed rap sheets for that specific customer number.
    f. Authentication number will provide all viewed rapsheets for a specific enrollee.
    g. Enrollee First Name will provide viewed rapsheets for all enrollees with that first name.
    h. Enrollee Last Name will provide viewed rapsheets for all enrollees with that last name.

3. Click Run Report or Export to CSV.

Viewed Rapsheets Log Report:

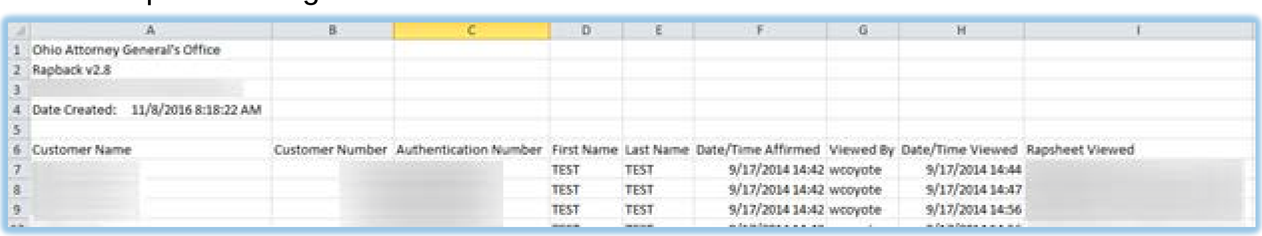
MIKE DEWINE
★ OHIO ATTORNEY GENERAL ★

Viewed Rapsheets Log
Rapback v2.8

Customer Name:
Customer Number:

Authentication No.	Name	Date/Time Affirmed	Viewed By	Date/Time Viewed	Rapsheet Viewed
	TEST, TEST	9/17/2014 2:42 PM	wcoyote	9/17/2014 2:44 PM	
	TEST, TEST	9/17/2014 2:42 PM	wcoyote	9/17/2014 2:47 PM	
	TEST, TEST	9/17/2014 2:42 PM	wcoyote	9/17/2014 2:56 PM	
	TEST, TEST	9/17/2014 2:42 PM	wcoyote	9/17/2014 2:56 PM	

Viewed Rapsheets Log CSV File:



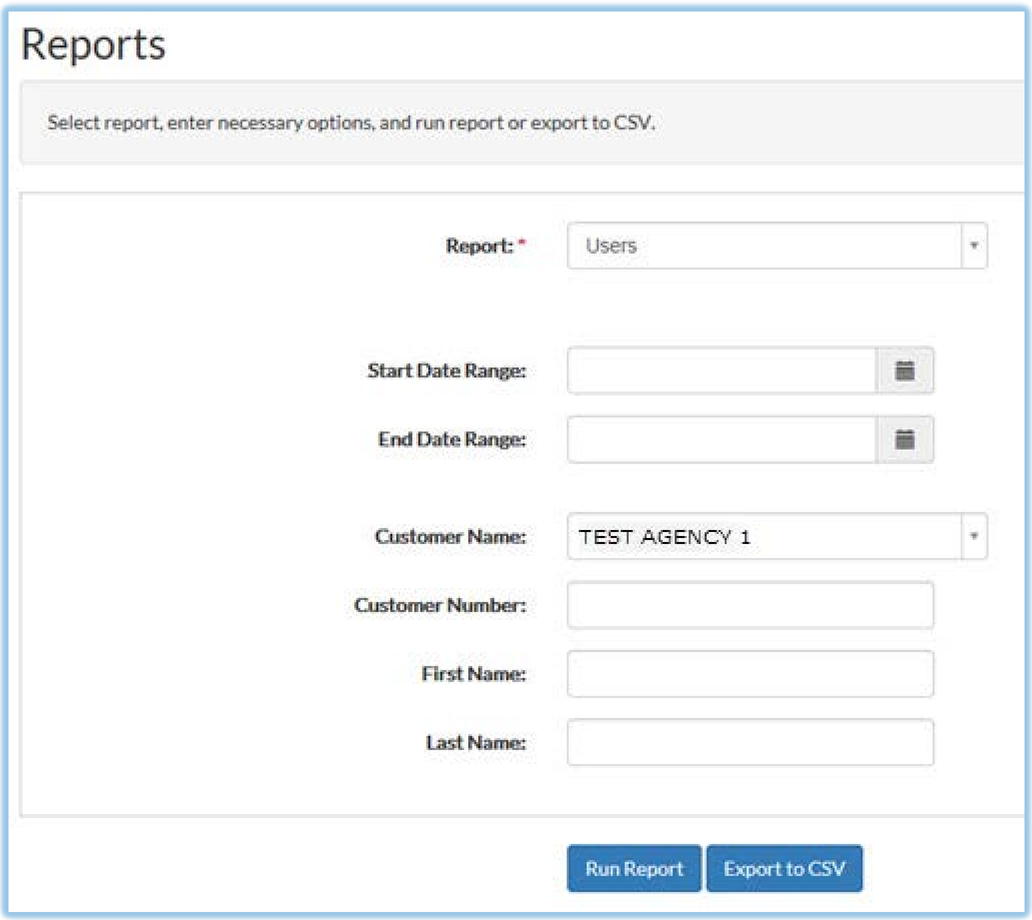
	A	B	C	D	E	F	G	H	I
1	Ohio Attorney General's Office								
2	Rapback v2.8								
3									
4	Date Created: 11/8/2016 8:18:22 AM								
5									
6	Customer Name	Customer Number	Authentication Number	First Name	Last Name	Date/Time Affirmed	Viewed By	Date/Time Viewed	Rapsheet Viewed
7				TEST	TEST	9/17/2014 14:42	wcoyote	9/17/2014 14:44	
8				TEST	TEST	9/17/2014 14:42	wcoyote	9/17/2014 14:47	
9				TEST	TEST	9/17/2014 14:42	wcoyote	9/17/2014 14:56	

5.4: USERS REPORT

The Users Report provides a list of all active and inactive users, their contact information and permissions. After selecting the report, First Name and Last Name will be added to the date and customer search options.

The Users Report will find all active and inactive users created based on the report parameters entered. If parameters are not entered when running the report or exporting to CSV, all active and inactive users will be returned since first using the system. The report will sort in customer name and then name alphanumeric order.

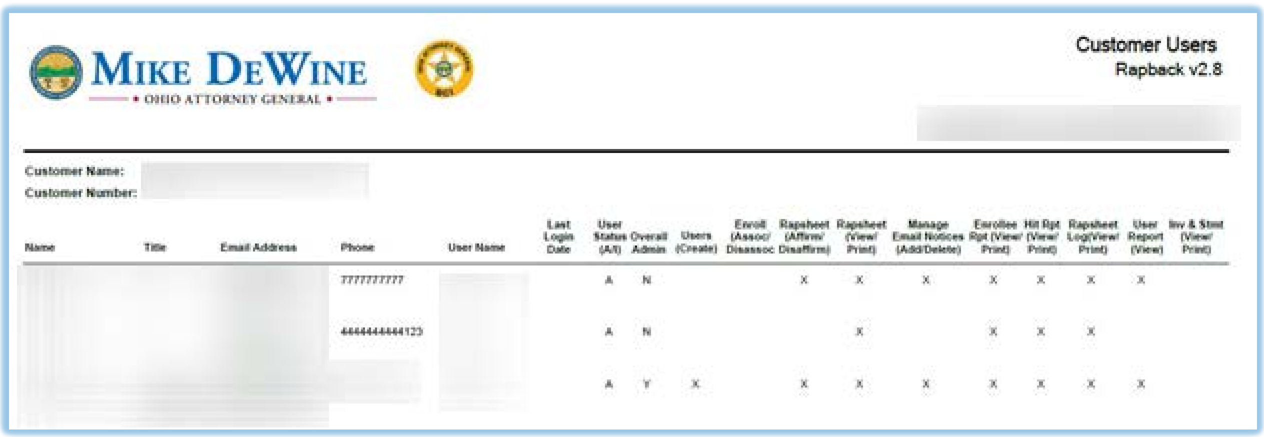
1. Navigate by clicking Reports from the top navigation bar and then select Users from the Report drop down.



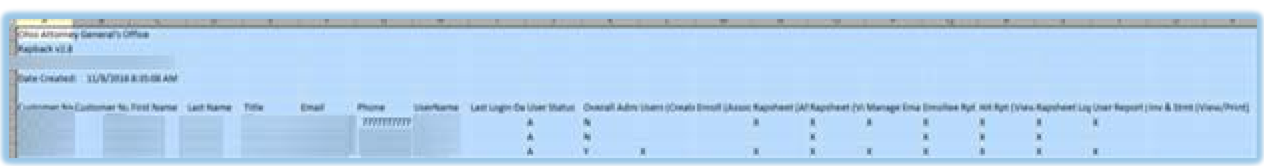
2. Enter as many of the following parameters as needed:
    a. Start date will provide users created from that date forward.
    b. End date will provide users created up to and including that date.
    c. Start and End Date will provide users created from the start date forward up to and including the end date. To see users created for May, enter May 1, 2017 to May 31, 2017.
    d. Customer Name will provide users for that specific customer. Customer name is a drop down and typing the customer's name will move the cursor to the name in the list.
    e. Customer Number will provide users for that specific customer number.
    f. First Name will provide all users created with that first name.
    g. Last Name will provide all users created with that last name.

3. Click Run Report or Export to CSV.

Users Report:

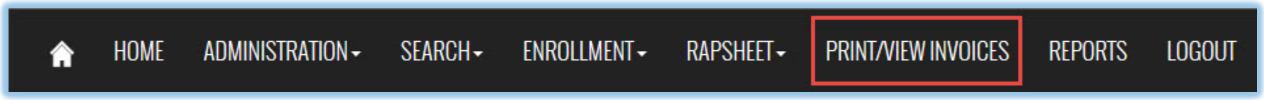


Users CSV File:

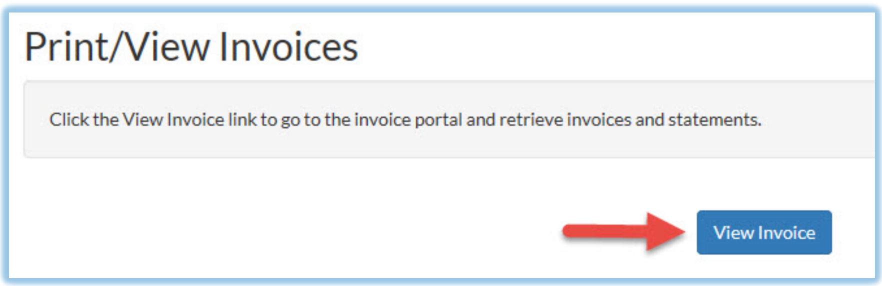


SECTION 6: INVOICES

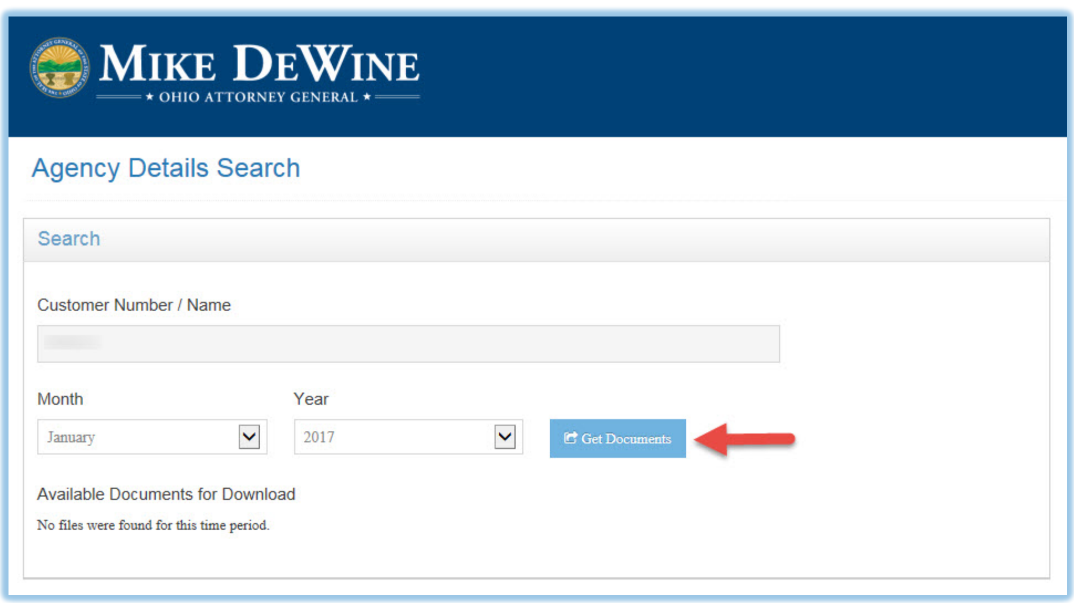
Users who have been granted permission to view and print invoices have a “Print/View Invoices” link on the main horizontal menu bar.



On the Print/View Invoices page, the user clicks on the “View Invoice” button to go to the “Agency Details Search” page where the user can view and download invoices and statements.



On the Agency Details Search page, select the Month and Year from the drop down menus and click the “Get Documents” button.



When available, there will be a link to display the document(s). Click on the link to open the document as a PDF.

APPENDIX A: GLOSSARY

Authentication Number – Unique number assigned to each fingerprint submission

Hit – A match has been made between applicant fingerprints and fingerprints from our criminal history database

Fingerprint event – A new arrest or change to an applicant's rapsheet causing a hit

Fingerprint match – A match is made between applicant fingerprints and fingerprints in our criminal history database resulting in a Hit

Rap sheet – A record of an applicant's criminal history

Rapback activity – Subject line of the email an organization will receive alerting them to new rapback information

Enrollee – Employees, licensed or certified individuals, or volunteers of an organization that are required to be in Rapback and compared to fingerprint events.

CUSTOMER USER PERMISSIONS:

Create User ID's: The Overall Administrative User (OAU) is the only user of the customer's organization that is allowed this permission. The OAU is allowed to create additional organizational users and grant permissions to them as required for the use of Rapback.

Enroll (Associate/Disassociate): User is allowed to enroll employees or volunteers for the organization that are required to be Rapbacked. Enrolling consists of associating and disassociating enrollees to and from an organization. A user would associate when hired or the need to rapback arises. A user would disassociate when there is no longer a need to rapback, such as when the person leaves the organization or changes positions. For more information on managing enrollees, refer to section 3.

Rap sheets (Affirm/Disaffirm): User is allowed to affirm or disaffirm entitlement to a rap sheet. An organization is entitled to view a rap sheet if the employee or volunteer is employed at the time of affirming. A user would affirm a rap sheet if at that time the employee or volunteer is still at the organization and required to be rapbacked. A user would disaffirm a rap sheet if at that time the employee or volunteer is no longer at the organization or no longer required to be rapbacked. For more information on affirming and disaffirming, refer to section 4.1 and 4.2.

Rap sheets (View/Print): User is allowed to view, save or print the entitled rap sheets. Entitled rap sheets are rap sheets that the organization has a right to see because the employee or volunteer was with the organization at the time it was entitled. For more information on viewing rap sheets, refer to section 4.3.

Manage Email Notices (Add/Delete): User is allowed to manage the email addresses that will be getting email notices about hits for enrollees. A hit is a fingerprint event that matches an enrollee of the organization. All the email addresses in the list will get an email stating Rapback needs to be checked for activity. That means that there is a new rap sheet on the Affirm/Disaffirm page to be reviewed. When an email address is added to the list, an email is sent stating it has been added to the list and will start getting email notices. When an email address is removed from the list, an email is sent stating it has been removed and will no longer get the email notices. For more information on managing emails for notices, refer to section 2.3.

Enrollee Report (View/Print): User is allowed to run, view and print the Enrollee Report. The enrollee report has two options. It can be run by association date or disassociation date. These reports will list enrollees of the organization based on the dates requested or other parameters entered. For more information on these reports, see the Reports section 5.1.

Hit Report (View/Print): User is allowed to run, view, and print the Hit Report. This report will list all the hits the organization has received by enrollee based on the dates requested or other parameters entered. For more information on the report, see the Reports section 5.2.

Viewed Rap Sheets Log Report (View/Print): User is allowed to run, view, and print the Viewed Rap Sheets Log Report. This report will list all users who have viewed a rap sheet including the date and time viewed based on the dates requested or other parameters entered. For more information on the report, see the Reports section 5.3.

User Report (View): User is allowed to view the User Report. This report will list all the users of the organization and their permissions, etc. based on the dates requested or other parameters entered. For more information on the report, see the Reports section 5.4.

APPENDIX B: TROUBLE SHOOTING

What if I lose a Rapsheet to retention policy?
If you think you may have lost a rapsheet to retention policy, call BCI at 877-224-0043.

How do I know if a Rapsheet has been viewed?
Refer to the Viewed Rapsheet Log report, section 5.3.