

Louisiana Department of Public Safety and Corrections

Internet Background Check

User Manual



Version 1.4

11/05/2008

Table of Contents

1. Introduction.....	3
2. Creating an Account.....	4
3. Entering the Primary Account holder	6
4. Performing a Background Check.....	11
5. Account Administration	18

1. Introduction

In an effort to better serve the public, the Louisiana Department of Public Safety and Corrections has developed a system which allows for private employers, state agencies and other entities to initiate name based criminal background checks online. Applicants needing background checks are required to enter basic demographic information (Name, Race, Gender, SSN, DOB) and supply an electronic signature. This information is used to perform the name based background check against the Criminal History database maintained by the Department of Public Safety and Corrections. The background checks are run in real-time, and will return a result within seconds of the request. Depending on the internal results of the background check, you will receive one of three possible responses:

<i>Response</i>	<i>Description</i>
Please Provide Fingerprints	A similar name has been found. The applicant needs to be fingerprinted in order to complete the request.
No Disqualifying Information Found	Based on the demographic information supplied, no disqualifying information was found
Delay in Processing	The Criminal Records Office needs to verify the results manually prior to issuing a response
*Positive Criminal History Found	Based on the information provided, a criminal record has been identified for this applicant.

One of the three initial responses; No Disqualifying Information Found is considered final responses from the system. This response will generate a final response within the system that may be printed by the agency from the program screen. An agency authorized to use the Internet Background Check program will have the results of each application available for fourteen (14) days online in which to print the results. After seven days, the results will be removed. The remaining two responses indicate that further information is required, whether it be fingerprints or investigation by the Criminal Records Office staff, prior to delivering the final disposition.

*A disposition of Positive Criminal History Found may be an outcome of a background check after fingerprints have been received and a full manual background check has been completed by the Criminal Records Office. ***This response will not be issued via email.*** It is the responsibility of the agency to refer back to the website weekly to check on the status of the application. Once the response has been posted for 14 calendar days, it will be removed. At this point, a new application and payment will be required.

This system is intended as a mechanism to provide ***name based checks only***, and does not attempt to replace the need for fingerprint based checks when required by law. ***If an applicant is required by law to have a fingerprint based background check, please instruct them to contact the agency requiring the background check or the Bureau of Criminal Investigations.***

If you need further assistance, please contact the Louisiana State Police at the following numbers:

Fingerprint Office (225) 925-4108

General questions (225) 925-6096

Status of Request (225) 925-4127 or (225) 925-4128

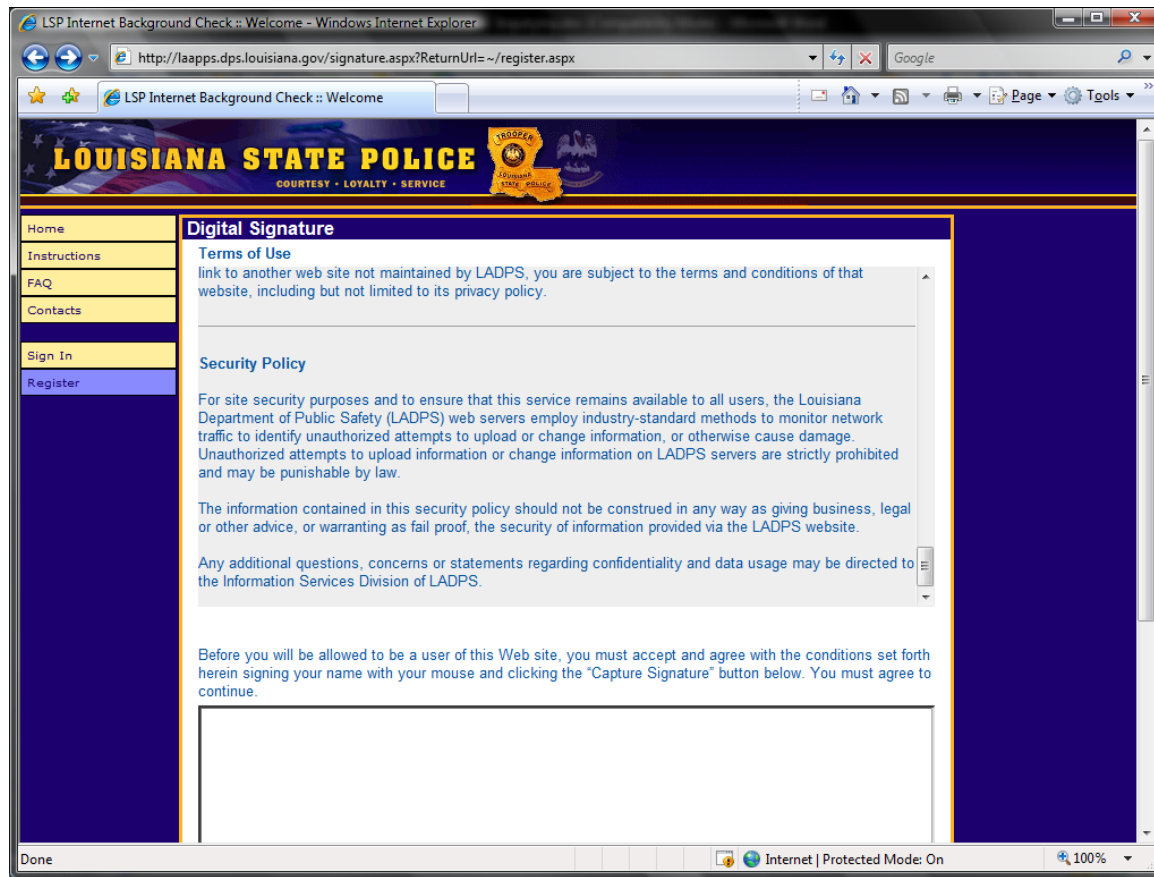
criminalrecordsapps@dps.la.gov

2. Creating an Account

In order to use the Internet Background Check (IBC) application, you must first register your business and a primary account user.

Step 1 – Read the Terms of Use and Security Policy

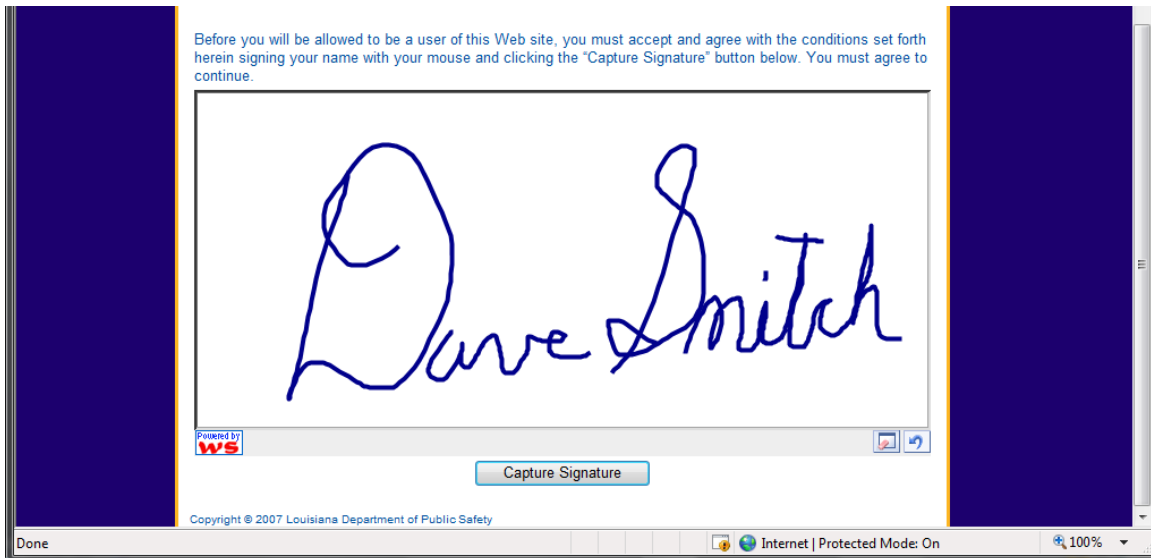
Click on the Register Link on the left menu and read the Terms of Use and Security Policy.



Step 2 – Using your mouse, sign your name via the Signature Capture utility and click the Capture Signature button

In lieu of a printed signature on a paper document, you will be required to sign your name using the signature capture utility. Use the mouse to sign your name in the box, and then press the Capture Signature button.

This signature will be kept on file with your account information, and is considered an electronic signature for the purposes of the Internet Background Check system.



Step 3 - Enter the Business Account Information

All fields are **required** with the exception of Fax Number, but please enter if one is available.

The Business Type field indicates what type of business or agency you are registering.

This data **WILL BE VERIFIED** by LADPS prior to your account being authorized.

After you have completed the Business Account Registration, you must next register the Primary Account holder.

3. Entering the Primary Account holder

The Primary Account holder is the authorized representative of the business that is responsible for the use of the Internet Background Check system by their employees. In some businesses, this may be the only person that has access to the IBC system, in other businesses; this person may authorize additional users from the business to use the system.

All users of the system will have a name based criminal background check performed prior to authorization within the system. If the employee does not pass the background check, the Primary Account holder will be notified and that individual will not be authorized to use the system.

Step 1 – Fill in the User Account Registration Screen

The User Account Registration screen requires the Primary Account holder to enter Name, Date of Birth, Drivers License Number, Social Security Number, Race, Gender, Home Address, Phone and Email Address.

Please fill in ALL information that is available. ***The address fields should indicate the Home Address*** of the person registering for authorization within the system.

The screenshot shows a web browser window titled "CCH - Register Business - Windows Internet Explorer". The address bar shows the URL "http://laapps.dps.louisiana.gov/register.aspx?signatureMode=next". The page features the Louisiana State Police logo and the text "LOUISIANA STATE POLICE" and "COURTESY • LOYALTY • SERVICE". On the left, there is a navigation menu with links: Home, Instructions, FAQ, Contacts, Sign In, and Register. The main content area is titled "Internet Background Check" and "User Account Registration". It contains several form fields: First Name, Middle Initial, Last Name, Suffix (dropdown), Date of Birth, Drivers License Number (LA dropdown), SSN, Race (dropdown), Sex (dropdown), Physical Address (Street, Apt/Ste/Bldg, City/ST/Zip with LA dropdown), Mailing Address (checkbox "Same as Physical"), Mailing Address (Street, Apt/Ste/Bldg, City/ST/Zip with LA dropdown), and Contact Information (Phone). The status bar at the bottom indicates "Done" and "Internet | Protected Mode: On".

Upon completion of the required fields, click Next.

Step 2 – Fill in the Aliases or Maiden Name Screen

If the person has any Aliases or a Maiden Name, please enter the information on this screen. Be sure to check the boxes for each name added. When completed, click Next.

LOUISIANA STATE POLICE
COURTESY • LOYALTY • SERVICE

Internet Background Check

Aliases
You can add up to 5 aliases. To add an alias, the checkbox in the "Add" column must be checked. You are required to enter First Name and Last Name. Please include maiden names and any previous married names if applicable.

	Add	First Name:	Middle Initial:	Last Name:	Suffix:
1	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Previous](#) [Next](#)

Step 3 – Enter Three Security Questions

Each authorized user of the system must enter three security questions as part of their security profile. If a user forgets their password, they will be required to answer the three security questions in order to reset their password.

LOUISIANA STATE POLICE
COURTESY • LOYALTY • SERVICE

Internet Background Check

Security Questions

Question 1:

Question 2:


Question 3:

[Previous](#) [Next](#)

After completing each question, please click Next.

Step 4 – Review or Add Additional Users

After completing all the required screens, you will be prompted to either review the existing registration information, or add an additional authorized user.



The screenshot shows a web browser window titled "CCH - Register Business - Windows Internet Explorer". The address bar displays "http://laapps.dps.louisiana.gov/register.aspx?signatureMode=next". The page header features the Louisiana State Police logo and the motto "COURTESY • LOYALTY • SERVICE". A left sidebar contains navigation links: Home, Instructions, FAQ, Contacts, Sign In, and Register. The main content area is titled "Internet Background Check" and displays the message: "Dave Baxter has been entered. You will be allowed to appoint one (1) authorized representative for your facility. Click 'Next' to enter an additional authorized representative. If you do not require additional representatives, click the 'Review' button." Below this message are three buttons: "Previous", "Next", and "Review >>".

Important Note: Each business is allowed to have two (2) authorized users of the IBC system; 1 Primary Account Holder, 1 additional authorized account. If you require additional users, please contact LADPS at the numbers listed in the Introduction section of the user manual to have this number increased.

In order to complete the registration process, you must review the information that has been entered. At this time, you may edit any incorrect information prior to processing the request. Editing is enabled by pressing the "Enable Editing" button.



The screenshot shows the "Review your information" screen of the Louisiana State Police Internet Background Check system. The page header and sidebar are identical to the previous screen. The main content area is titled "Review your information" and includes the instruction: "Please take a moment to review your information. You can update your information by clicking the 'Enable Editing' button. To save your changes, click the 'Update' button. Once you have updated your information or if you wish to continue, click 'Next'." Below this are two buttons: "Enable Editing" and "Update". The form is divided into several sections: "Business Account Registration" with fields for Agency Name (Dave's Riverboat Pilots), Tax ID# (73-0299999), Business Type (Board of River Port Pilots), and Business Code; "Physical Address" with fields for Street (43 Main Street), Apt/Ste/Bldg, City/ST/Zip (Baton Rouge, LA, 70802); "Mailing Address" (with a checked box for "Same as Physical") with fields for Street, Apt/Ste/Bldg, and City/ST/Zip; and "Contact Information" with a Phone field (225) 333-3333. The browser status bar at the bottom shows "Done" and "Internet | Protected Mode: On".

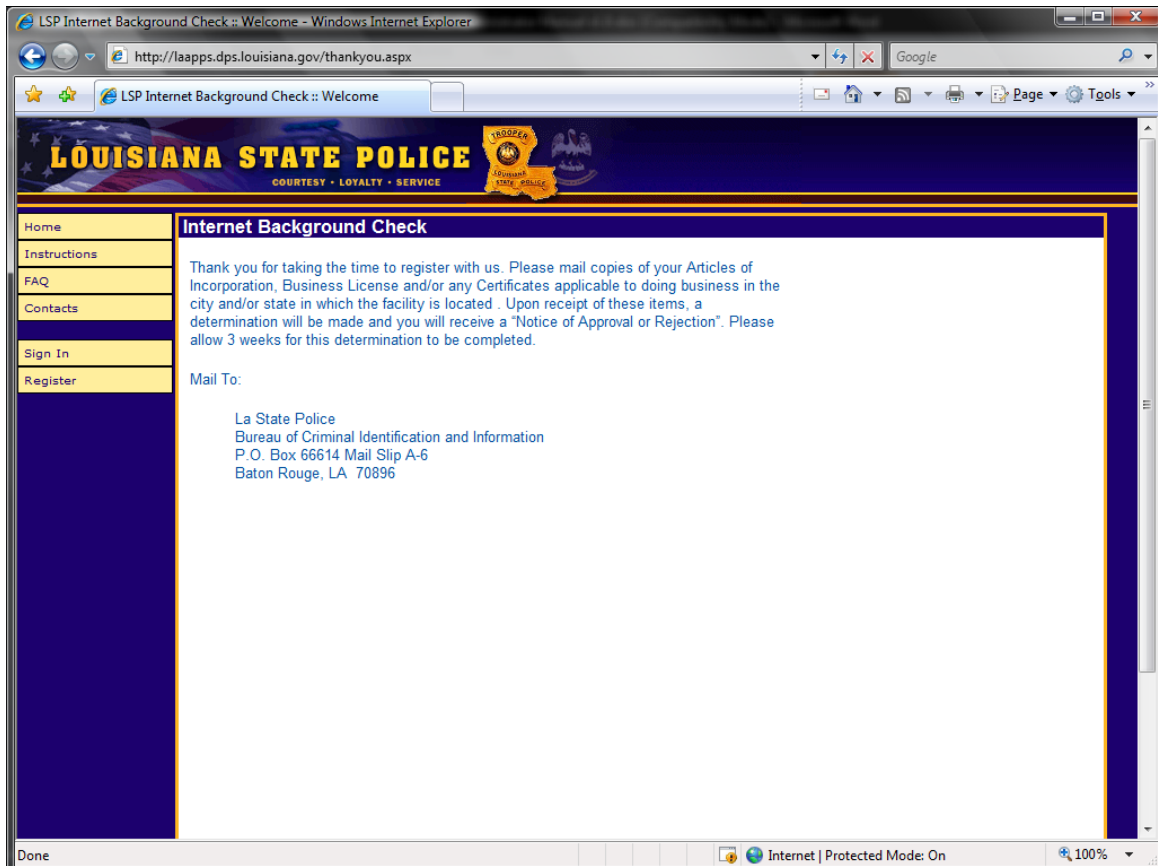
Upon review and confirmation that the information is correct, please press the Finish button.



Upon completion of the process, you will receive a confirmation screen that your application has been submitted for processing. LADPS will review your request for authorization.

Step 5 – Provide Documentation to the Bureau of Criminal Identification and Information

Upon completion of the online registration process, each company/agency is required to send a copy of the Occupational License, Fire Marshall Inspection and Tax ID letter.



Step 6 – Receive Authorization or Rejection Letter

If your account has been approved by LADPS, you will receive a letter in the mail indicating your account username and password. Please keep this information in a safe place. **DO NOT KEEP THIS INFORMATION IN PLAIN VIEW. YOU ARE RESPONSIBLE FOR ALL ACTIVITY OF YOUR ACCOUNT.**

If your account has been rejected, you will receive a letter in the mail indicating that your account has been rejected by LADPS. The letter will contain the reason why your account was rejected. If you feel that your account has been rejected in error, please call the Department at the number listed in the Introduction section of this user manual.

4. Performing a Background Check

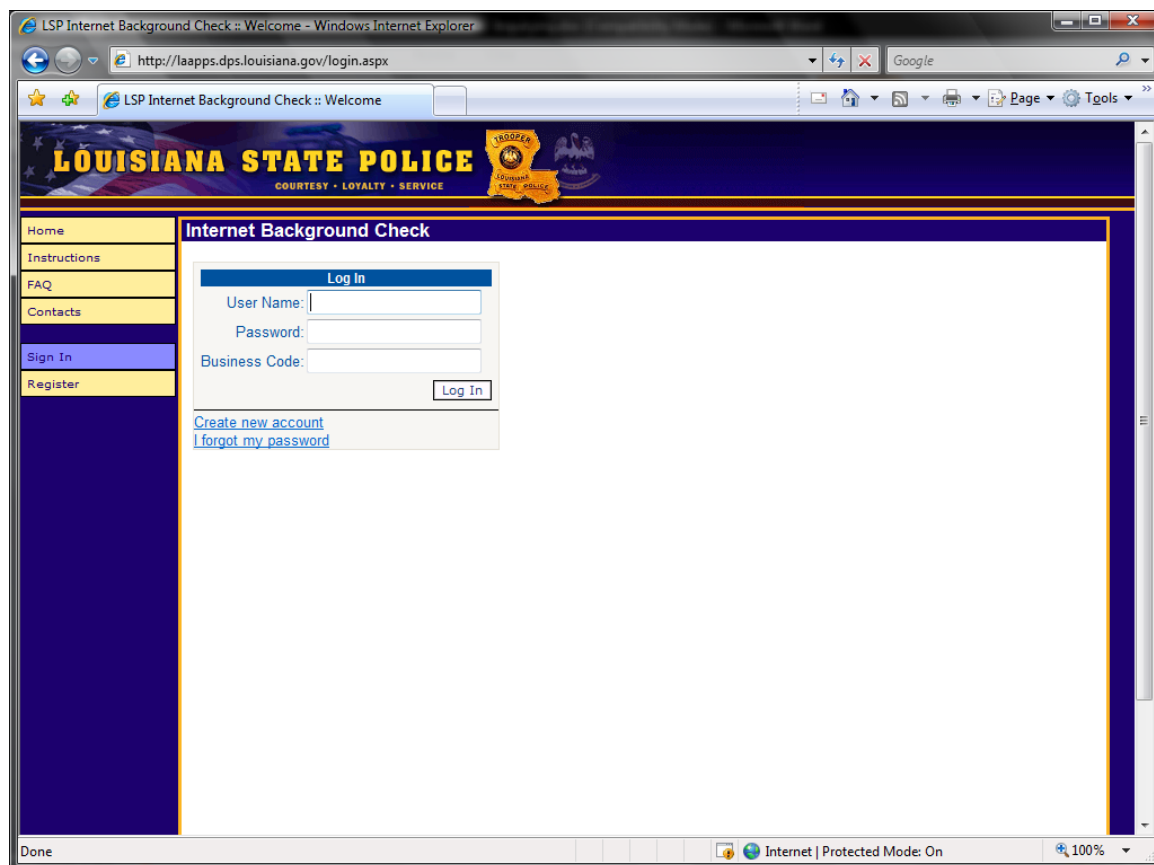
Once your account has been approved by LADPS, you will have access to perform name based criminal background checks on applicants. The primary account holder and each authorized user of the agency/business that has been approved by LADPS will have the ability to perform the background checks. If an additional user has been requested, but has not yet been approved by LADPS, they will not be able to perform background checks.

In order to begin this process, please follow these steps:

Step 1 – Login to your Account

From the homepage, click the Sign In link on the menu bar. You must enter the unique username and password indicated on the authorization letter issued by LADPS. You must also enter the unique Business Code that appears on the authorization letter.

THE PASSWORD AND BUSINESS CODE ARE CASE SENSITIVE.

The screenshot shows a web browser window titled "LSP Internet Background Check :: Welcome - Windows Internet Explorer". The address bar shows the URL "http://laapps.dps.louisiana.gov/login.aspx". The page features the Louisiana State Police logo and the text "LOUISIANA STATE POLICE" and "COURTESY • LOYALTY • SERVICE". On the left, there is a vertical menu with links: Home, Instructions, FAQ, Contacts, Sign In (highlighted), and Register. The main content area is titled "Internet Background Check" and contains a "Log In" section with three input fields: "User Name:", "Password:", and "Business Code:". Below these fields is a "Log In" button. There are also two links: "Create new account" and "I forgot my password". The browser's status bar at the bottom indicates "Internet | Protected Mode: On" and "100%".

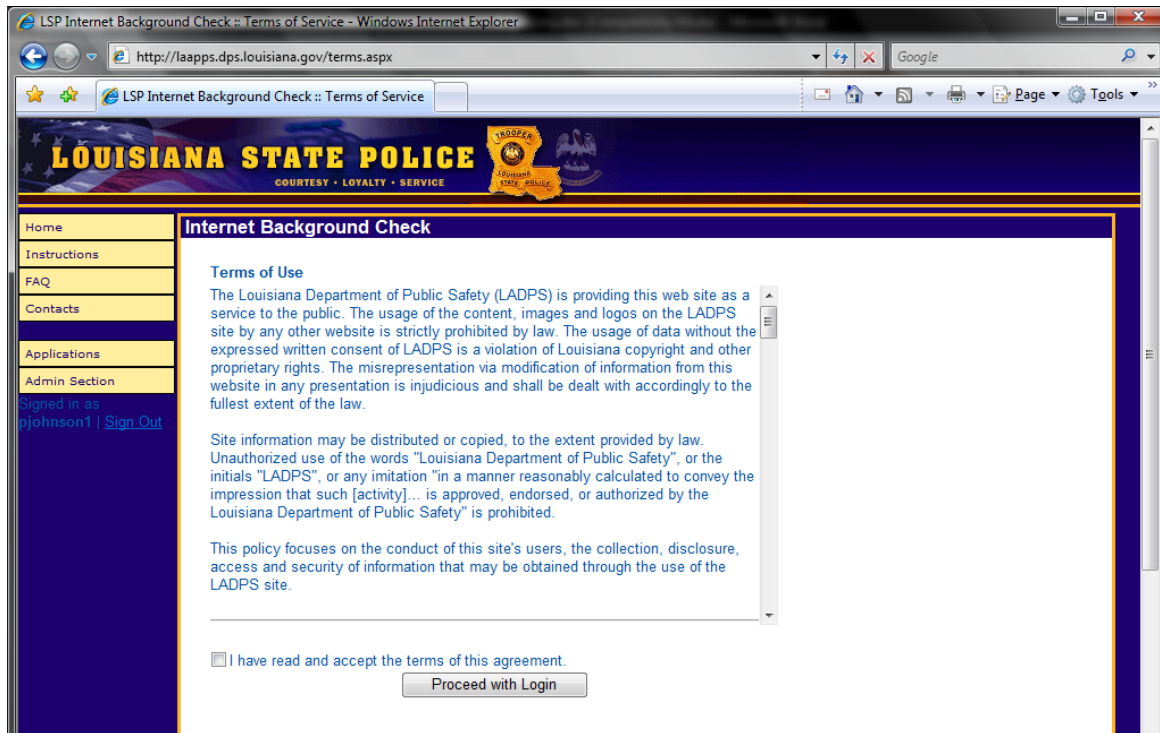
After entering the three required fields, press Log In.

Step 2 – Agree to the Terms and Conditions

Each time you login to the system, you must accept the terms and conditions prior to initiating any processes within the application.

Please read the terms and conditions that apply to the acceptable use of this site then check the box agreeing to the Terms and Conditions.

Next, press the Proceed with Login button.

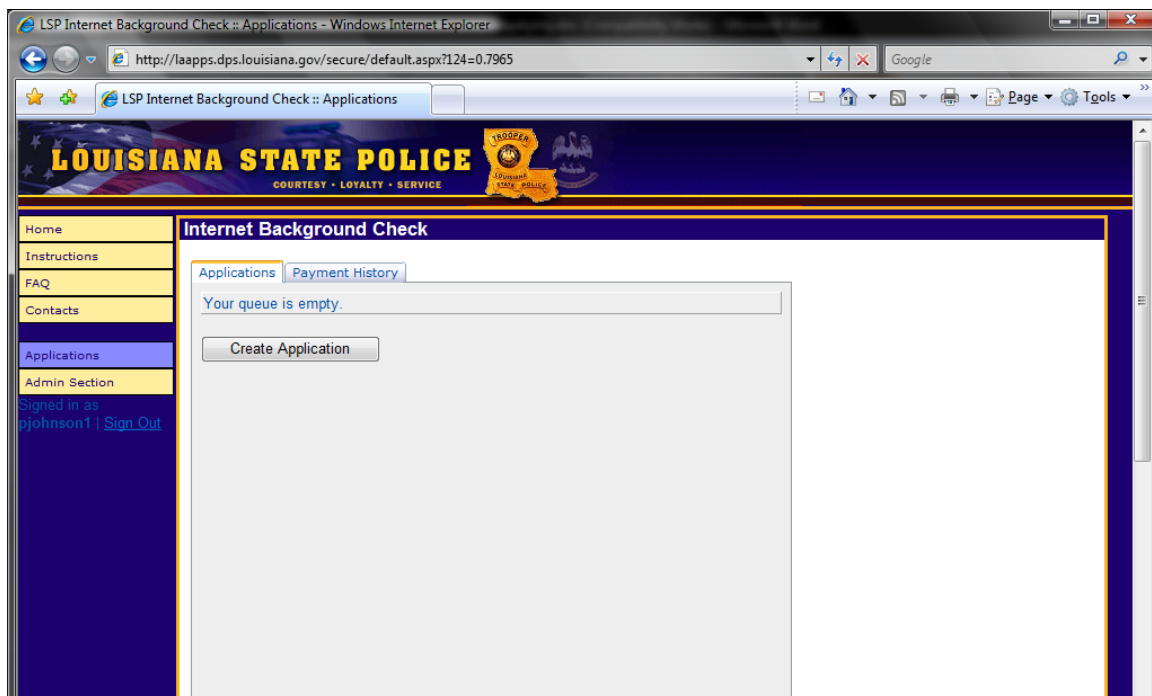


Step 3 – View Account History or Create Application

The next screen allows you to view the following information:

- All applications that have not yet been processed in the system, if applicable
- Create a new application – enter a new applicant into the system for processing
- View Payment History – Show all previous financial transactions within the system

At this time, you may choose to Create Application



Step 4 – Enter Applicant Information

Enter the applicant name and demographic information. The following fields are REQUIRED:

- First Name
- Last Name
- Date of Birth
- Social Security Number
- Race
- Sex

Once completed, press Next

The screenshot shows a web browser window titled "LSP Internet Background Check :: Welcome - Windows Internet Explorer". The address bar shows "http://laapps.dps.louisiana.gov/secure/application.aspx". The page features the Louisiana State Police logo and the text "LOUISIANA STATE POLICE" and "COURTESY • LOYALTY • SERVICE". A sidebar on the left contains links: Home, Instructions, FAQ, Contacts, Applications, Admin Section, and a signed-in user "pjohnson1" with a "Sign Out" link. The main content area is titled "Internet Background Check" and contains the following fields: First Name (text box), Middle Initial (text box), Last Name (text box), Suffix (dropdown menu), Date of Birth (text box), Drivers License Number (LA dropdown menu and text box), SSN (text box), Race (dropdown menu), and Sex (dropdown menu). A "Next" button is located at the bottom right of the form.

Step 5 – Enter Aliases or Maiden Names

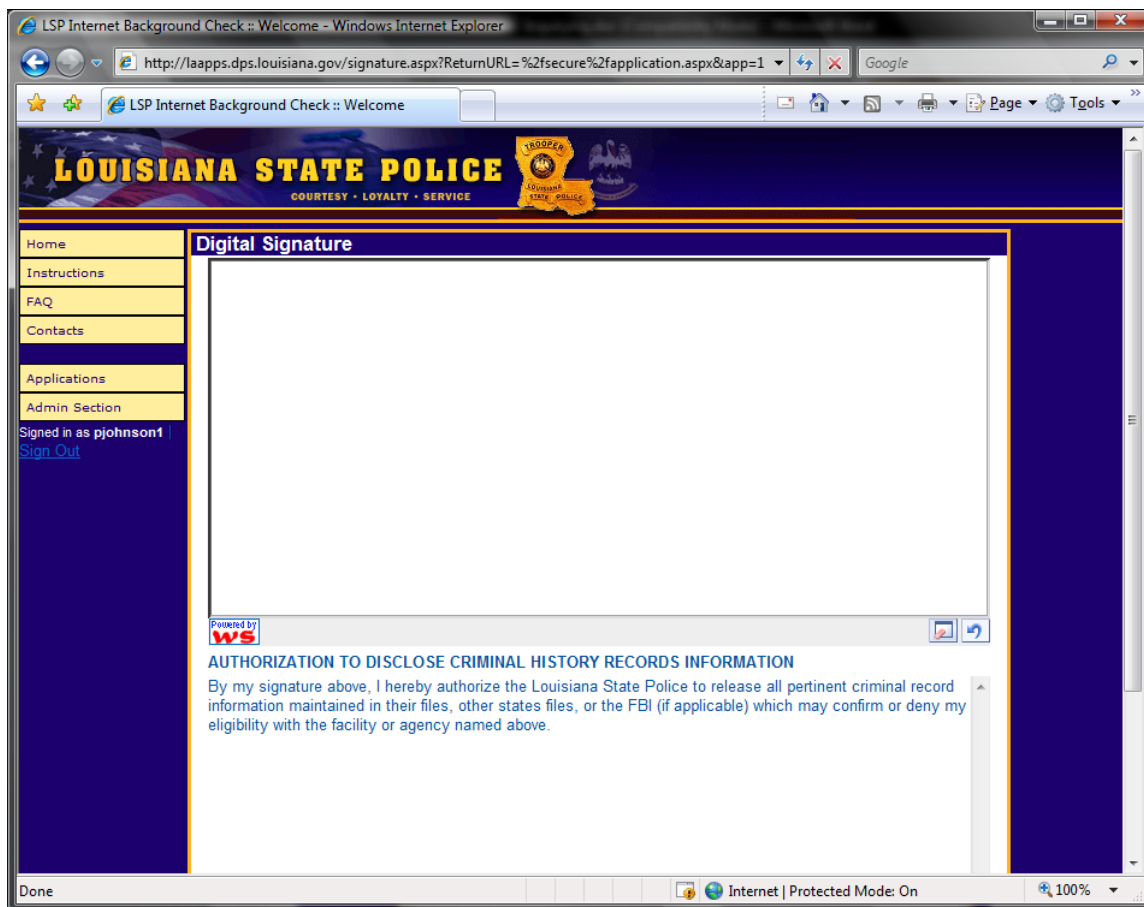
If the person has any additional aliases, or was previously known by a different name, such as a Maiden Name, please enter the information on the Aliases screen.

This information is NOT required. If there are no additional names, please leave this screen blank and choose Next.

The screenshot shows the same web browser window as Step 4, but the main content area is titled "Aliases". It contains the following text: "You can add up to 5 aliases. To add an alias, the checkbox in the 'Add' column must be checked. You are required to enter First Name and Last Name. Please include maiden names and any previous married names if applicable." Below this text is a table with 5 rows and 4 columns: Add, First Name, Middle Initial, Last Name, and Suffix. Each row has a checkbox in the "Add" column and text boxes for the other three columns. A "Previous" button is located at the bottom left of the form, and a "Next" button is at the bottom right.

Step 6 – Capture Applicant Signature

If you are an agency that is REQUIRED to capture the applicant signature, the applicant MUST sign the request in order for the background check to be processed. Use the mouse to write in the box and press the Capture Signature button at the bottom of the page.



The screenshot shows a web browser window titled "LSP Internet Background Check :: Welcome - Windows Internet Explorer". The address bar shows the URL: <http://laapps.dps.louisiana.gov/signature.aspx?ReturnURL=%2fsecure%2fapplication.aspx&lapp=1>. The page features the Louisiana State Police logo and the motto "COURTESY • LOYALTY • SERVICE". A left sidebar contains navigation links: Home, Instructions, FAQ, Contacts, Applications, and Admin Section. The main content area is titled "Digital Signature" and contains a large white box for a digital signature. Below the signature box is a "Powered by WS" logo and a section titled "AUTHORIZATION TO DISCLOSE CRIMINAL HISTORY RECORDS INFORMATION". This section contains the text: "By my signature above, I hereby authorize the Louisiana State Police to release all pertinent criminal record information maintained in their files, other states files, or the FBI (if applicable) which may confirm or deny my eligibility with the facility or agency named above." The browser status bar at the bottom indicates "Internet | Protected Mode: On" and "100%".

Step 7 – Review the Information

All information may be reviewed and corrected, if necessary, prior to submission. If the information collected is accurate, please press the Next button at the bottom of the page. If the information needs correcting, please press the Enable Editing Button, correct the information and press the Update button at the bottom of the page.

LSP Internet Background Check :: Welcome - Windows Internet Explorer

http://laapps.dps.louisiana.gov/secure/application.aspx?signatureMode=next

LSP Internet Background Check :: Welcome

LOUISIANA STATE POLICE
COURTESY • LOYALTY • SERVICE

Home
Instructions
FAQ
Contacts
Applications
Admin Section
Signed in as pjohnson1 | [Sign Out](#)

Internet Background Check

Review your information
You have successfully completed this application. Please review your information below for accuracy. If any fields require change, click the "Enable Editing" button and save your changes by clicking "Update."

First Name:
Middle Initial:
Last Name:
Suffix:
Date of Birth:
Drivers License Number:
SSN:
Race:
Sex:

Aliases

	Add First Name:	Middle Initial:	Last Name:	Suffix:
1	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Done

Internet | Protected Mode: On

LSP Internet Background Check :: Welcome - Windows Internet Explorer


http://laapps.dps.louisiana.gov/secure/application.aspx?signatureMode=next

LSP Internet Background Check :: Welcome

Aliases

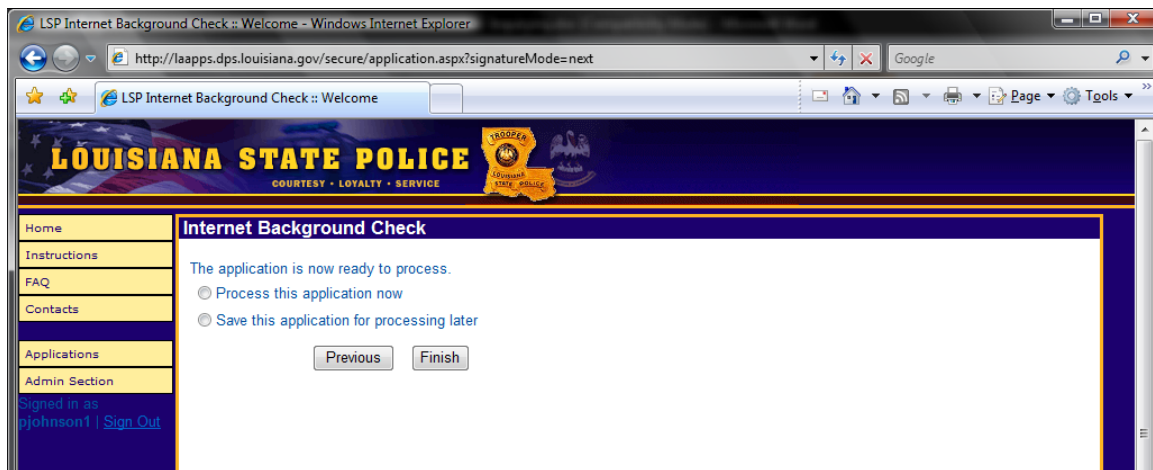
	Add First Name:	Middle Initial:	Last Name:	Suffix:
1	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Captured Web Signature Image



Signed from IP: 24.254.63.3, Date/Time: 10/13/2007 8:15:14 AM

Step 8 – Choose Processing Time



The screenshot shows a web browser window titled "LSP Internet Background Check :: Welcome - Windows Internet Explorer". The address bar shows the URL: <http://laapps.dps.louisiana.gov/secure/application.aspx?signatureMode=next>. The page features the Louisiana State Police logo and navigation links on the left: Home, Instructions, FAQ, Contacts, Applications, and Admin Section. The main content area, titled "Internet Background Check", displays the message: "The application is now ready to process." Below this message are two radio buttons: "Process this application now" (selected) and "Save this application for processing later". At the bottom of the main area are "Previous" and "Finish" buttons. The footer indicates the user is signed in as "ajohnson1" with a "Sign Out" link.

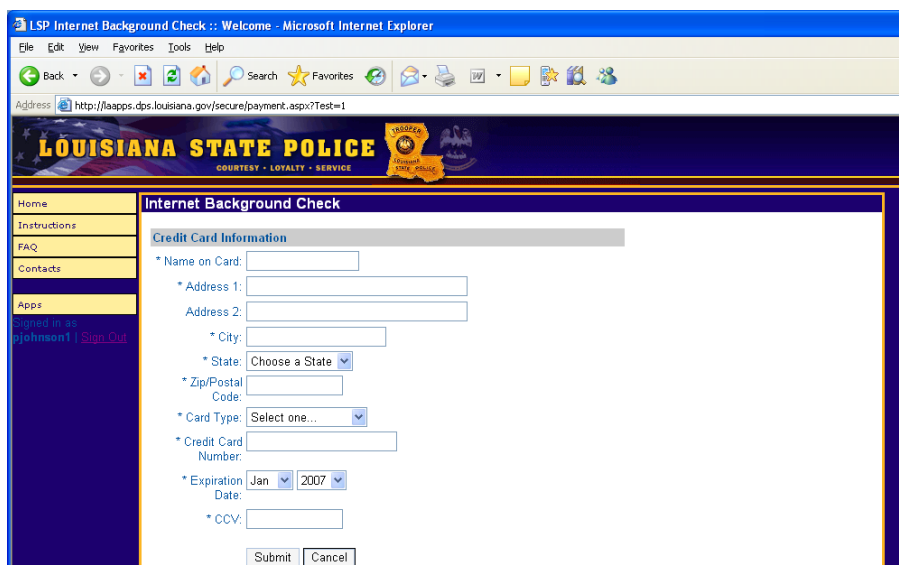
Why is this important?

If you are an agency or business that is required to pay for the criminal background check for applicants, you will be required to enter a credit card prior to processing of the background checks. In order to eliminate the need to enter the credit card information after each individual application, you may choose to store several applications in a queue to be processed together.

For example, you have 10 applicants that will need criminal background checks coming to your office in a single day. Each applicant can fill out the required information in the Internet Background Check application and have that information stored in the queue. Then, the next applicant can enter their information and have it stored in the queue, and so forth and so on. At the end of the day, an authorized user from that business or agency can choose to process all the applications at once. This allows for the credit card information to be entered once, but allocated to 10 different background check applications. Each background check produces a unique transaction number which will be indicated on the receipt that you may print from the Payment History screen within your account.

Step 9 – Payment and Results

If you choose to proceed with the background check immediately and you are a business or agency that is required to pay, you will be prompted to enter your credit card information.

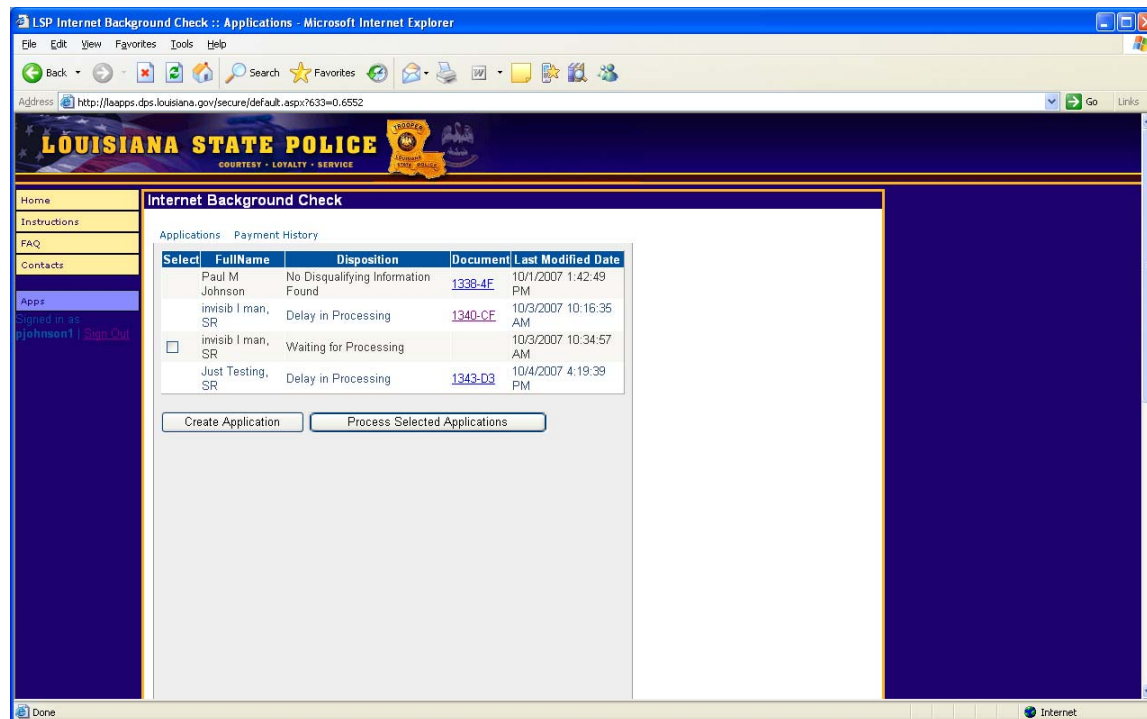


The screenshot shows a web browser window titled "LSP Internet Background Check :: Welcome - Microsoft Internet Explorer". The address bar shows the URL: <http://laapps.dps.louisiana.gov/secure/payment.aspx?Test=1>. The page features the Louisiana State Police logo and navigation links on the left: Home, Instructions, FAQ, Contacts, and Apps. The main content area, titled "Internet Background Check", displays the "Credit Card Information" form. The form includes the following fields: "Name on Card" (text box), "Address 1" (text box), "Address 2" (text box), "City" (text box), "State" (dropdown menu with "Choose a State" selected), "Zip/Postal Code" (text box), "Card Type" (dropdown menu with "Select one..." selected), "Credit Card Number" (text box), "Expiration Date" (two dropdown menus with "Jan" and "2007" selected), and "CCV" (text box). At the bottom of the form are "Submit" and "Cancel" buttons. The footer indicates the user is signed in as "ajohnson1" with a "Sign Out" link.

Once the information is entered, click Submit.

Step 10 – Review Disposition and/or Process Selected Applications

Upon completion of the applicant processing, you will be able to review the disposition of each of the requests for fourteen (14) days from the time of processing, and print the documentation for each of the applicants processed. On the screen below, you can see several different dispositions that are available within the system.



If you have chosen to store applicant requests in the queue in the previous steps, you will now be able to process them in batch. You may check the Select box for each applicant that needs to be processed. You will then be prompted to enter your credit card, if necessary, and the requests will be processed.

Important Note

If an application is not processed within fourteen (14) calendar days, it will automatically be deleted from the system. If that applicant needs to be processed, you will be required to re-enter the information.

5. Account Administration

If modifications to your account are required, please login to the system and choose the Admin link on the menu. From here, you can enable or disable user accounts, add additional users or edit the agency/business information.

The screenshot displays the 'Agency Administration' interface of the Louisiana State Police system. The header features the Louisiana State Police logo and the motto 'COURTESY • LOYALTY • SERVICE'. The left sidebar contains a navigation menu with the following items: Home, Instructions, FAQ, Contacts, Applications, ChangePassword, Admin (highlighted), and Site Admin. Below the menu, it indicates the user is 'Logged in as pjohnson1' and provides a 'Logout' link. The main content area is titled 'Agency Administration' and contains a table of users:

<input type="checkbox"/>	Name	Status	
<input type="checkbox"/>	Paul M Johnson	Active	details
<input type="checkbox"/>	Eric Gates	Active	details
<input type="checkbox"/>	Ying Wu	Active	details
<input type="checkbox"/>	Test User	Active	details

Below the table is an 'Add New User' button. The browser window shows the URL 'http://laapps.dps.louisiana.gov/secure/admin/default.aspx' and the status bar indicates 'Trusted sites | Protected Mode: Off'.

From this screen, you may choose to “Add New User” or edit an existing user. To add a new user, simply press the Add New User button and fill out the appropriate information for the individual. Upon completion of this process, the new user will be reviewed by the Criminal Records Office prior to approval. If the individual is approved, they will be granted access to the system. A letter will be sent to the agency with the user’s login name, password and Agency Number, which are required to access the system. Upon initial login, the user will be required to change their password.