
FACT CLEARINGHOUSE USER GUIDE

Including FBI Civil Rap Back

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ABOUT THIS DOCUMENT

This document is meant to be a comprehensive guide to using the Fingerprint Applicant Clearinghouse of Texas (FACT). All information pertaining to applicant fingerprint submissions is applicable to submissions utilizing the Fingerprint Applicant Services of Texas (FAST) or hard card submissions from criminal justice agencies. If your agency utilizes processes other than those listed, please [contact the Fingerprint Services Unit](#) if you have any questions.

This document assumes the user has an active Secure Website account with Clearinghouse access and that [notifications](#) for the account are turned on. If an account needs to be obtained, please [contact the Criminal History Inquiry Unit](#) for more instructions.

While all information in this document is important, particularly the [FACT Clearinghouse Policy Requirements](#) section, some information is highlighted with a green box such as this one. It is recommended to pay especially close attention to the information provided in these boxes.

INTRODUCTION TO THE FINGERPRINT APPLICANT CLEARINGHOUSE OF TEXAS

BACKGROUND AND PURPOSE

FACT CLEARINGHOUSE

Texas Government Code 411.0845 enabled the Texas Department of Public Safety (DPS) to create a criminal history clearinghouse and subscription service.

The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. The FACT Clearinghouse allows an authorized entity access to a consolidated response of the DPS and FBI criminal history fingerprint results, including an electronic subscription and notification service for new activity on subscribed persons.

Only organizations utilizing an eligible Texas 411 Government Code or an eligible federal law are authorized to access the FACT Clearinghouse.

TEXAS-ONLY SUBSCRIPTIONS

Texas subscriptions are the first line of defense in ensuring individuals in a position of trust remain qualified for that position. With Texas Rap Back, organizations can set a subscription on an eligible applicant's Texas criminal history and receive notification of certain events that occur within Texas, but **not** elsewhere in the nation. Note that this is contingent upon the DPS receiving the information from the appropriate agencies.

The events that generate Texas Rap Back notifications are as follows:

- New Arrests
- New Charges
- Additions to the Public Texas Sex Offender Registry

FBI CIVIL RAP BACK SUBSCRIPTIONS

The Civil FBI Rap Back program is designed to assist organizations in the continuous vetting of individuals in a position of trust. With the implementation of the Civil Rap Back program, organizations can now set a subscription on an

eligible applicant's national criminal history. Not only will the subscribing organization receive notifications of events that occurred within Texas, they will also receive notifications of events that occurred elsewhere in the nation. Note that this is contingent upon the FBI receiving the information and the DPS receiving the information in turn.

The events that generate FBI Civil Rap Back notifications are as follows:

- Arrests
- Record Updates (Dispositions and Expungements)
- Sex Offender Registry Additions, Modifications, and Deletions
- Death Notices

The DPS does not require applicants to have an FBI Rap Back subscription, this is up to the discretion of the agency and any other governing authorities for the agency. Note that if an applicant is [eligible](#), an FBI Rap Back subscription request will automatically be sent for the applicant. The DPS cautions agencies on policies requiring FBI Rap Back for all of their applicants as in some cases this may not be possible.

FACT CLEARINGHOUSE POLICY REQUIREMENTS

By opening a FACT Clearinghouse-enabled Secure Site account, the agency agrees to comply with all of the items listed in this section as well as any additional policies listed or referenced in the Secure Site.

PRIOR TO A FINGERPRINT SUBMISSION

Agencies utilizing processes other than fingerprinting applicants via the Fingerprint Applicant Services of Texas (FAST) or criminal justice agencies submitting hard cards should contact the Fingerprint Services Unit to determine if any additional requirements apply.

ALL APPLICANTS

All applicants being fingerprinted shall be made aware that:

- The DPS and FBI will be using their fingerprints to perform a criminal history record check;
- Will disseminate the results of the check to eligible agencies;
- Will retain the fingerprints and any associated submission information for future comparisons and notification services, both state and national;
- The applicant may obtain a copy of the criminal history record check and can challenge the accuracy and completeness of the information before a final determination is made by the relevant agency, as well as how to challenge the information; and
- The relevant agency may deny the applicant access to children, the elderly, or individuals with disabilities until the criminal history record check is completed.

All of these requirements come from the FBI Authorization Language*. For agencies printing via FAST, it is advised that the agency provide the applicant with a copy of this document during the agency's application process.

*This document can be located under the Additional Resources tab in the FACT Clearinghouse

- If the applicant is unable to see, read, or comprehend the FBI Authorization Language or its requirements, the agency shall provide them to the applicant in a manner that allows for comprehension, e.g. reading the document to the applicant.

AGENCIES SUBMITTING HARD CARDS

In addition to the above, agencies submitting hard cards shall:

- Provide the applicant with the FBI Authorization Language; this document can be located under the Additional Resources tab in the FACT Clearinghouse.
- Ensure the applicant agrees to, fills out, and signs and dates the FBI Authorization Language **prior to** submitting the fingerprints;
- Keep the FBI Authorization Language on file at the agency for audit purposes.

SERVICE CODES

Agencies who have been configured to utilize FAST are given a Service Code unique to their agency. This Service Code is given when scheduling a fingerprint appointment, which ties the applicant to your agency. If you do not know your agency's Service Code, contact the Fingerprint Services Unit. Codes will only be disseminated to active users on the relevant agency's Secure Site account.

All agencies who have been assigned a Service Code for use with FAST shall **never** disseminate or otherwise make accessible this Code or any documents displaying this Code to individuals who are not actively associated with their agency. This includes but is not limited to posting the Service Code on a publicly accessible website and sending the Code to individuals who have not submitted an application for your agency (e.g. along with initial application packets).

Failure to follow the above is an audit infraction as any individual fingerprinted using your agency's Code will be automatically subscribed to in the Clearinghouse – even if they are not associated with your agency. This is a failure to take precautions against unauthorized use of your Code. If your agency does not have documentation to prove association with the individual but is subscribed to them, this is an additional violation of policy and audit requirements. For more information, [contact the Audit Unit](#).

SUBSCRIPTIONS

- Agencies shall only subscribe to individuals currently associated with their agency that they have governmental authority to subscribe to (e.g. those listed in the agency's Texas 411 code).
- Agencies shall immediately [unsubscribe](#) if the individual is no longer associated with their agency (e.g. when an employee retires, the individual is no longer a license-holder, is no longer an applicant, etc.) or if the agency does not know who the individual is.

SECURE SITE AGREEMENTS AND USAGE

- The agency and its usage of the Secure Site is subject to audit;
- Any unauthorized retrieval, use, or dissemination of confidential information is a violation of state law and can lead to the filing of criminal charges against the authorized user, in addition to cancellation of access to the Department of Public Safety (DPS) database;
- Security requirements must be followed as stated in the Databases Access and Security Policy (provided at the time of application for access to the Secure Site);

- User accounts shall not be shared, each individual accessing the Secure Site shall have their own user account;
- The DPS reserves the right to immediately suspend service to the agency when the DPS determines that these policies or any applicable state or federal law, rule, or regulation has been violated by the agency or an employee of the agency;
- Any employee, applicant, contractor, support personnel, volunteer, or volunteer applicant who will be accessing the DPS criminal history databases shall be subject to a criminal history background check. If a felony conviction of any kind exists, access to the system shall be denied;
- The agency agrees to immediately revoke system access for any employee, contractor, support personnel or volunteer who is no longer employed by, contracted to, or volunteering with the agency; and
- Prior to engaging in outsourcing of any non-criminal justice administrative functions, the agency shall have received permission from the DPS and have an Outsourcing Agreement in place with the third party. Information on Outsourcing Agreements can be obtained by contacting the Audit Unit.

SUBSCRIPTION ELIGIBILITY

TEXAS-ONLY SUBSCRIPTIONS

A Texas subscription can be created when an applicant has a fingerprint submission in the Clearinghouse that has not been rejected by the DPS and an agency has access to that submission.

FBI CIVIL RAP BACK SUBSCRIPTIONS

Agencies utilizing processes other than fingerprinting applicants via the Fingerprint Applicant Services of Texas (FAST) or criminal justice agencies submitting hard cards should contact the Fingerprint Services Unit to determine if any additional requirements apply.

An FBI Civil Rap Back request can be sent to the FBI if: the applicant has a fingerprint submission after June 1, 2015, their fingerprints were not rejected by the DPS or FBI, the Clearinghouse has all information needed to send the request, and your agency and the ORI you are using to subscribe are set up for FBI Rap Back. If there are any questions on whether or not your agency is set up, please contact the Fingerprint Services Unit.

Please note that even if all of the above requirements are met, applicants with fingerprint submissions or subscriptions created between June 1, 2015 and January 15, 2018 will not automatically have FBI Rap Back requests sent. This population is referred to as Legacy-Eligible. Agencies will be notified when this occurs. Subscriptions created on or after January 15, 2018 will send a FBI Rap Back subscription request to the FBI if all other requirements are met.

Each applicant with a fingerprint submission after June 1, 2015 must also have signed the FBI's Authorization Language in order to obtain both State and National Criminal History Record Information, and to participate in the FBI Civil Rap Back Program. If the applicant was printed electronically after June 1, 2015, this form was signed at the time of printing. If the applicant was printed using a hard card, the fingerprinting agency **must** use this form and it **must** be kept on file at the submitting organization for audit purposes. This form can be found in the FACT Clearinghouse under the "FBI Civil Rap Back Resources" link.

Once the FBI Rap Back subscription request is sent to the FBI, the FBI determines whether or not the subscription can be set. In some cases the FBI Rap Back subscription request may be rejected, DPS does not control this portion of the process and we cannot guarantee the FBI will accept the subscription request. A Texas-Only subscription can still be set for the applicant if the fingerprints were accepted by the DPS.

If an applicant is not eligible for FBI Civil Rap Back, either because the subscription request cannot be sent or because the FBI rejected the request, the applicant must be re-fingerprinted to become eligible at the cost of the agency. The DPS cannot guarantee the new submission will be accepted initially or for FBI Rap Back.

FEES

Fingerprint submissions may have fees depending on the type of agency, type of applicant, and other factors, example agencies classified as Criminal Justice are not charged the feeing view at any time. Please contact the Fingerprint Services Unit if you have any questions on what your agency would be charged.

Displaying (viewing) an individual's Texas & FBI Criminal Histories may incur a fee. If the fee is incurred, viewing costs \$1.00, which grants a 31 day unlimited viewing period. This applies to each individual an agency views.

If an individual is fingerprinted for an agency, that agency has 31 days from when the fingerprinting results are first available in the Clearinghouse to Display the Texas & FBI Criminal Histories for an individual as many times as they would like. After this period, viewing charges apply as described above.

FBI Rap Back fees are included in the initial fingerprinting fee. If an applicant does not meet the [eligibility requirements for FBI Rap Back](#) and the agency decides to have the applicant re-fingerprinted, fingerprinting fees apply.

LOGGING IN AND NAVIGATION

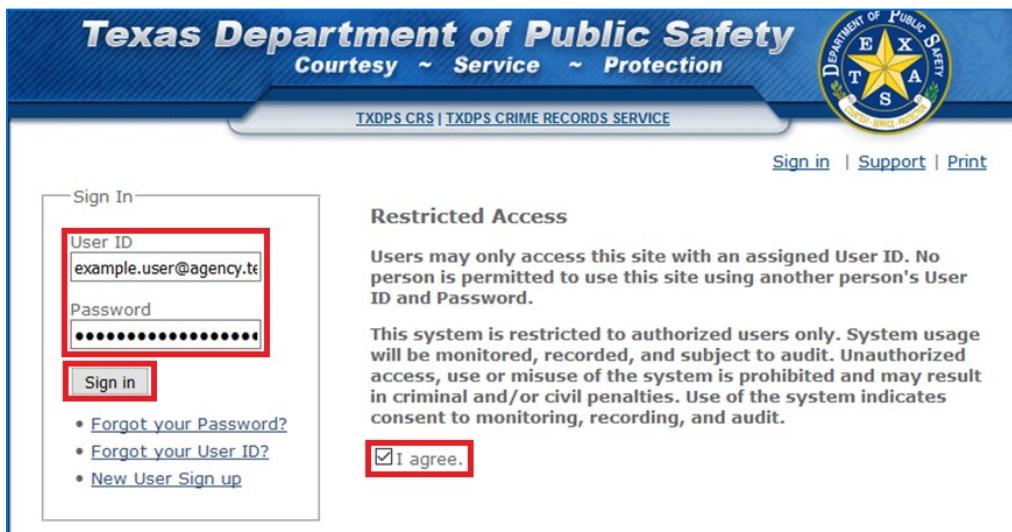
LOGGING IN

- 1) Navigate to the [Secure Site](#)¹.
- 2) Click Sign In at the top right of the page.



The screenshot shows the Texas Department of Public Safety homepage. The top navigation bar includes links for TXDPS CRS and TXDPS CRIME RECORDS SERVICE, the DPS logo, and a 'Sign in' button which is highlighted with a red box. The main content area is titled 'TxDPSCrimeRecordsService Secure Website' and contains sections for Computerized Criminal History Search, Texas Sex Offender Access for Criminal Justice Users, and F.A.C.T. Clearinghouse.

- 3) Enter your User ID and Password, then read the Restricted Access notice and check the box underneath. Then click Sign In.

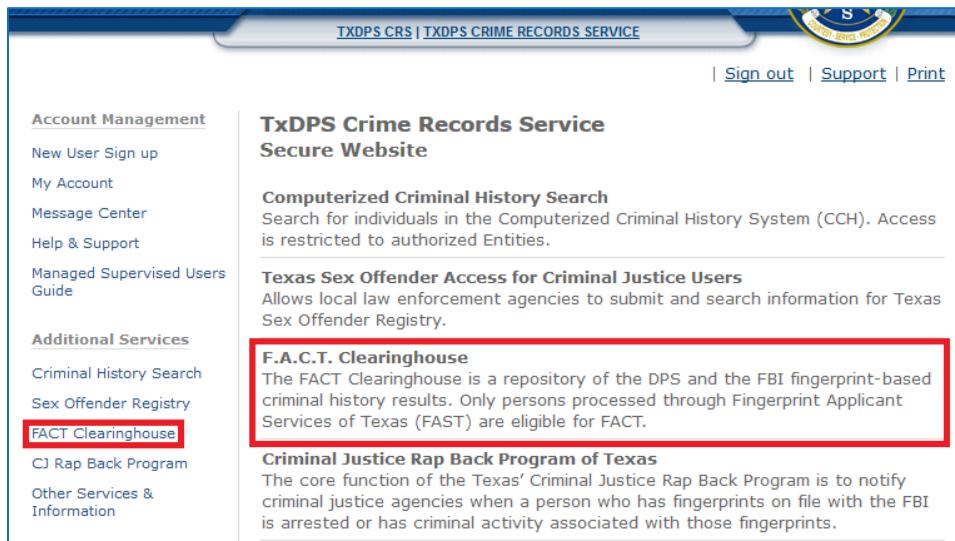


The screenshot shows the 'Sign In' page of the Texas Department of Public Safety. It features a 'Sign In' form with 'User ID' and 'Password' fields, both of which are highlighted with red boxes. Below the form is a 'Sign in' button. To the right is a 'Restricted Access' notice with text about user ID uniqueness and a checkbox labeled 'I agree.' which is also highlighted with a red box.

¹ <https://secure.txdps.state.tx.us/DpsWebsite/index.aspx>

NAVIGATING TO THE FACT CLEARINGHOUSE

- 1) From the Secure Site home, click FACT Clearinghouse in the main page or the sidebar.



TxDPS CRS | TXDPS CRIME RECORDS SERVICE

| [Sign out](#) | [Support](#) | [Print](#)

TxDPS Crime Records Service
Secure Website

Computerized Criminal History Search
Search for individuals in the Computerized Criminal History System (CCH). Access is restricted to authorized Entities.

Texas Sex Offender Access for Criminal Justice Users
Allows local law enforcement agencies to submit and search information for Texas Sex Offender Registry.

F.A.C.T. Clearinghouse
The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT.

Criminal Justice Rap Back Program of Texas
The core function of the Texas' Criminal Justice Rap Back Program is to notify criminal justice agencies when a person who has fingerprints on file with the FBI is arrested or has criminal activity associated with those fingerprints.

Account Management

New User Sign up
My Account
Message Center
Help & Support
Managed Supervised Users Guide

Additional Services

Criminal History Search
Sex Offender Registry
FACT Clearinghouse
CJ Rap Back Program
Other Services & Information

FACT CLEARINGHOUSE HOME

- A) Top navigation bar
 - a. TXDPS CRS links back to the Secure Site homepage
- B) Side navigation bar
 - a. Includes links to [Worklists](#), the [Search](#) page, [Notification Settings](#), [Offline Applicant Management](#) (used for bulk subscription processing), [Resources](#), [My Account](#), and the [Message Center](#)
- C) Banner notifications
 - a. Important updates and notices are posted here, it is recommended that new banners are read thoroughly

TXDPS CRS | FACT CLEARINGHOUSE

FACT Clearinghouse

FACT Clearinghouse

Effective January 1, 2019, the FBI will implement new fingerprinting fees. The new FBI Fingerprint fee will be \$13.25 and the FBI Volunteer Fingerprint fee will be \$11.25. The cost of the FBI Rap Back service is included as a part of the adjusted fingerprint-based fees.

If you have any questions on the fingerprinting fees, please contact Fingerprint Services at fingerprint.services@dps.texas.gov or **512-424-2365**, option 6.

If you have any questions on Texas or FBI Rap Back, please contact the Rap Back Unit at RapBackUnit@dps.texas.gov or **512-424-2746**.

On January 14, 2019, there will be new features added to the FACT Clearinghouse. These features are within the FBI Civil Rap Back Program and the Offline Applicant Management tool. The following are some examples of what you can expect:

- Additional columns in the Offline Applicant Management subscription lists, including SSN, most recent fingerprint date, and FBI Rap Back Eligibility
- An additional FBI Rap Back worklist to include updated FBI Information
- Changes in the FBI Rap Back worklist names to better understand the subscription events
- An additional FBI Rap Back confirmation indicator on the FACT Clearinghouse Applicant Details page
- A new notification email indicating a new FBI Rap Back Subscription and a separate notification indicating a Rap Back Triggering Event

The updated version of the Civil Rap Back User Guide is available [here](#), which provides details on these changes and how Civil Rap Back works.

The updated version of the Offline Applicant Management User Guide is available [here](#), which provides details on the columns available in your subscription list and bulk subscription management.

If your agency has any further questions, please contact the Rap Back Unit at **512-424-2746** or RapBackUnit@dps.texas.gov.

MY ACCOUNT

- A) Organization links, including Organization Profile where you can see the users for your agency and your organization identifier (OrgID)
- B) Profile links, where you can modify your contact information, view the agreements you've signed, and take online training modules
- C) Account Security links, where you can reset your password or verify your email address

TXDPS CRS | ACCOUNT MANAGEMENT

My Account

Organization / Company

- [Organization Profile \(View/Update\)](#)
- [Add New User](#)
- [Message Center](#)

My Profile

- [My Profile \(View/Update\)](#)
- [Verify Contact Information](#)
- [View Agreements](#)
- [User Training](#)

Account Security

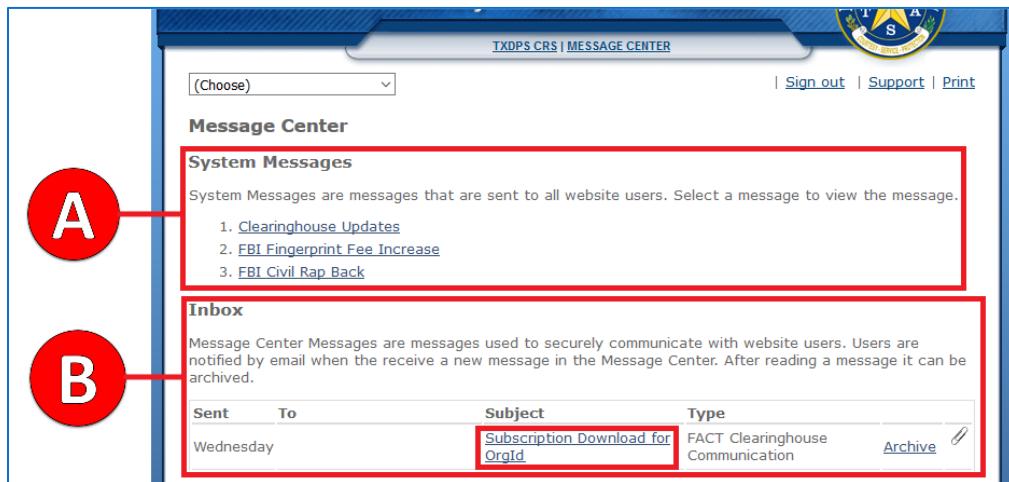
- [Update Password](#)
- [Manage Access Points](#)
- [Verify Email Address](#)

Criminal History Search

- [Search Database](#)
- [Your Search History](#)
- [Recent Credit Usage](#)
- [Purchase Credits](#)
- [Manage Supervised Users](#)

MESSAGE CENTER

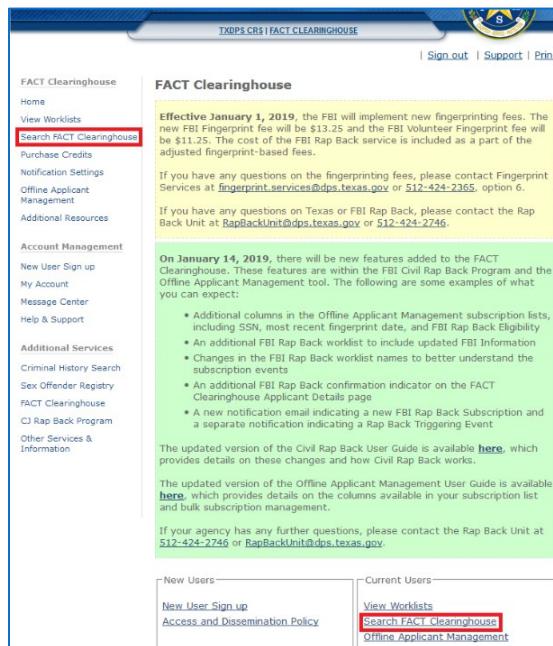
- A) System Messages, where you can read important messages sent to users of the Secure Site
- B) Inbox, where you can view messages such as your agency's subscription list download file link and batch upload results
 - a. To access the contents of the message, click the Subject link.
 - b. Messages do expire, as listed by the message's expiration date in the message contents.



The screenshot shows the TXDPS CRS | MESSAGE CENTER interface. At the top, there is a dropdown menu labeled '(Choose)', a sign out link, support link, and a print link. The main content area is titled 'Message Center' and contains two sections: 'System Messages' and 'Inbox'. The 'System Messages' section is highlighted with a red box and contains a list of three messages: 'Clearinghouse Updates', 'FBI Fingerprint Fee Increase', and 'FBI Civil Rap Back'. The 'Inbox' section is also highlighted with a red box and contains a table with columns: Sent, To, Subject, and Type. A single row is shown: 'Wednesday' in the Sent column, 'Subscription Download for OrgId' in the Subject column, 'FACT Clearinghouse Communication' in the Type column, and 'Archive' with a trash icon in the Type column. A red circle labeled 'A' points to the 'Clearinghouse Updates' link in the 'System Messages' list. A red circle labeled 'B' points to the 'Subscription Download for OrgId' link in the 'Inbox' table.

SEARCHING FOR AN APPLICANT

- 1) [Navigate to the FACT Clearinghouse](#).
- 2) Click Search FACT Clearinghouse in the sidebar or at the bottom of the page.



The screenshot shows the TXDPS CRS | FACT CLEARINGHOUSE page. The sidebar on the left includes links for Home, View Worklists, Search FACT Clearinghouse (which is highlighted with a red box), Purchase Credits, Notification Settings, Offline Applicant Management, and Additional Resources. The main content area has a yellow box at the top with information about new fingerprinting fees. Below that is a green box with information about the Civil Rap Back User Guide. At the bottom of the page, there are two boxes: 'New Users' and 'Current Users'. The 'New Users' box contains links for New User Sign up and Access and Dissemination Policy. The 'Current Users' box contains links for View Worklists, Search FACT Clearinghouse (which is highlighted with a red box), and Offline Applicant Management. A red circle labeled 'A' points to the 'Search FACT Clearinghouse' link in the sidebar. A red circle labeled 'B' points to the 'Search FACT Clearinghouse' link in the bottom right corner of the page content.

- 3) Search using one of the available options and click the corresponding search button. The search options are name and date of birth, SID, Driver's License, and MNU or Subscription Key.

Message Center
Help & Support
Additional Services
Criminal History Search
Sex Offender Registry
FACT Clearinghouse
CJ Rap Back Program
Other Services & Information

Name to Search
Instructions
When entering names, do not enter nicknames or initials.

Last Name (Required)
First Name (Required)
Date of Birth Year
Date of Birth Month
Date of Birth Day

Search

SID Search
Notes
The SID is a unique ID assigned by DPS. If you know this value, this is the best method for locating an applicant.

SID (Required)

Search

Driver's License Search
Instructions
When entering the driver's license do not enter the state, only enter the numeric or Alphanumeric portion (depending on the issuing state).

Driver's License (Required)

Search

MNU / Subscription Key Search
Notes
The MNU is an identifier assigned by an agency when an applicant has been submitted to the FACT Clearinghouse by the agency. This will also search the Subscription Key associated with your Subscriptions.

MNU (Required)

Search

4) One result for the entered search criteria will pull up the [Applicant Detail](#) page directly. Multiple results for the entered search criteria will show a Detail button next to each result which can be clicked to access the Applicant Detail page.

Search Results
498 result(s)

SID	Name	Date of Birth	FAST Date	
[REDACTED]	SMITH,JOHNNY	[REDACTED]		Detail
[REDACTED]	SMITH,JOHN [REDACTED]		09/18/2018	Detail
[REDACTED]	SMITH,JOHN [REDACTED]		01/31/2014	Detail
[REDACTED]	SMITH,JOHN	[REDACTED]		Detail
[REDACTED]	SMITH,JOHN [REDACTED]			Detail

a. If a “No data found” message is encountered, the applicant likely has not been fingerprinted or has a fingerprint submission your agency does not have access to. Access is based on an agency’s 411 Texas Government Code. If you are certain you should have access to the applicant, [please contact the Fingerprint Services Unit](#) for assistance.

Search Results
No data found

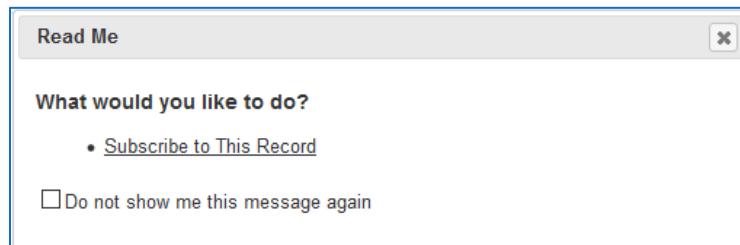
APPLICANT DETAIL PAGE

READ ME AND PAGE LINKS

A “Read Me” box can appear on an applicant’s Detail page. This box has common actions you may wish to take depending on whether or not your agency has a subscription on the applicant. If “Do not show me this message again” is checked, this box will not appear. **The information on the page cannot be interacted with until the box is closed.**

NO SUBSCRIPTION

If a subscription does not currently exist for your agency on an applicant, the Read Me box will have a link to [subscribe to the applicant](#). Clicking this link will take you to the Manage Subscription page.

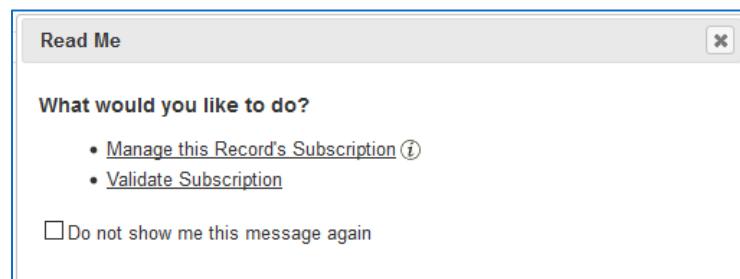


A link to subscribe to the applicant also appears on the Applicant Detail page.



CURRENTLY SUBSCRIBED

If a subscription does currently exist for your agency on the applicant, the Read Me box will have links to [manage the subscription](#) and [validate the subscription](#).



Links to manage the subscription and validate the subscription also appear on the Applicant Detail page.

Applicant Detail

- [View Worklists](#)
- [View Worklist Detail](#)
- [Search Applicants](#)
- [See who viewed this Applicant's Criminal History](#)

What would you like to do?

- [Mark this record as Closed \(i\)](#)
- [Manage this Record's Subscription \(i\)](#)
- [Validate Subscription](#)
- [View this Record's Texas & FBI Criminal Histories](#)

BIOGRAPHIC INFORMATION

Below the "What would you like to do?" links is the applicant's biographic information. This includes their SID, names and aliases, birth dates associated with the individual, and other identifiers and markings if available. If there is a photo of the applicant, it will appear here as well.

If the applicant's biographic information appears to be mixed with another applicant, please contact the Fingerprint Service Unit at **512-424-2474 Option 6**.

RECORD,WILLIAM TEST	
SID	[REDACTED]
NAME(S)	JUVENILE,RESTRICTED O-BRIAN,TEST RECORD,WILLIAM TEST (PRIMARY) TEST,ARREST TEST,BILL TEST,CLEARINGHOUSE TEST,FLASH TEST,JUVENILE TEST,TEST TEST,WILLIAM
BIRTH DATE(S)	1/11/1940 1/1/1965 (PRIMARY) 5/11/1975 1/1/2006
SEX	MALE
RACE	WHITE
ETHNICITY	HISPANIC
DL NUMBER	TX-[REDACTED]
FBI#	[REDACTED]
SOCIAL SECURITY NUMBER(S)	[REDACTED]
SCARS, MARKS & TATTOOS	RTAT LFARM SC CHEST SC CHIN TAT R ARM
MISCELLANEOUS NUMBER(S)	CA-TEST LO-1234 SR-TEST TL-123123123123
IDENTIFICATION CARD(S)	TX-[REDACTED]
ACTIVE APPLICANT STATUS	DEPARTMENT OF PUBLIC SAFETY CAPITOL ACCESS (TX923603Z) DPS DOMESTIC ADOPTION (TX00000DA) TEXAS DPS DNA CRIME LABORATORY AUSTIN (TXDPS6900)

RECENT APPLICANT SUBMISSIONS

The Recent Applicant Submissions section shows recent fingerprint submissions and information on those submissions **only for ORIs that your agency is configured to**.

- Submission Date – Date the fingerprint submission was processed
- ORI – The ORI the individual was fingerprinted for
- Name – The applicant's name as provided in the submission
- Birth Date – The applicant's date of birth as provided in the submission
- DL Number – The applicant's driver's license number as provided in the submission
- MNU – If applicable, the MNU (Miscellaneous Number) that the applicant was fingerprinted with
- DPS TCN – The DPS tracking number
- FBI TCN – The FBI tracking number (used if an FBI name-based search is done)
- Sex – The applicant's sex as provided in the submission

Recent Applicant Submissions

This section displays information about recent applicant fingerprint submissions for your agency or another agency with the same applicant type.

SUBMISSION DATE 09/17/2025

ORI	TX [REDACTED]
NAME	[REDACTED]
BIRTH DATE	[REDACTED]
DL NUMBER	TX [REDACTED]
MNU	
DPS TCN	[REDACTED]
FBI TCN	E2025 [REDACTED]
SEX	MALE

AGENCY SUBSCRIPTION

The Agency Subscription section only displays if your agency has an active subscription on an applicant. This section is important in determining whether or not FBI Rap Back is active on an applicant.

- Name – The applicant's name
- Date of Birth – The applicant's date of birth
- Sex – The applicant's sex
- Event Date – date of the most recent event for the subscription
- Event Code – the type of the most recent event for the subscription
- ORI – the ORI used to subscribe to the applicant
 - Note that this may not always be your agency's ORI – see [Manually Subscribing to an Applicant](#) for more details
- FRB Subscription Status – whether or not your agency has a confirmed FBI Rap Back Subscription (FRB). Please allow up to 48 hours for the status to update once an FBI Rap Back request is submitted.
Below are the subscription status definitions:

- Not Eligible – The fingerprints submission for the applicant was processed prior to June 1st, 2015 or they were rejected by the FBI. The FRB subscription cannot be created until the applicant is re-fingerprinted and accepted by the FBI.
- Eligible - The fingerprints submission for the applicant is eligible for an FRB. The eligible fingerprints will be submitted to the FBI once the FBI initial response is received or when manually creating a subscription. The fingerprints that were submitted and did not automatically enroll for the FBI Civil Rap Back Program between June 1st, 2015 and January 15th, 2018 are also eligible. Contact the Fingerprint Services Unit to enroll the applicants to the program.
- Pending - The eligible fingerprints submission from the applicant has been submitted to the FBI to create the FRB subscription.
- Subscribed - Confirmation that the FRB subscription has been established for the agency and is active.
- Subscription ID – Identifier for the agency's subscription
- Last Validated – When the subscription was last saved or validated

Agency Subscription

This section displays information about your agency's subscription to this applicant's record. If there is a new Texas Criminal History Event or a new Applicant Submission for your Agency, this will be updated.

NAME	[REDACTED]
DATE OF BIRTH	[REDACTED]
SEX	MALE
EVENT DATE	09/18/2025
EVENT CODE	SUBSCRIPTION_NEW
ORI	TX [REDACTED]
FRB SUBSCRIPTION STATUS	ELIGIBLE
SUBSCRIPTION ID	[REDACTED]
LAST VALIDATED	09/18/2025 06:00:36

CRIMINAL HISTORY

TEXAS CRIMINAL HISTORY

If the Texas Criminal History appears to be incomplete, for example if the Court Disposition information is missing for an arrest, please contact the DPS Error Resolution unit at **512-424-7256**.

HEADER INFORMATION

- DLU – Date Last Updated – Date the Texas criminal history was last updated

Texas Criminal History

DLU 09/17/2025

ARREST SUMMARY (IF CRIMINAL HISTORY PRESENT)

The Arrest Summary contains all arrest cycles on file in Texas.

- Date of Arrest – Date the arrest was made

- Sequence Code – Sequence indicator of multiple arrests on the same day (A-Z)
- Tracking Number – Tracking control number assigned at the time of arrest
- Agency Description – Arresting agency

ARREST SUMMARY			
DATE OF ARREST	SEQUENCE CODE	TRACKING NUMBER	AGENCY DESCRIPTION
<u>1/15/1996</u>	A	0000000000	AUSTIN PD
<u>3/26/2008</u>	A	9999999999	DPS GRIMES COUNTY ARREST REPORTING
<u>3/8/2011</u>	A	123456789X	TEXAS HWY PATROL REG 6 DIST B AUSTIN
<u>1/1/2016</u>	A	2345678917	TEXAS STATE OPERATIONS CENTER AUSTIN

ARREST DETAILS (IF CRIMINAL HISTORY PRESENT)

- Arrest Detail – Information on the arrest and where the arrest was made
- Arrest Date MM/DD/YYYY (Charge #) – One for each charge in the arrest
 - Offense Record
 - Prosecution Detail
 - Court Status (A, B, etc)

ARREST DATE 3/26/2008 (2 CHARGES)**ARREST DETAIL**

ARREST DATE	3/26/2008
SEQUENCE CODE	A
TRACKING NUMBER	999999999
ARRESTING AGENCY	DPS GRIMES COUNTY ARREST REPORTING (TXDPS5605)
ADDRESS TYPE	HOM
STREET / PO BOX	123 TEST STREET CH
CITY/STATE/ZIP CODE	TEST CLEARINGHOUSE, TX 78766

ARREST DATE 3/26/2008 (CHARGE A001)**OFFENSE RECORD**

AGENCY	TRAVIS CO SO AUSTIN (TX2270000)
INTERNAL AGENCY PERSON NUMBER	9999999
INTERNAL AGENCY CASE NUMBER	99999
GENERAL OFFENSE CHARACTER	SOLICITATION TO COMMIT (S)
ARREST OFFENSE	CRIMINAL MISCHIEF>\$50<\$500 (29990016)
ARREST OFFENSE LITERAL	CLEARINGHOUSE TESTING
ARREST OFFENSE CITATION	28.03(B)(2)
LEVEL AND DEGREE OF OFFENSE	MISDEMEANOR - CLASS B (MB)
DATE OF OFFENSE	3/26/2008
ARREST DISPOSITION DATE	3/26/2008
ARREST DISPOSITION	TRANSFERRED TO COUNTY (220)
ARREST DISPOSITION LITERAL	TEST
PROSECUTOR ORI REFERRED TO	COUNTY ATTORNEYS OFFICE AUSTIN (TX227013A)
DOMESTIC VIOLENCE	YES (Y)

PROSECUTION DETAIL

AGENCY	COUNTY ATTORNEYS OFFICE AUSTIN (TX227013A)
ACTION DATE	3/26/2008
PROSECUTOR ACTION FIELD	PROSECUTOR HAS CHANGED THE CHARGE (C)
GENERAL OFFENSE CHARACTER	ATTEMPT TO COMMIT (A)
PROSECUTOR OFFENSE CITATION	28.03(B)(2)
PROSECUTOR OFFENSE	CRIMINAL MISCHIEF>\$50<\$500 (29990016)
PROSECUTION LITERAL	TESTING CH
LEVEL AND DEGREE PROSECUTED	MISDEMEANOR - CLASS B (MB)
DOMESTIC VIOLENCE	YES (Y)

ARREST DATE 3/26/2008 (CHARGE A002)**OFFENSE RECORD**

AGENCY	AUSTIN PD (TX2270100)
INTERNAL AGENCY PERSON NUMBER	1234
INTERNAL AGENCY CASE NUMBER	1235
ARREST OFFENSE	SEXUAL ASSLT (11990001)
ARREST OFFENSE CITATION	22.011(A)(1)
LEVEL AND DEGREE OF OFFENSE	FELONY - 1ST DEGREE (F1)
ARREST DISPOSITION DATE	3/26/2008
ARREST DISPOSITION	HELD (205)
PROSECUTOR ORI REFERRED TO	TX9999999

PROSECUTION DETAIL

AGENCY	ATTY GENERALS OFC CRIMINAL PROSECUTION DIVISION (TX227015A)
ACTION DATE	3/28/2008
PROSECUTOR ACTION FIELD	PROSECUTOR ACCEPTS THE CHARGE (A)
PROSECUTOR OFFENSE CITATION	22.011(A)(1)
PROSECUTOR OFFENSE	SEXUAL ASSLT (11990001)
LEVEL AND DEGREE PROSECUTED	FELONY - 1ST DEGREE (F1)

COURT STATUS A

AGENCY DESCRIPTION	419TH DISTRICT COURT (TX227015J)
COURT OFFENSE	SEXUAL ASSLT (11990001)
COURT OFFENSE CITATION	22.011(A)(1)
LEVEL AND DEGREE OFFENSE	FELONY - 1ST DEGREE (F1)
COURT DISPOSITION	CONVICTED (310)
COURT DISPOSITION DATE	3/1/2009
DATE OF SENTENCE/STATUS	3/1/2009
CAUSE NUMBER	CAU:123TEST
FINAL PLEADING	NOT GUILTY (N)
COURT PROBATION	3Y
AGENCY RECEIVING CUSTODY	419TH DISTRICT COURT (TX227015G)

CUSTODY DETAILS (IF CRIMINAL HISTORY PRESENT AND CUSTODY INFORMATION ON FILE)

CUSTODIES

Custody

DATE OF OFFENSE	1/1/2008
CUSTODIAL AGENCY/ORI	DEPT OF CRIMINAL JUSTICE HUNTSVILLE (TX236065C)
PERSONAL ID NUMBER	123
SENTENCE EXPIRATION DATE	1/1/2020
COUNTY OF COMMITMENT	MCLENNAN (155)
STATUS STARTING DATE	1/1/2018
STATUS SUPERVISION	RECEIVED (421)
STATUS SUPERVISION LITERAL	TX236065C 123

Custody

DATE OF OFFENSE	1/1/2008
CUSTODIAL AGENCY/ORI	DEPT OF CRIMINAL JUSTICE HUNTSVILLE (TX236065C)
PERSONAL ID NUMBER	123
SENTENCE EXPIRATION DATE	2/2/2015
COUNTY OF COMMITMENT	TARRANT (220)
STATUS STARTING DATE	3/1/2009
STATUS SUPERVISION	PAROLED (417)
STATUS SUPERVISION LITERAL	TX236065C 123
RECEIVING AGENCY	227
PAROLED UNTIL DATE	1/1/2010

Custody

DATE OF OFFENSE	1/1/2002
CUSTODIAL AGENCY/ORI	DEPT OF CRIMINAL JUSTICE HUNTSVILLE (TX236065C)
PERSONAL ID NUMBER	01235206
COUNTY OF COMMITMENT	TRAVIS (227)
STATUS STARTING DATE	1/20/2003
STATUS SUPERVISION	RECEIVED (421)
STATUS SUPERVISION LITERAL	TX236065C 01235206

FBI CRIMINAL HISTORY

The FBI Criminal History section contains the Identity History Summary (IdHS), or “Rap Sheet”, that was returned by the FBI for the applicant. **The history should always be reviewed prior to making employment decisions.**

HEADER INFORMATION

- Response Date – The date the FBI created the IdHS that is displayed.
- Applicant Purpose – For Initial responses, this will show the ORI the fingerprint submission was processed under. For FBI Rap Back, this will show the ORI used for the FBI Rap Back subscription request.

FBI Criminal History

RESPONSE DATE	07/31/2019
APPLICANT PURPOSE	TX [REDACTED]
RBTED	

- RBTED – Rap Back Triggering Event Details
 - When an agency does not have FBI Rap Back, this field will be blank.

- When an agency has FBI Rap Back and the most recent FBI Rap Back response is not an RBN (Rap Back Notification), this field will show RBSR or RBMNTR (Rap Back Subscription Response or Rap Back Maintenance Transaction Response respectively).

RESPONSE DATE	08/02/2019
APPLICANT PURPOSE	TX [REDACTED]
RBTED	RBSR

- When an agency does have FBI Rap Back and the most recent FBI Rap Back response is an RBN, this field contains three pieces of information:
 - Date of Rap Back Event – This is the date of the RBN.
 - Rap Back Trigger – This is what the RBN is for, for example, an arrest or record update.
 - Rap Back Event Information – Additional information for the RBN.

RESPONSE DATE	08/02/2019
APPLICANT PURPOSE	TX [REDACTED]
RBTED	201908021RB018 - CRIMINAL ARREST RECEIVED FROM CRI - TXHPD0000: DATE OF ARREST 2019 [REDACTED]

IDENTITY HISTORY SUMMARY (IDHS)/RAP SHEET/RESPONSE TEXT

If an agency's subscription for an applicant does not have FBI Rap Back, the FBI Criminal History section will show the most recent FBI response that the agency has access to. If the agency does have FBI Rap Back for an applicant, the FBI Criminal History section will show the most recent FBI Rap Back response, even if the person was fingerprinted more recently than the date of the most recent FBI Rap Back response.

The Identity History Summary may differ in content from the initial static FBI response and the FBI Rap Back response. It contains a general header, biographic information for the individual, and criminal history if applicable.

EXAMPLE: INITIAL FBI RESPONSE

RESPONSE TEXT**CIVIL APPLICANT RESPONSE**

NCN E2019 [REDACTED] CIDN OCA [REDACTED]
[REDACTED] DOB [REDACTED]
MNU SOC SEX F RAC W HGT 503
TX9 [REDACTED] AUSTIN TX 2019/08/01
A SEARCH OF THE FINGERPRINTS ON THE ABOVE
INDIVIDUAL HAS REVEALED NO PRIOR ARREST
DATA. CJIS DIVISION
2019/08/01 FEDERAL BUREAU OF INVESTIGATION

[REDACTED]

EXAMPLE: FBI RAP BACK RESPONSE

1.

RESPONSE TEXT**CIVIL APPLICANT RESPONSE**

NCN E2019 [REDACTED] CIDN OCA [REDACTED]
[REDACTED] DOB [REDACTED]
MNU SOC SEX F RAC W HGT 503
TX9 [REDACTED] AUSTIN TX 2019/08/01
A SEARCH OF THE FINGERPRINTS ON THE ABOVE
INDIVIDUAL HAS REVEALED NO PRIOR ARREST
DATA. CJIS DIVISION
2019/08/01 FEDERAL BUREAU OF INVESTIGATION

[REDACTED]

2.

RESPONSE TEXT

UNITED STATES DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES DIVISION
CLARKSBURG, WV 26306

TX0000000

NCN E2019 [REDACTED]

BECAUSE ADDITIONS OR DELETIONS MAY BE MADE AT ANY TIME, A NEW COPY
SHOULD BE REQUESTED WHEN NEEDED FOR SUBSEQUENT USE.

- FBI IDENTIFICATION RECORD -

WHEN EXPLANATION OF A CHARGE OR DISPOSITION IS NEEDED, COMMUNICATE
DIRECTLY WITH THE AGENCY THAT FURNISHED THE DATA TO THE FBI.

NAME	FBI UCN	DATE REQUESTED
[REDACTED]	[REDACTED]	2019/08/02

SEX	RACE	BIRTH DATE	HEIGHT	WEIGHT	EYES	HAIR
M	W	[REDACTED]	[REDACTED]	[REDACTED]	BRO	BLK

BIRTH PLACE
MEXICO

PATTERN CLASS	CITIZENSHIP
LS AU LS LS LS AU AU LS LS LS	MEXICO
	UNITED STATES

*****RAP BACK TO TX0000000
DEPT PUBLIC SAFETY
AUSTIN
*****RAP BACK SUBSCRIPTION EXPIRATION DATE - 2024/07/31

RECORD UPDATED 2019/08/02

ALL ENTRIES CONTAINED IN THIS FBI RECORD ARE BASED ON
FINGERPRINT COMPARISONS AND PERTAIN TO THE SAME INDIVIDUAL.

THE USE OF THIS RECORD IS REGULATED BY LAW. IT IS PROVIDED FOR OFFICIAL
USE ONLY AND MAY BE USED ONLY FOR THE PURPOSE REQUESTED.

MISSING FBI RESPONSE ENTIRELY

The FBI Criminal History may not display for several reasons, the most common being that the FBI rejected the fingerprint submission or the applicant submission was for a Texas-Only background check. [Contact the Fingerprint Services Unit](#) if you would like assistance.

FBI Criminal History

This applicant's FBI Response is not available because of one of the following reasons:

1. FAST Applicant Submission was rejected. Please review "Recent Applicant Submissions" portion of this page for the FBI Reject message.
2. FAST Applicant Submission was processed as a Texas-Only Background Check.
3. FAST Applicant Submission has not yet received the FBI Response.
4. Only applicants processed through FAST receive an FBI Response.

MISSING RESPONSES IN FBI CRIMINAL HISTORY

On occasion, the Identity History Summary will have a message stating “* DENOTES STATE BUREAU(S) RESPONSE(S) NOT RECEIVED IN ALLOTTED TIME PERIOD.” The message will also have a state with an asterisk (*) next to it.

This indicates that the FBI reached out to that state for information, however, the state did not respond back in a timely manner so information from that state was not included in the FBI response.

DATA RELATED TO THIS RECORD WAS REQUESTED FROM THE FOLLOWING:

*OHIO - STATE ID/ [REDACTED]
FBI - FBI/ [REDACTED]

SINCE THIS RESPONSE CONTAINS NATIONAL FINGERPRINT FILE (NFF) AND/OR III PARTICIPANT STATE(S) REGULATED DATA, THE RESPONSE MAY NOT BE COMPLETE. HOWEVER THE FBI MAINTAINED DATA FROM THE NON-RESPONDING III PARTICIPANT STATE(S) IS INCLUDED IN THE RESPONSE. IF YOU FEEL THE RESPONSE IS INCOMPLETE PLEASE CONTACT THE CRIMINAL JUSTICE INFORMATION SERVICES DIVISION OR THE STATE BUREAU(S) TO REQUEST A COMPLETE RECORD.

* DENOTES STATE BUREAU(S) RESPONSE(S) NOT RECEIVED IN ALLOTTED TIME PERIOD.

The DPS does not have any additional information in these cases, the information received from the FBI is what is displayed. If your agency decides that adjudication cannot be made without the missing states, the message in the IdHS states “IF YOU FEEL THE RESPONSE IS INCOMPLETE PLEASE CONTACT THE CRIMINAL JUSTICE INFORMATION SERVICES DIVISION [*at the FBI*] OR THE STATE BUREAU(S) TO REQUEST A COMPLETE RECORD.” The FBI CJIS Division can be reached at **304-625-5590**.

ERRORS IN CRIMINAL HISTORY

If there are errors in the applicant's criminal history, or the applicant states that there are errors, it is required that the applicant be afforded the right to challenge the information before a final determination is made by the agency as listed in the [FACT Clearinghouse Policy Requirements](#).

If the applicant's Texas criminal history is incorrect or the applicant would like to challenge it, the DPS' Error Resolution unit should be contacted at 512-424-7256 or Error.Resolution@dps.texas.gov.

If the applicant's FBI criminal history is incorrect or the applicant would like to challenge it, the agency that submitted the information to the FBI should be contacted or a written challenge request can be sent to the FBI's Criminal Justice Information Services (CJIS) Division at FBI CJIS Division, Attention: Correspondence Group, 1000 Custer Hollow Road, Clarksburg, WV 26306.

QUESTIONS ON CRIMINAL HISTORY

The DPS can only answer basic questions (such as what a particular phrase means) on the criminal history section in the FACT Clearinghouse and only to active users in the Secure Site.

The DPS cannot assist on adjudication of applicants, this decision is up to the relevant agency or agencies.

Additionally, the DPS cannot provide any person or entity other than the designated agency and approved users in that agency information on or access to the criminal history response.

If an applicant wishes to obtain a copy of their Texas criminal history, they should obtain a [TXIREVIEW](#) or speak with the agency that fingerprinted them. Name-based search results cannot be shared with the applicant.

If an applicant wishes to obtain a copy of their FBI criminal history, they should visit the FBI's [Identity History Summary Checks website](#), look into [Identogo's FBI channeler process](#), or speak with the agency that fingerprinted them. Name-based search results cannot be shared with the applicant.

WORKLISTS

PURPOSE OF WORKLISTS

The purpose of worklists is to provide agencies with sorted lists of new applicant events which the agency would then work through, such as new subscriptions on applicants or new record information for an applicant such as arrests. Ideally, all items will be worked through and kept up with.

It is highly recommended to review all worklist items.

As soon as a subscription is no longer required by your agency, it must be disabled. For instructions on how to cancel a subscription, see [Unsubscribing](#).

PAGE INFORMATION

- A) Applicant Type and Applicant Description – Shows the ORI used to subscribe and the description for that ORI. Note that this may not be your agency's ORI, if you subscribed to the applicant using an ORI other than your own.
- B) Worklist – The name of the worklist. Explanations on what each worklist is for can be found in [Types of Worklists](#). Note that a worklist will not display if there are no items in that worklist.
- C) Applicants – The number of applicants in the worklist. Note that if this number is over 500, only the 500 most recent items will show on the [Worklist Applicants](#) page.

The screenshot shows the 'Worklist Applicants' page. At the top, there are three tabs: 'Worklists', 'Worklist Applicants' (which is active), and 'Applicant Details'. Below the tabs, there is a 'FACT Clearinghouse' section with links to 'Search FACT Clearinghouse' and 'Notification Settings', and a 'Show Read Me' button. The main content is a table titled 'Worklists' with three columns: 'Applicant Type', 'Applicant Description', and 'Worklist'. The 'Worklist' column contains a list of event types. The 'Applicants' column shows the count of items for each worklist. Red boxes and circles are used to highlight specific data points:

Applicant Type	Applicant Description	Worklist	Applicants
TX [REDACTED]	[REDACTED]	APPLICANT SUBMISSIONS APPLICANT SUBMISSIONS REJECT SUBSCRIPTION_EVENT SUBSCRIPTION_NEW SUBSCRIPTION_REJECT_FRB	2 289 1 6 3
TX [REDACTED]	[REDACTED]	APPLICANT SUBMISSIONS APPLICANT SUBMISSIONS REJECT SUBSCRIPTION_EVENT SUBSCRIPTION_NEW SUBSCRIPTION_REJECT_FRB	8 548 8 14 11

Annotations:

- A**: Points to the 'Applicant Type' column header.
- B**: Points to the 'Worklist' column header.
- C**: Points to the 'Applicants' column header.

TYPES OF WORKLISTS

WORKLISTS BASED ON: SUBSCRIPTION EVENTS

- **SUBSCRIPTION_NEW** - Applicants with a new Texas subscription was created/renewed.
- **SUBSCRIPTION_EVENT** - Applicants that have a new qualifying event in the Texas and/or FBI Criminal History.

WORKLISTS BASED ON: FBI RAP BACK EVENTS

- **SUBSCRIPTION_NEW_FRB** - Applicants that have been enabled for FBI Rap Back.
- **SUBSCRIPTION_REJECT_FRB** - Applicants submissions that were rejected by TX AFIS or FBI AFIS.

WORKLISTS BASED ON: SUBSCRIPTION STATUS

- **SUBSCRIPTION_EXPIRES90** - Subscriptions that will expire in 31-90 days.
- **SUBSCRIPTION_EXPIRES30** - Subscriptions that will expire in 0-30 days.
- **SUBSCRIPTION_EXPIRED** - Subscriptions that have expired and are no longer active.

WORKLISTS BASED ON: APPLICANT SUBMISSIONS

- **UPDATED_FBI_RESPONSE** - Applicants with updated FBI Response.
- **APPLICANT_SUBMISSIONS** - New Applicant Submissions available to the agency.
- **APPLICANT_PRINT_REJECT** - Applicants Submissions that were rejected by TX AFIS or FBI AFIS.

REJECT WORKLISTS

Any applicant who has entered a Reject worklist is not eligible for FBI Rap Back and will not have an FBI Rap Back subscription request sent for them. The applicant would need to be reprinted until a fingerprint submission is accepted by the FBI. This would be at the discretion and cost of the agency. Please see the [FBI Civil Rap Back Subscriptions](#) section under [Requirements and Eligibility](#) for more details.

WORKLIST APPLICANTS

PAGE INFORMATION

- A) Summary – Shows the ORI used to subscribe, the worklist displayed, and the number of applicants visible in that worklist.
 - a. Note that this may not be your agency's ORI, if you subscribed to the applicant using an ORI other than your own.
 - b. The maximum number of applicants visible at one time is 500. The most recent items are at the top of the list. To view older items, visible items must be closed.
- B) Subscription Information
 - a. SID – Displays the applicant's SID. Note that the REJECT_CCH worklist will show "00000000" for all items.
 - b. Name – The applicant's name.
 - c. Cause Number – If an MNU was used when the applicant was fingerprinted, that MNU will be displayed here.
- C) Event Date – The date of the most recent event
- D) Action – The actions that can be taken with this worklist item.

- a. Detail – This takes you to the [Applicant Detail](#) page for the corresponding applicant.
- b. Close – This removes this applicant from **all worklists** they appear in. Note that the Clearinghouse can still be [searched](#) for the applicant. Closing **does not** affect subscription status, if the subscription needs to be cancelled, see [Unsubscribing](#).

Worklists
Worklist Applicants
Applicant Details

Worklist Applicants

- [View Worklists](#)
- [Search FACT Clearinghouse](#)
- [Notification Settings](#)

Summary

Applicant Type	██ (TX █████)
Worklist	APPLICANT_SUBMISSIONS
Number of Applicants	8

Read Me

- View an Applicant Identification by clicking on the Applicant's SID.
- View an Applicant's record by clicking on 'Detail'.
- Close an Applicant's record by clicking 'Close'. This will close any open Applicant Submissions or Subscription events.

Applicants		
SID	Name	Cause Number
████████████████	████████████████	████████████████
████████████████	████████████████	████████████████
████████████████	████████████████	████████████████
████████████████	████████████████	████████████████
████████████████	████████████████	████████████████
████████████████	████████████████	████████████████
████████████████	████████████████	████████████████
████████████████	████████████████	████████████████

A
B
C
D

Event Date	Action
09/18/2025	Detail Close

EXAMPLES OF REJECTED APPLICANTS

REJECT CCH

Any fingerprint submission that has been rejected by the DPS will not be sent to the FBI. The SID for all applicants in this worklist shows “00000000” as a fingerprint submission must be accepted by the DPS for an applicant to be assigned or matched to a SID.

01/2026

Version 2.0

30

Applicants

SID	Name	Cause Number	Event Date	Action
00000000	[REDACTED]	[REDACTED]	06/16/2025	Detail Close
00000000	[REDACTED]	[REDACTED]	06/16/2025	Detail Close

REJECT FBI

The SID will be displayed and by clicking details and scrolling down to the Recent Applicant Submissions the FBI Text will provide the FBI reject error message. Please see the FBI Name Check Instructions under the Additional Resources tab in the FACT Clearinghouse for the process on FBI rejects.

SID	Name	Cause Number	Event Date	Action
[REDACTED]	[REDACTED]	[REDACTED]	09/17/2025	Detail Close
[REDACTED]	[REDACTED]	[REDACTED]	09/17/2025	Detail Close

SUBSCRIBING, MANAGING SUBSCRIPTIONS, AND UNSUBSCRIBING

SUBSCRIPTION PROCESS OVERVIEW

This section assumes that the fingerprints are being submitted for both a state and a national response, that your account is [enabled for notifications](#), and that the agency reviewing the results is the primary agency. If you have any questions, please [contact the Fingerprint Services Unit](#).

NEW MANUAL SUBSCRIPTION

- 1) A subscription is [manually created](#) for an applicant by the agency. This subscription is Texas-Only.
- 2) The Clearinghouse checks to see if the applicant is FBI Rap Back Eligible – refer to the [FBI Rap Back Subscriptions](#) section below.

NEW FINGERPRINT SUBMISSION WITH AUTO-SUBSCRIBE

- 1) An applicant is fingerprinted for your agency.
- 2) The DPS processes the fingerprints to determine if they are of sufficient quality.
 - a. If the fingerprints are not of sufficient quality, the applicant will go into the APPLICANT_SUBMISSIONS_REJECT worklist and a subscription will *not* be created on them. The applicant will need to be re-fingerprinted.
- 3) If the fingerprints are accepted by the DPS, a Texas-Only subscription will be created. The fingerprints are then sent to the FBI.
- 4) The FBI processes the fingerprints to determine if they are of sufficient quality.
 - a. If the fingerprints are not of sufficient quality, the applicant will go into the APPLICANT_SUBMISSIONS_REJECT worklist and the FBI response will not appear.
- 5) If the prints are not rejected they applicant will process into the APPLICANT_SUBMISSIONS worklist. At this point, you have a live Texas subscription and a **static** FBI response. This means if the applicant is arrested in Texas you will receive a notification email, but if the applicant is arrested in another state you will not.
- 6) The Clearinghouse checks to see if the subscription is FBI Rap Back Eligible – refer to the [FBI Rap Back Subscriptions](#) section below.

FBI RAP BACK SUBSCRIPTIONS

- 1) If the subscription is determined to be FBI Rap Back Eligible, refer to the steps below.
 - a. If the subscription is not FBI Rap Back Eligible, the subscription will process into the SUBSCRIPTION_REJECT_FRB worklist.
- 2) The Clearinghouse determines if an FBI Rap Back subscription already exists that your agency can gain access to.
 - a. If a subscription does not already exist, proceed to step 3.
 - b. If a subscription does exist, the FBI record displayed will be the most recent Rap Back record. The response type shown may be a RBN (Rap Back Notification), RBSR (Rap Back Subscription Response), or RBMNTR (Rap Back Maintenance Response). RBSRs and RBMNTRs are described in step 3.
- 3) A FBI Civil Rap Back request is sent to the FBI, usually within 24-48 hours of setting the initial subscription. The FBI sends back a RBSR (Rap Back Subscription Response) which replaces the Initial FBI applicant fingerprinting results.
 - a. A RBSR is an updated Identity History Summary that is returned for any new FBI Rap Back subscription, and includes any activity that has been reported to the FBI since the initial static FBI fingerprint response.

- b. If Rap Back was previously set on an applicant, was cancelled, and then was re-enabled within 60 days, the FBI will send a RBMNTR rather than a RBSR. The RBMNTR includes any activity that has been reported to the FBI since the last FBI response, and will replace the last FBI response.

4) The RBTED field will now show RBSR or RBMNTR. Once the FBI Rap Back subscription is established the applicant will process into the SUBSCRIPTION_NEW_FRB.

- a. You will be sent a [notification email for new FBI Rap Back subscriptions](#). It is important to review the results as the applicant may have been arrested between the time of fingerprinting and the time FBI Civil Rap Back was enabled for the subscription. **In most cases, there will be no change between the initial criminal history and the RBSR criminal history.**
- b. In the Offline Applicant Management list, the “FRB Subscription Status”, column H by default, will show the current status of the FBI Rap Back subscription. Please allow up to 48 hours for this column to update from the time the subscription was initiated.
- c. **If the applicant has an active FBI Rap Back subscription and is fingerprinted again, the results will still show the most recent Rap Back response, not the results from the fingerprinting.**

BULK SUBSCRIPTION PROCESSING (OFFLINE APPLICANT MANAGEMENT)

A bulk/batch subscription management tool called Offline Applicant Management (OAM) is available within the FACT Clearinghouse. This tool also provides agencies with a list of all of their active subscriptions.

The following functions are available for bulk processing:

- Subscription Creation (requires SID and ORI used to fingerprint)
- Subscription Validation (requires SID)
- Subscription Cancellation (requires SID)

For more information on using this tool, please reference the Offline Applicant Management User Guide in the FACT Clearinghouse under Additional Resources.

SUBSCRIBING

AUTOMATIC SUBSCRIPTIONS ON APPLICANTS

Automatic Texas-Only subscriptions are created as described in the [New Fingerprint Submission with Auto-Subscribe](#) section.

Automatic FBI Rap Back subscriptions are created as described in the [FBI Rap Back Subscriptions](#) section, assuming [eligibility requirements](#) are met and the subscription does not fall into the Legacy-Eligible population (those fingerprinted or subscribed to between June 1, 2015 and January 15, 2018).

MANUALLY SUBSCRIBING TO AN APPLICANT

To manually create a Texas and FBI Rap Back subscription on an applicant, please navigate to the FACT Clearinghouse and then follow the steps below.

Existing FBI Rap Back-Ineligible subscriptions can potentially be modified into FBI Rap Back-Eligible subscriptions by navigating to an applicant’s Applicant Details page and clicking Manage this Record’s Subscription, then following steps 3 and 4 below.

- 1) Search for the applicant using one of the options – Name, SID, Driver’s License, or MNU/Subscription Key.

- a. Note that if you are unable to locate an applicant, they may not be part of the FACT Clearinghouse, or are under a different name, or are not accessible to your agency.

2) Once the applicant has been located and their identity verified, click Subscribe to This Record.

3) Under Subscription Detail, select an ORI for the Applicant Purpose. **If you wish to have FBI Rap Back enabled on this applicant, an ORI with [RBC: I] or [RBC: J] must be selected.** If no ORI in the drop down includes one of these options, the applicant is not eligible for FBI Rap Back and must be re-fingerprinted for your organization. A Texas-Only subscription can still be set using any ORI without [RBC: I] or [RBC: J].

- Optionally, type a Subscription Key for the subscription. This value can be searched using the MNU search on the Search FACT Clearinghouse page.

(SID= [REDACTED])

Your Agency is not subscribed to this applicant and will not receive any notifications.

Subscription Detail

Applicant Purpose
(Required) (Please select a value) i

Subscription Key i

4) Click Create Subscription. You will receive a confirmation notice at the top of the page. Your organization is now subscribed to this applicant.

NAME	
DATE OF BIRTH	
SEX	MALE
EVENT DATE	08/22/2025
EVENT CODE	SUBSCRIPTION_NEW
ORI	
FRB SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	21928124
LAST VALIDATED	08/22/2025 15:23:02

Your Agency is subscribed to this applicant and will receive notifications for certain events.

— Subscription Detail —

Applicant Purpose
(Required)  

Subscription Key 

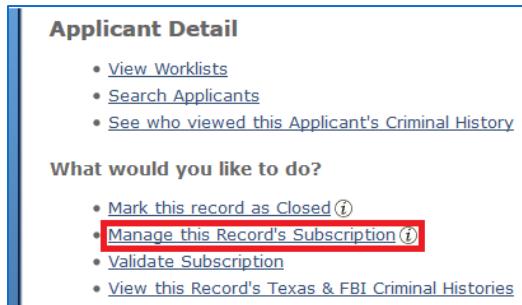
MANAGING SUBSCRIPTIONS

CHANGING OR ADDING SUBSCRIPTION INFORMATION

In some cases, information used for the subscription such as the ORI can be modified. This can be beneficial if a fingerprint submission under one ORI is not eligible for FBI Rap Back, but a different submission your agency has access to is used for FBI Rap Back.

Information can also be added to the Subscription Key field which can then be used as another search field. This can be helpful if your agency assigns employee numbers or license numbers, or if an applicant has a maiden name.

- 1) [Search for an applicant.](#)
- 2) On the Applicant Detail page, click Manage this Record's Subscription.



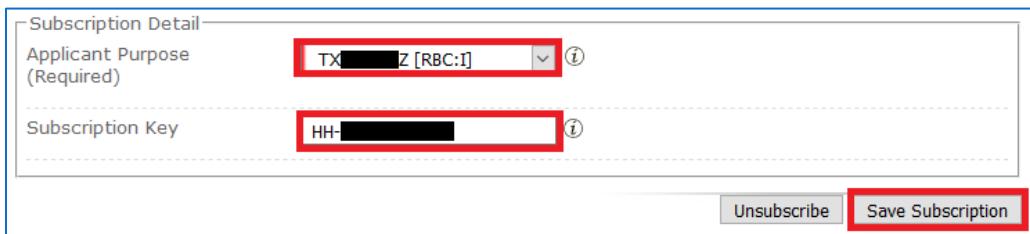
Applicant Detail

- [View Worklists](#)
- [Search Applicants](#)
- [See who viewed this Applicant's Criminal History](#)

What would you like to do?

- [Mark this record as Closed ⓘ](#)
- **Manage this Record's Subscription ⓘ**
- [Validate Subscription](#)
- [View this Record's Texas & FBI Criminal Histories](#)

- 3) Make the desired changes to the subscription. Modify the ORI used for the submission if available and desired, and/or add or modify the Subscription Key. Then click Save Subscription.
 - a. If you would like FBI Rap Back on a subscription, ensure an ORI with [RBC:I] or [RBC:J] is selected.

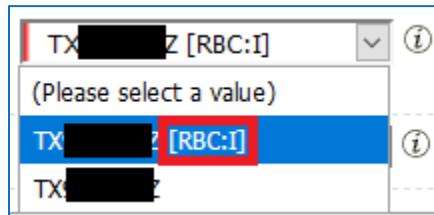


Subscription Detail

Applicant Purpose (Required) TX [REDACTED] Z [RBC:I] ⓘ

Subscription Key HH- [REDACTED] ⓘ

Save Subscription



VALIDATING SUBSCRIPTIONS

Each subscription must be validated at least once every five years or it will expire and your organization will be unsubscribed. This includes both Texas-Only and FBI Rap Back subscriptions. If your organization no longer needs a subscription on an applicant, the subscription **must** be cancelled.

To validate a single subscription, follow the steps below. To validate subscriptions in bulk, reference the Offline Applicant Management User Guide that can be found in the FACT Clearinghouse under the “Additional Resources” link. **Please coordinate with the DPS if you anticipate validating a large number of subscriptions.**

- 1) [Search for an applicant.](#)
- 2) On the Applicant Detail page, click Validate Subscription.

Applicant Detail

- [View Worklists](#)
- [Search Applicants](#)

What would you like to do?

- [Mark this record as Closed](#) ⓘ
- [Manage this Record's Subscription](#) ⓘ
- **[Validate Subscription](#)**
- [View this Record's Texas & FBI Criminal Histories](#)

- 3) Click Validate Subscription. You will receive a confirmation notification that your subscription has been validated.
 - a. Each subscription must be validated at least once every four years or it will expire and your organization will be unsubscribed. This includes both Texas-Only and FBI Rap Back subscriptions. If your organization no longer needs a subscription on an applicant, [the subscription must be cancelled](#).

Subscription Verification

- [View Worklists](#)
- [Search FACT Clearinghouse](#)
- [Manage this Subscription](#)

(SID= [REDACTED])

FACT Clearinghouse Subscription

Subscription Details	
NAME	[REDACTED]
DATE OF BIRTH	[REDACTED]
SEX	MALE
EVENT DATE	11/10/2021
EVENT CODE	SUBSCRIPTION_NEW_FRB
ORI	T [REDACTED]
FRB SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	[REDACTED]
LAST VALIDATED	11/09/2021 06:01:36

[Cancel Subscription](#) **[Validate Subscription](#)**

Subscription Validated
Subscription for SID='[REDACTED]' has been validated.

[FACT Clearinghouse](#)

[Home](#)

[View Worklists](#)

[Search FACT Clearinghouse](#)

Subscription Verification

- [View Worklists](#)
- [Search FACT Clearinghouse](#)
- [Manage this Subscription](#)

UNSUBSCRIBING/CANCELLING A SUBSCRIPTION

If access to an applicant's details is no longer required, such as when an employee leaves your organization, any subscription set for the applicant **must** be cancelled. There are two ways to cancel a single subscription.

To cancel a single subscription, follow the steps below. To cancel subscriptions in bulk, reference the Offline Applicant Management User Guide that can be found in the FACT Clearinghouse under the "Additional Resources" link. **Please coordinate with the DPS if you anticipate cancelling a large number of subscriptions.**

USING MANAGE THIS RECORD'S SUBSCRIPTION

- 1) [Search for an applicant](#).
- 2) On the Applicant Detail page, click Manage this Record's Subscription.

Applicant Detail

- [View Worklists](#)
- [Search Applicants](#)

What would you like to do?

- [Mark this record as Closed ⓘ](#)
- [Manage this Record's Subscription ⓘ](#)
- [Validate Subscription](#)
- [View this Record's Texas & FBI Criminal Histories](#)

- 3) At the bottom of the page, click Unsubscribe. You will receive a confirmation notice at the top of the page. Your organization is now unsubscribed.

(SID= [REDACTED])

NAME	[REDACTED]
DATE OF BIRTH	[REDACTED]
SEX	FEMALE
EVENT DATE	11/10/2021
EVENT CODE	SUBSCRIPTION_NEW_FRB
ORI	TX920330Z
FRB SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	[REDACTED]
LAST VALIDATED	11/09/2021 15:41:34

Your Agency is subscribed to this applicant and will receive notifications for certain events.

Subscription Detail

Applicant Purpose (Required)	<input style="border: 1px solid #ccc; padding: 2px; width: 100%;" type="text" value="RBC:J"/> ⓘ
Subscription Key	<input style="border: 1px solid #ccc; padding: 2px; width: 100%;" type="text"/>

[Unsubscribe](#) [Save Subscription](#)

Unsubscribe

Your Agency's FACT Clearinghouse Subscription was removed for SID='[REDACTED]', Subscription Id='[REDACTED]'.

Manage Subscriptions

- [View Worklists](#)
- [Search FACT Clearinghouse](#)

What would you like to do?

- [Change Notification Settings](#)

[REDACTED] (SID=[REDACTED])

Your Agency is not subscribed to this applicant and will not receive any notifications.

USING VALIDATE SUBSCRIPTION

- 1) [Search for an applicant](#).
- 2) On the Applicant Detail page, click Validate Subscription.

Applicant Detail

- [View Worklists](#)
- [Search Applicants](#)

What would you like to do?

- [Mark this record as Closed](#) ⓘ
- [Manage this Record's Subscription](#) ⓘ
- [Validate Subscription](#) ⓘ
- [View this Record's Texas & FBI Criminal Histories](#)

- 3) Click Cancel Subscription.

Subscription Verification

- [View Worklists](#)
- [Search FACT Clearinghouse](#)
- [Manage this Subscription](#)

(SID= [REDACTED])

FACT Clearinghouse Subscription

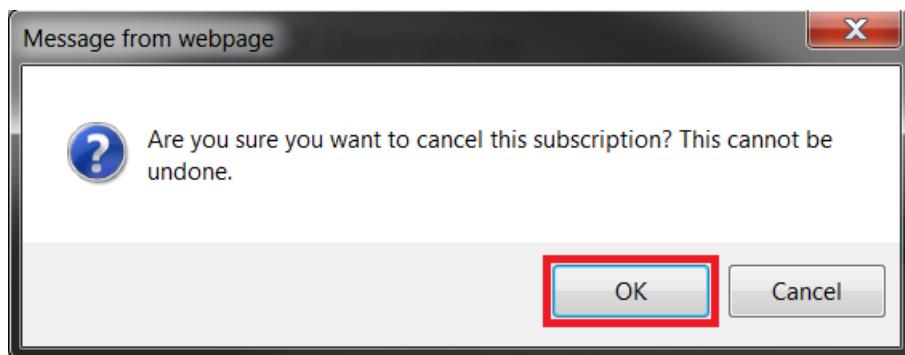
Subscription Details

NAME	[REDACTED]
DATE OF BIRTH	[REDACTED]
SEX	MALE
EVENT DATE	11/10/2021
EVENT CODE	SUBSCRIPTION_NEW_FRB
ORI	[REDACTED]
FRB SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	[REDACTED]
LAST VALIDATED	11/09/2021 06:01:36

[Cancel Subscription](#)

[Validate Subscription](#)

4) Click OK on the Confirmation notification. You will receive a confirmation notice at the top of the page. Your organization is now unsubscribed.



Subscription Cancelled
Subscription for SID='[REDACTED]' has been canceled.

FACT Clearinghouse Home View Worklists Search FACT Clearinghouse Purchase Credits Notification Settings Offline Applicant Management Account Management New User Sign up	Subscription Verification <ul style="list-style-type: none">• View Worklists• Search FACT Clearinghouse• Manage this Subscription <p>[REDACTED] (SID= [REDACTED])</p> <p>Your Agency is currently not subscribed to this applicant so you cannot cancel nor extend the subscription.</p>
--	---

NOTIFICATIONS

NOTIFICATION PROCESS OVERVIEW

The Clearinghouse supports optional notification emails for three types of events divided into two categories. The two categories are Subscription Events (when a new Texas-Only or FBI Rap Back subscription is created) and Data Events (when there is Rap Back activity, including Texas Rap Back and Civil FBI Rap Back).

Whenever an event occurs matching the notification categories that are enabled for a user, that user will receive an email with the applicant's name.

Email notifications only contain the names of applicants, any information for those applicants must be reviewed in the Clearinghouse. The email itself must **never** be used to determine employability.

Since FBI Rap Back is generally added to eligible Texas-Only subscriptions within 24-48 hours, to avoid looking at the applicant's information twice, it may help to wait for the "New FBI Rap Back Subscription" email notification rather than the "new subscription" email before looking at the APPLICANT_SUBMISSIONS worklists.

SETTING NOTIFICATIONS

NAVIGATING TO THE NOTIFICATION SETTINGS PAGE

- 1) On the [FACT Clearinghouse home page](#), click Notification Settings in the left hand sidebar.



The screenshot shows the FACT Clearinghouse website. At the top, there is a banner for the Texas Department of Public Safety with the text "Courtesy ~ Service ~ Protection". Below the banner, the TXDPS CRS | FACT CLEARINGHOUSE logo is visible. On the right side of the header, there are links for "Sign out", "Support", and "Print". The main content area has a sidebar on the left with links: "Home", "View Worklists", "Search FACT Clearinghouse", "Purchase Credits", "Notification Settings" (which is highlighted with a red box), "Offline Applicant Management", and "Additional Resources". The main content area has a title "FACT Clearinghouse" and a message: "Effective January 1, 2019, the FBI will implement new fingerprinting fees. The new FBI Fingerprint fee will be \$13.25 and the FBI Volunteer Fingerprint fee will be \$11.25. The cost of the FBI Rap Back service is included as a part of the adjusted fingerprint-based fees." Below this message, there is a link: "If you have any questions on the fingerprinting fees, please contact Fingerprint Services at fingerprint.services@dps.texas.gov or [512-424-2365](tel:512-424-2365), option 6." At the bottom of the content area, there is another link: "If you have any questions on Texas or FBI Rap Back, please contact the Rap Back Unit at RapBackUnit@dps.texas.gov or [512-424-2746](tel:512-424-2746)".

NOTIFICATION SETTINGS PAGE

The Notification Settings page contains two sections, Organization Criteria and Notification Recipients.

- A) Organization Criteria contains your organization's identifier (OrgID) and name.
- B) Notification Recipients shows users with notification settings enabled. This section also allows notifications to be added or deleted.

ADDING NEW NOTIFICATIONS

- 1) Click Add Notification Setting.

Notification Recipients

Show only notification recipients with settings

Notification Recipient	Sub	Data	Delete
Charlie,Horse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
mudd,pupp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

Add Notification Setting

- 2) Use the drop down under Notification Recipient to choose which user to add notifications to. **This list will only show users that do not have any notification settings assigned.**

Add Notification Setting

Notification Recipient

mudd,pupp (Id=110327)

- 3) Click the checkbox for Subscription Events and/or Data Events, then click Save.
 - a. Subscription Events are events that occur when a new subscription is created, manually or automatically. This includes Texas-Only subscriptions and FBI Rap Back subscriptions.
 - b. Data Events are events that occur when there is a new qualifying event. For [Texas-Only subscriptions](#), this includes new arrests, new charges, and additions to the Texas Public Sex Offender Registry. For subscriptions with FBI Rap Back, this also includes any applicable [triggering events](#).

Subscription Events
<input type="checkbox"/> Events that occur when a new subscription is created. This includes subscriptions that are created automatically (by the system) or manually (by the agency).
Data Events
<input checked="" type="checkbox"/> Events that occur when there is a new qualifying event in the Texas Criminal History.
Save

4) The user now appears in the Notification Recipient area, and notifications can be [modified or deleted](#) as needed.

Notification Recipients			
<input checked="" type="checkbox"/> Show only notification recipients with settings			
Notification Recipient	Sub	Data	
Charlie,Horse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
mudd,pupp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Add Notification Setting			

MODIFYING AND DELETING NOTIFICATIONS

1) To add either Sub or Data to a Notification Recipient, click the appropriate box. To remove, click the box so that the checkmark disappears. Changes are automatically saved.

Notification Recipients			
<input checked="" type="checkbox"/> Show only notification recipients with settings			
Notification Recipient	Sub	Data	
Charlie,Horse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
mudd,pupp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

2) To remove a user from the Notification Recipient list, click Delete in the appropriate row.

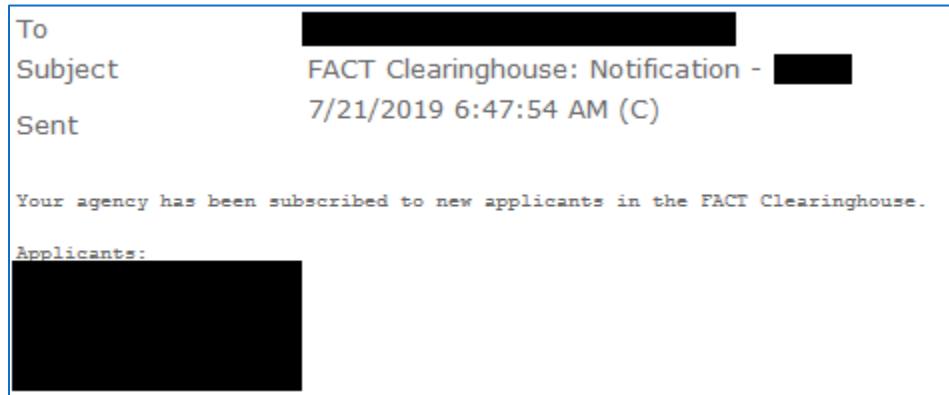
Notification Recipients			
<input checked="" type="checkbox"/> Show only notification recipients with settings			
Notification Recipient	Sub	Data	
Charlie,Horse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
mudd,pupp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

TYPES OF NOTIFICATIONS

NEW TEXAS-ONLY SUBSCRIPTION

All subscriptions start as a [Texas-Only subscription](#). When a Texas-Only subscription is created, an email notification is sent to those that have Subscription Event [notifications set](#).

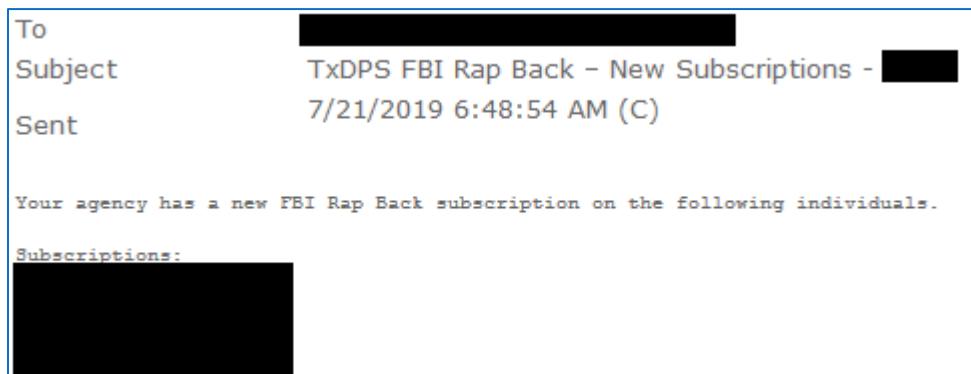
The email subject contains “FACT Clearinghouse: Notification –“ and the [organization identifier](#) (OrgID) that the subscription was created under.



NEW FBI RAP BACK SUBSCRIPTION

Subscriptions that the FBI has accepted for FBI Rap Back will send a [New FBI Rap Back subscription](#) email notification to those that have Subscription Event [notifications set](#).

The email subject contains “TxDPS FBI Rap Back – New Subscriptions –“ and the [organization identifier](#) (OrgID) that the subscription was created under.



NEW ACTIVITY

Both Texas-Only and FBI Rap Back subscriptions with new events will generate a combined New Activity email notification to those that have Data Event [notifications set](#).

The email subject contains “TxDPS Rap Back - New Activity –“ and the [organization identifier](#) (OrgID) that the subscription was created under.

To [REDACTED]

Subject TxDPS Rap Back - New Activity - [REDACTED]

Sent 7/22/2019 6:42:14 AM (C)

The TxDPS Secure Website has received activity for one or more individuals that your agency is currently subscribed to.

Subscriptions:



FREQUENTLY ASKED QUESTIONS (FAQs)

HOW CAN I GET LOGIN HELP? (LOCK OUT/FORGOT PASSWORD/FORGOT USER ID ISSUES)

For password resets, click the “Forgot your password?” link under the login box.

For forgotten user IDs, click the “Forgot your user ID?” link under the login box.

[Contact the Criminal History Inquiry Unit](#) (CHIU) for all other login issues. Other units in the Access and Dissemination Bureau do not have the authority to assist with login issues and will transfer you to CHIU.

HOW DO I ADD A USER/REMOVE A USER/MAKE A USER A SUPERVISOR/SUPERVISE A USER?

[Contact the Criminal History Inquiry Unit](#) for more information on these processes. A guide on how to manage supervised users can be found [here](#)².

I HAVE A QUESTION ON RECORD DISSEMINATION/STORING RECORDS/POLICY COMPLIANCE/OUTSOURCING, WHO CAN I TALK TO FOR THIS?

[Contact the Audit and Training Unit](#).

I NEED MY AGENCY'S SERVICE CODE FORM, HOW CAN I GET THAT?

NCPA agencies should [contact the Criminal History Inquiry Unit](#). All other agencies should [contact the Fingerprint Services Unit](#).

HOW CAN I GET MY APPLICANTS FINGERPRINTED/WHERE CAN MY APPLICANTS BE FINGERPRINTED/HOW CAN THE APPLICANT SCHEDULE?

All applicants for agencies configured for FAST can be fingerprinted at an Identogo location, or can be printed on a hard card at a law enforcement agency or a Print and Go location for submission to Identogo's hard card scanning center. A list of Identogo locations can be found on their website during scheduling.

Criminal Justice agencies also have the authority to submit hard cards directly to DPS.

Scheduling can be done online on the [Identogo website](#)³ or by calling Identogo at 888-467-2080. Some agencies pre-enroll their applicants, in these cases pre-enrollment must be done **prior to** the applicant scheduling an appointment. **If the pre-enrollment is revoked, the applicant will be unable to schedule using the revoked UEID.**

For additional assistance, [contact the Fingerprint Services Unit](#).

HOW DO I ENABLE MY AGENCY FOR FINGERPRINTING (FAST)?

To start the process of setting up your agency for fingerprinting, please [contact the Fingerprint Services Unit](#).

² <https://securesite.dps.texas.gov/DpsWebsite/Support/Managed%20Supervised%20Users%20Training%20Manual.pdf>

³ <https://uenroll.identogo.com/>

I HAVE NOT RECEIVED RESULTS FOR MY APPLICANT, WHAT DO I DO?

Verify that the results were not closed by another user in your agency by [searching for the applicant](#) in the Clearinghouse and seeing if their record information was updated.

If you are unable to find the results or if the results were not updated, [contact the Fingerprint Services Unit](#). If the applicant is directed to contact the Fingerprint Services Unit and the results for that applicant are available, they will be informed of this and directed to your agency. Results will not be disseminated to the applicant.

FBI RAP BACK IS NOT SETTING ON MY APPLICANT, WHAT DO I DO?

Ensure that the subscription [meets all requirements](#) and that it has been 48 hours since the applicant was fingerprinted or validated. If the [Applicant Detail page](#) still shows FALSE for FRB Subscription Confirmed, please [contact the Fingerprint Services Unit](#) for additional assistance.

HOW DO I FIND AN APPLICANT IN THE CLEARINGHOUSE AND VIEW THEIR RECORD?

Use the instructions listed in the [Searching for an Applicant](#) section.

WHY AM I GETTING EMAILS WITH LOTS OF NAMES/WHAT DO THESE EMAILS MEAN?

If you are receiving emails with lists of names, you are likely signed up for email notifications. More information on what these emails mean can be found in the [Types of Notifications](#) section. More information on Notifications, including how to disable them, can be found in the [Notifications](#) section.

HOW DO I UNSUBSCRIBE FROM AN APPLICANT?

Use the instructions listed in the [Unsubscribing](#) section.

HOW DO I KNOW WHO I'M SUBSCRIBED TO?

A list of all subscriptions your agency currently has can be downloaded using the Offline Applicant Management tool. A separate user guide⁴ is available on that tool and the information your subscription list contains, as well as how to perform batch functions using the tool.

Note that some agencies that have an extremely large number of subscriptions (several hundred thousand) will be unable to use this tool due to the amount of information. In this case, please [contact the Fingerprint Services Unit](#).

DOES CLOSING AN APPLICANT FROM A WORKLIST UNSUBSCRIBE ME?

No, Closing only removes the applicant from all worklists. To unsubscribe, use the instructions listed in the [Unsubscribing](#) section.

MY APPLICANT WAS FINGERPRINTED FOR ___, DO THEY HAVE TO BE PRINTED AGAIN?

If the applicant was fingerprinted using an ORI that your agency shares “like purpose” with, meaning using the same statute, then it is likely they will not need to be printed again. You can [search for the applicant](#) in the Clearinghouse and [manually subscribe](#) if this is the case. Note that FBI Rap Back may not always be available and your agency may wish for the applicant to be reprinted in these cases.

If the applicant was fingerprinted for an unrelated purpose or does not appear when you search for them, they will need to be fingerprinted for your agency.

MY APPLICANT FINGERPRINTED FOR THE WRONG AGENCY/SERVICE CODE, CAN THE RESULTS BE TRANSFERRED/CAN THEY BE REFUNDED?

No, results cannot be transferred and the applicant cannot be refunded. It is the agency’s responsibility to give the applicant the correct Service Code and the applicant’s responsibility to verify this information when scheduling.

I CAN’T FIND MY APPLICANT IN THE CLEARINGHOUSE, WHAT DO I DO?

Verify that the information you are entering is correct. Try other search methods if possible.

If the applicant was fingerprinted for an unrelated purpose or does not appear when you search for them, they will need to be fingerprinted for your agency.

If the applicant was fingerprinted for your agency but you are still unable to find them, [contact the Fingerprint Services Unit](#).

HOW LONG DOES IT TAKE TO GET THE INITIAL FINGERPRINTING RESULTS BACK?

For fingerprints taken electronically, the process generally takes 24-72 hours. For hard cards submitted to Idemia, mailing time needs to be taken into account. Once the cards are received, the process generally takes 24-72 hours.

For agencies receiving results by mail, results may be mailed out in 7-10 business days once the fingerprints are received.

If the applicant needs to be reprinted due to rejections, this process will take longer.

HOW LONG DOES IT TAKE FOR FBI RAP BACK TO SET FOR AN APPLICANT?

Generally, FBI Rap Back sets in 24-48 hours after the applicant is fingerprinted or the subscription is validated.

THE IDENTOGO SCHEDULING MODULE SAYS OUR ORI IS INVALID, WHAT DO I DO?

ORIs are typically not used in scheduling. Make sure you are entering the Service Code and not the ORI when the website asks for the Service Code.

MY APPLICANT HAS A REJECTED FINGERPRINT SUBMISSION, WHAT DO I DO?

If the applicant was rejected by Texas, they will need to be re-fingerprinted. If the applicant was rejected by the FBI, they will need to be re-fingerprinted. Once two rejection NCNs are obtained from the FBI, if the applicant meets the requirements, the agency can initiate a name-based search request with the FBI. The instructions for this procedure can be found under the Additional Resources tab - FBI Name Check Instructions.

MY APPLICANT HAS MULTIPLE SIDs/IS COMBINED WITH ANOTHER PERSON, WHAT DO I DO?

[Contact the Fingerprint Services Unit.](#)

HOW DO I MAIL HARD CARDS TO IDEMIA?

The card must be properly filled out and contain the applicant's signature. The card must be enrolled either online or over the phone (1-888-467-2080). Have the Service Code ready prior to enrolling the card.

If the card is enrolled online, navigate to [Identogo's scheduling website](#)⁵ and enter the appropriate Service Code. Click "Submit A Fingerprint Card by Mail". Follow the prompts.

When the payment is completed, you will receive an authorization letter (barcode) which will include the mailing address to IdentoGO. Print, read, and complete the authorization letter. Mail the completed fingerprint cards and the authorization letter.

DOES THE FACT CLEARINGHOUSE COST MONEY?

Yes. Fingerprinting charges and viewing charges may apply for your agency. For more information specific to your agency, contact the [Fingerprint Services Unit](#).

THE FBI RESULTS ARE MISSING FOR MY APPLICANT, WHAT DO I DO?

Refer to the [Missing FBI Results Entirely](#) section.

I NEED A COPY OF MY APPLICANT'S DPS ARREST REPORT, HOW DO I GET THAT?

Email OGC.Webmaster@dps.texas.gov.

CAN I HIRE THIS APPLICANT?

The DPS cannot assist with adjudication of records. It is up to your agency and any governing bodies for your agency to make this determination.

DO I HAVE TO SUBSCRIBE/UNSUBSCRIBE/VALIDATE MY APPLICANTS ONE BY ONE OR IS THERE A FASTER WAY?

Batch functionality is available in the Clearinghouse in the Offline Applicant Management tool. A separate user guide is available on that tool and the information your subscription list contains, as well as how to perform batch functions using the tool.

Note that some agencies that have an extremely large number of subscriptions (several hundred thousand) will be unable to use this tool due to the amount of information. In this case, please [contact the Fingerprint Services Unit](#).

DO I HAVE TO HAVE FBI RAP BACK ON MY APPLICANTS?

The DPS does not require FBI Rap Back on any applicants and leaves that determination to your agency and any other authorities for your agency. The DPS cautions agencies on making these policies as in some cases it may be

⁵ <https://uenroll.identogo.com/>

difficult or impossible to obtain a set of fingerprints that the FBI accepts for FBI Rap Back, such as if an applicant is an amputee.

I WANT TO USE THIS PROGRAM TO MONITOR PERSONS UNDER OFFICIAL SUPERVISION OR INVESTIGATION, CAN I DO THAT?

No. The FACT Clearinghouse is only for use for Civil purposes, such as employment or licensing.

If your agency is a criminal justice agency performing official supervision and/or investigation functions, the [Criminal Justice Rap Back Program of Texas](#)⁶ may be an option for you.

MY AGENCY USES IDEMIA'S SCHEDULING API AND MY APPLICANT IS HAVING TROUBLE SCHEDULING. WHAT DO I DO?

Verify that the applicant is using the correct UEID to schedule. If the UEID has been revoked, the applicant will be unable to schedule.

If the issue persists, the DPS can facilitate communication between your agency and Idemia and assist with monitoring. However, the Scheduling API is a service provided by Idemia and the DPS cannot resolve these issues.

⁶ <https://securesite.dps.texas.gov/CJRB>

ACCESS AND DISSEMINATION BUREAU CONTACT INFORMATION

The Access and Dissemination Bureau (ADB) has several units that manage various aspects of the DPS Secure Site. To ensure the quickest response possible, please direct inquiries to the appropriate unit.

UNIT	RESPONSIBILITIES	CONTACT INFORMATION
ADB Support Unit	<ul style="list-style-type: none">Non-technical fingerprinting concerns (e.g. location closures)DPS Public Site	ADBSupport@dps.texas.gov 512-424-2474 Option 5
Compliance & Training Unit (CAT)	<ul style="list-style-type: none">Auditing and complianceOnline training modulesCJIS Security Awareness Training	CJIS.Audit@dps.texas.gov 512-424-2474 Option 3
Billing Unit	<ul style="list-style-type: none">Agency invoicingFees for servicesInteragency contracts	CRS.Billing@dps.texas.gov 512-424-2474 Option 4
Criminal History Inquiry Unit (CHIU)	<ul style="list-style-type: none">DPS Secure Site account set upLogin issues/password resetsAdding or removing usersCCH Name-based searchesLegal name changesPersonal/immigration/adoption reviews	NCJU@dps.texas.gov 512-424-2474 Option 1 or 2
Fingerprint Services Unit (FSU)	<ul style="list-style-type: none">Technical fingerprinting concerns (e.g. applicant status and record detail concerns)Clearinghouse assistanceFBI Rap Back assistanceClearinghouse account set upORI requests	Fingerprint.Service@dps.texas.gov 512-424-2474 Option 6

VERSION HISTORY

DATE	VERSION	CHANGES
2019/07/XX	1.0	<p>Created Document</p> <ul style="list-style-type: none">• FACT Clearinghouse User Guide information was added to the FBI Civil Rap Back User Guide. These two documents are now one updated document.
2025/09/18	2.0	Updated sections to reflect current processes & worklists
2026/01/28	2.0	Updated links throughout document to reflect current URLs