TxDPS Crime Records Service Secure Website: Criminal History Record Information

Training Reference Manual

Last Updated: 09/2017

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Module 1: Introduction to Computerized Criminal History (CCH) Search

Definition

The Computerized Criminal History (CCH) system is the statewide repository of criminal history data reported to the Department of Public Safety (DPS) by local criminal justice agencies in Texas.

CCH information includes:

- Arrests
- Prosecutions
- Dispositions for Class B misdemeanors
- Greater violations of Texas criminal statutes

How Criminal History Record Information (CHRI) Can Be Used

CHRI data may be disseminated only through DPS:

- To criminal justice agencies for criminal justice purposes.
- To entities identified in the Government Code for background searches for specific non-criminal justice purposes.
- To the individual who is the subject of a search.
- For certain research purposes.

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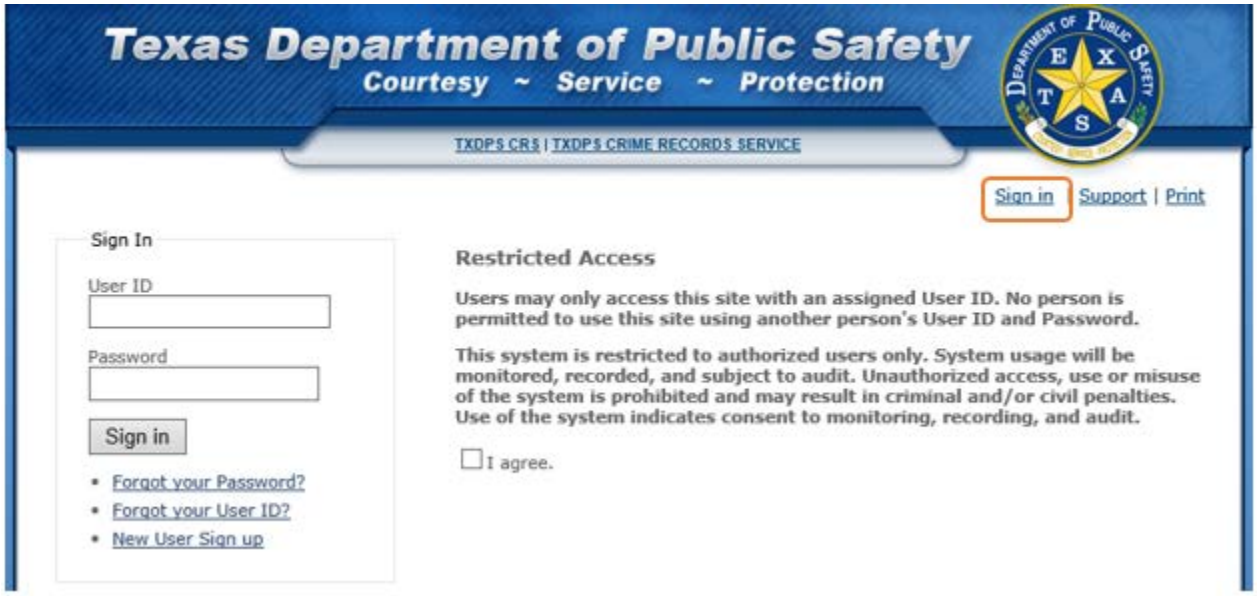
Module 2: Account Management

TxDPS Crime Records Service Secure Website

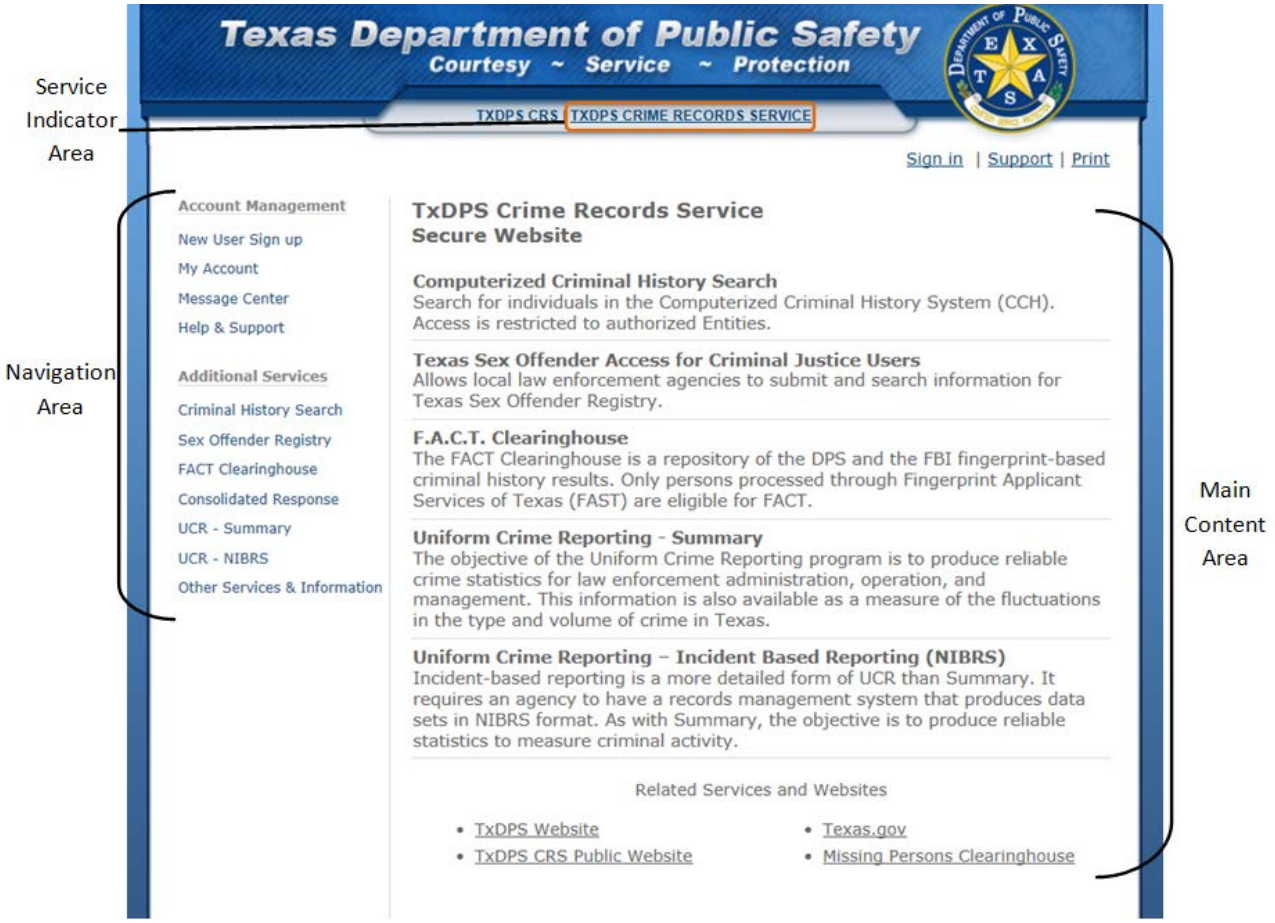
Sign In to the Secure Site

1. Open a web browser.
2. Navigate to https://secure.txdps.state.tx.us
3. Click the **Sign in** link.
4. Sign in with your **User ID** and **Password**; then click the **Sign in** button or press **Enter** on your keyboard.



Site Features

The **service area indicator** at the top of the screen tells you where you are on the site.
The left **navigation area** provides access to account management and has links to other service areas. Links at the top of navigation area vary based on where you are in the Crime Records Service website.
The **main content area** has links to service areas and relevant resources.

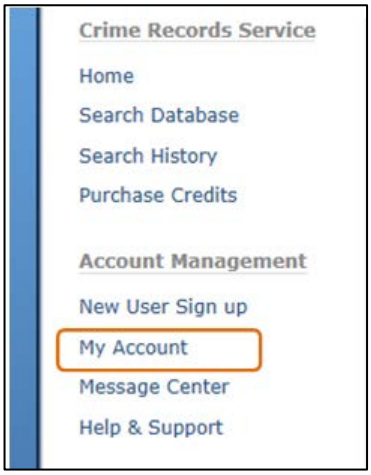


Manage Your Account

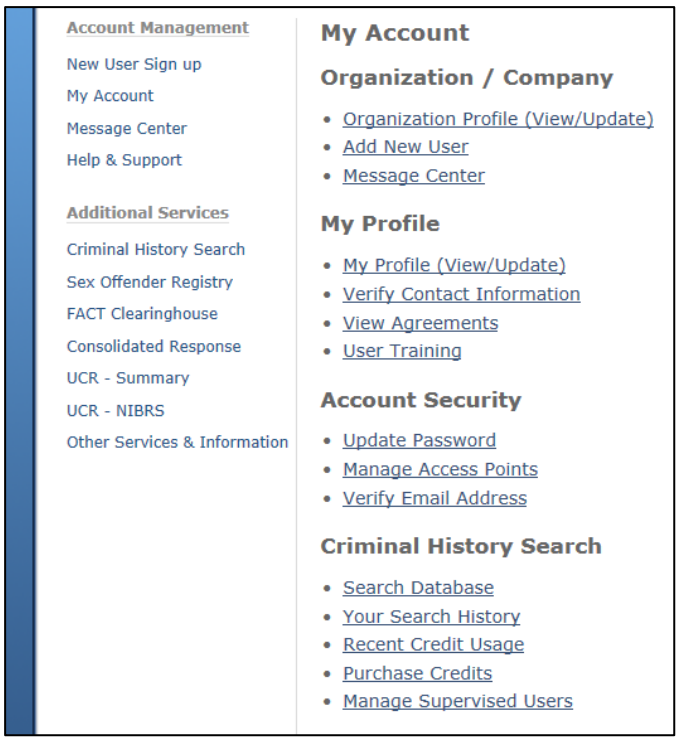
Now that you are signed in to the Crime Records Service Secure Website, we highly recommend that you perform a quick check into your account.

Verify Your Account Information

1. Click the **My Account** link in the left navigation column.



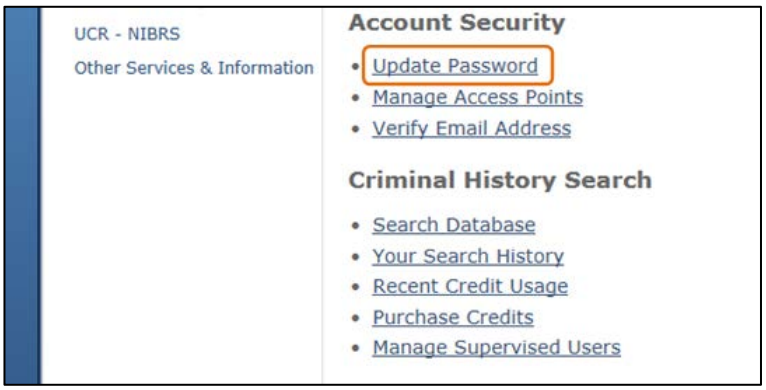
2. The **My Account** screen opens and enables you to access your account information.



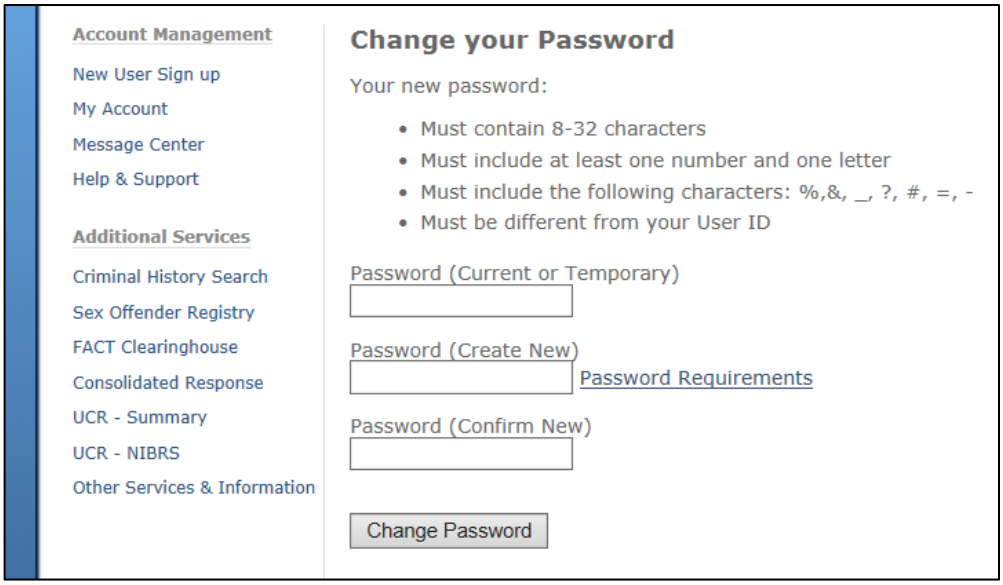
Change Your Password

You can change your system password from the My Account service area by doing the following:

1. Click the **Update Password** link on the My Account screen.

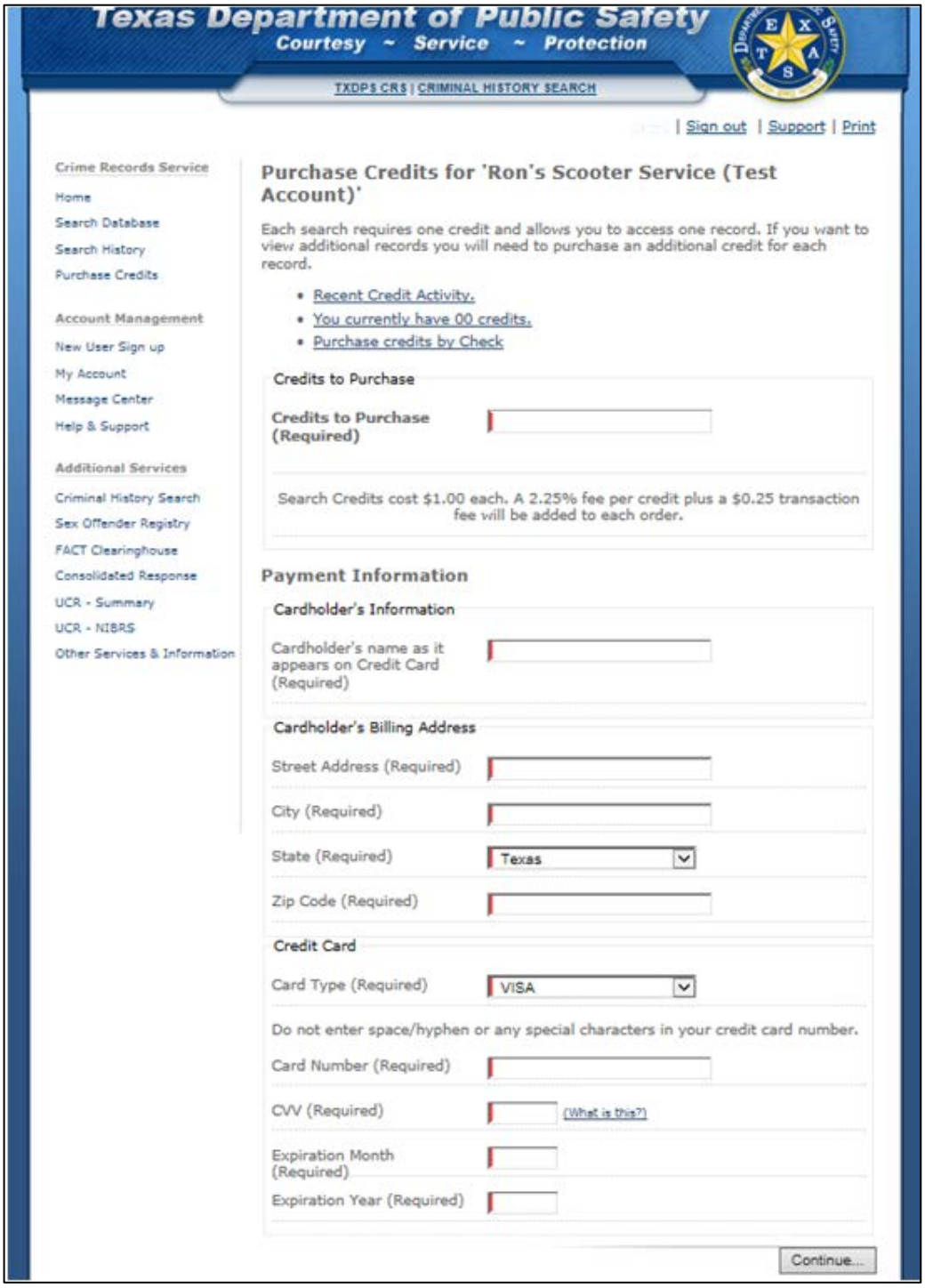


2. Enter your **current password**, **new password** (twice); then click the **Change Password** button.



Purchase Credits

Some organizations have to purchase search credits in order to conduct a criminal history search. Links to purchase credits are on the My Account and Criminal History Search screens. These links take you to the Purchase Credits screen.



Credits may be purchased by check or credit card.

The Purchase Credits screen allows you to view recent credit activity, see the number of credits you have, access the Search Credit Order Form (for payment by check), and pay by credit card.

Note: Credits you purchase belong to the organization/company and not to the individual making the purchase.

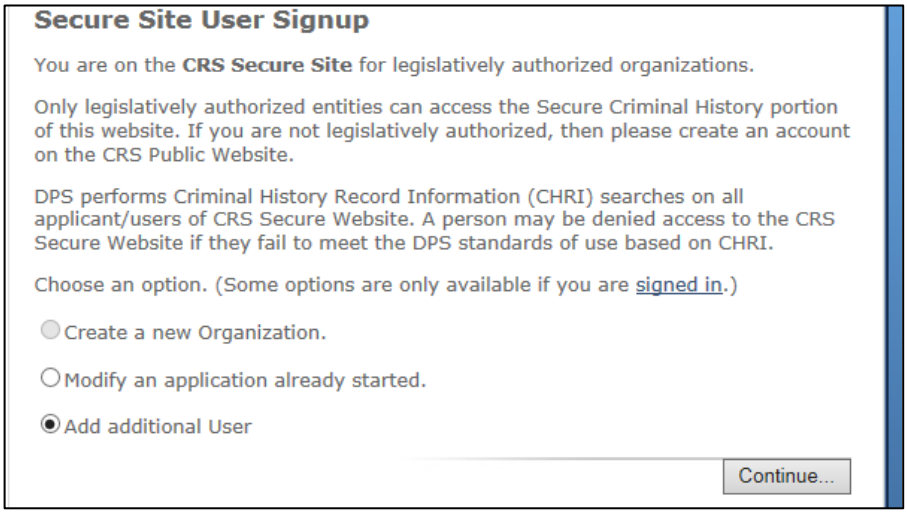
Add a New User

Procedure to Add a New User

1. Click the **New User Sign up** link in the left navigation area on the Secure Site.

2. Click the **Criminal History Search** link on the Secure Site User Signup screen.

3. Select the **Add additional user** option; then click the **Continue** button.

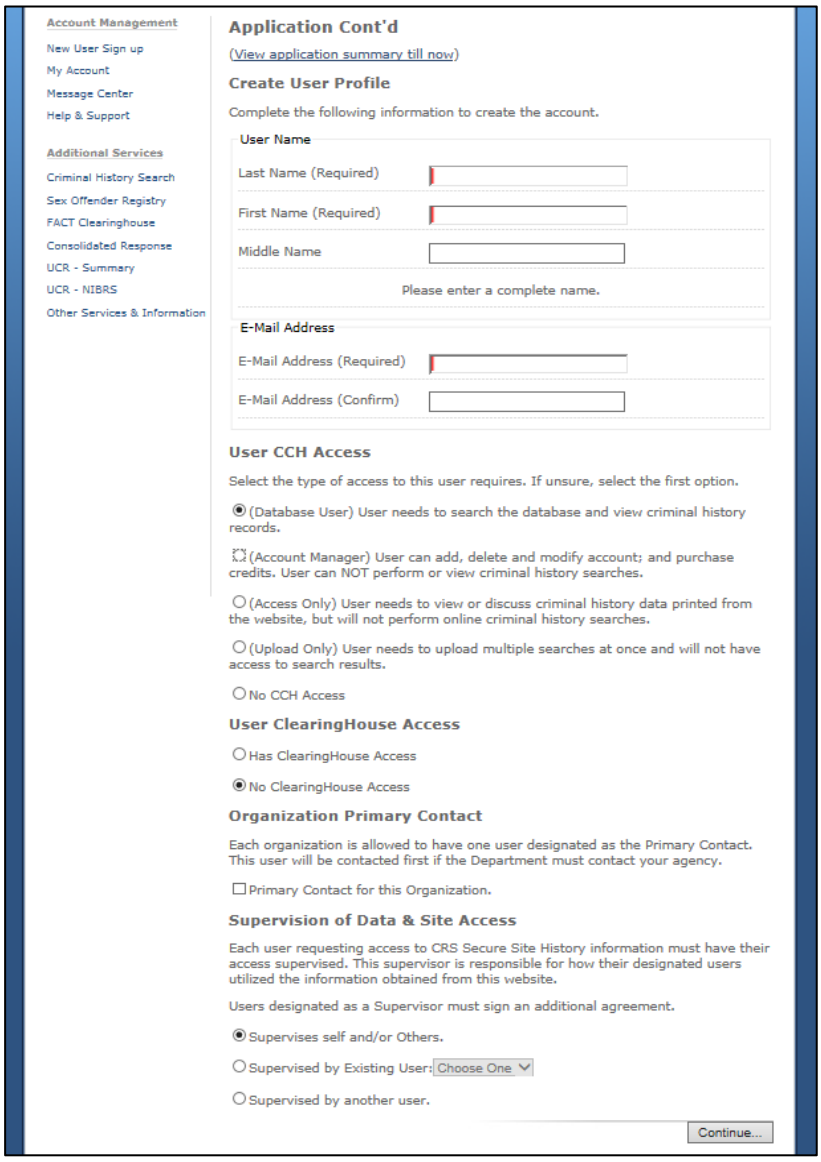


Procedure to Add a New User *(continued)*

5. Click the **Add Additional User** link at the bottom of the screen.

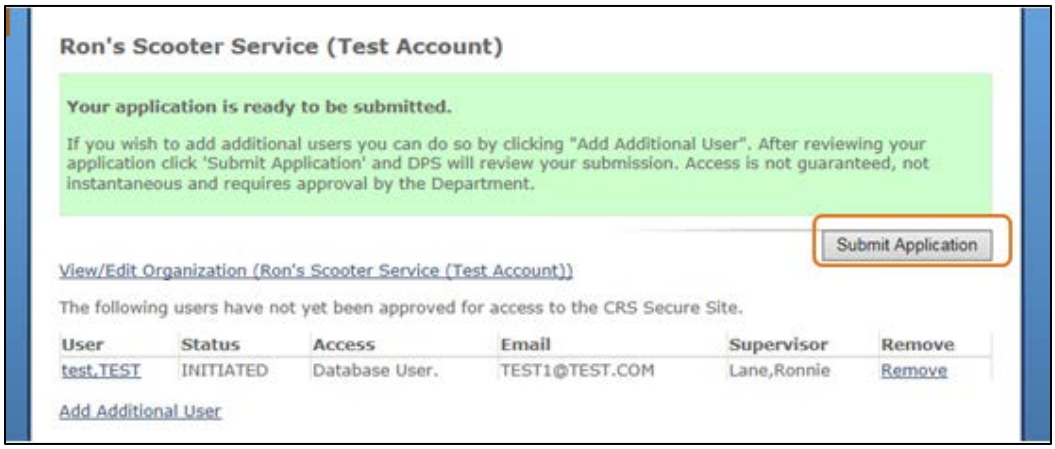
6. Complete User Profile form.
- Enter the new user's name.
- Enter the new user's e-mail address.
- Select the type of access.
- Select a supervisory level.

7. Click the **Continue** button.

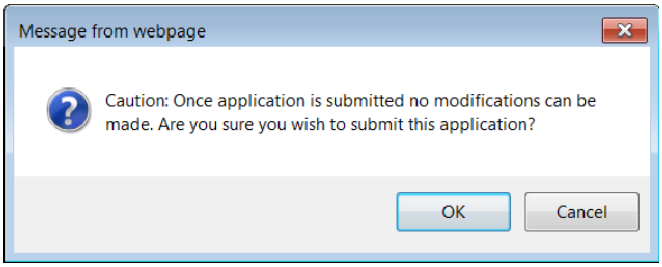


Procedure to Add a New User *(continued)*

8. Click the **Submit Application** button.



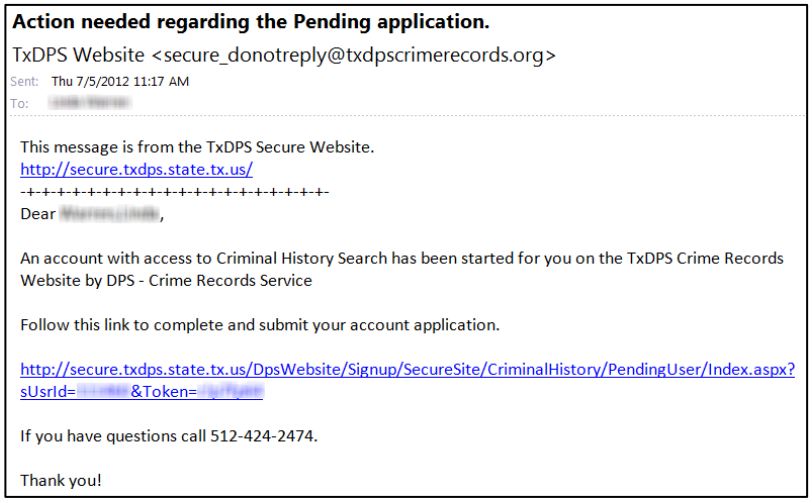
9. The application displays a caution message. Click the **OK** button to indicate you are ready to submit the application and there will be no modifications to it.



Procedure to Complete the Application for a New User Account

New users receive an email with a link to submit their account application.

1. Click the account activation link in the email from DPS.



Procedure to Complete the Application for a New User Account *(continued)*

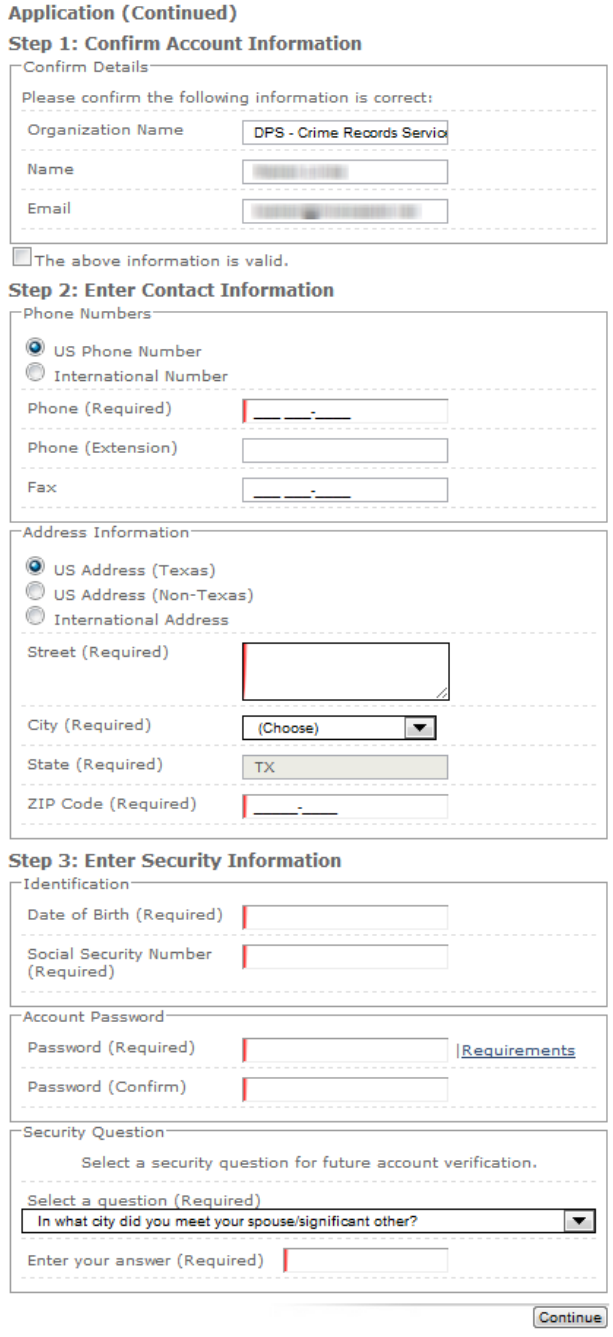
The email link takes you to your application screen on the Secure Website.

2. Click the **Continue** button.

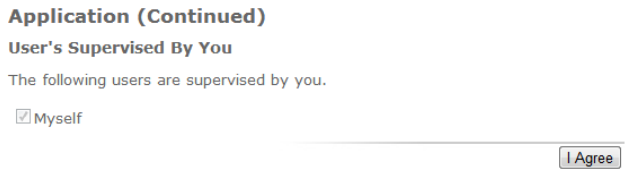
3. Complete the Application form.

- Click the checkbox under Step 1 to confirm your account information.
- Enter your contact information.
- Enter security information.

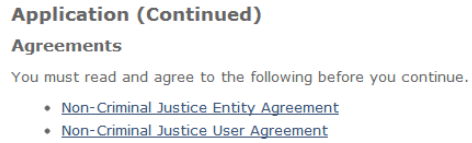
4. Click the **Continue** button.



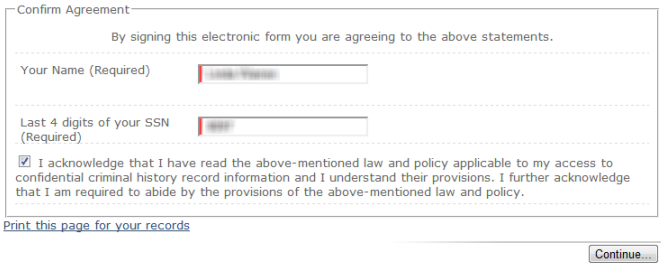
5. Click the **I Agree** button to confirm the supervisory level.



6. Click the link(s) and read the required agreement conditions.

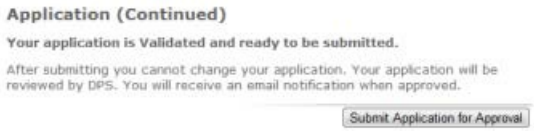


7. Confirm agreement with the conditions; then click the **Continue** button.



8. Click the **Validate** button to confirm your acceptance of the agreement(s).

9. Click the **Submit Application for Approval** button to finalize your application.



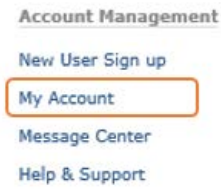
The Secure Website displays a message confirming your application was submitted.

You receive an email verifying your application was submitted for approval.

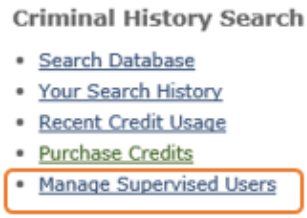
Disable a User

Account supervisors need to suspend a user's account when a person they supervise moves to another job role.

1. Click the **My Account** link in the left navigation area on the Secure Site.



2. Click the **Manage Supervised Users** link on the My Account screen.



3. Select a filtering option at the top of the screen.

4. Find the person whose access you want to suspend; then select **Disable this user** in the dropdown list.

5. Click the **Update** link for the selected user.

Module 3: Handling Secure Information

Introduction to the DPS Secure Site

Criminal History Reporting Process

Arresting Agency

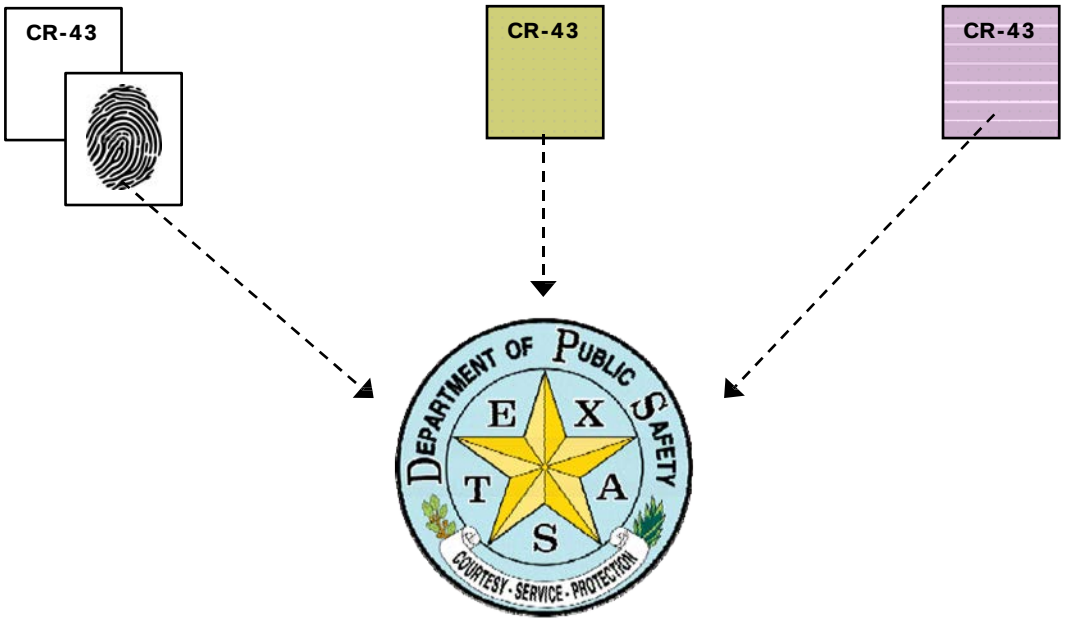
Law enforcement has seven days to forward the fingerprint card and white copy of the CR-43 to DPS.

Prosecuting Agency

Prosecution determines whether or not to accept the case and has 30 days to forward the yellow copy of the CR-43 to DPS.

Court

Court has 30 days to provide the case disposition to DPS by forwarding the pink copy of the CR-43.



CHRI Search Types

The Department of Public Safety (DPS) provides and maintains two types of search vehicles to look up an individual's criminal history record. Access to each search vehicle is based on an individual's approval level.

Name-Based Searches

A name-based search relies on a comparison of similar sounding names.
Name-based search results are considered a "possible match" to the person you are searching for. For example, in November 2010 there were 3143 matches to the name James Smith in the CCH system. Search results may include partial name or date-of-birth matches.

Fingerprint-Based Searches

A fingerprint-based search is more precise than a name-based search. It relies on fingerprints and no two fingerprints are alike.

Who Is Eligible to Access the DPS Secure Website?

To be eligible for an account on the DPS secure website, your organization must fit into one of the following **two categories**:

1. Legislatively Authorized **Private Entities**:
   - Private Schools
   - Private Colleges
   - Residential Dwellings – including Housing Authorities for employment
   - Volunteer Centers
   - Safe Houses
   - In-Home Residential Service and Delivery Companies
   - Volunteer Children's Activity Providers
   - Private Health Providers – Nursing Homes/Home Health

2. Legislatively Authorized **Government Entities and Criminal Justice Agencies**:
   - Cities – employment and licensing
   - Counties – employment and licensing
   - School Districts – public schools, region service centers, charter schools, and open enrollment charter schools.
   - Higher Education – state or public colleges and universities including community colleges
   - Hospitals and Hospital Districts – public/non-profit
   - Housing Authorities – tenants only
   - Public Transportation
   - Fire Departments
   - Regional Tollway Authorities
   - State Agencies
   - Count & District Clerks
   - Juvenile Probation

If you need additional assistance to determine if you are eligible for the Secure Website, please call 512-424-2474.

If you are not eligible for the Secure Website (secure.txdps.state.tx.us), you can still access the Public Website (records.txdps.state.tx.us) for convictions and deferred adjudications.

Introduction to the Access and Dissemination Bureau

TxDPS CHRI Access & Dissemination Policy

- A non-criminal justice (NCJ) entity legislatively authorized by Chapter 411, Subchapter F of the Texas Government Code or other Texas law to receive criminal history record information (CHRI) from the Department of Public Safety (Department) may access the DPS secure database.

- A NCJ entity requesting access to the DPS secure databases must provide the Department with a signed written entity agreement in which the entity agrees to comply with Department policies regarding the use of the DPS secure database or information.

- Only those persons approved by the Department will be allowed access to the DPS secure database or information on behalf of the NCJ entity.

- A NCJ Entity must provide the Department with the name, sex, race, date of birth, and title of each official/employee of the non-criminal justice entity who will have direct access to the information received from the DPS database.

- The Department will perform a name-based background check on each name submitted, and reserves the right to require a fingerprint-based background check, prior to approving the official/employee for access to DPS Secure Database.

- Criminal history record information (CHRI) obtained through the DPS database is sensitive information and *must be* maintained in a secure records environment to prevent the unauthorized viewing or use of the CHRI.

    - Electronic storage of CHRI is allowed, unless retention of such information is not permitted by statute.
    - All CHRI retained electronically in storage system must strictly follow the *FBI CJIS Security Policy 5.6*.
    - All CHRI must be contained in separate file folders within the system to prevent unauthorized access, use, and dissemination of CHRI.

- CHRI received from the DPS secure database shall be used only for legislatively authorized purposes and may not be disseminated to a person that is not authorized to receive the information.

- The Department may limit the number of authorized employees within a non-criminal justice entity.

- The Federal Bureau of Investigation (FBI) may authorize certain Texas entities access to FBI criminal history record information based upon approved Texas statutes or federal law.

- Upon request by the Department, all users must provide an authorized purpose for all criminal history record information inquiries.

CJIS Security Policy

CJIS Security Policy is the **minimum** standards for accessing/storing/disseminating/destroying CHRI. The FBI maintains this policy. To access the most current CJIS Security Policy, please visit the site below.

http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center

Texas 411 Code Regulations

Texas Government codes 411 are also called 411 descriptors because they describe your level of access to the secure site. The legislature has created many detailed descriptors to be assigned to non-criminal justice entities, but the only descriptor you need to know about is your own.

To locate the regulations that govern your Texas 411 Code, visit to the following link:

1. **http://www.legis.state.tx.us**
2. Texas Statutes
3. Government Code
4. Chapter 411
5. Find Appropriate 411 GC

Privacy Protocol for Secure Information

Section 411.085 of the Texas Government Code

Penalty for the Unauthorized Obtaining, Use, or Disclosure of Criminal History Information

a) A person commits an offense if the person knowingly or intentionally:
   (1) Obtains criminal history record information in an unauthorized manner, uses the information for an unauthorized purpose, or discloses the information to a person who is not entitled to the information; or
   (2) Violates a rule of the department adopted under this subchapter.

b) An offense under Subsection (a) is a Class B misdemeanor, except as provided by Subsection (c).

c) An Offense under Subsection (a) is a felony of the second degree if the person:
   (1) Obtains, uses, or discloses criminal history record information for remuneration or for the promise of remuneration; or
   (2) Employs another person to obtain, use, or disclose criminal history record information for remuneration or for the promise of remuneration.

d) The department shall provide a copy of this section to:
   (1) Each person who applies for access to criminal history record information maintained by the department; and
   (2) Each private entity that purchases criminal history record information from the department.

Module 4: Name-Based Searches

Computerized Criminal History (CCH) Search

There are three ways to conduct a criminal history search:

1. By name and date of birth
2. By State Identification (SID) Number
3. By TRN

Introduction to Name-Based Searching

The DPS Secure Website enables you to perform a background search on a job applicant by matching the applicant's stated name to names of individuals with records in the Computerized Criminal History (CCH) system.

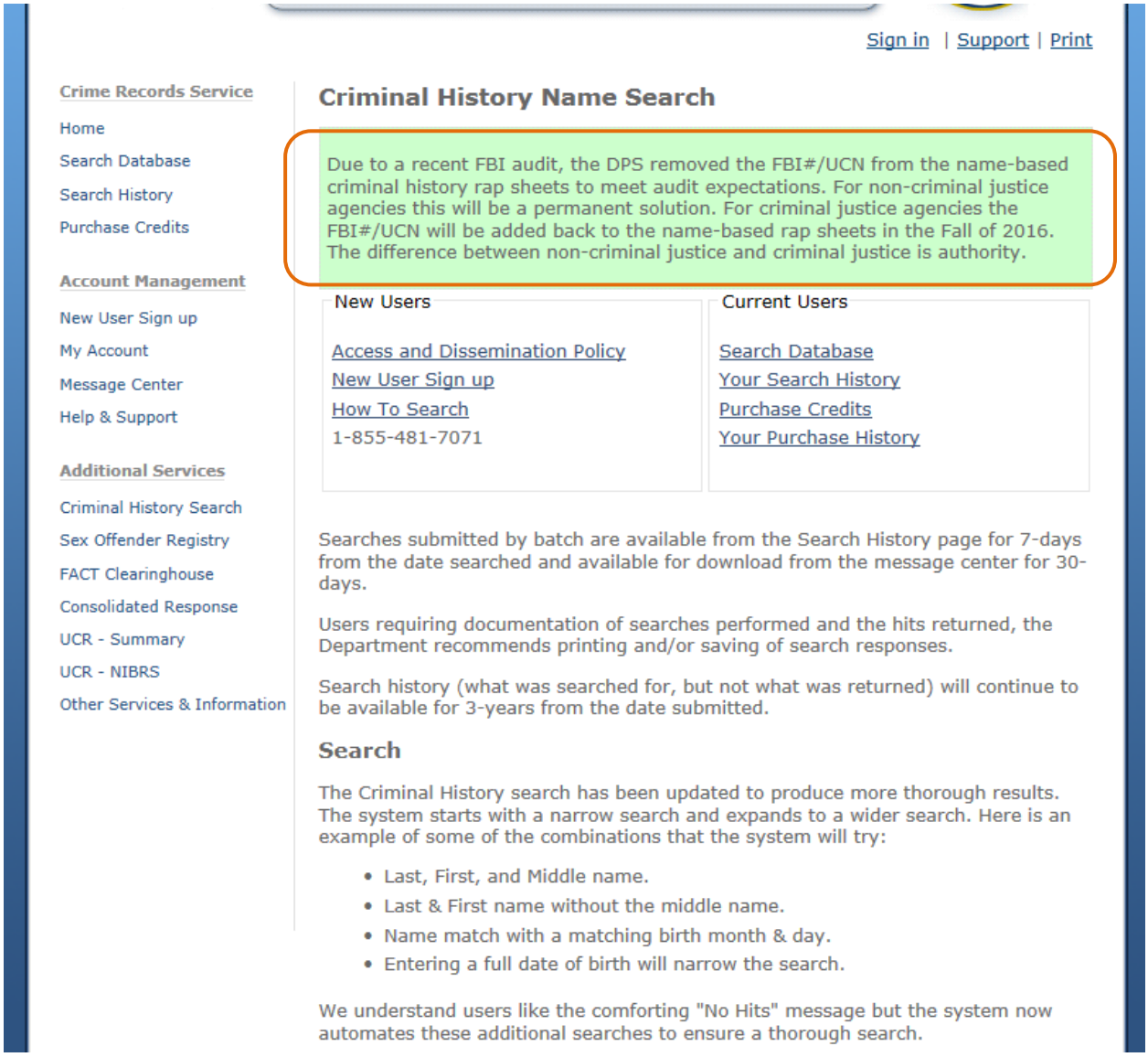
Name-Based Search

Highlights:

1. Onetime search.
2. Search based on names and date of birth.
3. Results are from Texas CCH only.
4. Records can be viewed for 24 hours or after the record is first viewed.
5. The results for single/multi-entry searches are available for 7 days in the search history. Batch upload searches are available for 30 days in the Message Center for review.

You can access the Criminal History Name Search screen by clicking the **Criminal History Search** link in the left navigation column or by clicking **Computerized Criminal History Search** in the main content area on the Secure Website home page.

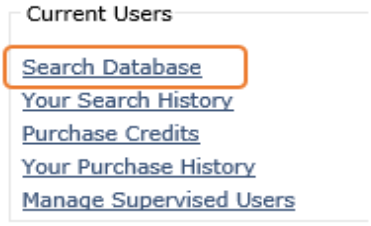
The Criminal History Name Search home page has information and updates that keep you informed of changes. Messages range from information about new and enhanced features to policy or program changes.



Conduct a Criminal History Search

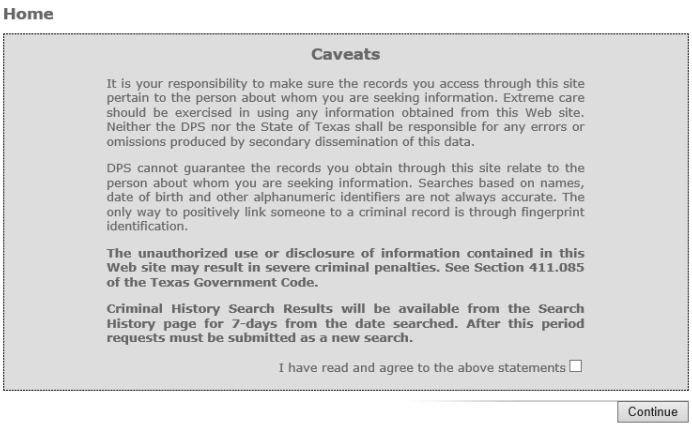
Perform a Search by Name

1. Click the **Search Database** link at the top of the Criminal History Name Search screen.



You must agree to caveats before conducting a search.

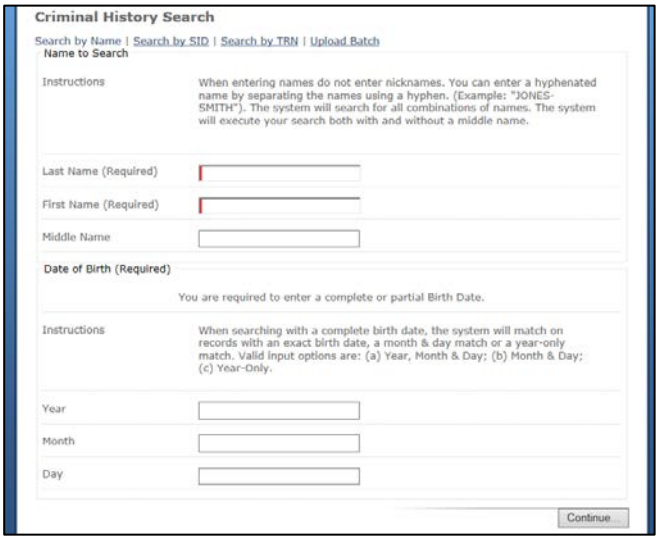
2. Click the **I have read and agree to the above statements** checkbox; then click the **Continue** button.



3. Enter the last name and first name in the appropriate text box. **Note:** Do ***not*** enter spaces or non-standard characters (é, ä, etc.) within the name. For example, O'Brien should be entered as OBrien. Mc Donald should be entered as McDonald. Hyphens may be used.
   Tip: If searching for a combined (hyphenated) last name, you should search for all possible combinations. For example, if the last name is Smith-Jones, search for all of the following:
   - Smith-Jones
   - Smith
   - Jones

   Note: Middle Name is an optional field.

4. Enter the date of birth in the Year**,** Month**, and** Day **fields.**



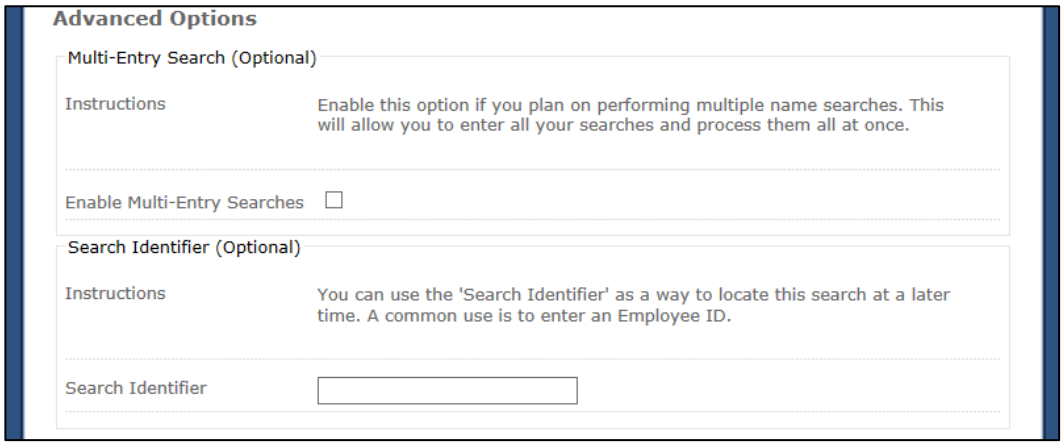
Perform a Search by Name *(continued)*

At this point, you can conduct a search by clicking the **Continue** button or use advanced options.

Advanced Search Options

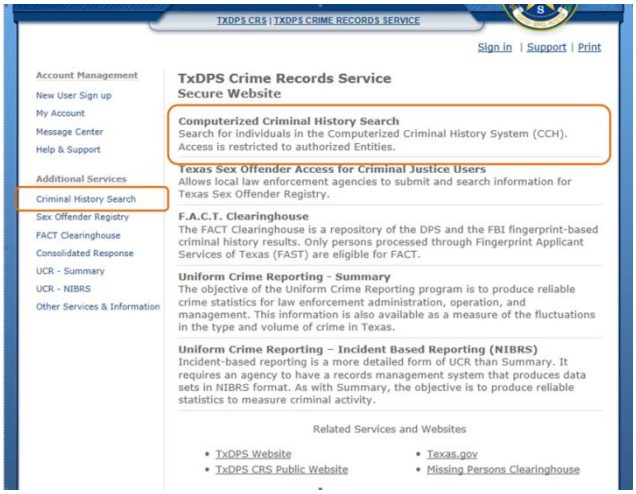
There are two advanced options when you search by name.

1. **Conduct a Multi-Entry search.**
   Use this option if you plan to perform multiple name searches. It allows you to enter all your searches and process them at one time.
2. **Create a Search Identifier.**
   You can enter a search identifier that has meaning to you. You can then use this value to locate the search at a later time. A common way to identify a search is by employee ID.

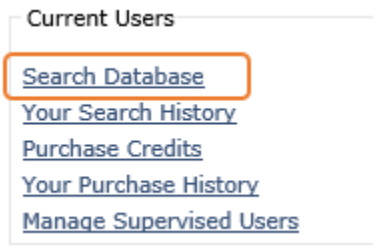


Perform a Search by State Identification (SID) Number

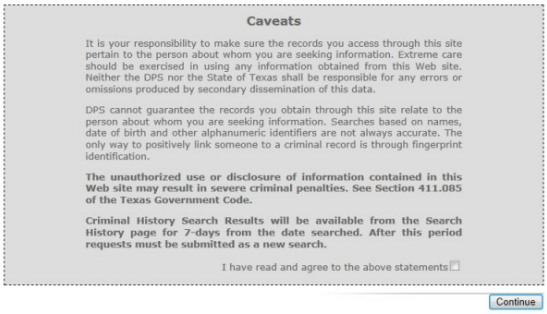
1. Click either the **Criminal History Search** link or the **Computerized Criminal History Search** section on the Secure Website home page.



2. Click the **Search Database** link on the Criminal History Name Search screen.



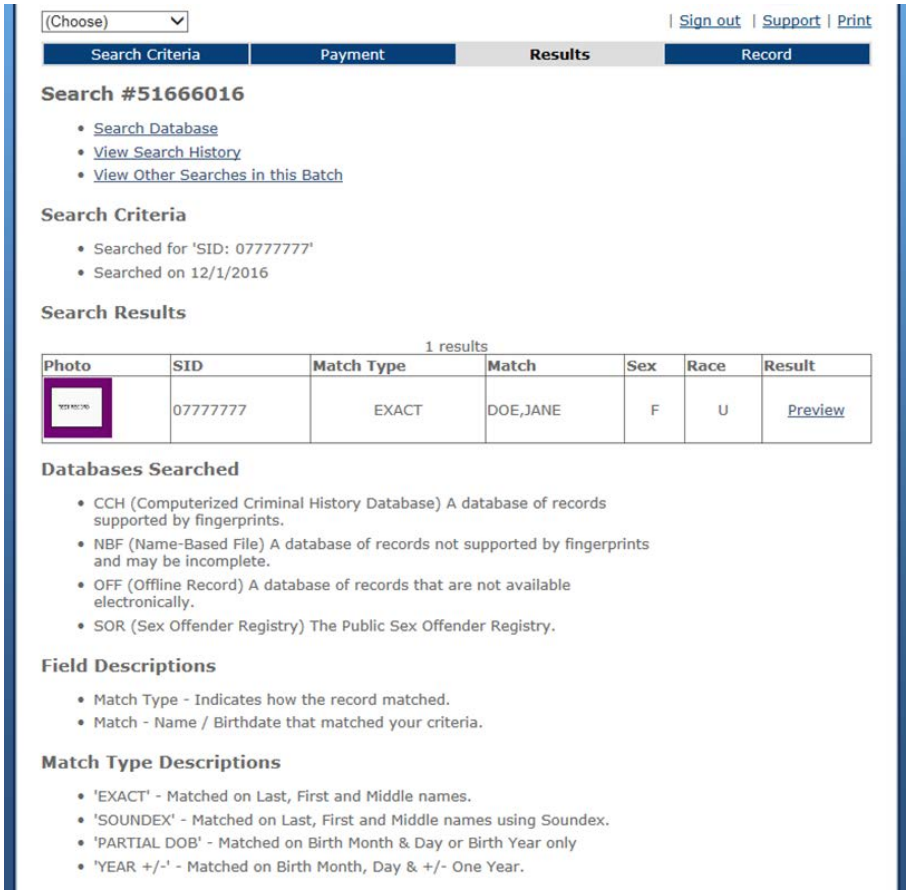
3. Agree to the caveats.



4. Click the **Search by SID** link at the top of the Criminal History Search screen.

5. Enter an eight digit SID in the **SID Number** Field; then click the **Search** button.

Interpret Search Records



(Choose) | Sign out | Support | Print

Search Criteria | Payment | **Results** | Record

Search #51666016

- Search Database
- View Search History
- View Other Searches in this Batch

Search Criteria

- Searched for 'SID: 07777777'
- Searched on 12/1/2016

Search Results

1 results

Photo	SID	Match Type	Match	Sex	Race	Result
	07777777	EXACT	DOE,JANE	F	U	Preview

Databases Searched

- CCH (Computerized Criminal History Database) A database of records supported by fingerprints.
- NBF (Name-Based File) A database of records not supported by fingerprints and may be incomplete.
- OFF (Offline Record) A database of records that are not available electronically.
- SOR (Sex Offender Registry) The Public Sex Offender Registry.

Field Descriptions

- Match Type - Indicates how the record matched.
- Match - Name / Birthdate that matched your criteria.

Match Type Descriptions

- 'EXACT' - Matched on Last, First and Middle names.
- 'SOUNDEX' - Matched on Last, First and Middle names using Soundex.
- 'PARTIAL DOB' - Matched on Birth Month & Day or Birth Year only
- 'YEAR +/-' - Matched on Birth Month, Day & +/- One Year.

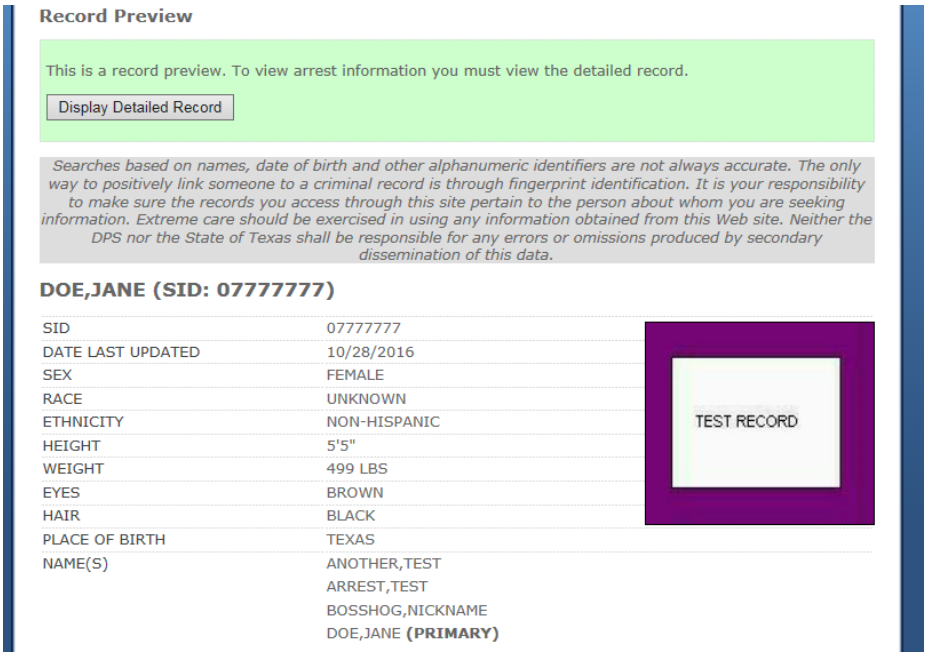
The Search Results screen displays:

- Search number
- Search criteria
- List of search results
- Databases searched
- Field descriptions
- Match type descriptions

Use the Result **Preview** link on the Search Results screen to display additional information (shown on the next two pages).

Search Record – Preview

The Record Preview screen displays information from an offender's Identification Record, Alias Record, and Arrest Record. Click the **Display Detailed Record** button to display more data, including the arrest summary and arrest details.



Record Preview

This is a record preview. To view arrest information you must view the detailed record.

Display Detailed Record

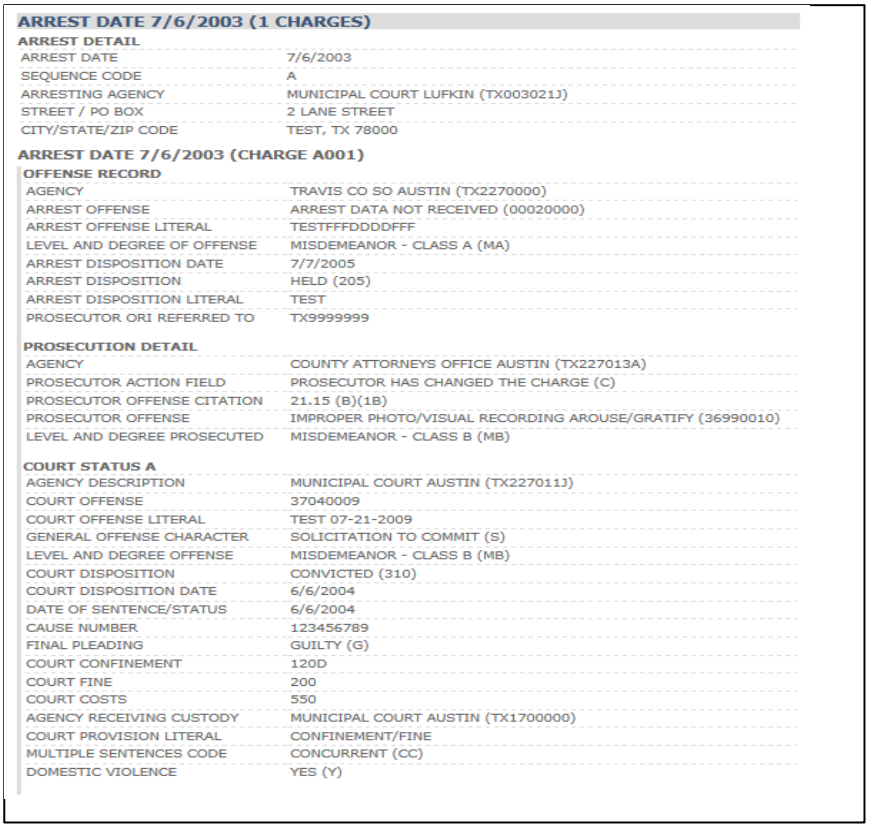
Searches based on names, date of birth and other alphanumeric identifiers are not always accurate. The only way to positively link someone to a criminal record is through fingerprint identification. It is your responsibility to make sure the records you access through this site pertain to the person about whom you are seeking information. Extreme care should be exercised in using any information obtained from this Web site. Neither the DPS nor the State of Texas shall be responsible for any errors or omissions produced by secondary dissemination of this data.

DOE,JANE (SID: 07777777)

SID	07777777
DATE LAST UPDATED	10/28/2016
SEX	FEMALE
RACE	UNKNOWN
ETHNICITY	NON-HISPANIC
HEIGHT	5'5"
WEIGHT	499 LBS
EYES	BROWN
HAIR	BLACK
PLACE OF BIRTH	TEXAS
NAME(S)	ANOTHER,TEST
	ARREST,TEST
	BOSSHOG,NICKNAME
	DOE,JANE **(PRIMARY)**

TEST RECORD

Arrest details include information such as charges, prosecutions, court records, and custody information. Only a portion of arrest details are shown here.



ARREST DATE 7/6/2003 (1 CHARGES)

ARREST DETAIL

ARREST DATE	7/6/2003
SEQUENCE CODE	A
ARRESTING AGENCY	MUNICIPAL COURT LUFKIN (TX003021J)
STREET / PO BOX	2 LANE STREET
CITY/STATE/ZIP CODE	TEST, TX 78000

ARREST DATE 7/6/2003 (CHARGE A001)

OFFENSE RECORD

AGENCY	TRAVIS CO SO AUSTIN (TX2270000)
ARREST OFFENSE	ARREST DATA NOT RECEIVED (00020000)
ARREST OFFENSE LITERAL	TESTFFFDDDDFFF
LEVEL AND DEGREE OF OFFENSE	MISDEMEANOR - CLASS A (MA)
ARREST DISPOSITION DATE	7/7/2005
ARREST DISPOSITION	HELD (205)
ARREST DISPOSITION LITERAL	TEST
PROSECUTOR ORI REFERRED TO	TX9999999

PROSECUTION DETAIL

AGENCY	COUNTY ATTORNEYS OFFICE AUSTIN (TX227013A)
PROSECUTOR ACTION FIELD	PROSECUTOR HAS CHANGED THE CHARGE (C)
PROSECUTOR OFFENSE CITATION	21.15 (B)(1B)
PROSECUTOR OFFENSE	IMPROPER PHOTO/VISUAL RECORDING AROUSE/GRATIFY (36990010)
LEVEL AND DEGREE PROSECUTED	MISDEMEANOR - CLASS B (MB)

COURT STATUS A

AGENCY DESCRIPTION	MUNICIPAL COURT AUSTIN (TX227011J)
COURT OFFENSE	37040009
COURT OFFENSE LITERAL	TEST 07-21-2009
GENERAL OFFENSE CHARACTER	SOLICITATION TO COMMIT (S)
LEVEL AND DEGREE OFFENSE	MISDEMEANOR - CLASS B (MB)
COURT DISPOSITION	CONVICTED (310)
COURT DISPOSITION DATE	6/6/2004
DATE OF SENTENCE/STATUS	6/6/2004
CAUSE NUMBER	123456789
FINAL PLEADING	GUILTY (G)
COURT CONFINEMENT	120D
COURT FINE	200
COURT COSTS	550
AGENCY RECEIVING CUSTODY	MUNICIPAL COURT AUSTIN (TX1700000)
COURT PROVISION LITERAL	CONFINEMENT/FINE
MULTIPLE SENTENCES CODE	CONCURRENT (CC)
DOMESTIC VIOLENCE	YES (Y)

Result Explanation: Identification Information in the Record Preview

Field Identification	Description
SID (State Identification number)	State assigned number based on fingerprint(s)
Date last updated	Most recent date the record was updated
Sex	Gender of individual on the record
Race	Race of individual on the record
Ethnicity	Ethnicity of individual on the record
Height	Height of individual on the record
Weight	Weight of individual on the record
Eyes	Eye color of individual on the record
Hair	Hair color of individual on the record
Place of birth	State where individual on the record was born
DNA on file	Indication if DNA is on file (yes or no)
Name(s)	Name the individual used on the first reported arrest and aliases (if any)
Birth date(s)	Date of birth of individual on the record and birth dates associated with aliases used by the offender
Scars, marks, & tattoos	Identifying marks on the offender's skin
Miscellaneous numbers	Additional identifiers associated with the individual
Identification card(s)	State Identification Cards reported to belong to the individual
Inactive applicant status	Individual was previously reported as being one of these applicant types
Active applicant status	Individual is currently reported as one of these applicant types

Result Explanation: Arrest Information

Field Identification	Description
Arrest Details	
Arrest date	Date of arrest for the specified charge
Sequence code	Indicator of multiple arrests of an individual on the same day by different agencies
Arresting agency	Name and identification number (assigned by the FBI) of the arresting agency
Street / PO box	Location of the arresting agency
City/State/Zip code	Location of the arresting agency
Offense Record	
Agency	Name and identification number of agency where charges were filed
Arrest offense	Offense code and literal of the arresting offense
Arrest offense literal	Free text describing the offense denoted by the offense code
Level and degree of offense	Level (felony or misdemeanor) and degree (capital, 1st, 2nd, 3rd, state jail "A" or "B") of the offense charged during the arrest
Arrest disposition date	Date of disposition immediate to arrest
Arrest disposition	The disposition of the arrest
Arrest disposition literal	Description or clarification of additional dispositions
Prosecutor ORI referred to	ORI of prosecutor case is referred to by the arresting agency immediately after arrest
Prosecution Detail	
Agency	Name and number of prosecutor's office
Prosecutor action field	Any actions taken by the prosecutor (e.g., change the charge)
Prosecutor offense citation	Citation of the offense
Prosecutor offense	Title of offense prosecuted
Level and degree prosecuted	Level (felony or misdemeanor) and degree (capital, 1st, 2nd, 3rd, state jail "A" or "B") of the offense during prosecution

Court Status	
Agency description	Name and identification number (assigned by the FBI) of the location of the judicial disposition
Field Identification	**Description**
Court offense	Court record number
Court offense literal	Description of the disposed offense
General offense character	One character that describes action related to actual offense
Level and degree offense	Level (felony or misdemeanor) and degree (capital, 1st, 2nd, 3rd, state jail "A" or "B") of the offense disposed by court
Court disposition	Court verdict
Court disposition date	Adult reporting: The date of the judicial disposition of the case Juvenile reporting: The date of the intake, prosecution, or court action
Date of sentence/status	
Cause number	Number assigned by the local agency for each charge
Final pleading	Final pleading of the offender to the offense
Court confinement	Duration of confinement (detention) from the judicial decision This may or may not actually be served
Court fine	Dollar amount of court fine
Court costs	Dollar amount of court costs
Agency receiving custody	Agency receiving custody
Court provision literal	Condition of probation or complete sentencing
Multiple sentences code	Concurrent sentencing codes
Domestic violence	Flag indicating domestic violence

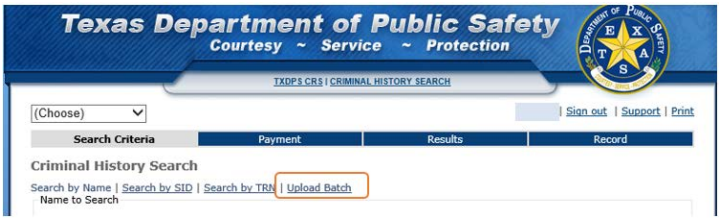
See the below link for a list of offense codes:
https://www.dps.texas.gov/administration/crime_records/pages/appndxKOffenseCodes.htm

Search by Batch Upload

The Secure Site provides a Batch Upload Process for organizations that have the capability and desire to include multiple entries in a single search. Results for multiple offenders are provided in one file.

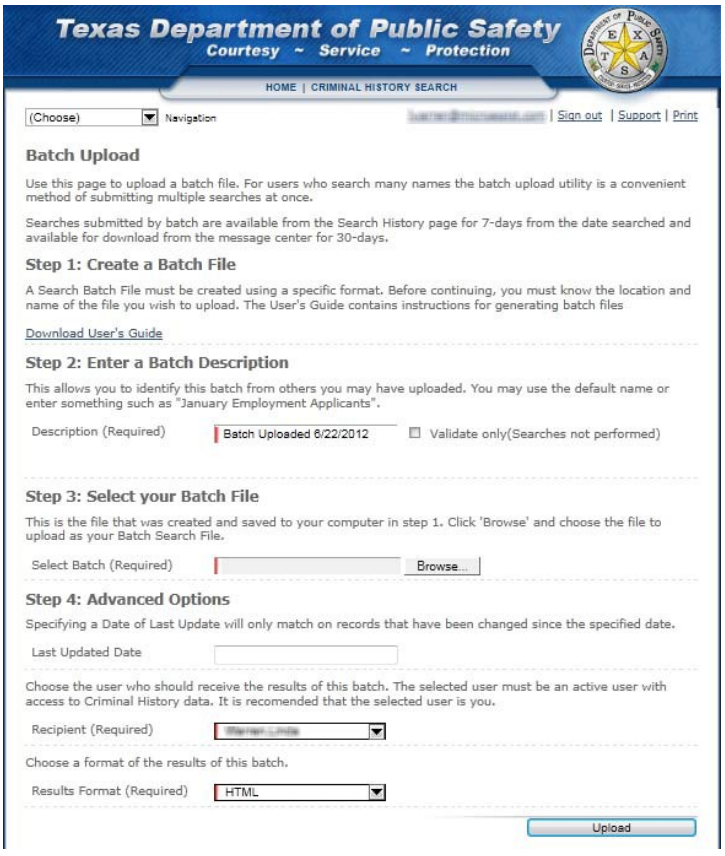
Perform a Batch Search

Click the **Upload Batch** link at the top of the Criminal History Search screen.



1. Create a batch file according to instructions on the next page.
2. Enter a batch description if you want to use an identifier other than the default name in the **Description** field.
3. Select your batch file by clicking the **Browse** button and navigating to the file you created in step 1.
4. Select the **Validate only** check box if you want the application to verify your batch file format before it is submitted.
5. Enter Advanced Option selections, if desired.
   - You may restrict the search to include only records that have been changed since a date you specify.
   - Choose a user to receive the batch results. (You are the default selection.)
   - Choose a format for the batch results.
6. Click the **Upload** button.

   If your organization is required to purchase credits, the organization's account must contain enough credits to cover all batch submission entries prior to submitting the search. For example, if your submission contains 30 search criteria lines, your account must have 30 or more credits. If there are not enough credits to cover the submissions, the batch will be rejected and you will have to resubmit it once enough credits have been purchased



Format Batch Upload Files

The format for a batch upload file is shown below. **Do NOT use tabs or other characters to create columns.**

FIELD	POSITION	LENGTH	COMMENTS
Name	1 - 30	30	Left justified, blank fill right
Sex	31	1	Female (F), Male (M), or Either(E)
Race	32	1	White (W), Black (B), Unknown (U)
Date of Birth	33 - 40	8	YYYYMMDD format
User Number	41 - 45	5	User number assigned by DPS
DPS Number	46 - 53	8	
Social Security #	54 - 62	9	
Blank Area	63 - 74	12	(Optional field) May be left blank
ID Number	75 - 79	5	Local agency personal identifier
H.A. flags	80 - 82	3	Leave blank
TOTAL		82	Total Record Length

Sample batch file formatted correctly with fictitious names

Example of a correctly formatted batch file line:

```
+----------------------------++--------+----+-------+--------+-----------+----+--
Doe,John                      eu190012310116E
```

Note: First line with dashes is provided for illustration. A "+" marks the beginning of a field. Do not include this line in your batch file. In this example, 22 spaces were entered between the name and sex information (for a total of 30 characters in the name field). The number of spaces will vary with your search name, so the other search information will be in the correct position.

Example of a correctly formatted batch file:

```
Doe,John J                    eu190012310116E
Dow,Jon                       eu190012300116E
Smith,J                       mu190012310116E
Doe,Jane                      fu195011280116E
```

Note: Hyphens may be used in last names.

Each search criteria line must have a "return" at the end of the line. If you are using a DOS / Windows based system, then a simple "return" generates the appropriate end-of-line character set.

Common Formatting Mistakes with Names

The most common mistake made in the batch submission file has to do with formatting the Name filed. The name field must be formatted as follows: "[Last Name], [First Name] [Middle Name or Initial]." Please be sure to left align the name and pad the remainder of the field with spaces. The name field should total no more than 30 characters.

```
LastName,FirstName MiddleName
+----------------------------
12345678901234567890123456789O
```

Examples of Correctly Formatted Names

```
Smith,Joe
+----------------------------
12345678901234567890123456789O

Smith,Jan Kelly
+----------------------------
12345678901234567890123456789O

OMalley,Jan Kelly
+----------------------------
12345678901234567890123456789O

Smith,Jan
+----------------------------
12345678901234567890123456789O
```

Examples of Incorrectly Formatted Names

Extra space after the comma

```
Smith, Joe
+----------------------------
12345678901234567890123456789O
```

Extra space before the comma

```
Smith ,Jan Kelly
+----------------------------
12345678901234567890123456789O
```

Nonstandard character "'" in the name

```
O'Malley,Jan Kelly
+----------------------------
12345678901234567890123456789O
```

Nonstandard character "." in the name

```
Smith,Jan Jr.
+----------------------------
12345678901234567890123456789O
```

Did not pad with spaces

```
Smith,Jan Jr
+-----------
123456789012
```

Right Aligned name.

```
                  Smith,Jan Jr
+----------------------------
12345678901234567890123456789O
```

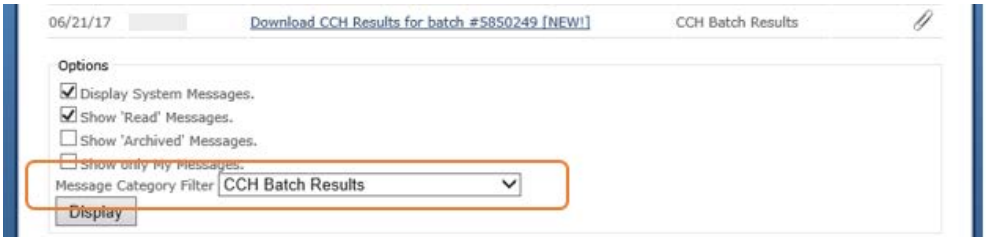
Common Formatting Mistakes with Date of Birth

The second most common mistake made in the batch submission file has to do with formatting the Date of Birth field. The Date of Birth field must be in the four-digit year, two-digit month and two-digit day (YYYYMMDD) format.

Batch Search Results

DPS delivers secure messages, including batch search results, through the online Message Center. The Message Center link is located in the Account Management navigation area.

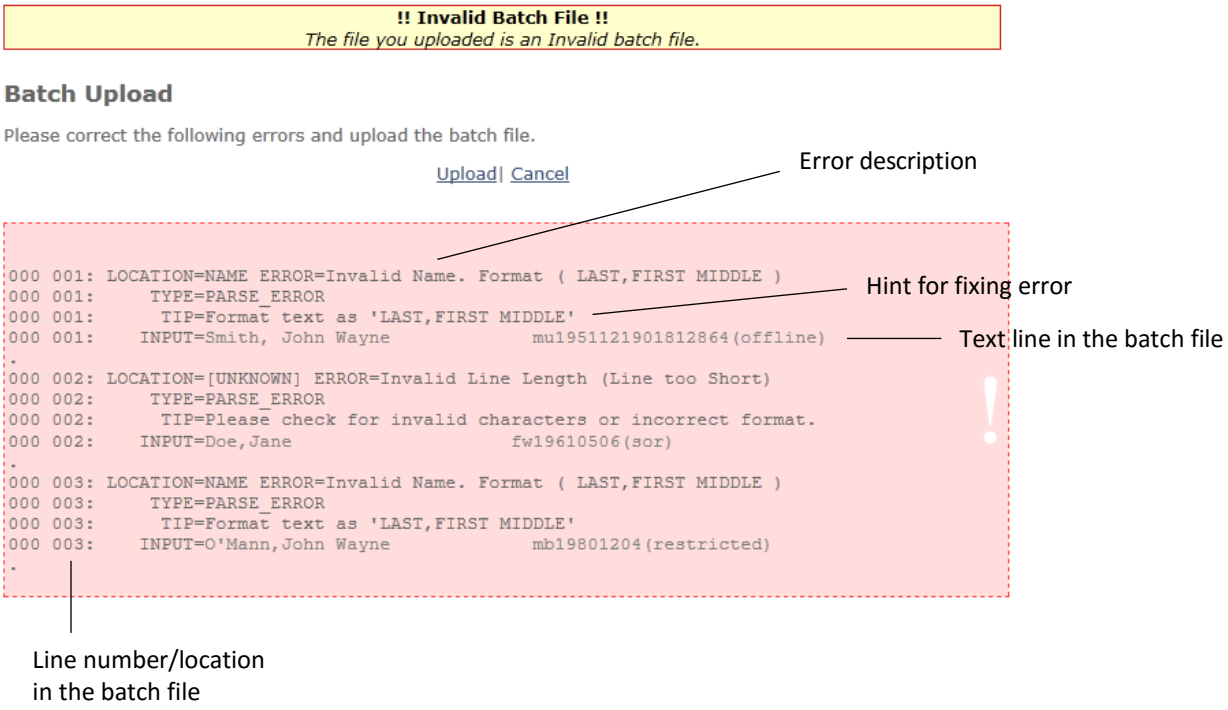
In the Message Center, you can use the Message Category filter to sort your messages.



You will get email notices when there is new account information in the Message Center.

Batch Errors

If your batch upload file contains format errors, you will see an explanation of the problem(s). You need to correct the errors; then upload the file again.



This file contains three errors — one on each of the first three lines. The error message displays four rows of explanation for each line with an error.

Module 5: Fingerprint-Based Searches – FACT Clearinghouse

Introduction to FACT Clearinghouse

The FACT (Fingerprint-based Applicant Clearinghouse of Texas) Clearinghouse is a subscription-based, aggregated repository of the DPS and the FBI fingerprint-based Criminal History Record Information (CHRI) database. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible to use FACT. (FAST is a DPS service that provides the electronic capture and submission of fingerprints for background checks.)

FACT Clearinghouse:
Fingerprint-Based Search

Highlights:

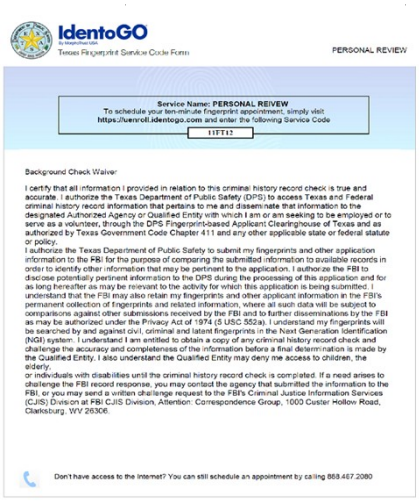
1. Onetime search or ongoing notification subscription service.
2. Notifications based on new record activity in Texas.
3. Responses include most current Texas Computerized Criminal History (CCH) (beyond time of fingerprinting*) and FBI response (at time of fingerprinting).
4. Access is allowed for more than one authorized entity.
5. Results can be viewed indefinitely.

*"Beyond time of fingerprinting" means that after the initial fingerprinting the Texas CCH records are continually updated on a regular basis and if there is new activity on this applicant the Texas records will reflect the activity. The FBI records, on the other hand, will remain a static snapshot of the applicant's records at the time of the initial fingerprinting.

1. The results are available for 7 days for batch search, 30 days for Message Center review.

Fingerprint Applicant Services of Texas (FAST)

To run a fingerprint background check:


IdentoGO
Texas Fingerprint Service Code Form
PERSONAL REVIEW

Service Name: PERSONAL REIVEW
To schedule your ten-minute fingerprint appointment, simply visit https://uenroll.identogo.com and enter the following Service Code
11FT12

Background Check Waiver

I certify that all information I provided in relation to this criminal history record check is true and accurate. I authorize the Texas Department of Public Safety (DPS) to access Texas and Federal criminal history record information that pertains to me and disseminate that information to the designated Authorized Agency or Qualified Entity with which I am or am seeking to be employed or to serve as a volunteer, through the DPS Fingerprint-based Applicant Clearinghouse of Texas and as authorized by Texas Government Code Chapter 411 and any other applicable state or federal statute or policy.
I authorize the Texas Department of Public Safety to submit my fingerprints and other application information to the FBI for the purpose of comparing the submitted information to available records in order to identify other information that may be pertinent to the application. I authorize the FBI to disclose potentially pertinent information to the DPS during the processing of this application and for as long hereafter as may be relevant to the activity for which this application is being submitted. I understand that the FBI may also retain my fingerprints and other applicant information in the FBI's permanent collection of fingerprints and related information, where all such data will be subject to comparisons against other submissions received by the FBI and to further disseminations by the FBI as may be authorized under the Privacy Act of 1974 (5 USC 552a). I understand my fingerprints will be searched by and against civil, criminal and latent fingerprints in the Next Generation Identification (NGI) system. I understand I am entitled to obtain a copy of any criminal history record check and challenge the accuracy and completeness of the information before a final determination is made by the Qualified Entity. I also understand the Qualified Entity may deny me access to children, the elderly,
or individuals with disabilities until the criminal history record check is completed. If a need arises to challenge the FBI record response, you may contact the agency that submitted the information to the FBI, or you may send a written challenge request to the FBI's Criminal Justice Information Services (CJIS) Division at FBI CJIS Division, Attention: Correspondence Group, 1000 Custer Hollow Road, Clarksburg, WV 26306.

Don't have access to the Internet? You can still schedule an appointment by calling 888.467.2080

Step 1:

Obtain a Service Code Form

The Service Code Form will contain the required information for fingerprinting. This form will provide you with a service code, which is needed to determine the reason for fingerprinting and to which agency the fingerprinting results will be sent.

Step 2:

Schedule an Appointment.

Once you have obtained a Service Code Form, the applicant may set up on appointment online at https://uenroll.identogo.com/, or by phone by contacting MorphoTrust at 1-888-467-2080. The applicant will need to take a valid government-issued ID or driver's license with them to the fingerprinting appointment. A thermal receipt containing a UEId number will be given to the applicant once the appointment has been completed. If there are no issues with the fingerprints, results should be available within 72 hours.

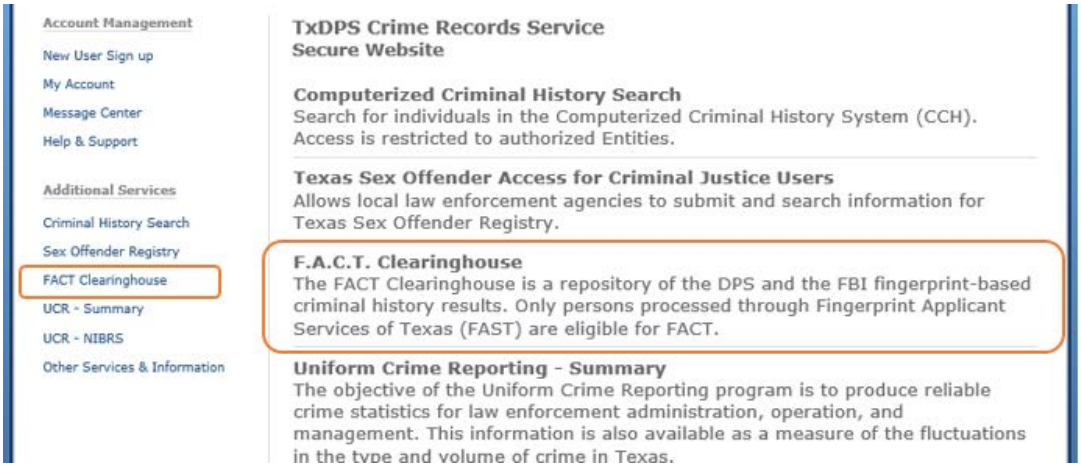
*For full list of approved "Documents to Prove Identity for Fingerprinting," you may visit the link below.
http://www.dps.texas.gov/administration/crime_records/pages/applicantfingerprintservices.htm

Search the FACT Clearinghouse

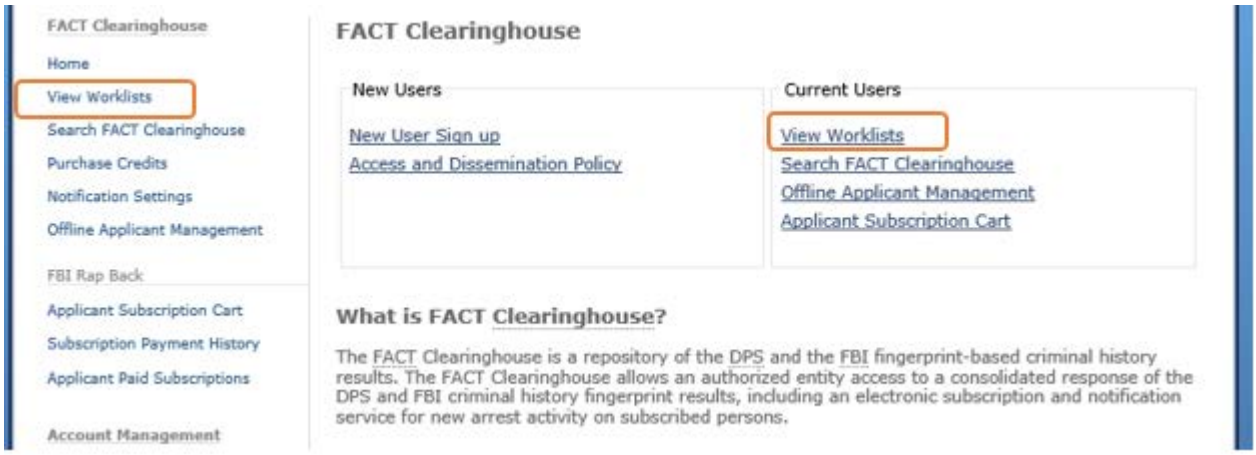
"View Worklists" Instructions

The FACT Clearinghouse subscription service notifies an entity of new arrests as Texas law enforcement agencies report arrests to the DPS. Notifying entities means the entity does not have to re-run background checks of employees to determine if a new arrest has been received after the initial check.

1. Click the **FACT Clearinghouse** link on the Secure Site.



2. Click the **View Worklists** link on the FACT Clearinghouse screen.



3. The worklists will display

Worklists Page

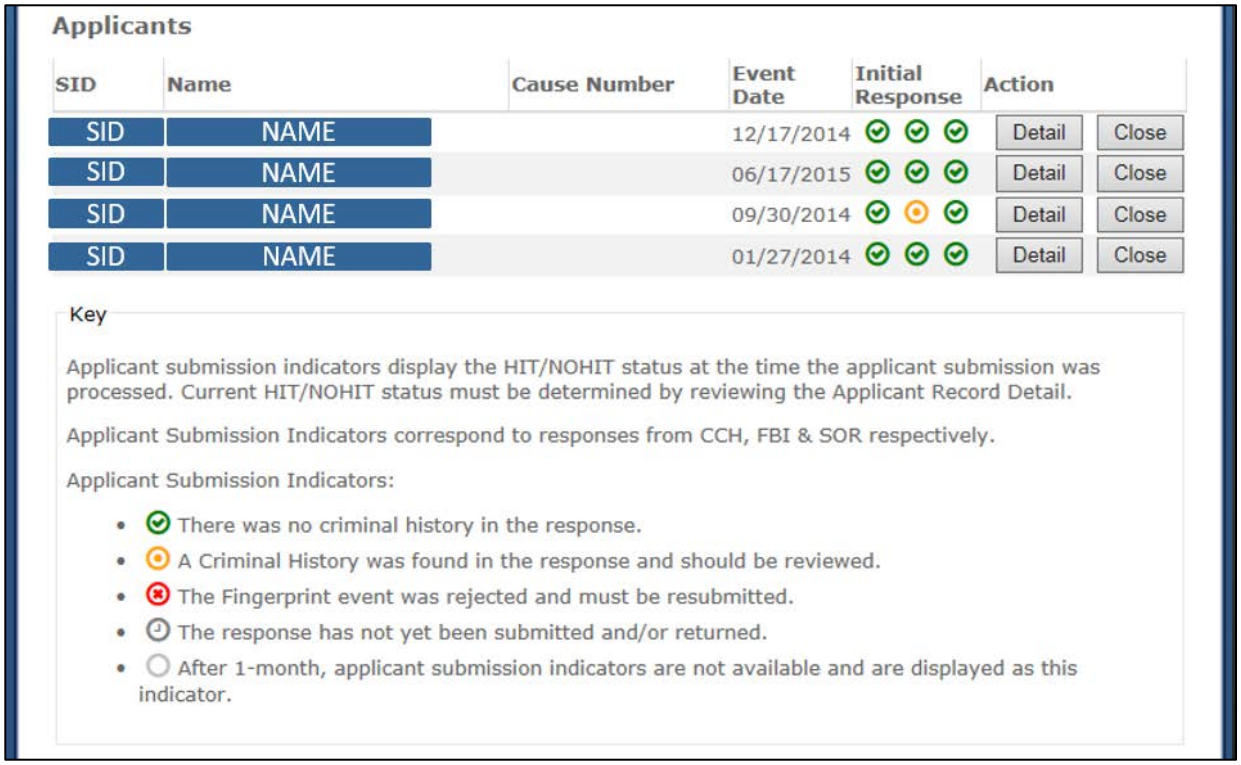
The Worklist page consists of Worklists organized by applicant type. Any Worklist that contains open applicants will be displayed along with the number of applicants. If a Worklist is empty, it will not be displayed. Selecting a specific Worklist will display the applicants contained within that Worklist. A short description of each applicant type is included, and a link to each Worklist is displayed.

Work List Descriptions:

- **New** - A new manual subscription or an automatic subscription created.
- **New-Hit** - Automatic subscription where the Clearinghouse had either a DPS or FBI criminal history record.
- **New-No Hit** - Automatic subscription where the Clearinghouse did not have a DPS or FBI criminal history record.
- **Renew-Hit** - Where the renewed Clearinghouse had either a DPS or FBI criminal history record.
- **Renew-No Hit** - Subscription where the renewed Clearinghouse did not have a DPS or FBI criminal history record.
    - *NOTE:* Renewal means there was already a subscription to a SID and a new set of prints were submitted.
- **FBI Rejected** - This indicates the fingerprints were rejected by the FBI. This record will not have an FBI response until the prints are resubmitted.
    - *NOTE*- If there was a previous FBI response on file, then that will be available until a new FBI response is received.
    - *NOTE:* Not available on manual subscriptions or automatic subscriptions created before we implemented the integration with Consolidated Response.
- **CCH Event** - There was a new arrest or court event added to the Texas criminal history record or applicant record.
- **Consolidated** - Indicates the record was consolidated to the SID listed next to it.
    - *NOTE:* Not available on consolidations that occurred before we implemented the new handling of consolidated records.

Worklist Applicants Page

This page describes the list of applicants associated with the Worklist. The page lists the state identification number, the applicant's name, and the event date, which may be different from the fingerprint submission date. Clicking "View Detail" brings up the applicant detail page.



SID - The SID is a unique identifier number created by TxDPS.
Name – This is the primary name of the individual on file with TxDPS.
Event Date – The Event Date pertains to the last arrest or court event for each subscription.

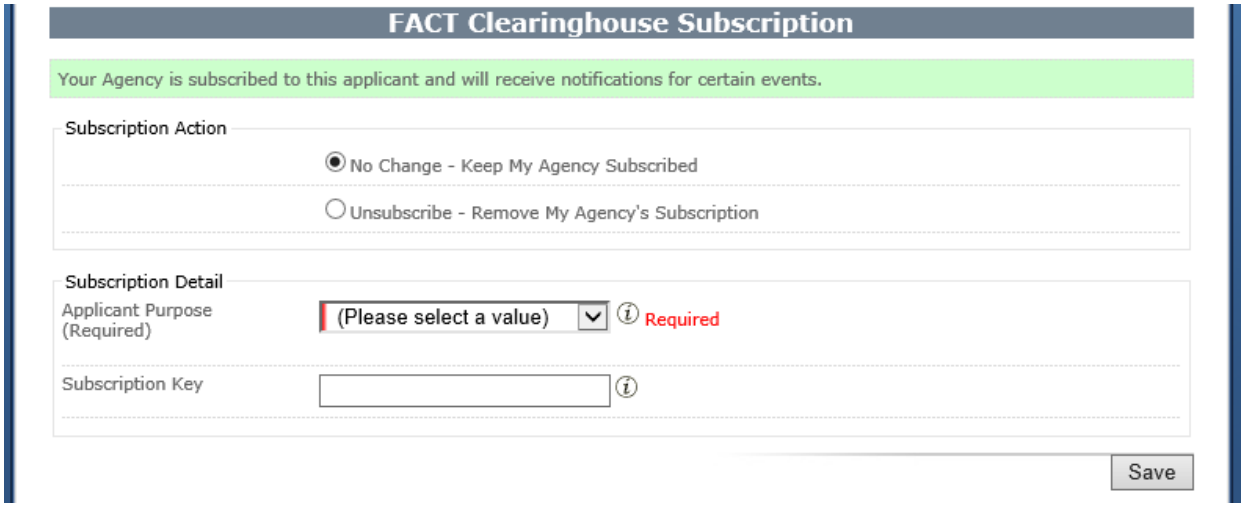
Click the **Detail** button in the final column to go to the individual subscription page.

"Create Subscriptions" Instructions

Subscribing and Unsubscribing

Note: Search for applicant through the Work List or Search FACT Clearinghouse to get to Applicant Detail page.

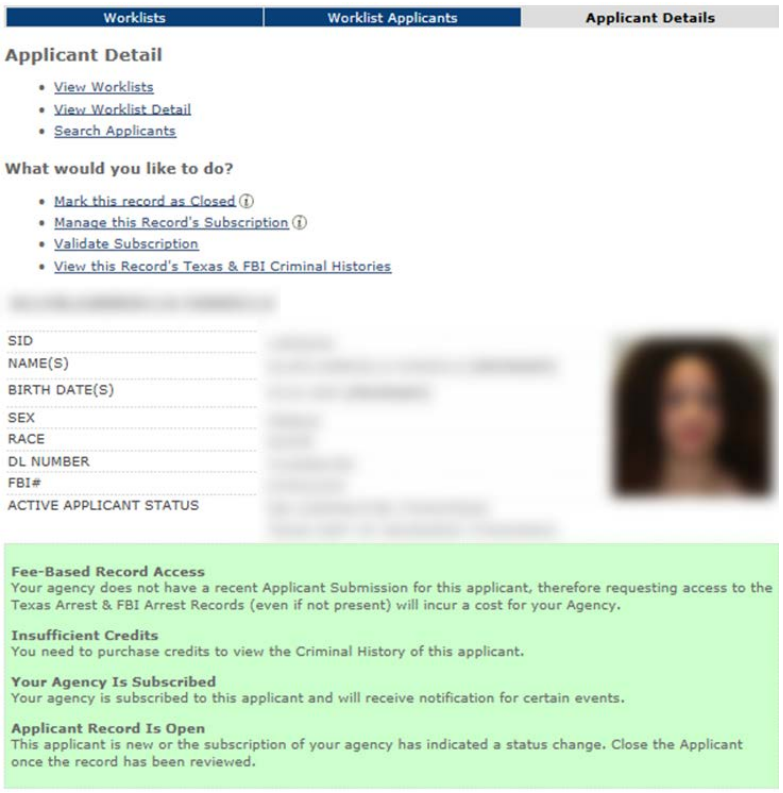
1. Click on "Manage this Record's Subscription" - a pop-up window will allow you to access and edit the subscription information



2. Subscribe or unsubscribe to the applicant's record here. The options on this page will change depending on what you are trying to do.
    - When subscribing you must select the Applicant Purpose from the drop down menu. This means you will access the applicant record under this ORI.

Subscription Key When editing a subscription, you can add a subscription key. Note: this will not delete a current subscription key—all entries are saved in the system.

"Displaying a Record" Instructions



1. To view the Texas and FBI Criminal History details, click on
   - View this Record's Texas & FBI Criminal Histories link (top of page) or
   - Display Texas & FBI Criminal Histories button (bottom of page)

Note: By displaying the Texas and FBI criminal history, possible charges may occur.

Associated Costs

If this is your first time to view the Texas and FBI responses, you will NOT be charged for the initial viewing. The cost of the initial viewing was included in the FACT fees.

Depending on your legislatively mandated status, you may or may not be charged to view this record.

Once you have clicked the **Display Record** button, you may freely view the Texas and FBI records as many times as necessary for up to 30 days. After 30 days, your organization will be subject to standard billing.

2. The **Arrest Summary** will be at the top of Texas history. This summarizes all arrest events for the individual to date.

   As mentioned earlier, Texas history can be quite lengthy. Some notable terms to look for:

   - Offense Detail
   - Prosecution Detail
   - Court Status

   These results will give you the complete picture of the arresting event(s).
3. Scroll down the page until you get to the **Offense Detail.** These are arresting event details as reported by the arresting agency.

“Displaying a Record” Instructions (continued)

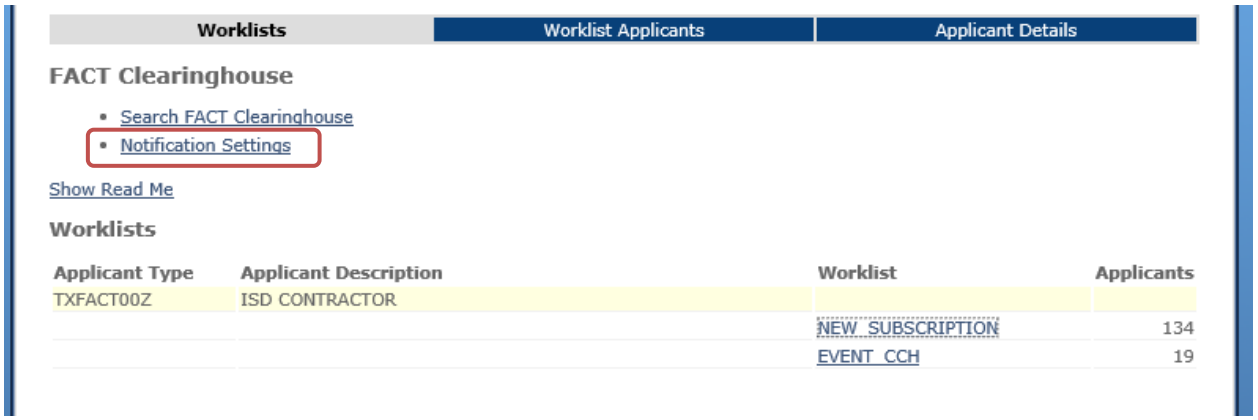
4. Scroll further to find the **Prosecution Detail**. These are the event details as reported by the prosecutor's office.
5. Scroll down again to find the **Court Status**. This is the status of the event as reported by the court.

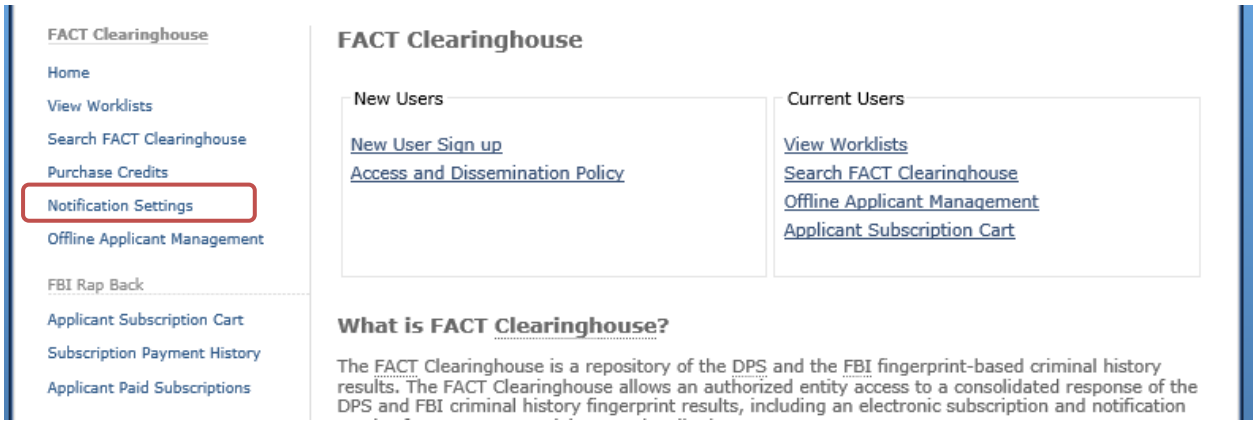
The three notable fields in Texas history — the Offense Detail, the Prosecution Detail, and the Court Status — should give you the complete story of the arrest events for an individual. You may also compare these results with the FBI response. The FBI results should support the information in the CCH report under the section, **FBI Identification Record**.

Notifications

Notification Settings

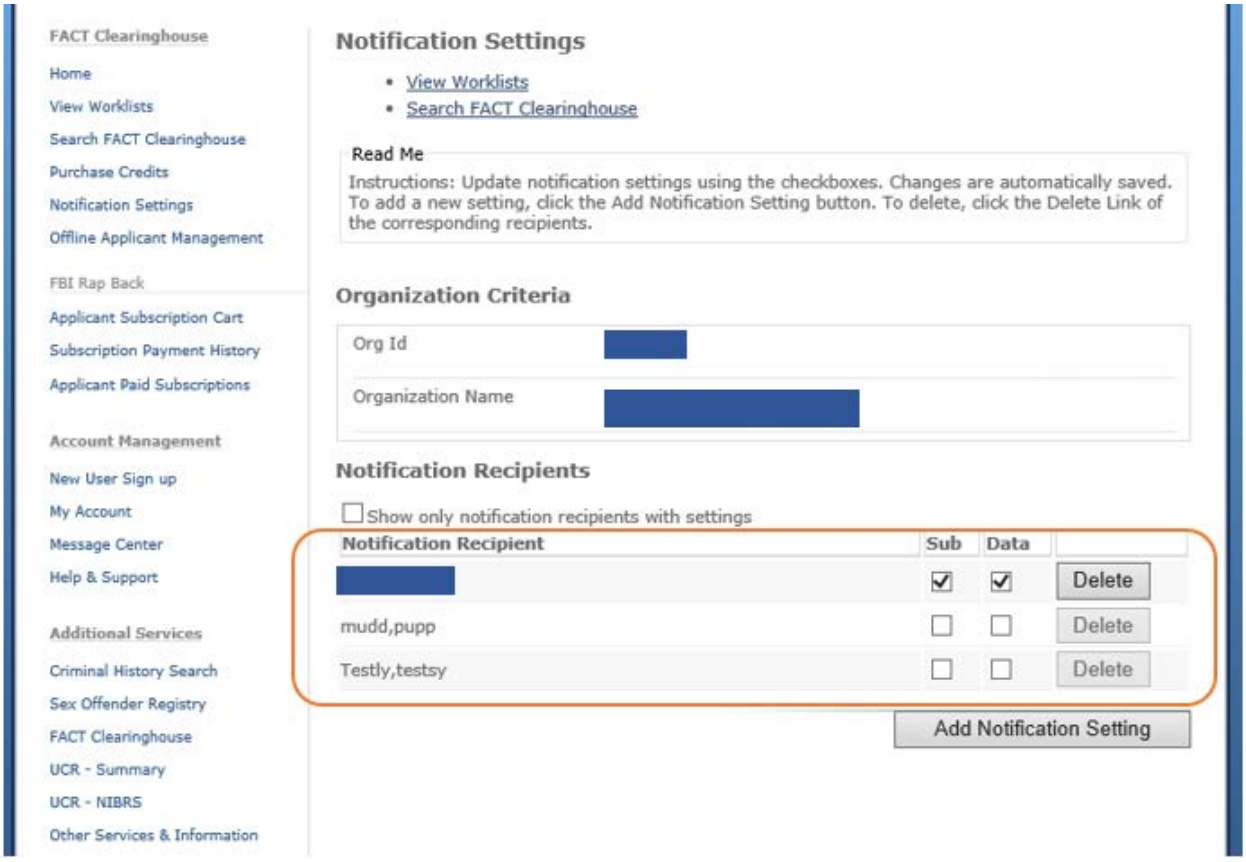
Notification settings are available through the notification settings, on the worklist page and on the Main FACT Clearinghouse page. Please note, only supervisors should alter the notification settings.





How to Edit the Notification Settings:

1. Select Notification from either of the above locations.
2. For each Notification Recipient, you will select the Sub or Data notification box for appropriate the users.
3. Click Add Notification Setting button when all changes have been made.



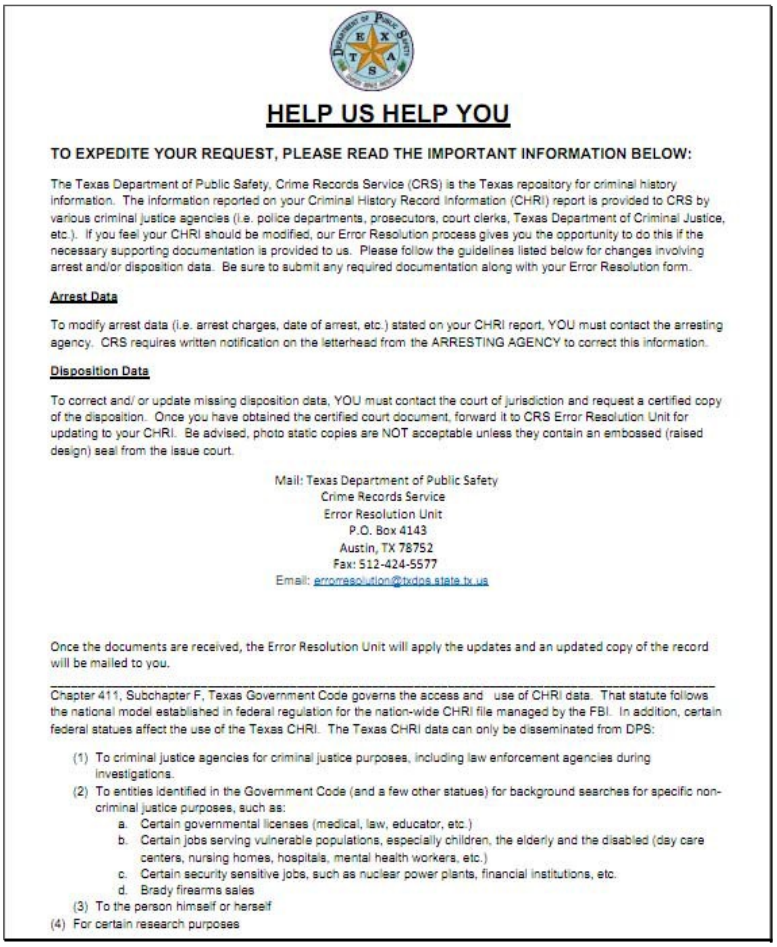
NOTE: All new users with FACT Clearinghouse access will automatically be set up to receive both notifications. Follow the above instructions to edit to meet your agency's needs.

Handle Exceptions in the FACT Clearinghouse Search Process

Error Resolution Process

For all change requests or record disputes, direct the applicant to the DPS website to obtain a **Help Us Help You** form and follow the error resolution process.

- To obtain a form, type "Help Us Help You" into the search field of the DPS website (http://www.dps.texas.gov/administration/crime_records/pages/index.htm).



HELP US HELP YOU

TO EXPEDITE YOUR REQUEST, PLEASE READ THE IMPORTANT INFORMATION BELOW:

The Texas Department of Public Safety, Crime Records Service (CRS) is the Texas repository for criminal history information. The information reported on your Criminal History Record Information (CHRI) report is provided to CRS by various criminal justice agencies (i.e. police departments, prosecutors, court clerks, Texas Department of Criminal Justice, etc.). If you feel your CHRI should be modified, our Error Resolution process gives you the opportunity to do this if the necessary supporting documentation is provided to us. Please follow the guidelines listed below for changes involving arrest and/or disposition data. Be sure to submit any required documentation along with your Error Resolution form.

Arrest Data

To modify arrest data (i.e. arrest charges, date of arrest, etc.) stated on your CHRI report, YOU must contact the arresting agency. CRS requires written notification on the letterhead from the ARRESTING AGENCY to correct this information.

Disposition Data

To correct and/ or update missing disposition data, YOU must contact the court of jurisdiction and request a certified copy of the disposition. Once you have obtained the certified court document, forward it to CRS Error Resolution Unit for updating to your CHRI. Be advised, photo static copies are NOT acceptable unless they contain an embossed (raised design) seal from the issue court.

Mail: Texas Department of Public Safety
Crime Records Service
Error Resolution Unit
P.O. Box 4143
Austin, TX 78752
Fax: 512-424-5577
Email: errorresolution@txdps.state.tx.us

Once the documents are received, the Error Resolution Unit will apply the updates and an updated copy of the record will be mailed to you.

Chapter 411, Subchapter F, Texas Government Code governs the access and use of CHRI data. That statute follows the national model established in federal regulation for the nation-wide CHRI file managed by the FBI. In addition, certain federal statues affect the use of the Texas CHRI. The Texas CHRI data can only be disseminated from DPS:

(1) To criminal justice agencies for criminal justice purposes, including law enforcement agencies during investigations.
(2) To entities identified in the Government Code (and a few other statues) for background searches for specific non-criminal justice purposes, such as:
   a. Certain governmental licenses (medical, law, educator, etc.)
   b. Certain jobs serving vulnerable populations, especially children, the elderly and the disabled (day care centers, nursing homes, hospitals, mental health workers, etc.)
   c. Certain security sensitive jobs, such as nuclear power plants, financial institutions, etc.
   d. Brady firearms sales
(3) To the person himself or herself
(4) For certain research purposes

Record Exceptions

Exceptions can occur in the CHRI search process. Contact the **Error Resolution Unit** with questions or concerns about any of these exceptions.

Expunction

What is it?

An **expunction** is a court order that requires destruction of record events related to the order. The order requires agencies listed in the order to destroy the record.

How does it work?

If a case is expunged the individual may deny the occurrence of the arrest and in most situations may deny the existence of the events listed in the order.

Non-Disclosure

What is it?

With a **non-disclosure order**, criminal records are exempt, or sealed, from disclosure under the Public Information Act. The non-disclosure order also allows the individual to deny the occurrence of that arrest and prosecution unless the records are being used in subsequent criminal proceeding.

How does it work?

If an individual has completed deferred adjudication and the waiting period for the offense has passed, they may petition for an order of non-disclosure.

Deferred Adjudication

What is it?

A **deferred adjudication** is a type of plea bargain agreement that is made between the court and the defendant where the final verdict of a case is postponed until a later time.

How does it work?

In order to receive a deferred adjudication, the defendant must plead guilty or no contest to the charge and be placed on community supervision or probation. On expiration of a community supervision period, the judge may dismiss the charges and the defendant can petition for an order of non-disclosure.

Deferred Prosecution

What is it?

Deferred prosecution is an informal agreement between the defense lawyer, the defendant, and the prosecutor to dismiss a case up front, that is, in advance of the accused agreeing to some concessions.

How does it work?

Successfully completed deferred prosecutions are eligible for complete expunctions, unlike deferred adjudication.