

Table of Contents

User Process Guide: ND DHHS Criminal Background Checks in ServiceNow Error! Bookmark not defined.

Introduction2

Section 1: ND Gateway Navigation.....2

Part A: Introduction 2

Part B: Searching and Navigation 2

Part C: Account Creation & Login..... 3

Part D: My Dashboard 4

Section 2: HHS Criminal Background Check Requests.....5

Part A: Form Submission..... 5

Part B: Payment Overview Page 11

Part C: Confirmation Page and Next Steps..... 12

Part D: Out-of-State Forms..... 14

Part E: Fingerprinting Options..... 15

Section 3: Scheduling a Fingerprinting Appointment 16

Section 4: Email Notifications related to Fingerprinting Appointments and OOS forms20

Section 5: Email Notifications related to Background Check Requests and Results20

Section 6: Viewing Case Information and Results20

Part A: Viewing as a Subject 20

Part B: Viewing as a Child Care Provider or External Agency Contact 22

Part C: Viewing as an Agency Contact (Internal) 24

Introduction

This guide is a comprehensive user manual that details how to use ServiceNow. The sections are divided by person and objective, and include a guide to using the ND Gateway Portal to request a background check, using the portal as a requesting agency contact or child care provider contact, processing background check cases and related records as CBCU staff, and managing schedules and appointments as fingerprinting technicians. It also contains instructions for accessing data, creating reports, and modifying system properties and configuration settings as appropriate.

Note: Citizen information shown in screenshots is fake data that does not belong to a real citizen.

Section 1: ND Gateway Navigation

Part A: Introduction

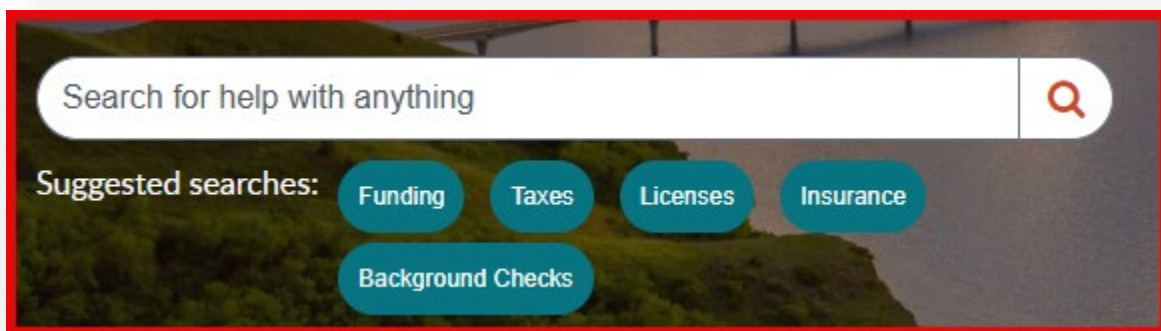
This section outlines the features of the ND Gateway, which is the citizen-facing portal for state services. Throughout this manual, it may be referred to as “the Gateway” or simply “the portal”.

The ND Gateway (which can be accessed by entering this address: ndgateway.nd.gov) is a relatively new offering from the State of North Dakota and is supported by NDIT. The main components of the portal existed prior to the CBCU Case Management project. This manual will focus solely on elements that were updated or created to support the needs of CBCU’s user base.

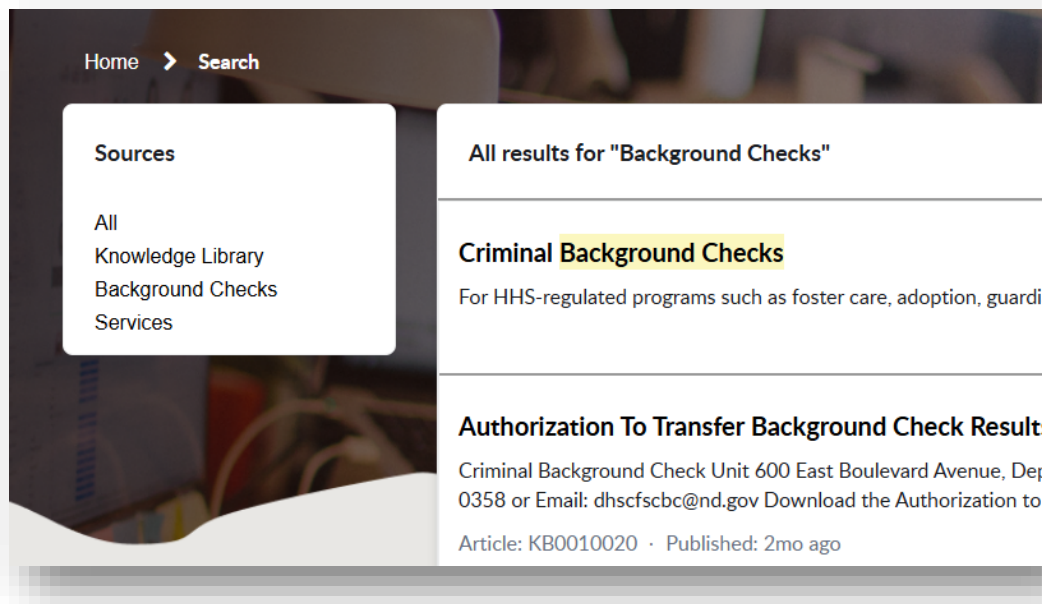
Constituents may visit the portal directly or may be linked to it from emails or other websites such as the CBCU webpage.

Part B: Searching and Navigation

1. People can use the search bar in the middle of the screen to enter text or select from the suggested searches.



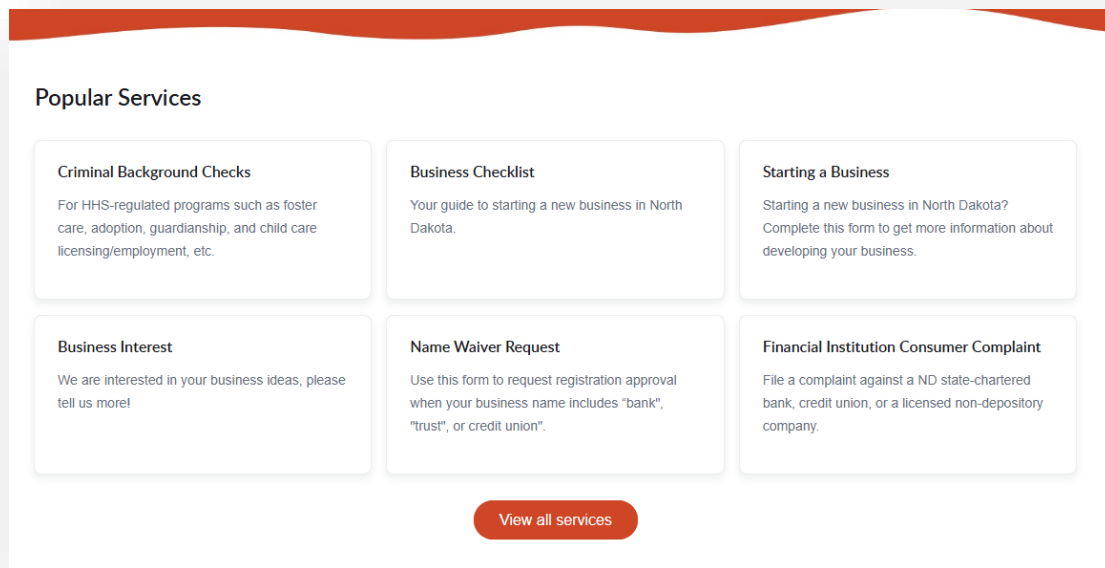
2. Searching will look for matches based on keyword or record number and will display a list of results from the Service Catalog and the Knowledge Library. Logged in users will also be able to locate records (cases) they have created that match the keyword or the record number entered.



Back on the home page, there is a Popular Services section that contains links to the most viewed services.

Note: This is based on usage and will dynamically adjust based on popularity of background check requests and other forms so what's shown here may change over time.

3.



Part C: Account Creation & Login

1. Public users (those who have not authenticated/logged in) can view select information such as knowledge articles and complete some forms. However, to view and submit a Criminal Background Check request, they must be logged in.

2. Clicking on the service will prompt them to login if they have not yet done so.

Note: For details on account creation and login, refer to NDIT documentation.

3. Because the Background Check Request form is not available until someone logs in, CBCU requires an overview page with information about “who” needs a background check as required by law, HHS’s authority to process, and the subject’s legal rights. People may encounter this page if they click a link to it from the CBCU webpage.

Note: When creating a link from the CBCU webpage (or in other communication) to the Criminal Background Check request form, use this link:

https://ndgateway.nd.gov/gsp?id=form_landing&rp_id=01913a9d87ce6250aa96fdd9cebb35ef

4. This page, shown below, provides the same overview information that is featured on the first page of the form when people select it from the service catalog. This provides constituents the reassurance that they landed in the right place for background checks and prompts them to **Log in** or **Sign up** to start the process.

The screenshot shows the ND Gateway website. The header includes the ND Gateway logo, navigation links (Services, Knowledge Library, Business, State Agencies), a search bar, and 'Log in' and 'Sign up' buttons. The main content area is titled 'Health and Human Services (HHS) Criminal Background Checks'. It includes a welcome message, a section titled 'You must be the subject of the background check' with a notice, and a list of scenarios requiring a criminal background check: Adoption, Adult Foster Care, Child Care (North Dakota licensed or regulated child care programs), Children's Advocacy Center, Foster Care Related, and Guardianship of Children. A sidebar on the right titled 'What You Will Get' lists: Health and Human Services (HHS) - Criminal Background Check Report, Fingerprint Scheduling Instructions (if required), and Additional Out-of-State Background Check Instructions (if required). Below this, it states 'This takes about 15 mins (may vary based on your information)'.

5. Upon logging in, they are directed to the form to begin filling it out.

Part D: My Dashboard

1. Users who have logged in will see a link to **My Dashboard** in place of the **Log in** and **Sign up** buttons in the top right corner of the page.

The screenshot shows the ND Gateway website with the 'My Dashboard' link highlighted by a red rectangle in the top right corner. The header also includes the ND Gateway logo, navigation links, a search bar, and a user profile dropdown menu with the initials 'SJ'.

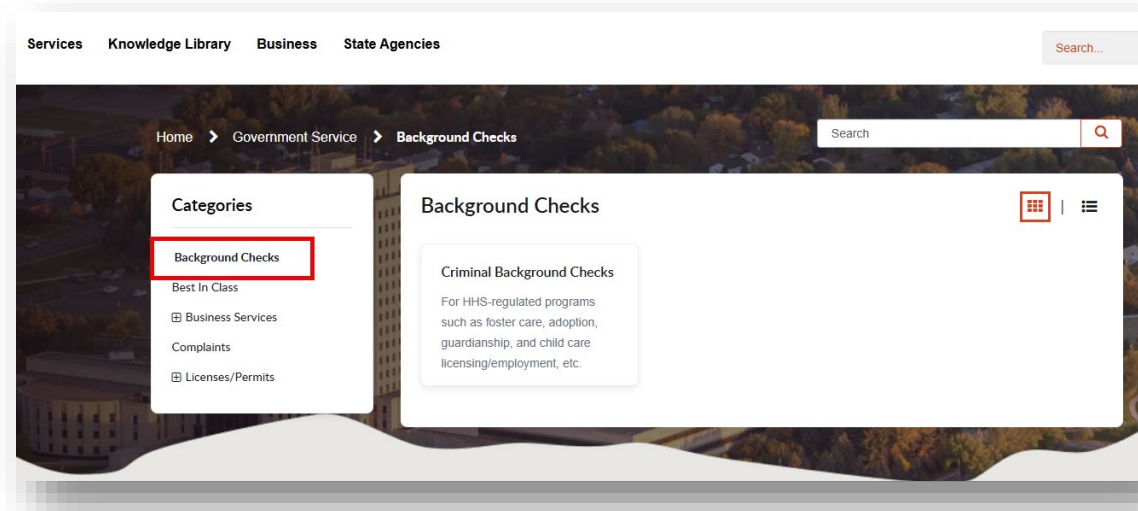
2. This page contains the following sections:
 - a. Personal information, Address and Contact details
 - b. My Cases *(Covered in Section 9 of this guide)*
 - c. My Appointments *(Covered in Section 3 of this guide)*

Section 2: HHS Criminal Background Check Requests

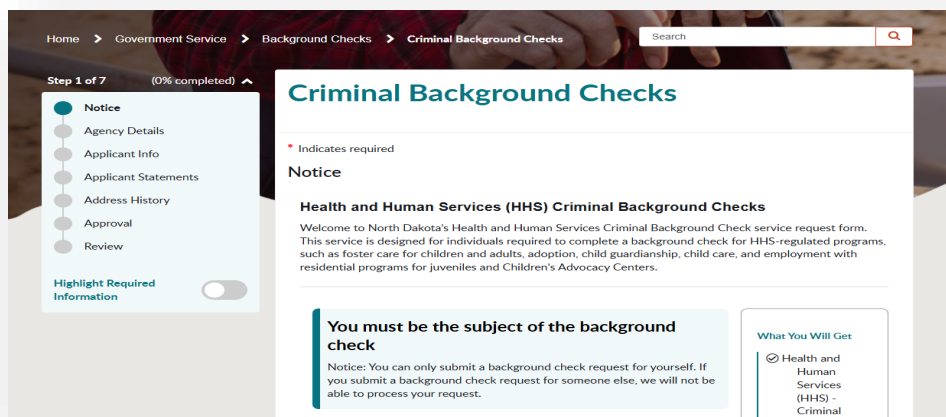
This section details how to submit a background check request along with the follow-up actions that the subject may be required to complete before CBCU can begin processing the request.

Part A: Form Submission

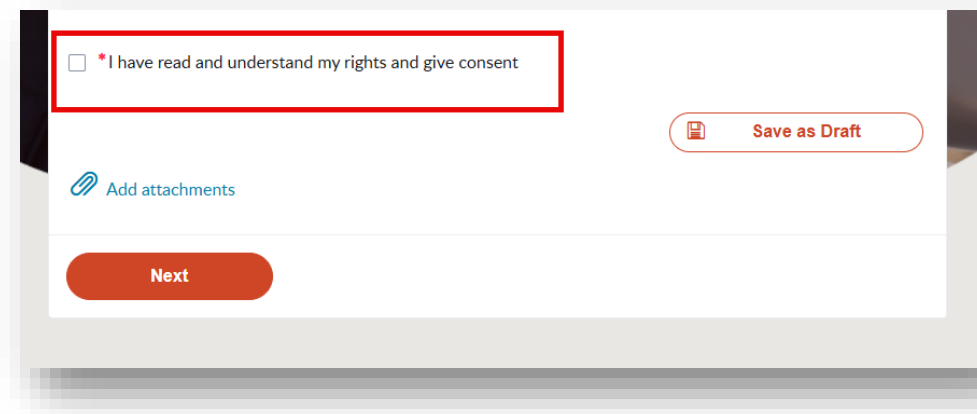
1. When clicking on **Services** in the header menu, the **Popular Services** page is displayed. Services are organized into categories so clicking a category will display only the services associated with that category.
2. Click on **Background Checks** and then **Criminal Background Checks**.



3. The **Notice** section (or form overview page) loads. This contains important notices to ensure constituents understand the reason for this form and agree to the terms.

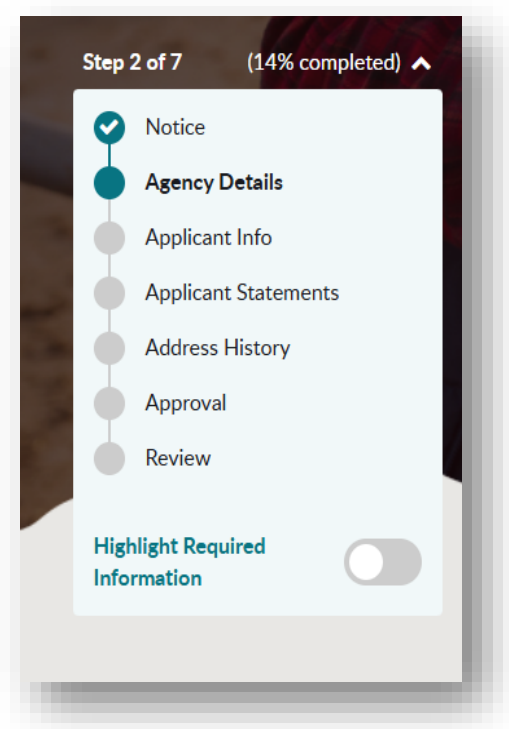


4. To proceed, they must check the box at the bottom of the form and select **Next**.



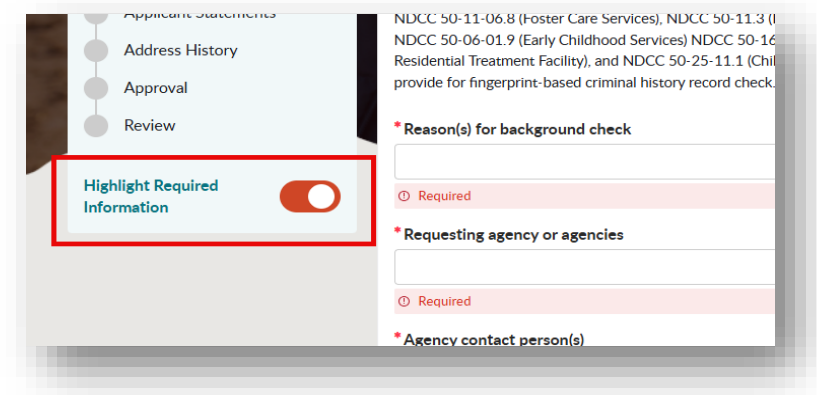
A screenshot of a web form. At the top, there is a checkbox with a red asterisk and the text "I have read and understand my rights and give consent". Below this is a link "Add attachments" with a paperclip icon. To the right is a "Save as Draft" button. At the bottom is a large orange "Next" button.

5. The form is split into sections and contains a progress tracker that updates with check marks for each section completed.



A screenshot of a progress tracker. It shows "Step 2 of 7" and "(14% completed)". Below this is a list of sections: Notice (checked), Agency Details (selected), Applicant Info, Applicant Statements, Address History, Approval, and Review. At the bottom is a toggle switch for "Highlight Required Information".

6. Many of the fields on the form are required which is indicated with a red asterisk. Users can toggle **Highlight Required Information** to display a **Required** message next to each field that must be filled in.

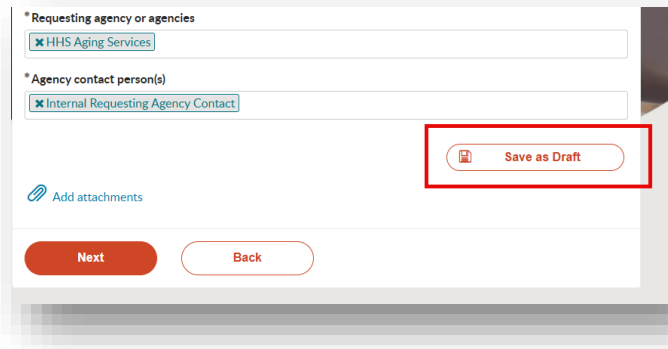


A screenshot of a web form. On the left is a list of sections: Applicant Statements, Address History, Approval, and Review. Below this is a toggle switch for "Highlight Required Information". To the right are three required fields, each with a red asterisk and a "Required" message below it: "Reason(s) for background check", "Requesting agency or agencies", and "Agency contact person(s)".

- Some fields are conditional and will only be displayed if applicable based on previous questions and answers. This is to make the form as short and user friendly as possible.

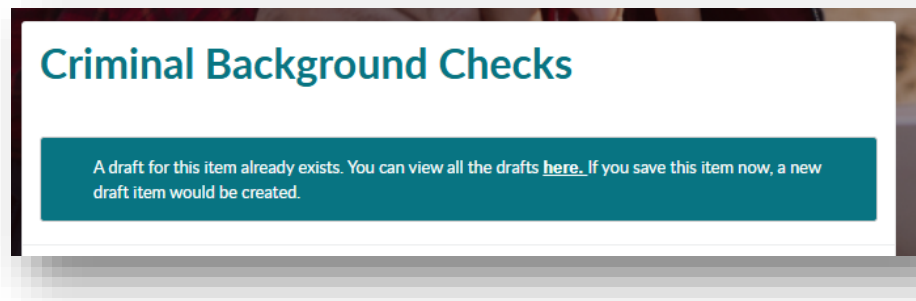
Note: The portal and the background check request form are designed to adapt to various screen sizes and devices. The layout and functionality of the page and buttons may vary depending on device.

- To complete the form in more than one session, users can save their progress by selecting **Save as Draft**.

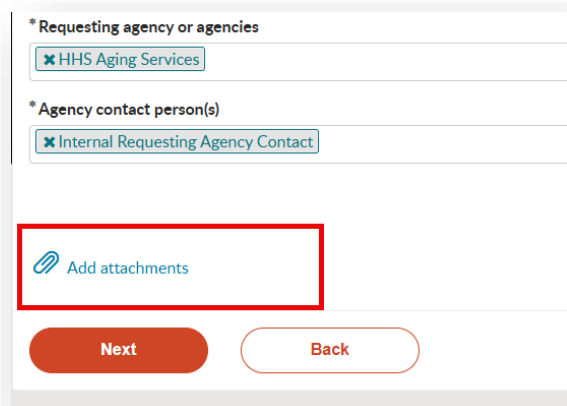


The screenshot shows a web form for requesting background checks. It has two dropdown menus: '* Requesting agency or agencies' with 'HHS Aging Services' selected, and '* Agency contact person(s)' with 'Internal Requesting Agency Contact' selected. Below these is a red button labeled 'Save as Draft' with a document icon, which is highlighted by a red rectangular box. At the bottom are 'Next' and 'Back' buttons. A link 'Add attachments' with a paperclip icon is also visible.

- Users can navigate back to their draft from **My Dashboard** (covered in subsequent section of this guide) or by selecting **Criminal Background Checks** again from the service catalog. When the form loads, a notice is displayed pointing them to their draft.

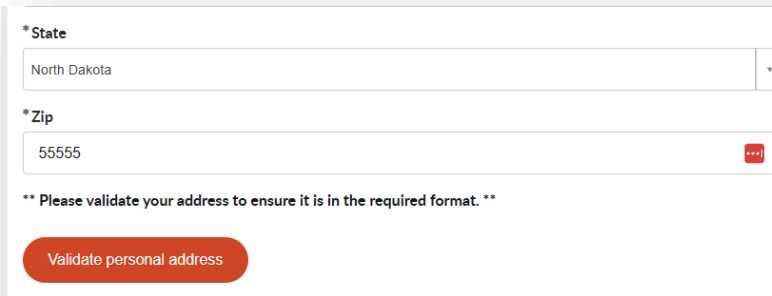


- Users can add attachments such as supporting documentation at any time by selecting **Add attachments**. The system accepts PDFs, Word documents, Excel spreadsheets, images, and other common file types.



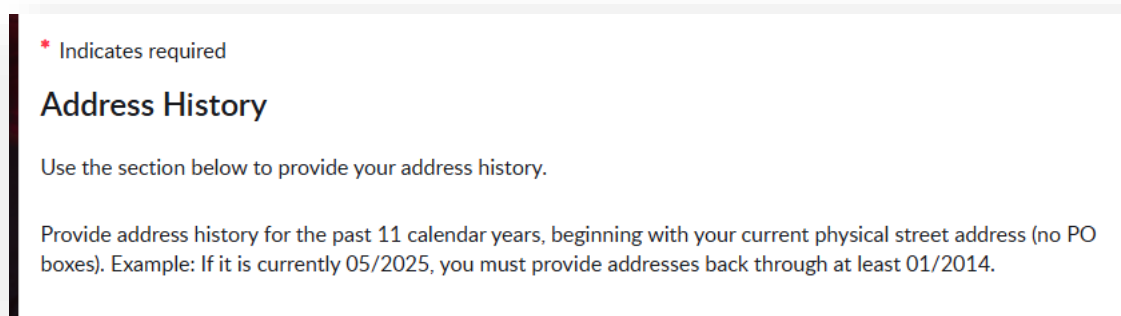
This screenshot shows the same form as before, but with the 'Add attachments' link and paperclip icon highlighted by a red rectangular box. The 'Next' and 'Back' buttons remain at the bottom.

11. This form requires users to validate their address to ensure it meets the USPS-approved format. Clicking on **Validate personal address** leads them through the process.



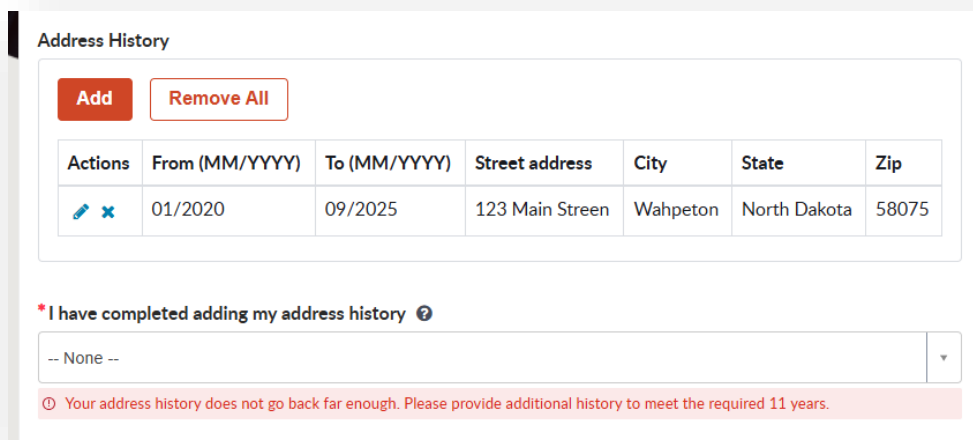
A form for address validation. It has two input fields: '*State' with 'North Dakota' selected in a dropdown, and '*Zip' with '55555' entered. A red error icon is next to the zip field. Below the fields is a message: '** Please validate your address to ensure it is in the required format. **'. At the bottom is a red button labeled 'Validate personal address'.

12. In the **Address History Section** of the form, users are required to enter complete address history for a set time period of five or 11 calendar years, depending on the program type/reason for background check. This means that for whatever year they are required to go back to, at a minimum their address history must begin with January 1 of that year.



A section titled 'Address History' with a red asterisk icon and the text '* Indicates required'. Below the title is a paragraph: 'Use the section below to provide your address history.' Another paragraph follows: 'Provide address history for the past 11 calendar years, beginning with your current physical street address (no PO boxes). Example: If it is currently 05/2025, you must provide addresses back through at least 01/2014.'

13. When they have completed adding their address history, the system will perform a check to ensure there are no gaps, the history contains the present month, and it goes back far enough. A warning will display if corrections are needed. *Note: While gaps are not allowed, overlapping entries are, to allow for scenarios where someone may have multiple places of residence during the same timeframe.*



The 'Address History' section shows a table with one entry. Above the table are 'Add' and 'Remove All' buttons. Below the table is a dropdown menu with the text '* I have completed adding my address history' and a question mark icon. The dropdown is currently set to '-- None --'. A red warning message is displayed at the bottom: 'ⓘ Your address history does not go back far enough. Please provide additional history to meet the required 11 years.'

Actions	From (MM/YYYY)	To (MM/YYYY)	Street address	City	State	Zip
 	01/2020	09/2025	123 Main Streen	Wahpeton	North Dakota	58075

14. The **Approval** section contains a notice about payment. Payment is only required in certain scenarios. If Payment is required, text is displayed indicating next steps. In the first image below, payment is **not** required. In the second, payment **is** required.

* Indicates required

Approval

Payment
The department pays all criminal background check related fees, **except** for fees related to Private Agency Adoption (non-foster care) and Guardianship when working directly with juvenile court (NDCC 30.1-27).

Acknowledgement
I certify that all information I have provided on this form is true and correct to the best of my knowledge. I certify that all statements on this form have been read by me or read to me and I understand all the questions. I understand that I must immediately notify the requesting agency listed above if I am named as the subject in any child abuse/neglect report or arrested or convicted of a criminal offense.

☐ * By checking this box, I agree and consent that my electronic signature is the legal equivalent of my handwritten signature.

* Signature

* Date
09/05/2025

* Indicates required

Approval

Payment
The department pays all criminal background check related fees, **except** for fees related to Private Agency Adoption (non-foster care) and Guardianship when working directly with juvenile court (NDCC 30.1-27).

Payment must be made to complete your request. Proceed to the next page to make your payment and submit your request.

Acknowledgement
I certify that all information I have provided on this form is true and correct to the best of my knowledge. I certify that all statements on this form have been read by me or read to me and I understand all the questions. I understand that I must immediately notify the requesting agency listed above if I am named as the subject in any child abuse/neglect report or arrested or convicted of a criminal offense.

☒ * By checking this box, I agree and consent that my electronic signature is the legal equivalent of my handwritten signature.

15. The **Review** section allows users to expand each section and review their responses. To make changes, select **Jump to Section**.

Criminal Background Checks

Review

Notice

Agency Details

NDCC 50-11-06.8 (Foster Care Services), NDCC 50-11.3 (Legal Guardianship), NDCC 50-12-03.2 (Adoption and LCPA), NDCC 50-06-01.9 (Early Childhood Services) NDCC 50-16-01.4 (Certified Shelter Care), NDCC 25-03.2 (Psychiatric Residential Treatment Facility), and NDCC 50-25-11.1 (Children's Advocacy Center), NDCC 12-60-24, and Pub. L. 92-544 all provide for fingerprint-based criminal history record check.

Reason(s) for background check: Adult Foster Care Household Member

Requesting agency or agencies: HHS Aging Services

Agency contact person(s): Internal Requesting Agency Contact

Jump to Section

Applicant Info

Applicant Statements

Address History

Approval

16. If no changes are required, it's time to **Submit**.

Submit

Update Draft

Add attachments

Back

Part B: Payment Overview Page

- After the user submits the form, if the system determines payment is required, a **Payment Overview** page is displayed. If not, a confirmation page is displayed.

Home > Payment Overview

Search

Payment Overview

Transaction Information

Awaiting Payment

Criminal Background Checks

Payment References [HHS Background Checks: BGC0001698](#)

Payment Transaction Number: PAY0005088

Payment Summary

Cost Breakdown [Hide Costs](#)

Description	Amount
Adoption Fee	\$40.00
Subtotal:	\$40.00
Total:	\$40.00

Payment Method

Check

All fees must be paid with a check or money order. Please mail in your check as soon as possible.

Pay to the Order of:
ND Department of Health and Human Services

Mail in Address:
Criminal Background Check Unit
600 E. Boulevard Avenue, Department 325
Bismarck, ND 58505-0250

- The **Payment Overview** page contains a link to their submission, which opens in a new tab. It also contains a summary of fees and instructions for submitting payment. *Note: Initially, payments must be made by check. In the future additional payment methods will be available along with the ability to make payments electronically from this page.*

Home > Payment Overview

Search

Payment Overview

Transaction Information

Awaiting Payment

Criminal Background Checks

Payment References [HHS Background Checks: BGC0001699](#)

Payment Transaction Number: PAY0005089

Payment Summary

Cost Breakdown [Hide Costs](#)

Description	Amount
CO State Fee	\$30.00
Adoption Fee	\$40.00
Subtotal:	\$70.00
Total:	\$70.00

Payment Method

Check

All fees must be paid with a check or money order. Please mail in your check as soon as possible.

Pay to the Order of:
ND Department of Health and Human Services

Mail in Address:
Criminal Background Check Unit
600 E. Boulevard Avenue, Department 325
Bismarck, ND 58505-0250

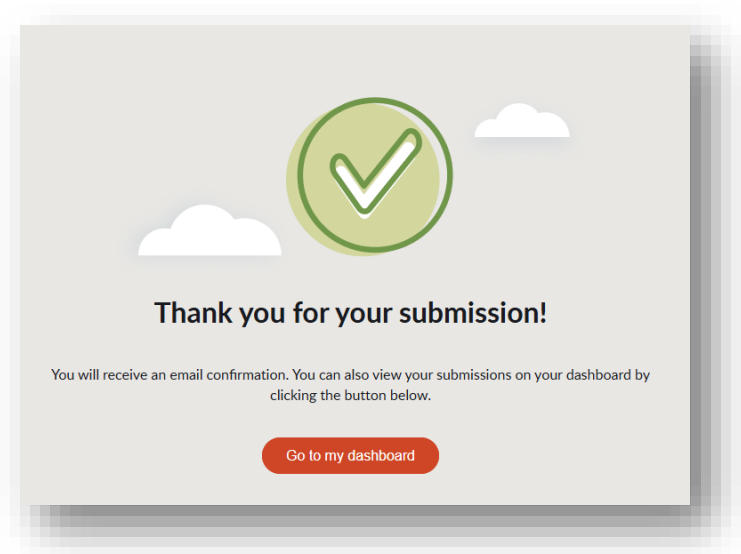
Next

- After selecting **Next** on the Payment Overview page, the confirmation page is displayed. The page displays payment instructions along with additional next steps. The content on this page is dynamic and will vary based on program type and address history.

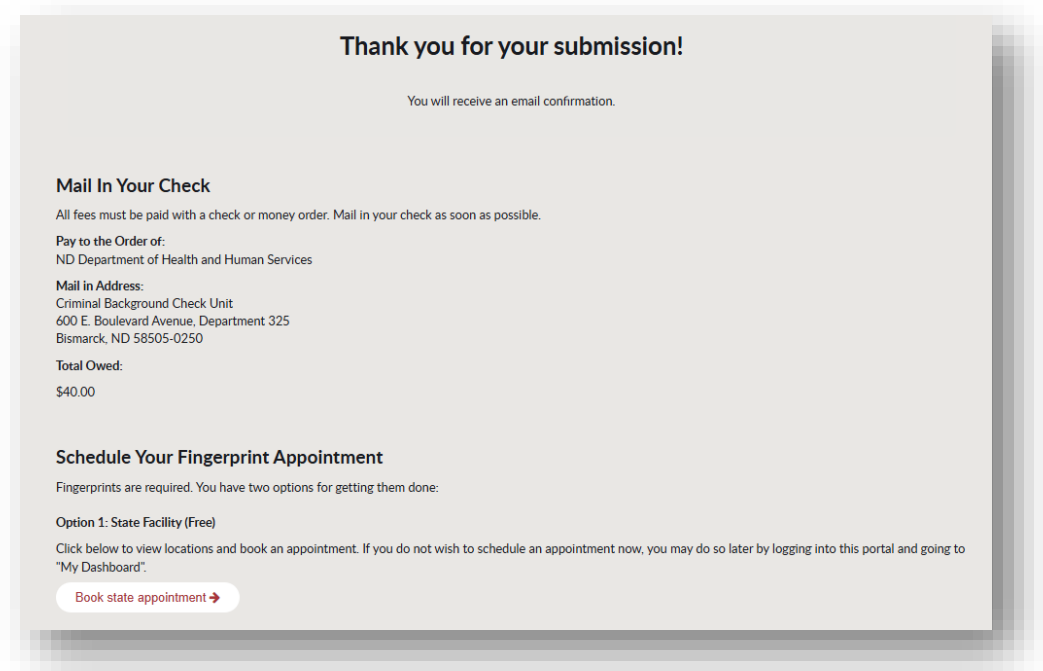
Part C: Confirmation Page and Next Steps

- Depending on the program type and address history, the content displayed on the confirmation page will be dynamic. The following scenarios depict different versions of the confirmation page.
- If there are not any additional steps required by the user (now the Subject of the background check), a simple “Thank you” message is displayed along with a link to view the case on **My**

Dashboard.



3. The version of the confirmation page shown below contains payment instructions and information about fingerprinting but does not include instructions about submitting out-of-state forms since the address history was North Dakota only.



4. The version of the confirmation page shown below includes the same information shown above along with a link to view out-of-state form requirements since the address history included states outside of North Dakota.

Mail In Your Check
All fees must be paid with a check or money order. Mail in your check as soon as possible.
Pay to the Order of:
ND Department of Health and Human Services
Mail In Address:
Criminal Background Check Unit
600 E. Boulevard Avenue, Department 325
Bismarck, ND 58505-0250
Total Owed:
\$70.00

Schedule Your Fingerprint Appointment
Fingerprints are required. You have two options for getting them done:
Option 1: State Facility (Free)
Click below to view locations and book an appointment. If you do not wish to schedule an appointment now, you may do so later by logging into this portal and going to "My Dashboard".
[Book state appointment →](#)

Option 2: Private Agency (Fee may apply)
You can also choose a private fingerprinting agency. You'll need to schedule directly with them and pay any associated fees. Please note, you must print and bring the Fingerprint Identity Verification form with you to be filled and signed by the fingerprint official. Click the link below to access this form.
[Get my Fingerprint Identity Verification form →](#)

Complete Out-of-State Background Check Forms
Since you've lived outside of North Dakota, you'll need to complete additional background check forms for those states. Click below to access state-specific forms and informational resources.
[Access out-of-state forms →](#)

5. If subjects navigate away from the confirmation page, they may return to a version of it (called the **Next Steps** page) by clicking the link in their confirmation email. The content on the page continues to be dynamic and will only display information regarding fingerprinting or out-of-state forms if required and they have not yet completed those tasks.

Part D: Out-of-State Forms

1. The **Confirmation** page or **Next Steps** page will display a section for out-of-state forms if the subject's address history during the specified timeframe includes addresses outside of North Dakota. Clicking **Access out-of-state forms** opens a modal that displays a link to the knowledge article containing out-of-state form information for the program(s) they are associated with.

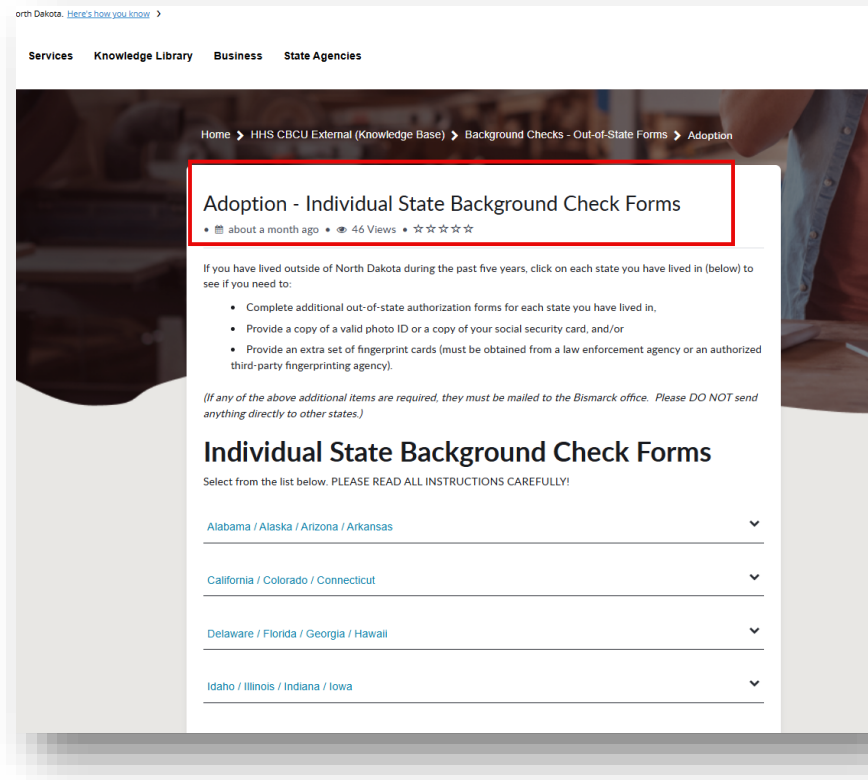
Out-of-State Forms

Links will open in a new tab.

[Adoption - Individual State Background Check Forms ↗](#)

Close

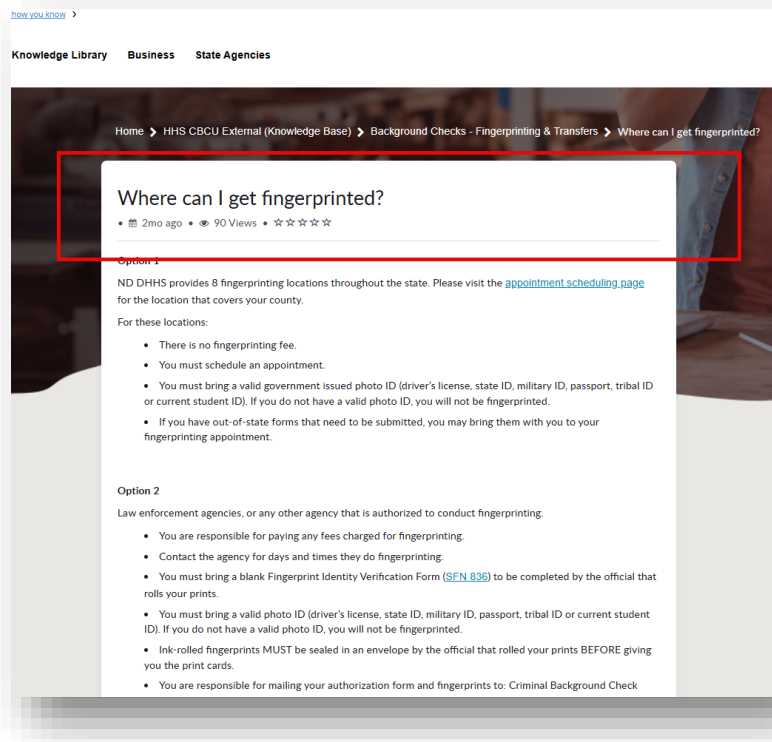
2. Clicking a link opens the knowledge article in a new browser tab. In this example, the adoption article is displayed as shown below.



3. Subjects can then expand the appropriate section for the state or states they've lived in previously.
4. The content displayed in these articles is maintained by CBCU. Links are to external sites and do not open forms on the ND Gateway.
5. Once a subject views one of these articles, the system logs this activity and will not send them a reminder to complete out-of-state form.

Part E: Fingerprinting Options

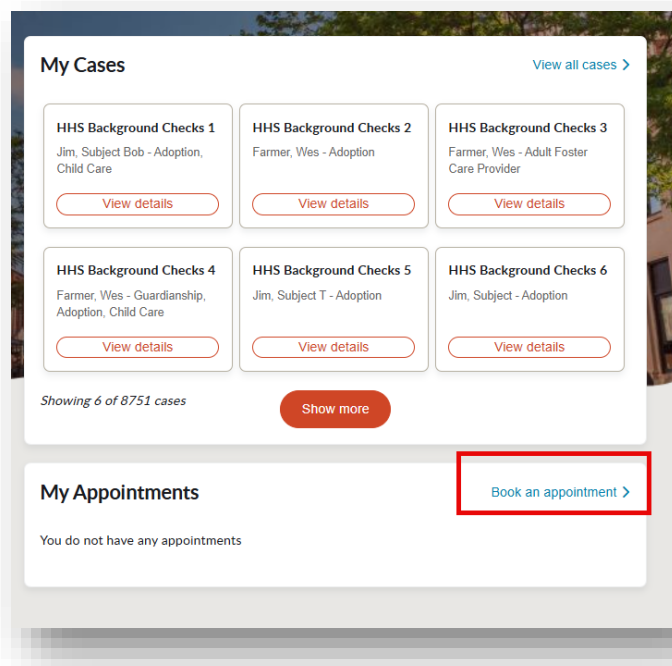
1. **Subjects have multiple options for completing their fingerprinting if it is required.** From the **Confirmation** page or **Next Steps** page, they can select one of the following options:
 - a. Book state appointment
 - b. Get my Fingerprint Identity Verification form
2. **Book state appointment directs to the Appointments page (covered below)**
3. **Get my Fingerprint Identity Verification form** directs to a knowledge article that outlines the options for scheduling an appointment or finding an alternative location



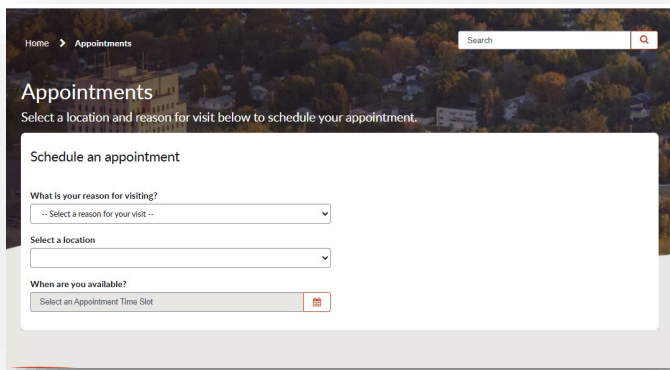
4. The content of this article is maintained by CBCU and includes a link to SFN 836, which is required if subjects choose to be fingerprinted at a law enforcement agency or other non-state provider.

Section 3: Scheduling a Fingerprinting Appointment

1. Subjects can go to the appointments page by clicking the link on the **Confirmation** page or **Next Steps** page as shown in the previous section. Alternatively, on the **My Dashboard** page, there is a link in the **My Appointments** section called **Book an appointment**, as shown below.

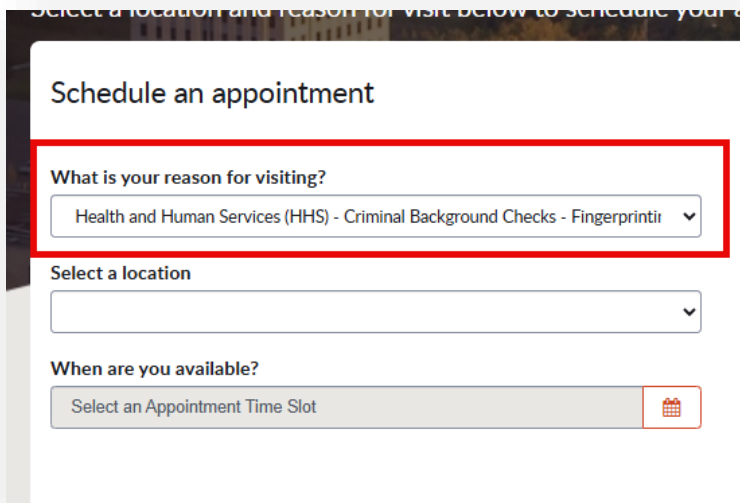


2. The **Appointments** page loads, as shown below.



The screenshot shows the 'Appointments' page with a header navigation bar containing 'Home' and 'Appointments' links, and a search bar. The main heading is 'Appointments' with a subtext 'Select a location and reason for visit below to schedule your appointment.' Below this is a white box titled 'Schedule an appointment' containing three sections: 'What is your reason for visiting?' with a dropdown menu showing '-- Select a reason for your visit --', 'Select a location' with a dropdown menu, and 'When are you available?' with a button labeled 'Select an Appointment Time Slot' and a calendar icon.

3. If coming from the **Confirmation** page or **Next Steps** page, the first field, What is your reason for visiting? Will be filled in. If it is not filled in, select the option for HHS background checks.



This is a close-up of the 'Schedule an appointment' form. The first dropdown menu, 'What is your reason for visiting?', is highlighted with a red border and contains the selected option 'Health and Human Services (HHS) - Criminal Background Checks - Fingerprintir'. Below it is the 'Select a location' dropdown menu, and at the bottom is the 'When are you available?' section with a 'Select an Appointment Time Slot' button and a calendar icon.

4. A list of available locations is displayed, with the ability to expand each to view contact information and counties serviced.

The screenshot shows a web form titled "Schedule an appointment". It has three main sections: "What is your reason for visiting?" with a dropdown menu showing "Health and Human Services (HHS) - Criminal Background Checks - Fingerprinting"; "Select a location" with an empty dropdown menu; and "When are you available?" with a text input field "Select an Appointment Time Slot" and a calendar icon. To the right of the form, a red-bordered box highlights the "Available Locations" section. This section contains a list of 8 locations: Bismarck - West Central Human Service Center, Devils Lake - Lake Region Human Service Center (which is expanded to show address, phone, and counties serviced), Dickinson - Badlands Human Service Center, Fargo - Vocational Rehabilitation Services, Grand Forks - Northeast Human Service Center, Jamestown - South Central Human Service Center, Minot - North Central Human Service Center, and Rolla - Rolla Outreach Office.

5. In the **Select a location** field, choose an option. Then click the calendar icon in the field below to open a modal displaying available time slots.

The screenshot shows the same "Schedule an appointment" form. In this view, the "Select a location" dropdown menu is populated with "Dickinson - Badlands Human Service Center". The "When are you available?" section shows the text input field "Select an Appointment Time Slot" and a calendar icon, which is highlighted by a red square.

6. Use the buttons at the top to scroll to the desired day. Choose a time slot and then select **Schedule appointment**.

Select Appointment

« Previous day Next day »

Friday - Sep 12

09:00 AM - 09:30 AM
09:30 AM - 10:00 AM
10:00 AM - 10:30 AM
10:30 AM - 11:00 AM
11:00 AM - 11:30 AM
11:30 AM - 12:00 PM
12:00 PM - 12:30 PM
12:30 PM - 01:00 PM
01:00 PM - 01:30 PM
01:30 PM - 02:00 PM

Time zone: US/Central

Schedule appointment

7. A notice is displayed at the top of the page indicating **Your appointment has been booked!**

Your appointment has been booked!

8. Scroll down to the bottom of the page to see your upcoming appointment details. To cancel an appointment, click on the **trash can** icon and confirm the notification that displays.

My Appointments

Date	Time	Location	Reason	Duration	Actions
Fri, Sep 12, 2025	12:30 PM - 01:00 PM	Dickinson - Badlands Human Service Center	Health and Human Services (HHS) - Criminal Background Checks - Fingerprinting	0.5 hour	

*Notes: The **My Appointments** section, shown above, is also displayed on the **My Dashboard** page. Subjects cannot reschedule appointments. To select a new time or location, they must cancel their existing appointment and create a new one.*

Section 4: Email Notifications related to Fingerprinting Appointments and OOS forms

The following notifications may be sent to the subject related to next steps after submitting a request:

1. **Reminder: Your HHS Background Check Request requires fingerprints**
 - a. Trigger: Sent 24 hours after submitting their request if they have not yet booked an appointment or viewed the knowledgebase article about fingerprinting options
2. **Reminder: Your HHS Background Check Request requires additional forms**
 - a. Trigger: Sent 24 hours after submitting their request if they have not yet viewed the relevant knowledgebase articles about out-of-state form requirements
3. **Your Appointment has been scheduled**
 - a. Trigger: Sent when an appointment has been successfully created
4. **Your appointment has been cancelled**
 - a. Trigger: Sent when an appointment has been successfully cancelled
5. **Reminder: You have an appointment coming up**
 - a. Trigger: Sent at 9am CST the day before a scheduled appointment

Section 5: Email Notifications related to Background Check Requests and Results

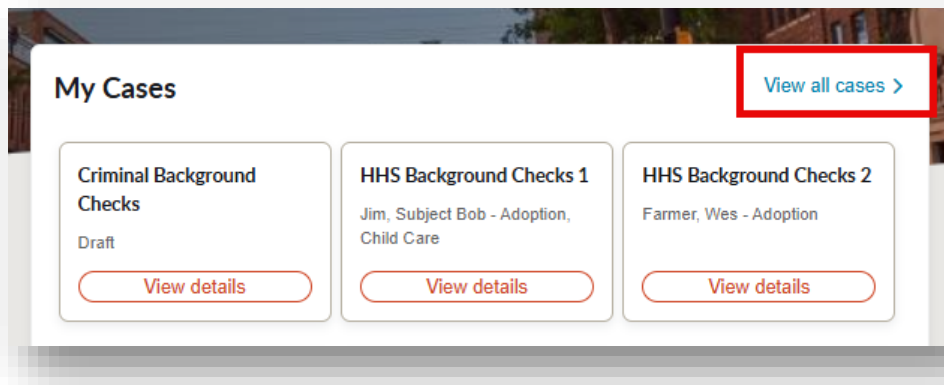
1. The following notifications may be sent to internal users related to background check cases:
 - a. Case BGCXXXXX work notes added – Sent to the person tagged with @mention in an internal work note
 - b. Case BGCXXXXX comments added – Sent to the members of the assignment group if comments are added by the subject
2. The following notifications may be sent to the subject of a case:
 - a. Your HHS Background Check Request has been submitted
 - b. The status of your HHS Background Check Request has been updated
 - c. Comments have been added to your Background Check Request
 - d. Your HHS Background Check Request has been completed
 - e. Your HHS Background Check Request has been closed (incomplete)
3. The following notifications may be sent to a requesting agency or provider contact:
 - a. Preliminary HHS Background Check Results Available
 - b. HHS Background Check Results Available
 - c. BGC request has been closed unprocessed/incomplete

Section 6: Viewing Case Information and Results

Part A: Viewing as a Subject

1. Navigate to **My Dashboard** and locate the **My Cases** section.

2. Click on **View all cases**

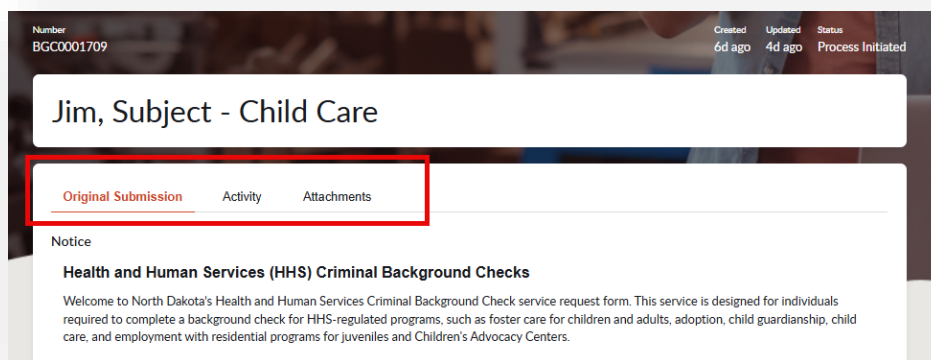


3. Select the case number that corresponds to the request you want to open. Background check requests start with **BGC**. Results start with **ACTF**.

The screenshot shows a table with the following data:

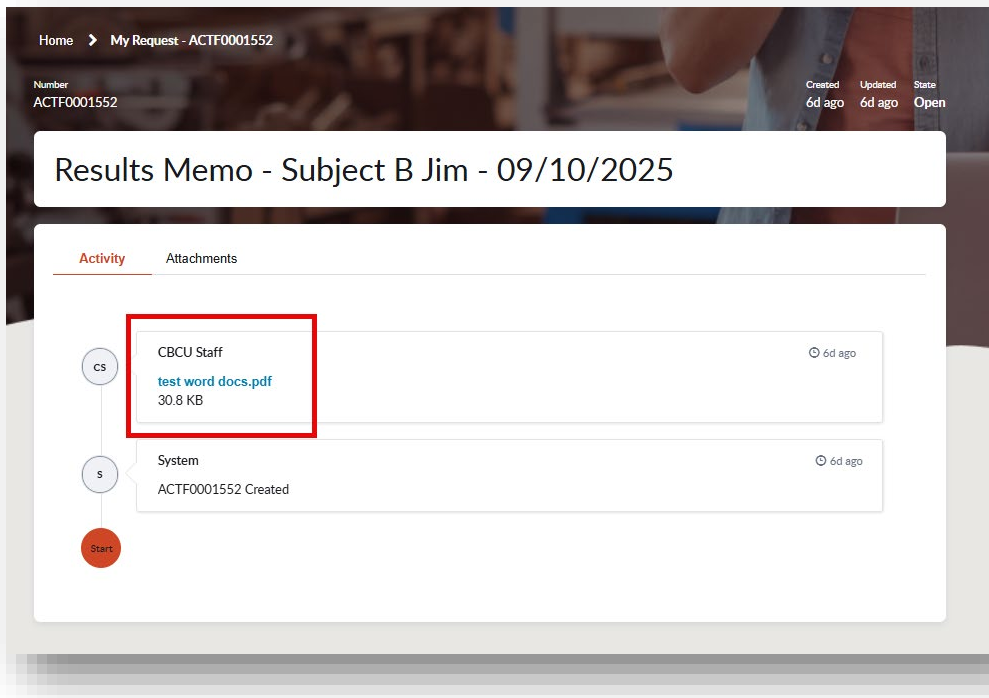
Number	Short description	State	Priority	Updated	Created
BGC0001709	Jim, Subject - Child Care	Report Out	4 - Low	09/12/2025 11:10:20 AM	09/10/2025 03:03:58 PM
BGC0001710	Jim, Mary Frederick - Adoption	New	4 - Low	09/11/2025 02:25:21 PM	09/11/2025 02:09:49 PM
ACTF0001552	Results Memo - Subject B Jim - 09/10/2025	Open	4 - Low	09/11/2025 09:49:34 AM	09/10/2025 03:11:32 PM

4. When clicking on a **BGC** record, the page opens an overview page. Use the section options in the middle to view original submission details, view updates, or view attachments.



5. When clicking on an **ACTF** record, the **Activity** section as well as the **Attachments** section will show the document(s) that have been shared by CBCU for review. They are available for 30 days.

After 30 days, the document(s) are removed, and the record is closed.



Part B: Viewing as a Child Care Provider or External Agency Contact

1. Navigate to **My Dashboard** and locate the **My Cases** section and the **Cases Associated to Me** section. My Cases displays cases that I have submitted (unrelated to background check requests) as well as Outstanding File records, which are Background Check Results.

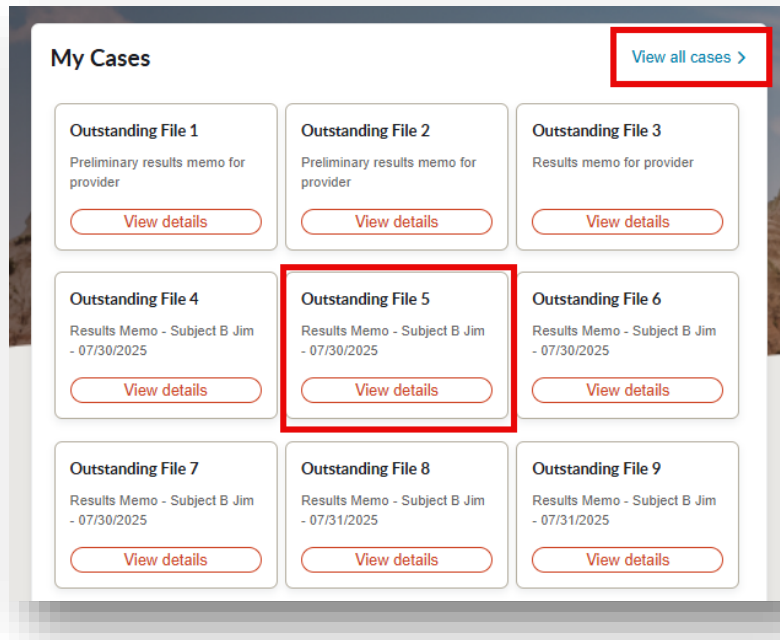
*Note: The **Cases Associated to Me** shows information about background checks that others have requested that pertain to my organization.*

2. In the **Cases Associated to Me** section, view the information to be aware of the status of these requests. The possible statuses are as follows:
 - a. Process Pending
 - b. Ready to Process
 - c. Process Initiated
 - d. Awaiting Info
 - e. In Review
 - f. Completed

Cases Associated to Me				
Submitted By	Case Type	Status	Date Opened	Date Closed
Subject B Jim	HHS Background Checks	Process Initiated	2025-06-12	

- In the **My Cases** section, select a tile from the list for the individual you want to view results for. Alternatively, click on **View all cases**.

Note: Once a background check is completed this is where you will see the results.



- If you click on **View all cases**, select the case number that corresponds to the request you want to open.

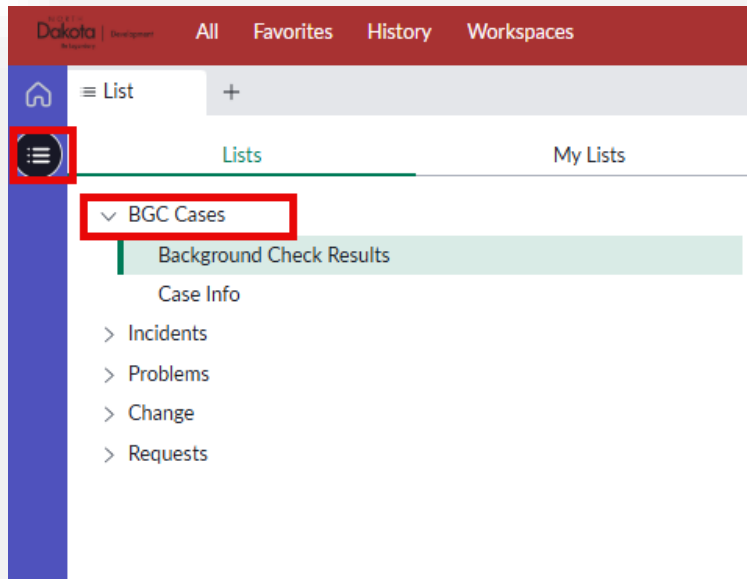
All Services					
All > Initiated as request = false					
Number	Short description	State	Priority	Updated	Created ▾
ACTF0001552	Results Memo - Subject B Jim - 09/10/2025	Open	4 - Low	09/11/2025 09:49:34 AM	09/10/2025 03:11:32 PM
ACTF0001536	Results Memo - Subject B Jim - 08/21/2025	Closed	4 - Low	08/21/2025 04:35:57 PM	08/21/2025 04:20:12 PM
ACTF0001535	Results Memo - Subject B Jim - 08/21/2025	Completed	4 - Low	08/21/2025 04:01:09 PM	08/21/2025 04:00:31 PM
ACTF0001529	Results Memo - Subject Wes - 08/19/2025	Closed	4 - Low	08/19/2025 03:29:05 PM	08/19/2025 12:49:34 PM

When the Results Memo page loads, the **Activity** section as well as the **Attachments** section will show the document(s) that have been shared by CBCU for review. They are available for 30 days. After 30 days, the document(s) are removed, and the record is closed.

Part C: Viewing as an Agency Contact (Internal)

Important: Before proceeding with this section, refer to Section 4 for how to login to ServiceNow and navigate to Workspace.

1. From Workspace, open the navigator list and expand **BGC Cases**.

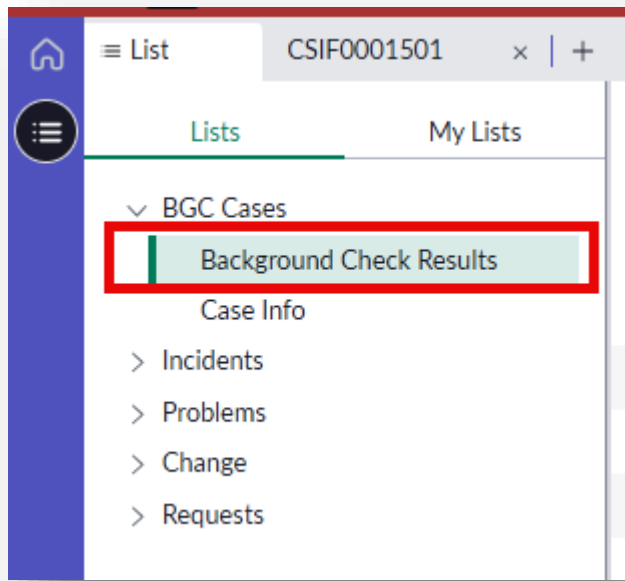


2. To view information about background checks that others have requested that pertain to my organization, click on **Case Info**. A list loads and displays relevant cases.



3. Select a record to see the same data present in a different view. The possible statuses for these records are as follows:
 - a. Process Pending
 - b. Ready to Process
 - c. Process Initiated
 - d. Awaiting Info
 - e. In Review
 - f. Completed

4. To view results have been shared with me, click on **Background Check Results**.

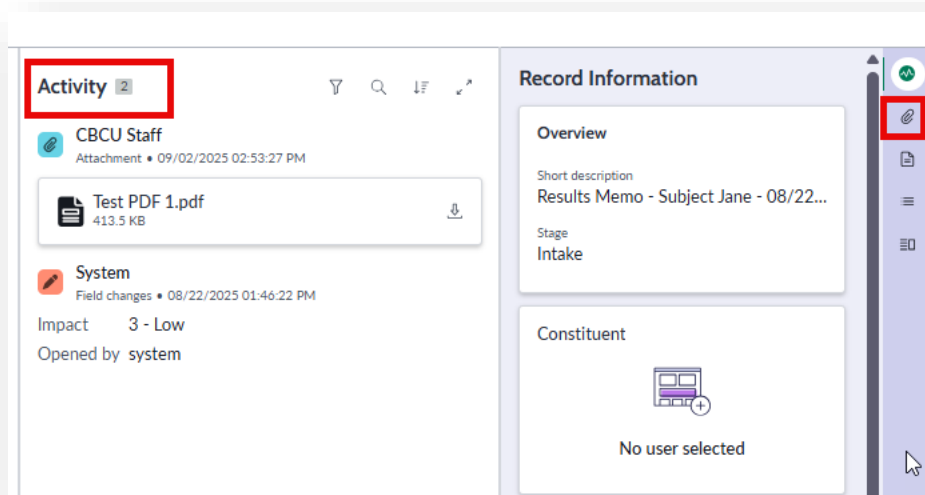


5. A list loads. Select the record you wish to view.

BGC Cases - Background Check Results 10
Last refreshed 2m ago.

Short description	Type	Opened
Results Memo - Subject Jane - 08/22/2025	CBCU Background Check Results	08/22/2025 01:46:22 PM
Results Memo - Subject B Jim - 08/21/2025	CBCU Background Check Results	08/21/2025 03:57:22 PM
Results Memo - Subject Wes - 08/19/2025	CBCU Background Check Results	08/19/2025 12:49:34 PM
Results Memo - Subject Wes - 08/18/2025	CBCU Background Check Results	08/18/2025 03:38:50 PM
Results Memo - Subject Jane - 08/15/2025	CBCU Background Check Results	08/15/2025 01:58:27 PM
Results Memo - Subject Jane - 08/15/2025	CBCU Background Check Results	08/15/2025 01:55:48 PM
Results Memo - Subject Jane - 08/14/2025	CBCU Background Check Results	08/14/2025 03:09:59 PM

6. When the record opens, locate the **Activity** section as well as the **Attachments** section.



7. This record contains the document(s) that have been shared by CBCU for review. They are available for 30 days. After 30 days, the document(s) are removed, and the record is closed.

