# Background Record Check BRC Support Tool

Quick Reference Guide

Use the BRC Support Tool to find answers to frequently asked questions and to submit a ticket to Massachusetts Department of Early Education and Care, if needed.

1. **First, select the type of program you are asking about from the drop-down menu.** (Choices are: Adoptive, Foster Care or their Household Members; Affiliated Agency/Affiliated Program; Child Care Resource and Referral Agency; Family Child Care; Funded Program (Public School, Private School, or Summer Camp); Group and School Age; Private Informal Caregiver; Other/Unknown; or Residential and Placement Program.)
2. **A new drop-down menu will appear. From the list of options, select your role in the program, or the role of the person you are asking about.** (The options you see are based on the program type you selected above.)
3. **You will see with a list of frequently asked about topics based on the program type you selected.** Click any topic to learn more.

When you click a topic, a box will appear with more information. For any topic you select, you have three choices:

1. Click **X** to close the box and return to the list of topics.
2. Click **YES, THANK YOU!** If the information in the box answers your question.
3. Click **I need more help** to submit a ticket to EEC.
4. **If you click “I need more help”, a form will appear below the list of topics.** Provide the following information in the form:
* Your **first and last name**
* Your **phone number**
* Your **email address**
* The **program number** for the program if you know it (optional)
* If you are a program, information about the candidate you are asking about:Click **This inquiry regards the status of a BRC candidate** to provide more information about the person or people.
* If you completed the form after calling EEC with your question, select **Yes**. Otherwise, select **No**.
* **Provide other details that may be helpful** (required)
* If you want to send files to EEC, click **Choose file**. You can include multiple files
1. Click **SUBMIT FORM** to send your information to EEC.
* **You will receive a confirmation email with a ticket number.** Use the ticket number when corresponding with EEC.