



## DDS National Background Check Unit (NBCU)

### April 2021 Advisory

---

#### FINGERPRINTING GUIDANCE FOR REMOTE BASED SERVICES

Employees, vendors, contractors and volunteers providing services remotely to individuals served or supported by DDS are subject to 115 CMR 12.00 and are required to complete the DDS fingerprint-based background check process, as there is the potential for unsupervised contact with DDS individuals, including, but not limited to, unsupervised contact through remote or virtual services.

Additionally, candidates who may reside outside of Massachusetts are able to make a request for an FBI fingerprint card on the [Massachusetts IdentoGO website](#) by choosing “Register for Fingerprint Card Processing Service”, or by calling the IdentoGO hotline at 866-349-8130. Please ensure the candidate chooses DDS as the agency and provides the PIN# located on their Fingerprint Authorization letter, as otherwise the NBCU will not receive the fingerprint results.

[Instructions for the fingerprint card process are available](#) on the Massachusetts IdentoGO website under Card Scan Instructions.

#### PROCESSING TIMES FOR FINGERPRINT CHECK RESULTS

DDS fingerprint checks are processed through the Department of Criminal Justice Information Services (DCJIS). The average processing time for a fingerprint check to be released to the DDS NBCU is up to 7-10 business days from the date of the candidate’s appointment. This is a general guideline and not a guarantee. Longer processing times can be expected periodically due to an increase in volume of fingerprint checks. This is outside of our agency’s control. DDS NBCU requests waiting a minimum 10 business days before requesting a status update.

Hiring authorities are encouraged to obtain a copy of the fingerprint appointment receipt to confirm that the candidate did attend the appointment. The NBCU does not track or confirm if candidates attend their appointments.

#### CANDIDATE CONTACT INFORMATION

The DDS NBCU has moved to all electronic correspondence for its fingerprint check processes. To ensure timely and accurate review, it is important for the NBCU to be able to

contact candidates directly during the background check process using an accurate email address and contact information.

In addition, all information that is entered into the Demographics section of the Background Check System during case creation should be that of the candidate and *not* the organization. Specifically, please ensure that you provide a working email address and phone number for each candidate so that the NBCU can effectively and securely contact the candidate and avoid delays. Fingerprint authorization and determination letters will continue to be sent to the email address of the *user that created the case*.

## AUTHORIZED USER LOG IN FREQUENCY

Authorized users for the Background Check System are encouraged to log in at minimum once every six months to keep their account active. Failure to do so may result in the account being disabled for inactivity. If your account is disabled, you will be required to request reactivation through the Virtual Gateway by submitting [a user request form](#).

If your organization needs to remove an authorized user due to the person leaving the organization or no longer requiring access, please submit a user request form (URF) to the Virtual Gateway to have the user removed.

---

Inquiries pertaining to this Advisory should be addressed to:

**DDS National Background Check Unit** at [DDS.NationalbackgroundUnit@mass.gov](mailto:DDS.NationalbackgroundUnit@mass.gov)