

The Department of Developmental Services National Criminal Background Check System User Guide



The Commonwealth of Massachusetts
Executive Office of Health & Human Services

DDS National Criminal Background Check Unit (NBCU)

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Glossary – Explanation of terms for use in this document only

Letter – The National Criminal Background Check Unit may refer to a 100 series letter. These are the letters that are sent out to Hiring Authorities (via email) and candidates (by USPS or secure email) informing them of the determination that has been made regarding the active case. A detailed description can be found in section 4 of this guide.

Authorized Access Administrator – The employee(s) that an organization has setup with the Virtual Gateway to add or remove users from the Virtual Gateway. A link for a detailed description can be found in section 2.b. of this guide.

Criminal Offender Record Information (CORI) – Consists of records and data in any communicable form compiled by a Massachusetts criminal justice agency about an identifiable person that relate to criminal history record information. The iCORI service provides access to Massachusetts-only criminal offender record information.

CORI Hiring Review Form – The form used by Hiring Authorities to document the factors considered in making a hiring decision for a job candidate who has a record of conviction or pending offenses of a crime that appears on the Crimes Tables at 101 CMR 15.15.

DDS Background Check System (BCS) – The BCS is an internet-based system that is accessed through the Virtual Gateway on mass.gov. The system is used by Hiring Authorities to submit and track candidates for a fingerprint based National criminal background check. The BCS is separate from Virtual Gateway.

Hiring Authority (HA) – A HA is an authorized user of the BCS. Their responsibilities include, but are not limited to case creation, ensuring candidates register for fingerprinting, attend their appointment, and that the organization is in compliance with 115 CMR 12.00, et seq.

IdentoGO by IDEMIA – The contracted vendor used to schedule fingerprint appointments, take fingerprints, and to submit the fingerprints for review.

Organization/Provider – The company which the Hiring Authority works for; receives DDS licensure, funding, and /or approval for working with individuals with Developmental and Intellectual Disabilities.

SAFIS Results – The fingerprint based national criminal record of a candidate that is provided to the NBCU after being entered into the BCS and attending a fingerprint appointment.

User Request Form (URF) – The URF is the form used by an organization’s Authorized Access Administrator to add or remove Hiring Authorities from the BCS. A detailed description can be found in section 2.c. of this guide.

Virtual Gateway (VG) – The VG is an internet portal designed by the Executive Office of Health and Human Services (“EOHHS”) to provide the public, medical providers, community-based organizations and EOHHS staff with online access to health and human services.

1. What is a fingerprint-based National Background Check?

Massachusetts General Law Chapter 19B, Sections 19 and 20 (as amended by Chapter 234 of the Acts of 2014, *An Act Requiring National Background Checks*) requires the Department of Developmental Services (DDS) “conduct fingerprint-based checks of the state and national criminal history databases...to determine the suitability of all current and prospective employees, who have the potential for unsupervised contact with persons with an intellectual or developmental disability in any department-licensed or funded program.”

The fingerprint-based check is intended only to determine suitability for unsupervised contact with persons with an intellectual or developmental disability. They do not control whether a candidate can or cannot be hired or whether they should be fired.

Employees is defined broadly to include any apprentice, intern, transportation provider, volunteer or sub-contractor who may have direct and unmonitored contact with a person with an intellectual or developmental disability.

To carry out these fingerprint-based checks, DDS created the National Criminal Background Check Unit (NBCU) to process and evaluate the checks and contracted with Identigo By IDEMIA USA to provide fingerprinting services.

Please read Chapter 115 Section 12:00 of the Code of Massachusetts Regulations for the complete policy and procedures of the fingerprint-based checks of the state and national criminal history databases. These regulations provide a thorough explanation of the HA Responsibilities in Section 12:06.

a. Why is this required and who is required to participate?

Prior to the amendment of M.G.L. c. 19B effected by Chapter 234 of the Acts of 2014, there was no statutory or regulatory requirement that DDS or its vendor agencies conduct systematic national criminal background checks of potential employees. There existed a risk of potential employees with a criminal history documented beyond the border of Massachusetts who could have worked with some of our state’s most vulnerable residents. This law closed the potential loophole that allowed persons with criminal convictions in other states to work directly with individuals served by DDS and its vendor agencies.

Chapter 234 also requires that any household members, age 15 or older, or persons regularly on the premises of residential facilities, shall be subject to a fingerprint based national criminal background check.

b. How is this different from iCORI?

The DDS National Background Check Unit (NBCU) *does not* conduct, nor govern the CORI check process. The Massachusetts CORI contains only Massachusetts criminal history information. The National Criminal Background Check uses the Statewide Applicant Fingerprint Identification Services (SAFIS) which provides both state and national criminal history information. However, the CORI check process is a pre-requisite to the National Criminal Background Check. In addition, CORI cleared status allows for conditional employment pending the results of a National Criminal Background Check.

Regulations from the Executive Office of Health and Human Services (EOHHS) require that candidates and employees seeking a position that entails the potential for unsupervised contact with DDS clients undergo a Criminal Offender Record Information (CORI) check. For Hiring Authorities (Providers and EOHHS HR) that currently conduct CORI checks through the iCORI portal, *the CORI check process will remain unchanged.*

c. Communications from the NBCU

All communications from the NBCU will come from either DDS.NationalBackgroundUnit@MassMail.State.MA.US or DDS.NationalBackgroundUnit@Mass.gov. Occasionally, our emails will be filtered as spam by your email provider. Please add both domain names: *@MassMail.State.MA.US* and *@Mass.gov* to your safe senders list, sometimes called the *whitelist* and check your spam periodically.

2. Virtual Gateway & Background Check System Users

a. Who Needs Access?

Any person that has been identified by an organization to submit and track new and current employees for a fingerprint-based background check per 115 CMR 12.02. Authorized users should also have access to the CORI results for current and perspective employees.

b. Registering Organization with the Virtual Gateway

The DDS BCS is hosted by the Virtual Gateway overseen by the Executive Office of Health and Human Services (EOHHS). Please ensure your organization is setup with the Virtual Gateway before submitting a DDS BCS User Request Form. You will be required to designate an *Authorized Access Administrator* as part of obtaining access to the Virtual Gateway. Please visit the Virtual Gateway “Become a Virtual Gateway User” website for instructions at: <https://www.mass.gov/service-details/become-a-virtual-gateway-user>

c. Add/Remove Users – User Request Form (URF)

Once the organization has determined who will be an authorized user (Hiring Authority) of the BCS, the organization’s *Authorized Access Administrator* will have to submit a completed BCS User Request Form. This form can be found at <https://www.mass.gov/doc/background-check-system-user-request-form>.

After obtaining and opening the URF from the above link, the URF should appear in excel as shown in Figure 2.1.

Figure 2.1

Commonwealth of Massachusetts
Executive Office of Health and Human Services

New User Request & Account Modification
Form for Virtual Gateway Access
(TYPE INFORMATION DIRECTLY INTO FORM)

**DDS Background Check System
User Request Form (URF)**

Instructions:
 1. All non-role fields are required.
 2. Fill in form, place an "X" in the column with the requested role(s).
 3. Save document as>YourOrganizationName_MMDDYY"
 4. Email completed form to: (Forms submitted via mail will not be accepted)
VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US

Questions? Call EOHHS Virtual Gateway Customer Service
 PHONE 800-421-0338
 TTY 617-847-6578

User ID (For existing VG users)	First Name	MI	Last Name	4-Digit PIN* (Personal Identification Number)	MMDD of Birth	Work E-mail Address	Work Phone #	Check One									
								BCS_Hiring_Authority	New User	Modify Existing User	Deactivate Existing User from BCS	Deactivate Existing User from the Virtual Gateway					

If the new user does not already have access to the Virtual Gateway, a new virtual gateway and BCS user will have to be created. You will have to include the following information:

- New user’s first and last name
- A 4-digit pin number
- The user’s month and day of birth (MMDD)
- The user’s company email address
- The user’s company telephone number
- Mark “New User” with an “X”

Please see Figure 2.2 below for a completed example.

Figure 2.2



Commonwealth of Massachusetts
Executive Office of Health and Human Services

New User Request & Account Modification
Form for Virtual Gateway Access
(TYPE INFORMATION DIRECTLY INTO FORM)

**DDS Background Check System
User Request Form (URF)**

Instructions:
1. All non-role fields are required.
2. Fill in form, place an "X" in the column with the requested role(s).
3. Save document as YourOrganizationName_MMDDYY
4. Email completed form to: (Forms submitted via mail will not be accepted)
VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US

Questions? Call EOHHS Virtual Gateway Customer Service
PHONE 800-421-0938
TTY 617-847-8578

User ID (For existing VG users)	First Name	MI	Last Name	4-Digit PIN (Personal Identification Number)	MMDD of Birth	Work E-mail Address	Work Phone #	BCS_Hiring_Authority	New User	Modify Existing User	Deactivate Existing User from BCS	Deactivate Existing User from the Virtual Gate
	John		Smith	1234	0123	jsmith@company.com	999-999-9999	X	X			

If the new user already has access to the Virtual Gateway for a separate system (e.g. HCSIS), you will have to include the following information:

- The user’s current Virtual Gateway user ID
- The user’s First and Last name
- A 4-digit pin
- The user’s month and day of birth (MMDD)
- The user’s company email address
- The user’s work telephone number
- Mark “BCS_Hiring_Authority” with an “X”
- Mark “Modify Existing User” with an “X”

Please see Figure 2.3 below for a completed example.

Figure 2.3



Commonwealth of Massachusetts
Executive Office of Health and Human Services

New User Request & Account Modification
Form for Virtual Gateway Access
(TYPE INFORMATION DIRECTLY INTO FORM)

**DDS Background Check System
User Request Form (URF)**

Instructions:

- All non-role fields are required.
- Fill in form, place an "X" in the column with the requested role(s).
- Save document as YourOrganizationName_MMDDYY
- Email completed form to: (Forms submitted via mail will not be accepted)

VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US

Questions? Call EOHHS Virtual Gateway Customer Service
PHONE 800-421-0938
TTY 617-847-6578

User ID (For existing VG users)	First Name	MI	Last Name	4-Digit PIN* (Personal Identification Number)	MMDD of Birth	Work E-mail Address	Work Phone #	BCS_Hiring_Authority	New User	Modify Existing User	Deactivate Existing User from BCS	Deactivate Existing User from the Virtual Gate
jsmith1	John		Smith	1234	0123	jsmith@company.com	999-999-9999	X		X		

When a user is no longer employed by your organization, the *Authorized Access Administrator* must complete the URF in order to remove that user from the system. *If access for a user is not removed by completing and submitting this form, the user can still access the Virtual Gateway from a personal computer.* The *Authorized Access Administrator* will have to provide the following information:

- The user’s current Virtual Gateway user ID
- The user’s First and Last name
- A 4-digit pin
- The user’s month and day of birth (MMDD)
- The user’s company email address
- The user’s work telephone number
- Mark “Deactivate Existing User from BCS” or “Deactivate Existing User from the Virtual Gateway” if they do not need access to any Virtual Gateway application with an “X”

Please see Figure 2.4 below for a completed example.

Figure 2.4



Commonwealth of Massachusetts
Executive Office of Health and Human Services

New User Request & Account Modification
Form for Virtual Gateway Access
(TYPE INFORMATION DIRECTLY INTO FORM)

DDS Background Check System User Request Form (URF)

Instructions:

- All non-role fields are required.
- Fill in form, place an "X" in the column with the requested role(s).
- Save document as YourOrganizationName_MMDDYY
- Email completed form to: (Forms submitted via mail will not be accepted)

VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US

Questions? Call EOHHS Virtual Gateway Customer Service
PHONE 800-421-0938
TTY 617-847-6578

User ID (For existing VG users)	First Name	MI	Last Name	4-Digit PIN* (Personal Identification Number)	MMDD of Birth	Work E-mail Address	Work Phone #		Check One				
								BCS_Hiring_Authority	New User	Modify Existing User	Deactivate Existing User from BCS	Deactivate Existing User from the Virtual Gate	
jsmith1	John		Smith	1234	0123	jsmith@company.com	999-999-9999	X			X		

Once the form has been submitted by the *Access Administrator* to VirtualGatewayHelpDeskFaxes@massmail.state.ma.us, the Virtual Gateway will create or modify the Virtual Gateway user. After the Virtual Gateway has completed the request, the request is forwarded to the National Background Check Unit for the user to be created in the BCS. Upon the creation of the user in the BCS, the user will be notified via the email address that was provided on the URF that their account has been created/modified.

If you have submitted the form and have not received any notifications within 10 business days, please contact the Virtual Gateway at 800-421-0938, M-F 8:30am-5:00pm for an update. *The National Background Check Unit does not have the capability to check on the status of a URF.*

Unfortunately, the DDS National Background Check Unit cannot assist with user account issues such as forgotten passwords. For account support, please contact the Virtual Gateway Customer Service as referenced in the previous paragraph.

d. Accessing the Virtual Gateway and Background Check System

After receiving the confirmation email from the Virtual Gateway, users will be able to access the BCS via www.mass.gov. In order to access the Virtual Gateway from Mass.gov, please perform one of the two following series of actions:

- Go to www.mass.gov
 - Click on “Log In to...” on the blue bar in the top right corner
 - Click on “Virtual Gateway”
 - Enter User Name and Password (Figure 2.5)
 - Select organization if prompted
 - Click on “Background Check System”
 - Select “Enter” on following screen after reading the warning (Figure 2.7)
- Or
- Visit <https://sso.hhs.state.ma.us/>
 - Bookmark login page for convenient access

It is highly recommended that you bookmark the website as seen in Figure 2.5 in order to make accessing the Virtual Gateway more convenient.

The following figures will show the step-by-step instructions for accessing the Virtual Gateway and BCS.

Figure 2.5

Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Mass.gov

Welcome to the Virtual Gateway

Login

Username

Password (Case sensitive)

Login

Forgot Password

Virtual Gateway Customer Service

Monday through Friday
8:30 am to 5:00 pm
800-421-0938 (Voice)
617-847-6578 (TTY for the deaf and hard of hearing)

Important Messages

When logging in, you may be required to change your password and update your user profile. For assistance with logging in, please visit www.mass.gov/vg/loginassistance.

Maintenance Notices

System Maintenance for 04/14/17:

EDSS will be unavailable from 5:45 PM to 6:30 PM Friday, 04/14, due to system maintenance

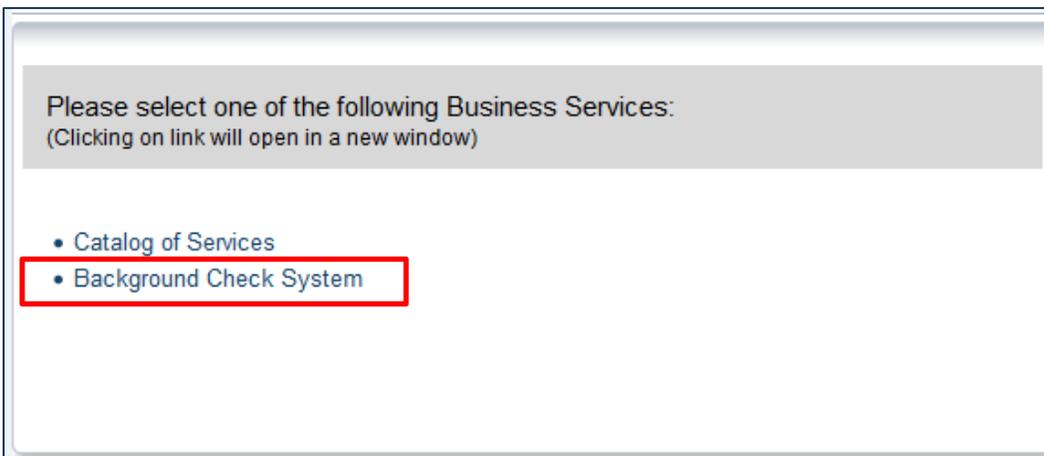
We apologize for any inconvenience this may cause.

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Once you have completed the above steps, the screen in Figure 2.6 will appear. Depending on your organization's needs, there may be additional services listed on this screen than shown in the screenshot. However, you should see "Background Check System" listed as one of your available systems. If this option is not displayed and you have been informed that your BCS user name has been created, please contact the Virtual Gateway Helpdesk. Click on the link labeled "Background Check System" and a new tab/window should open as shown in Figures 2.6 and 2.7.

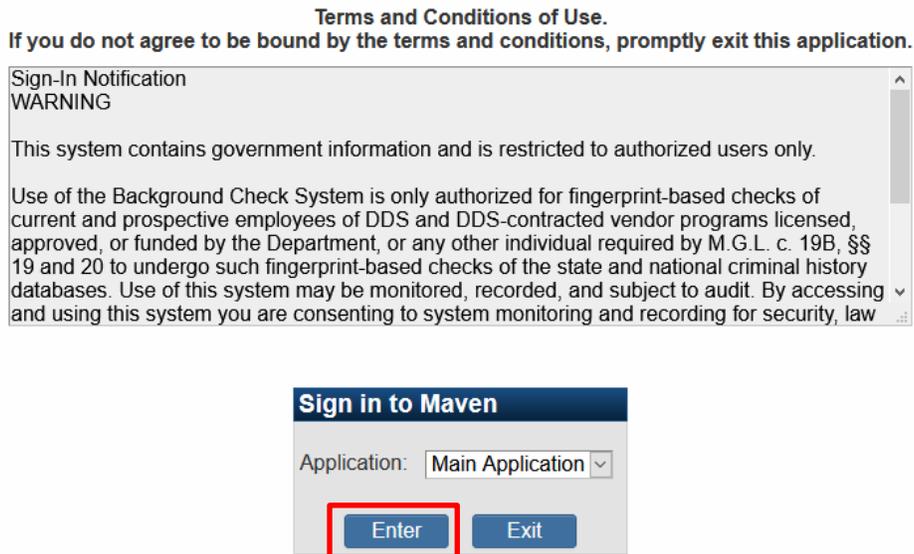
Please note, if you are a BCS User with more than one organization, please contact us for further guidance.

Figure 2.6



After selecting the Background Check System within the Virtual Gateway, the screen in Figure 2.7 should appear. Click on "Enter" and the BCS will load.

Figure 2.7



Please note that some users have experienced the following error when first signing into the BCS and sometimes during use:

An unexpected error has occurred. If problems persist, please contact the BCS System Administrator.

If you receive this or a similar error, please close your browser and then click on “Background Check System” again within the Virtual Gateway. If the error persists, please try a different web browser and then call the Virtual Gateway Helpdesk if switching browsers does not fix the issue.

3. How to Submit an Individual for Fingerprinting

a. Splash Screen

Once you are logged into the BCS, the main page is referred to as the main splash screen or dashboard. Here you will see the menu, the National Background Check Unit contact information, Alerts and Notifications when available, Workflows, and Recently Accessed Records.

Figure 3.1

The screenshot displays the DDS Background Check System dashboard. On the left is a dark sidebar menu with options: Home, Open Help, History, Case Management (with sub-options: Create Record, Search Record, Workflow, Recently accessed cases), and Profile Management. The main content area is titled 'DDS Background Check System' and includes a search bar for Case ID or Crit. The dashboard is divided into several sections:

- Alerts And Notifications:** A blue header with a refresh icon and a message: "This is the QA environment".
- Recent Records:** A table with columns Case ID, Name, and Case Status.

Case ID	Name	Case Status
★ 100000453-002	Smith, Jane	Fingerprint Check
☆ 100000180-002	Smyth, John	Fingerprint Check
☆ 100000465-002	Jones, Leslie	Fingerprint Check
- Workflows:** A table with columns Workflow Queue, Records, and Assigned.

Workflow Queue	Records	Assigned
☆ My Group's Cases	3	0
☆ Overdue Tasks Created by Me	0	0
☆ Open Tasks Created by Me	0	0
☆ My Groups' Open Tasks	0	0
☆ My Overdue Tasks	0	0
☆ My Open Tasks	0	0
- Quick Links:** A blue header with an edit icon. It contains a welcome message and a link to the user guide.
- Activity:** A blue header with an edit icon. Below it is an activity summary table for 09/15/2020 11:09 AM.

Type	# Last Week	# Average Last 4 Weeks	# Last
Fingerprint Check	21	5	123
- DDS Criminal Background Check Unit:** A blue header with contact information: "Contact Us" (617.624.7780) and "Email Us" (DDS.NationalBackgroundUnit@mass.gov).

b. Create Cases

On the main dashboard click on Create Record in the menu on the left side of the screen. Next you will see the Create Case-Party Information screen, click on the select person button, see Figure 3.2.

Candidates may have a previous case in the system for another organization. In order to keep the Case ID#s sequential, you will need to do a search to see if any previous cases exist. This will need to be done for all candidates that you enter into the system.

Figure 3.2

The image shows two forms. The top form, titled "Record Information", has fields for "Case Status:" (set to "Fingerprint Check"), "Record Date:" (set to "10/09/2020"), "Status:" (set to "Pending Fingerprints"), and "Residential address" (with sub-fields for City, State, and Zip code). At the bottom of this form are two buttons: "Select Person" (circled in red) and "Clear". The bottom form, titled "Add Party", has fields for "First Name *", "Middle Name", and "Last Name *".

On the Search Party screen, enter the name or date of birth of your candidate. If they have a previous case in the system, it will appear to the right-hand side under Search Results. See Figure 3.3.

Figure 3.3

The image shows the "Search Person Party" screen. It has a search bar at the top with buttons for "Search", "Clear", "Cancel", and "Help". Below the search bar are two main sections: "Search Criteria" and "Search Results". The "Search Criteria" section has fields for Party ID, Last Name (Smith), First Name (Jane), Alias, Birth Date (Range), Sex, Street, City, State, and Zip Code. The "Search Results" section shows a table with columns: Name, Birth Date, Street Address, City, State, Zip Code, and External ID. The first row contains: "Q Smith, Jane", "01/01/1990", "123 Main St", "Anywhere", "MA", "12345", and "PCJFBDFRYLC". Below the table, it says "Showing 1 to 1 of 1 entries". At the bottom of the search results section are three buttons: "Select" (circled in red), "Cancel", and "Help". At the bottom of the screen are buttons for "Search", "Clear", and "Create New".

****If there are no results and the candidate does not have a previous case, click cancel and proceed to section 3.c.***

Otherwise continue to the next paragraph.

If the information matches your candidate, click on the name to highlight it and then click the Select button directly under Search Results. This will create a sequential record (-002, -003 etc.) for the candidate under the original Case ID, but for your organization.

Once you have clicked the Select button, it will take you back to the party information screen. All fields will be grayed out. If you need to make updates to the information, you can do this after the case has been created by following the steps listed in section 6.a. Click save at the bottom of the screen.

Proceed to section 3.d.

c. No Previous Case

If no previous case exists for your candidate, from the dashboard go to the menu and click on Create Record. You will again come to the Create Case-Party Information screen. This time you will need to input the candidate information in the Add Party section. See Figure 3.4.

Figure 3.4

Select Person Clear

Add Party

First Name * Middle Name Last Name *

Suffix Maiden/Other Name Alias

Mother's Maiden Name

Birth Date * Sex Social Security Number

Race Ethnicity Place of Birth

Country of Citizenship

Drivers License Number Drivers License State

There are key fields that must be completed before a case can be created. If you forget to enter the data that is required, you will see the following message:

Figure 3.5

Please correct the indicated errors before proceeding:

- Required field 'First Name' is not answered
- Required field 'Last Name' is not answered
- Required field 'Birth Date' is not answered
- Required field 'Address Type' is not answered
- Required field 'Street 1' is not answered
- Required field 'City' is not answered
- Required field 'Zip Code' is not answered

Please provide the candidate's contact information, not the contact information for the organization.

If you are creating a new case and you forgot to first do a search for a previous case in the system, the following screen will appear. See Figure 3.6.

Figure 3.6

DDS Background Check System

Search Case ID or Crit: Search Central Office

Potential Matches

Please review the existing cases before proceeding.

Entered Information:	
First Name:	Jane
Middle Name:	
Last Name:	Smith
Suffix:	
Maiden/Other Name:	
Alias:	
Mother's Maiden Name:	
Birth Date:	01/01/1990
Sex:	
Social Security Number:	
Race:	
Ethnicity:	
Place of Birth:	
Country of Citizenship:	
Drivers License Number:	
Drivers License State:	

Contact Information	
Address Type:	Mailing
Street 1:	123 Main St
Street 2:	
City:	Anywhere
State:	MA
Zip Code:	02118
Country:	USA
Primary Phone:	
Email:	

Create new case and person

Mark as pending deduplication

DO NOT click on the create new case and person button. Your candidate *does* have a previous case in the system, and by choosing that option you will create a case out of sequence. Click cancel at the bottom of the screen and return to the main dashboard. Click on Create Record in the menu, click on the Select Person Button, and follow the instructions in section 3.b.

d. CORI Question Package

Before a candidate can schedule to be fingerprinted, you will need to complete the CORI Information Question Package and upload the current CORI (no older than 60 days and in PDF format) for the candidate. You can do this by double clicking on the CORI Information Question Package as seen in Figure 3.7.

Figure 3.7

The screenshot shows the 'Case Summary' for Jane Smith in the DDS Background Check System. The interface includes a sidebar with navigation options like Home, Open Help, History, Case Management, and Profile Management. The main content area displays 'Case Summary' with sections for 'Basic Information' (Case ID, Status, Name, Birth Date, Age, Sex, Attachments), 'Notifications' (Product Notices, Workflow Status), and 'Question Packages'. A table lists 'Question Packages' with columns for Question Package, Party, Last Update, Updated By, and Status. The 'CORI Information' package is highlighted in yellow and has a red arrow pointing to it, with a status of 'Incomplete'. The 'Demographic' package has a status of 'Completed'.

Question Package	Party	Last Update	Updated By	Status
CORI Information	Jane Smith	06/17/2020	Central Office [coffice]	Incomplete
Demographic	Jane Smith	06/17/2020	Central Office [coffice]	Completed

On the next screen, choose Clear from the first drop down. Clear means that you have reviewed the CORI for pending charges or convictions within scope and the CORI Hiring Review Form was completed if necessary, per EOHHS CORI regulation 101 CMR 15.00. In the next drop down, you will need to choose the type of candidate you are entering. You will have the choice of applicant, employee, vendor, intern or student.

It is important to make sure you have read, understood, agreed with and answered the affirmation statement in this section. Failure to do so will result in the fingerprint authorization letter not generating, the information will not be sent to Identogo, and the candidate would not be able to schedule an appointment. See Figure 3.8.

Once you have answered all questions, click the save & stay button.

Next you will need to click on the blue hyper-link at the bottom of the page to attach the CORI. *It is required that the CORI report be attached in the case along with a copy of the CORI Hiring Review form and/or approval email for Table A.*

If you click on the blue hyper-link before clicking on Stay & Save, you will be prompted by the system to save before leaving. Choose to save & jump. This will then take you to the next screen to upload the CORI.

Figure 3.8

CORI Disposition

CORI Disposition:
Clear

Please Enter any relevant CORI disposition comments:

Please select applicant type:
Applicant

Affirmation

Affirmation Statement:
I certify on behalf of the hiring authority that the applicant/employee has been cleared following a CORI investigation and/or the hiring authority has otherwise complied with all requirements of 101 CMR 15.00. *

Yes

Please attach Jane Smith's CORI report, Written Determination for Table A/B Offenses (if applicable), and any Supporting Documentation (in PDF format)

Save Save & Stay Cancel Help

On the following screen, click on the browse button to locate your CORI PDF file on your computer. Click on the file to be uploaded and choose open. Next you will need to type in a description of the document you are going to attach, such as "CORI report". Then select the type of document, for the CORI report choose "Criminal Offender Record Information". "Other Supporting Documentation" should be used for all other attachments such as the CORI Hiring Review Form.

All documentation should be set to a security level of 3 as shown in Figure 3.9. Failure to set the security level to 3 will leave the documentation accessible by System Administrators and other IT staff. Click on save.

Figure 3.9

DDS Background Check System

Search Case ID or Crit Search Central Office

Add Attachment - Jane Smith - Fingerprint Check

Attachment Information

File:

Description:

Folder:

Status:

Type:

Security Level:

Notes:

On the next screen you will see the attachment(s) to the case. You will also have access to all the automated letters here in the emailed attachments section. For instructions on how to access copies of automated letters see section 4. Select dashboard to return to the dashboard.

Figure 3.10

DDS Background Check System

Search Case ID or Crit Search Central Office

Manage Attachments - Jane Smith - Fingerprint Check

Attachments

File	Description	Type	Security Level	Create Date	Created By	Updated By
/ +		Folder	0			
Emailed Attachments +		Folder	0			
Test Cori.pdf ✎	CORI Report	Criminal Offender Record Information	3	09/17/2020	Central Office [coffice]	Central Office [coffice]

Once you are back to the dashboard of the case, you will see the CORI Question Package shows as complete. You can then exit the case by clicking on the blue button with your name in the top right corner and click close record.

Figure 3.11

The screenshot shows the DDS Background Check System interface. At the top, the user is logged in as Jane Smith. The system title is 'DDS Background Check System'. There is a search bar with the text 'Search Case ID or Criti...' and a 'Search' button. A dropdown menu is open, showing 'Central Office' with a downward arrow, which is circled in red. The main content area is titled 'Case Summary' and contains several sections:

- Basic Information:**

Case ID:	100000453-002
Case Status:	Fingerprint Check
Name:	Jane Smith
Birth Date:	01/01/1990
Age:	30
Sex:	Female
Attachments:	2 (Add) (View)
- Notifications:**
 - Product Notices 1**: This is the QA environment
 - Workflow Status 1**: Case is in workflows [View List]
- Question Packages:**

Question Package	Party	Last Update	Updated By	Status
CORI Information	Jane Smith	09/17/2020	Central Office [coffice]	Completed
Demographic	Jane Smith	06/17/2020	Central Office [coffice]	Completed

A red arrow points to the 'Completed' status in the 'CORI Information' row of the Question Packages table.

Now that you have successfully created a case for the candidate, you will receive the fingerprint authorization letter by automated email within 24-48 hours of creating the case. The candidate will not be able to register until you have received this letter. Please provide a copy of the letter to the candidate so they can register for an appointment. The instructions for how to register are in the letter.

**If you make any changes to the candidate's name or date of birth after the fingerprint authorization letter has been generated, please contact the NBCU by email.* The candidate's information will need to be re-sent manually to Identigo by the NBCU. The candidate will then be able to register for a fingerprint appointment the following day. This does not change the PIN # on the Fingerprint Authorization letter.

e. 60-Day Validity For Previous Determinations

In the event that you have created a sequential case for a candidate, contact the NBCU by email and request that we review the previous determination. If the candidate has been fingerprinted for another DDS provider within 60 days of making this email request, and the finding is suitable, that determination can be used for the case you created. The candidate will not need to schedule another fingerprint appointment.

If it is past the 60-day window the team will instruct you to have the candidate register for a new fingerprint appointment.

f. Withdrawals

In the event a candidate withdraws their application before attending a fingerprint appointment, or you choose not to move forward with the candidate, the case must be administratively withdrawn in the BCS. Contact the NBCU by email to notify them that you wish to have a candidate's case withdrawn. Please provide only the name and Case ID in the email.

g. Search Records

To search for a case in the system go to the menu on the main dashboard and choose Search Record. You will only be able to see and open the records that have been created for your organization. You can search by case ID, name or date of birth. See figure 3.12.

Figure 3.12

The screenshot displays the 'Search Case' interface, which is divided into two main sections: 'Search Criteria' and 'Search Results'.

Search Criteria:

- Type: Normal (dropdown)
- Case ID: [text input]
- Last Name: [text input]
- First Name: [text input]
- Birth Date: (Inexact) MM/DD/YYYY (calendar icon)
- Sex: [dropdown]
- Street: [text input]
- City: [text input]
- State: [dropdown]
- Zip Code: [text input]
- Case Status: Fingerprint Check (dropdown)
- TCN: [text input]
- Sort Options:**
 - Sort By: Create Date (dropdown)
 - Sort Order: Descending (dropdown)
- Search Options:**
 - Search History:
 - Search Soundex:

Buttons at the bottom: Search, Clear, Create New.

Search Results:

Case ID	Name	Birth Date	Case Status	Status	Create Date	External ID
No search done						

Showing 0 to 0 of 0 entries

Buttons: First, Previous, Next, Last, Select, Create Record for Person, Cancel, Help.

h. Recent Records

From the main dashboard you will see the Recent Records section. You can click on the “More” link at the bottom of the Recently Accessed Records section in order to view more cases.

Figure 3.13

The screenshot shows the DDS Background Check System dashboard. The left sidebar contains a menu with options: Home, Open Help, History, Case Management (Create Record, Search Record, Workflow, Recently accessed cases), and Profile Management. The main content area is titled 'DDS Background Check System' and includes a search bar for Case ID or Criticality, a search button, and a dropdown for Central Office. The dashboard is divided into several sections:

- Alerts And Notifications:** A message stating 'This is the QA environment'.
- Recent Records:** A table with columns Case ID, Name, and Case Status. It lists three cases, each with a star icon for bookmarking. A 'More...' link is circled in red at the bottom of the table.
- Quick Links:** A section with a welcome message and a user guide link.
- Activity:** A section with an activity summary table as of 09/15/2020 11:09 AM.
- Workflows:** A table with columns Workflow Queue, Records, and Assigned. It lists various task queues like 'My Group's Cases', 'Overdue Tasks Created by Me', etc.
- DDS Criminal Background Check Unit:** A section with contact information: 617.624.7780 and DDS.NationalBackgroundUnit@mass.gov.

The Recent Records section only shows the last 20 records viewed. If you need to track a case, you can do this by bookmarking a case. It will remain on the Recent Record list until unmarked. To bookmark a case, click on the star and it will turn to black. To uncheck it, click it again.

If a case falls off the Recent Records list, use search record in the menu to find the case or enter the full case ID into the search box in the top right-hand side of the splash screen. See Figure 3.14 below.

Figure 3.14

DDS Background Check System    Search Case ID or Crit

Recent Cases

Recent Cases						
	Case ID	Party	Status	Case Status	Record Date	Access Time
★	100000453-002 	Smith, Jane	Pending Fingerprints	Fingerprint Check	06/17/2020	09/18/2020 03:06 PM
☆	100000180-002 	Smyth, John	Pending Fingerprints	Fingerprint Check	06/09/2016	07/09/2018 11:11 AM

4. Letters & Determinations

To ensure that you receive our emails with letter attachment and advisories, add our email address to your safe/approved sender list in your email settings. This will prevent our emails from being misdirected to your junk/spam folder. All letters are available to view/print in the case under the attachments section. If you cannot find the letter after confirming you completed the CORI information section, checking your spam folder and the attachment section in the BCS, contact the NBCU. See Figure 4.1 & 4.2 for where to find attached case letters and notices.

Figure 4.1

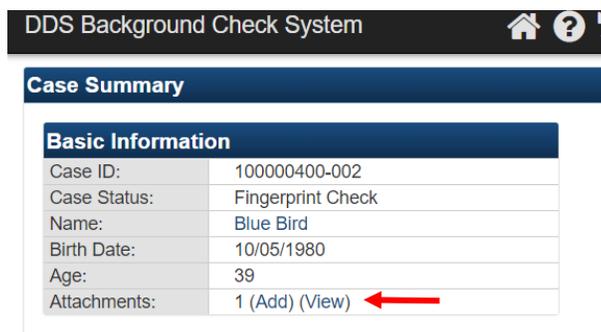
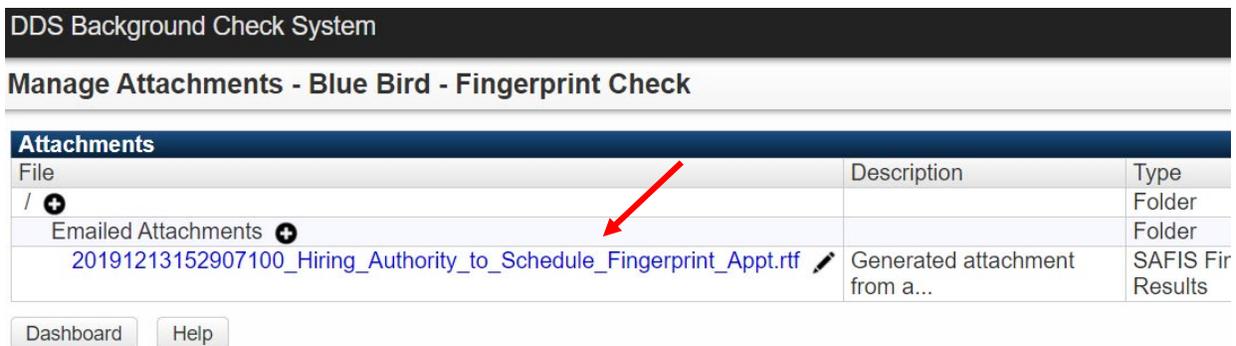


Figure 4.2



a. Fingerprint Authorization Letter – 100

The Fingerprint Authorization Letter provides all the necessary information for a candidate to register for a fingerprint appointment at an Identogo Enrollment Center. The Fingerprint Authorization Letter is an automated letter that is generated once the HA completes all requirements for creating a case in the BCS. The CORI Information section must be complete, and the affirmation statement must be answered “**yes**” otherwise the CORI question package will show incomplete and the Fingerprint Authorization Letter will not generate. The Fingerprint Authorization Letter is sent via email, within 24-48 hours of completing the case, to the HA who created the case. If you have not received the

automated email with the letter attachment within 48 hours, check for the letter in the case in the BCS under the attachments section.

The candidate should be given a copy of the Fingerprint Authorization Letter and must schedule and attend an appointment within ten (10) days of the letter being generated. Once the fingerprint results are pending, it is within the discretion of your agency to allow the candidate to be hired as a conditional employee. However, for the candidate to be hired as a conditional employee they must be CORI cleared by the HA in compliance with all the requirements of 115 CMR 12.10.

b. Suitable Letter - 101

Once the candidate is put into the system, has been fingerprinted, and found suitable you will receive an email with the subject line: 101_Hiring_Authority_reSuitable_Candidate.rtf, which has the suitability letter attached. You will receive the letter 24-48 hours after the case has been finalized.

A suitable letter allows a candidate to have unsupervised contact with DDS individuals while employed with your agency per 115 CMR 12.00. You must retain a copy of the candidate's suitability letter. The NBCU suggests you store the letter with their CORI, as both documents are subject to audit by DDS. Please note, it is your responsibility to keep these results in a secure area once they are received. If you misplace a letter or never receive an automated email with the letter attached, you can log in to the BCS and retrieve the letter under the attachments section if one was issued.

c. Interim Not Suitable Letter - 103

If we need additional information from the candidate during the Background Check process, you will receive an email with the subject line:

103_Hiring_Authority_reInterimNotSuitable_Candidate.rtf, which has an Interim Not Suitable letter attached. If you receive this letter, your candidate must be removed from any unsupervised contact with DDS individuals until a final determination is issued. Please be aware, this letter is not an automatic disqualification.

Once the candidate is removed from an unsupervised position nothing further is required of you. We will send a packet to the candidate by USPS or secure email requesting additional information. We are unable to discuss the findings of the Background Check with the candidate until they have received their packet. We are not allowed to discuss the results with anyone but the candidate.

If you receive an inquiry from the candidate, let them know that they have been sent additional information which will instruct them to contact us directly once it is received. The candidate will have **21 days** to contact the National Background Check Unit to discuss the findings of their background check and provide additional information. After we have received the candidate's response to our request, we will review the information and make a final determination.

d. Final Not Suitable Letter –108

Once the review is completed and the candidate is found Final Not Suitable you will receive an email with the subject line: 108_Hiring_Authority_reFinalNotSuitable_Candidate.rtf, which has a Final Not Suitable letter attached. If you receive a Final Not Suitable letter the candidate is not eligible to be in an unsupervised position with DDS individuals.

e. Final Suitable Letter – 109

Once the review is completed and the candidate is found Final Suitable, you will receive an email with the subject line: 109_HiringAuthority_reFinalSuitable_Candidate.rtf, which has a Final Suitable letter attached. A Final Suitable letter allows a candidate to have unsupervised contact with DDS individuals while employed with your agency. You must retain a copy of the candidate's suitability letter. The NBCU suggests you store the letter with their CORI, as both documents are subject to audit by DDS. Please note, it is your responsibility to keep these results in a secure area once they are received. If you misplace a letter or never receive an automated email with the letter attached, you can log in to the BCS and retrieve the letter under the attachments section if one was issued.

5. Notices

a. Fingerprint Rejection Notice

Occasionally, a fingerprint result will be rejected. Rejected Status simply means the transaction has been rejected, usually due to a fingerprint quality issue. Identogo will make three attempts to reach out to the candidate during the rejected status. It is important that the candidate provides accurate contact information while scheduling/attending their fingerprinting appointment.

When a candidate is contacted because their fingerprints have been rejected, they will need to reschedule to have their fingerprints taken again. There is no additional cost for the second appointment.

b. FBI Name Search Notice

If two fingerprint quality rejections have been received for the candidate, DCJIS staff will send the request to the FBI for a name-based criminal record search. This search consists of the FBI manually ruling out possible name and date of birth matches to your candidate. This process can take up to 30 days.

c. Withdrawn - 113

If the candidate or your agency decide not to move forward with the hiring process, please notify the NBCU at DDS.NationalBackgroundUnit@Mass.gov. Please include the case ID number in the subject line and indicate that the candidate will no longer move forward. Once we receive the email, we will withdraw the case from the BCS. You will receive an email with the subject: 113_HiringAuthority_reWithdrawn_Case with the letter attached 24-48 hours after the case has been closed in the system.

If your agency receives this letter without notifying us of a withdrawal, this means that the case has been withdrawn because the fingerprints/case, is older than 60 days, or you have not complied with our procedures. A candidate must be fingerprinted within 60 days of the case being created within the BCS. Copies of the original Appointment, Suitable, Interim Not Suitable, and Final Suitable/Not Suitable letters are available in the attachments section of each case. Enter the case and click on "View" under the Attachments section in order to save/print copies.

6. Troubleshooting & Frequently Asked Questions

a. Edit Case (Edit Demographic Information)

If you complete the case making process and notice you made an error in the system or that the existing information for a candidate is outdated, *please do not create a new case to make the correction*. You can make changes to the candidate's information by following these steps:

To begin, you will need to enter the case you would like to make the changes to by clicking on the Case ID number. The case can be found by doing a search or in the Recent Records section on the main splash screen as shown in Figure 6.1.

Figure 6.1



Recent Records		
Case ID	Name	Case Status
☆ 100000691-002	Smith, Jane	Fingerprint Check

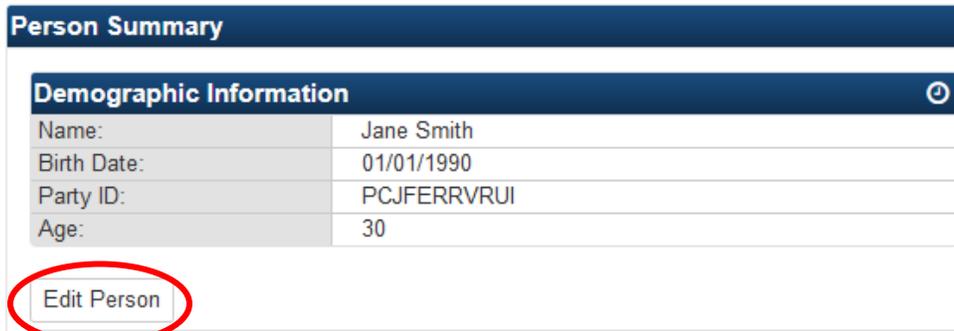
After you have opened the desired case, click on the candidate's name and then on the "Edit Person" button as seen in Figures 6.2 and 6.3.

Figure 6.2



Case Summary	
Basic Information	
Case ID:	100000691-002
Case Status:	Fingerprint Check
Name:	Jane Smith
Birth Date:	01/01/1990
Age:	30
Attachments:	0 (Add)

Figure 6.3



Person Summary	
Demographic Information	
Name:	Jane Smith
Birth Date:	01/01/1990
Party ID:	PCJFERRVRUI
Age:	30

[Edit Person](#)

Once you have clicked on “Edit Person” you should see the screen shown in Figure 6.4. This screen will allow you to edit the demographic information that is required to create the case. After making any corrections or adding any additional information, you should make sure that you click on “Save” and confirm that the changes have been made.

Figure 6.4

The screenshot displays a web form titled "Manage Person" with a sub-section "Edit Person". The form is organized into several sections:

- Personal Information:** Fields for First Name (Jane), Middle Name, Last Name (Smith), Suffix, Maiden/Other Name, and Alias.
- Family Information:** Field for Mother's Maiden Name.
- Identification:** Fields for Birth Date (01/01/1990), Sex (dropdown), Social Security Number, Race (dropdown), Ethnicity (dropdown), and Place of Birth (dropdown).
- Citizenship:** Field for Country of Citizenship (dropdown).
- Licensing:** Fields for Drivers License Number and Drivers License State (dropdown).
- Contact Information:** Fields for Start Date (10/01/2020), End Date (01/01/2030), Address Type (Mailing), Street 1 (123 Main St), and Street 2.

After making the corrections in the BCS you will need to send us an email at DDS.NationalBackgroundUnit@mass.gov informing us of the case ID #, candidate's name, and what correction (name, date of birth, address, etc.) has been made. When notifying us of the date of birth being corrected, please just state that the date of birth was corrected and not what the actual candidate's date of birth is. Once we are notified, we will schedule the corrections to be sent to IdentoGO. The candidate will then be able to register the following day with the correct information. If you do not notify us, the information will remain in our system and the candidate will not be able to register.

b. Causes of Case Delay

Not Completing the CORI Process (101 CMR 15.00)

The DDS fingerprint check is distinct from *and in addition* to the existing CORI check. Failure to complete the CORI process in accordance with 101 CMR 15.00 prior to entering the candidate into the DDS BCS can cause an extensive delay. It is important to note that the Affirmation Statement mentioned in section 3.d of the User Guide, is the user acknowledging that they have completed the CORI process for the candidate they are entering into the system.

If a CORI Hiring Review Form is required during your candidate's CORI check, it is important that you include the CORI *and* Hiring Review Form during the BCS case creation process. This includes Hiring Review Forms for Table A and Table B offenses.

Making Appointment Under the Wrong Agency

When the candidate is completing the registration process by telephone or online, it is important for them to specify that they are being fingerprinted for the Department of Developmental Services and that they provide their PIN#. If they do not specify DDS or provide the number, the fingerprint results will not be returned to the DDS National Background Unit and the candidate will have to be fingerprinted again. Another indicator that they did not register properly is that they are charged an amount other than \$45.

When inquiring about delays after a candidate has claimed to be fingerprinted, please have them send a copy of their receipt to you and provide it with your inquiry.

Incomplete/Wrong Contact Information

Sometimes we are required to send a packet of information to a candidate in-order to complete their case. We utilize the address, telephone number, and email address provided in a candidate's case when they are put into the system. If you use an old address, omit an apartment number, or use the company address instead of the candidate's, the case will be delayed as long as it takes USPS to process the mail and return it to us. If you do not include a telephone number or email address, the case will be delayed as we reach out to you for the missing information.

You should also stress to your candidates to inform you of any changes to their contact information during the background check process.

Not Notifying Us of Changes in the System

Our system is unfortunately limited as to what it will notify us of. As a result, it is important that you notify us via email whenever you have changed a candidate's information,

uploaded documentation to the case, or have added any notes to the CORI Question Package. Failure to notify us via email of these changes can cause a delay as we are relying on notification from you for us to continue with the case.

Managing/Tracking Your Candidates

At any given point throughout the whole fingerprinting process it is possible a NBCU team member or IdentoGO representative will need to reach out to you or your candidate. It is important that contact information be accurate and up to date. Additionally, it is helpful if Hiring Authorities make sure candidates are registering for fingerprinting in a timely manner, verify candidates attend their appointments, and ensure that they are following up with any contact from us or IdentoGO.

c. Frequently Asked Questions

Q1: I entered a candidate into the system, why haven't I received a letter yet?

A: The fingerprint authorization letter is an automated letter that is sent out through email by the Background Check System 24-48 hours after creating the case. You will not be able to register your candidate the same day you create the case.

The other most common cause of this error is that the CORI Information Question Package was not completed by the Hiring Authority when the case was created. More specifically, the "Affirmation Statement" drop-down was not changed to "Yes." This can be corrected by entering the candidate's case, double clicking on the "CORI Information" question package, then changing the drop-down to "Yes" and clicking on "Save." Please be sure to read the affirmation statement if you are not familiar with it. Once you have completed this correction, you should receive the letter authorizing the candidate to be fingerprinted within 24-48 hours. If you do not, please contact the National Background Check Unit.

Q2: Our candidate was fingerprinted on mm/dd, why haven't we received anything yet?

A: Please allow at minimum 10 business days from the date of the appointment before inquiring about the status of a case. Everyone's history is different and processing times will vary according to the volume received by DCJIS. If it has been more than 10 business days, first have your candidate provide a copy of their receipt as proof of attending the appointment. After receiving the receipt, please forward on to the NBCU with your status inquiry.

Q3: A candidate needs to make an appointment to have their fingerprints taken. How do they do that?

A: Fingerprint appointments must be scheduled directly with the Identigo vendor. The DDS Background Check Unit does not have the ability to assist with appointment related or billing related issues. This can be done by calling (866) 349-8130 or online by visiting <https://ma.ibtfingerprint.com/index.php>. The candidate(s) will need to have their DDS Personal Identification Number as provided in the authorization letter and a form of payment ready. More detailed instructions can be found in the [SAFIS Registration Guide](#).

Q4: The candidate has tried to register for a fingerprint appointment, but Identigo told them that their name and/or date of birth are incorrect.

A: There are three common causes for this error:

1. First, the name and/or date of birth were entered into the DDS Background Check System incorrectly. Please check directly with the candidate to make sure you have the correct spelling and date of birth. If either value is incorrect, you can make the correction by entering into the candidate's case in the system, clicking on their name in the case, and then selecting "Edit Person" at the bottom of the first section. Please be

sure to click on “Save” once you have updated the information. You will also need to send us an email letting us know that you have changed the information in the case. Upon notification, we will schedule the information to be re-sent to the vendor and the candidate will be able to register the following day. Failure to notify us of any changes will prevent the candidate from being able to register.

2. The second most common cause of this issue is that the candidate is not identifying as being printed for the Department of Development Services.
3. The third most common cause is that the candidate is not saying/typing the dash “-” in the PIN#. The candidate must give the PIN# exactly as it is shown on the authorization letter.

Q5: A candidate tried to register for a fingerprint appointment, but they were told...

A: The most common issue with registering is covered in the previous question. However, candidates will sometimes also be told that they are not in the Identogo system or that they have already been fingerprinted and are not required to do it again. When registering by telephone or online, please make sure that the candidate is specifying that they are being fingerprinted for the Department of Developmental Services. The candidate will also have to provide the entire Personal Identification Number, this includes the “-” and the “00x” portion of the ID number.

Additionally, we have had a few incidents where candidates were told by Identogo staff/contract locations at their appointments that they were previously fingerprinted and don’t have to be fingerprinted again. Unless confirmed by the National Background Check Unit staff, this is not an accurate statement and the candidate should still complete their appointment.

Q6: Our candidate stated that they were fingerprinted at their previous job/provided us with their previous results. Can we use this information or do they need to be fingerprinted again?

A: **No**, the suitable and not suitable letters that are issued are sent out for record/audit purposes only and are valid only for the organization listed on the letter. They should not be used by other organizations as proof of suitability. If your organization is considering a candidate that is required to be fingerprinted per the regulations, you will be required to create a new case for them in the DDS Background Check System for your organization.

However, there are some instances where a candidate will not be required to be fingerprinted again, but they are still required to be entered into the DDS Background Check System. Please see Section 3(e) of the User Guide regarding the 60-day validity of results.

Q7: We just received our first Interim Not Suitable, what happens now?

A: Per regulation *115 CMR 12.07 (4)*, the candidate can no longer have unsupervised contact with a supported individual until a final determination is made by the National Background Check Unit. How an organization ensures that an interim not suitable candidate does not

have unsupervised contact with a supported individual is a business decision that the organization must make.

A packet was also sent via secure email or USPS to the candidate that includes their fingerprint check results, the presenting issue, and what information the unit requires in order to make a final determination of suitable or not suitable. The candidate will be given 21 days to respond with the requested information. Extensions can be granted if the candidate is in contact with the team and actively working on obtaining the requested information.

Q8: All/some of my employees are regularly fingerprinted for Early Education and Care (EEC), do I need to print them again for DDS?

A: See the excerpt from 115 CMR 12.05 below:

(4) Notwithstanding the provisions of 115 CMR 12.00, a person approved for hire by EEC following a fingerprint-based check of state and national criminal history databases in accordance with 606 CMR 14.00: Criminal Offender and Other Background Record Checks, shall not be subject to another fingerprint check under 115 CMR 12.00 for employment with the same hiring authority within three years of the EEC approval for hire.

Q9. I am a provider that uses temp or relief staff, do I need to fingerprint these employees?

A: All DDS contracted providers are responsible for ensuring that any subcontractors doing business with them are fingerprinted. Subcontractors include any relief and temporary staff. To meet this requirement, all DDS contracted providers must either request background check suitability letters from the staffing agencies and maintain these letters in a file at their location, or, in the alternative conduct the fingerprint-based checks of those subcontractors themselves.

Q10. How can I get a copy of a determination or fingerprint authorization letter?

A: All letters are available to view/print in the case under the attachments section. If you cannot find the letter after confirming you completed the CORI information section, checking your spam folder and the attachment section in the BCS, contact the NBCU. See Figure 4.1 & 4.2 for where to find attached case letters and notices.

Q11. A case shows as suitable in the BCS but there is no letter attached/I haven't received an automated email with the letter.

The system does not generate or send out the determination letters until 24-48 hours after the case has been completed by the NBCU team. If you see your case shows a determination in the BCS but you have not yet received the letter, wait an additional 24 hours before contacting the NBCU team.