

EEC BRC Navigator: BRC Program Portal Guidance

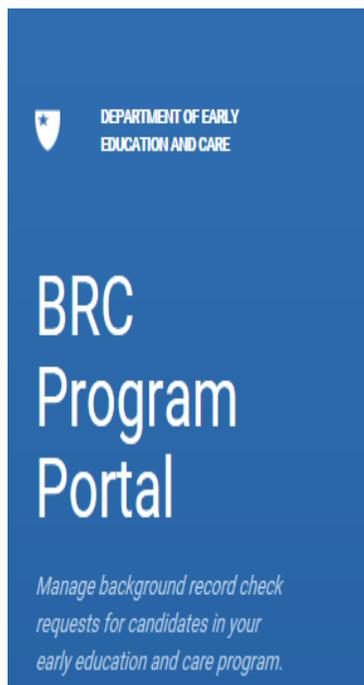


Welcome to the Department of Early Education and Care New Background Record Check IT System. You have received an email from the BRC Background Check Unit with the subject line **“Invitation to use the EEC BRC Program Portal”**. You can now activate your account in the BRC Program Portal within EEC’s new BRC IT System, BRC Navigator.



The following steps will guide you through the BRC Program Portal account set up process:

1. Go back to the email you received from the BRC Background Check Unit with the subject line, **“Invitation to use the EEC BRC Program Portal”**.
 - ✚ Using your computer, please **click the link labeled “BRC Program Portal” in the email** to activate your account and set your password.
 - ✚ You will be directed to the page below, click on **NEXT** if this is the first time accessing your account.
 - ✚ If you have already activated your account and set your password click on **sign in here**.



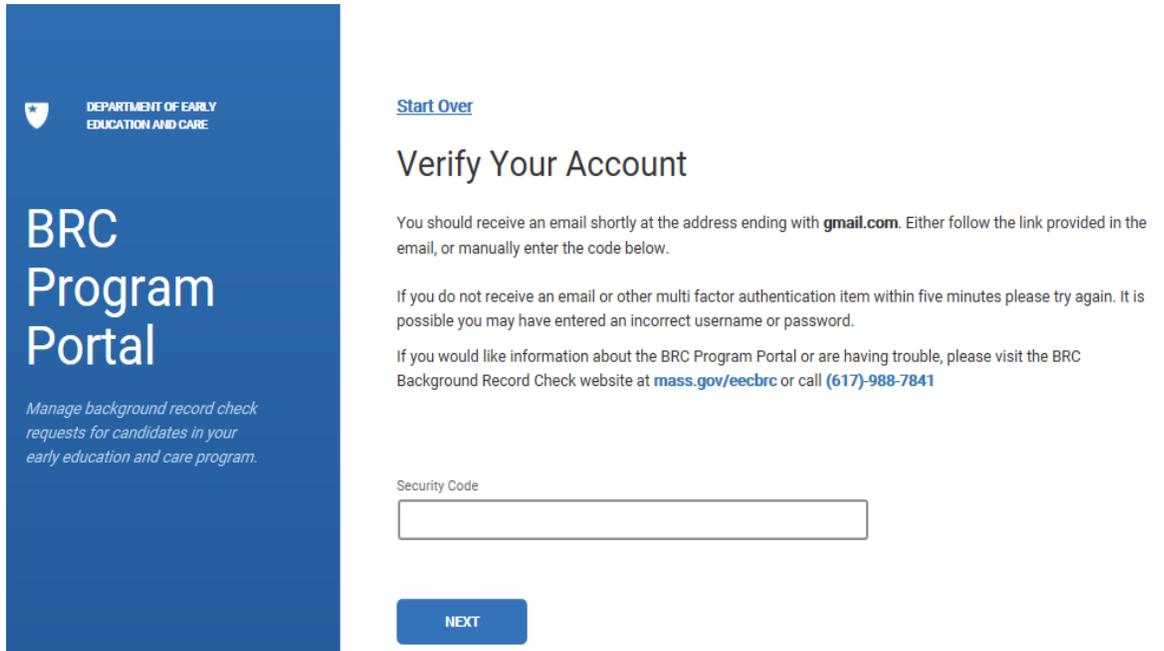
Getting Started

Welcome to the Department of Early Education and Care's Background Record Check (BRC) Program Portal. If it's your first time here, you will need an account to proceed. Please click the "next" button below and follow the instructions to confirm your identity and create a password. If you already have an account on the BRC Program Portal, [sign in here](#).

If you need assistance with the BRC Program Portal, you can find technical assistance resources or request help by visiting EEC's website at mass.gov/EECBRC or calling 617-988-7841.



2. You will be directed to the “Verify Your Account” screen:



The screenshot shows a blue sidebar on the left with the Department of Early Education and Care logo and the text "BRC Program Portal" and "Manage background record check requests for candidates in your early education and care program." The main content area is white and contains a "Start Over" link, the heading "Verify Your Account", and instructions: "You should receive an email shortly at the address ending with gmail.com. Either follow the link provided in the email, or manually enter the code below." It also includes troubleshooting advice: "If you do not receive an email or other multi factor authentication item within five minutes please try again. It is possible you may have entered an incorrect username or password." and "If you would like information about the BRC Program Portal or are having trouble, please visit the BRC Background Record Check website at mass.gov/eebrc or call (617)-988-7841". Below this is a "Security Code" input field and a "NEXT" button.

3. You will receive a second e-mail that will be from the Commonwealth of Massachusetts – Account Verification, with the subject line: “Authentication Needed”.

- ✚ You can verify your account in two different ways, by either clicking a link or entering a code:

[Continue with Authentication](#)

or

Enter the following code where prompted: **51054105**

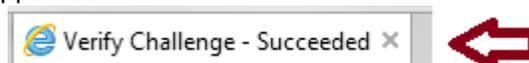
- ✚ Option 1: Click on the “Continue with Authentication” link.
 - If you select this option, the window will display the following message:



Authentication Successful

Please close this browser tab and return to your session to continue.

- You may close the window where the “Authentication Successful” message appeared.



- ✚ Option 2: Copy and paste the 8 digit code on the login screen:

Verify Your Account

You should receive an email shortly at the address ending with **mass.gov**. Either follow the link provided in the email, or manually enter the code below.

If you do not receive an email or other multi factor authentication item within five minutes please try again. It is possible you may have entered an incorrect username or password.

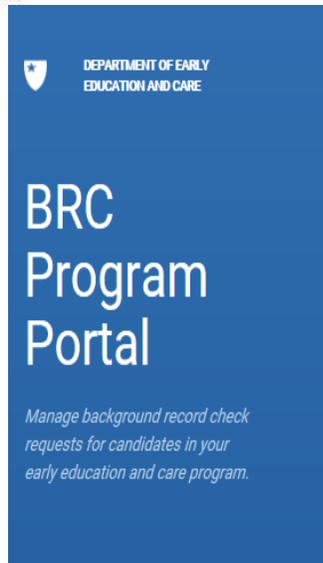
If you would like information about the BRC Program Portal or are having trouble, please visit the BRC Background Record Check website at mass.gov/eebrc or call **(617)-988-7841**

Security Code

NEXT

- ✚ You will receive the error message, “Either your username or password cannot be authenticated, please try again” if you do not complete this step within 5 minutes.
 - ✚ If you do not successfully complete the account authentication process, then you will not have access to the BRC Program Portal. You must go back to the first e-mail you received from the BRC Background Check Unit with the subject line, “**Invitation to use the EEC BRC Program Portal**”.
4. Once you complete the authentication process, you will be directed to the page below, to create a password, click on . If the passwords you enter do not match each other, this error message will be displayed, “Your password and confirmation did not match or were blank”.



DEPARTMENT OF EARLY
EDUCATION AND CARE

BRC Program Portal

*Manage background record check
requests for candidates in your
early education and care program.*

[Start Over](#)

Password Requirements: Must be at least 8 characters long. Must be less than 64 characters long. Must include at least one digit. Must include at least one upper case and one lower case letter. Cannot be the same as any of the last 3 password(s).

New Password

Confirm New Password

NEXT

- When your password setup is complete, you will be prompted to continue with the login process:

✚ Enter your user ID (email address) and press **NEXT**

Sign In

Email Address or Username

NEXT

✚ Enter your password and press **NEXT**

[Start Over](#)

Enter Password

Password

NEXT

[Forgot Password?](#)

- You will receive a third e-mail that will be from the Commonwealth of Massachusetts – Account Verification with the subject line, “Authentication Needed”:
 - You will be provided two options to verify your account.

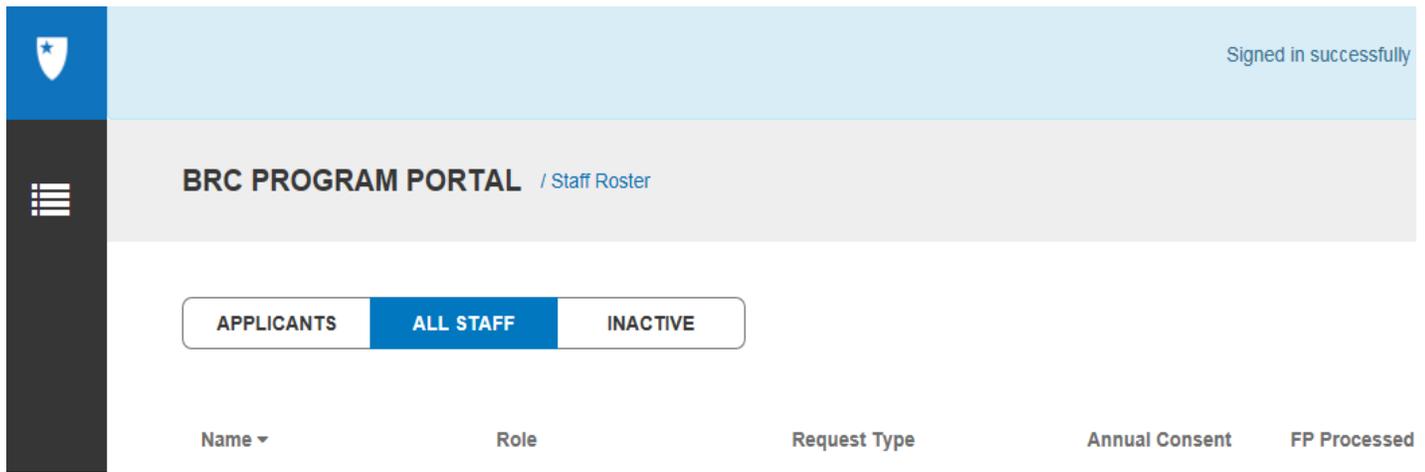
[Continue with Authentication](#)

or

Enter the following code where prompted: **51054105**

- You will receive an error message if you do not complete this step within 5 minutes.

- After the Authentication process is successful, you will be logged into your BRC Program Portal account:



The screenshot shows the BRC Program Portal interface. At the top right, it says "Signed in successfully". The main header is "BRC PROGRAM PORTAL / Staff Roster". Below this are three tabs: "APPLICANTS", "ALL STAFF" (which is selected), and "INACTIVE". At the bottom, there is a table header with columns: "Name", "Role", "Request Type", "Annual Consent", and "FP Processed".

Please save the BRC Program Portal URL to your favorites: <https://brcprogramportal.mass.gov/>

If you are locked out of your account, then you may submit a work order to the [BRC Support Tool](#) requesting that your account be unlocked.



How do I login to the BRC Program Portal after I create my account?

After you set up your account, you may log into your account by starting at the [BRC Navigator Program Portal](#) “Login” screen:

- Using your computer, enter your email address and select **NEXT**
- Enter your password and select **NEXT**
 - You cannot log into the BRC Program Portal unless you complete the initial account set up.
- If you enter the correct password, then you will receive an email from “Commonwealth of MA” to complete the authentication process to confirm your identity.

- ✚ The authentication step is required each time you log into the BRC Program Portal.
- ✚ **You can only authenticate your account by using your e-mail address.**
- ✚ You can authenticate your account using your mobile phone by clicking on the “Continue with Authentication” link.
 - If you choose this option, the computer you used to log into your account will be directed to the BRC Program Portal.
 - If you choose this option, the next time you log in you will be offered 5 different ways (screen shot under #5 below) to authenticate your account. **ONLY use the verification step of, “email to address ending with” to authenticate your account.**
- 4. If you enter an incorrect password, you will receive this error message, “Either your username or password cannot be authenticated, please try again”.
 - ✚ Click Start Over if you have not forgotten your password.
 - Enter your email address and select **NEXT**
 - Enter your password and select **NEXT**
 - ✚ **If you have forgotten your password**, follow the instructions on the next page “How do I reset my BRC Program Portal password”?

[Start Over](#)



Enter Password

Password

NEXT

[Forgot Password?](#)

5. If you choose to authenticate your account when logging in, the next time you log in after entering your email address and password, then you will be directed to the following screen: **At this time the only option available to BRC Program Portal Users is” use email to address ending with”.**

[Start Over](#)

Enter Password

Password

Select your Verification Step

- Centify Mobile Device Challenge
- Authenticator Code
- Email to address ending with comcast.net
- SMS to number ending in 4192
- Phone call to number ending with 4192



NEXT

[Forgot Password?](#)

How do I reset my BRC Program Portal password?

1. If you already have setup your account, then begin at the [BRC Navigator Program Portal](#) “Login” screen and enter your login email and click **NEXT**.

2. On the “Enter Password” screen click, “Forget Password”:

[Start Over](#)

Enter Password

Password

NEXT

[Forgot Password?](#)



3. You will be directed to the “Verify Your Account” screen:



DEPARTMENT OF EARLY
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*Manage background record check
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[Start Over](#)

Verify Your Account

You should receive an email shortly at the address ending with **gmail.com**. Either follow the link provided in the email, or manually enter the code below.

If you do not receive an email or other multi factor authentication item within five minutes please try again. It is possible you may have entered an incorrect username or password.

If you would like information about the BRC Program Portal or are having trouble, please visit the BRC Background Record Check website at mass.gov/eebrc or call **(617)-988-7841**

Security Code

NEXT

4. You will receive an email from the “Commonwealth of MA” to authenticate your account.

- ✚ You will be able to authenticate your account by either clicking on the “Continue with Authentication” link or entering a code:

[Continue with Authentication](#)

or

Enter the following code where prompted: **51054105**

-  Option 1: Click on the, “Continue with Authentication” link.
-  Option 2: Copy and paste the 8 digit code on the login.

5. If you choose to authenticate your account when logging in, the next time you log in after entering your user ID (email address) and password you will be directed to the following screen (**Note: at this time the only verification step available to BRC Program Portal users to verify their account is the “use email to address ending with”**):

[Start Over](#)

Enter Password

Password

Select your Verification Step

- Centrifly Mobile Device Challenge
- Authenticator Code
- Email to address ending with comcast.net 
- SMS to number ending in 4192
- Phone call to number ending with 4192

[NEXT](#) [Forgot Password?](#)

6. After you complete the authentication process, you will be directed to the page below, to create a password, click on **NEXT**.
-  If the passwords entered do not match this error message will be displayed “Your password and confirmation did not match or were blank”.
 -  Your new password cannot be the same as any of your last 3 passwords.
7. When your password setup is complete, then you will be prompted to continue with the login process:
-  Enter your user ID (email address), select **NEXT**.
 -  Enter your password, select **NEXT**.
8. You will now be able to log into the BRC Program Portal with your new password.

What if I have trouble creating or logging into my account?

You may send a request for assistance to the EEC Contact Center for the BRC Unit using the [BRC Support Tool](#). It is not necessary to send multiple requests. The BRC Unit is responding to calls and e-mails as they are received and will respond to all inquiries.