



Greetings:

The new online [Background Check System \(BCS\)](#) is now live. BCCU started processing ALL background checks through BCS on June 26, 2018. We no longer accept paper Background Check Authorization forms by mail or fax. In an effort to better inform our customers and provide answers to common questions we are receiving via phone and email, we have compiled the following information to help with the transition to BCS.

Top 5 BCS Reminders

- 1. BCCU is currently experiencing longer turnaround times.** We are not able to estimate the exact time when checks will be completed. Status of “Pending” means the background check was successfully submitted to BCCU and is in queue to be processed by our staff. Please review page 22 of [Background Check System Entity User Guide](#) for all status definitions. BCCU asks that everyone plan accordingly for longer turnaround times with their new hires and renewals.

To best assist BCCU with the transition, we ask that entities please refrain from submitting duplicate requests in BCS as this will add to increased turnaround times.

- 2. Background Checks Results will not come back in the order submitted.** Some background checks may come back very quickly, sometimes within minutes. Other background checks requiring review of information, will take longer. We anticipate in September we will have average turnaround times posted on our website.
- 3. Applicants who complete the [online Background Check Authorization form](#) need to provide their confirmation code and date of birth to the requesting entity.** Applicants completing the online Background Check Authorization form are **not** submitting a background check to BCCU by completing the online form. The completed form is saved in a secure database for the requesting entity to retrieve and submit through their BCCU/BCS account. Requesting entities should **not** complete the [online Background Check Authorization form](#) on behalf of the Applicant. Applicants do not need a SAW account to fill out the online form.
 - a. If the applicant provides you a signed paper Background Check Authorization, you will enter the form by selecting “Manually enter New Applicant Information” when you are signed into your BCS account.** See page 11 of [Background Check System Entity User Guide](#).



4. **Fingerprint background checks include a Washington State Name and Date of Birth background check.** The Interim Result Letter is a Washington State Name and Date of Birth check. Entities do not need to submit separate Name and Date of Birth and Fingerprint based Background Check Requests. The Name and Date of Birth check is automatically included in the Final Fingerprint check.
 - a. **After reviewing the Interim Result Letter (Washington State Name and Date of Birth background check)** the requesting entity must decide if they want to proceed. See page 15 [Background Check System Entity User Guide](#). If continuing with fingerprints, you must select “Yes, continue with the fingerprint check.” After selecting continue, the Inquiry ID/OCA number will then be sent to our fingerprint vendor and will be valid for scheduling a fingerprint appointment. The Inquiry ID/OCA number can take up to 30 minutes, after selecting continue, to be loaded and valid to schedule a fingerprint appointment.
5. **The Primary Account Administrator (PAA) is able to add additional users.** Please refer to the Managing Users section of [BCS Entity Admin User Guide](#) pages 6 – 9. PAAs, please pay close attention to step 5 on page 8.

Additional Reminders

- BCS works best in Chrome and Internet Explorer 11. We recommend Chrome as it works best across all operating systems.
- Users may have to clear their cache and/or cookies to access BCS. Instructions are on page 3 of the [Background Check System Entity User Guide](#).
- ALL of our BCS Training Materials can be found [here](#).

Lastly, BCCU thanks you all for your patience and understanding as we complete our transition to BCS.

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