

Welcome to the New Texas FACT Clearinghouse

This document allows previous users of the FACT Clearinghouse and Consolidated Response applications to get quickly acquainted with the new interface.

Introduction

The Texas Department of Public Safety (the Agency) previously hosted two applications:

- a. FACT Clearinghouse – A service that allowed agencies to subscribe to applicants to enable notifications of updated Texas Criminal Histories. The application also allowed agencies with similar purposes to share applicant data.
- b. Consolidated Response – A method for delivering Texas and FBI Criminal Histories for applicants processed through the Agency’s FAST service.

The functionality of both systems have been combined into a new system that is now known collectively as the FACT Clearinghouse. New features have been added to simplify user workflow and improve system performance.

By the end of this document, the following will have been discussed:

- What has and has not changed in the new system
- What a Worklist is
- How to use basic functions of the new system

What is a Worklist

The biggest addition to the system is the introduction of the Worklist. A Worklist is a list of an agency’s applicants that match a defined set of characteristics. For example:

- Subscribed Applicant with new Texas Criminal History Event
- New Applicant with rejected prints
- New Applicant with no Texas or FBI Criminal History
- New Applicant with Texas or FBI Criminal History

Worklists only contain applicants that are in an open state. Any applicant can be located using the Name, DOB, Driver License, SID and MNU searches.

Define: “Open Applicant” – An applicant that has a new fingerprint event or subscription event that has not yet been processed by the agency.

Walkthrough

The following steps describe the primary screens and primary functions of the new FACT Clearinghouse. This includes accessing/using Worklists and viewing an applicant’s record (which contains all details of the applicant, including criminal histories). The features cover the two most common user activities:

- Viewing updated information for a Subscribed Applicant that has an updated Texas Criminal History
- Initially viewing criminal history information for an applicant that has recently been processed through FAST

These steps assume the current user has an active TxDPS Crime Records Secure Website User Account with appropriate permissions.

The **1** icon indicates items acted upon in the text. The **A** icon refers to alternate functionality or referenced features.

STEP 1: Accessing the FACT Clearinghouse Portal

The portal is a user’s launching point to the FACT Clearinghouse. Changes to the system and other information deemed important for agencies is posted here. To access the portal open a web browser and navigate to the following address:

<https://secure.txdps.state.tx.us/Clearinghouse>

From the portal most users will want to view their active Worklists.

1 Select “View Worklists” to view the active Worklists.

A The “Search FACT Clearinghouse” feature allows a user to locate a specific applicant.



STEP 2: View Worklists Requiring Processing

The Worklist page displays a summary of open applicants associated with the agency. Any Worklist that contains open applicants will be displayed along with a count of the number of applicants. If a Worklist is empty it will not be displayed. Selecting a specific Worklist will display the applicants contained within that Worklist.

Applicant Type	Applicant Description	Worklist	Applicants
TX00000HR	DPS CRIME RECORDS - HR	SUBSCRIPTION_NEW	1
		CONSOLIDATED	3
TX00000VD	DPS VENDOR APPLICANTS	SUBSCRIPTION_NEW	3
		NEW_HIT	93
		NEW_NOHIT	636
		CCH_EVENT	1

Define: "Applicant Type" – Agencies with different categories of applicants may have more than one group of Worklists displayed.

1

Select an item under Worklist to view those applicants.

A

If the current agency has multiple applicant types, the Worklists are separated by the applicant type.

B

The example shows there are 93 open applicants that are new and have a CCH, SOR or FBI Response with a Criminal History.

C

If a specific applicant's record needs to be accessed, the "Applicant Search" allows locating the applicant by Name, DOB, SID, DL or MNU.

STEP 3: Viewing Worklist Applicants

The Worklist Applicants page displays the applicants within a Worklist. The page gives an overview of the applicants including the current HIT/NO HIT/REJECT response status for new applicants and subscription status for subscribed applicants. The response type is represented by one of the icons (see key) and is listed in the following order:

- Texas Criminal History
- FBI Criminal History
- Texas Sex Offender Registry

The response type of HIT/NO HIT/REJECT is only available for a limited time after the applicant has been printed.

Texas Department of Public Safety
Courtesy ~ Service ~ Protection

TXDPS CRS | TXDPS CRIME RECORDS SERVICE

(Choose) [v] | Sign out | Support | Print

Worklists | **Worklist Applicants** | Applicant Detail

Worklist Applicants Summary

Applicant Type: DPS CRIME RECORDS - HR (TX00000HR)
Worklist: NEW_HIT
Number of Applicants: 46

Applicants

SID	Name	Event Date	Initial Response	Subscription	Action
[SID]	[Name]	[Event Date]	[Icons]	Not Subs	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close
[SID]	[Name]	[Event Date]	[Icons]	Not Subscribed	View Detail Close

Key

Applicant submission indicators display the HIT/NOHIT status at the time the applicant submission was processed. Current HIT/NOHIT status must be determined by reviewing the Applicant Record Detail. After 1-month, applicant submission indicators are not available and are displayed as [Icon].

Applicant Submission Indicators correspond to responses from CCH, FBI & SOR respectively.

Applicant Submission Indicators:

- [Green Check] There was no criminal history in the response.
- [Yellow Circle] A Criminal History was found in the response and should be reviewed.
- [Red X] The Fingerprint event was rejected and must be resubmitted.
- [Grey Circle] The response has not yet been submitted and/or returned.
- [White Circle] The Application Submission indicator is not available or a response is not expected.

1

Select "View Detail" to display details on this applicant, including FAST Submissions, Subscription Detail and Criminal History responses.

- A Summary information is displayed to remind users what Worklist is being viewed.
- B Response icons indicate to users at a glance what to expect on the detail page and assist in choosing what order to process open applicant records.

STEP 4: Viewing Record Details

The Record the applicant by Name, DOB, SID, DL or MNU. Detail page displays all information associated with the selected applicant. The information displayed is specific to the agency viewing the record.

- 1 Marking the applicant as closed will remove it from any Worklists that the applicant is currently listed on.
 - 2 For new applicants the Texas and FBI Criminal Histories are displayed by default. If the histories are not displayed, the user is required to indicate they wish to view the Texas and FBI Criminal Histories and may be charged for doing so.
 - 3 An agency may create a subscription to an applicant or modify an existing subscription by using the "Edit Subscription" option. Note: This does not alter the criminal history information.
- A The Applicant Identification information identifies the applicant and may or may not match what was submitted during the fingerprinting process. The photo displayed is the most recently available photo for the applicant.
 - B Applicant Submissions represent an applicant fingerprint event and may be an initial fingerprint event or a follow-up fingerprint event in cases where the first event was rejected. Zero, one or more events will be listed.
 - C Agency Subscription section, if displayed, gives details on the subscription to the current applicant.
 - D Various messages about the applicant will display depending on the state of the applicant.



Return | (Choose) v

Sign out | Support | Print

Worklists

Worklist Applicants

Applicant Record

Record Detail

- View Worklists
- Search FACT Clearinghouse
- Subscription Settings

Applicant: [Redacted]

SID	[Redacted]	[Redacted]
NAME(S)	[Redacted]	[Redacted]
BIRTH DATE(S)	[Redacted]	[Redacted]
SEX	[Redacted]	[Redacted]
RACE	[Redacted]	[Redacted]
ETHNICITY	[Redacted]	[Redacted]
DL NUMBER	[Redacted]	[Redacted]
SOCIAL SECURITY NUMBER(S)	[Redacted]	[Redacted]
MISCELLANEOUS NUMBER(S)	[Redacted]	[Redacted]
ACTIVE APPLICANT STATUS	[Redacted]	[Redacted]



Your Agency Is Subscribed

Your agency is subscribed to this applicant and will receive notification for certain events.

Applicant Record Is Open

This applicant is new or the subscription of your agency has indicated a status change. Close the Applicant once the record has been reviewed.

2

Mark Closed

Edit Subscription

3

Recent Applicant Submissions

SUBMISSION DATE 02/18/2014

ORI	[Redacted]
NAME	[Redacted]
BIRTH DATE	[Redacted]
DL NUMBER	[Redacted]
MNU	[Redacted]
TCN	[Redacted]
SEX	[Redacted]
CRS/CRT	[Redacted]
FRS/FRT	[Redacted]
FBI TEXT	[Redacted]

Agency Subscription

NAME	[Redacted]
DATE OF BIRTH	[Redacted]
SEX	[Redacted]
EVENT DATE	[Redacted]
EVENT CODE	[Redacted]
EVENT TEXT	[Redacted]

Criminal History

1

Display Texas & FBI Criminal Histories