Texas Department of Public Safety
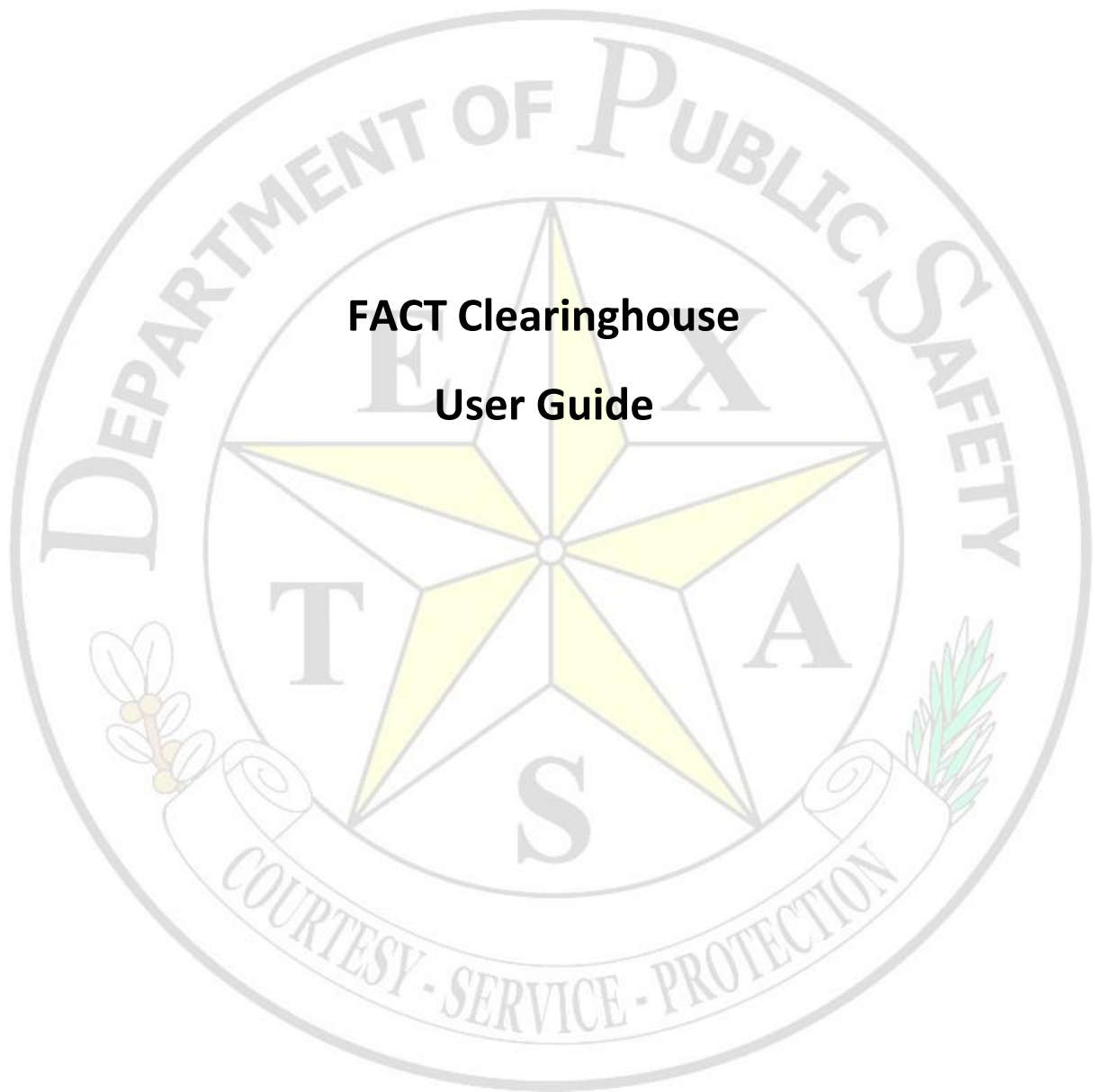# Crime Records Service

FACT Clearinghouse

User Guide

December 2017

Contents

Introduction

Texas Government Code 411.0845 enabled the Texas Department of Public Safety to create a criminal history clearinghouse and subscription service. Some highlights of the Fingerprint-based Applicant Clearinghouse of Texas (FACT) are: consolidated Texas and Federal Bureau of Investigation (FBI) criminal history responses, subscription services for like purposes, Texas Rap Back services, and, in the near future, FBI Rap Back services. It is important to note that you must use the Fingerprint Applicant Services of Texas (FAST) to participate in FACT.

This guide will describe how to access and use Worklists, how to subscribe and unsubscribe from an applicant, and how to set up notifications to changes in an applicant's status or history.

These steps assume the current user has an active Texas Department of Public Safety Crime Records eSecure Website user account with appropriate permissions.

Signing In

Log in with your User ID and Password.

Open your browser. In general, current versions of popular browsers (Internet Explorer, Chrome, and Firefox) will work.

Once your browser is open, you will need to navigate to https://secure.txdps.state.tx.us/.

 On the secure site home page:

1. Enter your User ID.
2. Enter your Password.
3. Click "Sign in."

Upon signing in, your web browser may display a "Security Alert" dialog box. The security alert dialog box is displayed due to your browser security setting and is not an indication of errors or problems with your sign in. Click "Yes" or "Continue."

If this is your first time signing in, or if your password has expired, you may be prompted to change your password.

For more information regarding the use and administration of this website, please visit the Tutorial/User Guides section.

Worklists

A Worklist is a list of an agency's applicants who match a defined set of characteristics. For example:
- Subscribed applicant with new Texas Criminal History event
- New applicant with rejected prints - Texas and/or FBI
- New applicant with no Texas or FBI Criminal History
- New applicant with Texas or FBI Criminal History
- Subscribed Applicant with new FBI Criminal History event (*Once FBI Rap Back is available*)
- Subscribed FBI Rap Back applicants with a FBI Criminal History *(*Once FBI Rap Back is available)*

Worklists only contain applicants that are in an open state. All applicants (opened, closed, subscribed or not subscribed) can be located using a name, date of birth, driver license, state ID number (SID), or agency-assigned identifier (called a miscellaneous number [MNU]).

Accessing the Worklist

To access the applicant's record, click "View Worklists."

The first time you access the Worklist page, you will be shown a "Read Me" pop-up window that describes what a Worklist is. Once you are comfortable with this information, you can turn off this message.

The Worklist page consists of Worklists organized by applicant type. Any Worklist that contains open applicants will be displayed along with 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. A short description of each applicant type is included, and a link to each Worklist is displayed.

List of Applicants

This page describes the list of applicants associated with the Worklist. The page lists the state identification number, the applicant's name, and the event date, which may be different from the fingerprint submission date. Clicking "View Detail" brings up the applicant detail page.

The initial response section gives a quick overview of the applicant's results. This can be used to determine whether you should click "View Detail."

The initial response section has three columns. The first column describes the result from the Texas Computerized Criminal History (CCH) records; the second, the result from the Federal Bureau of Investigation (FBI); and the third, the result from the Sex Offender Registry (SOR).
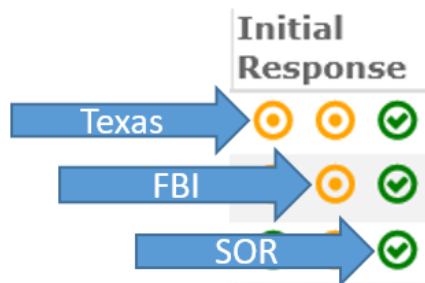
A key at the bottom of the page identifies the meaning of the icons.

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.

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

Applicant Submission Indicators:

- ⊘ There was no criminal history in the response.
- ⊙ A Criminal History was found in the response and should be reviewed.
- ⊗ The Fingerprint event was rejected and must be resubmitted.
- ⊘ The response has not yet been submitted and/or returned.
- ○ After 1-month, applicant submission indicators are not available and are displayed as this indicator.

Applicant Detail

The applicant detail page describes information such as the applicant's SID, name, and MNU.

The page also provides special information, which is highlighted using a green background.

At the top of the applicant's detail page, there are links that let you close the record, manage the record's subscription, validate the subscription, and view the applicant's criminal history.

Clicking this link displays both the Texas and FBI Criminal Histories.

Subscribing and Unsubscribing

The first step in subscribing to applicants is to locate their entry.

Search

You can find an applicant's entry in two ways. There is a search function on the Worklists page.

There is also a link on the FACT Clearinghouse main page.

To search, you'll need to know, **at a minimum**, the applicant's **last name** and **first name**.

In addition to the first and last names, you can search by birth year, birth month, birth day, or any combination of the three.

Below the Name and Date of Birth, you can search by SID, driver's license number, or MNU.

SID Search

Notes

The SID is a unique ID assigned by DPS. If you know this value, this is the best method for locating an applicant.

SID (Required)

Search

Driver's License Search

Instructions

When entering the driver's license do not enter the state, only enter the numeric or Alphanumeric portion (depending on the issuing state).

Driver's License (Required)

Search

MNU / Subscription Key Search

Notes

The MNU is an identifier assigned by an agency when an applicant has been submitted to the FACT Clearinghouse by the agency. This will also search the Subscription Key associated with your Subscriptions.

MNU (Required)

Search

Editing Subscriptions

Clicking "Manage this Record's Subscription" will bring up a pop-up window that will allow you to access and edit the subscription information.

Applicant Detail

- View Worklists
- View Worklist Detail
- Search Applicants

What would you like to do?

Subscription ➤
- Mark this record as Closed ⓘ
- Manage this Record's Subscription ⓘ
- Validate Subscription
- View this Record's Texas & FBI Criminal Histories

Here you can enable or disable subscriptions. The options on this page will change depending on what you're trying to do. When subscribing you must select the Applicant Purpose from the drop down menu, This is the ORI you're accessing the record under.

> Your Agency is not subscribed to this applicant and will not receive any notifications.

Subscription Detail

Applicant Purpose (Required)	(Please select a value) ▼ ⓘ	Required
Subscription Key		ⓘ

[Create Subscription]

Subscription Key

When editing a subscription, you can add a subscription key. Note that this won't delete a current subscription key—all entries are saved in the system.
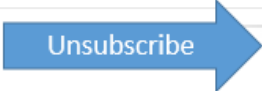
Unsubscribe

To unsubscribe, click the "Unsubscribe" button on the bottom right.

A confirmation box will popup when disabling subscriptions to verify that you'll no longer be recieving notifications for the selected applicant.

Important note: Unsubscribing a record does not close it. Once you unsubscribe from a record you'll need to close it in order to remove it from your worklists.

Notifications

In notification settings, notifications can be changed and current notification recipients can be deleted or added to recipients who are currently in the system.

Please note: **Only supervisors should alter the notification settings**.

Notification Settings

Notification settings are available through the Notification Settings on the Worklists page.

Clicking "Notification Settings" will you take to the notification page.

Notification Page

If the "Sub" column is selected, a notification recipient will be notified only when an applicant is placed in that recipient's account.

If the "Data" column is selected, a recipient will be notified when a qualifying event occurs. (A qualifying event is a change to the Texas Criminal History record and soon will include a change to the FBI Criminal History Information that results in an update that should be reviewed by the agency.)

Recipients can also be deleted from notifications.

Clicking "Add Subscription Setting" will allow you to assign notifications to an agency user.

Subscription Settings

In the "Add Subscription" pop-up window, the drop-down list contains a list of all notification recipients in the system. Once you've selected a recipient, you can set their notification status to "Subscription Events" or "Data Events," or both. Click "Save" when finished.