

# National WebCheck Training

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## Today's Agenda

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  - Hardware/Software Set Up
  - Conducting a Background Check Transaction
  - Do's & Don'ts of Fingerprinting
  - Support Process
  - Q & A Session
  - BCI&I Background Check Policies




## Hardware & Software Setup

#### DO'S

- (Desktop Systems) Use front USB port #1
- (Laptop Systems) Use USB port closest to DVD drive
- · Put password on admin account
- Create unique password-protected accounts for each user
- Connect to internet
- Use anti-virus/anti-spyware software
- Optional: install a printer for printing results




## Hardware & Software Setup

#### **DON'TS**

- Do not change PC Name
- Do not put computer on local domain
- Do not give Administrative rights to anyone who does not need them




## Hardware & Software Setup

#### **Basic Administration and Customization**

 Hit F2 on keyboard or click on hammer icon (only in Admin account)




- · Click 'New' on the inVize ID software
- Choose 1 of 3 background types:
  - BFBI BCI & FBI Check
  - BCIO State/BCI Only Check
  - FBIO FBI Only Check

CANNOT BE CHANGED AFTER SUBMITTING!

System defaults to LAST TRANSACTION TYPE!



#### Waiver Pop-Up Box

- This is a required field the individual being fingerprinted must agree to
- Have a hardcopy available in case individual would like to have a copy
- · Click 'Agree'



- Review 3 Boxes on left side of screen:
  - 1. Demographics
  - -2. Fingerprints
  - 3. Submission Status
- You may take demographic OR fingerprints first




#### **Demographic Information**

- Can be entered using a valid Ohio drivers license OR manually entered
- BOLD data is required
- Using mag-stripe reader, swipe OH license.
- Help text is available on right side of demographic fields




#### Transaction Information

- Direct Copy: Select appropriate agency recipient to receive copy of background check. (An additional address can also be given for certain selections)
- Select NONE if no agency in drop down box is required to receive a copy of check




- BCI Reason Fingerprinted: Select from the options given in the drop down menu
- FBI Reason Fingerprinted: FBI background checks can only be conducted for one of the reasons listed in the drop down menu




- Direct Mail: To send the results to a given address, click the '+' icon to expand the Direct Mail address fields
- If Direct Mail is selected, you will NOT be able to print results from your workstation
- If you wish to receive the results, do NOT select Direct Mail




## Processing a Transaction IMPORTANT!

Click 'SAVE' (Disk Icon) after new information has been entered and before moving to the next step






#### Completing Demographic Information

- Verify or have the applicant verify all data entered
- Click 'Save' (disk icon) on the inVize ID menu to save your data

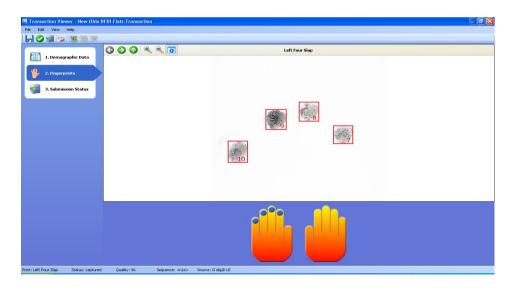



## Tips for Fine Fingerprints

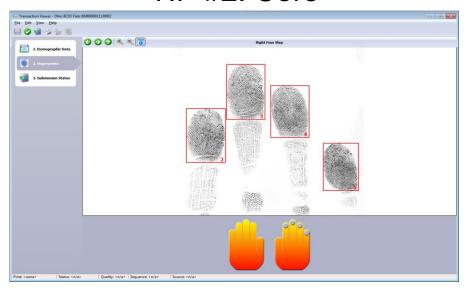
#### Focus on the Three C's for Best Results

- Claw: Fingertips only (AVOID this)
- Core: Use pressure for maximum surface area
- Clarity: Can you see a black & white pattern?

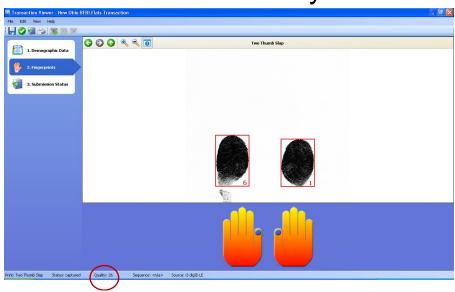
TIP #1: Claw




TIP #2: Core



TIP #3: Clarity





#### Taking Prints with Scanner and inVize ID

- Click green-arrow 'Fingerprint' icon on menu to begin fingerprinting
- Ensure green LED in scanner is on
- Stop scanner anytime by clicking redsquare 'Fingerprint' icon




- An outline appears around 3 fingerprint boxes: "Capturing Left Four Slap"
- Hand pictures on bottom of screen reference fingers to be scanned
- Refer to bottom of screen for scan quality metric and any pop-up messages that may appear



#### **Anomalies & Fixes**

- 'Halo' Effect: Hot hands use anti-fog platen wipes or spray on scanner
- Light Prints: Use Fingerprint Enhancer and/or Corn Huskers lotion
- Dark Prints: Wipe hands or wash with water only
- Missing Finger & Other: Pop-up appears.
   Choose 'Amputated Finger' or 'Unable to Print'




#### **Rescanning Prints**

- Always rescan prints if something doesn't look right
- Select box of prints to be rescanned. Then right click on box
- Choose 'Scan Selection' on drop down menu
- Scan prints again
- SAVE data by clicking Save






### Validation

- Click 'Validate' (Green Check) button on menu to determine if more information is required and all fields are formatted correctly
- Make any necessary corrections and click the 'SAVE' icon




## **Submitting Transactions**

- Submit transaction only after all demographic data and fingerprints have been accurately entered, validated and saved
- · Click 'Submit' button (PC with Arrow) on menu
- Transaction data is bundled and ready to go




#### **Transaction Status**

Status can be viewed in search grid by searching under selected criteria

- Pending Submission: Transaction is ready to be sent and will sit in this status for a few seconds.
   Ensure PC is connected to the internet!
- Submitted, Not Acknowledged: Transaction has been received by BCI, but not acknowledged by system. Located in Store & Forward server and will sit in this status for up to 5 minutes.




## **Transaction Status**

- Acknowledged: Transaction has been received by BCI and acknowledged by system
- Submitted: Transaction is in BCI system and queued for processing and/or completed




### **Transaction Status**

#### Post-Submission

- Transaction displays yellow lock icon in search grid indicating that no changes can be made
- Response column shows quick-reference status of BCI and/or FBI processing:
  - Gray Circle = Awaiting Response
  - Green Check= Accepted
  - Red X = Rejected

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## Reading Results

#### **Background Check Responses**

- Click on the plus '+' sign next to the transaction in the search grid
- Drop down box appears with further information
- Example:

TCN# BM0003108940XXXX
Status: Accepted, Message: FBI Search: Results
Mailed, Date: 09/05/2010
Response # BMT000001XXX Response Processing
date 09/04/2009

ICN: E20082480000000XXXXX

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## Rejected Transactions

- Most Common Reasons: Low quality fingerprints, incorrect demographic data
- Must resubmit transaction




#### Resubmissions

- To resubmit, right-click on the transaction from the search grid (home screen)
- Select "Copy for Resubmission"
- Select the proper resubmission to FBI or BCI (whichever was rejected)
- A new transaction will appear at the bottom of the screen
- Open it and fix the cause of the rejection (new prints, demographics, reason code, etc...)
- · Save the file, validate and submit

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### Software Updates

- Occasionally, the inVize ID software will be updated and you will be required to download and install the latest version
- Open the inVize ID program, click on the 'Help' menu option, select 'Check for Updates' and follow the prompts
- Visit www.bioinfomgt.com for detailed information and instructions



### Questions?

Visit **www.bioinfomgt.com** and review the Support page for FAQ's, videos and more.

#### **BIM Tech Support**

Phone: 614.456.1296 Email: support@bioinfomgt.com Hours: Mon-Fri, 8am-5pm

#### **BCI Civilian Unit**

Phone: 877.224.0043 Hours: Mon-Fri, 8am-4:30pm

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