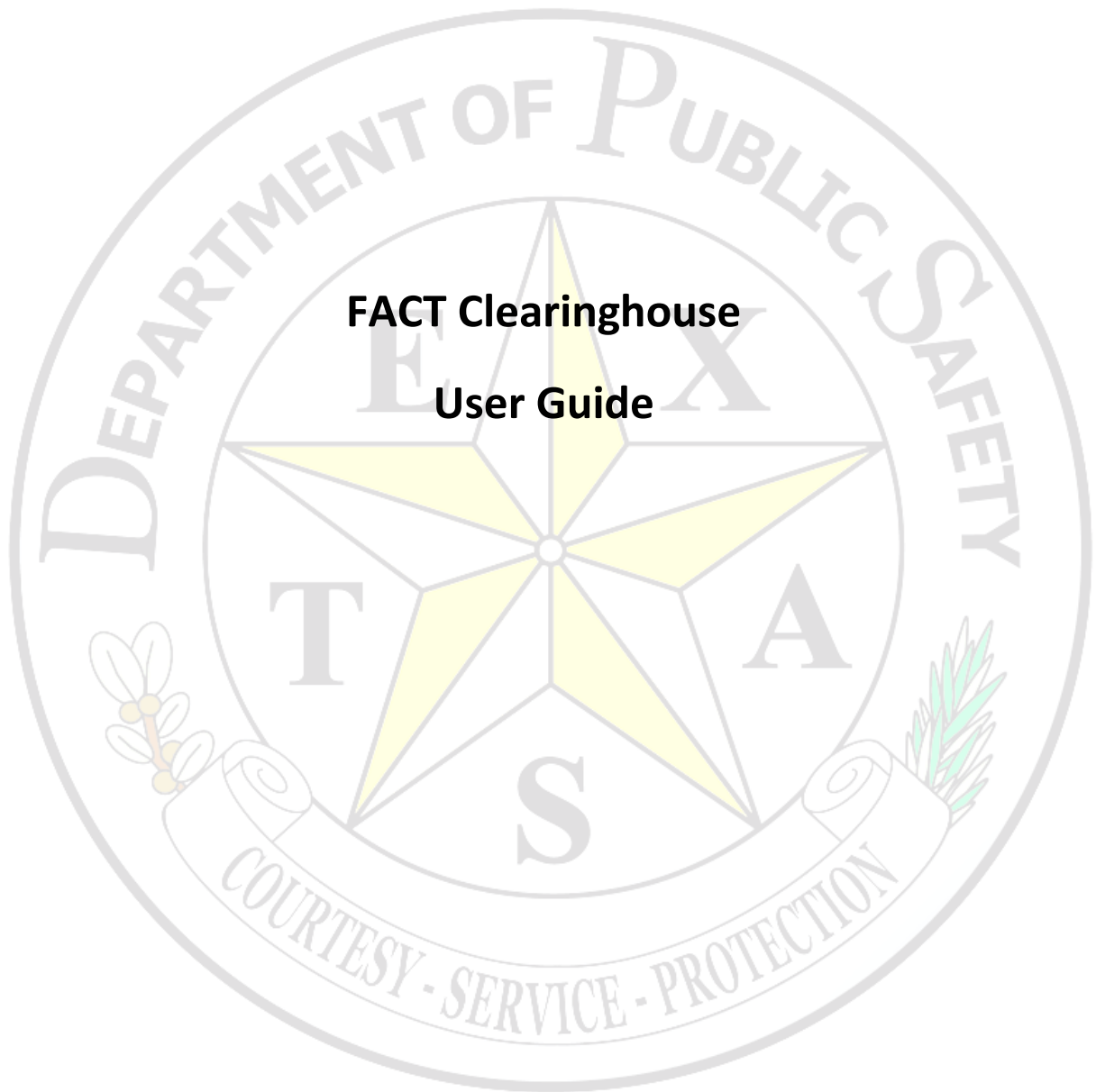


Texas Department of Public Safety
Crime Records Service



December 2017

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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*)₃

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 screenshot shows the Texas Department of Public Safety website. The header includes the text "Texas Department of Public Safety" and "Courtesy ~ Service ~ Protection". Below the header is a navigation bar with "TXDPS CRS | TXDPS CRIME RECORDS SERVICE" and a "Sign in | Support | Print" link. The main content area is titled "FACT Clearinghouse" and is divided into two columns. The left column contains a navigation menu with items like "Home", "Worklists", "Search", "Purchase Credits", "Subscription Settings", "Administration" (highlighted in red), "Account Management", "New User Sign up", "My Account", "Message Center", "Help & Support", "Additional Services", "Criminal History Search", and "Sex Offender Registry". The right column contains a "New Users" section with a "New User Sign up" link and a "Current Users" section with "View Worklists", "Search FACT Clearinghouse", and "Security Policy" links. A blue arrow points to the "View Worklists" link with the text "Link to Worklist page". Below the navigation menu is a section titled "What is FACT Clearinghouse?" with a paragraph explaining the service.

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.

Texas Department of Public Safety
 Courtesy ~ Service ~ Protection

TXDPS CRS | TXDPS CRIME RECORDS SERVICE

(Choose) | Sign out | Support | Print

Worklists | Worklist Applicants | Applicant Detail

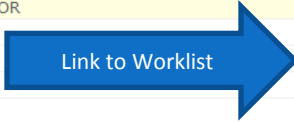
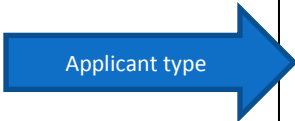
FACT Clearinghouse

- [Search FACT Clearinghouse](#)
- [Notification Settings](#)

Show Read Me

Worklists

Applicant Type	Applicant Description	Worklist	Applicants
TXFACT00Z	ISD CONTRACTOR	REJECT_FBI	20
		NEW_HIT	1,789
		NEW_NOHIT	3,202
		NEW_SOR_HIT	3
		CCH_EVENT	1
TXFACTV0Z	ISD VOLUNTEERS	SUBSCRIPTION_NEW	1
		REJECT_FBI	43
		NEW_HIT	91
		NEW_NOHIT	707
		SUBSCRIPTION_NEW	49
		REJECT_FBI	3



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.

SID	Name	Cause Number	Event Date	Initial Response	Action
			09/05/2017	🟡 🟢 🟢	Detail Close
			01/27/2016	🟡 🟢 🟢	Detail Close
			12/07/2016	🟡 🟢 🟢	Detail Close
			08/01/2016	🟡 🟢 🟢	Detail Close
			04/10/2017	🟢 🟢 🟢	Detail Close
			12/07/2016	🟡 🟢 🟢	Detail Close
			12/07/2016	🟡 🟢 🟢	Detail Close
			12/11/2017	🟡 🟢 🟢	Detail Close
				🟡 🟢 🟢	Detail Close
				🟡 🟢 🟢	Detail Close
			10/11/2016	🟡 🟢 🟢	Detail Close
				🟡 🟢 🟢	Detail Close
				🟡 🟢 🟢	Detail Close

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).

CCH	🟡	🟢	🟢
FBI	🟢	🟢	
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.

The screenshot shows the 'Applicant Detail' page with three navigation tabs: 'Worklists', 'Worklist Applicants', and 'Applicant Details'. Below the tabs, there is a section titled 'Applicant Detail' with three links: 'View Worklists', 'View Worklist Detail', and 'Search Applicants'. A section titled 'What would you like to do?' contains four links: 'Mark this record as Closed', 'Manage this Record's Subscription', 'Validate Subscription', and 'View this Record's Texas & FBI Criminal Histories'. Below this is a table of personal information with a blurred photo to the right. The table includes fields for SID, NAME(S), BIRTH DATE(S), SEX, RACE, DL NUMBER, FBI#, and ACTIVE APPLICANT STATUS. A green highlighted box contains the following text: 'Fee-Based Record Access: Your agency does not have a recent Applicant Submission for this applicant, therefore requesting access to the Texas Arrest & FBI Arrest Records (even if not present) will incur a cost for your Agency.'; 'Insufficient Credits: You need to purchase credits to view the Criminal History of this applicant.'; 'Your Agency Is Subscribed: Your agency is subscribed to this applicant and will receive notification for certain events.'; and '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.'

Special information

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 applicants criminal history.

Applicant Detail

- [View Worklists](#)
- [View Worklist Detail](#)
- [Search Applicants](#)

What would you like to do?

- [Mark this record as Closed](#)
- [Manage this Record's Subscription](#)
- [Validate Subscription](#)
- [View this Record's Texas & FBI Criminal Histories](#)

Criminal Histories

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

Texas Criminal History			
DLU	[REDACTED]		
RESPONSE TYPE	HIT		
ARREST SUMMARY			
DATE OF ARREST	SEQUENCE CODE	TRACKING NUMBER	AGENCY DESCRIPTION
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

FBI Criminal History	
RESPONSE DATE	[REDACTED]
APPLICANT PURPOSE	[REDACTED]
RESPONSE TYPE	HIT
RESPONSE TEXT	[REDACTED]

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.

Texas Department of Public Safety
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[TXDPS CRS](#) | [TXDPS CRIME RECORDS SERVICE](#)

(Choose) ▼
[REDACTED]
[Sign out](#) | [Support](#) | [Print](#)

Worklists
Worklist Applicants
Applicant Detail

FACT Clearinghouse

- [Search FACT Clearinghouse](#)
- [Notification Settings](#)

Show Read Me

Worklists

Applicant Type	Applicant Description	Worklist	Applicants
TXFACT00Z	ISD CONTRACTOR		
		REJECT FBI	20
		NEW HIT	1,789
		NEW NOHIT	3,202
		NEW SOR HIT	3
		CCH EVENT	1
TXFACTV0Z	ISD VOLUNTEERS		
		SUBSCRIPTION NEW	1
		REJECT FBI	43
		NEW HIT	91
		NEW NOHIT	707
		SUBSCRIPTION NEW	49
		REJECT FBI	3

➔ Search

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

Texas Department of Public Safety
Courtesy ~ Service ~ Protection

TXDPS CRS | TXDPS CRIME RECORDS SERVICE

[Sign in](#) | [Support](#) | [Print](#)

FACT Clearinghouse

- Home
- Worklists
- Search
- Purchase Credits
- Subscription Settings
- Administration**
- Account Management
- New User Sign up
- My Account
- Message Center
- Help & Support
- Additional Services

FACT Clearinghouse

New Users

[New Users](#)

Search

Current Users

- [View Worklists](#)
- [Search FACT Clearinghouse](#)
- [Security Policy](#)

What is FACT Clearinghouse?

The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. The FACT Clearinghouse allows an authorized entity access to a consolidated response of the DPS and FBI criminal history fingerprint results, including an electronic subscription and notification service for new arrest activity on subscribed persons.

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.

Search FACT Clearinghouse

- [View Worklists](#)

Applicant Search

Read Me

You can search for applicants directly associated with your organization or for applicants in the FACT Clearinghouse that are indirectly associated with your organization.

Once an applicant has been found, you may review their Consolidated Response and then optionally subscribe to their record.

If you are unable to locate an applicant, they may not be part of FACT Clearinghouse or may be under a different name or not accessible to your agency.

Name to Search

Instructions

When entering names, do not enter nicknames or initials.

Last Name (Required)

First Name (Required)

Date of Birth Year

Date of Birth Month

Date of Birth Day

Last and first name

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?



- [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.

FACT Clearinghouse Subscription

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

Subscription Options

No Change - Keep My Agency Unsubscribed

Subscribe - Create My Agency's Subscription

Subscription Detail

Applicant Purpose (Required) ⓘ Required

Subscription Key ⓘ

Save

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, make sure to select the “Unsubscribe” radial button and click “Save.”

FACT Clearinghouse Subscription

Your Agency is subscribed to this applicant and will receive notifications for certain events.

Subscription Action

Unsubscribe

No Change - Keep My Agency Subscribed

Unsubscribe - Remove My Agency's Subscription

Subscription Detail

Applicant Purpose (Required) TXFACT00Z [RBC:I] ▼ ⓘ

Subscription Key ⓘ

Save

A confirmation box will popup when disabling subscriptions to verify that you'll no longer be receiving 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.

Confirmation ✕

You are about to unsubscribe to your Agency's FACT Clearinghouse Subscription.

This will also remove the FBI Rab Back Subscription if it exists.

This setting will be saved after you click Next or Save. Continue?

OKCancel

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.

The screenshot shows the Texas Department of Public Safety website. At the top, it says "Texas Department of Public Safety" with the tagline "Courtesy ~ Service ~ Protection". Below that is "TXDPS CRS | TXDPS CRIME RECORDS SERVICE". There are navigation links for "(Choose)", "Sign out", "Support", and "Print". A menu bar has "Worklists", "Worklist Applicants", and "Applicant Detail". Under "FACT Clearinghouse", there are links for "Search FACT Clearinghouse" and "Notification Settings". A blue arrow points to "Notification Settings".

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.

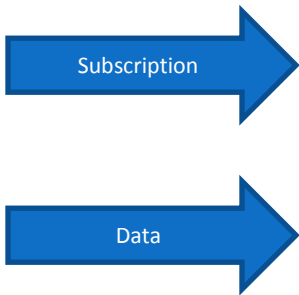
The screenshot shows the "Notification Settings" page. It has a left sidebar with navigation links like "Home", "Worklists", "Search", "Purchase Credits", "Subscription Settings", "Administration", "Account Management", "New User Sign up", "My Account", "Message Center", "Help & Support", "Additional Services", "Criminal History Search", "Sex Offender Registry", "FACT Clearinghouse", "Consolidated Response", "N.I.B.R.S.", "Uniform Crime Reporting", and "Other Services & Information". The main content area has "Notification Settings" with links for "View Worklists" and "Search FACT Clearinghouse". Below is a "Read Me" box with instructions. A checkbox is checked for "Show only notification recipients with settings" with "7 result(s)". A table follows:

Notification Recipient	Sub	Data	Delete
[Recipient Name]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
[Recipient Name]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
[Recipient Name]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
[Recipient Name]	<input type="checkbox"/>	<input type="checkbox"/>	Delete
[Recipient Name]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
[Recipient Name]	<input type="checkbox"/>	<input type="checkbox"/>	Delete

At the bottom is an "Add Subscription Setting" button. Blue arrows point to the "Sub" and "Data" columns, a "Delete" button, and the "Add Subscription Setting" button.

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.



Add Notification Setting ✕

Notification Recipient

Subscription Events

Events that occur when a new subscription is created. This includes subscriptions that are created automatically (by the system) or manually (by the agency).

Data Events

Events that occur when there is a new qualifying event in the Texas Criminal History.
