FBI CIVIL RAP BACK USER GUIDE

CONTENTS

INTRODUCTION TO THE FBI CIVIL RAP BACK PROGRAM

BACKGROUND AND PURPOSE

The Civil FBI Rap Back program is designed to assist organizations in the continuous vetting of individuals in a position of trust. With the implementation of the Civil Rap Back program, organizations can now set a subscription on an eligible applicant's national criminal history. Not only will the subscribing organization receive notifications of events that occurred within Texas, they will also receive notifications of events that occurred elsewhere in the nation.

The events that generate FBI Civil Rap Back notifications are as follows:

- Arrests
- Record Updates (Dispositions and Expungements)
- Sex Offender Registry Additions, Modifications, and Deletions
- Death Notices

ELIGIBILITY

An FBI Civil Rap Back request can be sent if the applicant was fingerprinted after June 1, 2015 and their fingerprints were not rejected by the DPS or FBI. Each applicant printed after June 1, 2015 must also have signed the FBI's Authorization Form in order to obtain both State and National Criminal History Record Information, and to participate in the FBI Civil Rap Back Program. If the applicant was printed electronically, this form was signed at the time of printing. If the applicant was printed using a hard card, the fingerprinting agency must use this form and it must be kept on file at the submitting organization for audit purposes. This form can be found in the FACT Clearinghouse under the "Additional Resources" link.

If an applicant is not eligible for FBI Civil Rap Back, they must be re-fingerprinted to become eligible. A Texas Only subscription can still be set for the applicant if the fingerprints were accepted by the DPS. **Once the Rap Back subscription request is sent to the FBI, they determine whether or not the subscription can be set. In some cases the request may be rejected, DPS does not control this portion of the process and we cannot guarantee the FBI will accept the subscription request.**

FEES

There are no additional fees for creating a Rap Back subscription on an eligible applicant. Applicants that do not meet the eligibility requirements and must be re-printed will have to pay for the fingerprinting fees.

FBI Civil Rap Back Subscriptions Overview

Eligible applicants fingerprinted for your organization after January 15, 2018 will have an FBI Rap Back subscription request automatically sent.

- Manual subscriptions created after January 15, 2018 will have an FBI Rap Back subscription request included if an ORI is selected that is FBI Rap Back Eligible. Information on finding eligible ORIs can be found in the instructions below.
- Already existing subscriptions for Legacy-Eligible applicants (those printed between June 1, 2015 and January 15, 2018) will not have an FBI Rap Back request automatically. Agencies may identify the subscriptions that state "Eligible" in the Active Subscription List from the Offline Subscription Management (OSM) feature. Please contact the Fingerprint Services Unit to enroll the subscriptions into the program.

  OSM Guide Link:
  https://securesite.dps.texas.gov/Clearinghouse/Content/Offline%20Applicant%20Management%20User%20Guide.pdf

Subscription Process

1. The applicant is fingerprinted for your agency after January 15, 2018 and is Rap Back Eligible, or a Rap Back-Eligible ORI is selected when creating a new manual subscription.
2. A Texas Only subscription is created.
   a. At this point, you have a live Texas subscription and a static FBI response. This means if the applicant is arrested in Texas you will receive a notification email, but if the applicant is arrested in another state you will not.
   b. If the person has a Texas criminal history, they will appear in your NEW_HIT worklist.
3. A FBI Civil Rap Back request is sent to the FBI, usually within 24-48 hours of setting the initial subscription. The FBI sends back a RBSR (Rap Back Subscription Response) which replaces the Initial Applicant Fingerprinting Results.
   a. A RBSR is an updated Identity History Summary that is returned for any new FBI Rap Back subscription, and includes any activity that has been reported to the FBI since the initial static FBI fingerprint response.
   b. If Rap Back was previously set on an applicant, was cancelled, and then was re-enabled within 60 days, the FBI will send a RBMNTR (Rap Back Maintenance Response) rather than a RBSR. The RBMNTR includes any activity that has been reported to the FBI since the last FBI response, and will replace the last FBI response.
4. The RBTED field will now show RBSR or RBMNTR. If the applicant has a criminal history at the FBI, they will enter your NEW_HIT_FRB worklist. **It is very likely that if the applicant was initially in your NEW_HIT worklist, they will enter your NEW_HIT_FRB worklist 24-48 hours later.**
   a. **You will be sent an email stating that the Clearinghouse has received activity on the applicant.** It is important to review this as the applicant may have been arrested between the time of fingerprinting and the time FBI Civil Rap Back was enabled for the subscription. **In most cases, there will be no change between the initial criminal history and the RBSR criminal history.**
   b. In the Active Subscription list, the "FRB Subscription Status" column will show "Subscribed." In the Applicant Details page, "FRB Subscription Status" will show "Subscribed." If the applicant has an active FBI Rap Back subscription and is fingerprinted again, the results will show the most recent Rap Back response, not the results from the fingerprinting.

NEW FEATURES AND REQUIREMENTS

VALIDATION AND CANCELLATION

Each subscription must be validated at least once every five years or it will expire and your organization will be unsubscribed. This includes both Texas Only and FBI Rap Back subscriptions. If your organization no longer needs a subscription on an applicant, the subscription must be cancelled. Instructions on how to validate or cancel a subscription can be found in the Cancelling and Validating Current Subscriptions section.

WORKLISTS

Please review the descriptions below on the FBI Rap Back (FRB) worklists. These worklists are generated in the Clearinghouse after an FRB subscription is created.

- **NEW_HIT_FRB –** A new FBI Civil Rap Back subscription on an applicant with an FBI criminal history. Note that any subscriptions set on Rap Back Eligible applicants with an FBI criminal history will appear in this worklist typically 24-48 hours after setting a subscription, even if they have already entered the NEW_HIT worklist. Please see Updated Notification Process for more details.
- **NEW_NOHIT_FRB –** A new FBI Civil Rap Back subscription on an applicant without an FBI criminal history. Note that any subscriptions set on Rap Back Eligible applicants without an FBI criminal history will appear in this worklist typically 24-48 hours after setting a subscription, even if they have already entered the NEW_NOHIT worklist. Please see Updated Notification Process for more details.
- **EVENT_ALL –** New Texas, SOR, and FBI Events
- **EVENT_FRB –** An applicant with a change to their FBI criminal history (Rap Back Notification)

- New FBI Rap Back worklists will be added to the FACT Clearinghouse once the Validation process is enabled.
- **SUBSCRIPTION_VAL30 –** All active subscriptions with a validation date within 30 days of being unsubscribed *(Not shown in image below)*
- **SUBSCRIPTION_VAL90 –** All active subscriptions with a validation date within 90 days of being unsubscribed *(Not shown in image below)*
- **SUBSCRIPTION_EXPIRED –** All expired subscriptions that will need to be re-subscribed if the subscription is still needed *(Not shown in image below)*

Worklists			
Applicant Type	Applicant Description	Worklist	Applicants
TX▒▒▒▒	▒▒▒▒▒▒▒▒	EVENT_ALL	16
		EVENT_CCH	7
		EVENT_FRB	9
		NEW_HIT	46
		NEW_HIT_FRB	75
		NEW_NOHIT	88
		NEW_NOHIT_FRB	68

WORKLISTS AUTO-CLOSING

The TX DPS Secure Site – FACT Clearinghouse will auto-close applicants that are in the following worklist(s) after 90 days:

NEW_HIT
NEW_HIT_SOR
NEW_NOHIT
NEW_OTHER
NEW_SUBSCRIPTION
NEW_HIT_FRB
NEW_NOHIT_FRB
REJECT_CCH
REJECT_FBI
REJECT_FBI_MULTIPLE

The following worklists will not auto-close and will need to be closed by your agency:

EVENT_ALL
EVENT_CCH
EVENT_FRB
EVENT_SOR

It is recommended to close all worklist items as soon as your agency reviews them. A reminder that the closing an applicant's record from the worklist does not disable subscriptions. To view the current subscription list for your agency, please download the "All Active Subscriptions" from the Offline Applicant Management feature.

NOTIFICATION PROCESS

FBI Civil Rap Back has added two types of events that can generate an email notification stating there is new recent activity on an existing subscription. Please note, if the applicant is fingerprinted again, the applicant will go through the new submission process which includes a new subscription email.

1. When a FBI Rap Back subscription is added and the applicant enters the NEW_HIT_FRB or NEW_NOHIT_FRB worklist. The responses in this worklist will more than likely have the same information that was previously given when the individual was initially fingerprinted and placed in the NEW_HIT or NEW_NOHIT worklist, but should still be reviewed as the information may have changed.

   To avoid looking at the information twice, it may help to wait for the "new FBI Rap Back subscription" email notification, rather than the "new subscription" email, before looking at the NEW_HIT or NEW_NOHIT worklists.

2. When any Rap Back triggering activity occurs on an existing Rap Back Subscription, and a RBN (Rap Back Notification) is generated.
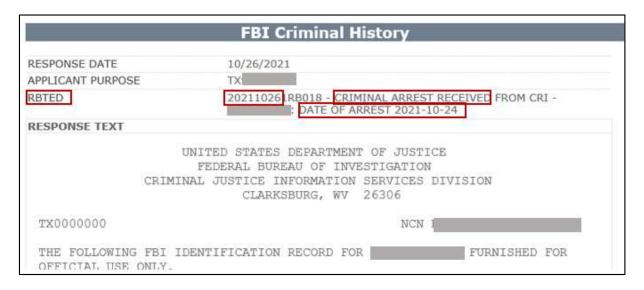
For a detailed explanation of how the system is implementing FBI Civil Rap Back subscriptions, please read the Subscription Process section.

Rap Back Triggering Event Details (RBTED)

When a Civil Rap Back trigger event happens, such as an arrest or disposition, a Rap Back Notification (RBN) will be generated. The applicant will be automatically added to the relevant worklists. When the FBI Criminal History is reviewed, the Rap Back Triggering Event Details (RBTED) field will be shown above the FBI Rap Sheet.

The RBTED field contains three pieces of information, highlighted in the image below:

- • Date of Rap Back Event
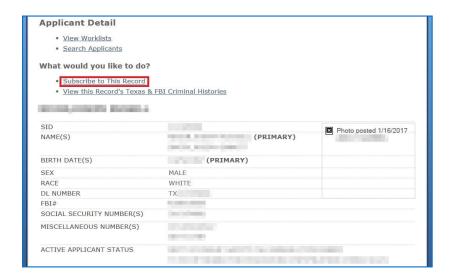- • Rap Back Trigger
- • Rap Back Event Information

Creating or Modifying Subscriptions

To manually create a Texas and FBI Rap Back subscription on an applicant, please navigate to the FACT Clearinghouse and then follow the steps below.

Existing FBI Rap Back-Ineligible subscriptions can potentially be modified into FBI Rap Back-Eligible subscriptions by navigating to an applicant's Applicant Details page and clicking Manage this Record's Subscription, then following steps 3 and 4 below.

1. Search for the applicant using one of the options – Name, SID, Driver's License, or MNU/Subscription Key.
   a. Note that if you are unable to locate an applicant, they may not be part of the FACTClearinghouse, or are under a different name, or are not accessible to your agency.
2. Once the applicant has been located and their identity verified, click Subscribe to This Record.

3. Under Subscription Detail, select an ORI for the Applicant Purpose. **If you wish to have FBI Rap Back enabled on this applicant, an ORI with [RBC: I] or [RBC: J] must be selected.** If no ORI in the drop down includes one of these options, the applicant is not eligible for FBI Rap Back and must be re-fingerprinted for your organization. A Texas Only subscription can still be set using any ORI without [RBC: I] or [RBC: J].

    a. Optionally, type a Subscription Key for the subscription. This value can be searched using the MNU search on the Search FACT Clearinghouse page.

4. Click Create Subscription. You will receive a confirmation notice at the top of the page. Your organization is now subscribed to this applicant.

CANCELLING AND VALIDATING CURRENT SUBSCRIPTIONS

To cancel or validate a single subscription, follow the steps below. To manage subscriptions in bulk, reference the Offline Applicant Management User Guide that can be found in the FACT Clearinghouse under the "Additional Resources" link.

1. Navigate to the FACT Clearinghouse.
2. Click Search FACT Clearinghouse in the sidebar or in the Current Users section.
3. Search for the applicant using one of the options – Name, SID, Driver's License, or MNU/Subscription Key.
4. Once the applicant has been located and their identity verified, follow the instructions in Cancel a Subscription to cancel or Validate a Subscription to validate.
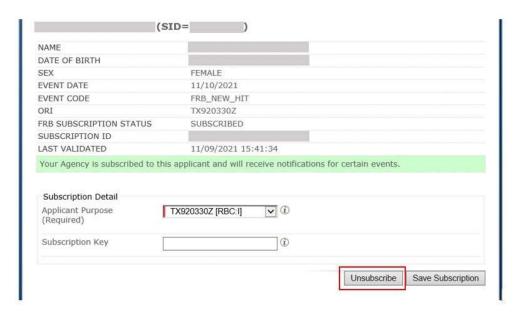
CANCEL A SUBSCRIPTION

If access to an applicant's details is no longer required, such as when an employee leaves your organization, any subscription set for the applicant must be cancelled within 3 business days. There are two ways to cancel a single subscription.

USING MANAGE THIS RECORD'S SUBSCRIPTION
1. On the Applicant Detail page, click Manage this Record's Subscription.

2. At the bottom of the page, click Unsubscribe. You will receive a confirmation notice at the top of the page. Your organization is now unsubscribed.
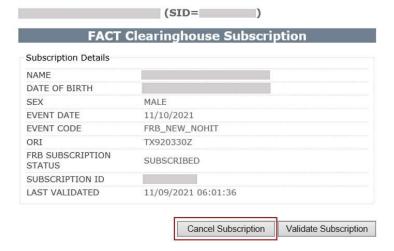
Using Validate Subscription

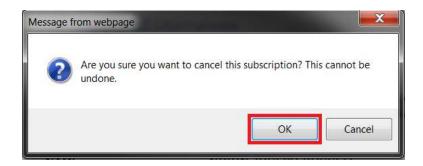1. On the Applicant Detail page, click Validate Subscription.

Applicant Detail

- View Worklists
- 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

2. Click Cancel Subscription.

Subscription Verification

- View Worklists
- Search FACT Clearinghouse
- Manage this Subscription

(SID=   )

FACT Clearinghouse Subscription

Subscription Details

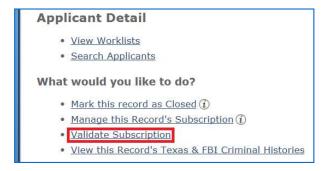|	
NAME	
DATE OF BIRTH	
SEX	MALE
EVENT DATE	11/10/2021
EVENT CODE	FRB_NEW_NOHIT
ORI	TX920330Z
FRB SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	
LAST VALIDATED	11/09/2021 06:01:36

Cancel Subscription   Validate Subscription

3. Click OK on the Confirmation notification. You will receive a confirmation notice at the top of the page. Your organization is now unsubscribed.
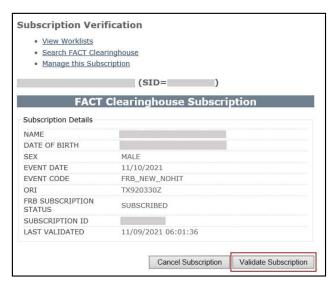
Message from webpage

Are you sure you want to cancel this subscription? This cannot be undone.

OK   Cancel

VALIDATE A SUBSCRIPTION

1. On the Applicant Detail page, click Validate Subscription.

2. Click Validate Subscription. You will receive a confirmation notification that your subscription has been validated.

   a. Each subscription must be validated at least once every five years or it will expire and your organization will be unsubscribed. This includes both Texas Only and FBI Rap Back subscriptions. If your organization no longer needs a subscription on an applicant, the subscription must be cancelled.

Subscription Validated
Subscription for SID='▮▮▮▮▮▮▮' has been validated.

FACT Clearinghouse

Home

View Worklists

Search FACT Clearinghouse

Subscription Verification

- View Worklists
- Search FACT Clearinghouse
- Manage this Subscription

CONTACT INFORMATION

If your agency has any further questions regarding the FBI Civil Rap Back Program, please contact the Rap Back Unit.

Fingerprint Services Unit
Fingerprint.service@dps.texas.gov
512-424-2474, Option 6

VERSION HISTORY

DATE	VERSION	CHANGES
2021/10/22	4.0	• Removed all language that stated, "Validation is not currently required." • Updated Validation to every five years. • Added Auto-Closing Worklist. • Updated contact information. • Updated process to determine FRB Subscription Status in the OSM file and Applicant Details Page. • Removed flow cart.
2019/03/05	3.1	Updated **Eligibility** • Clarified that a Rap Back request can be sent for an applicant with a non-rejected fingerprint submission after June 1, 2015 • Explained that FBI determines eligibility of a Rap Back subscription request Updated **FBI Civil Rap Back Subscriptions Overview** • Clarified a Rap Back request can be sent
2018/12/07	3.0	Updated **Document** • Changed instances of "NEW_HIT_FBI" to "NEW_HIT_FRB" throughout document • Added alt text to images Updated **Background and Purpose** • Clarified that the Record Update triggers are Dispositions and Expungements Updated **Eligibility** • Clarified that rejected fingerprint submissions are not eligible for FBI Rap Back, and are eligible for Texas Only subscriptions if the DPS accepted the fingerprints Updated **New Worklists** • Modified NEW_HIT_FBI to NEW_HIT_FRB • Added NEW_NOHIT_FRB Updated **Updated Subscription Process** • Clarified when fingerprint events can cause an FBI Rap Back subscription to set • In 3.a and 3.b, changed "occurred" to "been reported to the FBI" • Added "FRB Subscription Confirmed" to 4.b • Added 4.c to explain what happens if a person with FBI Rap Back is fingerprinted again Updated **Updated Notification Process** • Added clarification on when an applicant enters the worklists • Modified "person" to "applicant" • Modified NEW_HIT_FBI to NEW_HIT_FRB and added NEW_NOHIT_FRB • Modified "new activity" email to "new FBI Rap Back subscription" email • Added that information should still be reviewed • Added NEW_NOHIT worklist to suggestion to wait for new activity notification Updated **FBI Civil Rap Back Subscription Overview** • Clarified that applicants must be eligible Updated **Subscription Process Flowchart** • Clarified that rejected fingerprint submissions are not eligible for FBI Rap Back • Changed flowchart to reflect most recent changes Updated **Version History** • Reversed order, most recent changes on top

2018/06/01	2.1	**Added Sections**
		• Subscription Process Flowchart
		• Version History Updated **Subscription Process**
		• Updated to include information on RBMNTRsUpdated **Notification Process**
		• Updated to include RBMNTR in the email notifications
		• Clarified that a RBN is generated with triggering activity
2018/03/09	2.0	**Added Sections**
		• Updated Subscription Process
		• Updated Notification Process
2018/01/10	1.1	Updated **Document**
		• "Validation not currently required" language added
2018/01/09	1.0	Document created