

Completing the Online CRS Request:

Please follow these instructions to complete a Central Registry Search via the online portal as an individual. The results will come back to you via email. **You will need to email the results to tverlik@henry.k12.va.us once received.**

To register for an individual account:

- 1) Go to <https://centralregistry.dss.virginia.gov>
 - a. Select INDIVIDUAL when creating your account. Enter responses as below to the registration questions. (By selecting **INDIVIDUAL**, this will allow you to enter your "facility information" without using the "Search Facility" function. That function is only for facilities that complete fingerprint-based checks through VDSS OBI.)
 - b. Reminder: the Primary Contact name and email address must be your own name and email address. **All Central Registry Search determination letters will be sent to that email. You will need to forward these results to Tanya Verlik, HCPS at tverlik@henry.k12.va.us for review.**

How to Enter Your Information:

- 1) When the system asks for "facility information", enter your full name as the "facility name" and your home address as the facility address.

About Your CRS Dashboard:

- 1) You will see the following:
 - a. A CRS Dashboard showing all your requests
 - b. A Pending Payment tab where you can pay for your CRS requests
 - c. The status of each request
- 2) In the top right corner, you will see **CREATE CRS Request**. Once you create a request, you will enter **VOLUNTEER** under the Purpose for Search dropdown.
- 3) Enter a **Custom Request Name (your last name)**.
- 4) Under Applicant Information, it will say "Do you want to provide Applicant Information?" SELECT **NO** and then **add your personal email address, first and last name and SEND**. This will send you secure electronic email link where you can complete the request without having to print and sign. If you do not follow this step exactly, you will be required to print, sign, and upload the signed document.

Check your email for the OBI link.

Using the Electronic Email Link:

- 1) Once you receive the link in your email (it may go to your Spam or Junk folder since it is from an automated system), click the link and it will take you to the application. This allows you to electronically sign so you do not need to download/upload a form with a wet signature.
 - a. The link is only valid for 5 days once you send it.
- 2) Complete the online application thoroughly. Make sure to use full names. If a person does not have a middle name - enter NMN.
- 3) Once you open the link, you must complete the entire form in one sitting. You cannot start, stop and return later to complete as the link will time out and become invalid.
- 4) When a Wet Signature or Audit trail is required:
 - a. If you do not complete the process through the emailed link, you must upload a CRS form with a wet signature (pen to paper).

Next steps after submitting the online form:

- 1) Go back into the CRS dashboard where you will see your request. Open the request (blue number link).
- 2) You will see a Summary Page with **3 EDIT buttons**. You must click on **ALL 3 EDIT buttons** to review the information. This step helps make sure providers check for mistakes prior to submitting the form to the portal.
 - a. If everything is correct, do NOT type in any of the fields, just scroll through and review. If you make any changes, the system will require you to print, sign and upload.
 - b. At the bottom of the page click on **Save and Continue** to move to the document section.
 - i. You may download a copy of the form for your records, but it is not required.
- 3) After this, the request will appear in your **Pending Payment Cart**.
 - a. Check the box for the request you want to pay for, scroll down and click the button in the lower right corner. **Follow the prompts to finish payment.**
 - i. Payments accepted are debit/credit cards or ACH payments only.

If a Request is Returned for Revision:

- 1) If OBI returns a CRS request because of an error, you will get an email explaining what needs to be corrected.
- 2) Sign into your CRS dashboard, **click on the reference id number** for the applicant's request.
- 3) If you originally completed the form using the electronic email process (as described above), you can send yourself a new link to make the correction. **At the top right, you will see a button titled "Return for Revision to the Applicant"**

- a. When you click on it, you will get an email explaining the issue and they receive a new link to complete a new CRS form.
- 4) You must fill out the entire form again.
 - a. No extra payment is required, but you must go through the payment screen to resubmit the corrected form.
 - b. If you manually entered your information and uploaded a signed form, then you must also manually enter the corrections in the appropriate fields, download the corrected form, sign it, then upload and resubmit the form.

Processing Time:

We hope you find the new OBI Provider Portal is easy to use. OBI is currently processing CRS requests within 2-4 business days.