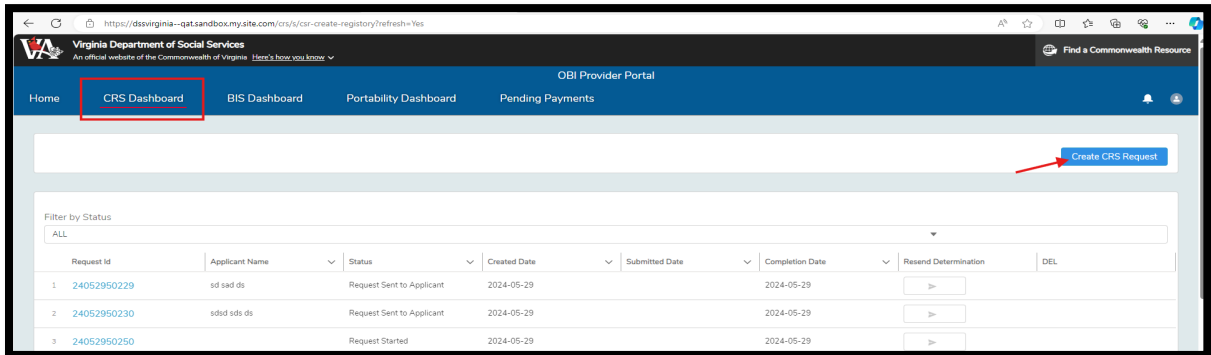


OBI PROVIDER PORTAL

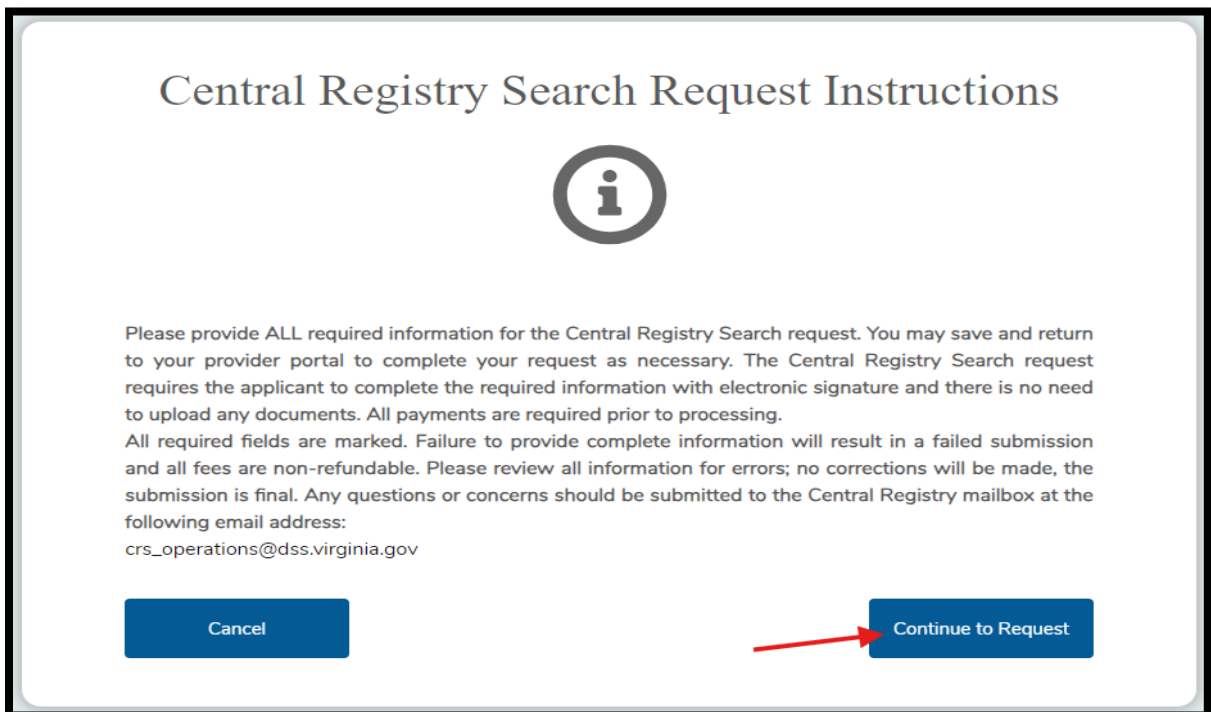
Create a Central Registry Search Request

A. Creating a CRS application from portal

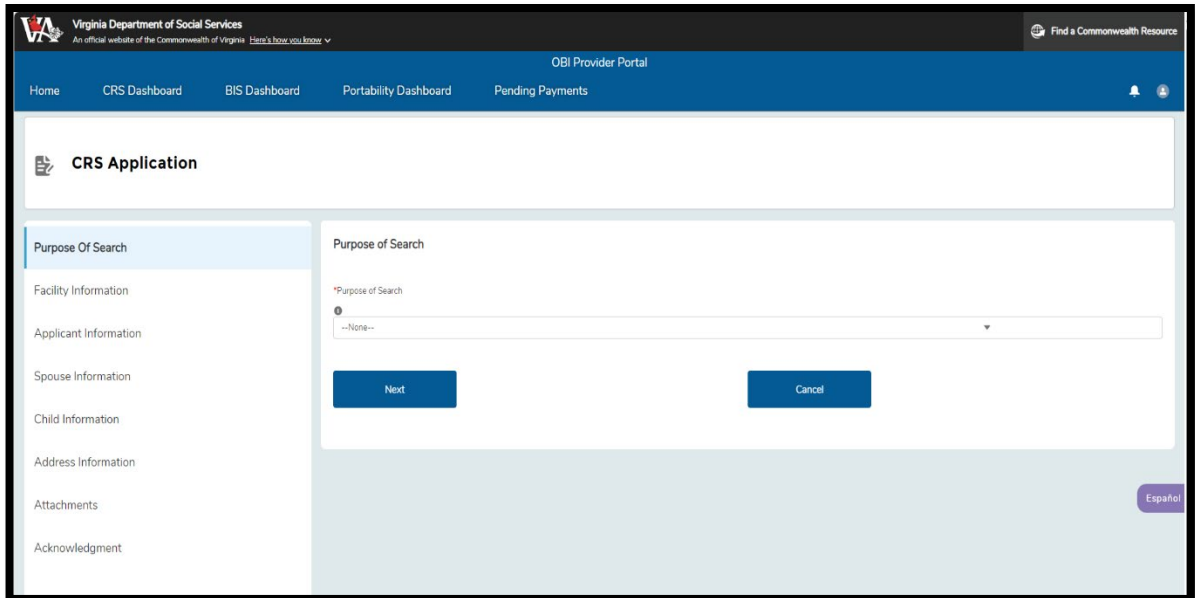
1. Login to the provider portal using a valid credential and click on 'CRS Dashboard' tab. Under the 'CRS Dashboard' tab, click on 'Create CRS Request' button to open a new CRS application form.



2. Click on 'Continue to Request' on the instruction screen to go to the CRS application form.

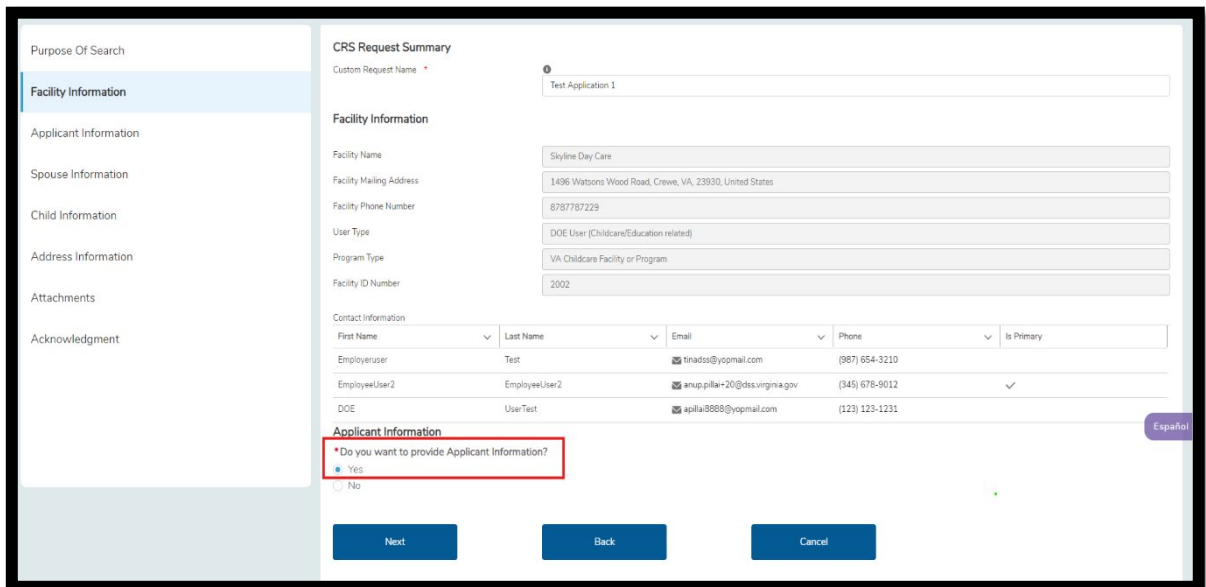


3. Start filling out different sections of the application providing all required information and using 'Next' button to proceed.



4. After selecting 'Purpose of Search', provider has two options:

Provider can continue filling out the entire application on behalf of the applicant. All fields with asterisk are required for the user to fill to proceed to the next section of the application. Completing the request this way DOES require a wet signature, and the provider will need to download the portal created form, obtain the applicant's signature on the form and then upload the signed form back to the portal.



When provider clicks on 'Next' button after selecting 'Yes', next section of the application (Applicant Information) will be available for the user to fill out. User can use 'Back' button to go to previous section. Clicking on the 'Cancel' button in any sections of the application will save a draft application for the user.

5. **Applicant Information:**

Provider can add multiple other names using ‘Add Other Names’ link.

6. **Spouse Information**

If provider responds ‘Yes’ to any of the spouse information related questions, user is required to provide the details. User can add multiple spouse information as needed using ‘Add Spouse’ link. ****NOTE:** User can only add one legally married spouse on the application.

Purpose Of Search

Facility Information

Applicant Information

Spouse Information

Child Information

Address Information

Attachments

Acknowledgment

Spouse Information

Are you currently legally married?

Yes

Enter the current spouse's full legal name and DOB

*First Name Middle Name

Firstname Middle name

No Middle Name

*Last Name *Gender

Last name Select gender

*DOB

DOB

Add Spouse

Have you ever been divorced?

Yes

Enter all the spouse's full legal names and DOB

*First Name *Middle Name

Firstname Middle name

No Middle Name

*Last Name *Gender

Last name Select gender

*DOB

DOB

Add Spouse

Are you a widow/widower?

No

Next Back Cancel

Español

7. Child Information

If provider responds 'Yes' to any of the child information related questions, user is required to provide the details. User can add multiple child information as needed using 'Add Child' link.

Purpose Of Search

Facility Information

Applicant Information

Spouse Information

Child Information

Address Information

Attachments

Acknowledgment

Child Information

Do you have biological children?

--None--

Do you have children who are not biological but who are/were legally under your care?

--None--

Next Back Cancel

Español

8. Address Information

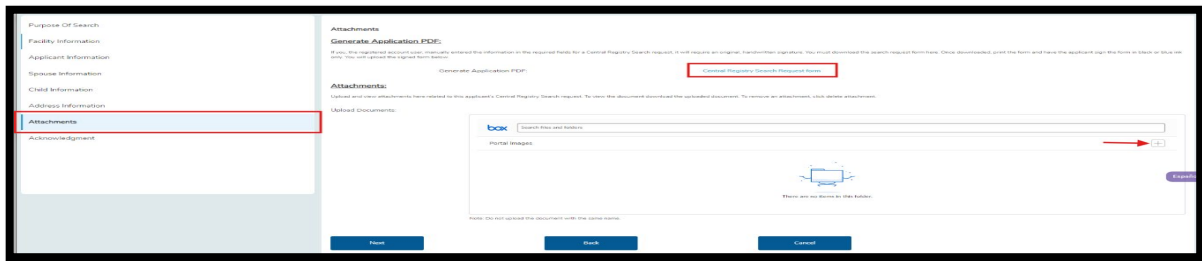
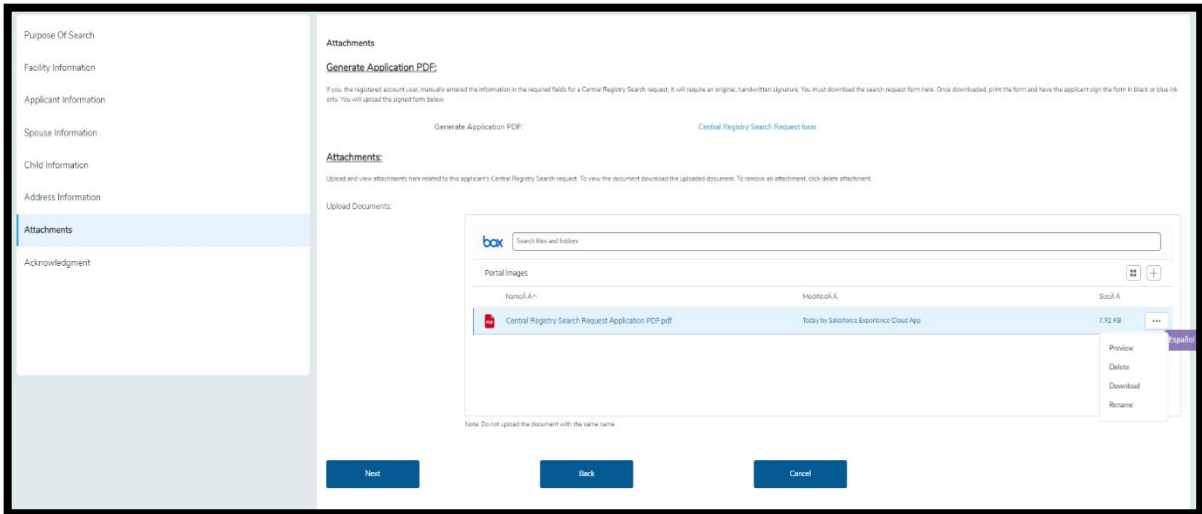
If provider responds ‘Yes’ to the previous address related questions, user is required to provide the details. User can add multiple previous addresses as needed using ‘Add Address’ link.

9. Attachments

Provider can generate and download the application completed using the link ‘Central Registry Search Request form’ to request wet signature from the applicant.

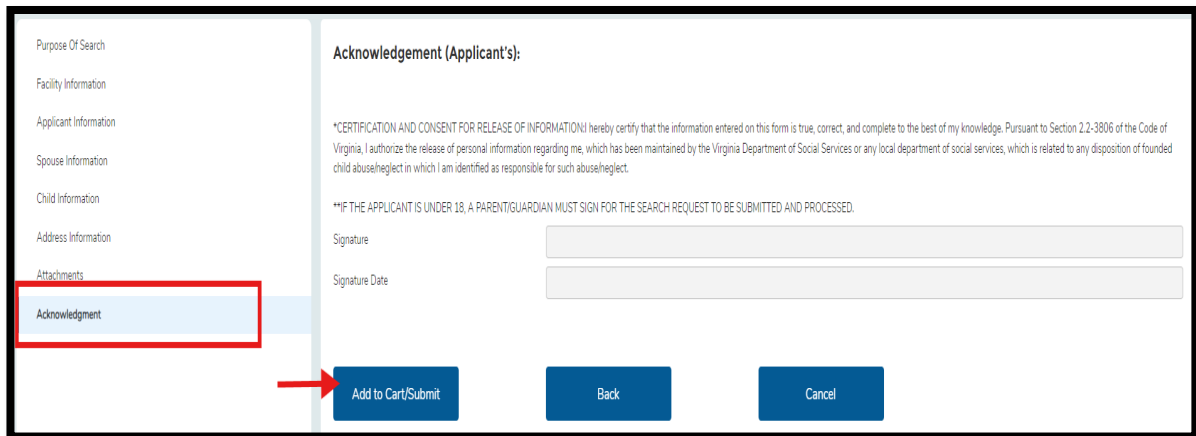
User is required to upload signed applications and any other optional attachments using the ‘+’ button under the upload documents section of the attachments. Users should not be uploading documents with the same file name. Once document is uploaded, user will be able to go to the next section of the application. User has the option to download or delete documents uploaded within this section.

****BE PATIENT WHEN DOWNLOADING – the new CRS form is longer and contains more information to be capture the applicant details. It takes a little longer to create the form and download. This could take up to a full minute to download and upload.**



10. Acknowledgment

This is the last section of the application before submitting the application. Depending on the type of the provider, user will be able to add the request to the Pending Payment tab (for portal payment applicable providers) or automatically submit the request (for portal payment exempted providers) to the Backoffice.



B. ELECTRONIC SUBMISSION OF THE CENTRAL REGISTRY SEARCH REQUEST:
(Recommended process)

Submitting the request in the fully electronic process allows the applicant to complete their portion of the CRS request. The applicant will receive an email with a secure link, they are able to electronically sign and send back to the provider portal. This eliminates the need for the provider to download, obtain a wet signature and upload. OBI recommends this process as the most efficient way to create, submit and receive a determination letter.

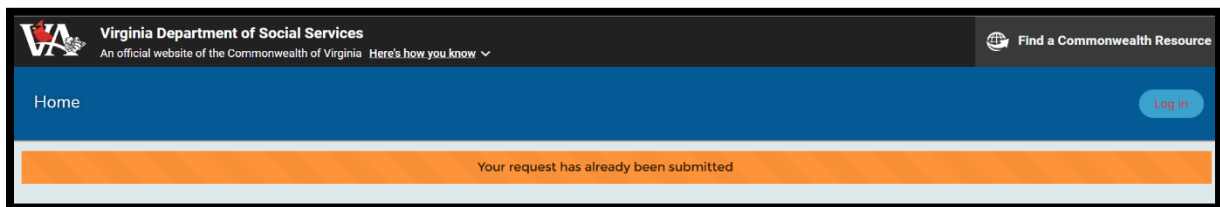
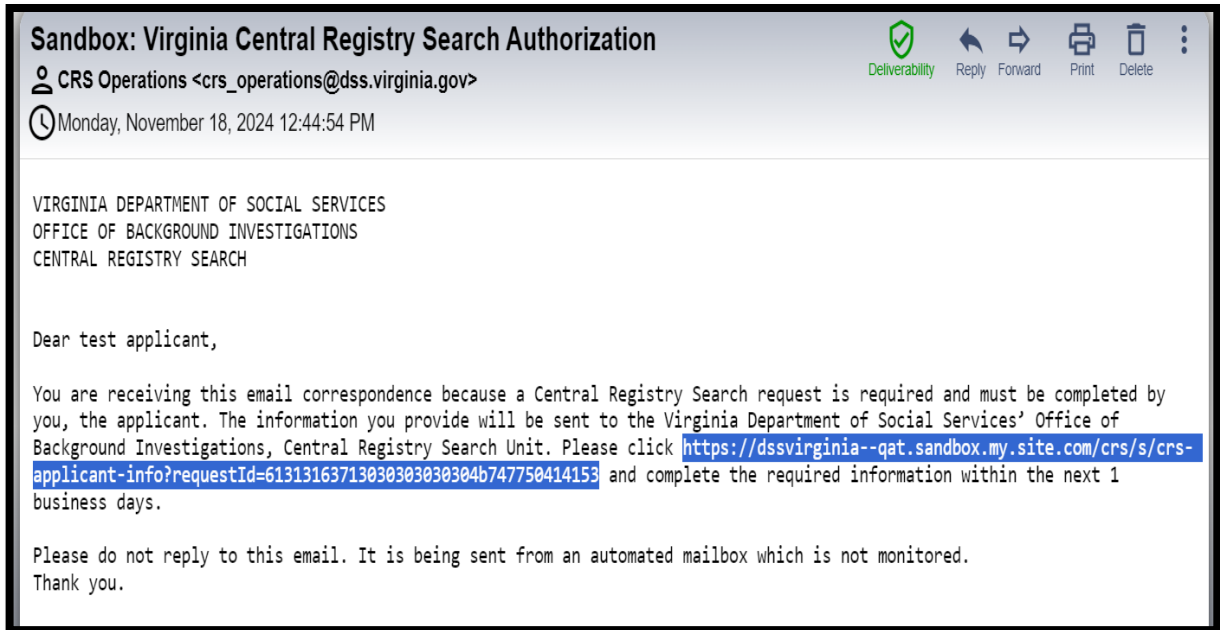
1. A Provider can send the applicant portion of the central registry search request to the applicant via email. All fields with asterisk are required for the provider user to fill to proceed to send a link to the applicant to finish applicant portion of the application. Applicant first and last name and the applicant email address:

The screenshot displays a web form titled "CRS Request Summary". On the left is a navigation menu with categories: Purpose Of Search, Facility Information (highlighted), Applicant Information, Spouse Information, Child Information, Address Information, Attachments, and Acknowledgment. The main form area is divided into several sections:

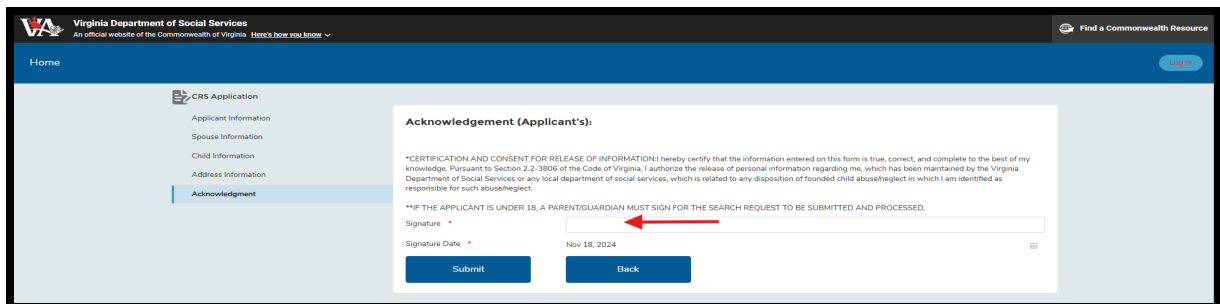
- CRS Request Summary:** A text input field for "Custom Request Name" containing "Test Application 1".
- Facility Information:** Fields for Facility Name ("Skyline Day Care"), Facility Mailing Address ("1490 Watson Road, Crewe, VA, 22930, United States"), Facility Phone Number ("878787123"), User Type ("DDE User (Childcare, Education related)", dropdown), Program Type ("VA Childcare Facility or Program", dropdown), and Facility ID Number ("2002").
- Contact Information:** A table with columns: First Name, Last Name, Email, Phone, and Is Primary. It lists three users: "EmployeeUser" (Test, khrados@vopmail.com, (867) 654-3210), "EmployeeUser2" (EmployeeUser2, anup.pillai-20@ssa.virginia.gov, (345) 678-9012, checked), and "DOE" (User/Test, spilla8888@vopmail.com, (123) 123-1231).
- Applicant Information:** A question "*Do you want to provide Applicant Information?" with radio buttons for "Yes" and "No" (selected).
- Proceed to fill details:** A red-bordered section containing three required text input fields: "*Applicant Email", "*First Name", and "*Last Name".

At the bottom of the form are three buttons: "Send", "Back", and "Cancel".

The applicant will receive an email with a link which the user will be using to fill out the applicant portion of the application. The link received will expire based on the configured time of expiration and once expired, it will no longer be functional. The provider will need to start a new application and send a new link for the applicant.



All sections of the electronic applicant CRS request application are the same as the sections available to a provider completing the request for the applicant. The manual process requires the applicant to provide a wet signature at the Acknowledgment section.



Once an applicant uses the link received to fill out the application and returns the application back to the provider for submission, the link will no longer be functional.

When using the electronic process, a provider is not required to upload the signed CRS application to submit the request because the applicant has electronically signed the CRS request and completed the acknowledgement before sending the request back to the provider.

HOWEVER, if provider makes any change to any applicant portion of the application returned by the applicant, then provider is required to create and download the portal created form and upload a signed request form to submit the CRS request.

C. Editing a CRS request in Provider portal

A Provider can click on a CRS search request ID in the provider portal CRS dashboard to open a search request in view mode. If the request is in editable status (not submitted to OBI), the provider can click on 'Edit' buttons under different sections to make changes on the request if needed. Even if there are NO edits needed, the provider is still required to click on **each 'Edit' button** in all sections to review the CRS request and to proceed to move the request to pending payment.

If the request is in non-editable status, user can use 'Next' button to navigate between the pages of the request which will be read only.

Editable CRS search request provider portal statuses: Request Started, Action Required Applicant Responded, Pending, Return for Revision

The screenshot shows the Virginia Department of Social Services OBI Provider Portal. The header includes the VA logo, the text "Virginia Department of Social Services" and "An official website of the Commonwealth of Virginia Here's how you know", and a "Find a Commonwealth Resource" link. The main navigation bar contains "Home", "CRS Dashboard", "BIS Dashboard", "Portability Dashboard", and "Pending Payments". The main content area features a "CRS Request Summary" section with a "Mark Record for Deletion" checkbox. Below this, there are three input fields: "Custom Request Name" containing "crs", "Request ID" containing "24110850001", and "Applicant Name" containing "CRKLN NMN CRK". A blue "Edit" button with a red arrow pointing to it is located to the right of the input fields.

The screenshot shows the "Applicant Information" form in the provider portal. The form is divided into several sections: "APPLICANT CURRENT FULL LEGAL NAME" with fields for First Name, Middle Name, and Last Name; "Gender" with a dropdown menu; "Date of Birth" with a date picker; "Race" with a dropdown menu; "Social Security Number" with a text field; "DRIVER'S LICENSE #" with a text field; "APPLICANT FULL LEGAL NAME GIVEN AT BIRTH" with fields for First Name, Middle Name, and Last Name; "APPLICANT FULL LEGAL NAMES PREVIOUSLY USED" with fields for First Name, Middle Name, and Last Name; and "APPLICANT OTHER NAMES USED" with fields for First Name, Middle Name, and Last Name. A "Next" button is located at the bottom of the form.

D. Pending Payment Dashboard on provider portal

Once a provider finished creating an application or proceeded with an application returned by the applicant, user will have to add the request to the cart to initiate the payment process if a portal payment is applicable for the provider. Payment won't be applicable if the process is resubmission of application returned for revision where provider would simply submit the application with no payment similar to portal payment exempted providers.

Click on 'Save & Add to cart' to add the request to the cart (Pending Payment tab). Adding the request to the cart will not update any status on the request.

Acknowledgement (Applicant's):

*CERTIFICATION AND CONSENT FOR RELEASE OF INFORMATION: I hereby certify that the information entered on this form is true, correct, and complete to the best of my knowledge. Pursuant to Section 2.2-3806 of the Code of Virginia, I authorize the release of personal information regarding me, which has been maintained by the Virginia Department of Social Services or any local department of social services, which is related to any disposition of founded child abuse/neglect in which I am identified as responsible for such abuse/neglect.

**IF THE APPLICANT IS UNDER 18, A PARENT/GUARDIAN MUST SIGN FOR THE SEARCH REQUEST TO BE SUBMITTED AND PROCESSED.

Signature

Signature Date

[Save & Add to cart](#) [Back](#) [Cancel](#) Español

Virginia Department of Social Services
An official website of the Commonwealth of Virginia [Here's how you know](#) Find a Commonwealth Resource

Home CRS Dashboard BIS Dashboard Portability Dashboard **Pending Payments**

CRS Requests				
<input type="checkbox"/>	Request Id	Name	Fee	Type
<input type="checkbox"/>	24101750006	SHALOE YVONNE JOHNSON	10	CRS Request
<input type="checkbox"/>	24102350001	t.NMN t	10	CRS Request
<input type="checkbox"/>	24102350002	t.NMN t	10	CRS Request
<input type="checkbox"/>	24102550002	KKSS NMN KKSS	10	CRS Request
<input type="checkbox"/>	24102550001	SSSL NMN SSS	10	CRS Request

<input type="checkbox"/>	24110450017	PorsKLN NMN SSS	10	Portability Request
<input type="checkbox"/>	24110550004	kk NMN	10	Portability Request
<input checked="" type="checkbox"/>	24110650003	Test Test Test	10	CRS Request
<input checked="" type="checkbox"/>	24110750001	KPL NMN KP	10	CRS Request
<input checked="" type="checkbox"/>	24110750004	KPL NMN KP	10	CRS Request
<input checked="" type="checkbox"/>	24110850001	CRKLN NMN CRK	10	CRS Request
<input checked="" type="checkbox"/>	24110850002	kk kp kp	10	CRS Request
<input checked="" type="checkbox"/>	24110850003	kk k kk	10	CRS Request
<input checked="" type="checkbox"/>	24110850009	Test Test Test	10	CRS Request
<input checked="" type="checkbox"/>	24110950001	Test Test Test	10	CRS Request
<input checked="" type="checkbox"/>	24110950002	Hyperlink Test Test	15	Portability Request
<input checked="" type="checkbox"/>	24110950004	TestHyperlink1 Test Test	15	Portability Request
<input checked="" type="checkbox"/>	24111150002	prachi NMN in	10	CRS Request
<input checked="" type="checkbox"/>	24111950017	Test Test Test	10	CRS Request

← Prev 1-21 of 21 | Page of 1 Next →

Request (CRS request/Portability request) added to cart will become visible under the 'Pending Payment' tab. Provider can only make a payment to maximum of 10 request at a time.

Select up to 10 request to proceed with payment. Depending on the configured fee at the backend (Currently configured fees: CRS search request fee = 10, Portability Request fee = 15), user will be seeing the total amount due.

<input checked="" type="checkbox"/>	24110750004	KPL NMN KP	10	CRS Request
<input checked="" type="checkbox"/>	24110850001	CRKLN NMN CRK	10	CRS Request
<input checked="" type="checkbox"/>	24110850002	kk kp kp	10	CRS Request
<input checked="" type="checkbox"/>	24110850003	kk k kk	10	CRS Request
<input checked="" type="checkbox"/>	24110850009	Test Test Test	10	CRS Request
<input checked="" type="checkbox"/>	24110950001	Test Test Test	10	CRS Request
<input checked="" type="checkbox"/>	24110950002	Hyperlink Test Test	15	Portability Request
<input checked="" type="checkbox"/>	24110950004	Test-Hyperlink1 Test Test	15	Portability Request
<input checked="" type="checkbox"/>	24111150002	prachi NMN In	10	CRS Request
<input checked="" type="checkbox"/>	24111950017	Test Test Test	10	CRS Request

← Prev 1-21 of 21 | Page of 1 Next →

Total Selected Fee Amount = 110 ↓ Proceed Total Fee Amount

User has two Types of Transaction to select to proceed with payment: Echeck, Debit/Credit

IS Dashboard Portability Dashboard Pending Payments

Payment

Total Amount Due
110

* Type of Transaction


Select an Option

Echeck

Debit/Credit

Once type of transaction is selected and user clicks on 'Make Payment' button, user will be redirected to the Elavon payment system, and the portal status of the CRS search request will be updated to 'Pending'. Elavon checkout screen and payee information page when selected Type of Transaction = Echeck

[Return to Merchant](#)




This page cannot be refreshed.


Order Section	
Amount	110.00 USD
Search Request ID	Payment

Please be aware there is a 1 to 3 day business processing time.

Checkout



[Back to Order Section](#)




This page cannot be refreshed.

Order Section	Billing Address
Amount 110.00 USD	Company
Search Request ID Payment	First Name * Last name *
	Address1 *
	Address2
	City * State/Province * Postal Code *
	Country *
	Email Address *
	Phone *

Payment
CHECK
Bank Routing Number * Bank Account Number *
Bank Account Type <input checked="" type="radio"/> Personal <input type="radio"/> Business
By Clicking the "I Agree" box below, you authorize undefined to use information from your check to initiate a one-time fund transfer from your account or to process the payment as a check transaction or bank drawn draft from your account for the amount of \$110.00. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law.
<input type="checkbox"/> I Agree

Elavon checkout screen and payee information page when selected Type of Transaction = Debit/Credit

< Return to Merchant


 VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Service Fee separately charged by Elavon and is non-refundable. If you do not want to pay this fee, click [Return to Merchant](#) and pay by alternative means.

This page cannot be refreshed.

Order Section

This payment will be processed as two separate payments (for Amount and Service Fee)


Amount	110.00 USD
Service Fee (2.3%)	2.53 USD
Total of all charges and fees	112.53 USD

Service fee is non-refundable.


Search Request ID Payment

Please be aware there is a 1 to 3 day business processing time.

[Checkout](#)


 Secure Payment

< Back to Order Section


 VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Service Fee separately charged by Elavon and is non-refundable. If you do not want to pay this fee, click [Back to Order Section](#) and then [Return to Merchant](#) on following screen and pay by alternative means.

This page cannot be refreshed.

Order Section

Amount	110.00 USD
Service Fee (2.3%)	2.53 USD
Total of all charges and fees	112.53 USD
Search Request ID	Payment

Payment

PAYMENT CARD

Card Number *

Expiration Date(MMYY) *

CVV2 *

Billing Address

Company

First Name *

Last name *

Address1 *

Address2

City *

State/Province *

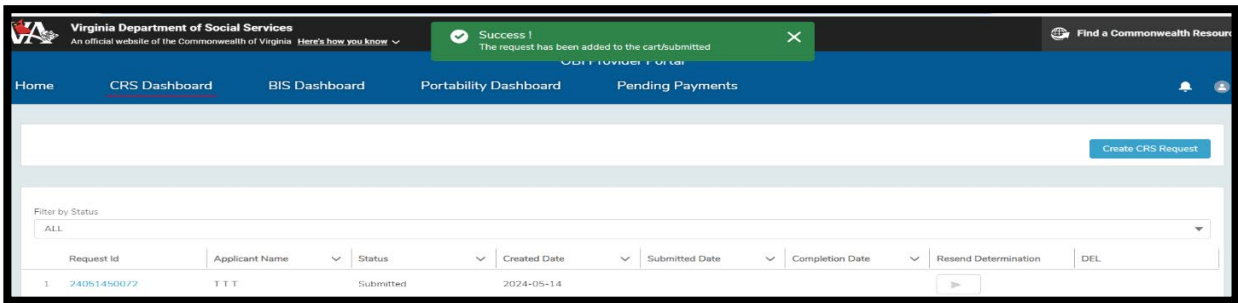
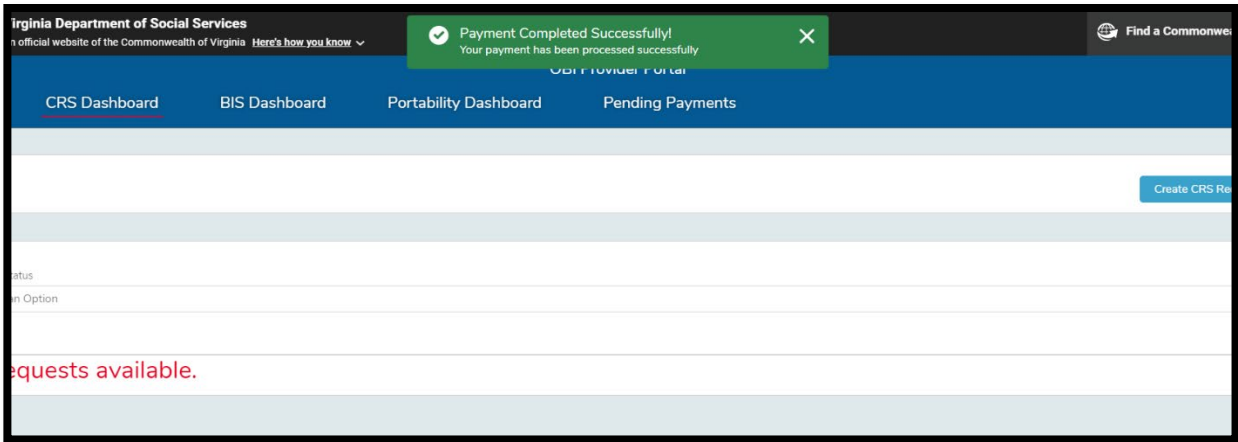
Postal Code *

Country *

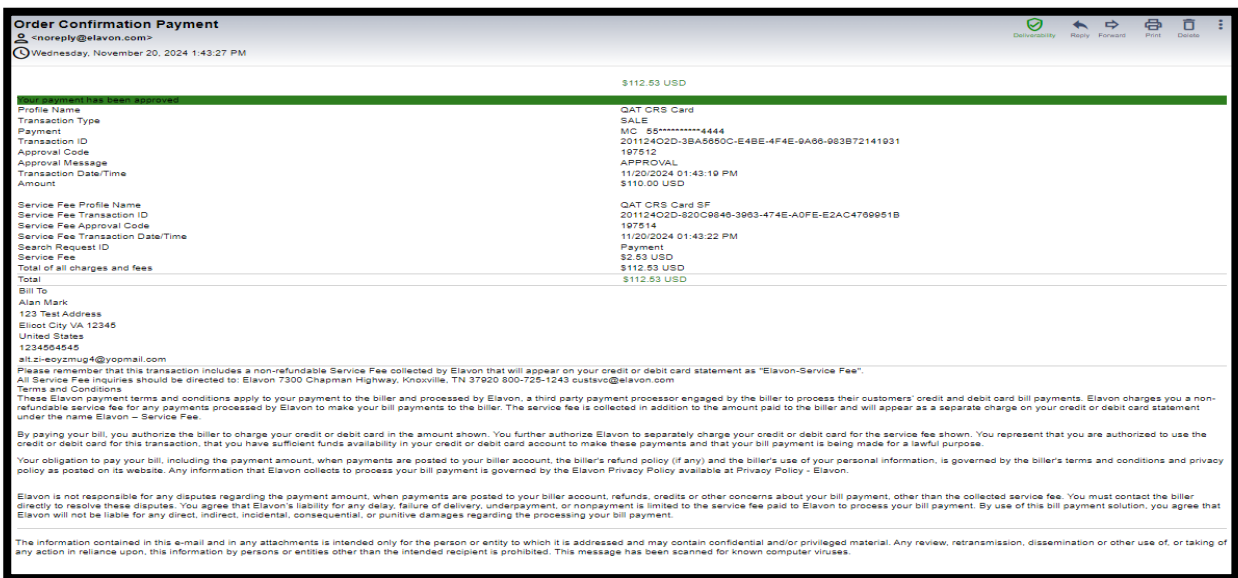
Email Address *

Phone *

Once user makes successful payment user will be seeing a success message once redirected to the CRS Dashboard on provider portal and the portal status of the CRS request will be updated to 'Submitted' portal status and Activity & Activity Status will be updated from 'Intake Started' to 'Intake Completed' at the backend. User will also be receiving a payment confirmation email based on the email provided while making payment. All successfully submitted CRS search requests will be added to the CRS Review Queue as soon as the Activity & Activity status of the request is update to 'Intake Completed' at the backend.



You will receive a payment receipt to the email address entered during the payment process.



If payment is not successful when payment is applicable or request isn't successfully submitted to the Backoffice, the portal status of the request will remain 'Pending' with backend Activity and Activity Status 'Intake Started'. You must complete payment for the request to be submitted.

E. CRS search request portal statuses

Below is a list of CRS request statuses a Provider will be able to see, based on the user who is working on the request and the stage of the request:

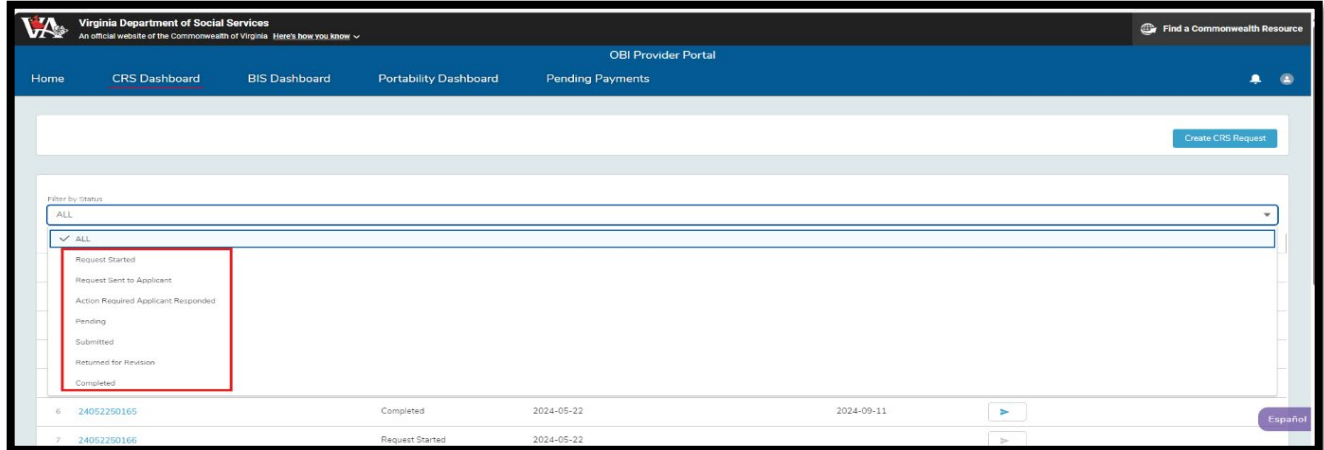
- a. **Request Started** – This is the first status a CRS request will have as soon as the provider starts creating the request. The CRS request will remain with this status while it is in the draft stage with the provider. Provider can be able to continue editing an application with this status at any time to proceed to payment/submission.
- b. **Request Sent to Applicant** – A CRS request will have this status when the provider is sending a link the applicant to finish the applicant portion of the application. The CRS request will remain with this status while it is with the applicant. Provider will not be able to edit an application with this status as it is with the applicant to edit.
- c. **Action Required Applicant Responded** – A CRS request will have this status when the applicant returns the application after filling out the applicant portion of the application and returns it back to the provider. Provider is able to continue editing an application with this status at any time to proceed to payment/submission.
- d. **Pending** – A CRS request will have this status when the provider initiates the payment process and user is redirected to the Elavon system to provide payment details. The CRS request will remain with this status until a successful payment is made by the provider via Elavon.
- e. **Submitted** – A CRS request will have this status when:
 1. Provider is portal payment applicable user, and user makes a successful payment through Elavon to submit the CRS search request application to the OBI Backoffice with no issues.
 - OR
 2. Provider is portal payment exempted user, and user is able to successfully submit the CRS request application to the OBI Backoffice with no issues.

The Provider cannot edit an application with a submitted status as it is with the OBI Backoffice being processed. The CRS request will remain with this status until the request is either returned for revision if any issues are identified by the Backoffice while being processed OR the request is completed, and a determination has been sent after being processed by the OBI Backoffice. (Determination is sent to the email address used to register the primary account)

- f. **Returned for Revision** – A CRS request will have this status when the CRS request is returned for revision for the provider to make edits and resubmit. Payment applicable provider will not be making additional payment toward the CRS request during resubmission as it is already paid for during the initial submission.

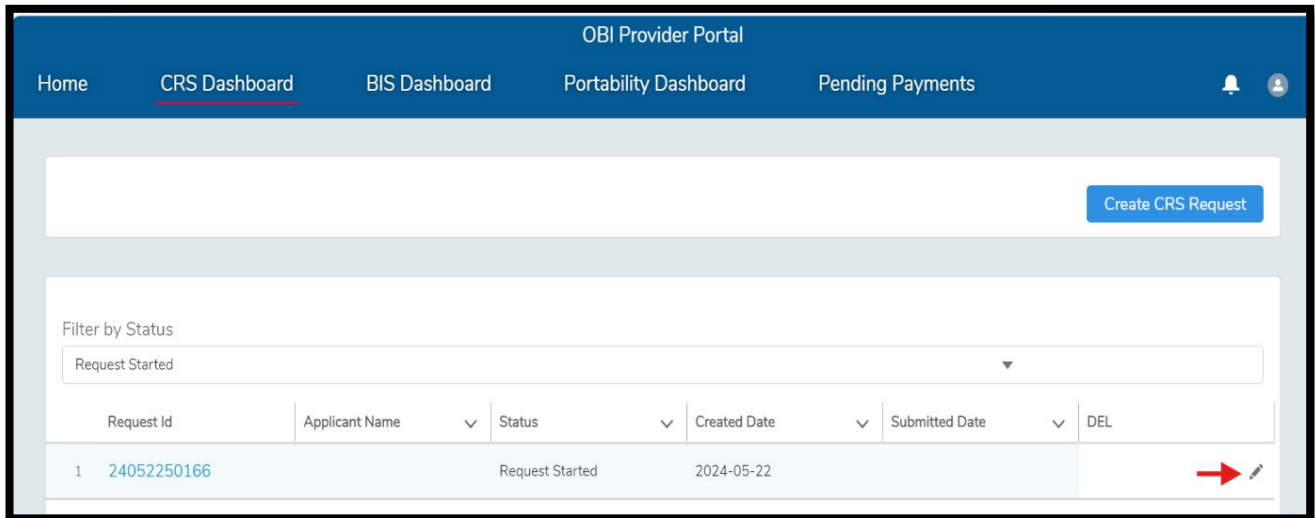
- g. **Completed** – A CRS request will have this status when the CRS request is processed by the OBI Backoffice, and a determination has been sent. Provider cannot edit a CRS request with this status.

A Provider can use the status filter under the ‘CRS Dashboard’ to filter by the above stated statuses of the CRS requests.



F. Mark a request for Deletion

When a CRS request is with any of these statuses, provider user can mark the record for deletion: Request Started, Request Sent to Applicant, Action Required Applicant, Responded, Pending. There are two ways to mark/unmark a record for deletion: From the list view page, Click of the pencil icon on the record to mark for deletion



Click on the 'Mark Record for Deletion' checkbox on the detail page of the request to see the confirmation window. Click on 'Confirm' button to mark the record for deletion.

The screenshot shows the Virginia Department of Social Services OBI Provider Portal. At the top, there is a navigation bar with 'Home', 'CRS Dashboard', 'BIS Dashboard', 'Portability Dashboard', and 'Pending Payments'. Below the navigation bar, there is a checkbox labeled 'Mark Record for Deletion' with a red arrow pointing to it. Below the checkbox is a 'CRS Request Summary' form with the following fields: Custom Request Name (test), Request ID (24052250166), Applicant Name, Status (Request Started), and Created Date (May 22, 2024). There is an 'Edit' button at the top right of the form and a 'Español' button at the bottom right.

After confirming, click on 'Save' button at the bottom of the screen to save the change.

Unmarking the request for deletion is also the same process as stated above except there will be no confirmation screen for the user to confirm. But user is still required to click on the 'Save' button at the bottom of the screen to save the change.

The screenshot shows a table of CRS requests. The table has columns for Request ID, Applicant Name, Status, Created Date, and Submitted Date. The 'Save' button at the bottom is highlighted with a red arrow.

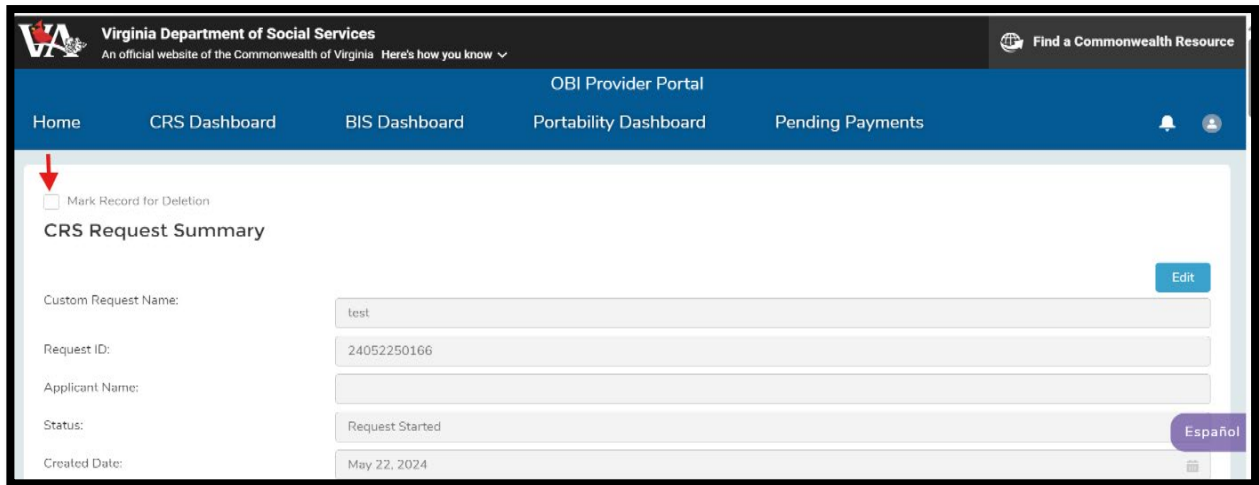
Request ID	Applicant Name	Status	Created Date	Submitted Date
24 24100350016		Request Started	2024-10-03	2024-10-03
25 24100350015		Request Started	2024-10-03	2024-10-03
26 24100350018		Request Started	2024-10-03	2024-10-03
27 24100750005	Tina NMN Test	Request Started	2024-10-07	2024-10-07
28 24100750013		Request Started	2024-10-07	2024-10-07
29 24100750014	tina NMN test	Request Started	2024-10-07	2024-10-07
30 24100750016	test as test	Request Started	2024-10-07	2024-10-07

You can also delete a record from the details page of the CRS request: Click on the Request Id hyperlink to open the request detail page in a new tab.

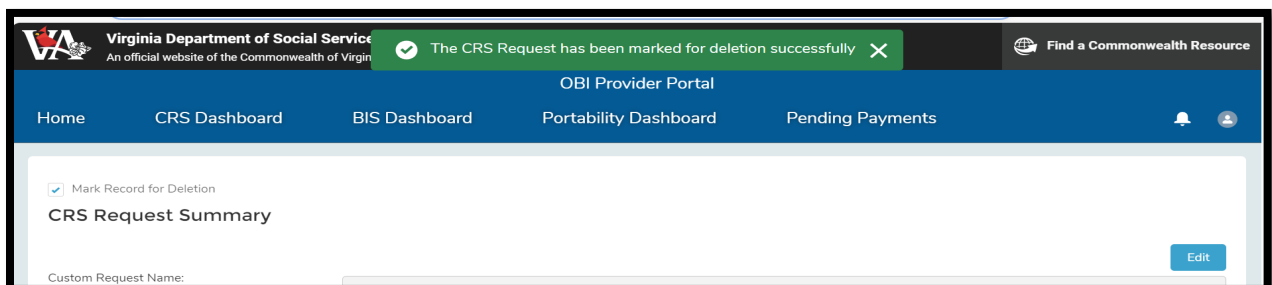
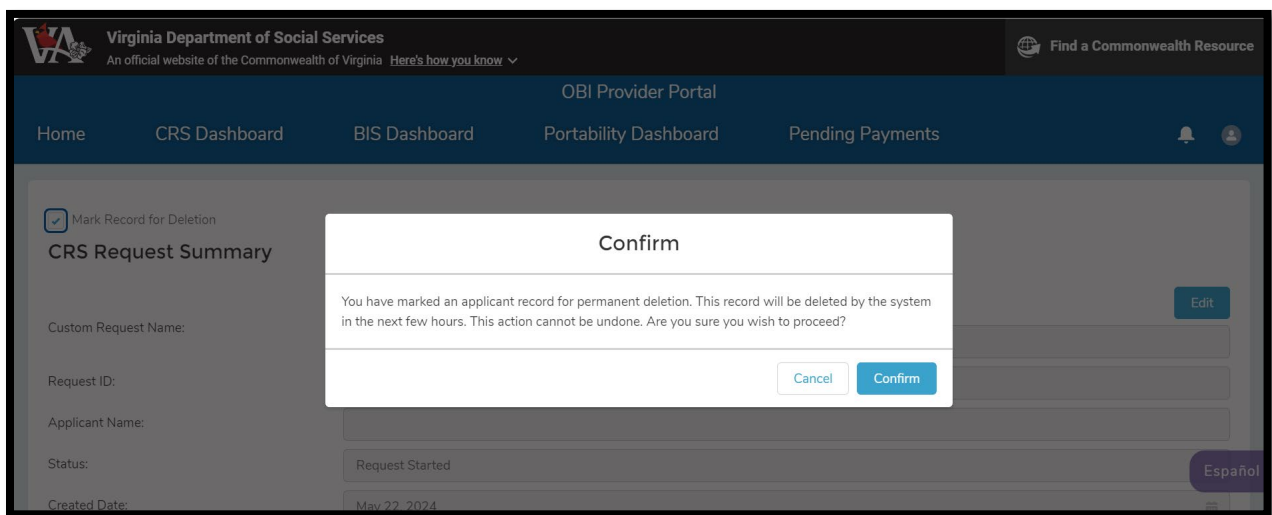
The screenshot shows the Virginia Department of Social Services OBI Provider Portal. At the top, there is a navigation bar with 'Home', 'CRS Dashboard', 'BIS Dashboard', 'Portability Dashboard', and 'Pending Payments'. Below the navigation bar, there is a 'Create CRS Request' button. Below the button, there is a 'Filter by Status' dropdown menu set to 'Request Started'. Below the dropdown menu, there is a table of CRS requests. The 'Request Id' column has a red arrow pointing to the first row's Request ID (24052250166).

Request Id	Applicant Name	Status	Created Date	Submitted Date	DEL
1 24052250166		Request Started	2024-05-22		
2 24052250167		Request Started	2024-05-22		

Click on the 'Mark Record for Deletion' checkbox on the detail page of the request to see the confirmation window.

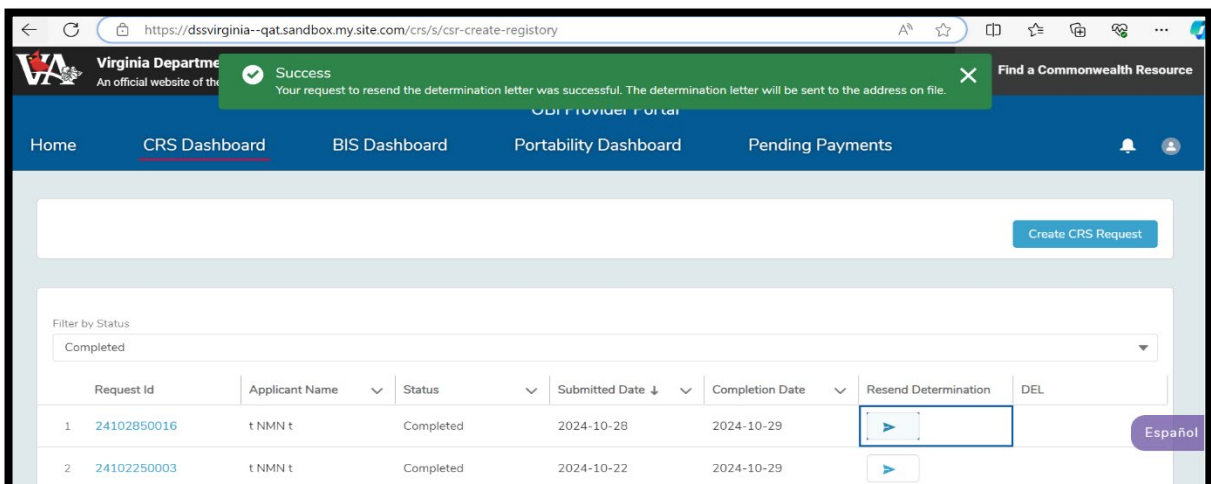


Click on 'Confirm' button to mark the record for deletion.



Once a record is marked for deletion by any of the above two options, the record will be deleted from the system based on the scheduled job by mid-night on the same day. But in the meantime, user can unmark the record from deletion if needed.

A provider can also check the DEL checkbox and click away anywhere on the page to see the confirmation box and confirm. After confirming, click on 'Save' button at the bottom of the screen to save the change.



G. **Resend Determination** - For a request that is with 'Completed' status, provider user has the option to resend determination letter using the 'Resend Determination' button from the list view page.

Click on the 'Resend Determination' button for the system to send the most recent determination letter generated for the search request to the primary contact of the provider facility.