

OBI PROVIDER PORTAL REGISTRATION

VDOE CHILD CARE, CHILD DAY PROGRAMS AND FAMILY DAY HOME FACILITIES/PROVIDERS/PROGRAMS

All regulated VDOE childcare facilities, providers and programs are required to complete a Central Registry Search (CRS) request and a Criminal Background Information Search (BIS) request for all employees, applicants, agents, household members when applicable and volunteers. The Office of Background Investigations (OBI) Provider Portal requires registration and approval for access by the OBI. Your registration for portal access will provide you not only the ability to create and submit CRS requests, but also access to view BIS applicants as they are processed and completed. There is also a new option to request any determination letter be resent to the primary account holder.

****NOTE: Each facility/provider will require a different email address to register. If there are multiple programs/sites under one legal entity's umbrella, you cannot use the same email address to register or to be added as a secondary user. All registered user email addresses must be unique (e.g., ABC, Inc. operates ABC Daycare 1 and ABC Daycare 2; a separate email address will be required to register for an account to access each facility's dashboard).**

Before you register, there are several questions and decisions to consider for your facility or program.

1. Will there be more than one person submitting Central Registry Search requests online?
If the answer is yes, you will need to identify a primary person who will receive the determination letters for all CRS search requests. This person will register first and be designated as 'primary'. They can then add authorized users to the facility/provider account and the primary account holder will still receive the determination results.
2. Will the same person be receiving determination letters for the Central Registry Search request and the Criminal Background Fingerprint request?
If the answer is yes, great! Nothing further to consider. If the answer is NO – there is a specific registration sequence, and the steps are below in the step-by-step guide.
3. Manual vs. Online submission: All regulated VDOE childcare providers are required to complete both processes (CRS & BIS) and the preferred method of submission for CRS requests is online. While you can download the new CRS Search request form and mail it to the OBI office, we want to be clear, this is outside of the OBI Provider Portal and you will have no access to your form, applicant info, or the ability to resend for determinations. You will need to decide how your facility/program will complete these requests, and if choosing to process them within the OBI Provider Portal, consider the two options available online:
 - a. the provider can fill in all required information for the applicant (requires a wet signature by the applicant) OR
 - b. the provider can send a secure link from within their OBI Provider portal, to the applicant's email address and the applicant can then complete the CRS request form, electronically sign and send it back to the provider online with the click of a button.

Using the electronic method and having your applicant complete their own information with an electronic signature is the most efficient way to complete the CRS request. You, the provider, will still be able to download their completed form if you wish to save a hard copy but you will not have to download and upload the CRS request form with a wet signature for submission.

You will need to gather a few pieces of information to ensure you can successfully complete the registration process for the OBI Provider Portal.

1. Exactly how your facility name appears for licensing purposes – EX. If your licensing paperwork shows Our Child Care Preschool and Learning Program #303, that is exactly how you want to enter your Facility name when registering.
2. The facility/program address listed with licensing.
3. An email address where your primary user will receive determinations.

PORTABILITY: Effective January 1, 2022, background check portability of a criminal record check and Virginia central registry check can be requested for any individual who is being hired by or will be volunteering at a Child Day Program or Family Day System, and the individual has completed a background check under [§ 22.1-289.035](#) within the previous five years, provided that:

- The results of such background check indicated that the individual had not been convicted of any barrier crime as defined in [§ 19.2-392.02](#) and was not the subject of a founded complaint of child abuse or neglect within or outside the Commonwealth; and
- The individual is currently or has been, within the previous 180 days, employed by or a volunteer at a child day center, family day home, family day system, or child day program described in subsection A of [§ 22.1-289.035](#).

To submit a portability request, a child day program or family day system seeking a background check relative to portability for a prospective employee or volunteer, must submit the portability request through the OBI [portal](#). There is a \$15 processing fee for portability requests, which shall be submitted through the online portal. The fee is nonrefundable, so it is important that you confirm your applicant is eligible for background check portability prior to submitting your request.

Portability Explained: Helpful Link - [Portability Determination Flow Chart \(virginia.gov\)](#)

*Your program type is eligible for portability. Portability is a way to ‘transfer’ previous No Match (CRS) and Eligible (BIS) results to a new facility/program/provider when an applicant is changing employers. Portability is **NOT** a new CRS or BIS request. If your applicant has never had a Virginia CRS or BIS request completed or the request was NOT for a previous employer within a VDOE approved child day center, family day home, family day system, or child day program – Portability is NOT the correct option for you to submit.*

The Office of Background Investigations welcomes your questions and feedback. Please contact us at one of the Program emails below:

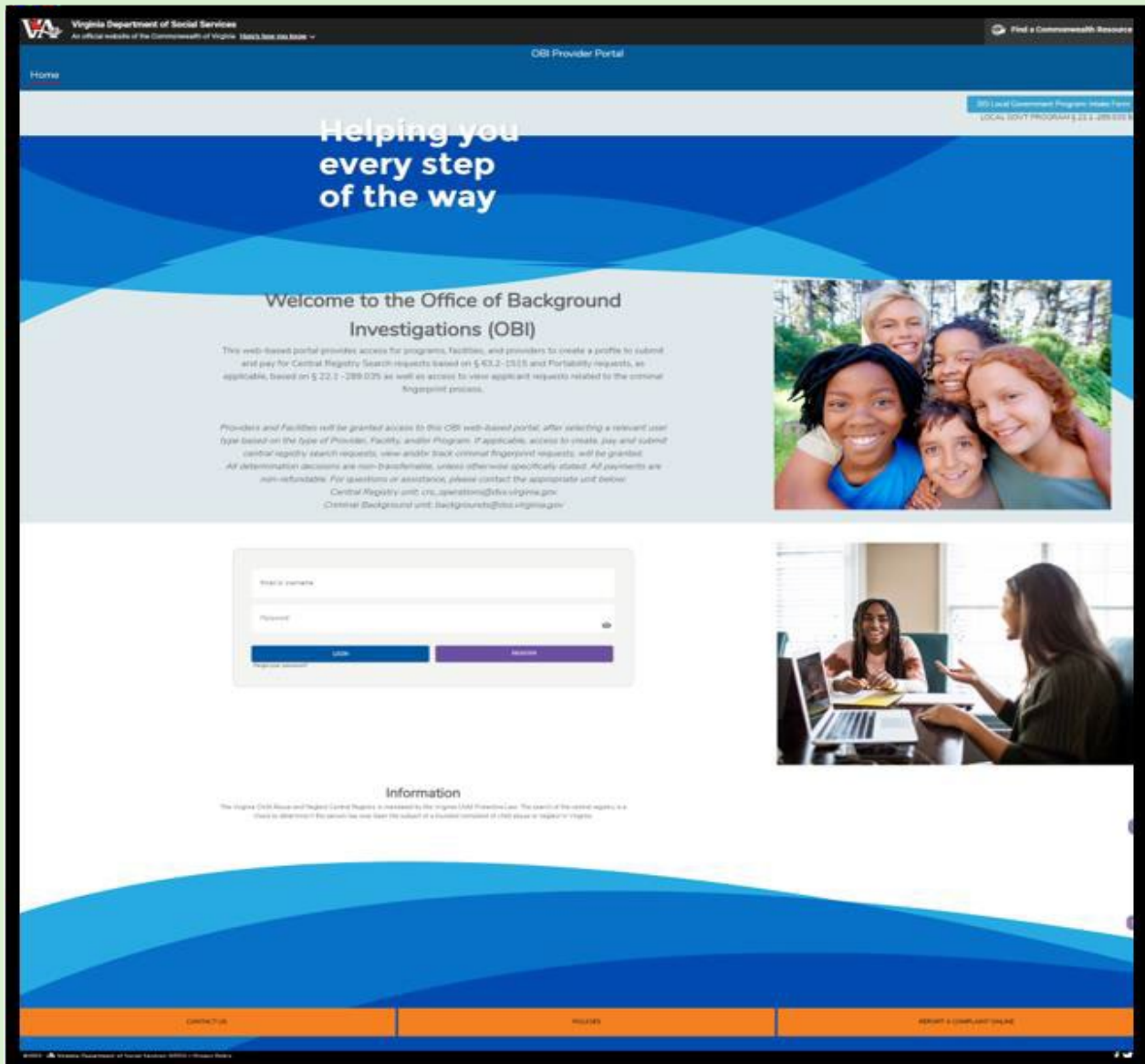
Central Registry unit: crs_operations@dss.virginia.gov

Criminal Background unit: backgrounds@dss.virginia.gov

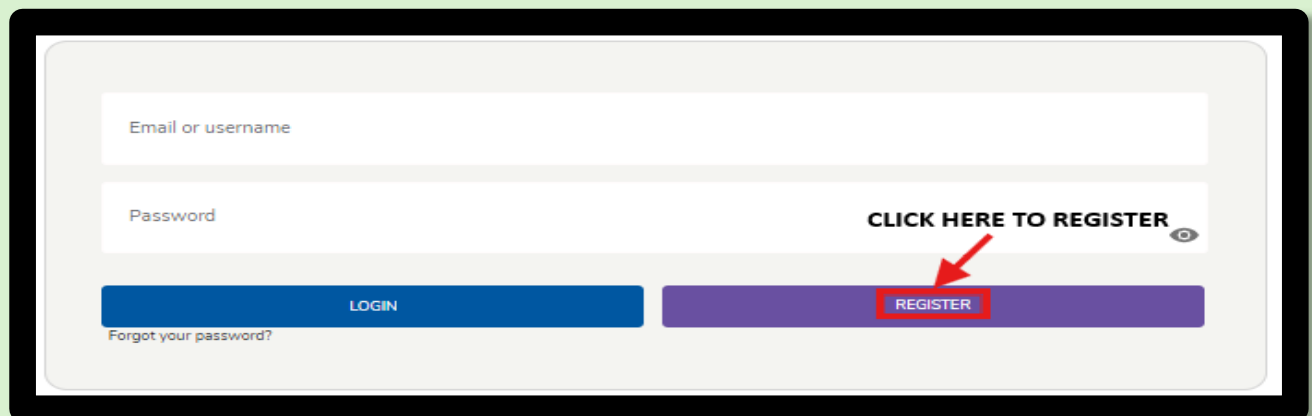
NOW, LET’S GET STARTED.....

The OBI Provider Portal URL Link: [OBI Provider Portal](#)

The link above will direct you to the Home page for the OBI Provider Portal.



At the bottom of the Email/Username and Password fields you will see two buttons – Login and Register. Click Register.



You will now enter the information for your childcare facilities, providers and programs.

The screenshot shows the 'OBI Provider Portal' registration form. At the top, it features the Virginia Department of Social Services logo and the text 'An official website of the Commonwealth of Virginia Here's how you know'. A search bar on the right says 'Find a Commonwealth Resource'. The page title is 'OBI Provider Portal' and the breadcrumb is 'Home'. The form fields include: 'Primary Contact First Name', 'Primary Contact Last Name', 'Primary Contact Email' (with a red note: 'THIS EMAIL ADDRESS WILL RECEIVE DETERMINATION LETTERS'), 'Confirm Email', 'Primary Contact Phone Number', and 'User Type' (a dropdown menu with 'Select Option' selected). A red arrow points to the 'User Type' dropdown with the text: 'HERE YOU WILL SELECT DOE User (Childcare/Education related) from the drop down menu'. At the bottom, there are 'Back' and 'Sign Up' buttons. A 'Español' button is visible on the right side.

Once you choose your user type, DOE User, you will be asked a series of questions to ensure you are registering for the correct and most accurate User type. This will also determine your level of access to various OBI processes such as BIS and Portability.

Choose Program Type – VA Childcare Facility or Program

This screenshot shows a close-up of the 'Program Type' dropdown menu. The 'User Type' dropdown is set to 'DOE User (Childcare/Education related)'. The 'Program Type' dropdown is open, showing two options: 'VA Public/Private School/Educational Institution' and 'VA Childcare Facility or Program'. A red box highlights the 'VA Childcare Facility or Program' option, and a black arrow points to it from the left.

Choose **YES** to the question if you are governed or licensed through the Virginia Department of Education

This screenshot shows the 'Are you registering a facility, agency or a program governed, licensed with oversight through the Department of Education?' question. The 'User Type' dropdown is 'DOE User (Childcare/Education related)' and the 'Program Type' dropdown is 'VA Childcare Facility or Program'. The question dropdown is open, showing 'Yes' and 'No' options. A red box highlights the 'Yes' option, and a black arrow points to it from the left.

The next question is to confirm your facility or program is NOT a public or private school User Type. As a VDOE Childcare Facility or Program you will **answer NO**

* User Type: DOE User (Childcare/Education related)

* Program Type: VA Childcare Facility or Program

Please Update User Type ← You will see this message pop up - ITS OKAY! The system is configuring your access as you answer questions

* Are you registering a facility, agency or a program governed, licensed with oversight through the Department of Education?
Yes

* Are you a VA public/private school or other VA educational institution?
No
Yes

✓ No

Answer **YES** to confirm you are a VA Childcare Facility or Program

* User Type: DOE User (Childcare/Education related)

* Program Type: VA Childcare Facility or Program

Please Update User Type ← Once you answer YES to the question confirming you are a VA Childcare facility or program this message will go away.

* Are you registering a facility, agency or a program governed, licensed with oversight through the Department of Education?
Yes

* Are you a VA public/private school or other VA educational institution?
No

* Are you a VA childcare facility or program?
Select an Option
Yes
No

Confirm by choosing **YES**, you are registering as a VA Childcare Facility or Program to submit Central Registry Search requests which require a payment

* User Type: DOE User (Childcare/Education related)

* Program Type: VA Childcare Facility or Program

* Are you registering a facility, agency or a program governed, licensed with oversight through the Department of Education?
Yes

* Are you a VA public/private school or other VA educational institution?
No

* Are you a VA childcare facility or program?
Yes

* You are registering as an VA childcare facility/program to submit central registry search & portability requests; This will require payment.
Select an Option
Yes
No

Does your agency also require applicant to complete a criminal fingerprint-based background request which is processed through the Office of Background Investigations (OBI)?

!!!! IMPORTANT: Answer these questions to proceed correctly !!!!

1. If you are only going to submit and receive the Central Registry Search request determination letters for your facility/program you will answer **NO** to the next question and continue through the registration process.
2. Are you going to be the person to receive Criminal Background request determination letters? If so, you will answer **YES** to the next question and continue through the registration process. This is the step where you will need your facility name and address to enter, exactly as it is registered with your licensing entity. Your registration will be tied to your Facility ID. You will also have access to submit Central Registry search requests if needed or if you are the contact person for both processes.

#1. ANSWERING NO

* You are registering as an VA childcare facility/program to submit central registry search & portability requests: This will require payment.

Yes

* Does your agency also require applicants to complete a criminal fingerprint-based background request which is processed through the office of background investigations (OBI)?

Select an Option

Yes

No

If you answer **NO**, you will be asked to enter your Facility information. This is the Facility information which will appear in your determination letters. Please review for accuracy and spelling.

* Does your agency also require applicants to complete a criminal fingerprint-based background request which is processed through the office of background investigations (OBI)?

No

The FACILITY NAME YOU TYPE HERE IS WHAT WILL BE LISTED ON ALL YOUR DETERMINATION LETTERS FROM OBI

Facility Information

* Facility Name

* Facility/Provider Phone Number

* Facility Address

* Street

* City

* State

Select an Option

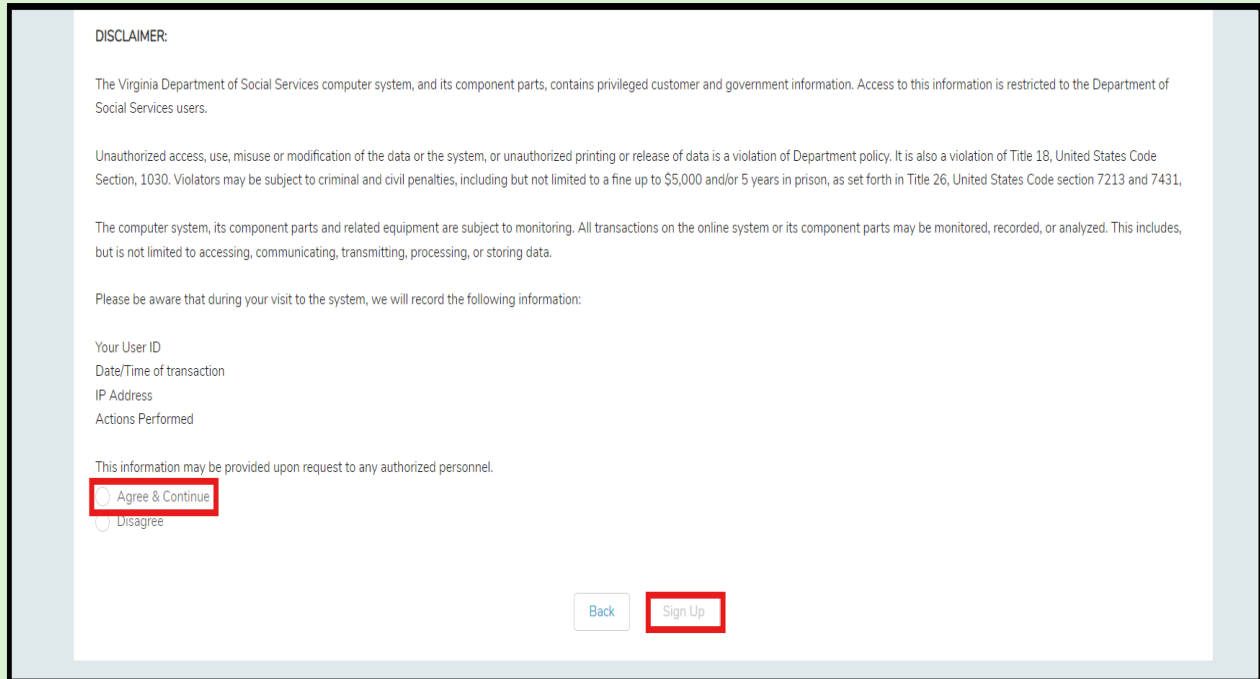
* Postal Code

* Country

There is no drop down here, please enter USA or United States of America - NO SPECIAL CHARACTERS

There is a disclaimer:

You must read and accept the disclaimer by checking Agree & Continue. Sign Up will be available once you agree.



DISCLAIMER:

The Virginia Department of Social Services computer system, and its component parts, contains privileged customer and government information. Access to this information is restricted to the Department of Social Services users.

Unauthorized access, use, misuse or modification of the data or the system, or unauthorized printing or release of data is a violation of Department policy. It is also a violation of Title 18, United States Code Section, 1030. Violators may be subject to criminal and civil penalties, including but not limited to a fine up to \$5,000 and/or 5 years in prison, as set forth in Title 26, United States Code section 7213 and 7431.

The computer system, its component parts and related equipment are subject to monitoring. All transactions on the online system or its component parts may be monitored, recorded, or analyzed. This includes, but is not limited to accessing, communicating, transmitting, processing, or storing data.

Please be aware that during your visit to the system, we will record the following information:

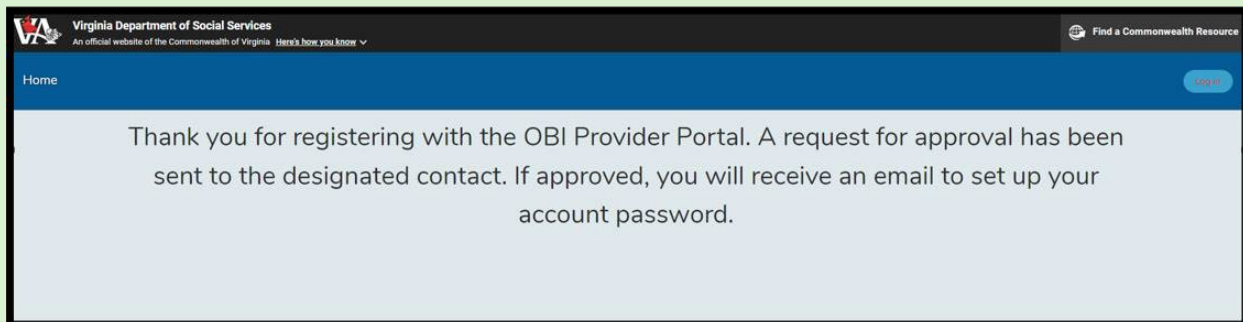
- Your User ID
- Date/Time of transaction
- IP Address
- Actions Performed

This information may be provided upon request to any authorized personnel.

Agree & Continue
 Disagree

[Back](#) [Sign Up](#)

Your registration is now complete. A success message will populate in your browser, and you will receive an email to set your account password.

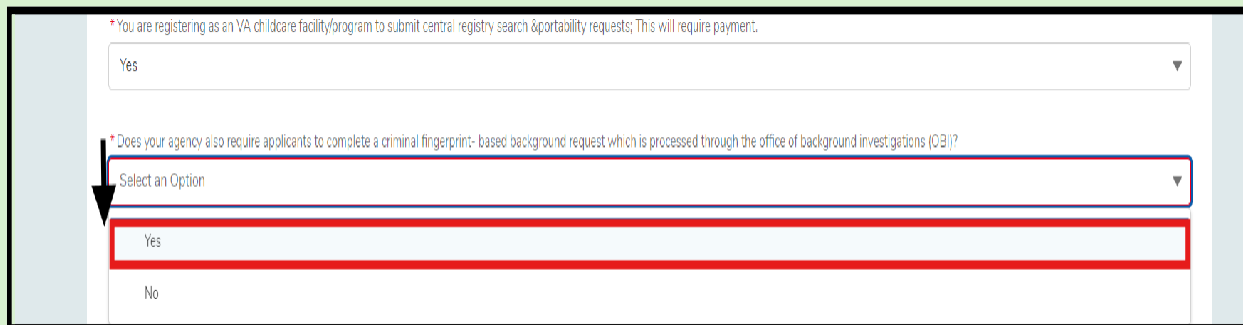


Virginia Department of Social Services
An official website of the Commonwealth of Virginia [Here's how you know](#)

Home [Logout](#)

Thank you for registering with the OBI Provider Portal. A request for approval has been sent to the designated contact. If approved, you will receive an email to set up your account password.

#2. ANSWERING YES



*You are registering as an VA child care facility/program to submit central registry search & portability requests; This will require payment.

Yes

*Does your agency also require applicants to complete a criminal fingerprint-based background request which is processed through the office of background investigations (OBI)?

Select an Option

Yes

No

If you answer **YES**, you will be asked to enter your Facility information. The information you enter **must** match what is registered with your licensing agency (facility name, facility address). Refer to the [child care search](#) to see how your facility name and address are listed, or contact your licensing representative.

Facility Information

* Facility Name
[Red Box]

Facility Address

* Street
[Red Box]

* City
[Red Box]

* State
[Red Box] Select an Option

* PostalCode
[Red Box]

Search Facility

YOU MUST ENTER YOUR FACILITY INFORMATION HERE. YOU SHOULD ENTER YOUR FACILITY NAME AND ADDRESS EXACTLY AS IT IS LISTED WITH YOUR LICENSING ENTITY.

SEARCH FACILITY WILL OPEN ONCE YOU HAVE COMPLETED ALL REQUIRED FIELDS.

Once you enter your facility information, click SEARCH. If your agency matches a licensed facility in the BIS system, it will populate as shown in the image below. You should confirm the information is correct before proceeding. ****If you enter incorrect information which does NOT match our system records three (3) times, you will be returned to the HOME screen and instructed to contact OBI to confirm your facility information.****

Facility Information

* Facility Name
KWE DOE DAYCARE 226

Facility Address

* Street
8 SITTER WAY

* City
RICHMOND

Facility Information

Facility Name	Facility/Provider Phone Number	Street	City	State	PostalCode	Country
KWE DOE DAYCARE 226	(804) 562-5856	8 SITTER WAY	RICHMOND	VA	23060	USA

Cancel Confirm

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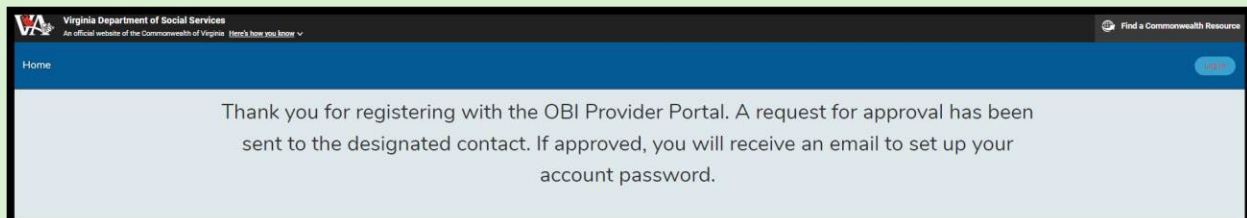
Unauthorized access, use, misuse or modification of the data or the system, or unauthorized printing or release of data is a violation of Department policy. It is also a violation of Title 18, United States Code Section, 1030. Violators may be subject to criminal and civil penalties, including but not limited to a fine up to \$5,000 and/or 5 years in prison, as set forth in Title 26, United States Code section 7213 and 7431.

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Please be aware that during your visit to the system, we will record the following information:

Once you confirm the information, you will click the bubble to the left of the Facility Name, then CONFIRM. This will fill in the facility information and you can proceed to Agree & Continue to complete your account registration.

After clicking SIGN UP, you will receive a completion message, and once your request has been approved by OBI, you will receive an email to set your account password to the email address used to register. ****NOTE: Due to the restrictions and confidentiality associated with the criminal background check process, your account request requires approval by OBI. It may take up to 24 hours for OBI to approve your request, especially during a weekend or holidays.****



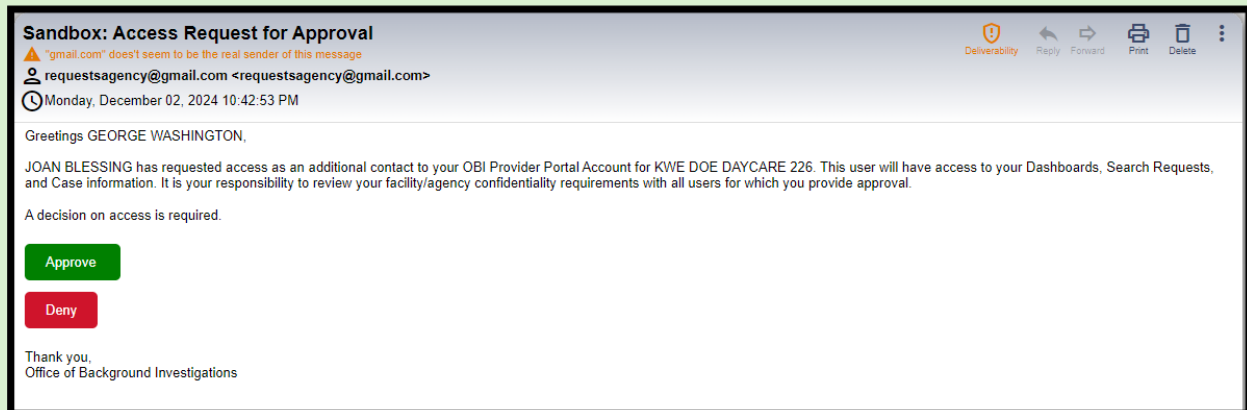
Below is a sample of your welcome registration email where you will be asked to set your account password.



For all OBI Provider portal accounts, the primary account holder will be able to add and remove users, update profile information and reset the account password.

Additional users will receive their own email to set a log in password and will use their email address as the log in user ID.

If your account was registered by answering YES to the criminal background question, and someone attempts to register for access to an account which is already established with a primary account holder, the system will connect their registration request, and the primary holder will receive an email to approve the access request. The primary account holder will approve or deny the access request.



Once the registration is complete, your account password is set, you will be logged in to your OBI Provider Portal account and your dashboard will be ready for you to submit requests, track applicants and request determination letters be resent if needed.

