CBC BACKGROUND CHECK DIRECTIONS

1. Go to https://www.cbc.az.gov

2. Click on **Individual/Personal**
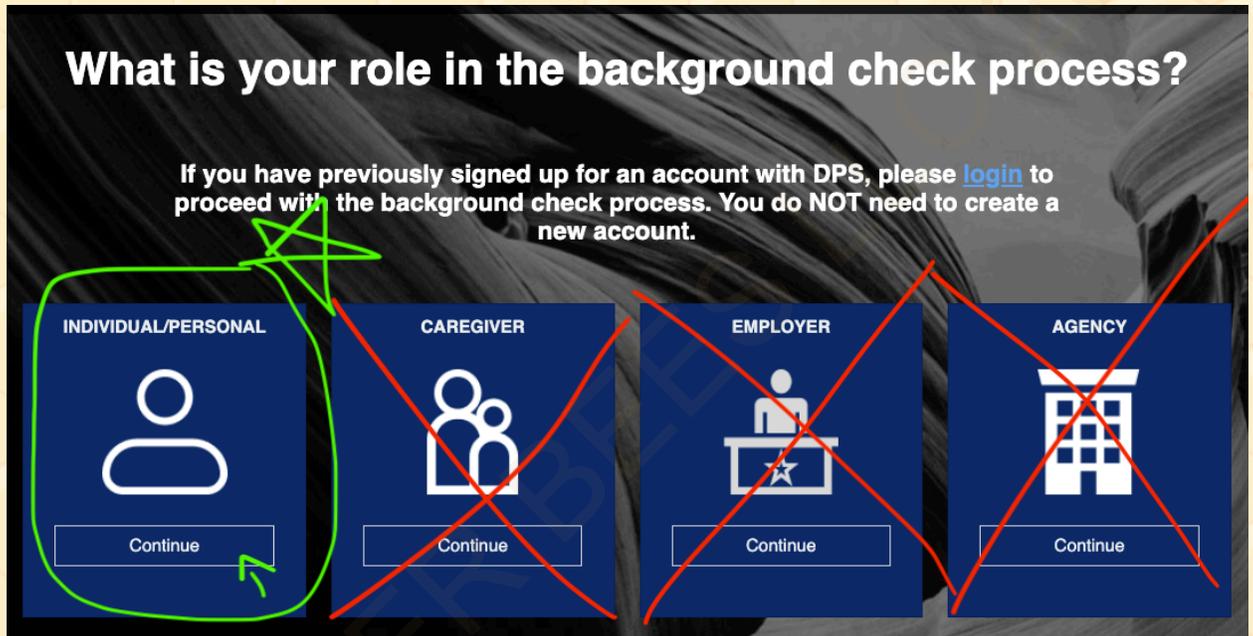
A. Create your account.

(*Please complete all fields -NOTE: The information you put in here MUST match the information you put on the background check. FOR EXAMPLE: if you do not put your middle name when you create the account, you CANNOT put your middle name when you do the background check, and if you put your middle name when* creating the account, you MUST put it when doing the background check)

3. Once you create the account, they will send a verification email. Please verify your account by clicking the link in your email. It will come from do_not_reply_psp@azdps.gov, and the subject will be something like " AZ DPS - Account Confirmation"
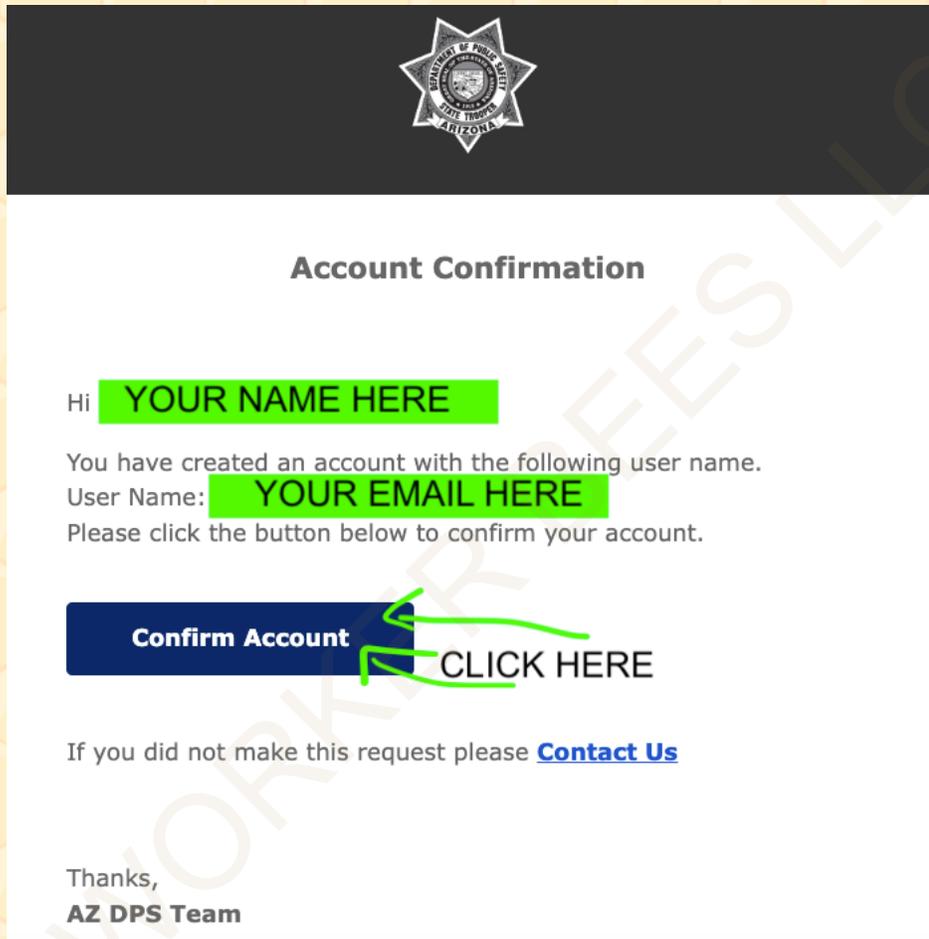
4. Log back into the account at https://www.cbc.az.gov

5. They will send you an OTP (One Time Passcode) either by EMAIL **or** by TEXT (you decide)

For Your Protection

*Indicates required field.

For security, we need to verify your identity. Below are the email addresses and phone numbers you have listed with us.

Choose how you want to receive your temporary One-Time Passcode (OTP)*

SELECT
EMAIL
OR
TEXT

◉ Email   YOUR EMAIL HERE

◯ Text   YOUR PHONE NUMBER HERE

CLICK SEND OTP

| Cancel | Send OTP |

6. The OTP Email will look like this:

Your Requested AZ DPS One-Time Passcode External ➤ Inbox ✕

do_not_reply_psp@azdps.gov   1:02PM (4 minutes ago)   ☆
to me ▾

OTP HERE is your one-time passcode. You should use this code to log into the AZ DPS Public Services Portal.

Thank you
AZ DPS Team

↩ Reply   ➔ Forward

7. After OTP is sent, enter it and click Login

For Your Protection

*Indicates required field.

We just sent you a One-Time Passcode (OTP). Please enter it below to verify your account.

One-Time Passcode (OTP)*

1. ENTER CODE THAT WAS TEXTED OR EMAILED TO YOU HERE

2. THEN CLICK LOG IN

Cancel   Login

8. Once you are in the account, click "REQUESTS"

ARIZONA Centralized Background Checks

Contact Us   Chat   Search | Dashboard   Messages   My Order

YOUR NAME HERE

CLICK REQUESTS   REQUESTS   FREQUENTLY ASKED QUESTIONS | PSP.AZDPS.GOV
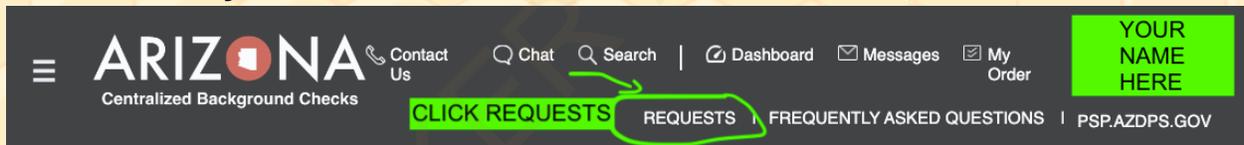
9. On the request page, you will see three options. please click on **Employment.**

What type of background check is needed?

EMPLOYMENT

CAREGIVER
(FOSTER CARE, ADOPTION, GUARDIAN, OTHER CAREGIVER)

INDIVIDUAL/PERSONAL

Continue   Continue   Continue
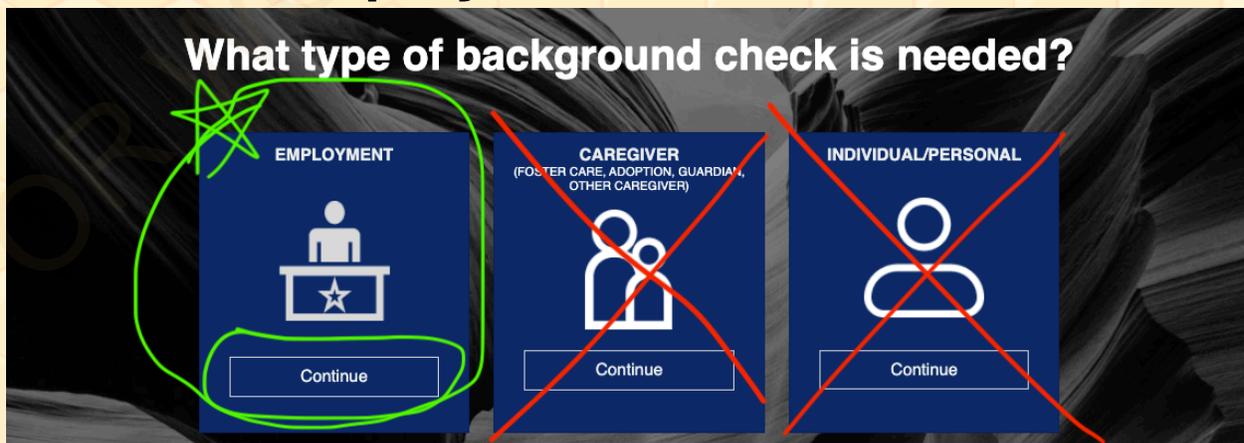
10. Enter the employers email provided to you by your employer. If you are not sure, please reach out to the employer.

Employment Background Check Request
*Indicates required field.

Please enter the Employer's email address as registered with the Arizona Centralized Background Checks (CBC)

Enter employer's email*

ENTER EMPLOYER EMAIL HERE - MUST BE THE EMAIL ASSOCIATED WITH THEIR CBC ACCOUNT. CONFIRM WITH EMPLOYER BEFORE CONTINUING.

Cancel	Continue

11. Is fingerprint clearance care (FCC) required for your employment? Please confirm with your employer before continuing (Please click "NO") it is required however, right now there is lag in the system if you click yes. So right now, click "NO".

Is a Fingerprint Clearance Card (FCC) required for your employment? Please confirm with your employer before continuing.

SELECT NO

No	Yes

12. Request type. Please ensure the check box are already clicked in Department of Child Safety and Arizona Adult Protective Services.

What type of check will you be requesting? *

☑ Department of Child Safety (DCS) Check

☑ Arizona Adult Protective Services (APS) Check

Purpose and Legal Authority

13. Read the terms, select the agreement box, then select continue.

14. Background check information.

DATE EMPLOYED:

A. For newly hired employee, date employed – would be the date of the background check for new employees. (Today's Date)

B. For Current Employee – Please contact HR to get your hire date.

Solicitation/Contract number or Provider ID

This number will come from the employer HR. **(this number is required!)** Confirm with Employer.

15.   Once you complete all information on Your information, Save and Continue,

16.   Signature page – Complete all information on the page.

17.   Review Page – Complete all information and submit.

Thank you!