



## Indiana Department of Child Services

### “CPI/CPS Portal” FAQs

Revised 09/14/2018

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## **General Questions**

### **What is the DCS “CPI/CPS Portal?”**

The Department of Child Services (DCS) is using the “CPI/CPS Portal” as a single, online doorway for the submission of the:

- Indiana Child Protection Services (CPS) history check requests;
- Expanded Child Protection Index (CPI) history checks requests; and
- Out-of-State (OOS) Child Welfare Agencies requests regarding open, ongoing investigations/assessments.

For more information on where to submit a DCS “CPI/CPS History Check” request, go to <https://www.in.gov/dcs/3928.htm>.

### **What are the September 15, 2018 updates to the “CPI/CPS Portal?”**

On September 15, 2018, DCS enhanced features within the “CPI/CPS Portal.” Primary updates include:

#### **Applicants, or if applicable, Parents/Legal Guardians**

- Applicants/Parents/Legal Guardians will now have 20 calendar days to complete the “CPI/CPS History Check Request.” Ten days after the initial two emails are sent notifying the Applicant/Parent/Legal Guardian, a reminder email notification will be sent. This notice will also notify the Applicant/Parent/Legal Guardian, that the Request will “EXPIRE” on the 20<sup>th</sup> day. Once “EXPIRED,” a Request can no longer be processed. If still needed, a new request must be initiated.
- The Applicant/Parent/Legal Guardian will have the ability to edit/correct the “Applicant Legal Name,” “Social Security Number,” and “Phone Number.”
- Errors related to “Date of Birth” or “Email Address” can now be corrected by Organizations. Once corrected, the Organization will use the “Return Request to Applicant” to submit changes. Once completed the Applicant/Parent/Legal Guardian will receive two new emails. The “Applicant/Parent/Legal Guardian” will then have the access to review from the two new emails received to consent and complete the Request.

#### **Requesting Organization/Third Party Organizations**

- Requesting Organizations can correct/edit the Applicant’s “Date of Birth,” “Social Security Number,” and/or “Email Address” by using the “Return Request to Applicant” located in the upper right corner on the request. Upon making the edits by clicking the “Returning Request to Applicant,” the “Applicant/Parent/Legal Guardian” is sent two new emails that will reflect the changes.
- “Detailed Search” is now available. A new page dedicated to searching requests will allow Organizations with a more efficient way to research requests. In addition, Organizations are able to use a file extract in EXCEL.
- A new “TERMINATED” status is available. This is an option for Requesting Organizations to manually change a Request Status from “OPEN” to “TERMINATED” for Requests no longer needed. Once a Request has been set to “TERMINATED,” it cannot be used. If a Request is initiated by a Third Party Organization acting on the behalf of a Requesting Organization, the “TERMINATED” option is only available to the Third Party.
- Organizations will see a new “CANCELLED” status that may appear in their search. This is an option for the Central Office Background Check Unit (COBCU) to manually change a Request Status from “SUBMITTED/IN-PROGRESS/IN-REVIEW” to “CANCELLED” for Requests that are not going to be processed. Once a Request has been set to “CANCELLED,” it cannot be used. The COBCU team will inform all parties upon doing so.
- Applicants/Parents/Legal Guardians will now have 20 calendar days to complete the “CPI/CPS History Check Request.” Ten days after the initial two emails are sent notifying the Applicant/Parent/Legal Guardian, a reminder email notification will be sent. This notice will also notify the Applicant/Parent/Legal Guardian, that the Request will “EXPIRE” on the 20<sup>th</sup> day. Once “EXPIRED,” a Request can no longer be processed. If still needed, a new request must be initiated by the Requesting Organization.
- A new icon will display on the Organization Dashboard for Requests receiving the “10-Day Reminder Email Notification.” By hovering over the icon, a User may see how many more days are available until the Request is placed into the “EXPIRED” status.
- For further functionality details, see the updated “[CPI/CPS Organization Guide](#)” located under “Quick Links” on the “CPI/CPS Dashboard.

## Can I submit paper State Forms to the DCS Central Office Background Check Unit (COBCU)?

The DCS Central Office Background Check Unit (COBCU) will no longer accept requests for CPI or CPS search through paper submission via e-mail, fax, hand-delivery or US Postal Service. For more information about submitting a DCS “CPI/CPS History Check” request, go to <https://www.in.gov/dcs/3928.htm>.

## Can I submit paper State Forms to the DCS Local County Offices?

DCS Local County Offices will continue to accept paper request forms for the “Indiana Request for a Child Protection Services History Check.” Note that the State Form 52802 has been revised. A new “Indiana Request for a Child Protection Services (CPS) History Check” SF 52802 with revision #R7/5-18/CW2128, is available on the IN.Gov/DCS/ Background Check website: <https://www.in.gov/dcs/3740.htm>.

Effective June 4, 2018, only the NEW revised form will be accepted at DCS Local County Offices and not the Central Office Background Check Unit (COBCU). To locate each DCS Local County Office, please go to <https://www.in.gov/dcs/2372.htm>.

## Is there a cost to have a CPI or CPS history check processed?

In the interest of protecting our children from abuse and neglect, and working to ensure their financial support, DCS “CPI/CPS History Check” requests at this time have no cost or fees associated with conducting a CPI or CPS search.

## How long will it take to get results for a “CPI/CPS History Check” request?

Please allow ten (10) working days, excluding [State holidays](#), to receive complete results. Notification of completion is sent to all parties via e-mail from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov). Please allow up to seventeen (17) Indiana State working days during seasonal peaks.

For outstanding “CPI/CPS History Check” requests that are past the eleventh (11<sup>th</sup>) business day:

### **Requesting Organization Initiated Requests:**

1. Check your SPAM folder for email from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov) for updates and results.
2. Contact the Requesting Organization for the status of your request.
3. After the allotted processing time mentioned above, contact the Central Office Background Check Unit with your name and the name of the Requesting Organization at [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).

### **Self-Initiated Requests:**

1. Check your SPAM folder for email from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov) for status updates and results.
2. Upon no email notifications after the allotted processing time mentioned above, contact the DCS Central Office Background Check Unit with your name and contact information at [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).

## I have results. The “Involvement County” indicates “Institutional County.” What does that mean?

All result inquiries must be made directly to the DCS Local County Office that completed the investigation. The “Involvement County,” will be listed under the “CPI/CPS Check Results.” Requests are to be made in writing by Applicant Name of the “CPI/CPS History Check” or the Requesting Organization (with appropriate releases) to obtain a copy of the investigation.

To locate the county contact information, please go to [DCS Local County Offices](#).

If the "County Involvement" indicates "Central Office" contact [institutions@dcs.in.gov](mailto:institutions@dcs.in.gov).

## How do I complete the application on my iPad, Tablet, or Mobile device?

At this time, the “CPI/CPS Portal” is not supported on handheld devices. Please use a PC, laptop, or desktop to consent and complete the application. For technical assistance with the “CPI/CPS Portal,” please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8:00 am to 5:00 pm EST. Assistance is available Monday – Friday, except for [State holidays](#),

## Which browser should I use?

Firefox is the preferred browser for using the “CPI/CPS Portal.” Firefox is available at: <https://www.mozilla.org/en-US/firefox/>. Using other browsers may distort buttons and graphics.

## **Do I need Adobe Acrobat to use the “CPI/CPS Portal?”**

The “CPI/CPS Portal” allows for a summary to be printed with full results of the history check. To display, print or save the document, Adobe Acrobat Reader is used. While commonly used, if there are questions, please reference <https://helpx.adobe.com/support/acrobat.html>.

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## Applicants

### What is the process to get my “CPI/CPS History Check” request?

Primarily, Requesting Organization initiate the “CPI/CPS History Check” request for Applicants.

**Note:** In some situations, Organizations will use a Third Party Organization to process various types of background checks. If a Third Party has been contracted to complete the “CPI/CPS History Check” process, it will be the Third Party who will become the Applicant’s primary contact. The Requesting Organization will provide specific instructions to the Applicant if a Third Party Organization is involved.

Should an individual wish to do a “CPI/CPS History Check” request for their own use, this option is also available and described below. Note that “Self – CPI/CPS History Check” requests may not be submitted more frequently than every 6 months. Self-Checks do not meet the legal requirements to be used by an Organization or Third Party for volunteers or employment or any other purposes.

#### Requesting Organization Initiated Request:

1. The Requesting Organization will gather minimal information from the Applicant to initiate the DCS “CPI/CPS History Check” request. This includes: Legal Name, Social Security Number (SSN), Date of Birth, Phone Number and E-mail Address. It is critical that the E-mail address is double-checked as all communication will be through E-mail.
2. If the Applicant is under the age of 18 years, the Phone Number and E-mail Address provided will be that of the Parent/Legal Guardian. No emails will be sent to a minor Applicant.
3. Once the Requesting Organization has initiated the request, the Applicant or Parent/Legal Guardian (if applicable) will receive two (2) emails from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov). One email will contain password information and the other email will contain the link to securely access the “CPI/CPS Portal.”
4. To access the portal, use the link and unique password provided within the two emails. In addition, the last four (4) digits of the Applicant’s SSN will be required. If a Parent/Legal Guardian is reviewing/editing/consenting the request on behalf of the minor, the last four (4) digits used to login will be the (minor) Applicant’s SSN.
5. The two emails are sent shortly after the Requesting Organization submits the request. If you have not received the emails, first double check the SPAM folder for email from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov). If no emails are found within the SPAM folder, then contact the Requesting Organization to verify the email address. Requesting Organizations are able to update the email address and resend to the applicants correct email address.
6. The unique password provided is valid up until completion by consent of the “CPI/CPS History Check” or 20 days from the email received. Once the Applicant has provided consent and clicks submit, the password will be invalid and cannot be used again. Just prior to leaving the screen, a pop-up box will provide the Applicant has an opportunity to print/save a copy of the information.
7. For further details on the status of your application, watch for email notifications from: “KidTraks Support – Do Not Reply” at [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov).
8. Upon completion of the “CPI/CPS History Check,” two e-mails will be sent again to the Applicant, or if applicable the Parent/Legal Guardian. By using the Link and Password in combination with the last four (4) digits of the Applicant’s SSN, access will be granted to see the results. If preferred Applicants can print or save a copy for recordkeeping.

**Note:** this password will be available for 60 days from the date of the e-mail. After 60 days, the Applicant will need to contact the Requesting Organization to obtain a copy of the completed request.

#### Self-Initiated Request:

1. To access the “CPI/CPS Portal” for the intent of completing one on behalf of yourself or for a Parent/Legal Guardian completing one on behalf of a minor, click this link: <https://magik.dcs.in.gov/BackgroundCheck/External/Forms>
2. The Applicant will be required to complete all of the questions presented. It is critical that the E-mail address is double checked as all communication will be through E-mail.
3. To verify the e-mail address and provide final consent for processing the “CPI/CPS History Check” request, the Applicant or Parent/Legal Guardian (if applicable) will receive two (2) emails from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov). One email will contain password information and the other email will contain the link to securely re-access the request within the “CPI/CPS Portal.” To access the portal, use the link and unique password provided within the two emails. In addition, the last four (4) digits of the Applicant’s SSN will be required. If a Parent/Legal Guardian is



reviewing/editing/consenting the request on behalf of the minor Applicant, the last four (4) digits used to login will be that of the Applicant's SSN.

**Note:** This also allows for final edits on any previously entered information. It also requires that a checkbox indicating that the Applicant, or Parent/Legal Guardian (if applicable) consents to the history check.

4. The two emails are sent shortly after the submission of the request. If you have not received the emails, first double check the SPAM folder for email from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov). If no emails are found within the SPAM folder, then contact the Central Office Background Check Unit (COBCU) requesting that the "CPI/CPS History Check" be sent back to the Applicant. Provide the Applicant's Name and email: [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).
5. The unique password provided is valid up until completion and consent of the CPI/CPS check or 20 days from receipt of the email, whichever one comes first. Once the Applicant has provided consent and clicks submit the password will be invalid. Just prior to leaving the screen, a pop-up box will provide the Applicant an opportunity to print/save a copy of the information.
6. If you have not received the email for final consent, double-check your SPAM folder for email from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov). For technical assistance with the "CPI/CPS Portal", please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for [State Holidays](#).
7. For further details on the status of your application, watch for email notifications from: KidTraks Support – Do Not Reply at [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov)
8. Upon completion of the "CPI/CPS History Check," two e-mails will be sent again to the Applicant, or if applicable the Parent/Legal Guardian. By using the Link and Password in combination with the last four (4) digits of the Applicant's SSN, access will be granted to see the results and if preferred print or save a copy for recordkeeping.

**Note:** this password will be available for 60 days from the date of the e-mail. After 60 days, the Applicant will need to contact the Central Office Background Check Unit with the intent of your request at: [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov) to obtain a copy of the completed request.

### How long do I have to complete my "CPI/CPS History Check" request?

The "CPI/CPS History Check" Request is available to the "Applicant" to complete and "Consent" for 20 calendar days from the date the two emails are sent. If the "Applicant" has not completed the Request, on the 10<sup>th</sup> calendar day, a one-time email notification will be sent to the "Applicant," or if applicable the "Parent/Legal Guardian." If the Request is not completed by the 20<sup>th</sup> calendar day, the "CPI/CPS History Check" request will "Expire" and will no longer be available.

### What is my responsibility as the Applicant?

Provide accurate information to the Requesting Organization initiating the "CPI/CPS History Check." The Requesting Organization uses minimum information from the Applicant to initiate the request. It is important to review that information before the process begins. For Individuals completing one on behalf of themselves see the last paragraph listed below.

**Note:** It is critical that the E-mail address is double-checked as all communication will be through E-mail.

Watch for email notifications from: "KidTraks Support – Do Not Reply at [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov)"  
Add [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov) to your email address book or safe list. Do not let emails be caught by the SPAM filter.

**Note:** KidTraks supports the "CPI/CPS Portal." It provides unique passwords and links back to the "CPI/CPS History Check" request. The password, plus the last four digits of the Applicant's Social Security Number are required to log in through the "CPI/CPS Portal" link.

Use the password from the email with the subject: "Time-Sensitive – Indiana DCS CPI/CPS Portal Password"

To Access the "CPI/CPS Portal" use the email with the subject: "Time-Sensitive – Indiana DCS CPI/CPS Request Initiated"

**Note:** All variation of names and previous addresses are required. If additional information would help to explain a past address situation enter details in the comments box labeled: "Please explain special or unusual situations:"

### Why is my Social Security Number needed?

The Department of Child Services (DCS) is requesting disclosure of your Social Security Number in accordance with IC 4-1-8-1; disclosure is mandatory and this request will not be processed without it. The Applicant's Social Security Number (SSN) is used in the matching process for the Child Protection Services (CPS) or Child Protection Index (CPI).

In addition, for security purposes the last four digits of the SSN will be required to access the CPI/CPS portal for consent and reviewing results. For parents/legal guardians the last four (4) digits of the SSN will be the minor's Social Security number.

## **I am an “Emancipated Minor,” do I need to complete information about my Parents/Legal Guardian?**

For Applicants that have legal documentation of emancipation, please select the “Emancipated Minor” option in the “Relationship” drop down list. For emancipated minors completing an application for a Requesting Organization, please communicate this with your contact who will be initiating the request. Please note that you may be required to provide additional documentation to the Central Office Background Check Unit before processing your application.

## **Why do I have to provide all of the addresses back to 1988 or my Date of Birth, whichever is most recent?**

For the protection and safety of our children, by providing previous residency back to 1988 or Date of Birth, the Central Office Background Check Unit is able to conduct a more thorough search on each Applicant. The Indiana DCS statewide electronic child protective services index database was created on January 1, 1998, with historical case information extending as far back as January 1, 1988, depending on jurisdiction. Our searches are completed with results based on the information provided by the Applicant using the Indiana DCS statewide electronic child protective services index database which may return substantiated results from completed assessments ranging from January 1, 1988 through the completed date of the Department of Child Services “CPS/CPI History Check.”

## **Can I do a “CPI/CPS History Check” request on myself?**

Applicants can request an Indiana Child Protection Service (CPS) history checks on themselves. To complete a CPS check through the “CPI/CPS Portal” enter here: <https://magik.dcs.in.gov/BackgroundCheck/External/Forms>

Individual Applicants are allowed one (1) CPS History Check no more than every six (6) months. The sole intent for individual background checks is for individual use only. Self-Checks do not meet the legal requirements to be used by an Organization or Third Party for volunteers or employment or any other purposes.

## **I do not have an email address. What should I do?**

In order to complete the request, an email address is required for security purposes. For setting-up an email address, there are many free, web-based, email providers that are available. Many public libraries offer computer access. It usually only takes a few minutes to create an account. These are just a few of the free email account providers that are currently available. You may be able to find another one that better suits your needs.

[www.aol.com](http://www.aol.com): click the link that says “Login/Join.”

[www.gmail.com](http://www.gmail.com): click on the link that says "Create an Account."

[www.hotmail.com](http://www.hotmail.com): click the link that says "Sign up."

[www.yahoo.com](http://www.yahoo.com): click the link that says "Sign up."

These are just a few options of many for creating an email address. Feel free to use [www.google.com](http://www.google.com) or other browsers, for additional support and how-to videos. DCS has no affiliation with these accounts listed as examples and is not liable for the creation of the account or the websites.

## **Whom do I contact for help if I cannot login to complete and consent to the request?**

Common issues: If you have not received the emails, please check your junk or SPAM mail, then contact the Requesting Organization to see that the request was initiated. If you are trying to use a smartphone, iPad, or tablet, these devices are currently not supported on the “CPI/CPS Portal.”

For technical assistance with the “CPI/CPS Portal”, please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for [State Holidays](#).

## **I submitted my “CPI/CPS History Check” request, but I discovered a mistake. What do I do next?**

For an individual completing a request through a Requesting Organization, contact the Requesting Organization as soon as possible. The Requesting Organization has the ability to “Return the Request to Applicant.” New emails are generated to the Applicant with the Link and unique password.

For an individual “Self” request, please notify the Central Office Background Check Unit with the issue or concern related to your request at [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).



### **How long will the completed requests be available?**

The completed requests are available for Applicants, and/or Parents/Legal Guardians for sixty (60) days, from the receipt of your confirmation email. The unique password provided will expire on the sixty-first (61<sup>st</sup>) day. Applicants are able to print the results for a copy to retain for their personal records. To request results after the sixty (60) day window, contact the Requesting Organization for a copy. For self-initiated request, contact the Central Office Background Check Unit with the intent of your request at [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).

### **Whom do I contact for technical support?**

For technical assistance with the CPI/CPS Portal, please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

### **Whom do I contact for questions about the “CPI/CPS History Check” results?**

All result inquiries must be made directly to the DCS Local County Office that completed the investigation. The “Involvement County” if applicable will be listed under the “CPI/CPS Check Results” under the Involvement County section. Requests are to be made in writing by subject of the check or the requesting agency (with appropriate releases) to obtain a copy of the investigation.

To locate the contact information for each DCS Local Office per county please go to <https://www.in.gov/dcs/2372.htm>. If the "County Involvement" is "Central Office" contact [institutions@dcs.in.gov](mailto:institutions@dcs.in.gov).

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## **Parents/Legal Guardians**

### **What is the process to get a “CPI/CPS History Check” request for a minor Applicant?**

If an Applicant is less than 18 years of age, and is not an Emancipated Minor, then a “Parent/Legal Guardian” will be required to complete the “CPI/CPS History Check” questions and consent for the check on behalf of the minor Applicant. All processes and procedures outlined above under the “Applicants” section are the same for the “Parent/Legal Guardian.” All email notifications will be directed to the “Parent/Legal Guardian” and not to the minor Applicant.

### **How long do I have to complete the “CPI/CPS History Check” Request” for the Applicant?**

The “CPI/CPS History Check” Request is available to the “Parent/Legal Guardian” to complete and “Consent” on behalf of the “Applicant” for 20 calendar days from the date the two emails are sent. If the “Parent/Legal Guardian” has not completed the Request, on the 10<sup>th</sup> calendar day, a one-time email notification will be sent to the “Parent/Legal Guardian.” If the Request is not completed by the 20<sup>th</sup> calendar day, the “CPI/CPS History Check” request will “Expire” and will no longer be available.

### **Why do I need to consent to this “CPI/CPS History Check” request?**

For minors Parental or Legal Guardian consent is required by law to notify them prior to the child engagement in certain activities such as a part-time job or volunteering. Consent is also needed for the disclosure of the Minor Child’s Social Security Number (SSN).

### **How long will the completed requests be available?**

The completed requests are available for sixty (60) days, from the receipt of your confirmation email. The unique password provided will expire after the sixty-first (61<sup>st</sup>) day. Parents/Legal Guardians are able to print the results for a copy to retain for their personal records. To request results after the sixty (60) day window, contact the requesting Organization for a copy. For self-initiated request, contact the Central Office Background Check Unit with the intent of your request at [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).

### **Whom do I contact for technical support?**

For technical assistance with the CPI/CPS Portal, please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

### **Whom do I contact for questions about the “CPI/CPS History Check” results?**

All result inquiries must be made directly to the DCS Local County Office that completed the investigation. The “Involvement County” if applicable will be listed under the “CPI/CPS Check Results” under the Involvement County section. Requests are to be made in writing by subject of the check or the requesting agency (with appropriate releases) to obtain a copy of the investigation.

To locate the contact information for each DCS Local Office per county please go to <https://www.in.gov/dcs/2372.htm>. If the "County Involvement" is "Central Office" contact [institutions@dcs.in.gov](mailto:institutions@dcs.in.gov).

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## **Requesting Organizations – New and Existing**

### **What is an Organization?**

Organizations initiate CPI/CPS History Check requests and include, but are not limited to:

- Businesses
- Hospitals
- Community Social Organizations
- School Corporations, Public and Non-Public Schools
- Out-of-State Government Entities
- Third Party Vendors acting on behalf of another Organization

### **Where do I register to become an Organization in the CPI/CPS Portal?**

If you are an **Indiana School Corporation, Public School or Non-Public School**, you do not need to register. The Superintendent or Principal will receive an email to establish themselves as Users. They can then in turn set-up additional User with access to the “CPI/CPS Portal.” For newly formed schools, please go through the one-time CPI/CPS Portal Registration process at: [CPI/CPS Portal Registration](#).

**Existing DCS “MaGIK Gateway - KidTraks Vendors”** will have direct online access to the “CPI/CPS Portal” from the menu bar - **No Registration Required!** Existing "User Admins" may establish "CPI/CPS Organization Users" directly through their corresponding "Vendor Profile."

**Non-KidTraks Vendors or Newly Formed Organizations** will be required to complete a one-time registration process to become an Organization through the “CPI/CPS Organization Registration” page. Once established as an Organization, the agency will have the same functionality as other existing Requesting Organizations. A corresponding “Organization CPI/CPS Dashboard” will be made available to initiate and track requests in process.

**Out of State Child Welfare Agencies** will be required to complete a one-time registration process to become an Organization through the “CPI/CPS Organization Registration” page. Once established as a User, the agency will have the same functionality as other existing Requesting Organizations. A corresponding “Organization CPI/CPS Dashboard” will be made available to initiate and track requests in process.

The “CPI/CPS Portal Registration” can be found at: [CPI/CPS Portal Registration](#)

### **As an Organization where do I sign into the “CPI/CPS Portal?”**

Following registration, all Organizations will go to the “DCS MaGIK Gateway.” After logging in, an option to enter the “CPI/CPS Portal” will be available to the User. “[DCS MaGIK Gateway](#).”

### **How long will the completed requests be available?**

“CPI/CPS History Check” requests are available to Organizations indefinitely at this time. The reports are needed in some cases for audits related to contracts with DCS.

### **If an Applicant makes an error, how do we get it fixed?**

For Applicants that have made an error, access their request ID from your CPI/CPS dashboard. The Organization can correct the Applicant’s Date of Birth, Social Security Number (SSN), and/or Email Address. If a correction/edit is made, click on the “Return Request to Applicant” link at the top right of the page on the request. This will then send two new emails to the Applicant/Parent/Legal Guardian. Those emails will allow the Applicant to access the changes in the request, and complete the needed information. Please note there is a comment box if you need to communicate with the Applicant. This message will only be shared between the Organization contact and the Applicant.

If the application has had final consent from all parties and is currently under review, please contact our help desk at [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

### **Whom do I contact for technical support?**

For technical assistance with the CPI/CPS Portal, please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

### **Whom do I contact for questions about the “CPI/CPS History Check” results?**

All result inquiries must be made directly to the DCS Local County Office that completed the investigation. The “Involvement County,” will be listed under the “CPI/CPS Check Results.” Requests are to be made in writing by Applicant Name of the “CPI/CPS History Check” or the Requesting Organization (with appropriate releases) to obtain a copy of the investigation.

To locate the county contact information, please go to [DCS Local County Offices](#).

If the "County Involvement" indicates "Central Office" contact [institutions@dcs.in.gov](mailto:institutions@dcs.in.gov).

### **Whom do I contact for help?**

For questions after the allotted time of ten (10) days or seventeen (17) days during seasonal peaks to process requests, contact the Central Office Background Check by emailing the request ID to [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).

For technical assistance with the CPI/CPS Portal, please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

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## **Third Party Organizations – New and Existing**

### **Where do I register as an Organization?**

**Non-KidTraks Vendors or Newly Formed Organizations** will be required to complete a one-time registration process to become an Organization through the “CPI/CPS Organization Registration” page. Once established as an Organization, the agency will have the same functionality as other existing Requesting Organizations. A corresponding “Organization CPI/CPS Dashboard” will be made available to initiate and track requests in process.

The “CPI/CPS Portal Registration” can be found at: [CPI/CPS Portal Registration](#)

### **How does a Third Party Organization connect to the various Requesting Organizations?**

Once the request is started, following the identification of the Third Party Contact, a dropdown list will be available displaying all registered Organizations. Through that dropdown, the Requesting Organization may make a selection. If the organization does not appear, the organization will need to register before becoming available within the dropdown list.

### **If an Applicant makes an error, how do we get it fixed?**

For Applicants that have made an error, access their request from your CPI/CPS dashboard. The Third Party Organization can correct the Applicant’s Date of Birth, Social Security Number (SSN), and Email Address. If a correction/edit is made, click on the “Return Request to Applicant” link at the top right of the page in the request. This will send two new emails to the Applicant/Parent/Legal Guardian. Those emails will allow the Applicant/Parent/Legal Guardian to access the changes in the request, and complete the needed information. Please note there is a comment box if you need to communicate with the Applicant. This message will only be shared between the Organization contact and the Applicant.

If the application has had final consent from all parties and is currently under review, please contact our help desk at [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

### **How long will the completed requests be available?**

“CPI/CPS History Check” requests are available to Organizations indefinitely at this time. The reports are needed in some cases for audits related to contracts with DCS.

### **Whom do I contact for technical support?**

For technical assistance with the CPI/CPS Portal, please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

### **Whom do I contact for questions about the “CPI/CPS History Check” results?**

All result inquiries must be made directly to the DCS Local Office that completed the investigation. The “Involvement County” if applicable will be listed under the CPI/CPS Check Results under the Involvement County section. Requests are to be made in writing by subject of the check or the requesting agency (with appropriate releases) to obtain a copy of the investigation.

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### **Whom do I contact for help?**

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## **Indiana Schools – Corporations, Public, Non-Public**

### **We hire a company to do the “CPI/CPS Checks.” Can we still do that?**

Yes. The Third Party Organization would go through the registration process and select the corresponding School in the Request. When the Third Party creates a new “CPI/CPS History Check” request, the first question they will be asked is, who you are? Either the Requesting Organization or the Third Party Organization. They should select "Third Party Organization." On the second page, there is a dropdown of all registered Organizations, including your school name. Please inform them of the appropriate school name and school ID to select from the drop down menu. By making the appropriate selections the Third Party will be responsible for initiating and completing the request(s) and both parties will be able to view requests. The Indiana Schools can monitor Applicant(s) progress and view results on their CPI/CPS dashboard.

### **Can I monitor the “CPI/CPS History Check” requests in process?**

Indiana Schools are able to monitor the progress of the requests regardless if a Third Party has initiated the request. Third Parties should be informed to identify themselves as such, the system will prompt them to select on behalf of which Organization they are filling the request. This allows Indiana Schools to monitor Applicant(s) progress and the ability to view the results upon completion. There will be icons listed on the right of the screen to indicate consent and application progress.

### **If an Applicant makes an error, how do we get it fixed?**

For Applicants that have made an error, access their request from your CPI/CPS dashboard. The Organization can correct the Applicant’s Date of Birth, Social Security Number (SSN), and/or Email Address. If a correction/edit is made, click on the “Return Request to Applicant” link at the top right of the page in the request. This will then send two new emails to the Applicant/Parent/Legal Guardian. Those emails will allow the Applicant/Parent/Legal Guardian to access the changes in the request, and complete the needed information. Please note there is a comment box if you need to communicate with the Applicant. This message will only be shared between the Organization contact and the Applicant.

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### **How long will the completed requests be available?**

“CPI/CPS History Check” requests are available to Organizations indefinitely at this time. The reports are needed in some cases for audits related to contracts with DCS.

### **Whom do I contact for technical support?**

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## **Out of State Child Welfare Agency Requests**

### **Where do I register as an Organization?**

**Out of State Child Welfare Agencies** will be required to complete a one-time registration process to become an Organization through the “CPI/CPS Organization Registration” page. Once established as a User, the agency will have the same functionality as other existing Requesting Organizations. A corresponding “Organization CPI/CPS Dashboard” will be made available to initiate and track requests in process.

The “CPI/CPS Portal Registration” can be found at: [CPI/CPS Portal Registration](#)

### **Whom do I contact for technical support?**

For technical assistance with the CPI/CPS Portal, please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8 am to 5 pm EST. Assistance is available Monday – Friday, except for State Holidays.

### **Whom do I contact for questions about the “CPI/CPS History Check” results?**

All result inquiries must be made directly to the DCS Local Office that completed the investigation. The “Involvement County” if applicable will be listed under the CPI/CPS Check Results under the Involvement County section. Requests are to be made in writing by subject of the check or the requesting agency (with appropriate releases) to obtain a copy of the investigation.

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