

***Texas Department of Public Safety***  
**CRIME RECORDS SERVICE**



**F.A.C.T. Clearinghouse**  
**User Guide**

Prepared By: [MicroAssist, Inc.](#)

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## About FACT Clearinghouse

The Fingerprint Application Clearinghouse of Texas (F.A.C.T.) allows authorized entities to access fingerprint-based criminal history results from the Texas Department of Public Safety (TxDPS) and the Federal Bureau of Investigation (FBI). It also provides automated and manual electronic subscription options that will alert participating entities of new Texas arrests for all active subscriptions.

**NOTE: Only persons processed through the Fingerprint Applicant Services of Texas (F.A.S.T.) are eligible for FACT. FAST is a service of TxDPS that provides for the electronic submission of fingerprint background checks. For more information on FAST, please visit [www.11id.com](http://www.11id.com) or contact the Access and Dissemination Bureau at 512-424-2365.**

## Sign-in Process

### ***Sign-up***

Participation in FACT requires that the organization first be approved by TxDPS. To obtain instructions on accessing FACT, please contact the Access and Dissemination Bureau at 512-424-2365 or email us at [fingerprint.services@txdps.state.tx.us](mailto:fingerprint.services@txdps.state.tx.us)

### ***Logging in with your User ID and Password***

Open your browser. Both Netscape version 6 or higher and Internet Explorer version 6.0 or higher will work. The secure site is not extensively tested with older browsers.

Once your browser is open, you will need to change the address to the secure site. This can be done by changing the address line to <https://secure.txdps.state.tx.us/> and pressing the **Enter** key.

**TIP:** If you are having trouble changing the address, try:

1. Press **Ctrl + L**. This moves the focus to the address.
2. Enter <https://secure.txdps.state.tx.us/>
3. Press the **Enter** key.

Once you have reached the secure site:

1. Enter your **User ID**.
2. Enter your **Password**.
3. Click **Login**.
4. Once you log in, your web browser may display a **Security Alert** dialog box. The **Security Alert** dialog box is displayed due to your browser security setting and is not an indication of errors or problems with your login. Click **Yes** or **Continue**.

If this is your first time logging in, or if your password has expired, you may be prompted to change your password.

For more information regarding the use and administration of this web site, please visit the *Tutorial /User Guides* section.

## Working with Subscriptions

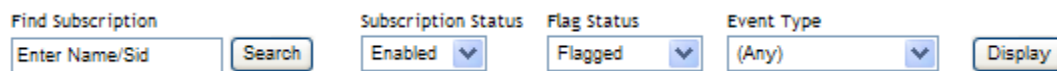
Once you have successfully logged in, click on the **FACT Clearinghouse** located on the left navigation toolbar. This will bring you to the FACT home page. You will then be presented with three options: **View Subscriptions**, **New Subscriptions** and **Purchase Credits**.

### *View Subscriptions*

The **View Subscription** option is your main screen for finding and managing your organization's subscriptions as well as managing notifications.

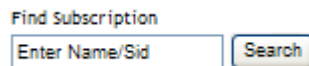
### *Searching Subscriptions*

On the **View Subscriptions** page, there are several search options.



The screenshot shows a search interface with four filter sections: 'Find Subscription' with an input field 'Enter Name/Sid' and a 'Search' button; 'Subscription Status' with a dropdown menu showing 'Enabled'; 'Flag Status' with a dropdown menu showing 'Flagged'; and 'Event Type' with a dropdown menu showing '(Any)'. A 'Display' button is located to the right of the Event Type dropdown.

### *Find Subscription*



The screenshot shows a search form with the label 'Find Subscription' above an input field 'Enter Name/Sid' and a 'Search' button.

To search by a name, enter the subscriber's last name followed by a comma and then the first name. It is important that there be no spaces between the last name, comma and first name. Alternatively, you may perform a last name only search by entering subscriber's last name only with no comma.

#### *Correct Name Styling*

Smith,Joe      Searches for subscribers named Joe Smith  
Smith            Searches for subscribers with a last name of Smith

#### *Incorrect Name Styling*

Smith, Joe      Cannot contain space after the comma  
Joe Smith       Must follow the **LastName,FirstName** pattern

To search by the subscriber's unique state identifier (SID), simply enter the number and press Search.

**Additional Filtering Options (Subscription, Flag and Event Type)**

Subscription Status    Flag Status    Event Type  
Enabled    Flagged    (Any)    Display

The following additional filtering options are also available:

**Subscription Status:**

Subscriptions may be enabled or disabled at the organizations discretion.

- (Any)..... Do not filter by status
- Enabled..... Display enabled submissions
- Disabled..... Display disabled submissions

**Flag Status:**

The “Flag” feature simply allows the organization to quickly find records that are new or have had a change.

- (Any)..... Do not filter by flag
- Flagged..... Display new or changed subscriptions
- Not Flagged..... Display subscriptions that have been marked as “reviewed” (Clear Flag)

**Event Type:**

The Event Type filter will allow the organization to filter subscriptions by distinguishing between new subscriptions and those that have some activity AFTER the initial subscription event.

- (Any)..... Do not filter by event
- Subscription Event..... Display new subscriptions only
- Data Event..... Display subscriptions that have had a new arrest and/or court record added to their record.

NOTE: Changes to the FBI Criminal History files are not reflected in this system after the initial event.

## Working with Subscriptions

The **Subscription List** view allows you to quickly scan your subscriptions and take certain actions. Each field and function will be briefly described below.

### Subscriptions

260 Subscriptions

Flag Status	SID	Name	Event Code	Event Date		
<input type="checkbox"/> Clear Flag	779		NEW	02/07/08	Enable	Display...
Not Flagged	958		NEW	01/15/08	Disable	Display...
Not Flagged	749		NEW	01/23/08	Disable	Display...
<input type="checkbox"/> Clear Flag	099		NEW	02/29/08	Enable	Display...
<input type="checkbox"/> Clear Flag	689		NEW	02/05/08	Enable	Display...
Not Flagged	758		NEW	03/12/08	Disable	Display...
Not Flagged	965		NEW	01/31/08	Disable	Display...
Not Flagged	531		NEW	02/04/08	Enable	Display...
<input type="checkbox"/> Clear Flag	898		NEW	02/05/08	Enable	Display...
Not Flagged	617		NEW	01/11/08	Disable	Display...
<input type="checkbox"/> Clear Flag	549		NEW	02/12/08	Disable	Display...
Not Flagged	661		NEW	01/11/08	Disable	Display...
<input type="checkbox"/> Clear Flag	278		NEW	03/12/08	Disable	Display...
<input type="checkbox"/> Clear Flag	988		NEW	02/07/08	Disable	Display...
<input type="checkbox"/> Clear Flag	784		NEW	03/12/08	Disable	Display...
<input type="checkbox"/> Clear Flag	179		NEW	03/04/08	Disable	Display...
<input type="checkbox"/> Clear Flag	380		NEW	02/11/08	Disable	Display...
<input type="button" value="Clear Checked"/>						
<input type="button" value=" &lt; Previous"/> <input type="button" value=" Page 2 &gt;"/>						

### Columns

#### Cleared Flag Status (Activity Flag)

A subscription will be flagged when you are first subscribed and/or when there has been arrest activity. The intent of this field is to give you a method by which you can rapidly display those records that require immediate attention. Once you have made a determination on the record, simply click the **Clear Flag** link to indicate to yourself and others in your organization that the record has been reviewed.

You can also clear multiple records simultaneously by selecting the checkmarks next to the entries and clicking the **[Clear Checked]** button at the bottom of the table.

SID

The SID is a unique identifier created by TxDPS.

Name

This is the primary name on file with TxDPS.

Event Code : Event Date

The Subscription page will list the last event, and the date of that event, next to each subscription.

Note: Only subscriptions that are automatically created will indicate if there is a HIT or NO-HIT. If a subscription does not specifically indicate HIT or NO-HIT, you will have to manually check the record.

Note: Subscriptions created before 3/17/2008 will not have a HIT or NO-HIT indicator.

New.....	A new manual subscription or an automatic subscription created before we implemented the integration with Consolidated Response.
New-Hit.....	Automatic subscription where the Consolidated Response had either a DPS or FBI criminal history record.
New-No Hit.....	Automatic subscription where the Consolidated Response did not have a DPS or FBI criminal history record.
Renew- Hit.....	Where the renewed Consolidated Response had either a DPS or FBI criminal history record.
Renew-No Hit.....	Subscription where the renewed Consolidated Response did not have a DPS or FBI criminal history record.

NOTE: Renewal means there was already a subscription to a SID and a new set of prints were submitted.

FBI Rejected..... This indicates the fingerprints were rejected by the FBI. This record will not have an FBI response until the prints are resubmitted.

NOTE: If there was a previous FBI response on file, then that will be available until a new FBI response is received.

NOTE: Not available on manual subscriptions or automatic subscriptions created before we implemented the integration with Consolidated Response.

CCH Event..... There was a new arrest or court event added to the Texas criminal history record or applicant record.

Consolidated..... Indicates the record was consolidated to the SID listed next to it.

NOTE: Not available on consolidations that occurred before we implemented the new handling of consolidated records.

Subscription (Enable / Disable)

Subscriptions can be enabled and disabled by clicking the descriptive value in the **Subscription** column. By disabling the subscription, your organization will no longer receive notifications of new events, and the subscriptions will no longer be flagged if there is a new arrest event. By enabling the subscription, your organization will receive future notifications and arrest events from that time forward.

**NOTE: You will not be notified of arrest activity during the period your organization has disabled the subscription. Reactivating the subscription will not alert you to arrest activities that may have**

**taken place during the disabled period. Make sure you review the record for possible changes.**

See the *Displaying Subscriptions* section for more information on enabling and disabling subscriptions.

Display

The final column contains a display link that will take you to the individual subscription page.

**NOTE: You will not be charged to display the individual subscription page. See the *Displaying Subscriptions* section for more information individual charges.**

## Displaying Subscriptions

Once you have identified a subscription to review, simply click the **Display** link to the right of the entry, and the subscription detail page will appear. The following sections comprise the subscription detail page:

Subscription Status Message Area

Identity Section

**TEXAS DEPARTMENT OF PUBLIC SAFETY**  
CRIME RECORDS SERVICE

TxDPS Secure Site | TxDPS Public Site | Español | Print | Help

TXDPS - FACT Clearinghouse | hiramk  
Home | Subscriptions | Search | Administration | Sign Out

**Subscribed Individual**

- You are subscribed to this record.
- You can view the full record for this Individual without being charged. You will be charged for viewing this record in the future.
- This record is currently flagged.

**Photo**

Date photo added: 2/1/2008

**XXXXX name (SID) XXXXXXXXXX**

It is a crime to disseminate this record to any person not authorized to receive the record, including the person who is the subject of this record. The subject of this record must obtain this record directly from the DPS. Government Code 411.085 [Click Here](#)

**Identification Information**

SEX	RACE	ETHNICITY	HEIGHT	WEIGHT	EYE COLOR	HAIR COLOR	DL NUMBER	FBI#
FEMALE	WHITE	NON-HISPANIC	508	145	GREEN	RED OR AUBURN	XXXXX	

**Names** | **Applicants (Active)** | **Social Security Numbers**

- XXXXXXXXXXXXXX | XXXXXXXXXXXX | XXXXXXXXXXXX

**Birthdates**

- XXXXXXXXXX

### Subscription Status Message Area

As indicated, the first area contains dynamic information about the current subscription. As you subscribe, unsubscribe, view the record and clear the alert flag, these messages will change.

### Photo

The photo is pulled from the Computerized Criminal History (CCH) file.

## **Identity Section**

As with the photo, the identity section is pulled from CCH. This section is comprised of the following fields:

Primary Name (SID) .....	The first line contains the primary name and SID from CCH.
Sex .....	Reported sex at the time of fingerprint collection
Race .....	Reported race
Ethnicity .....	Reported ethnicity
Height .....	Reported height
Weight .....	Reported weight
Eye Color .....	Reported eye color
Hair Color .....	Reported hair color
DL Number .....	Reported driver's license number
FBI# .....	A unique number assigned to an individual by the FBI, similar to the state SID number assigned by TxDPS
Names .....	Alias names. Alias names do not necessarily imply a criminal history as they can contain information such as maiden names.
Birthdates .....	Contains primary and any secondary birthdates that may have been reported. In general, applicants should have only one birth date.

Applicants .....	This field is used to note the type of applicant background check performed. For example, a person seeking a handgun permit would be marked as a “Handgun Applicant.”
Social Security Number .....	Social Security Numbers on file with TxDPS
Miscellaneous Numbers .....	The Miscellaneous Number or MNU field can contain a wide variety of information. One such use of this field is the capturing of primary key information from third party systems. For example, an organization may provide an applicant with a unique key to be submitted during the background check process. That unique key will then be recorded in this field and can be used by the organization to track the record.

## ***Displaying Record***

Displaying the Computerized Criminal History (CCH) and FBI response requires you to perform the following steps:

1. Click the [**Display Record**] button within the status message area.

### ***Associated Costs***

- a. If this is your first time to view the CCH and FBI responses, then you will NOT be charged for the initial viewing. The cost of the initial viewing was included in the FACT fees.
- b. Depending on your legislatively mandated status, you may or may not be charged to view this record. The message area and the [**Display Record**] button will give you an indication if you will be charged to view the criminal history responses.
- c. Once you have clicked the [**Display Record**] button, you may freely view the CCH and FBI records as many times as necessary for up to 8 hours. After 8 hours, your organization will be subject to standard billing.

**NOTE: If you are required to purchase and use credits for general CCH background searches, then you will also be required to use credits for the FACT Clearinghouse.**

2. Once you have clicked the [**Display Record**] button, options to view the CCH and FBI responses will be added to the **bottom of the page**.

**NOTE: A [Download XML] button will also appear in the subscription message area. Clicking this button will produce a consolidated response of the returns and will be displayed in an extensible markup language. This view is intended for electronic processing.**



## ***Disabling \ Enabling Existing Subscription***

If you have made a determination that your organization is no longer required to receive notifications for an individual, simply click the [**Disable Subscription**] button in the message section. To enable a subscription once more, click [**Enable Subscription**].

**NOTE: You will not be notified of arrest activity during the period your organization has disabled the subscription. Reactivating the subscription will not alert you to arrest activities that may have taken place during the disabled period. Make sure you review the record for possible changes.**

## ***Clear Flag***

The activity flag indicator or flag is set when you are first subscribed and/or when there has been arrest activity. The intent of this field is to give you a method by which you can rapidly display those records that require immediate attention. Once you have made a determination on the record, simply click the **Clear Flag** link to indicate to yourself and others in your organization that the record has been reviewed.

**NOTE: After you have reviewed the record, it is a good idea to clear the activity flag. Although notifications will continue to process even if the flag is not cleared, your organization will have a difficult time identifying records that require action.**

## ***Manual vs. Automated Subscription***

### ***Automated Subscriptions***

When an individual submits to the FAST fingerprint printing process, the entity requiring the background check will provide the applicant with a predefined key known as an **ORI**. An **ORI** is a unique key identifying the organization. During the fingerprinting process, the technician will tag the fingerprints with the appropriate ORI value. In the subsequent processing by TxDPS, this will be checked against entities participating in the FACT Clearinghouse. If the ORI is found, a subscription and notification will be generated.

**NOTE: An ORI is a unique identifier assigned by TxDPS and the FBI.**

### ***Manual Subscriptions***

A Manual Subscription is an attempt by one organization to subscribe to a FACT Clearinghouse entry that was created on behalf of another organization.

For example, a person who was fingerprinted for School A may inform School B that the individual has already undergone a background check. School B can then attempt to subscribe to that individual.

The following is a detailed description of the circumstances in which you can create a manual subscription and whether or not you will be able to see the FBI responses.

In order for the subscription to work, the following must be true:

1. The individual must have been fingerprinted via the FAST fingerprinting process. Any other method of fingerprint submission is ineligible for FACT Clearinghouse subscriptions even if those fingerprints were processed by TxDPS.
2. Your organization account must have one or more Applicant Types that match the Applicant Type associated with the individual.

An **Applicant Type** is a classification assigned to an organization by TxDPS and is based on your organization's legislatively-authorized access.

As a simplified example, an organization with an Applicant Type of REALTOR (assigned by TxDPS) could not subscribe to a record that has an Applicant Type of SCHOOL.

It is possible for an applicant to have a diverse set of Application Types associated with it from previous background checks? As long as one of those background checks is processed through FAST, organizations with any one of the diverse Application Types may subscribe to the record. For example, a card based

fingerprint background check for an organization with an Application Type “REALTOR” was performed. Later a background check for an organization with an Application Type “SCHOOL” was performed using the FAST service. Any organization with an Application Type of “REALTOR” or “SCHOOL” can subscribe to the individual.

**NOTE: You can view your applicant type on the Applicant Search and Subscription screen. This screen is accessed by clicking New Subscription from the FACT Clearinghouse menu.**

While the preceding outlines the subscription process, the rules for viewing the FACT subscription record, the CCH record and FBI responses are as follows.

1. If you are not eligible to subscribe to a FACT Clearinghouse individual, you cannot view the subscription or the CCH or the FBI returns.
2. If you are eligible to subscribe to a FACT Clearinghouse individual, you will be able to see the FACT Clearinghouse subscription and the associated CCH response. You may or may not be able to see the FBI response.
3. If you are eligible to subscribe to a FACT Clearinghouse individual and the organization that requested the FAST background check has the same applicant type as your organization, you will be able to view the FBI response. This is due to the FBI response being directly tied to the Applicant Types of the submitting organization.

In summation, it is possible to subscribe to an individual and be able to view the CCH response but not have access to the FBI response.

## Creating Manual Subscriptions

The following process will walk you through the manual subscription process.

1. Select **FACT Clearinghouse** from the left navigation pane.
2. From the FACT Clearinghouse home page, click **New Subscriptions**.
3. You may search for the individual by Driver License / ID Card, SID or Name. Select the search type and select **[Begin...]**
4. Enter the required search parameters.

For a Driver License Search:

- Issuing State
- DL or ID Number

For a SID Search:

- SID Number

For a Name Search:

- Last Name
- First Name
- Date of Birth

5. If the entry is found **AND** you are eligible to view the subscription, the system will place you directly on the subscription record. To subscribe to the record, click **[Create Subscription]**.

### Applicant Search & Subscription

**Instructions**

- New Subscriptions - Search for a record and then click subscribe.
- One-time record lookup - Search for a record but don't click subscribe.

**Important:** Search results are limited to individuals that you are authorized to view. To search all individuals, please use [Criminal History Name Search](#).

**Applicant Types**

- ST BD EDUCATOR CERT
- TEA - NON-CERTIFIED
- TEA-EXISTING CERTIFICATES-NOT WAIVED
- TEA-EXISTING CERTIFICATES-WAIVED
- TEA - NON-CERTIFIED (DPS BILLING)
- FACT CLEARINGHOUSE RECORD
- FACT CLEARINGHOUSE VOLUNTEER RECORD

**Choose a Search Method**

Search by Driver License and ID Card

Search by SID

Search by Name

## One-Time Manual Lookup

As noted on the Applicant Search and Subscription page, you may also perform a one-time search for Subscription Records. This is the same process outlined in the *Creating Manual Subscriptions* section without selecting the **[Create Subscription]** button. Please note that normal billing applies for viewing the CCH and FBI responses.

# Notifications

## ***Managing Notifications***

To manage who will receive email notifications of subscription activity, perform the following:

1. From the FACT Clearinghouse home page, select **View Subscriptions**.
2. At the bottom of the subscription page is a scrolling window with a list of eligible user accounts for your organization and the two types of events notifications can be generated from.

Subscription Events      Events that occur when a new subscription is created. This includes subscriptions that are created automatically (by the system) or manually (by a user).

Data Events                Events that occur when there is new activity on the CCH response. For example, a data event will be created when a new arrest is received for the individual.

3. Depending on your internal processes, select one or more notification events for the individuals.
4. Once you have modified the events, select [**Update**] to save the record.

## ***Renewal Events***

In the event that a subscription needs to be renewed, the system will mark the FACT subscription as having a **Subscription Event** and will include the relevant information on the next outbound notification.

The primary example for a renewal event would be when TxDPS accepts a set of fingerprints from the FAST fingerprint service, but the FBI rejects them. In this case, the subscription will be created and the associated organizations notified. The FAST service will then be notified that the person requires re-printing.

When the second set of fingerprints arrives, TxDPS and the FBI will once again perform a quality check. As with an initial notification, a subscription event will be generated noting that the applicant had undergone a renewal event.