

Secure Site Computerized Criminal History (CCH) & FACT Clearinghouse Training

Compliance & Training Bureau
Crime Records Division
Audit & Training Unit



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- Sanitization and Destruction
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Laws And Policies / Tx Government Code 411

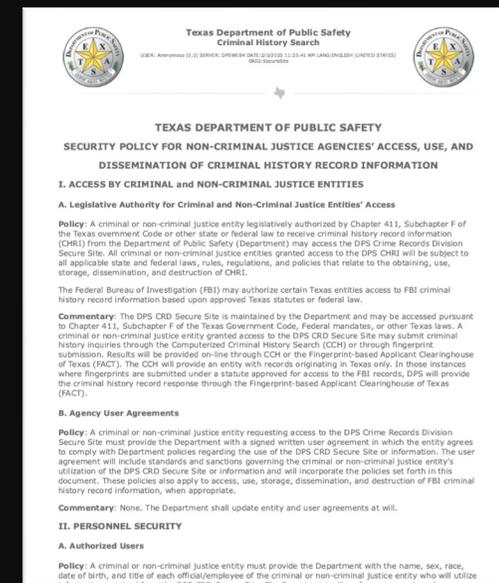
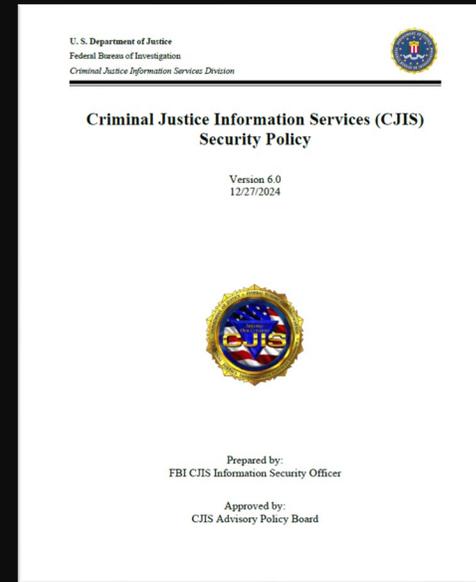


- **TxGC §411.084 Use of Criminal History Record Information**
 - (a-1) The term “criminal history record”: The information contained, wholly or partly, in a document’s original form or any subsequent form or use.
 - (c) An agency or individual may not confirm the existence or nonexistence of criminal history record information to any person that is not eligible to receive the information.
- **TxGC §411.085 Unauthorized Obtaining, Use, or Disclosure of Criminal History Record Information; Penalty.**
 - Class B Misdemeanor
 - Second Degree Felony
- <https://statutes.capitol.texas.gov/>



Policy Requirements

All parties with access to CHRI must abide by policies and procedures addressing the full life-cycle of secured information. DPS's policy is derived from the FBI CJIS Security Policy. The DPS policy will serve as the basis for your agency's policy.



Laws And Policies / DPS & FBI Policies



How to Find the Access and Dissemination Policy and how to Find the Criminal Justice Information Services (CJIS) Security Policy :

- Select [Criminal History Search](#) or [FACT Clearinghouse](#)
- Select [A&D Policy](#) under “New Users”
- Scroll to the bottom of page for CJIS Security Policy and open FBI link.

Account Management

- [New User Sign up](#)
- [My Account](#)
- [Message Center](#)
- [Help & Support](#)
- [Managed Supervised Users Guide](#)

Additional Services

- [Criminal History Search](#)
- [Sex Offender Registry](#)
- [FACT Clearinghouse](#)
- [CJ Rap Back Program](#)
- [Other Services & Information](#)

New Users

- [Access and Dissemination Policy](#)
- [New User Sign up](#)
- [How To Search](#)
- 1-855-481-7071

Current Users

- [Search Database](#)
- [Your Search History](#)
- [Purchase Credits](#)
- [Your Purchase History](#)
- [Manage Supervised Users](#)

New Users

- [New User Sign up](#)
- [Access and Dissemination Policy](#)

Current Users

- [View Worklists](#)
- [Search FACT Clearinghouse](#)
- [Offline Applicant Management](#)

VI. CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) SECURITY POLICY

A. CSP Version 5.9 (last updated 06/01/2020)

Policy: The CJIS Security Policy outlines the requirements for all criminal and non-criminal justice entities that access CJI and the DPS CRD Secure Site.

Commentary: The CJIS Security Policy may be found at the link below, with Appendix J for the non-criminal justice agency supplemental guidance.

<https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>

Laws and Policies / DPS Sample Written Policy



Sample Policy can be found on CJIS Launch Pad.

- **Agencies will need to implement the following policies & procedures:**
 - Ensure digital and physical media in all forms is secured. **(CSP 5 MP)**
 - Ensure Criminal Justice Information (CJI) is secured. (Access to secure areas) **(CSP 5 PE)**
 - Disposal and destruction of physical media. **(CSP 5 MP-6)**
 - Sanitization and destruction of electronic media. **(CSP 5 MP-6)**
 - Discipline of CJIS violators. **(CSP 5 PS-8)**
 - Incident response policy. **(CSP 5 IR-1)**

Laws and Policies / Incident Reporting Policy & Form



Incident Reporting form is found on CJIS launch pad under Documents.

TEXAS DEPARTMENT OF PUBLIC SAFETY - NON-CRIMINAL (NCJU) AUDITS

CJIS LAUNCH PAD

POWERED BY PEAK PERFORMANCE SOLUTIONS

CJIS Documents

Launch Pad Home

- CCH - Name Based (6)
- FACT - Fingerprinting (13)
- NCPA Info (2)
- Access & Dissemination Policy (DPS)
- Best Practices for Electronic Storage
- CJIS Systems Access Policy - Disqualifiers and Suspensions
- DPS Secure Site & Audit Overview
- End Of Life Operating Systems
- Important Terms and Definitions
- NCJU Training Evaluation Form
- Secure Website Training Reference Manual
- Criminal Justice Agencies (3)
- NCJU Audit Info (1)
- Outsourcing Standard - Non-Criminal Justice Agencies (8)
- Audit Evaluation
- CHRI Access & Dissemination Memo
- Deactivation Form - Secure Site
- DPS Secure Site Contact Information
- Guidelines for Remote Working
- Incident Reporting Form**
- Secure Site Level of Access

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Incident Reporting Form

Agency Name Required
Agency must promptly notify DPS of any incident, security breach, unauthorized, and or misuse of criminal history record information and system networks with CHRI access.

Section 1: Agency Information

Agency Point of Contact: _____
Agency Phone: _____ Agency Email: _____

Section 2: Details of Incident

Date of Report: _____ Date of Incident: _____

Location(s) of Incident: _____
Area Affected (Check all that apply)
 Misuse Dissemination Data Intrusion (Ransomware/Hack) Physical Digital
 Other: _____

Method of Detection
 DPS Audit Internal Audit Other _____

Description of Incident:

Section 3: Actions Taken by Agency

Copy to:
Attn: Audit & Training Supervisor
TX DPS - Crime Records Division
Compliance & Training Bureau
Email To: CJIS.Audit@dps.texas.gov or Fax: 512-424-2909

Select to go to [CJIS Launch Pad for CHRI Resources](#)

Form provided by DPS Crime Records Division Audit & Training Unit for agency use. Revised 5/15/2024.

ACCESS to CHRI / Secured Areas



Physical Access to Secured Areas



Secured Area is where CHRI is retrieved, viewed, and/or stored.



Control all physical access points for secured areas.	Authenticate visitors prior to access.	Always escort visitors.	Control access for data closet containing the network servers.
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Access to CHRI / Least Privilege

The agency shall enforce the most restrictive set of rights/privileges or access needed by users for the performance of specified tasks

This limits access to CJI to only authorized personnel with the need and the right to know.





DPS Secure Site / My Account



All Account Users' Responsibilities:

- Training
- Sign Entity & User Agreements
- Current contact information
- Review any messages sent to you by DPS.



My Account

Organization / Company

- [Organization Profile \(View/Update\)](#)
- [Add New User](#)
- [Message Center](#)

My Profile

- [My Profile \(View/Update\)](#)
- [Verify Contact Information](#)
- [View Agreements](#)
- [User Training](#)

Account Security

- [Update Password](#)
- [Manage Access Points](#)
- [Verify Email Address](#)

Criminal History Search

- [Search Database](#)
- [Your Search History](#)
- [Recent Credit Usage](#)
- [Purchase Credits](#)
- [Manage Supervised Users](#)

Supervisor Responsibilities:

- Verify & log user level of access and contact info annually.
- Disable/deactivate users. Contact CHIU 512-424-2474 Option 1.
- Routinely monitor searches.

DPS Secure Site / Supervisors – Managing Users

Active data users should be
“Supervised by me”.

Minimize Supervisors on the account.

CCH Supervised Users

Display accounts supervised by me.
 Display accounts without a supervisor.
 Display all accounts.

Only active users

User Details	User Status	Supervisors	Supervision
Doe, John jdoe@organization.org 123 Main St, Hometown, TX 77777 Phone: 123 456-7890	ACTIVE	Doe, John	Supervised by me <input type="button" value="Update"/>

Expired Supervisors:

- No activity for 90 days will expire users.
- If supervisor is expired, the whole account will be locked.
- Contact Criminal History Inquiry Unit at NCJU@dps.texas.gov or 512-424-2474, Option 1.

System-Wide Account Status

Please contact DPS when you have disabled a user from access to Secure Site login. We must take additional actions. NCJU@dps.texas.gov or [512-424-2474](tel:512-424-2474).

This account is active
 Disabled By User
 Disabled By Administrator

Access to CHRI / DPS Secure Site



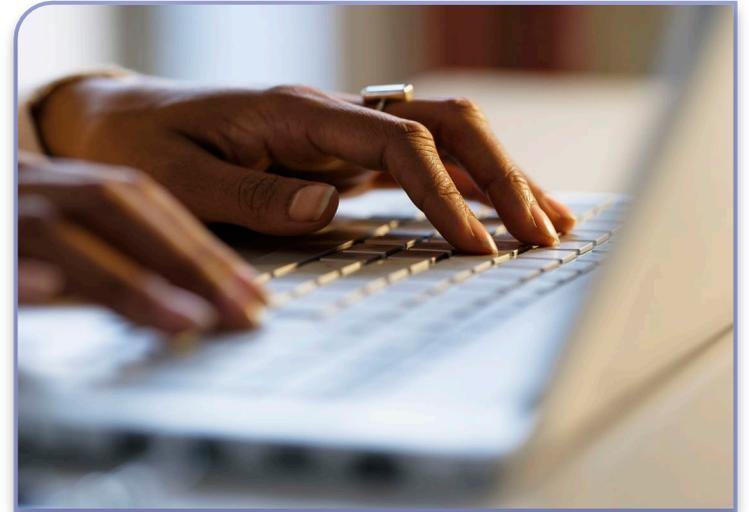
DPS approved login credentials for Secure Site access.



Login/ Passwords **CANNOT** be shared with **ANYONE** for any reason!



Complete the DPS Secure Site Training Modules.



Sign In

User ID

Password

Sign in

- [Forgot your Password?](#)
- [Forgot your User ID?](#)
- [New User Sign up](#)

Restricted Access

Users may only access this site with an assigned User ID. No person is permitted to use this site using another person's User ID and Password.

This system is restricted to authorized users only. System usage will be monitored, recorded, and subject to audit. Unauthorized access, use or misuse of the system is prohibited and may result in criminal and/or civil penalties. Use of the system indicates consent to monitoring, recording, and audit.

I agree.

Access to CHRI / Access to the DPS Secure Site

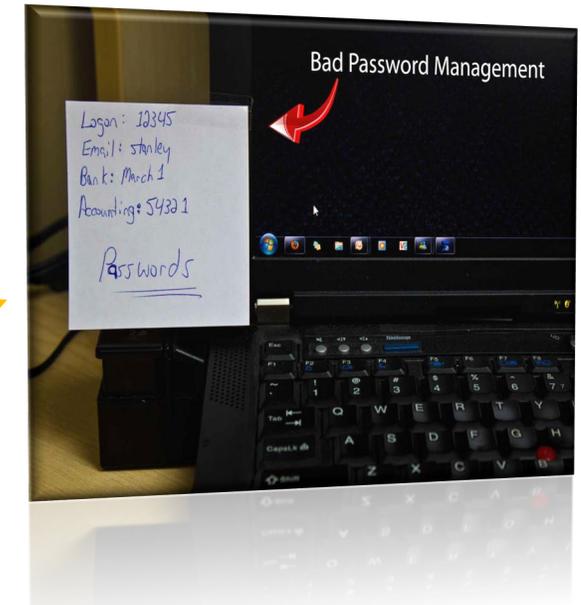
Acceptable Password Management

- Notebooks, locked up securely
- Excel spreadsheets with encryption
- Password managers with encryption
- **Do not** auto-save, auto-fill or share passwords.



Memorized secret verifiers shall not permit the subscriber to store a “hint” that is accessible to an unauthenticated claimant.

Do not do this!





Required Training / Secure Site Training Modules



Must be completed prior to usage of the Secure Site.

Roles determine the number of training modules.

Users will learn how to use the Secure Site.

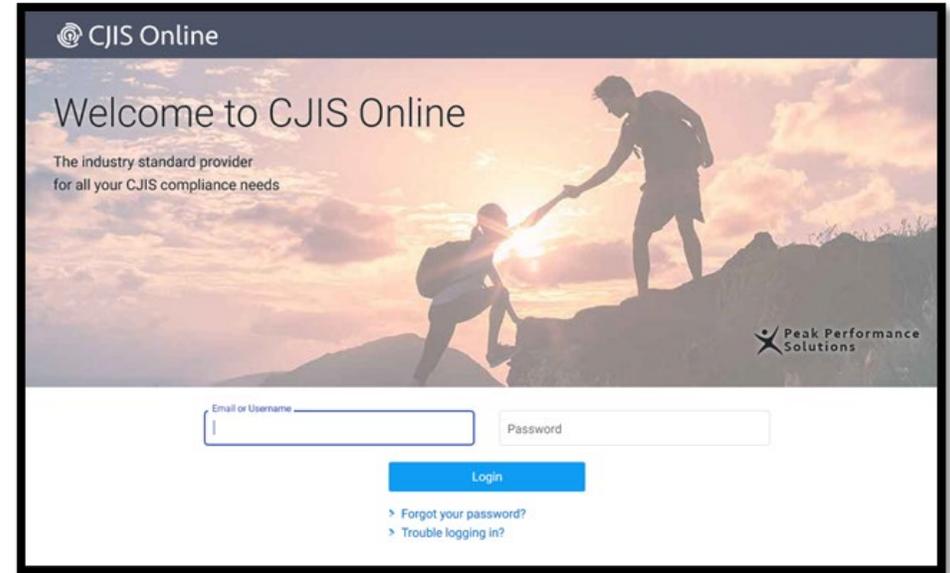
One-time exam per module. You may review modules at anytime.

The screenshot shows the 'Crime Records Service' user interface. On the left, there is a navigation menu with categories like 'Administration', 'Account Search', 'Account Approval', 'Account Management', 'New User Sign up', 'My Account', 'Message Center', 'Help & Support', 'Managed Supervised Users Guide', 'Additional Services', and 'Other Services & Information'. On the right, the 'My Account' section is expanded, showing sub-sections: 'Organization / Company' (with links for Organization Profile, Add New User, and Message Center), 'My Profile' (with links for My Profile, Verify Contact Information, and User Training - which is circled in yellow), and 'Account Security' (with links for Update Password, Manage Access Points, and Verify Email Address). Below that is the 'Criminal History Search' section with links for Search Database, Your Search History, Recent Credit Usage, Purchase Credits, and Manage Supervised Users.

Course Description	Status	
Criminal History - 1. Introduction and Overview	PASS	Training
Criminal History - 2. Account Management	PASS	Training
Criminal History - 3. Handling Information	PASS	Training
Criminal History - 4. Name-Based Searches	PASS	Training
Criminal History - 6. FACT Clearinghouse	PASS	Training

Required Training / CJIS Security Awareness Training

- Prior to gaining access to CHRI from FBI (Clearinghouse Access)
- Is now required annually!



Security and Privacy Roles:

- **Basic-** Personnel with Unescorted Access to a Physically Secure Location
- **General-** All Personnel with Access to CJI
- **Privilege-** Personnel authorized to perform security-relevant functions
- **Security-** Organizational Personnel with Security Responsibilities

Texas Department of Public Safety
 Courtesy ~ Service ~ Protection

TXDPS CRS | TXDPS CRIME RECORDS SERVICE

[Sign out](#) | [Support](#) | [Print](#)

Crime Records Service

TxDPS Crime Records Service Secure Website

Computerized Criminal History Search
 Search for individuals in the Computerized Criminal History System (CCH). Access is restricted to authorized Entities.

Texas Sex Offender Access for Criminal Justice Users
 Allows local law enforcement agencies to submit and search information for Texas Sex Offender Registry.

F.A.C.T. Clearinghouse
 The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT.

Criminal Justice Rap Back Program of Texas
 The core function of the Texas' Criminal Justice Rap Back Program is to notify criminal justice agencies when a person who has fingerprints on file with the FBI is arrested or has criminal activity associated with those fingerprints.

Related Services and Websites

- [TxDPS Website](#)
- [Texas.gov](#)
- [TxDPS CRS Public Website](#)
- [Missing Persons Clearinghouse](#)

Account Management

- New User Sign up
- My Account
- Message Center
- Help & Support
- Managed Supervised Users Guide

Additional Services

- Criminal History Search**
- Sex Offender Registry
- FACT Clearinghouse
- CJ Rap Back Program

Caveats

It is your responsibility to make sure the records you access through this site pertain to the person about whom you are seeking information. Extreme care should be exercised in using any information obtained from this Web site. Neither the DPS nor the State of Texas shall be responsible for any errors or omissions produced by secondary dissemination of this data.

DPS cannot guarantee the records you obtain through this site relate to the person about whom you are seeking information. Searches based on names, date of birth and other alphanumeric identifiers are not always accurate. The only way to positively link someone to a criminal record is through fingerprint identification.

The unauthorized use or disclosure of information contained in this Web site may result in severe criminal penalties. See Section 411.085 of the Texas Government Code.

Criminal History Search Results will be available from the Search History page for 7-days from the date searched. After this period requests must be submitted as a new search.

I have read and agree to the above statements

[Continue](#)

Access to CHRI /
 Computerized Criminal
 History (CCH)

Login beyond this point is for those with direct access only with assigned login credentials.

Computerized Criminal History (CCH)

Computerized Criminal Histories (CCH) are Texas-only record information.

Name/DOB

SID (State Identification Number)

TRN (tracking number)

Other search identifiers. Results are based on Soundex.

All CCHs must be performed in accordance with your statute and are subject to audit.

Search Criteria	Payment	Results	Record
Criminal History Search			
Search by Name Search by SID Search by TRN Upload Batch			
Administrative Tools			
<input type="text"/>			
Name to Search			
Instructions	When entering names do not enter nicknames. You can enter a hyphenated name by separating the names using a hyphen. (Example: "JONES-SMITH"). The system will search for all combinations of names. The system will execute your search both with and without a middle name.		
Last Name (Required)	<input type="text"/>		
First Name (Required)	<input type="text"/>		
Middle Name	<input type="text"/>		
Date of Birth (Optional)			
Instructions	When searching with a complete birth date, the system will match on records with an exact birth date, a month & day match or a year-only match. Valid input options are: (a) Year, Month & Day; (b) Month & Day; (c) Year-Only.		

Dissemination / Computerized Criminal History (CCH)

CCH record information cannot be disseminated to unauthorized individuals! This includes the individual searched.

WHY? Because CCHs are NOT true identification. Only Fingerprint records are.

**How Do I Inform the applicant of CCH Search Results?
You don't. You can inform them that they did not pass some part of the background check, but you must not include the specifics of the criminal history results from DPS.**



Access to CHRI / CCH Justification

- A completed application/contract must be received PRIOR to the search.
- CCH Verification Form

Must be kept on file (physical/electronic) for justification purposes from audit to audit.



Name-base CHRI / CCH Documentation

The CCH Verification Form is required for each initial search.



This is NOT a consent form



Forms must be signed by the applicant.



CCH Verification Logs may be used for annuals only.



Keep form or log for audit purposes.

This form is required for all initial name-based search inquiries. Agency shall retain tracking form for all name-based inquiries from audit to audit.

DPS Computerized Criminal History (CCH) Verification Form

Section 1: Applicant or Employee must acknowledge information. Signature & date required.

Applicant or Employee Name (Print):

(This is not a consent form but serves as information for the applicant)

I acknowledge that a Computerized Criminal History (CCH) check may be performed by accessing the Texas Department of Public Safety Secure Website and may be based on name and DOB identifiers. Authority for this agency to access an individual's criminal history data may be found in Texas Government Code 411, Subchapter F.

Name-based information is not an exact search and only fingerprint record searches represent true identification to criminal history record information (CHRI), therefore the organization conducting the criminal history check is not allowed to discuss with me any CHRI obtained using the name and DOB method. The agency may request that I also have a fingerprint search performed to clear any misidentification based on the result of the name and DOB search.

In order to complete the fingerprint process, I must make an appointment with the Fingerprint Applicant Services of Texas (PAST) as instructed online [Crime Records General Information | Department of Public Safety \(texas.gov\)](#) Review of Personal Criminal History or by calling the DPS Program Vendor at 1-888-467-2080, submit a full and complete set of fingerprints, request a copy be sent to the agency listed below, and pay a fee of \$25.00 to the fingerprinting services company.

Once this process is completed the information on my fingerprint criminal history record may be discussed with me.

Applicant or Employee Signature:

Date:

Section 2: Agency use only.

Agency Name:

Authorized User:

Signature of Authorized User:

Date of Name-Based CCH Search:

Section 3: For agency use only. CCH Tracking information. Check all that apply.

Purpose of CCH Employee Volunteer/Contractor Other:

CCH Storage No, CCH is not stored by agency. Yes, CCH is stored by agency.

Retention Period Temp Only Annual None in place Not Applicable Other:

Storage Method Physical/Printed Digital/Electronic Not Applicable

Retention Purpose Explain:

Date Destroyed

Destruction Method of CCH Explain:

[CJIS Launch Pad Link - CHRI & Audit Resources](#)

CCH Verification Form/Log

CCH Verification Log - Non Criminal Justice								
Agency shall retain tracking logs or forms for all name-based search inquiries. Retain from audit to audit.								
Agency Name:						OrgID:		
No	Search Date	Individual Searched	Purpose for Search	Authorized Searcher	Initials	CHRI Retention	Storage Date	Destruction Date
1	8/2/23	John Doe	Applicant for School teacher.	Hungry Hippo	H.H.	No Retention	8/2/23	8/3/23
2	8/2/23	John Doe	Applicant for School teacher.	Hungry Hippo	H.H.	Printed	8/2/23	10/2/23
3								

NCJAs may utilize CCH log for subsequent background checks with signed original CCH form.

Security and Storage / Physical CHRI

DPS WILL ALWAYS ADVISE AGAINST STORING ANY PART OF CHRI.



Authorized
Personnel
Only



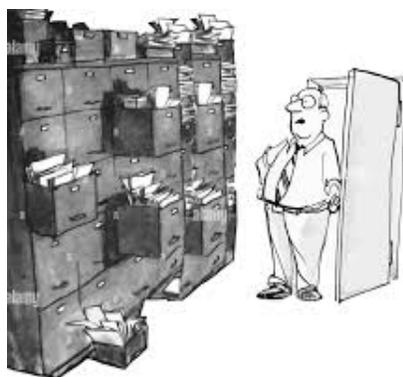
Temporary
only.



Secure Location: Store
records in a locked file
cabinet.



Secure & Track the life-
cycle of printed CHRI.



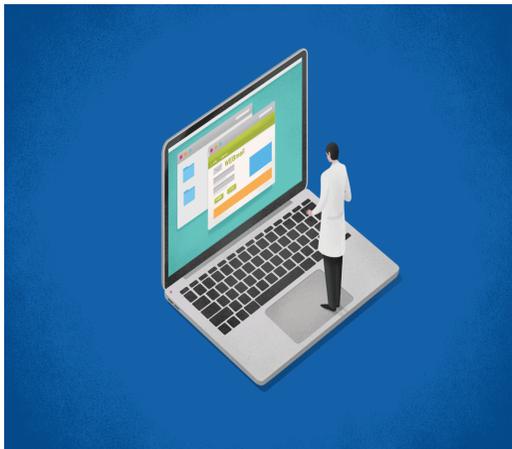
"I'm just going to back up and walk away."



Shall be destroyed
after the
information is used
for its authorized
purpose.

DPS WILL ALWAYS ADVISE AGAINST STORING ANY PART OF CHRI.

Security and Storage / Electronic digital CHRI



If stored electronically within desktop, network, and/or cloud:

- All will need to be encrypted with FIPS 140-2 / 197. CHRI shall be encrypted during transit and at rest.
- Only authorized individuals shall have access to the encryption keys.
- CHRI will need to be in a File Management.
- Do not create a mass storage or database.
- Firewall and Anti-Virus in place with current version.
- Encrypt CJI prior to uploading to cloud. Cloud storage not advised.

Disposal & Destruction physical & electronic CHRI



- All destruction shall be done or witnessed by authorized personnel onsite!
- Destroy or purge within retention period.
- Shred, pulverize or incinerate printed CHRI.
- Sanitize or destroy all devices accessing CHRI when it's inoperable or will no longer be used by the authorized agency. This includes computers, laptops and network printers.



Outsourcing / Non-Criminal Justice Agencies

All outsourced vendors will have to be vetted through TX DPS and become CJIS Security Policy approved.

The following will need to be in place for an Outsourcing Standard:

- Written Request Letter.
- Copy of the contract with the vendor. It must reference the CJIS Security Policy and Outsourcing Standard Agreement.
- A completed Outsourcing Standard.
- Vendors will need to be fingerprinted.

After outsource vendors are approved, agency will have to:

- Conduct an audit within 90 days of the Outsourcing Standard Agreement approval date.
- Report any incidents to TX DPS.
- Keep vendors current with CJIS Security Policy.
- Fingerprint vendor (if statute allows)
- CJIS security Awareness Training before access to CJI

Depending on the services, an Outsourcing Standard can be prevented if authorized personnel from the agency performs or witness the services.

Outsourcing / Criminal Justice Agencies

Security Addendum and / or Management Control Agreement Required (If direct access to TLETS terminal)

- Management Control Agreement for Governmental Non-Criminal Justice Agency providing the service - Ex: City/County (CJIS 5.1.1)
- Private vendors/contractors require Security Addendum (CJIS 5.1.1)

Submit to CJIS Technical Audit Team at security.committee@dps.Texas.gov

Vendors are required to complete CJIS security awareness training and be fingerprinted before authorizing access to CJI



Secure Site/ FACT Clearinghouse

Fingerprint CHRI

Texas Records

Nation-wide Record Information

Prints captured via FAST locations only

Prints sent to Clearinghouse after processing



Sign in | Support

TxDPS Crime Records Service Secure Website

Computerized Criminal History Search
Search for individuals in the Computerized Criminal History System (CCH). is restricted to authorized Entities.

Texas Sex Offender Access for Criminal Justice Users
Allows local law enforcement agencies to submit and search information for Sex Offender Registry.

F.A.C.T. Clearinghouse
The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint criminal history results. Only persons processed through Fingerprint Application Services of Texas (FAST) are eligible for FACT.

Criminal Justice Rap Back Program of Texas
The core function of the Texas' Criminal Justice Rap Back Program is to notify criminal justice agencies when a person who has fingerprints on file with the state is arrested or has criminal activity associated with those fingerprints.

Related Services and Websites

- [TxDPS Website](#)
- [Texas.gov](#)
- [TxDPS CRS Public Website](#)
- [Missing Persons Clearinghouse](#)

FACT Clearinghouse / Fingerprint CHRI

- Use the correct Service Code and ensure it is not shared.
- A completed application must be received prior to fingerprinting an individual.
- Can disseminate fingerprint results only to authorized individuals & the to the individual of the record.
- Unsubscribing to the individuals who are no longer with the agency is a requirement.
 - GC § 411.0845
 - Unsubscribe within 3 business days per the Access & Dissemination Policy.



FACT Clearinghouse / Search History

Search Fact Clearinghouse by:

- Name & DOB
- SID
- Driver's License
- MNU (Identifier from agency)

Name to Search
Instructions

When entering names, do not enter nicknames or initials.

Last Name (Required)

First Name (Required)

Date of Birth Year

Date of Birth Month

Date of Birth Day

SID Search

Notes

The SID is a unique ID assigned by DPS. If you know this value, this is the best method for locating an applicant.

SID (Required)

Driver's License Search

Instructions

When entering the driver's license do not enter the state, only enter the numeric or Alphanumeric portion (depending on the issuing state).

Driver's License (Required)

MNU / Subscription Key Search

Notes

The MNU is an identifier assigned by an agency when an applicant has been submitted to the FACT Clearinghouse by the agency. This will also search the Subscription Key associated with your Subscriptions.

MNU (Required)

If applicant is found, you may view their record and subscribe if applicable.

If unable to locate applicant, the record may not be accessible to your agency due to authorized purpose and may need to be fingerprinted by your agency type.

FACT Clearinghouse / Search History



The FACT Clearinghouse Search History allows agencies to monitor the views that are being processed by their data users on the TX DPS Secure Site. In addition to monitoring the views, it will show which views incurred a fee for your agency.

- FACT Clearinghouse
- Home
- View Worklists
- Search FACT Clearinghouse
- Clearinghouse Search History**
- Purchase Credits
- Notification Settings
- Offline Applicant Management
- Additional Resources

Clearinghouse Search History

Filter by User

User Name [Look Up](#)

Selected User

Filter by SID

Specify SID [Look Up](#)

Filter by Date

Search by Month/Range Month Range

Change Time Frame

Either select a time frame or enter a username/SID to view the records.

Show Only Billable Accesses

12 result(s)

User	Applicant Name	DPS_NBR	DOB	Key Text	Access Date	Billed
Leatha	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
jpa	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
michelleh	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
almac	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
mwmorrison	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	
cmrc	RECORD, WILLIAM TEST	02949402	01/01/1965	LO-1234	11/07/2019	

When utilizing any of the search options, a checkmark (✓) will appear in the column “Billed” for any of the searches that were charged to the agency. Select “Show Only Billable Accesses” to only view the searches that were billed.

FACT Clearinghouse / Notifications

- Notification Settings
- Add/Remove notification recipients as needed.

FACT Clearinghouse
Home
View Worklists
Search FACT Clearinghouse
Clearinghouse Search History
Purchase Credits
Notification Settings
Offline Applicant Management
Additional Resources

Notification Recipients			
<input checked="" type="checkbox"/> Show only notification recipients with settings			
Notification Recipient	Sub	Data	
Doe, John	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
Doe, Jane	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Hippo, Hungry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete

○ Sub – New Subscriptions

○ Data – Events



FACT Clearinghouse/ Worklist

Worklists are events associated with fingerprint records that are available for review. Can be a new, or existing subscription.

Note: As of 8/26/2025, Worklist names have been updated and simplified.

FACT Clearinghouse

- Home
- View Worklists
- Search FACT Clearinghouse
- Subscription Summary
- Clearinghouse Search History
- Purchase Credits
- Notification Settings
- Offline Applicant Management
- Additional Resources**
- Administration
- Account Management
 - New User Sign up
 - My Account
 - Message Center
- Additional Services
 - Criminal History Search
 - Sex Offender Registry
 - FACT Clearinghouse
 - CJ Rap Back Program
 - Other Services & Information

Clearinghouse Support

Contact Information for Fingerprint Services Unit

- [Email Support](#)
- [\(512\) 424-2365](#)

Clearinghouse Resources

- [FACT Clearinghouse User Guide](#)
- [FACT Clearinghouse Search History Guide](#)
- [FBI Name Check Instructions](#)
- [CJIS Biographic Verification Request Form](#)
- [FBI Civil Rap Back User Guide](#)
- [Offline Applicant Management User Guide](#)
- [FBI Authorization Language](#)
- [FAST Submission Locations](#)
- [WS FACT Technical Document](#)
- [WS FACT Technical Document \(2025\)](#)
- [Request for Non-Criminal ORI Assignment or Statute Review](#)

Worklist Statuses

Worklists based on: Subscription Events

Worklist Name	Description	Agency Action
SUBSCRIPTION_NEW	Applicants with a new Texas subscription was created/renewed.	Track subscription status in Agency's system. Agency should review TX and FBI Criminal Histories.
SUBSCRIPTION_EVENT	Applicants that have a new qualifying event in the Texas and/or FBI Criminal History.	Review updated TX and FBI Criminal Histories

- APPLICANT_SUBMISSIONS_REJECT*
- APPLICANT_SUBMISSIONS
- UPDATED_FBI_RESPONSE
- SUBSCRIPTION_REJECT_FRB
- SUBSCRIPTION_EXPIRED
- SUBSCRIPTION_EXPIRES30
- SUBSCRIPTION_EXPIRES90
- SUBSCRIPTION_EVENT
- SUBSCRIPTION_NEW_FRB
- SUBSCRIPTION_NEW

FACT Clearinghouse / Worklist

- View Worklist
- Select a worklist to view
- Click Detail to View Record
- Click Close to remove from the “Worklist”

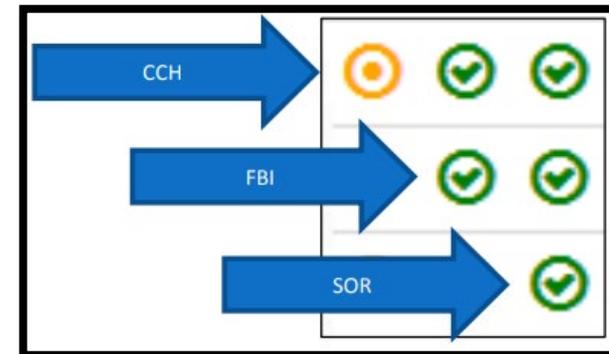
(Close button will NOT unsubscribe)

Worklist	Applicants
SUBSCRIPTION EVENT	113
SUBSCRIPTION NEW FRB	1
APPLICANT SUBMISSIONS	1,091
APPLICANT SUBMISSIONS REJECT	12
APPLICANT SUBMISSIONS	6,506
APPLICANT SUBMISSIONS REJECT	6



SID	Name	Cause Number	Event Date	Action
			06/24/2025	Detail Close
			06/24/2025	Detail Close

Note: As of 8/26/2025, the Initial Response radials within the Worklist Summary are no longer displayed.



FACT CLEARINGHOUSE / WORKLIST

SUBSCRIPTION_NEW– New TX Subscription was created/renewed.

SUBSCRIPTION_NEW_FRB– New FBI Rap Back Subscription was created/renewed.

SUBSCRIPTION_EVENT– Subscriptions with a new qualifying event in CCH, SOR (or FBI Rap Back if eligible)

SUBSCRIPTION_REJECT_FRB– Applicants eligible for FBI Rap Back but FBI Rap Back failed to be established

UPDATED_FBI_RESPONSE- Applicants with updated FBI Response

APPLICANT_SUBMISSIONS- New Applicant Submissions available to the agency.

APPLICANT_PRINT_REJECT- Applicants Submissions that were rejected by TX AFIS or FBI AFIS

Applicants

A maximum of 500 records is displayed. As you close applicants, additional applicants will be displayed. If you are looking for a specific applicant, you can use the search function.

FACT Clearinghouse / Fingerprint Rejections

SUBMISSION DATE 07/07/2018

ORI	TXFACTV0Z
NAME	[REDACTED]
BIRTH DATE	[REDACTED]
DL NUMBER	[REDACTED]
MNU	
DPS TCN	[REDACTED]
FBI TCN	E2018 [REDACTED]
SEX	FEMALE
CRS/CRT	<input type="radio"/> NONE/NONE
FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.

Pay Attention to the FBI Text for rejected fingerprints.



FRS/FRT	<input checked="" type="radio"/> DONE/REJECT
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.. CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT A NEW SET OF FINGERPRINTS FOR COMPARISON TO THE CANDIDATE(S).

FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0117 FINGERPRINT IMAGE DOES NOT CONTAIN SUFFICIENT VISIBLE PATTERN AREA IN ROLLED AND/OR PLAIN IMPRESSION BLOCK(S). SEE FINGER(S). 1-10 CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT FOR COMPARISON TO THE CANDIDATE(S).

After two (2) fingerprint rejects, an agency may request an FBI Name Base check.

Federal Rap Back Program (FRB)

Civil Rap Back Program

- Live FBI records (Active January 15th, 2018)
- Individuals with a non-rejected fingerprint submission after June 1, 2015, are eligible for DPS to send an FRB request.
- Individuals last printed before June 1, 2015, will need to be re-fingerprinted and the FBI needs to accept the fingerprints for DPS to send an FBI Rap Back request.

For additional information, please contact

Fingerprint Services Unit at 512-424-2474 – Option 6

HasTexassubscription	FRB Subscription Status	FP Date
Y	NOT ELIGIBLE	1/12/2015 4:51:32 PM
Y	SUBSCRIBED	7/31/2018 7:14:23 PM
Y	SUBSCRIBED	9/15/2020 6:20:32 PM
Y	SUBSCRIBED	8/25/2015 2:35:05 PM
Y	ELIGIBLE	9/23/2016 3:22:30 PM
Y	SUBSCRIBED	7/6/2021 4:45:02 PM
Y	NOT ELIGIBLE	9/16/2013 6:35:29 PM
Y	NOT ELIGIBLE	12/2/2016 3:21:06 PM
Y	SUBSCRIBED	3/9/2021 6:35:46 PM
Y	SUBSCRIBED	8/4/2016 1:38:54 PM
Y	NOT ELIGIBLE	11/10/2010 9:10:32 AM
Y	NOT ELIGIBLE	4/27/2015 4:37:39 PM

NOT ELIGIBLE	The fingerprints submission for the applicant was processed prior to June 1 st , 2015 or they were rejected by the FBI. The FRB subscription cannot be created until the applicant is re-fingerprinted and accepted by the FBI.
ELIGIBLE	The fingerprints submission for the applicant is eligible for an FRB. The eligible fingerprints will be submitted to the FBI once the FBI initial response is received or when manually creating a subscription. The fingerprints that were submitted and did not automatically enroll for the FBI Civil Rap Back Program between June 1 st , 2015 and January 15 th , 2018 are also eligible. Contact the Fingerprint Services Unit to enroll the applicants to the program.
PENDING	The eligible fingerprints submission from the applicant has been submitted to the FBI to create the FRB subscription.
SUBSCRIBED	Confirmation that the FRB subscription has been established for the agency and is active.

FACT Clearinghouse / Subscriptions



Manual Subscriptions

Search Fact Clearinghouse

1. Search by name, SID, DL, or MNU (Identifier from agency)
2. Select “Subscribe to This Record”
3. Click tab for Applicant Purpose and select ORI with [RBC:I] or [RBC:J] to send an FBI Rap Back request.
4. An ORI without [RBC:I] or [RBC:J] will only receive Texas live records.
5. Select “Create Subscription”

Applicant Detail

- [View Worklists](#)
- [Search Applicants](#)

What would you like to do?

- **Subscribe to This Record**
- [View this Record's Texas & FBI Criminal Histories](#)

[REDACTED]



[REDACTED] (SID= [REDACTED])

Your Agency is not subscribed to this applicant and will not receive any notifications.

Subscription Detail

Applicant Purpose (Required) ⓘ
TX921310Z **[RBC:I]**

Subscription Key ⓘ

Create Subscription

FACT Clearinghouse / Unsubscribing

Applicant Search

Read Me
You can search for applicants directly associated with your organization or for applicants in the FACT Clearinghouse that are indirectly associated with your organization.

Once an applicant has been found, you may review their Consolidated Response and then optionally subscribe to their record.

If you are unable to locate an applicant, they may not be part of FACT Clearinghouse or may be under a different name or not accessible to your agency.

Name to Search
Instructions
When entering names, do not enter nicknames or initials.

Last Name (Required)

First Name (Required)

Date of Birth Year

Date of Birth Month

Date of Birth Day

Search FACT Clearinghouse

- Search by name, SID, DL, or Subscription Key (Identifier from agency)
- Select Individual
- Select “Manage this Records Subscription”
- Select Unsubscribe

Unsubscribe upon end of authorized purpose

- TXGC 411.0845- 3 Business Days
- Access and Dissemination Policy

Your Agency is subscribed to this applicant and will receive notifications for certain events.

Subscription Detail

Applicant Purpose (Required) ⓘ

Subscription Key ⓘ

FACT Clearinghouse / Subscription List



Offline Applicant Management

This feature will give you a list of everyone you are subscribed to.

FACT Clearinghouse

New User Sign up Access and Dissemination Policy	View Worklists Search FACT Clearinghouse Offline Applicant Management
---	---

Download Subscription Listing

Request a Subscription Listing file by choosing one of the options below; you will receive it in your message center as an attachment.

File Type

- All Active Subscriptions
- 90-Day Verification
- 30-Day Verification

Output File Format

- Excel (Recommended)
- Tab-Seperated-Values
- Comma-Seperated-Values

NOTE:

- CSV format will provide a plain text file that separate values with commas. This file is intended for importing data to a database.
- TSV format will provide a plain text file that separate values with tabs. This file is intended for importing data to a database.

[Back](#) [Request](#)

Account Management

- [New User Sign up](#)
- [My Account](#)
- [Message Center](#)
- [Help & Support](#)

Offline Subscription Management

Download

Request to have a list of your Applicants sent to you via the Message Center.

NOTE: You can verify applicants online via the worklist.

[Request](#)

Upload

Update a list of subscriptions to be extended or canceled.

[Upload](#)

[Offline Applicant Management User Guide](#)

[User Guide](#)

SID	ORI	OCA	NAM	DOB	VAL	HasTexasSubscription	FRB Subscription Status	FP Date	SSN	Validate/Cancel
123	TXO		ADAMS, JOE	5/13/1994	2021-03-18	Y	SUBSCRIBED	9/19/2017 1:10:21 PM		0 ?V/C
1234	TXO		ALLEN, JOE	1971-09-23	2016-01-13	Y	ELIGIBLE	11/15/2017 5:27:45 PM		0 ?V/C
12345	TXO		BAILEY, JOE	1960-06-18	2021-08-25	Y	SUBSCRIBED	8/24/2021 1:38:59 PM		0 ?V/C
123456	TXO		CALDERA, JOE	1982-12-29	2016-01-13	Y	NOT ELIGIBLE			0 ?V/C

Message Center will have the subscription list on an Excel spreadsheet.

No need to save this spreadsheet.

FACT Clearinghouse / Batch Upload



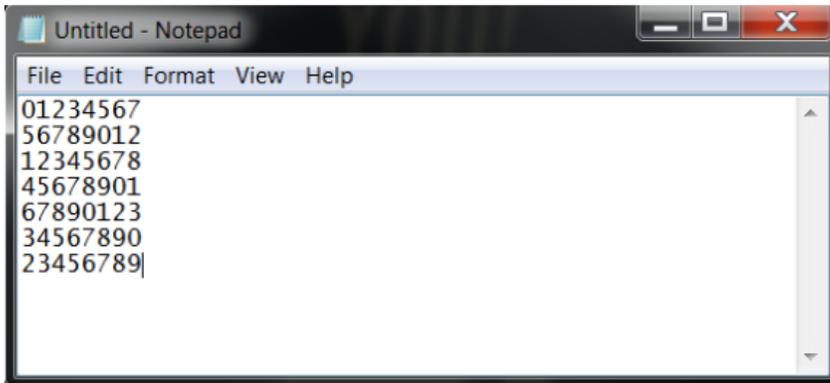
Open a basic text editor like Notepad.

- a. Notepad is included with all Windows systems and can usually be found under the Accessories folder in the Start Menu.

Copy the SID for each of the applicants you want to cancel OR validate and paste them into Notepad.

- a. **Do NOT put SIDs to cancel and SIDs to validate on the same list.**
- b. Ensure there are no spaces, tabs, or extra returns. The file will not upload correctly if there is anything other than 8-digit SID numbers followed immediately by a return to the next line.

Save the file to your computer. The file name does not matter, however it is recommended to include the list purpose e.g. SIDs_to_Validate.



Select the action you wish to perform.

- a. Cancel Subscription – Will disable/cancel all subscriptions on the uploaded file.
- b. Validate Subscription – Will validate all subscriptions on the uploaded file.
- c. Create Subscription – Will create subscriptions to all individuals on the uploaded file. NOTE: This will require an ORI be included for each SID number uploaded.

A screenshot of the FACT Clearinghouse web interface. The page title is "Offline Subscription Management". It has a navigation menu on the left with items like "Home", "View Worklists", "Search FACT Clearinghouse", "Subscription Summary", "Clearinghouse Search History", "Purchase Credits", "Notification Settings", "Offline Applicant Management", "Additional Resources", "Administration", "Account Management", "New User Sign up", "My Account", "Message Center", "Help & Support", and "Criminal History Search". The main content area has three steps: "STEP 1: Create File for Uploading", "STEP 2: Select File for Uploading", and "STEP 3: Choose File Type". Step 2 includes an "Upload File" field with a "Choose File" button and "No file chosen" text. Step 3 is highlighted with a red box and contains three radio button options: "Action: CANCEL SUBSCRIPTION" (selected), "Action: VALIDATE SUBSCRIPTION", and "Action: CREATE SUBSCRIPTION".

FACT Clearinghouse / Validations



Required every 5 years after the initial subscription date.

SUBSCRIPTION_EXPIRES90

SUBSCRIPTION_EXPIRES30

Subscription Validations

Validate or Unsubscribe

If not validated, subscription will be removed from your account by system.

Applicant Detail

- View Worklists
- Search Applicants

What would you like to do?

- Mark this record as Closed ⓘ
- Manage this Record's Subscription ⓘ
- Validate Subscription**
- View this Record's Texas & FBI Criminal Histories

Subscription Verification

- View Worklists
- Search FACT Clearinghouse
- Manage this Subscription

(SID=)

FACT Clearinghouse Subscription

Subscription Details

NAME	
DATE OF BIRTH	
SEX	MALE
EVENT DATE	11/10/2021
EVENT CODE	SUBSCRIPTION_NEW_FRB
ORI	TX920330Z
FRB SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	
LAST VALIDATED	11/09/2021 06:01:36

Cancel Subscription Validate Subscription

Worklists

Applicant Type	Applicant Description	Worklist	Applicants
TX:			
		SUBSCRIPTION_EVENT	1
		SUBSCRIPTION_EXPIRED	2
		SUBSCRIPTION_EXPIRES30	5
		SUBSCRIPTION_EXPIRES90	5
		SUBSCRIPTION_NEW_FRB	5

FACT Clearinghouse/ Applicant Detail Page

RECORD, WILLIAM TEST

SID	[REDACTED]
NAME(S)	JUVENILE, RESTRICTED O-BRIAN, TEST RECORD, WILLIAM TEST (PRIMARY) TEST, ARREST TEST, BILL TEST, CLEARINGHOUSE TEST, FLASH TEST, JUVENILE TEST, TEST TEST, WILLIAM
BIRTH DATE(S)	1/11/1940 1/1/1965 (PRIMARY) 5/11/1975 1/1/2006
SEX	MALE
RACE	WHITE
ETHNICITY	HISPANIC
DL NUMBER	TX- [REDACTED]
FBI#	[REDACTED]
SOCIAL SECURITY NUMBER(S)	[REDACTED]
SCARS, MARKS & TATTOOS	RTAT LFARM SC CHEST SC CHIN TAT R ARM
MISCELLANEOUS NUMBER(S)	CA-TEST LO-1234 SR-TEST TL-123123123123
IDENTIFICATION CARD(S)	TX- [REDACTED]
ACTIVE APPLICANT STATUS	DEPARTMENT OF PUBLIC SAFETY CAPITOL ACCESS (TX923603Z) DPS DOMESTIC ADOPTION (TX00000DA) TEXAS DPS DNA CRIME LABORATORY AUSTIN (TXDPS6900)



Agency Subscription

This section displays information about your agency's subscription to this applicant's record. If there is a new Texas Criminal History Event or a new Applicant Submission for your Agency, this will be updated.

NAME	SAMPLE, TEST
DATE OF BIRTH	01/01/2000
SEX	MALE
EVENT DATE	12/29/2025
EVENT CODE	FRB_NEW
ORI	TX000000Z
FRB SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	
LAST VALIDATED	12/29/2025 11:59:26

Recent Applicant Submissions

This section displays information about recent applicant fingerprint submissions for your agency or another agency with the same applicant type.

SUBMISSION DATE 07/31/2019

ORI	TX [REDACTED]
NAME	[REDACTED]
BIRTH DATE	[REDACTED]
DL NUMBER	TX [REDACTED]
MNU	[REDACTED]
DPS TCN	[REDACTED]
FBI TCN	E2019 [REDACTED]
SEX	FEMALE
CRS/CRT	✔ DONE/NOHIT
FRS/FRT	✔ DONE/NOHIT

No longer displayed

Criminal History

This section displays information about the applicant's Texas Criminal History and when available, the applicant's FBI Criminal History.

Display Texas & FBI Criminal Histories

\$1 Viewing Fee



Fingerprinting Fees



FBI

- Applicant \$12.00
- Volunteer \$10.00

Texas

- \$15.00

Fingerprint Fee

- \$10.00

TEA Upload Fee

- \$15.00

Total Cost

- FBI + Texas = \$52.00
- FBI (Volunteer) + Texas = \$35.00

Clearinghouse
Viewing Fee

- \$1.00





AUDIT

- ❖ Ensure agencies utilize the DPS Secure Site per the statutory authority.
- ❖ Educate and train agencies to become compliant with the FBI Criminal Justice Information Services (CJIS) Security Policy and DPS's Access & Dissemination Policy.
- ❖ Ensure Criminal History Record Information (CHRI) is always secured both electronically and physically.
- ❖ Provide agencies with training and education to help them make better use of the Criminal History Search Services.



Non-Criminal Justice Audits / NCJ Agencies

The Texas Department of Public Safety and Federal Bureau of Investigation perform routine audits on non-criminal justice accounts **every three years.**

2 Types of DPS Audits:

- Onsite Audit
- Electronic Audit (Microsoft Teams Meeting)

Who Should Attend Onsite Audit?

- Account Supervisor for Secure Site
- Data Users (optional)
- IT personnel (optional)
- If needed, you may include individuals who make the decisions for the agency. (example: (Chief, Sheriff, Captain, Investigator)



Non-Criminal Justice Audit Compliance Tips

Save

- Save important DPS contact information

Become

- Become familiar with the Launch Pad

Retain

- Retain policies regarding CHRI.

Take

- Take the required trainings.

Keep

- Keep justification for CHRI audit to audit.

Secure

- Secure physical and electronic CHRI.

DPS Secure Site Contacts



- **Access and Dissemination Bureau – 512- 424-2474**
 - Criminal History Inquiry Unit - NCJU@dps.texas.gov, Opt 1 & 2
 - Billing Unit - CRS.Billing@dps.texas.gov, Opt 4
 - ADB Support Unit - ADBSUPPORT@dps.texas.gov, Opt 5
 - Fingerprint Services Unit – Fingerprint.Service@dps.texas.gov, Opt 6
- **Compliance and Training Bureau – 512-424-2474, Opt 3**
 - Non-Criminal Justice Audit and Training Unit - CJIS.Audit@dps.texas.gov



CJIS Launch Pad

TEXAS DEPARTMENT OF PUBLIC SAFETY - NON-CRIMINAL (NCJU) AUDITS

CJIS LAUNCH PAD

POWERED BY PEAK PERFORMANCE SOLUTIONS

Applications

- CJIS Audit
- CJIS Documents
- CJIS Links
- CJIS Training
- DPS Secure Site

News & Information

3/12/2025
2025 CRD Conferences - Coming Soon!

The Texas Department of Public Safety Crime Records Division (CRD) invites you to join us at the following locations for this summer's conferences: Austin, Dallas, Houston, Corpus Christi, & Lubbock!

Please join our email list by completing this form:
<https://forms.office.com/g/xTCVKUtLQ>.

3/12/2025
Undated CJIS Security Policy Link!

Full Admin

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Check here for CRD news and updates!

Texas Department of Public Safety - Non-Criminal (NCJU) Audits

CJIS Audit

TEXAS DEPARTMENT OF PUBLIC SAFETY
CRIME RECORDS DIVISION

Agency Login

Full Admin Login

Launch Pad Home

<https://texas.cjisapps.com/noncrim/launchpad/>

SCAN THE QR CODE FOR LINK



TEXAS DEPARTMENT OF PUBLIC SAFETY - NON-CRIMINAL (NCJU) AUDITS

CJIS LAUNCH PAD

POWERED BY PEAK PERFORMANCE SOLUTIONS

CJIS Documents

Launch Pad Home

- CCH - Name Based (3)
- FACT - Fingerprinting (12)
- NCPA Info (2)
- Access & Dissemination Policy (DPS)
- CJIS Systems Access Policy
- DPS Secure Site Contact Information
- Incident Reporting Form
- NCJU Training Evaluation Form
- Criminal Justice Agencies (3)
- NCJU Audit Info (2)
- Outsourcing Standard - Non-Criminal Justice Agencies (8)
- Best Practices for Electronic Storage
- Deactivation Form
- End Of Life Operating Systems
- NCJU Audit Evaluation Form
- Secure Website Training Reference Manual

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Public Resources

- **DPS Public Site:** Convictions or deferred adjudications that have been reported to the Department on an offense.
 - <https://publicsite.dps.texas.gov/convictionnamesearch/>
- **DPS Public SOR:**
 - <https://publicsite.dps.texas.gov/sexoffenderregistry/>
- **TXI Review/ TXE Review**
 - dps.texas.gov/internetforms/Forms/CR-63.pdf
 - dps.texas.gov/internetforms/Forms/CR-68.pdf



Crime Records Link

Texas Department of Public Safety

Services Driver License & IDs Regulatory Services

Welcome to the Texas Department of Public Safety

Search DPS

What can we help you find?

Services

- Handgun Licensing Regulatory Services
- Become a Texas Training Operator
- Driver License
- Crime Records Information Law Enforcement Support
- Driver License

Texas Department of Public Safety

Services Driver License & IDs Crime Records

> Crime Records > Crime Records General Information

Crime Records General Information

Access and Dissemination - Criminal History Background Checks and RapBack Services

- Armed Forces Enlistment Form (PDF)
- Domestic Adoption Procedures (PDF)
- Immigration/Visa Procedures (PDF)
- International Adoption Procedures (PDF)
- Legal Name Change Procedures (PDF)
- Outsourcing Standard (PDF)
- Review of Personal Criminal History (PDF)
- Review of Personal Criminal History-Employment Purposes (PDF)
- Access & Dissemination Audit Policy (PDF)
- Request for Public Criminal History Data (PDF)
- FACT Clearinghouse User Guide (PDF)

Criminal History Record Information Processing

- Computerized Criminal History (CCH) Specifications
- Guide to Criminal History System (PDF)
- Expunction Process
- Juvenile Criminal History Records
- Nondisclosure of Deferred Adjudication
- Resolving Criminal History Errors
- Texas CJIS Systems Access Policy (PDF)

License Plate Reader

- License Plate Reader Program (PDF)
- License Plate Reader Hotlist MOU Agreement (PDF)
- License Plate Reader Privacy Impact Assessment (PDF)
- License Plate Reader MOU (PDF)

TXI Review

TXE Review

[HTTPS://WWW.DPS.TEXAS.GOV](https://www.dps.texas.gov)

**FINAL QUESTIONS,
COMMENTS, OR
CONCERNS?**

