Welcome to the Family Care Safety Registry (FCSR) 
Background Screening and Employment Eligibility System (BSEES)

Instructions for Internet Users

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Introduction

Missouri’s Family Care Safety Registry (FCSR) was established by law to promote family and community safety. The registry helps to protect children, seniors, and the disabled by providing background information. Families and employers can contact the registry to request background information on registered child care, elder care and personal care workers or to request licensure status information on licensed child care and elder care providers. This service is intended to provide information to help families and employers make informed decisions when hiring employees to work with children, the elderly, and the disabled.

The FCSR automates this service through an Internet-based application called the Background Screening and Employee Eligibility System (BSEES). Applicants and employees will use BSEES to register for the FCSR without worrying about logging in. Staff employed by eligible organizations can request individual access to log into BSEES to access additional features. If you previously had access to FCSR’s Internet-based system, you will use the same user ID and password to access BSEES. With a BSEES log-in you can check to see if individuals are already registered, request background screenings, manage notifications made electronically through the new print queue feature, and ensure your information on file with the FCSR is up to date.

These instructions will demonstrate:

- The main page and its active parts and how to log in
- How to check if an applicant or employee has already registered with the FCSR
- How to check if a registrant has been approved for a Good Cause Waiver
- How to request a background screening and the possible responses the system will generate
- How to manage the Print Queue of electronically delivered notifications
- How to check the information about your organization on file with the FCSR

Instructions for how an individual can use BSEES to register with the FCSR are not included, and will be provided separately at a later date.

This document will describe how an individual approved to use the FCSR online system will navigate in FCSR-BSEES. Approved users will use the ID and password already provided for the FCSR online system. If you do not have a personal user ID and password but would like to request one, find out how by visiting our website at http://health.mo.gov/safety/fcsr/forms.php or calling toll-free (866) 422-6872.
Main Page and Log In
The web address for FCSR-BSEES is: https://webapp02.dhss.mo.gov/bsees/Main.aspx.

Page Features
When you go to that web address, you will see the main page.

Like many web pages, there are links at the top and bottom of the page that will direct you to other sources of information.

The date and a For Your Information section will be on the left side of every page. At times the For Your Information section may contain special instructions or explanations.
A row of navigation buttons can be found near the top of the page.

Before you log in, please read the information in the body of the page.

Logging In

Click the link in the upper right corner to log in.

A dialog box will appear noting log in functionality is for authorized users. If you have a personal user ID and password for the FCSR web-based system, click the Yes button.

Enter your personal FCSR user ID and password in the following screen.
If you have approval to access FCSR-BSEES for more than one business or site, choose the appropriate Agency from the drop-down list before clicking the Continue button on the next screen.

Click the Continue button to proceed.

After logging in, you’ll notice:

- The Log In link has now become a Log Out link.
- Your identifying information can be viewed below the Log Out link.
- There is a new button on the top row navigation for Background Screening.
- The body of the page has changed. In addition to informative text there are tabs to access functions for requesting background screenings, accessing your print queue of electronic notifications, and updating your information as a provider organization.

The body of the page will be the dynamic working section, and will change based on the top row navigation button or tab selected. Let’s look at what you can do using the Top Row Navigation.

Click here for frequently asked questions on the main page and logging in.
**Top Row Navigation**

The top row buttons will be stable ways to move through BSEES and will always be shown, no matter where you have navigated. Once you have logged in, the choices for top row navigation are FCSR-BSEES Home, Registration, Good Cause Waiver, and Background Screening.

**FCSR-BSEES Home**

FCSR-BSEES Home will take you to the main page. If you are not sure where you are at, or want to clear partially entered information, “go home.”

**Registration**

While you are logged in with your user ID, the only registration function available is **Is A Person Registered** to check an individual’s registration status.

When you hover over the Registration button, a submenu will appear. The choices on the submenu are:

- Register
- How to Register
- Registration Forms

The last two choices – How to Register and Registration Forms – will take you to other web pages for more information on the particular topic. Click Register from the submenu to access the **Is A Person Registered** function.

**Is A Person Registered?**

After clicking Registration-Register from the Top Row Navigation, you will be directed to a Welcome screen. Click the tab to the right for **Is A Person Registered** to check if an individual’s Social Security Number is on file with the FCSR. An individual must be registered before you can request a background screening.
Enter the Social Security Number (SSN) twice and click the Search button to confirm FCSR registration.

After clicking the Search button, you will see one of two messages in the body of the page.

**Social Security Number: [Redacted] was NOT found in the database.**

The individual with this Social Security Number is NOT registered with the Family Care Safety Registry (FCSR). NOTE: This is not a background screening. A background screening cannot be processed until the individual has completed registration with the FCSR.

If you believe an error has been made and this individual has registered with the FCSR, please provide either the check/money order number used for payment of the registration fee, or the registration number assigned to the individual by the FCSR.

To search for another Social Security Number: Search

or

**Social Security Number: [Redacted] was found in the database.**

This individual is registered with the Family Care Safety Registry (FCSR). Individuals need to register only one time. This is not a background screening.

Eligible employers may obtain current background screening results on registered individuals, at no charge, via the Internet. To learn about requesting background screenings via the Internet, click on the following link: Internet Background Screening: How to Become a FCSR Internet User. Employers may also request background screening results by calling the FCSR toll-free access line at (866) 422-6872 between 8 a.m. and 3 p.m., Monday through Friday, or by completing and submitting an Employer Background Screening Request form.

To search for another Social Security Number: Search

To leave this page, “go home.”
Good Cause Waiver
As with the Registration button in top row navigation, when you hover over the Good Cause Waiver button, a submenu will appear. The choices on the submenu are:

- Waiver Status
- How to Apply
- Waiver Process
- Waiver Forms

The last three submenu items – How to Apply, Waiver Process, and Waiver Forms – will take you to other web pages for more information on each topic. Clicking Waiver Status from the submenu will begin the process to check whether a Good Cause Waiver has been submitted for a registrant.

When you click Waiver Status you will notice the light blue bar at the top of the screen reads Waiver Status. Enter the SSN of the registrant (twice) and click the Search button.

After clicking the Search button, you will see one of two results messages in the body of the page.

A Note about Good Cause Waiver:
An approved Good Cause Waiver lifts the hiring restriction for an individual working in long term care. Learn more at www.health.mo.gov/safety/goodcausewaiver.
Clicking the Waiver Process button will navigate you to a web page that will describe the process.

Clicking the Search button will allow you to conduct a new search to check if a Good Cause Waiver has been submitted for someone else.

Click the More Info button to access an online form to inquire whether a Good Cause Waiver application has been approved.

Complete all required fields. Required fields are noted with an asterisk (*).

Click the Submit button after entering the security text.
After submitting the online form, you should receive the following confirmation.

The Good Cause Waiver functions are available regardless of your log-in status.
Background Screening
As with the Registration and Good Cause Waiver buttons in top row navigation, when you hover over the Background Screening button, a submenu will appear. The choices on the submenu are:

- Initiate Screening
- How to Request Screening
- Screening Process
- Screening Forms

The last three submenu items – How to Request Screening, Screening Process, and Screening Forms – will take you to other web pages for more information on each topic. Clicking Initiate Screening from the submenu will begin the process to request a background screening for an applicant or employee. This process is identical to the process for Background Screening through Tab Navigation. For more information, see Tab Navigation - Background Screening.

Tab Navigation
Tabs open different pages for different tasks in BSEES. As an FCSR Internet user, you have access through tab navigation activities related to Application Main, Background Screening, Print Queue, and Provider.

Application Main
Application Main is your BSEES home page. You can “go home,” by clicking either the Application Main tab or by clicking the FCSR-BSEES Home button on the top row navigation. Navigating home will clear out partially entered information on another page.

Occasionally the FCSR will post an announcement to the Application Main page. The announcement box will only appear if there is a current announcement. A scrollbar will appear if multiple announcements are posted.
Background Screening

Click on the tab for Background Screening, and you’ll notice:

- The light blue bar shows the page name is Background Screening.
- The tab has turned red to indicate it is the active tab.
- There’s a section at the bottom of the page for Messages. Messages are a new feature you’ll see on other pages.

The first page you’ll see is the Responsibility Statement. Click the Agree button after reading the statement.
After you agree to the responsibility statement, you’ll notice the page now has:

- A link to access Is A Person Registered [please click here.]
- A Social Security Number entry field (required)
- A Date of Birth entry field
- A Last Name field (required)
- A First Name field (required)

Enter at a minimum the SSN, Last Name, and First Name of the individual to be screened in the respective fields. Click the Run Inquiry button to request the screening.

**Screening Responses**

After entering the applicant/employee information on the Background Screening page and clicking the Run Inquiry button, you can expect one of three responses:

- A dialog box noting a notification was submitted to your Print Queue.
- A dialog box stating your request was submitted to FCSR for review because information needs to be examined further, and you can expect a response in 1 to 5 business days.
- A dialog box stating your organization has already submitted a screening request on the same individual within a designated time period, and the duplicate entry was not submitted to FCSR for review.
- A dialog box stating FCSR is unable to process the screening because the information as entered was not found.
**Notification Submitted**
If it can be immediately determined that this individual is registered and has no matching findings with any of the data sources checked by the FCSR, you will receive a notification submitted dialog box.

![Notification Submitted](image)

After clicking the OK button in the Notification Submitted dialog box, you will be navigated back to the Responsibility Statement of the Background Screening page.

**Submitted for FCSR Review (1 to 5 Business Days)**
If the individual’s registration information was found in our database but it cannot be immediately determined if there is a finding in his or her background screening, you may receive a message that FCSR staff will examine information from the request and respond in 1 to 5 business days.

![Your Request Was Submitted for FCSR Review (1 to 5 Business Days)](image)

Click the New Search button to return to the Responsibility Statement to start a new online background screening request.

Notifications that can be submitted to your Print Queue will be submitted to your Print Queue electronically within the 1-5 business day timeframe, after FCSR staff complete their review of the screening information.
Already Requested
If anyone from your organization has previously entered an online background screening request on the same individual within the last 7 days and that screening was submitted for FCSR review, you will receive a notification that the duplicate request was not submitted to the FCSR. This message will only appear after receipt of the “Submitted for FCSR Review (1 to 5 Business Days)” message on an earlier background screening request for the same individual.

Unable to Process (Information Not Found)
If the individual is not registered with the FCSR or if the information entered for SSN, Date of Birth, Last Name, or First Name does not match our records, you may receive the Unable to Process (Information Not Found) dialog box. To confirm an individual is registered, click the link to navigate to Is A Person Registered. If you are sure the individual is registered, click the Return button to check for data entry errors. Contact the FCSR if you have any questions.

Click here for frequently asked questions on background screenings.
Print Queue

The Print Queue contains your organization’s electronically delivered notifications of background screening results. You can expect to receive the following notifications electronically:

- Notifications of no findings in an individual’s screening
- Notifications of findings in an individual’s screening without specific information after FCSR staff have reviewed the screening information
- Notifications of findings in an individual’s screening with specific information after FCSR staff have reviewed the screening information for the following sources only:
  - Criminal History
  - Sex Offender
  - Child Abuse and Neglect
- Good Cause Waiver confirmations, if applicable, that you have requested

Notifications of findings in an individual’s screening with specific information for the Department of Health and Senior Services Employee Disqualification List (EDL), Department of Mental Health’s Employee Disqualification Registry (EDR), Child Care licensure records, or Foster Parent licensure records must be completed manually and mailed. These notifications will not be found in your Print Queue.

When you click on the Print Queue tab you will notice:

- The light blue bar shows the page name is Print Queue.
- The tab has turned red to indicate it is the active tab.
- There are two selection criteria choices. Pending Notification(s) is pre-selected.
With Pending Notification(s) selected, click the Search button to see ALL notifications for your organization with a Pending status – meaning they have not been marked as Printed.

Scroll to the right to see additional information about your notifications. Note that the Print Status is Pending (not printed).

Click the View link in the Action column only if you do not want to change the Print Status. The View link is most often used to view notifications already printed that were found through Queue Notification(s).
**Printing Selected Notifications**

After generating print queue search results, click the checkbox(es) to the left of the notification(s) to be printed. All checkboxes selected at any time will print a “batch” containing those letters.

Clicking one checkbox next to a notification will allow you to print a “batch” with a single letter. Click the Print Selected(1) button to create the batch for printing.

Click as many checkboxes as you would like. In this example, you will have created a batch of three letters. Click the Print Selected(3) button to create a batch for printing.

Save time by clicking the top left checkbox (in the heading) to select all available letters for printing. Click the Print All(#) button to create a batch of all letters for printing.
After clicking the Print Selected or Print All button, your batch will be generated as an Adobe Acrobat document.

The notifications have now been marked as Printed. Click the Print button from Adobe Acrobat Reader to complete the printing process. Click the [X] in the uppermost right corner of the window surrounding the notifications to close the batch after a successful printing.

Clicking again on the Search button after printing your batch should confirm there are no more Pending (not printed) letters.

**Maximum Printing Limit**

The maximum batch size ranges from 100 to 200 notifications. If specific information letters—with multiple pages per notification—make up a batch, do not exceed more than 100 letters in a batch. The Print All button will not count more than 200 notifications. Print your organization’s notifications on a regular basis to ensure batch sizes stay within a printable range.
Queue Notification(s)
While the Pending Notification(s) selection criterion presents you with all electronically delivered notifications that have not been printed, Queue Notification(s) allows you to search for a particular electronically-delivered notification, or types of electronically delivered notifications, even if already printed.

Click the checkbox next to Queue Notification(s) and you will see an array of criteria by which to search.

Date Criteria contains two required fields. Select Date Type provides a drop-down box to choose the Date Created, the Date Printed, or Both to find a notification that was either created or printed within the Date Range.

The Date Range is limited to a 7-day time period. You may use any 7-day time period, not just the most recent 7 days. (For example, if today is July 2, 2012, you can search for notifications in a 7-day window of April 9 – 14, 2012.) You can enter a date range fewer than 7 days—even enter the same date in the From and To fields to search within a one-day timeframe.

As an example, if you select Date Type as “Both” and a Date Range of 01/02/2012 to 01/09/2012 and click the Search button now, you will receive a list of all electronically delivered notifications for your organization either created or printed during that range of time, if any are available fitting that criterion.

You may further refine your search by selecting another filter or combination of filters, including Notification Type or Group Notification Type, Print Status, and/or Registrant Specific.
choice of any or all of the remaining filters is optional, but may help you narrow down a search for past notifications delivered electronically.

**Search for Notifications by Type**

After you have chosen to Queue Notification(s), selected the Date Type and the Date Range, you may decide to add an optional filter to search for all notifications of a particular type. There are different choices under “Notification Type” than there are under “Group Notification Type.” Please select only one of these choices at a time. Selecting both a Notification Type and a Group Notification Type may produce no search results.

Under Notification Type the drop-down list contains selections for:

- **BKG SCREENING RESULTS INQUIRER** (Notifications of no findings)
- **CAN INQUIRER** (Specific information for Child Abuse/Neglect findings)
- **CRHX INQUIRER** (Specific information for Criminal History findings)
- **EDL INQUIRER** (Specific information for Employee Disqualification List findings)
  - *EDL notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the mailed copy for specific information on the finding.*
- **EDR INQUIRER** (Specific information for Employee Disqualification Registry findings)
  - *EDR notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the mailed copy for specific information on the finding.*
- **FP INQUIRER** (Specific information for Foster Parent licensure findings)
  - *FP notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the mailed copy for specific information on the finding.*
- **GCW CONFIRMATION INQUIRER** [*Not pictured*] (Confirmation provided when requested that an individual’s Good Cause Waiver is in good standing, if applicable)
  - Refer to [Good Cause Waiver](#) for information on requesting this notification.
- **SCCR INQUIRER** (Specific information for Child Care licensure findings)
  - *SCCR notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the mailed copy for specific information on the finding.*
- **SOR INQUIRER** (Specific information for Sex Offender Registry findings)
If you choose to filter Queue Notifications by Group Notification Type, your choices are:

- **NO DETAILS INQUIRER**
  (Background screening result notifications that do not have specific information)

- **DETAILS INQUIRER** (All specific information background screening result notifications—a combination of any CAN, CRHX, EDL, EDR, FP, SCCR, and SOR specific information notification sent to your organization electronically.)
  - As a reminder, EDL, EDR, FP, and SCCR notifications are not fully automated. This search will only provide a cover letter and blank form for each of those types of notifications. Refer to the respective mailed copy for specific information on any findings.

After making a selection from one of either notification types, you may also choose another filter to narrow down your search, if desired.

### Search for Notifications by Print Status
You may select the optional filter for Print Status by itself or in combination with a notification type search or a search for a notification regarding a particular registrant. The choices for print status are Pending and Printed. Use one of these selections if you want to limit your search results to include either notifications not yet marked as printed (Pending) or notifications that had previously been printed.

### Search for Notifications for a Particular Registrant
You may select the optional filter for a Registrant Specific search by itself or with a notification type search or a print status search. Click the checkbox next to Registrant Specific, and entry fields for a Social Security Number will appear. Entering an SSN here will limit your search to only the notifications produced for a particular employee or applicant (i.e., registrant).

Click here for frequently asked questions on receiving notifications.
Click here for frequently asked questions on the print queue.
Provider

The Provider tab is where you’ll check information about your organization on file with the FCSR. Some of the information in this page was provided by a member of your organization. Some information may have been assigned by the FCSR, such as an identifying number. You will have access to make changes to some types of information. For other changes you will contact the FCSR.

Click on the Provider tab and you’ll notice:

- The light blue bar shows the page name is Provider.
- The tab has turned red to indicate it is the active tab.
- Below the FCSR contact information is your organization’s information.

A Note about Internet User(s):
Scroll to the right to review the Internet User List for the names of staff members with your organization who have access to request background screenings and print letters. Contact the FCSR if users listed are no longer employed.
If you hold your cursor over your organization’s name in the Provider Name(s) field, it becomes a link you can click on. Click on the link for your organization’s name. An overlay screen will appear. On this screen you’ll notice:

- The navy blue bar at the top shows the page name is Provider Information.
- A scroll bar to the right allows you to move down the overlay page.
- Headings on the left correspond to information to the right.
- If you move your cursor over the headings on the left, some of them will become links you can click on. The headings that become clickable links contain information you can update.

This example contains both actual and improvised data.

Only long term care providers will see a section on this page for Employee(s).

A Note about Email Addresses:
If you enter an email address here, the FCSR may use it to deliver certain types of correspondence to your business (other than background screening results) via encrypted email.
The left-column heading for Main Contact Information allows you to view and update information on your organization. The information heading for Employee(s), if available, allows you to view and update hiring status information about job applicants or employees you have screened through the FCSR. Information in the Employee(s) section assists the FCSR in reporting generalized long term care provider hiring information to federal agencies.

**Updating Information about Your Organization**

From the Provider Information overlay page, click on the left-column information heading for Main Contact Information. You will be navigated to a new page for data entry. On this page you’ll notice:

- You entered the page focused on the information corresponding to the heading link you clicked—Main Contact Information.
- You can scroll and see other areas of the page, but fields you cannot edit are in gray text.
- Fields you can edit show in black text once an entry is made.
- The light blue bar at the top shows the name of the page is Provider Maintenance.
- There are no tabs showing below the page name for this secondary page that is part of the Provider tab. (You’ll use buttons at the bottom of the screen.)

![Image of Provider Maintenance Page](image)

This example contains both actual and improvised data.

The next page displays an example of the full Provider Maintenance Page.
If corrections are needed for any information in gray text, contact the FCSR for changes. This includes:

- Organization (Provider) Name
- Provider Type(s) (including which type is considered primary)
- Provider Identifiers (if any)
- Business address

You can update fields in black text, including:

- Main Contact Person Name and Title
- Telephone
- Fax
- Email (Optional)

Click the Update Provider button to save changes. Clicking the Return button will navigate you back to the Provider Information Overlay without saving any changes.

This example contains both actual and improvised data.
After leaving the Provider Maintenance page by either clicking the Update Provider button to save any changes or clicking the Return button without making or saving changes, you are navigated back to the Provider Information Overlay.

Click the Return button on the Provider Information Overlay if you are ready to leave this screen.

However, if your organization is a long term care provider, before leaving the Provider Information Overlay, you may update hiring information on job applicants or employees you have screened through the FCSR.

Updating hiring information is not required at this time.
Updating Information about Applicants/Employees Screened (Long-Term Care Providers Only)
Instructions for updating hiring information on job applicants or employees whom long term care providers have screened through the FCSR will be provided at a later date.

Click here for frequently asked questions on BSEES provider information.
Frequently Asked Questions

The following answers to frequently asked questions (FAQs) may clarify the instructions presented in this user guide. The questions have been sorted by topic.

General FAQs

What if I don’t have my own user ID and password?
Go to http://health.mo.gov/safety/fcsr/forms.php and scroll down the page to the section on Internet Access for Providers to find the form(s) needed to request access to BSEES, or call FCSR toll-free at (866) 422-6872 to request the form(s). Never use a user ID or password that was issued to someone else. (Never let anyone else use your user ID or password, either.)

Which web browsers can I use with BSEES?
BSEES works best with Internet Explorer version 8 or higher. You can download this free software from http://windows.microsoft.com/en-US/internet-explorer/downloads/ie. If you use a different web browser, such as Chrome, Firefox, or Safari, you may not be able to successfully navigate to all the BSEES pages.

Why don’t the features of the webpage look right when I use Internet Explorer?
You may need to use Compatibility View to ensure search result headings appear and buttons are properly aligned on the webpage.

Option 1: The address bar may display a Compatibility View icon, which looks like a torn sheet of paper. Click the Compatibility View icon and see if that helps.

Option 2: Add our website to Compatibility View settings. Click Tools from the menu bar or click the gearwheel icon. From the Tools menu, select Compatibility View settings. In the Change Compatibility View Settings dialog box, type “mo.gov” and click the Add button. Click the Close button to exit the dialog box.

Why don’t I get the Continue button when I start a registration?
BSEES was designed for the individual to submit their own registration information. When the system recognizes that you are logged in as an employer, you will not be able to complete a registration. Feel free to call the FCSR toll-free at (866) 422-6872 with any questions about this.
Why does the BSEES screen “flash” when I open it?
A “flashing” BSEES screen indicates you have BSEES open in more than one Internet Explorer window, which could cause loss of information. Close all Internet Explorer windows, then open Internet Explorer again and navigate back to BSEES.

Go to the Main Page and Log In section.

Notification FAQs
Will notifications with no findings show the name of my organization?
Yes. In BSEES letters are consistently formatted and show the name of the organization and the individual who requested the screening.

If I receive the 1-5 day message after running a screening, how will I receive the notification?
The notification will be delivered electronically to your Print Queue after an FCSR staff member has processed it (in the 1-5 business day timeframe), except in the case of specific information letters for the following non-automated findings to be mailed:
- Child Care Licensure (SCCR) or Foster Parent Licensure (FP)
- Employee Disqualification List (EDL) or Employee Disqualification Registry (EDR)

Go to the Print Queue section.

Print Queue FAQs
Will I be able to print or view notifications for screenings run by a coworker?
Yes. As long as both employees have an FCSR user ID and password, each can view or print notifications delivered electronically to your organization. For example, if Jane Doe and John Smith each have access to BSEES as employees of XYZ Nursing Facility, John can log in and print notifications of screenings results for employees or job applicants with XYZ Nursing Facility while Jane is on vacation.

Can I find notifications in the Print Queue that you sent me in the mail?
You will not find notifications that were sent by mail prior to the date your organization was transitioned to BSEES or was granted online access to BSEES. Call the FCSR toll-free at (866) 422-6872 if you have questions about notifications sent to your organization prior to the date your organization was added to BSEES.
You will find incomplete notifications if you use Queue Notification(s) to search for background screening result notifications for Employee Disqualification list (EDL), Employee Disqualification Registry (EDR), Child Care Licensure (SCCR), or Foster Parent Licensure (FP) findings.

Why won’t my notification or batch of notifications open up to print?
There may be a setting on your computer interfering with the generation of a notification. Before contacting the FCSR, check the following items:

- Ensure you have the latest version of the free Adobe Acrobat Reader software. If needed, go to www.adobe.com to download it again.
- Disable Pop-up Blockers for the BSEES website. If you use Internet Explorer (recommended), go to Tools – Pop-up Blocker – Popup Blocker Settings. Add “*.dhss.mo.gov” as an exception to allow Pop-ups. Click the Close button after adding our web address as an Allowed Site.

After checking these items, reboot your computer and try the notification again. If you are still having problems opening notifications, call the FCSR toll-free at (866) 422-6872.

Why do I get a blank, white window when I try to print letter(s)? I’ve printed letters before with no problem.
Your Adobe Acrobat Reader software may have updated, but didn’t sync up with a needed Adobe Flashplayer update. Go to http://get.adobe.com/flashplayer to download the latest version of that free software. After the update, you may need to reboot your computer and try the notification again. If you are still having problems opening notifications, call the FCSR toll-free at (866) 422-6872.

Why do I get a blank window with a dark background when I try to print letter(s)? I’ve recently upgraded to Windows 10.
You may not be using Internet Explorer to access BSEES. Windows 10 offers the Edge browser. The icon for the Edge browser looks very much like the icon for Internet Explorer, so many users don’t realize they are not actually using Internet Explorer. If you have Windows 10, use the search bar in your task bar to search for “Internet Explorer.” Open Internet Explorer from that search, and log into BSEES again. You should be able to search for your letter(s) again. If you may need to search using Queue Notification(s).)
Why do I have 200 notifications in my Print Queue? (I found this number by clicking the checkbox in the corner of the list to Select All Pending Notifications.)
You may actually have more than 200 pending notifications, since the BSEES PrintAll or PrintSelected buttons don’t count past 200. BSEES keeps the status as Pending until you go to the Print Queue, search for notifications, select the checkbox(es) next to the notification(s) to be printed, click the print button, and a “batch” is generated. If you viewed copies of notifications without going through this process, the Print Status did not get changed. To reduce the number of pending notifications, go through the print process now with 200 or fewer notifications in a batch. Refer to Printing Selected Notifications to refresh your memory, if needed.

Go to the Print Queue section.

Background Screening FAQs

Why do I receive an Information Not Found message after requesting a background screening for a person I’m sure is registered?
The information you entered may not match what we have on file for that person. First check that the information was correctly entered in the appropriate fields on the Background Screening page. If that is not the problem, call the FCSR toll-free at (866) 422-6872. Many times the person has not informed the FCSR of a name change, and may need to do so before a screening can be conducted.

Why do I receive a 1-5 Day message after requesting a background screening for a person I’m sure is registered?
Some background screening requests have to be submitted to FCSR for staff review. The person being screened may have a name that almost matches a record on file. Or the connection to one of the screening databases could have been interrupted. If you receive a 1-5 day message, the screening request went to a worklist and will be processed in the order received. Rest assured that this was not an error message, and there is no need to immediately re-enter the same background screening request.

Go to the Print Queue section.

Why do I receive an Already Requested message after requesting a background screening for a person I’m sure is registered?
You will receive an Already Requested message if someone from your organization with access to BSEES has requested a screening on that individual within the past 7 days (and at that time received a “Submitted for FCSR Review (1 to 5 Business Days)” message). FCSR staff will process the earlier background screening request in the order received, and send the background screening results notification to your print queue or by mail.
Provider FAQs

How do I see who from my organization currently has a user ID and password to access BSEES?
Log into BSEES and click the Provider tab. Scroll to the right to view the Internet User List. You may need to click on the “View Internet Users” link to see all the names. Notify the FCSR if access should be deleted.

Go to the Provider section.