



FAMILY CARE SAFETY REGISTRY

*First-Time Online Access User Instructions and
Frequently Asked Questions*

In this document you will find:

- [IMPORTANT Notes for Online Users](#)
- [Logging in the First Time](#)
- [BSEES Screening Request Responses](#)
- [Frequently Asked Questions](#)

Questions?

**Call the Family Care Safety
Registry (FCSR) at**

866-422-6872.

Weekdays 9:00 a.m. – 3:00 p.m.

IMPORTANT Notes for Online Users

- [Sharing User IDs and Passwords](#)
User IDs and passwords **must not be shared** among staff. You cannot log in and allow another person to work in BSEES under your user ID and password. Each individual must have their own unique user ID and password. Sharing of user IDs and passwords may result in your access being revoked, the termination of the memorandum of agreement with your provider organization, and possible legal action.
- [Remaining Active](#)
Log on at least once every 30 days in order to update your password. Failure to do so could result in your BSEES account being locked and eventually deleted for inactivity.
- [User Guide](#)
Refer to the BSEES Instructions for Internet Users, or [User Guide](#), for instructions on how to use BSEES to request background screenings, print electronically delivered notifications, and update your organization's contact information for our records.
- [Organization Name or Address Changes](#)
If there is a change in your organization's name or a change in the ownership of your organization, a new Memorandum of Agreement must be submitted. If there is a change to your organization's address, call the FCSR toll-free at (866) 422-6872, weekdays (excluding state holidays) between 9:00 a.m. – 3:00 p.m.
- [User Employment Status Changes](#)
You and your organization are responsible for notifying the FCSR if you have a change in employment status so that your BSEES access can be removed. A new access form must be submitted for any new employees needing access to BSEES on behalf of your provider organization.

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Logging in the First Time

Use the emailed user ID (username) after access is granted to log into the Family Care Safety Registry (FCSR) online Background Screening and Employment Eligibility System (BSEES) to run background screenings and print electronic result letters.

Please follow these steps to log in for the first time and (re)establish your password:

1. Go to the FCSR BSEES [Online Background Screening Login](#) page.
2. Make sure CAPS LOCK on your keyboard is *off*. User IDs and passwords are case sensitive. The typed text will appear in caps but ensure CAPS LOCK is *off* on your keyboard.
3. From the FCSR BSEES Welcome screen, **click** the Log In link in the upper right corner.
4. Click the Yes button on the Log In box that asks if you wish to continue with the Log In process.
5. A screen appears for Login Information:
(**REMINDER:** Make sure CAPS LOCK on your keyboard is *off*.)
 - a. Username box - **Enter** the user ID provided to you on the emailed notice.
 - b. Password box - **Enter** the first initial of your first name, first initial of your last name and the last 4 digits of your social security number. Use capital letters for your initials (example: JD1234). This is your temporary password.
 - c. **Click** Login
6. The Password Expired Change box appears:
 - a. Username box - If your user ID is not already in this box, **re-type** it.
 - b. Old Password box—**Enter** your temporary password (capital first initial of your first name, capital first initial of your last name and the last 4 digits of your social security number).
 - c. New Password box—**Create** a new password. Your new password must:
 - Be 6-8 characters in length.
 - Begin with a capital letter.
 - Include a number (the number cannot be the first character).
 - Not contain anything from your user profile (i.e., prior names, business name, etc.).
 - d. Confirm New Password box—**Re-type** your new password.
 - e. **Click** Login. (If you get a notice asking if you would like Windows to remember your password, select **NO** to avoid problems when the password expires in 30 days.)

You will need to **log in every 30 days to update your password**. Failure to do so will result in your account being locked.

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BSEES Screening Request Responses

As detailed in pages 15-19 of the BSEES Instructions for Internet Users, or [User Guide](#), you will receive one of these four responses after requesting a background screening online:

- **Notification Submitted**
A ***Notification submitted to the print queue*** message indicates a clear screening could be immediately determined without FCSR staff review. Results will be delivered to the Print Queue.
- **Your Request Was Submitted for FCSR Review**
A ***Submitted for FCSR Review*** message states FCSR staff must review the screening. Results will be delivered to the Print Queue or emailed/mailed after FCSR staff complete the screening determination.
- **Already Requested**
An ***Already Requested*** message indicates your organization previously entered a screening request on the same individual within the last 21 days and that screening was submitted for FCSR review. The duplicate request will not be submitted for review. Please check your print queue for your previously requested screening result letter.
- **Unable to Process (Information Not Found)**
An ***Unable to Process*** message indicates the screening could not be processed for one of a number of reasons. This message may contain a tailored message in red/bold font regarding the issue. The screening request must be resubmitted after the issue has been resolved. Contact the FCSR at 866-422-6872 if you have questions about this message.

Instructions for Online Users (User Guide):

<http://www.health.mo.gov/safety/fcsr/pdf/userguide.pdf>

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Frequently Asked Questions

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What is online access for providers?

Caregiving providers may request online access to background screening information through the Family Care Safety Registry (FCSR) Background Screening and Employment Eligibility System (BSEES). Screening information must be used for employment purposes as defined in [Section 210.921.1, RSMo.](#) Users will be able to request background screenings online, print electronically delivered notifications, and update the organization's contact information.

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Who is eligible to get online access?

Individual employees of a care provider may request access. These individual employees of the organization will be responsible for making background screening requests and receiving electronic result letters through BSEES. Screening information must be used for employment purposes as defined in [Section 210.921.1, RSMo.](#)

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What if my organization is not licensed or contracted through a Missouri state agency?

If the provider is not licensed or contracted through a Missouri state agency and does not correspond with any of the organization types listed on the [Memorandum of Agreement \(MOA\)](#) attachment, a letter must be submitted with the MOA noting what services the organization provides and how the individuals to be screened act as child care, elder care, or mental health care workers per [Section 210.900, RSMo.](#)

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Are background screening agencies eligible for online access?

If you are a background screening agency wanting to request screenings on behalf of a caregiving provider, contact the FCSR toll-free at 866-422-6872, weekdays (excluding state holidays) between 9:00 a.m. – 3:00 p.m. for information about obtaining a Delegation Agreement.

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How do I apply for online access?

Complete and return the following forms:

- [Memorandum of Agreement \(MOA\)](#) and its attachment for the organization. This MOA only needs to be submitted once for the organization and will remain on file if approved.
- [Online Background Screening Access/Security Request](#). This form should be submitted for each new user who will be requesting background screenings.

Please see How to Become an FCSR Online User for additional information.

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Does our organization have to submit a MOA each time we add a new user?

The MOA only needs to be submitted once. It will remain on file if approved and will be utilized for each subsequent user who will be running screenings on behalf of the organization.

A new MOA is required if the organization changes its name or the ownership of the organization.

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Can I run screenings for multiple organizations?

Yes, a single user may have what is commonly referred to as “dual access” for multiple providers. A separate [Memorandum of Agreement](#) must be approved and on file for each site. The user will log out and back in again to specify the site for which they will request background screenings and retrieve result letters.

While only one [Online Background Screening Access/Security Request](#) is needed, the user must list each provider name in the Comments section of this form.

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Is there a limit to how many users my organization can have?

There is no limit to the number of users with online access under a single provider.

If the organization only has a single user, it is recommended they have at least a back-up user in the event the main user is out for an extended period of time.

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How long will it take for my online access to be approved?

Applications are processed in the order received. Please allow adequate time for the organization and the user to be established with the multiple systems and databases utilized by the FCSR. If your organization has not previously had online access through the FCSR, you may make background screening requests by telephone or form while your application is pending.

To check on the status of an application, you may contact the FCSR toll-free at 866-422-6872, weekdays (excluding state holidays) between 9:00 a.m. – 3:00 p.m.

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How will I be notified if my online access is approved?

New users will be emailed a notice of the online access approval. This notification will contain the user ID, instructions for logging in the first time, and other helpful information.

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How do I get logged into BSEES for the first time?

New users will be emailed a notice of the online access approval. This notification will contain the user ID and instructions for logging in the first time.

These login instructions can also be found in the [Logging in the First Time](#) section in this document.

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Can I share my user ID and password with someone?

No. Online users must not share their user ID and password with anyone, nor can users log in and allow another person to work under their user ID and password. Each individual must have his or her own unique user ID and password. Sharing of user IDs and passwords may result in the access being revoked, the termination of the Memorandum of Agreement, and possible legal action.

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How do I ensure my access remains active?

To ensure your online access remains active, you must log in to update your password every 30 days. Failure to update the password monthly will result in the account being locked and eventually being deleted for inactivity.

If your access does happen to go inactive, a new [Online Background Screening Access/Security Request](#) form will be required to reactivate.

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I got locked out. How do I reset my password?

Contact the FCSR toll-free at 866-422-6872, weekdays (excluding state holidays) between 9:00 a.m. – 3:00 p.m. Please be at your computer and at the BSEES login screen when calling.

New passwords must:

- Be 6-8 characters in length.
- Begin with a capital letter.
- Include a number (the number cannot be the first character).
- Not contain anything from your user profile (i.e., prior names, business name, etc.).

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Should I allow Windows to remember my password?

No. If you get a notice asking if you would like Windows to remember your password, select **NO** to avoid future problems when the password expires.

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What information can be found in the User Guide?

The [User Guide](#) contains detailed information about BSEES, logging in, navigating BSEES, requesting background screenings, and accessing notifications. It provides visual depictions of BSEES and numerous tips and tricks to help you effortlessly utilize the system.

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How are background screening result letters delivered with online access?

Many of your background screening results will be delivered electronically and can be retrieved through the Print Queue. *Some letters may still have to be mailed or emailed.*

Please review the [User Guide](#) for additional information on:

- pages 20-27 to learn more about the Print Queue.
- pages 34-35 to learn how to manage pop-up blockers in BSEES.

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What do I do if my organization's information has changed?

If the organization's name has changed or there is a change in ownership, a new [Memorandum of Agreement](#) will be required.

If the organization's mailing address or email address has changed, please call the FCSR toll-free at 866-422-6872, weekdays (excluding state holidays) between 9:00 a.m. - 3:00 p.m.

Limited contact information can be updated by the user through the Provider tab in BSEES.

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What do I do if my name has changed?

A new [Online Background Screening Access/Security Request](#) will be needed if your name changes. Please provide the new and old name in the Comments section of this form.

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Should I notify FCSR when an online user's employment status has changed?

Yes. If the user no longer works for your organization or will no longer be using the online access, please notify the FCSR by calling toll-free at 866-422-6872, weekdays (excluding state holidays) between 9:00 a.m. - 3:00 p.m. or email at fcsr@health.mo.gov with the request to remove the user and the user's name.

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Is there a list available where I can see all of the users with online access for my organization?

Yes. There is a listing of active users with online access for your organization under the Provider tab in BSEES. It is recommended to occasionally review this list to determine if anyone needs to be removed. If a user can be removed, please call the FCSR toll-free at 866-422-6872, weekdays (excluding state holidays) between 9:00 a.m. - 3:00 p.m. or email fcsr@health.mo.gov with the request to remove the user and the user's name.

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