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Governor

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SUBJECT: **Instructions for Completing Employment Related Child Protective Screening**

The InforME portal for online Employment Related Child Protective Screening can be found at www.maine.gov/online/cpsbackgroundcheck. The following information will help you complete the request process. If you need additional support, contact the Background Check Unit at 207-624-7965.

What you will need:
1. A signed authorization form for subjects, **OR**
2. Subjects information including current legal name, previous name(s), date of birth, address, and email address.
   a. This option will allow the Background Check Unit to email the subject(s) directly to obtain authorization to perform the requested background check.

Note: Pay particular attention to the spelling of the individual's name. Results will be provided based on the spelling provided.

Payment options:
1. Credit card (Visa, MasterCard, Discover, or American Express)
2. InforME Subscriber Account
   a. Allows for monthly billing options using direct debit from a credit or debit card or a checking account

How to request background checks:
   Go to www.maine.gov/online/cpsbackgroundcheck and select your payment method.
   a. If you choose Credit Card, move to next section.
   b. If you choose InforME Subscriber Account, you must sign in now. Please see below for uploading instructions.

How to request background checks using a Credit Card:
1. Space for four (4) individuals will come up automatically. Click "Add 4 Additional Subjects" each time you need to enter more subjects.

Note: The portal will only allow a maximum of 32 subjects to be submitted at one time.
2. Ensure you enter all information marked with a red asterisk – First Name, Last Name, Date of Birth, and Address. If subjects have previous first or last names, or any suffixes, ensure those are entered as well.
3. Once you have filled in all the information for the subject(s), click continue.
4. This will bring you to a page to select whether the individual(s) have already completed an authorization, or if they will be completing it via email.
   a. If they have completed the authorization, please click "I will upload an authorization file if selected." Ensure the document is saved using the following format: First Name, Middle Name/Initial, Last Name, Suffix, Data of Birth (MM/DD/YYYY), Maiden/Previous Married Last Name 1, Previous Married Last Name 2, Town of

Address. Subject information should be separated by commas. **Please note that you must use the 4-digit birth year**. For example:

- Joe,Q,Public,Jr,11/2/1945
- Jane,Q,Public,2/28/1950,Doe,Person,Augusta

Note: Files must be 1MB or less. If you receive an error due to file size, you will need to reduce the file size before uploading. Select "Reduce File Size" in the save dialog box dropdown.

    b. If the individual(s) will be completing the authorization via email, **please double check the email to ensure it is correct.**

5. Once you have selected an option for each subject, click continue.
6. Choose how you wish to receive the results of the background checks. You may choose to receive them by mail or email.
7. Once this has been completed, click Review.
8. Review all information to ensure that it is correct. Once you have confirmed your information is correct, click Submit Payment.
9. Enter your credit card information, please double check all your information is correct before clicking Submit Payment.
10. Confirmation page. Make sure you save your transaction number for future reference.

To Enter Each Subjects Information Individually using your InforME Subscriber Account:
1. Space for four (4) individuals will come up initially. Click "Add 4 Additional Subjects" each time you need to enter more subjects.

Note: The portal will only allow a maximum of 32 subjects to be submitted at one time.

2. Ensure you enter all information marked with a red asterisk – First Name, Last Name, Date of Birth, and Address. If subjects have previous first or last names, or any suffixes, ensure those are entered as well.
3. Once you have filled in all the information for all the subject(s), click continue.
4. This will bring you to a page to select whether the individual(s) have already completed an authorization, or if they will be completing it via email.

    a. If they have completed the authorization, please click "I will upload an authorization file if selected". Ensure the document is saved in the following format: First Name, Middle Name/Initial, Last Name, Suffix, Data of Birth (MM/DD/YYYY), Maiden/Previous Married Last Name 1, Previous Married Last Name 2, Town of Address. Subject information should be separated by commas. **Please note that you must use the 4-digit birth year**. For example:

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      b. If the individual(s) will be completing the authorization via email, **please double check the email to ensure it is correct.**

5. Once you have selected an option for each subject, click continue.
6. Choose how you wish to receive the results of the background checks. You may choose to receive them by mail or email. Review all your agency information to ensure it is correct.
7. Once this has been completed, click Review.
8. Review all information to ensure that it is correct. Once you have confirmed that it is correct, click Confirm Order & Submit Payment
9. Verify that you will be using your InforME account to pay for the background checks requested.
10. Click Submit Payment. This will bring you to your confirmation page. Make sure you save your transaction number for future reference.