Iowa Division of Criminal Investigation

# SING Instruction Guide

Single Contact Repository

October 2024

| YOUR AGENCY IDENTIFIERS | |
|---|---|
| **SING ID:** | |
| **SING Password (Pin #):** | |
| **Billing Account Number:** | |

**Please read through these instructions entirely and save them for future reference.**

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# General Information

SING provides authorized agencies internet access to Iowa Criminal History, Iowa Sex Offender Registry, Iowa Central Abuse Registry and Professional License information if authorized to receive this information. The information you receive from SING is to be used for official purposes only and is not to be shared for any other purpose.

The SING User will enter the required search criteria and select which databases are being requested. Once the request is submitted, the selected databases will be checked. An immediate response for each database selected is provided, indicating that there is nothing found in the database or if further research is required. If nothing is found, your search is complete for that particular database. If further research is required, the User will receive a message with further steps to be taken, depending on which database is needing further research. The fee per request is either deducted from an already established pre-paid Billing Account or the User will provide a credit card number as payment for each SING request.

# Databases

## Iowa Child Abuse (CA) and Dependent Adult Abuse (DAA) Registries

- Iowa Department of Human Services database
- Access through SING allowed to authorized users only-determined by DHS
- Confidential and may only be re-disseminated as provided by law
- Requires DHS Form 470-3767 Access to Confidential Abuse Information and Non-Redissemination Agreement
- Requires DHS Form 470-3301 Authorization for Release of Child and Dependent Adult Abuse Information
- Must check “Abuse Registries Check” box when performing a SING request
- Child Abuse is referred to in SING as its Database Code: CA or CHI
- Dependent Adult Abuse is referred to in SING as its Database Code: DAA or DAR

## Iowa Sex Offender Registry (SEX or SOR)

- Iowa Division of Criminal Investigation database
- Available to all users
- Must check “Sex Offender Check” box when performing a SING request

## Iowa Criminal History Records (CCH)

- Iowa Division of Criminal Investigation database
- Available to all users
- Iowa Criminal History Record Check Request Form DCI-77 (Page 2) must be used for release authorization
- Release Authorization is not required; without a Release Authorization information DCI can release is limited
- Without the Release Authorization you **WILL NOT RECEIVE the following:**
    - Deferred judgments where probation has been successfully completed, and/or
    - Arrest information older than 18 months where DCI has not received a disposition from the court

# Fees and Payment Options

## Fees

- $15 if checking ALL databases including:
    - Criminal History AND
    - Sex Offender Registry
    - Abuse Registries (Child Abuse, Dependent Adult Abuse) OR
    - Professional Licenses
- $15 if checking Criminal History Only
- $15 if checking Criminal History and Sex Offender Registry
- $2 if checking Abuse Registries, Sex Offender Registry and/or Professional License only

## Billing Account

- User must establish a Billing Account
    - Pre-paid Account
        - $200 minimum deposited into account; fees are deducted as requests are made
    - Pay for each request via credit card as each request is made

# Agency Identifiers

## SING ID

- Assigned identification number to log on to SING
- Must keep track of this for identification purposes

## Pin # (Password)

- Assigned password used with SING ID to log on to SING
- Call the OCIO Service Desk (800-532-1174) to receive or reset your password
- Passwords will only be provided to the individual and phone number listed on the account

## Billing Account Number

- Assigned number used by DCI to track payment for SING activity
- Must keep track of this for identification purposes

## Resources for SING Users

## Your Agency Identifiers

****You must keep track of these identifiers for identification, login and payment purposes****

| | |
|---|---|
| **SING ID:** | |
| **SING Password (Pin #):** | |
| **Billing Account Number:** | |

## SING Website: https://www.iowaonline.state.ia.us/SING/

## Contacts

***Please note that several agencies are involved in SING. You must contact each separate agency with inquiries related to its specific database/function**

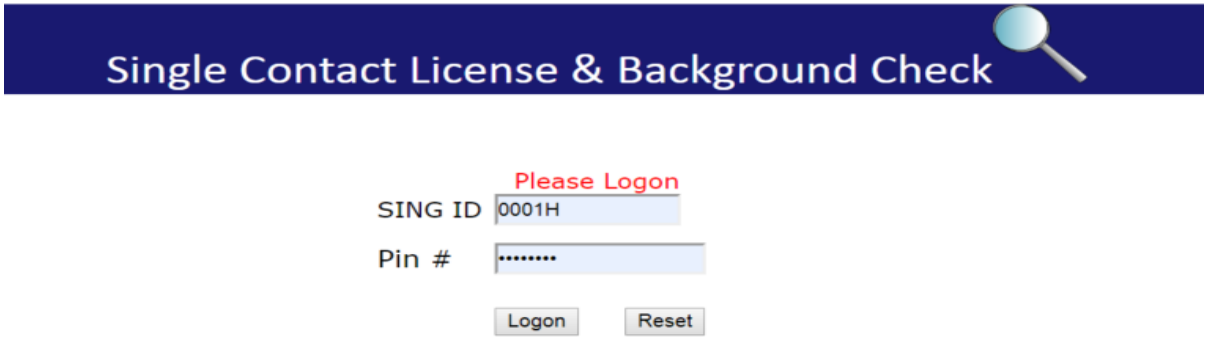
| | |
|---|---|
| **OCIO Service Desk-Technical Support** | |
| *SING password-new and reset | Phone: 800-532-1174 |
| *Technical support for SING | Email: https://help.iowa.gov/ |
| **DCI-Criminal History or Payment** | |
| *Provides Iowa Criminal History results<br>*Assigns SING ID and Billing Account<br>*Maintains Billing Account Activity | Phone: 515-725-6066<br>Email: dciaccounts@dps.state.ia.us |
| **DCI-Sex Offender Registry** | |
| *Provides Iowa Sex Offender Registry results | Phone: 515-725-6050 |
| **DHS-Abuse Registries** | |
| *Maintains Child Abuse Registry<br>*Maintains Dependent Adult Abuse Registry | Phone: 515-362-7404<br>Email: dhsabuseregistry@hhs.iowa.gov |
| **DHS-Record Check Evaluations** | |
| *Evaluates SING results for employment suitability determination | Phone: 515-362-7420<br>Email: iowarce@hhs.iowa.gov |
| **Iowa Board of Nursing** | |
| *Maintains Iowa Nursing Licenses | Phone: 515-281-3255 |
| **Professional Licensure** | |
| For inquiries on individuals licensed by the Bureau of Professional Licensure | Phone: 515-281-0254 |

# SING Operating Instructions

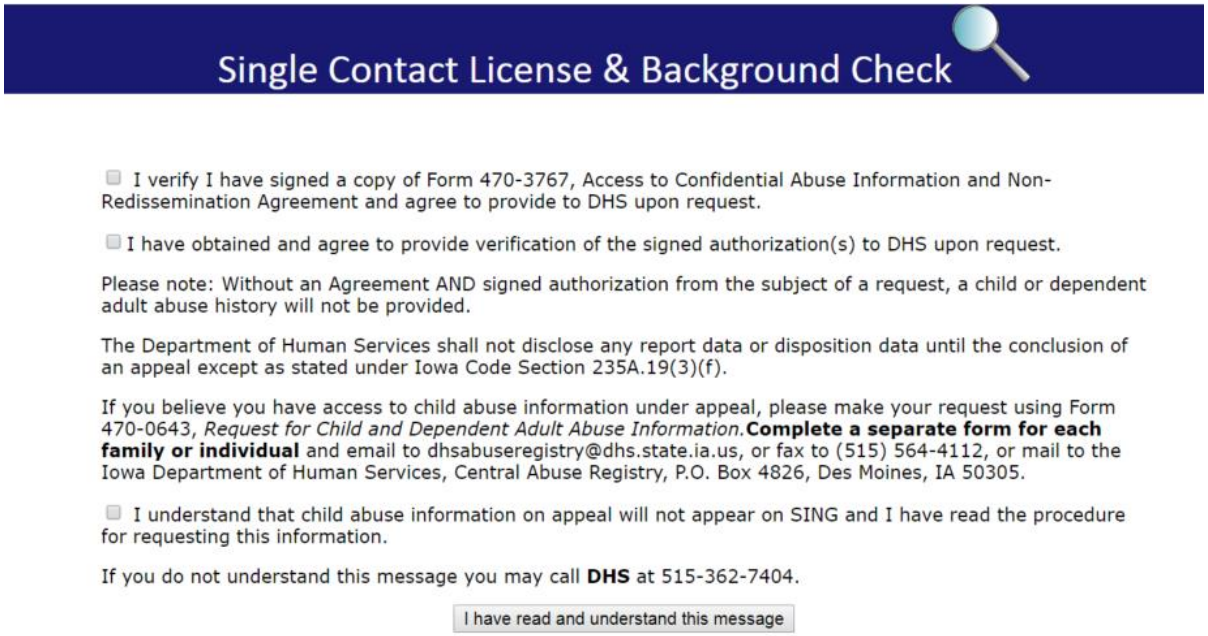
## SING Website: https://www.iowaonline.state.ia.us/SING/

### Logging In and Performing a SING Request

1. Log in to SING with assigned SING ID and password (see Page 3 of these instructions)

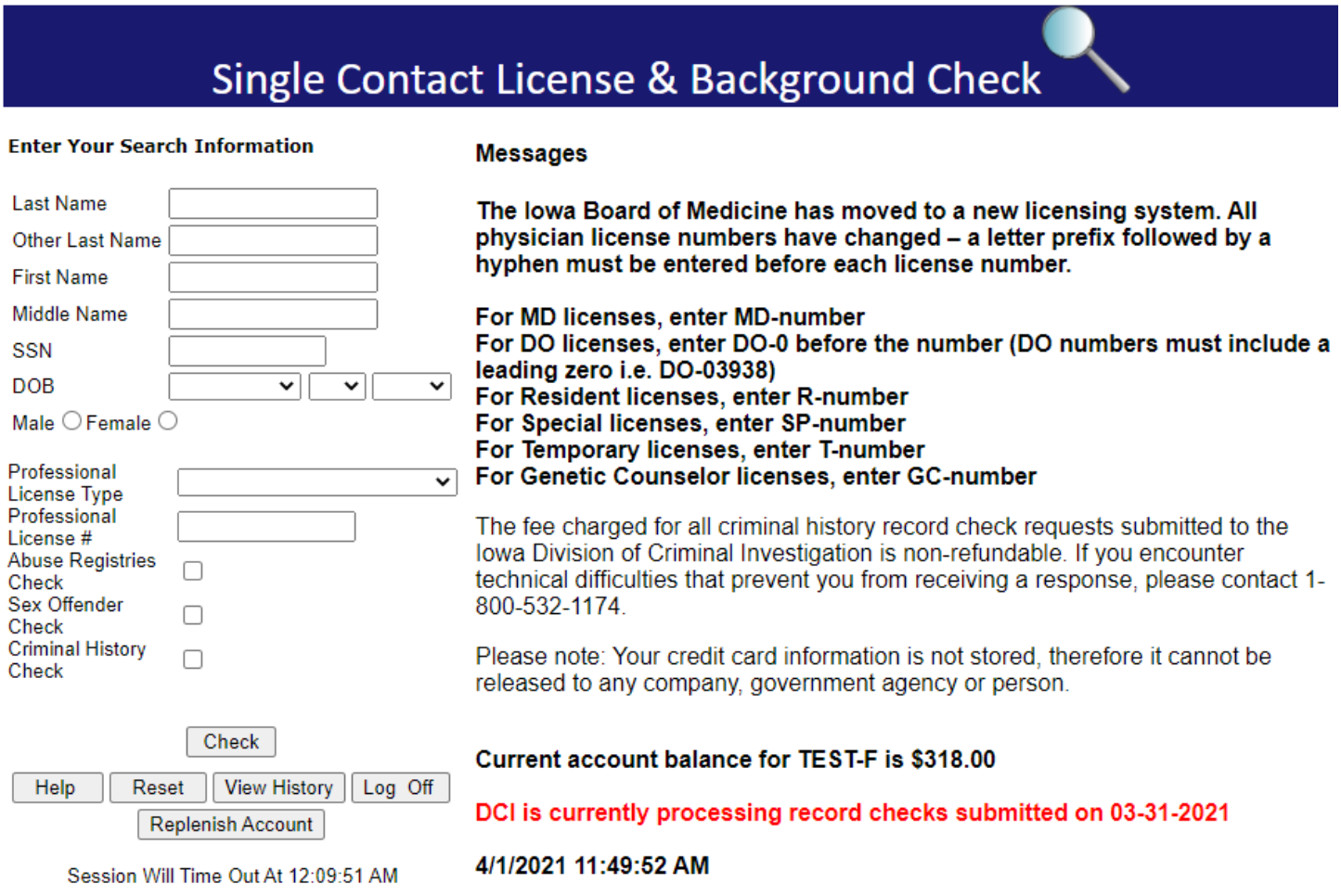



2. If allowed access to DHS Abuse Registries the following message will appear
   - All DHS requirements/instructions must be met, and boxes checked to move forward



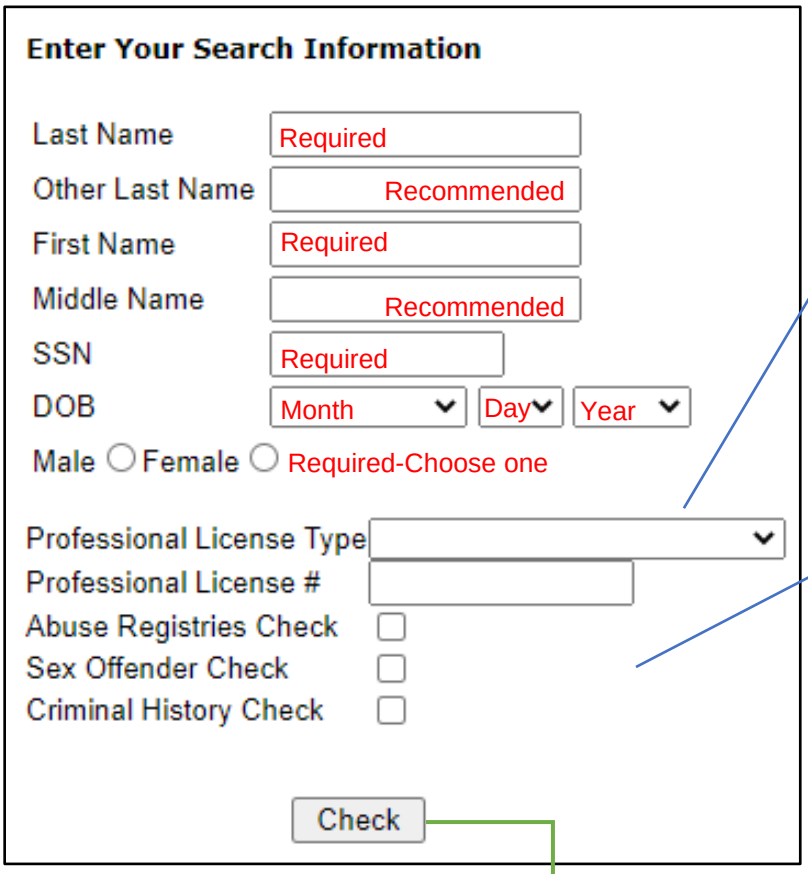

**If you DO NOT have access to the DHS Child Abuse and Dependent Adult Abuse Registries, the above screen WILL NOT be displayed. You will be directed to the Search Screen instead.**

3. Search Screen
    - Search Criteria entry and Message Center
    - Acts as a dashboard for additional SING functions
    - Search criteria will be entered on the left side of the Search Screen
    - **Accuracy in entering search criteria is <u>extremely</u> <u>important</u> to receive accurate results**
    - Message Center on the right side of the Search screen provides
        - Licensing information
        - Miscellaneous notices regarding databases and procedures
        - Pre-paid account balance (will not be seen for Users that pay via credit card each time)
        - DCI processing date for criminal history requests needing further research




**Details on following pages**

## Search Criteria Explained




**Professional License Type:**

- Optional-choose from drop down box
- Licensed Child Care Centers will not see Professional License boxes

**Professional License #:**

- Required if checking Professional License

**Abuse Registries Check:**

- Check box if you are requesting
  - Child Abuse
  - Dependent Adult Abuse

**Sex Offender Check:**

- Check box if you are requesting
  - Iowa Sex Offender Registry

**Criminal History Check:**

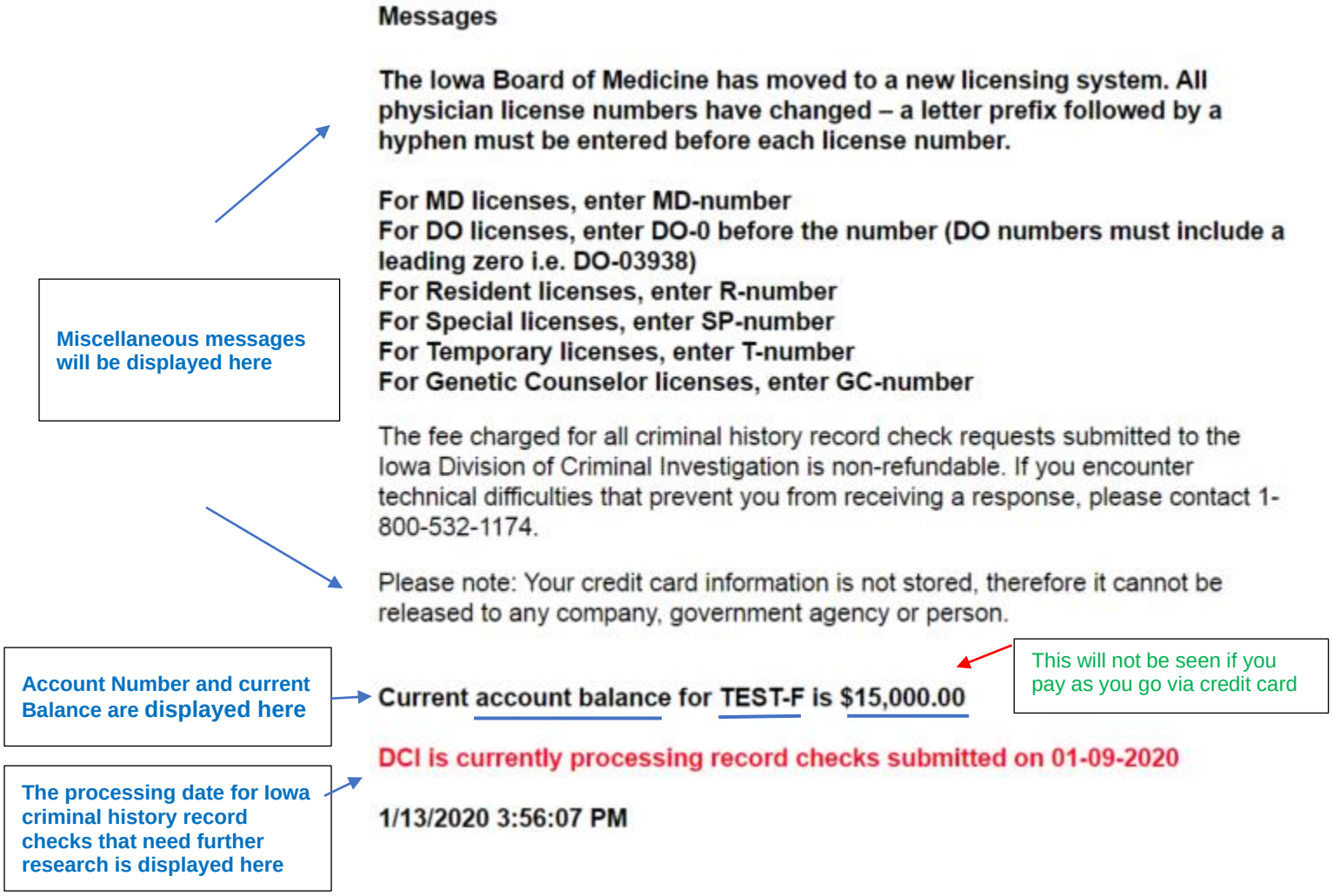
- Check box if you are requesting
  - Iowa Criminal History

**Check: Click this button to complete the transaction**

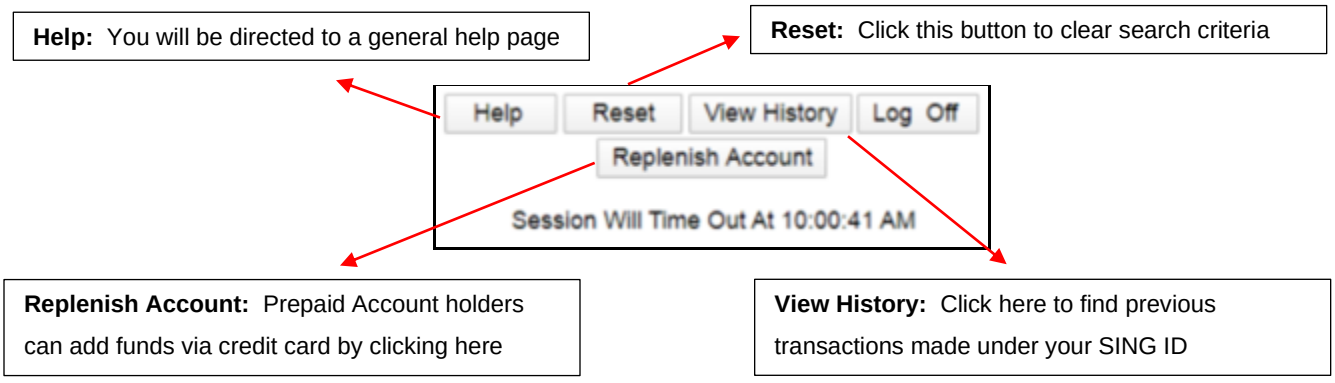
***Search Criteria must be entered accurately to ensure accurate results are provided**

| | |
|---|---|
| **Last Name:** | --Any current or former last name for the individual |
| **Other Last Name:** | --Recommended for complete and accurate results<br>--Any former or other last name for the individual<br>--Providing all Last Names is helpful to determine identity<br>--May result in faster response time for Criminal History requests needing further research |
| **First Name:** | --First Name |
| **Middle Name:** | --Recommended for complete and accurate results<br>--Providing Middle Name is helpful to determine identity |
| **SSN:** | --If the individual does not have an SSN or it is unknown, enter all 0s<br>--Do not enter dashes |
| **DOB:** | --Month-DD-YYYY |
| **Male or Female:** | --Choose one |

## Message Center

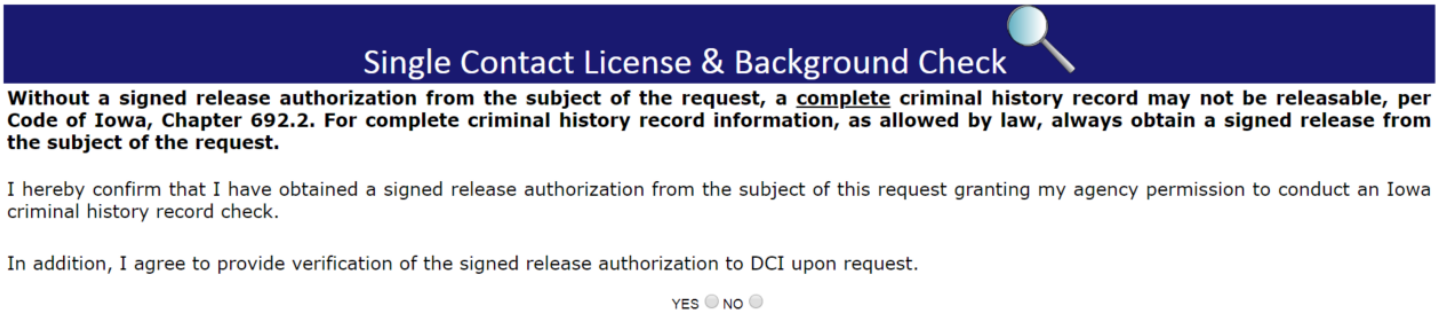



## Additional Functions



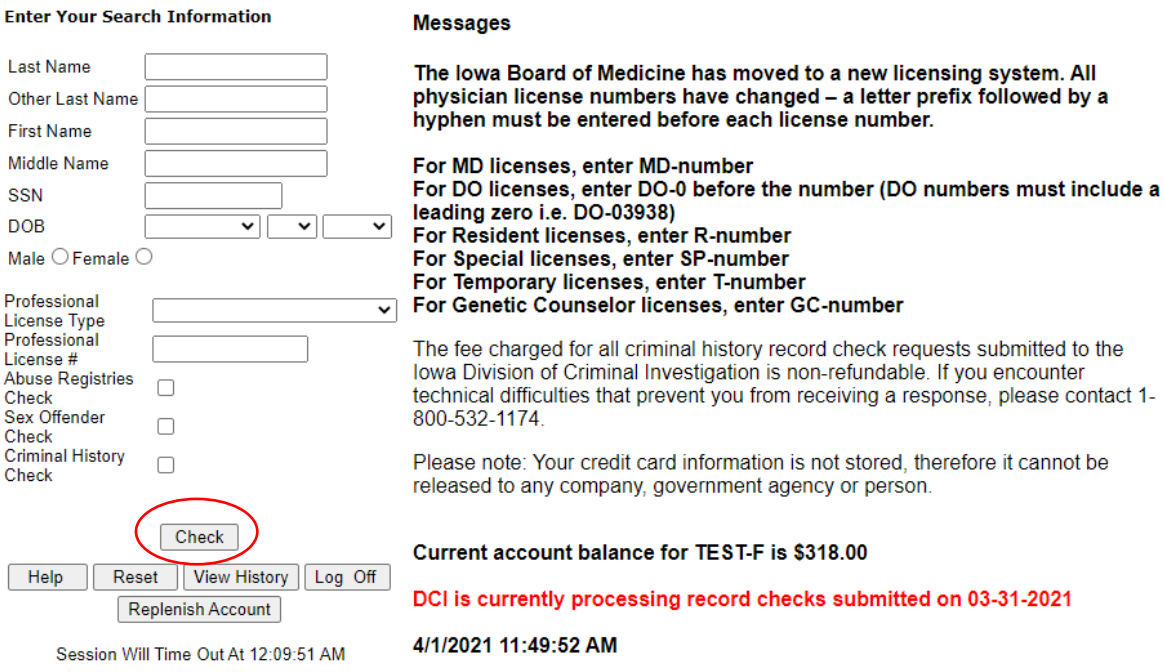
## Release Authorization for Iowa Criminal History

4. If the Criminal History Check box is checked, the User must indicate whether the individual has signed a Release Authorization
    - Only valid Release Authorization is the Iowa Criminal History Record Check Request Form (DCI-77 rev. 6/26/18)
    - Without a signed release authorization from the subject, your agency will not receive the following
        - Deferred judgments where probation has been successfully completed, and/or
        - Arrest information older than 18 months where DCI has not received a disposition from the court




## Completing the transaction

5. Click the Check button to submit the SING request




6. Results are based on search criteria provided and therefore must be entered accurately to ensure accurate results

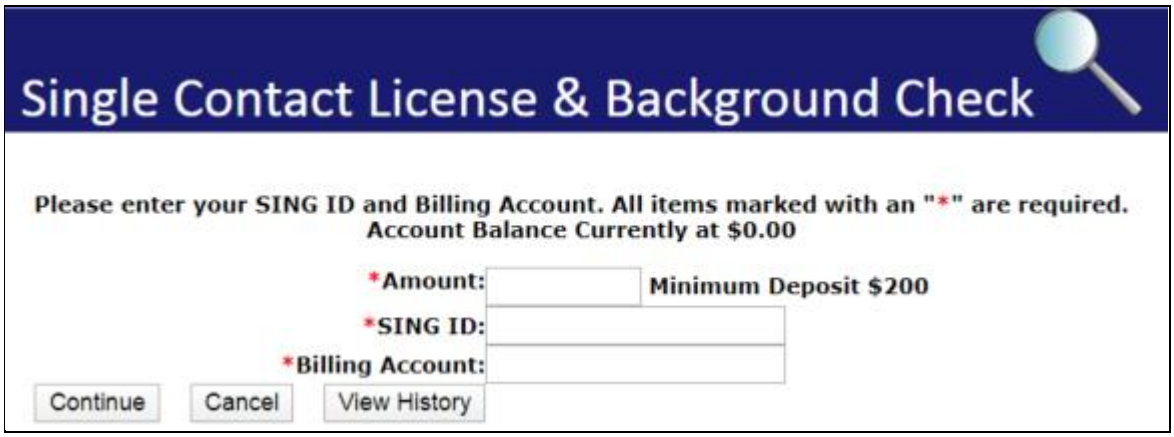
## Payment

7. Fees are deducted automatically for Users with a pre-paid account and results will be provided right away
8. Users that pay for each SING request via credit card will be prompted for payment prior to receiving results

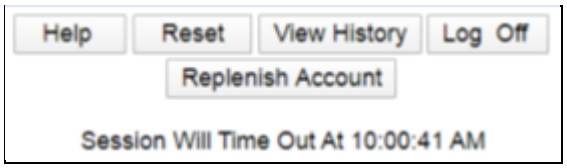
### Replenishing Pre-paid Billing Account via SING

Users that have opted to have a pre-paid account to pay for SING requests can add funds either by sending a check to DCI or making a credit card payment via SING

- If balance is at $0 or insufficient to complete a transaction, you will be prompted to add funds upon login

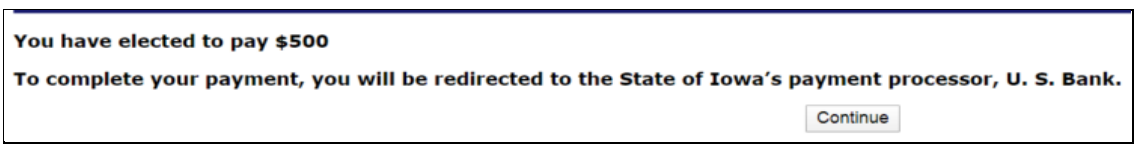


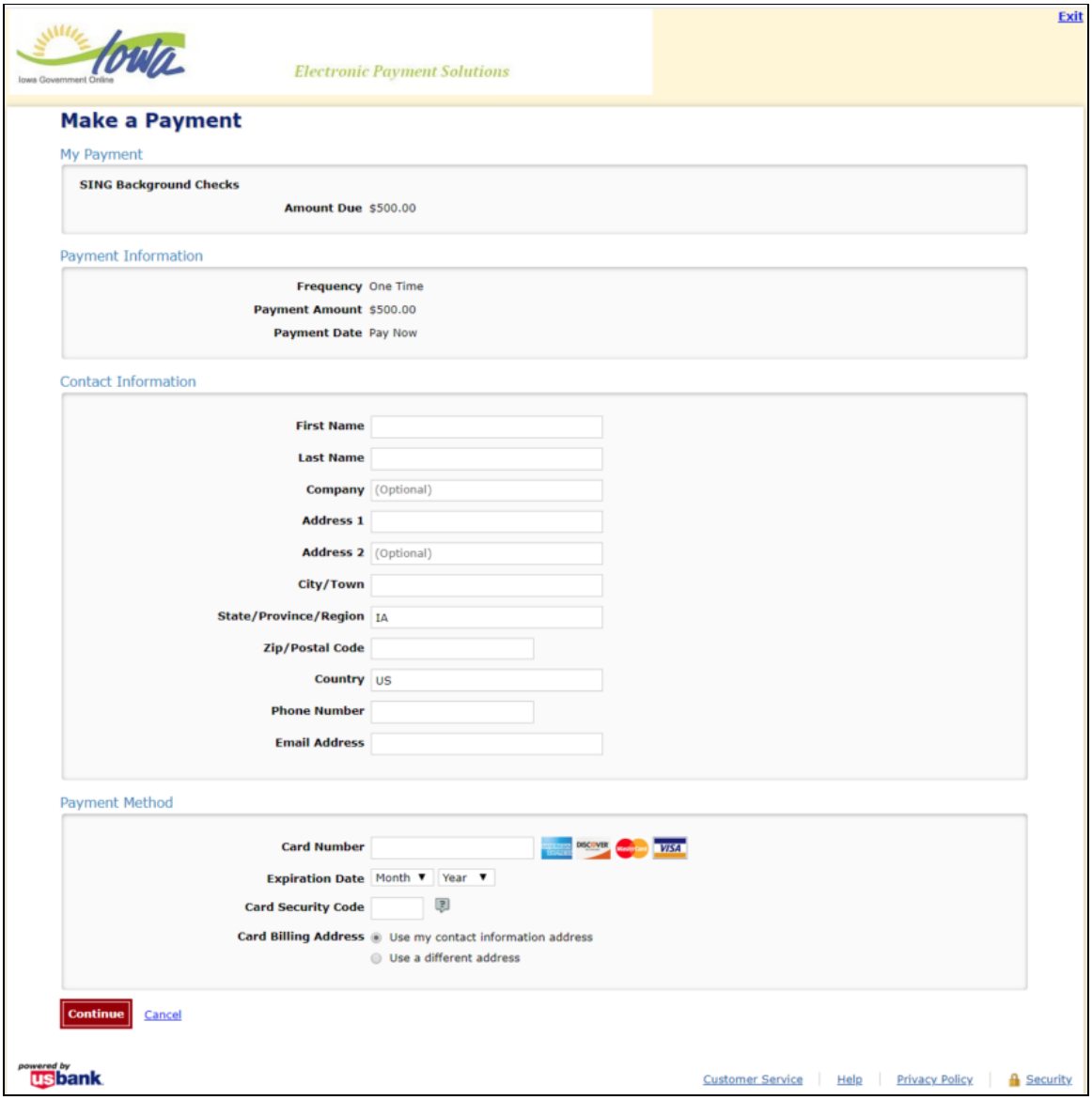

- You may add funds at any time by clicking on Replenish Account button from Search Screen



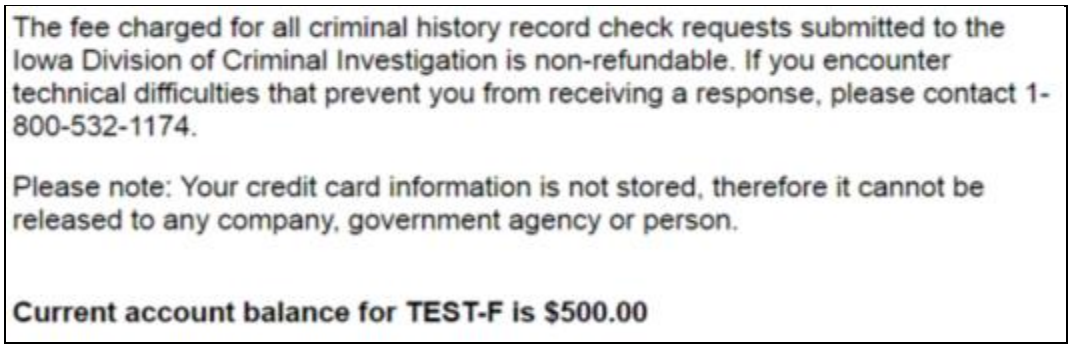

- Enter amount to be added, SING ID and Billing Account Number

- Click Continue to go to continue through payment process





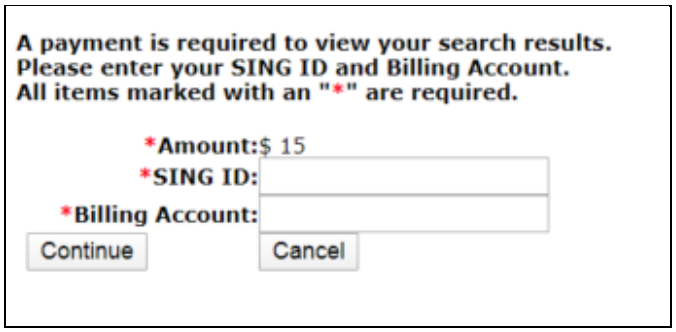

- Funds are added to account as soon as credit card transaction is complete
- Account balance is shown in Messages area on Search Screen

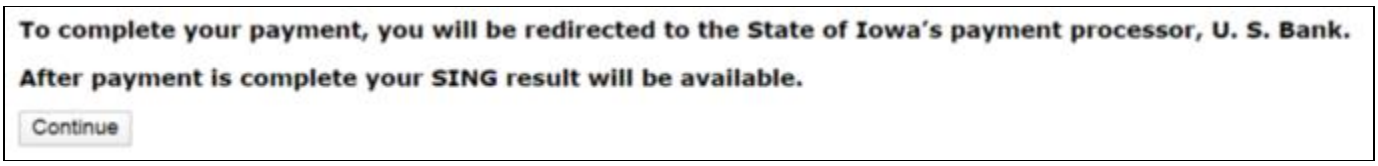


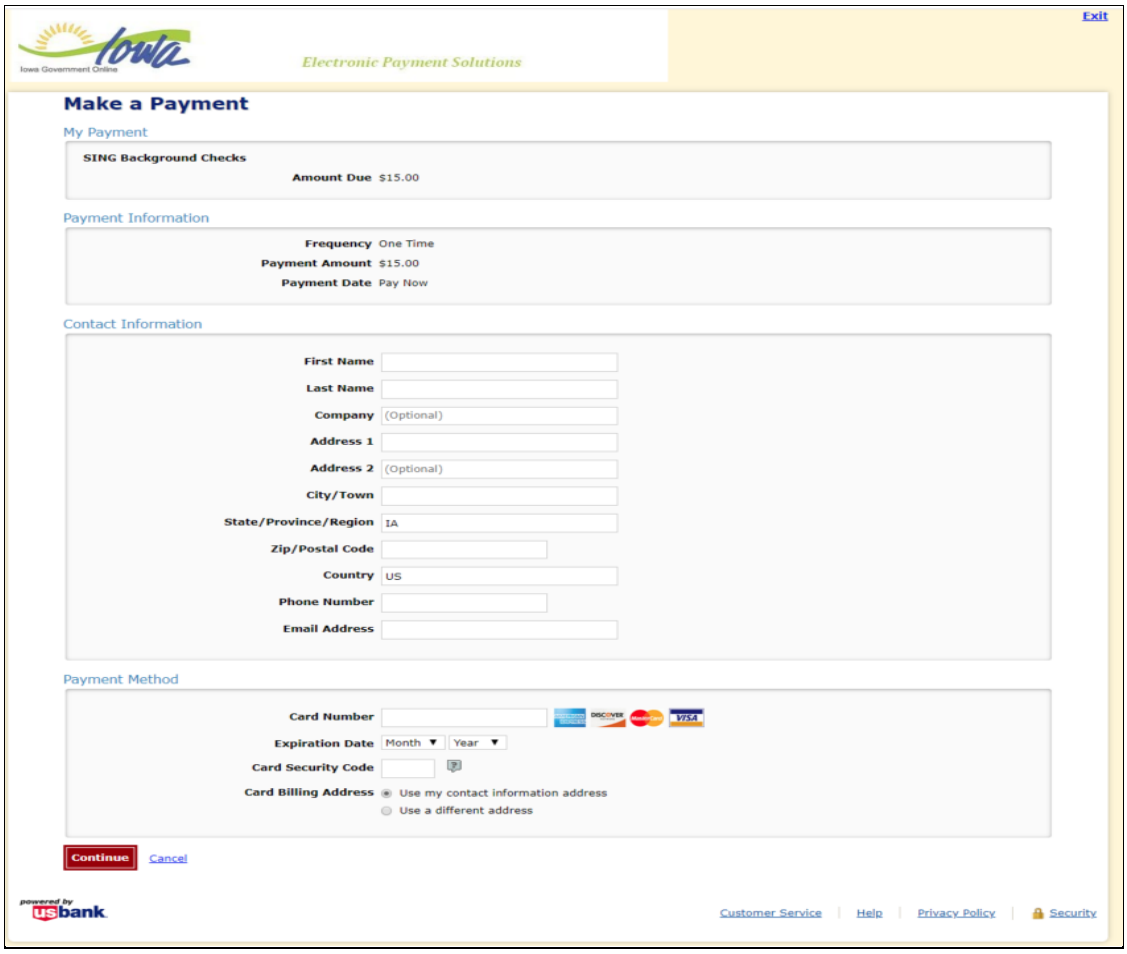

- The current account balance will be shown after each successful SING request

## Paying for each SING request via credit card

9. If your account is set up to pay as you go via credit card, you will be directed to a series of payment screens before receiving results




- A receipt will be emailed to the email address provided above

**IF YOU DO NOT RECEIVE RESULTS AFTER PAYMENT IS MADE, CHECK VIEW HISTORY TO SEE IF THE TRANSACTION WAS SUCCESSFUL BEFORE RUNNING THE REQUEST AGAIN. REFUNDS WILL NOT BE GIVEN FOR DUPLICATE REQUESTS.**

## Database Responses and Results

After search criteria and payment is processed through SING, you will receive an immediate response with a final result or further action to be taken for each database.

Results for Iowa Criminal History and Iowa Sex Offender Registry come from DCI databases, while results for Child Abuse Registry and Dependent Adult Abuse Registry come from DHS databases.

## Database Codes (Updated April 2021)

**CCH/CRM = Iowa Criminal History**
**SEX/SOR = Sex Offender Registry**
**DAA/DAR = Dependent Adult Abuse Registry**
**CA/CHI = Child Abuse Registry**

You will also see different acronyms for Professional Licensing databases, such as DEN for Dental or NUR for Nursing.

| Database Code | Result 1 | | Result 2 |
|---|---|---|---|
| CCH | Not found in Database | | **Further research is required. Please await DCI's final response for criminal history. Please note: There may be multiple individuals with similar search criteria, requiring more research.** |
| SEX | Not found in Registry | | **Further research is required. Please await the final response from the Sex Offender Registry. Please note: This match is only possible, not definite, requiring more research.** |
| CA | Not found in Registry | **OR** | **Initiate record check evaluation process by completing form 470-2310 and submitting to DHS. If you have questions, please call 515-362-7404.** |
| DAA | Not found in Registry | | **Submit Request for Child and Dependent Adult Abuse Information by completing form 470-0643 and email to: dhsabuseregistry@hhs.iowa.gov or fax to 515-564-4112. If you have questions, please call 515-362-7404.**<br><br>**-OR-**<br><br>Licensed Child Care Centers will receive the following message: **Submit Authorization for Release of Child and Dependent Adult Abuse Information by completing form 470-3301 and email to dhsabuseregistry@hhs.iowa.gov or fax to 515-564-4112. If you have questions, please call 515-362-7404.** |

## Not found in Database or Not found in Registry

- Indicates that there was nothing found in the respective database
- Search is complete for that database

## Further research is required

- Only for Criminal History or Sex Offender Registry
- Request goes into a queue to be researched by DCI
- **DOES NOT necessarily mean there is an actual record**
- Possibly due to common name and date of birth
- Results will be updated through SING after research complete
- View History button on Search Screen to check Final Result
- Requests with actual records will be mailed or faxed according to initial account set up

## Initiate record check evaluation process

- Complete DHS Form 470-2310
- Submit to DHS via email or fax
- DHS will follow up with final result via email

## Submit Request for Child and Dependent Adult Abuse

- Complete DHS Form 470-0643
- Submit to DHS via email or fax
- DHS will follow up with final result via email or fax

# Final Results for Iowa Criminal History or Sex Offender Registry

If the initial response to CCH or SEX is “Further Research is required…” further steps must be taken to view the Final Result.

After further research, the final result is:

## NO RECORD FOUND

- Results will only be indicated on SING
- Must go to VIEW HISTORY from Search Screen to see Final Result
- May print screen showing results or download into PDF file

## RECORD FOUND

- Results will be indicated on SING
- Must go to VIEW HISTORY from Search Screen to see Final Result
- May print screen showing results or download into PDF file
- Will receive a Form S
- Will receive a “Rap Sheet” for Iowa criminal history
- Form S and Rap Sheet returned via mail or fax according to account set up

**It is the User’s responsibility to go to View History from Search Screen to view Final Results.**

## Final result responses:

| Database Code | FINAL Result NO RECORD | FINAL Result RECORD FOUND |
|---|---|---|
| CCH | No CCH Record Found | **CCH RECORD FOUND RESULTS TO BE MAILED or CCH RECORD FOUND RESULTS TO BE FAXED** |
| SEX | No Record Found | **RECORD FOUND RESULTS TO BE FAXED or RECORD FOUND RESULTS TO BE MAILED** |

**Example for Iowa Criminal History Final Result**

**No Record Found**

| EVENT TIMESTAMP | LAST NAME | OTHER LAST NAME | FIRST NAME | SSN | LICENSE NUMBER | DOB | DATABASE CODE | RESULTS | STATUS | FINAL RESULT |
|---|---|---|---|---|---|---|---|---|---|---|
| 1/13/2020 3:59:01 PM | DOE | ROE | JANE | *****4321 | | 04-01-1967 | | | | |
| 1/13/2020 3:59:01 PM | DOE | ROE | JANE | *****4321 | | 04-01-1967 | SEX | Record Not Found | Completed 01-13-2020 | No Record Found |
| 1/13/2020 3:59:01 PM | DOE | ROE | JANE | *****4321 | | 04-01-1967 | CRM | Further Research | Completed 01-16-2020 | No CCH Record Found Important disclaimer information |
| 1/13/2020 3:59:01 PM | | | | | | | | CHARGE $15.00 | | |

**CCH RECORD FOUND**

| EVENT TIMESTAMP | LAST NAME | OTHER LAST NAME | FIRST NAME | SSN | LICENSE NUMBER | DOB | DATABASE CODE | RESULTS | STATUS | FINAL RESULT |
|---|---|---|---|---|---|---|---|---|---|---|
| 1/21/2020 8:45:10 AM | DOE | | JOHN | *****9786 | | 05-05-1991 | CRM | Further Research | Completed 01-23-2020 | CCH RECORD FOUND RESULTS TO BE FAXED |
| 1/21/2020 8:45:10 AM | DOE | | JOHN | *****9786 | | 05-05-1991 | | | | |
| 1/21/2020 8:45:10 AM | | | | | | | | CHARGE $15.00 | | |

## Form S for Iowa Criminal History and/or Sex Offender Registry

If Further Research is required for CCH (CRM) or SEX (SOR) and an actual **record is found**, you will receive a computer-generated Form S that indicates the requesting agency, search criteria and actual results.

Submitted 2020-01-15 11:14:42.073

# IOWA RECORD CHECK REQUEST

## FORM S

**ACCOUNT NUMBER: 0000000**

To: Iowa Division of Criminal Investigation
Bureau of Identification
215 E. 7th Street
Des Moines , IA 50319
(515)725-6066
(515)725-6080 (fax)

From: TEST AGENCY-DCI
123 MAIN STREET
DES MOINES , IA 50319

**Phone**
**Fax** .
Contact Preference: F

---

**REQUEST**
(* indicates a required field)

I am requesting an **IOWA CRIMINAL HISTORY** record check on:

| | | |
|---|---|---|
| **JOHNSON** Last name* | **GARY** First name* | Middle name |
| Maiden/Other Last name | | **NO** Volunteer |
| **9/1/1948** Date of Birth* | **M** Gender* | **987654321** Social Security number* |

---

(DCI use only)

**RESULTS**

**As of 1/15/2020 11:22:11 AM , a name and date of birth check revealed:**

**CCH Record Attached** X **DCI #** 00000000 **No CCH Record Found** ____

**DCI initials**_____ **Waiver Signature on File** yes

---

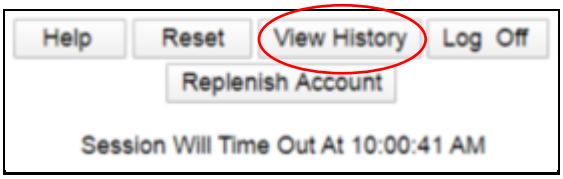
I hereby give permission for the above requesting official to conduct an Iowa criminal history record check with the Division of Criminal Investigation. Any information maintained by the DCI may be released as allowed by law.

## View History

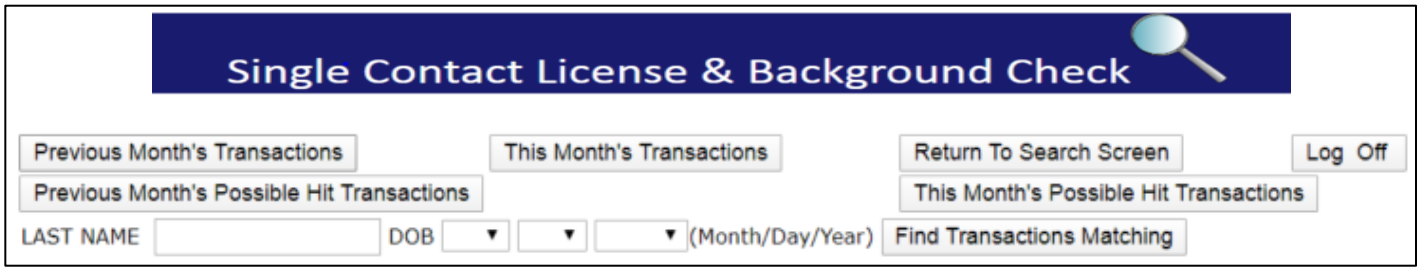
SING Users may view all transactions completed for the current month and the previous month. Users may also search all transactions by providing a specific Last Name and Date of Birth.

**Users MUST go to View History from Search Screen to see FINAL RESULTS of requests needing further research.**

- Click the View History Button on the Search Screen

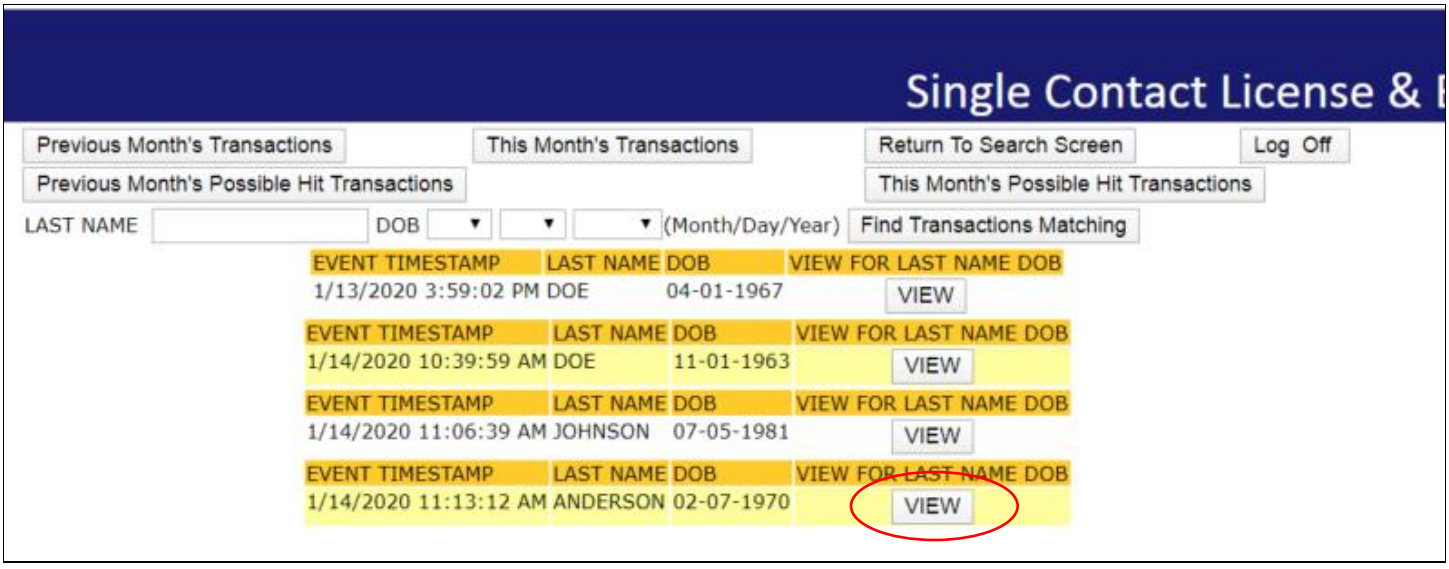



- Choose which transactions you want to view or enter a specific Last Name and Date of Birth



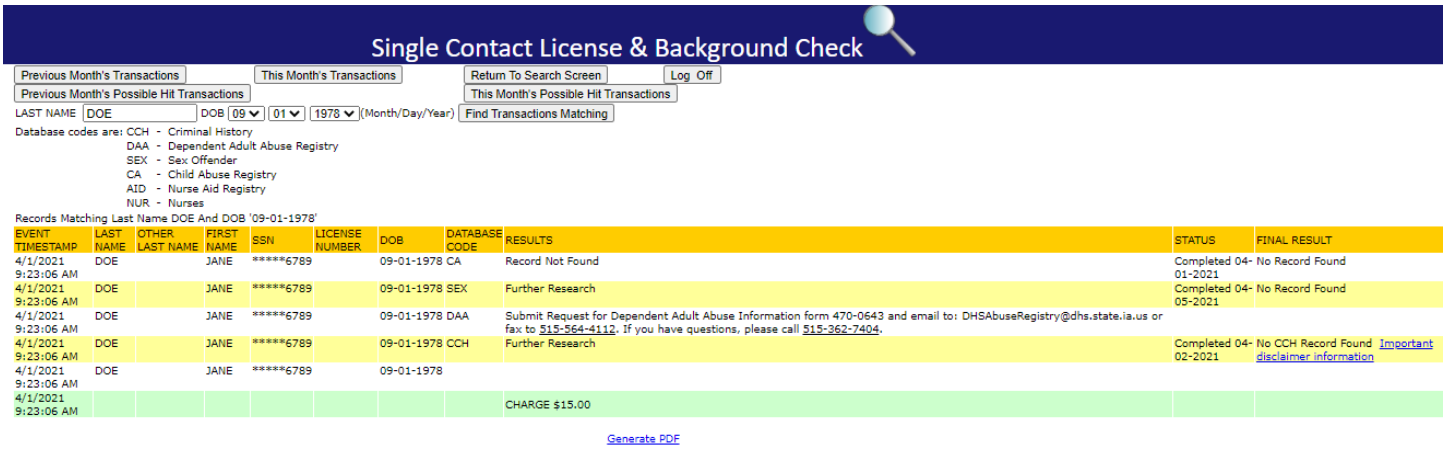

## View History Examples

**When clicking on This Month's Transactions:**



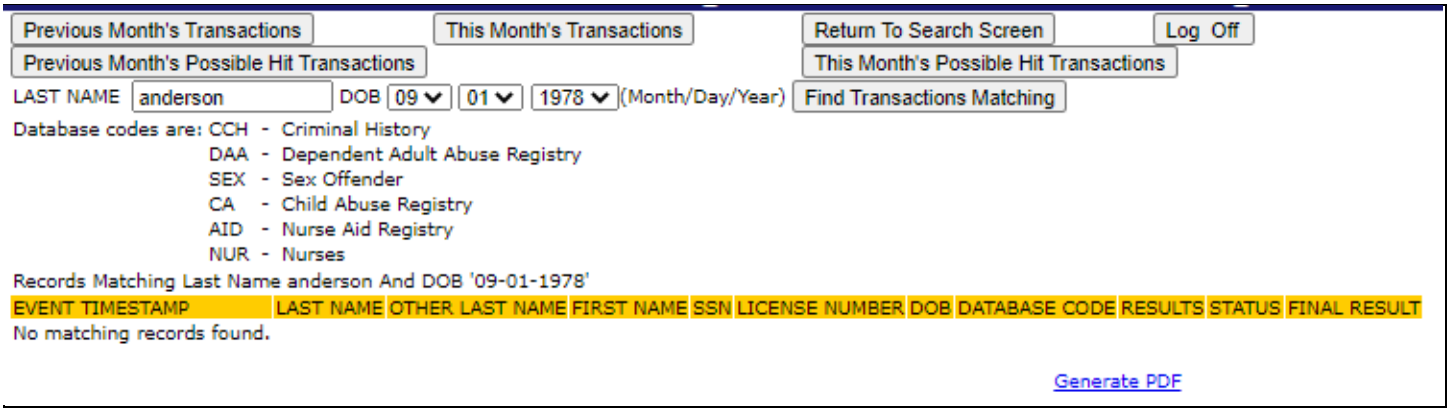

- Click VIEW to see status

**When clicking VIEW button**

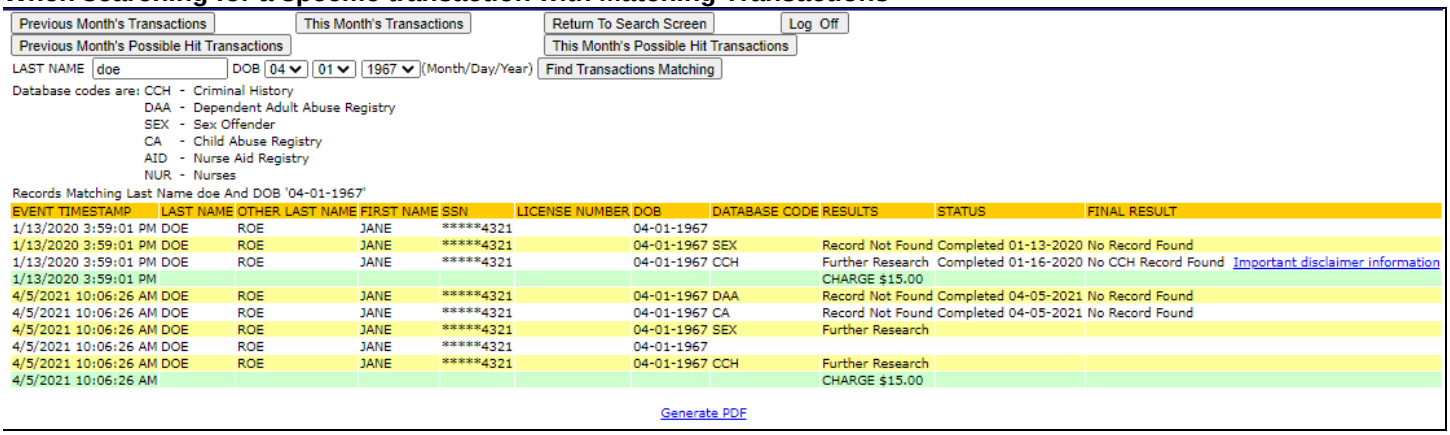



**When searching for a specific transaction**

**When searching for a specific transaction-No Matching Transactions**




**When searching for a specific transaction with Matching Transactions**



# Final Result Details

**Users MUST go to View History from Search Screen to see FINAL RESULTS of transactions needing further research.** When viewing previous SING transactions, initial response, status and final results will be shown.

## DATABASE CODE

- Column displays the specific database queried

Database codes are: CCH - Criminal History
DAA - Dependent Adult Abuse Registry
SEX - Sex Offender
CA - Child Abuse Registry
AID - Nurse Aid Registry
NUR - Nurses

## RESULTS

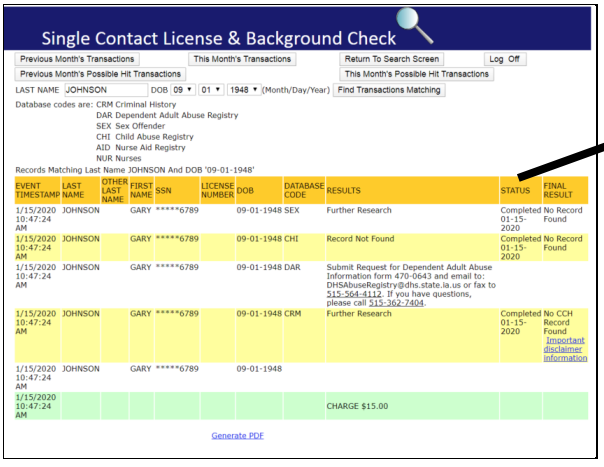
- Initial response from query of each database
- "Not found…" response indicates the SING request is complete
- "Further Research…" response requires DCI to research further and complete SING request
- "Initiate record check evaluation…" response requires your agency to follow the on-screen instructions
- "Submit Request for Child and Dependent Adult Abuse…" response requires your agency to follow on screen instructions

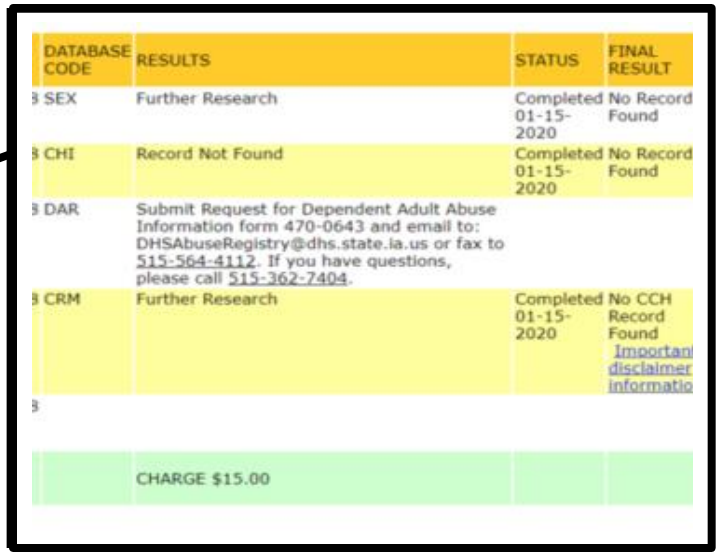
## STATUS

- Shows the status of request for each database
- Once SING request is complete, completion date will be indicated
- For CA and DAA, status will always be blank if initial response gave further instruction
- For CCH and SEX if further research is required, status will remain blank until DCI has completed the request

## FINAL RESULT

- Shows the Final Result for each database as soon as SING request is complete
- For CA and DAA, if initial response gave further instruction, Final Result will always be blank
- DHS will provide final response
- If a record is found for CCH or SEX, actual results will be indicated on Form S and will be mailed or faxed to your agency
- If No Record is found for CCH or SEX after further research, this is your result
- You must print or download the Final Result



# Responses and Results Examples

*All search criteria in examples are fictional

### Example 1

| | |
|---|---|
| **Agency Access:** | Iowa Criminal History and ALL Abuse Registries (Sex Offender Registry, Child Abuse and Dependent Adult Abuse Registries) |
| **Boxes Checked:** | Abuse Registries & Criminal History Check |
| **Results:** | SEX-No Record Found; CA-No Record Found; DAA-No Record Found; CCH-No Record Found |

## Single Contact License & Background Check

**Results**

**Abuse Registries Background Check**

| . | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| **Selection Criteria** | LONDON | . | JANET | 1962-NOVEMBER-04 | 569863326 |

| Registry | Results |
|---|---|
| Sex Offender | Not found in Registry |
| Child Abuse | Not found in Registry |
| | Click here to view the Record Check Evaluation processing date |
| Dependent Adult Abuse | Not found in Registry |
| | Click here to view the Abuse Registry processing date for forms received |

**Criminal History Background Check**

| . | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| **Selection Criteria** | LONDON | . | JANET | 1962-NOVEMBER-04 | 569863326 |

**Results**

**Not found in Database**

*This response can only include public criminal history data. Under Iowa law, most juvenile records are confidential. Confidential juvenile court records, if any, cannot be included in this response. A signed release authorization is not sufficient to obtain this information from the Division of Criminal Investigation. In order to request the release of confidential juvenile records, if any, an application must be filed pursuant to Iowa Code section 232.147(18).*

*Additionally, criminal history data concerning convictions for certain juvenile sex offenses can be found on the Iowa Sex Offender Registry: http://www.iowasexoffender.com/ . However, even though some information is available on this site, the actual records for juveniles may still be confidential and any confidential juvenile records cannot be provided with this record. In order to request the release of confidential juvenile records, if any, an application must be filed pursuant to Iowa Code section 232.147(18).*

**Background Check Complete As Of 1/14/2020 11:30:32 AM**

***NOTE: The first and last names, date of birth, and SSN displayed in the abuse registry and criminal history results are just as they were entered on the screen.***

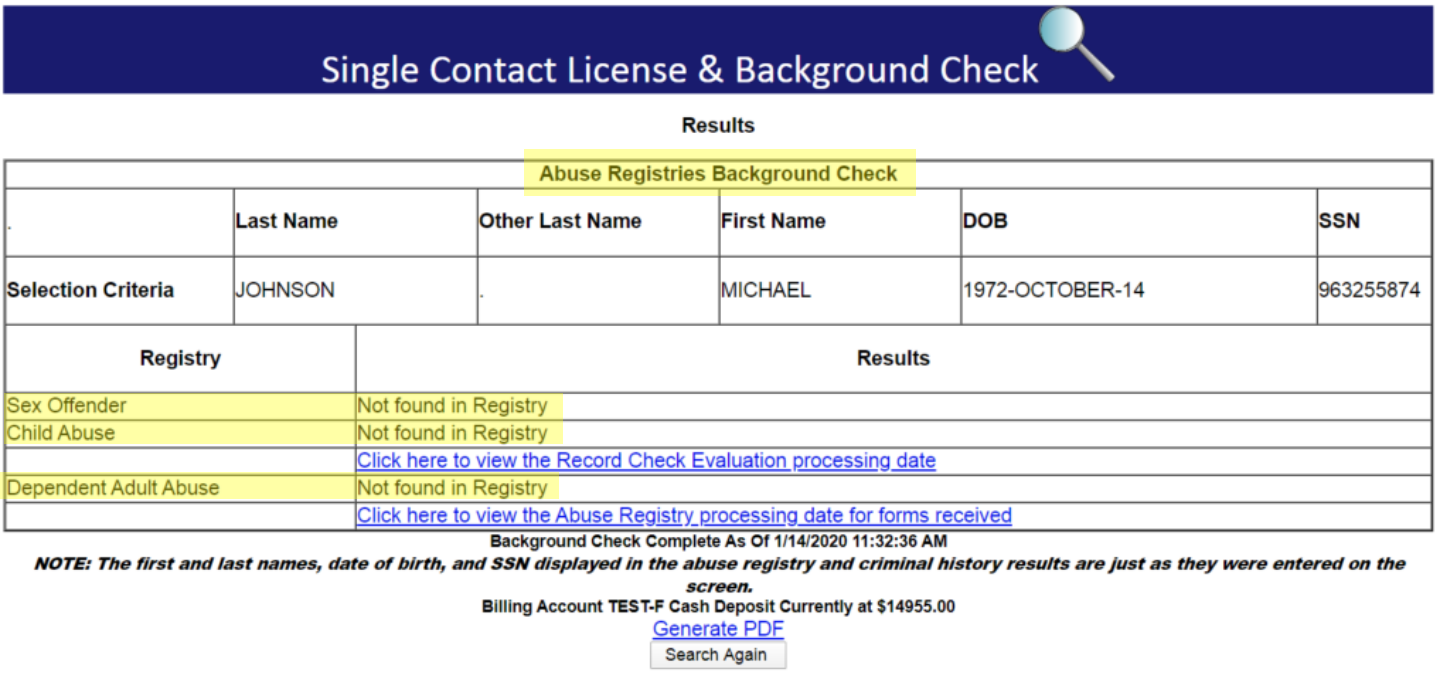
**Billing Account TEST-F Cash Deposit Currently at $14955.00**

Generate PDF

Search Again

**Example 2**

| | |
|---|---|
| **Agency Access:** | Iowa Criminal History and ALL Abuse Registries (Sex Offender Registry, Child Abuse and Dependent Adult Abuse Registries) |
| **Boxes Checked:** | Abuse Registries |
| **Results:** | SEX-No Record Found; CA-No Record Found; DAA-No Record Found; |



Single Contact License & Background Check

**Results**

**Abuse Registries Background Check**

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| **Selection Criteria** | JOHNSON | . | MICHAEL | 1972-OCTOBER-14 | 963255874 |

| Registry | Results |
|---|---|
| Sex Offender | Not found in Registry |
| Child Abuse | Not found in Registry |
| | Click here to view the Record Check Evaluation processing date |
| Dependent Adult Abuse | Not found in Registry |
| | Click here to view the Abuse Registry processing date for forms received |

**Background Check Complete As Of 1/14/2020 11:32:36 AM**

***NOTE: The first and last names, date of birth, and SSN displayed in the abuse registry and criminal history results are just as they were entered on the screen.***

**Billing Account TEST-F Cash Deposit Currently at $14955.00**

Generate PDF

Search Again

**Example 3**

| | |
|---|---|
| **Agency Access:** | Iowa Criminal History and ALL Abuse Registries (Sex Offender Registry, Child Abuse and Dependent Adult Abuse Registries) |
| **Boxes Checked:** | Criminal History Check |
| **Results:** | CCH-No Record Found |

Single Contact License & Background Check

**Results**

**Criminal History Background Check**

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| **Selection Criteria** | LONDON | . | JANET | 1958-SEPTEMBER-01 | 456789654 |

**Results**

**Not found in Database**

*This response can only include public criminal history data. Under Iowa law, most juvenile records are confidential. Confidential juvenile court records, if any, cannot be included in this response. A signed release authorization is not sufficient to obtain this information from the Division of Criminal Investigation. In order to request the release of confidential juvenile records, if any, an application must be filed pursuant to Iowa Code section 232.147(18).*

*Additionally, criminal history data concerning convictions for certain juvenile sex offenses can be found on the Iowa Sex Offender Registry: http://www.iowasexoffender.com/ . However, even though some information is available on this site, the actual records for juveniles may still be confidential and any confidential juvenile records cannot be provided with this record. In order to request the release of confidential juvenile records, if any, an application must be filed pursuant to Iowa Code section 232.147(18).*

**Background Check Complete As Of 1/14/2020 2:18:52 PM**

***NOTE: The first and last names, date of birth, and SSN displayed in the abuse registry and criminal history results are just as they were entered on the screen.***

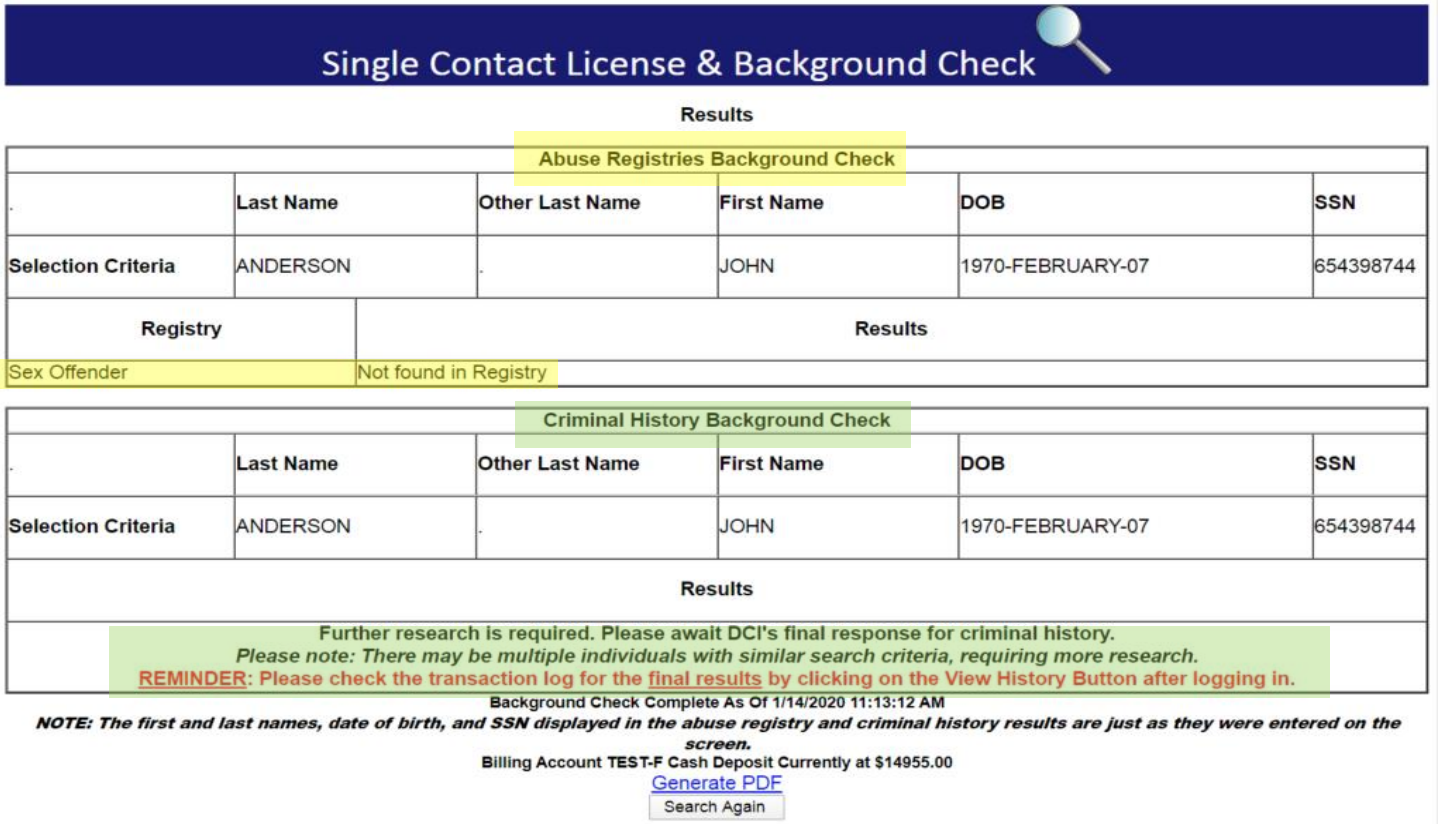
**Billing Account TEST-F Cash Deposit Currently at $14955.00**

Generate PDF

Search Again

**Example 4**

| | |
|---|---|
| **Agency Access:** | Iowa Criminal History (CCH) and Sex Offender Registry |
| **Boxes Checked:** | Sex Offender Check and Criminal History Check |
| **Results:** | SEX-No Record Found; CCH-Further Research Required |



Single Contact License & Background Check

Results

Abuse Registries Background Check

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| Selection Criteria | ANDERSON | | JOHN | 1970-FEBRUARY-07 | 654398744 |

| Registry | Results |
|---|---|
| Sex Offender | Not found in Registry |

Criminal History Background Check

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| Selection Criteria | ANDERSON | | JOHN | 1970-FEBRUARY-07 | 654398744 |

Results

Further research is required. Please await DCI's final response for criminal history.
*Please note: There may be multiple individuals with similar search criteria, requiring more research.*
REMINDER: Please check the transaction log for the final results by clicking on the View History Button after logging in.

Background Check Complete As Of 1/14/2020 11:13:12 AM

***NOTE: The first and last names, date of birth, and SSN displayed in the abuse registry and criminal history results are just as they were entered on the screen.***

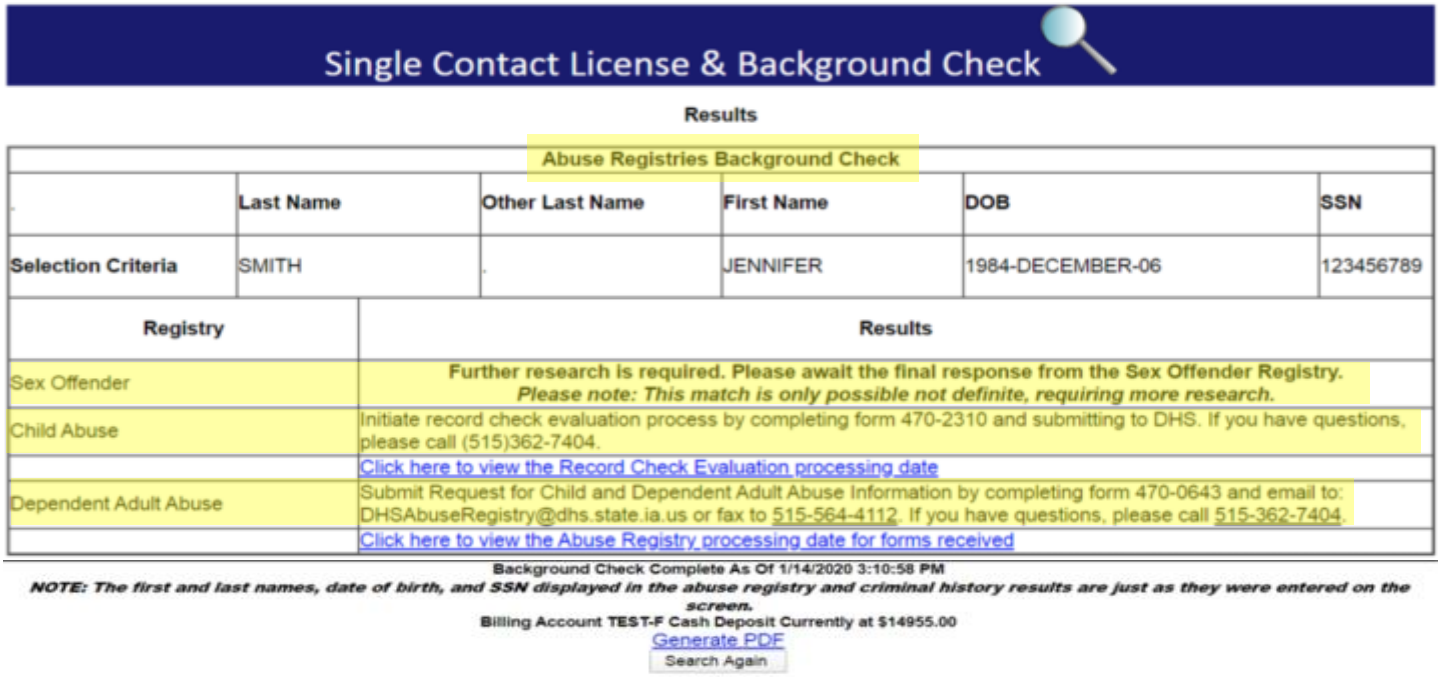
Billing Account TEST-F Cash Deposit Currently at $14955.00

Generate PDF

Search Again

**Example 5**

| | |
|---|---|
| **Agency Access:** | Iowa Criminal History and ALL Abuse Registries (Sex Offender Registry, Child Abuse and Dependent Adult Abuse Registries) AND NOT an Iowa Child Care Center |
| **Boxes Checked:** | Abuse Registries Check and Sex Offender Check65 |
| **Results:** | SEX-Further Research Required; CA-Initiate Record Check Evaluation; DAA-Submit Request for Child/Adult Abuse |



Single Contact License & Background Check

Results

Abuse Registries Background Check

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| Selection Criteria | SMITH | | JENNIFER | 1984-DECEMBER-06 | 123456789 |

| Registry | Results |
|---|---|
| Sex Offender | Further research is required. Please await the final response from the Sex Offender Registry.<br>*Please note: This match is only possible not definite, requiring more research.* |
| Child Abuse | Initiate record check evaluation process by completing form 470-2310 and submitting to DHS. If you have questions, please call (515)362-7404. |
| | Click here to view the Record Check Evaluation processing date |
| Dependent Adult Abuse | Submit Request for Child and Dependent Adult Abuse Information by completing form 470-0643 and email to: DHSAbuseRegistry@dhs.state.ia.us or fax to 515-564-4112. If you have questions, please call 515-362-7404. |
| | Click here to view the Abuse Registry processing date for forms received |

Background Check Complete As Of 1/14/2020 3:10:58 PM

***NOTE: The first and last names, date of birth, and SSN displayed in the abuse registry and criminal history results are just as they were entered on the screen.***

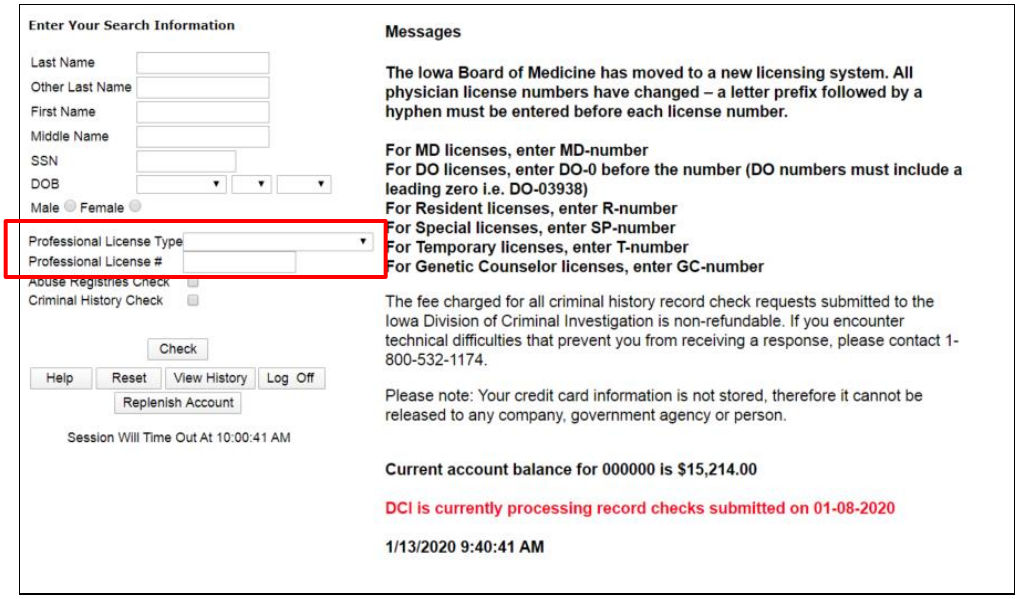
Billing Account TEST-F Cash Deposit Currently at $14955.00

Generate PDF

Search Again

# Professional Licensing Database

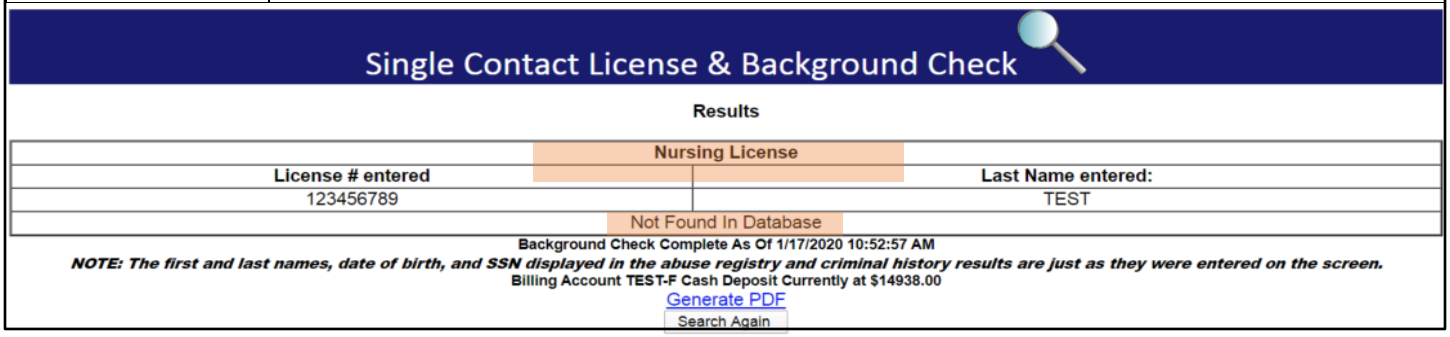
SING Users are able to check Professional Licensing types within a SING transaction if necessary.



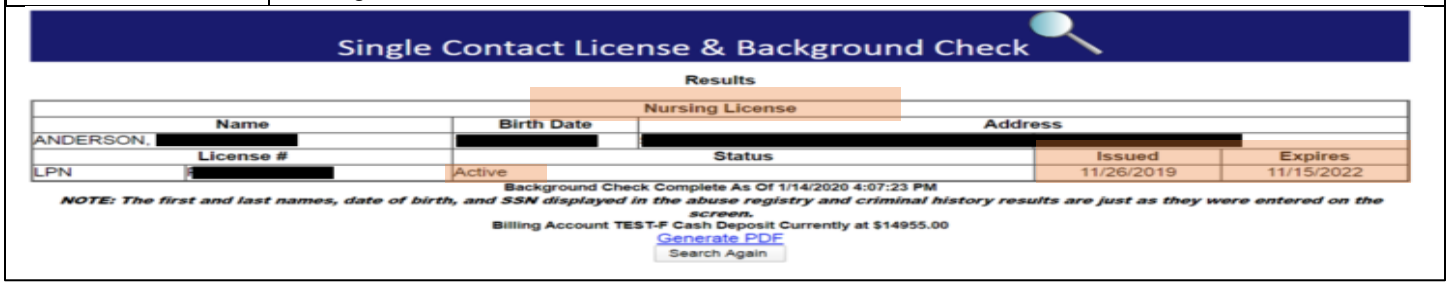

- Select a License Type from the drop-down box
- License number is required
- May check along with Abuse Registries Check and/or Criminal History Check
- Fees per transaction apply

## Examples

| | |
|---|---|
| **Agency Access:** | All databases |
| **Boxes Checked:** | Professional License Type (Nursing) and License Number entered |
| **Results:** | Nursing License-Not Found in Database |




| | |
|---|---|
| **Agency Access:** | All databases |
| **Boxes Checked:** | Professional License Type (Nursing) and License Number entered |
| **Results:** | Nursing License-Active; Abuse |



| | |
|---|---|
| **Agency Access:** | Criminal History and Sex Offender Registry only |
| **Boxes Checked:** | Abuse Registries, Professional License Type (Dental) and License Number entered, Criminal History Check |
| **Results:** | Dental License-Not Found in Database-call for verification; SEX-No Record; CCH-No Record |

## Single Contact License & Background Check

**Results**

**Dental License**

| License # Entered | Last Name Entered |
|---|---|
| 564897534 | APPLESEE |
| Record Not Found | Not Found In Database for verification call 1-515-281-5157, or email at IDB@iowa.gov. |

**Abuse Registries Background Check**

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| Selection Criteria | APPLESEE | . | JOHNNY | 1999-SEPTEMBER-01 | 564897534 |

| Registry | Results |
|---|---|
| Sex Offender | Not found in Registry |

**Criminal History Background Check**

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| Selection Criteria | APPLESEE | . | JOHNNY | 1999-SEPTEMBER-01 | 564897534 |

**Results**

**Not found in Database**

*This response can only include public criminal history data. Under Iowa law, most juvenile records are confidential. Confidential juvenile court records, if any, cannot be included in this response. A signed release authorization is not sufficient to obtain this information from the Division of Criminal Investigation. In order to request the release of confidential juvenile records, if any, an application must be filed pursuant to Iowa Code section 232.147(18).*

*Additionally, criminal history data concerning convictions for certain juvenile sex offenses can be found on the Iowa Sex Offender Registry: http://www.iowasexoffender.com/ . However, even though some information is available on this site, the actual records for juveniles may still be confidential and any confidential juvenile records cannot be provided with this record. In order to request the release of confidential juvenile records, if any, an application must be filed pursuant to Iowa Code section 232.147(18).*

**Background Check Complete As Of 1/16/2020 4:24:35 PM**

***NOTE: The first and last names, date of birth, and SSN displayed in the abuse registry and criminal history results are just as they were entered on the screen.***

**Billing Account TEST-F Cash Deposit Currently at $14940.00**

Generate PDF

Search Again

| | |
|---|---|
| **Agency Access:** | All databases |
| **Boxes Checked:** | Abuse Registries and Professional License Type (Nursing) and License Number entered |
| **Results:** | Nursing License-Active; SEX-No Record; CA-No Record; DAA-No Record |

## Single Contact License & Background Check

**Results**

**Nursing License**

| Name | Birth Date | Address | | |
|---|---|---|---|---|
| ANDERSON, [redacted] | [redacted] | [redacted] | | |
| **License #** | **Status** | | **Issued** | **Expires** |
| LPN [redacted] | Active | | 11/26/2019 | 11/15/2022 |

**Abuse Registries Background Check**

| | Last Name | Other Last Name | First Name | DOB | SSN |
|---|---|---|---|---|---|
| Selection Criteria | ANDERSON | . | [redacted] | 1968-[redacted] | [redacted] |

| Registry | Results |
|---|---|
| Sex Offender | Not found in Registry |
| Child Abuse | Not found in Registry |
| | Click here to view the Record Check Evaluation processing date |
| Dependent Adult Abuse | Not found in Registry |
| | Click here to view the Abuse Registry processing date for forms received |

**Background Check Complete As Of 1/14/2020 3:56:51 PM**

***NOTE: The first and last names, date of birth, and SSN displayed in the abuse registry and criminal history results are just as they were entered on the screen.***

**Billing Account TEST-F Cash Deposit Currently at $14955.00**

Generate PDF

Search Again

# Miscellaneous/Troubleshooting

## Contact Information Changes

- A Contact Information Update (DCI-48 10/1/19) must be completed when any contact information has changed
- If you cannot click the link above, contact dciaccounts@dps.state.ia.us to obtain the form
- Updates must be on this form

## Password Reset/Forgot Password

- Contact the OCIO Service Desk to retrieve or reset password
- https://help.iowa.gov/ or 800-532-1174

## I don't know my SING ID or Billing Account Number

- If you received this Guide when your SING ID/Billing Account was established, your Agency's identifiers are on Page 4 of this guide
- If you have a pre-paid Billing Account, your Billing Account will be on the Search Screen in the Message Center
- You must enter your Billing Account Number when paying via credit card
- If you cannot locate your SING ID, contact SINGaccounts@IowaDPS.us

## I don't have access to the database I need

- You may not be authorized to have access to the database
- Resubmit your Request for Access/Billing Account to reapply if you feel you should have access to a certain database

## Where do I send a check to replenish my pre-paid Billing Account?

- You may mail checks to add funds to your pre-paid account to:

  **Iowa Division of Criminal Investigation**
  **Support Operations Bureau, 1st Floor**
  **215 E. 7th Street**
  **Des Moines IA 50319**

- Your Billing Account Number MUST be provided on the check

## Does "Further Research is Required" mean the person has a criminal record?

- **NO**
- It simply means DCI will need to research further, using various identifiers, to determine if the search criteria you provided through SING matches an Iowa criminal history record

## I haven't received my Criminal History results when Further Research was required

- SING requests are processed in the order in which they were submitted
- Turnaround can vary significantly based on volume and staffing, please refer to the DCI processing date on the Search Screen and the table below
- We can only search back 30 days from the submission date to resend results if necessary
- Check the DCI processing date on the Search Screen
- If the Final Result is No CCH Record Found, the information shown in View History is your RESULT, you will not receive anything further from DCI
- If you submitted your SING request after the date shown, DCI has not yet processed your request
- If you submitted your SING request prior to the date shown, check View History to see status

| STATUS | STATUS DATE | FINAL RESULTS | What to Do |
|---|---|---|---|
| Blank | Blank | Blank | **Be patient**, the request has not yet been completed |
| Completed | Any date | No Record Found | Print or download results, you have received your final result and the **request is complete** |
| Completed | Today's date | CCH Record Found, Results to be **faxed** | **Wait until the end of the day**, the Form S and Rap Sheet may not have been faxed yet; If fax does not go through to number provided, results are automatically mailed |
| Completed | Today's date or AFTER | CCH Record Found, Results to be **mailed** | **Watch for the Form S and Rap Sheet in the mail**; Mail goes out twice each day; DCI cannot control USPS delivery times |
| Completed | After today's date | CCH Record Found, Results to be faxed | **After double checking** that you haven't received results, you may call 515-725-6066 or email dciaccounts@dps.state.ia.us to get results re-sent**; $5 fee to do so; cannot go past 30 days** |

## I need my SING results re-sent to me

- For Iowa Criminal History, we can only re-send results for requests that were processed within the last 30 days
- There is a $5 fee to re-send-may use pre-paid account or provide credit card number
- Results will be faxed or mailed, according to account set up
- If 30 days has lapsed, you will need to resubmit your request through SING
- Contact DHS for Child Abuse or Dependent Adult Abuse results

## What is the status of my DHS Record Check Evaluation?

- Record Check Evaluations should be sent to the Department of Human Services (DHS)
- If an evaluation is required by Iowa law, DHS will evaluate and determine whether a person can work in a center or facility
- Must contact DHS directly for status of evaluation