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.

Table of Contents

General Information	2
Databases	2
Fees and Payment Options	3
Agency Identifiers	3
Resources for SING Users	4
Your Agency Identifiers	4
Contacts	4
SING Operating Instructions	5
Logging In and Performing a SING Request	5
Search Criteria Explained	6
Message Center	8
Additional Functions	8
Release Authorization for Iowa Criminal History	9
Completing the transaction	9
Payment	10
Replenishing Pre-paid Billing Account via SING	10
Paying for each SING request via credit card	12
Database Responses and Results	13
Final Results for Iowa Criminal History or Sex Offender Registry	14
Form S for Iowa Criminal History and/or Sex Offender Registry	15
View History	16
Final Result Details	19
Responses and Results Examples	20
Professional Licensing Database	23
Miscellaneous/Troubleshooting	25
Contact Information Changes	25
Password Reset/Forgot Password	25
I don't know my SING ID or Billing Account Number	25
I don't have access to the database I need	25
Where do I send a check to replenish my pre-paid Billing Account?	25
Does "Further Research is Required" mean the person has a criminal record?	25
I haven't received my Criminal History results when Further Research was required	26
I need my SING results re-sent to me	26
What is the status of my DHS Record Check Evaluation?	26

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 <u>DHS Form 470-3301 Authorization for Release of Child and Dependent Adult Abuse Information</u>
- 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
- <u>Iowa Criminal History Record Check Request Form DCI-77</u> (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:
 - o Deferred judgments where probation has been successfully completed, and/or
 - o 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
 - o 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: <u>https://www.iowaonline.state.ia.us/SING/</u>

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: <u>https://help.iowa.gov/</u>		
DCI-Criminal History or Payment			
*Provides Iowa Criminal History results			
*Assigns SING ID and Billing Account	Phone: 515-725-6066		
*Maintains Billing Account Activity	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	Phone: 515-362-7404		
*Maintains Dependent Adult Abuse Registry	Email: <u>dhsabuseregistry@hhs.iowa.gov</u>		
DHS-Record Check Evaluations			
*Evaluates SING results for employment suitability	Phone: 515-362-7420		
determination	Email: iowarce@hhs.iowa.gov		
lowa Board of Nursing			
*Maintains Iowa Nursing Licenses	Phone: 515-281-3255		
Professional L	icensure		
For inquiries on individuals licensed by the Bureau of Professional Licensure	Phone: 515-281-0254		

SING Operating Instructions

SING Website: <u>https://www.iowaonline.state.ia.us/SING/</u>

Logging In and Performing a SING Request

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

Single Contact Lice	nse & Background Check
	Please Logon
SING ID	
Pin #	
	Logon Reset
	Logon Reset

- 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

I verify I have signed a copy of Form 470-3767, Access to Confidential Abuse Information and Non- Redissemination Agreement and agree to provide to DHS upon request.
I have obtained and agree to provide verification of the signed authorization(s) to DHS upon request.
Please note: Without an Agreement AND signed authorization from the subject of a request, a child or dependen adult abuse history will not be provided.
The Department of Human Services shall not disclose any report data or disposition data until the conclusion of an appeal except as stated under Iowa Code Section 235A.19(3)(f).
If you believe you have access to child abuse information under appeal, please make your request using Form 470-0643, <i>Request for Child and Dependent Adult Abuse Information</i> . Complete a separate form for each family or individual and email to dhsabuseregistry@dhs.state.ia.us, or fax to (515) 564-4112, or mail to the Iowa Department of Human Services, Central Abuse Registry, P.O. Box 4826, Des Moines, IA 50305.
I understand that child abuse information on appeal will not appear on SING and I have read the procedure for requesting this information.
If you do not understand this message you may call DHS at 515-362-7404.
I have read and understand this message

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 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

Single Contact License & Background Check

Enter Your Search Information

Last Name	
Other Last Name	
First Name	
Middle Name	
SSN	
DOB	· · · ·
Male O Female O)
Professional	

License Type	
Professional	
License #	
Abuse Registries	
Check	0
Sex Offender	
Check	0
Criminal History	
Check	0

Messages

The lowa Board of Medicine has moved to a new licensing system. All physician license numbers have changed – a letter prefix followed by a hyphen must be entered before each license number.

For MD licenses, enter MD-number

For DO licenses, enter DO-0 before the number (DO numbers must include a leading zero i.e. DO-03938) For Resident licenses, enter R-number

- For Special licenses, enter SP-number
- For Temporary licenses, enter T-number
- ✓ For Genetic Counselor licenses, enter GC-number

The fee charged for all criminal history record check requests submitted to the lowa Division of Criminal Investigation is non-refundable. If you encounter technical difficulties that prevent you from receiving a response, please contact 1-800-532-1174.

Please note: Your credit card information is not stored, therefore it cannot be released to any company, government agency or person.

		Check	
Help	Reset	View History	Log Off
Replenish Account			

Session Will Time Out At 12:09:51 AM

Current account balance for TEST-F is \$318.00

DCI is currently processing record checks submitted on 03-31-2021

4/1/2021 11:49:52 AM

Details on following pages

Search Criteria Explained

Enter Your Sear	ch Information		Professional License Type:
Last Name	Required		 Optional-choose from drop down box Licensed Child Care Centers will not see
Other Last Name	Recommended		Professional License boxes
First Name	Required		Professional License #:
Middle Name	Recommended		 Required if checking Professional License
SSN	Required		
DOB	Month V Day Year V		Abuse Registries Check:
Male O Female O	Required-Choose one		Check box if you are requesting
	· · / ·		 Child Abuse
Professional License Type]	 Dependent Adult Abuse
Professional License #			Sex Offender Check:
Abuse Registries Check			 Check box if you are requesting
Sex Offender Cheo	ck 🗌 🦯		 lowa Sex Offender Registry
Criminal History Cl	heck 🗌		Criminal History Check:
-			 Check box if you are requesting
			 Iowa Criminal History
	Check		
	Check: 0	 lick this b	utton 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 Any former or other last name for the individual Providing all Last Names is helpful to determine identity May result in faster response time for Criminal History requests needing further research	
Ī	First Name:	First Name	
	Middle Name:	Recommended for complete and accurate resultsProviding Middle Name is helpful to determine identity	
SSN: If the individual does not have an SSN or it is unknown, enter all 0s Do not enter dashes			
	DOB:Month-DD-YYYY		
	Male or Female:	Choose one	

Message Center

Messages







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 <u>lowa Criminal History Record Check Request Form (DCI-77 rev.</u> 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

Single Contact License & Background Check

Without a signed release authorization from the subject of the request, a <u>complete</u> criminal history record may not be releasable, per Code of Iowa, Chapter 692.2. For complete criminal history record information, as allowed by law, always obtain a signed release from the subject of the request.

I hereby confirm that I have obtained a signed release authorization from the subject of this request granting my agency permission to conduct an Iowa criminal history record check.

In addition, I agree to provide verification of the signed release authorization to DCI upon request.

YES 🔍 NO 🔍

Completing the transaction

5. Click the Check button to submit the SING request

Enter Your Search Information	Messages
Last Name Other Last Name First Name	The lowa Board of Medicine has moved to a new licensing system. All physician license numbers have changed – a letter prefix followed by a hyphen must be entered before each license number.
Middle Name SSN DOB V V V Male O Female O Professional	For MD licenses, enter MD-number For DO licenses, enter DO-0 before the number (DO numbers must include a leading zero i.e. DO-03938) For Resident licenses, enter R-number For Special licenses, enter SP-number For Temporary licenses, enter T-number For Genetic Counselor licenses, enter GC-number
Vicense Type Professional License # Abuse Registries Check Sex Offender Check	The fee charged for all criminal history record check requests submitted to the lowa Division of Criminal Investigation is non-refundable. If you encounter technical difficulties that prevent you from receiving a response, please contact 1-800-532-1174.
Criminal History Check	Please note: Your credit card information is not stored, therefore it cannot be released to any company, government agency or person.
Check Help Reset View History Log Off Replenish Account	Current account balance for TEST-F is \$318.00 DCI is currently processing record checks submitted on 03-31-2021
Session Will Time Out At 12:09:51 AM	4/1/2021 11:49:52 AM

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

Single	Conta	ct License 8	& Background Check
Please ente	r your SING		unt. All items marked with an "*" are required. Currently at \$0.00
		*Amount:	Minimum Deposit \$200
		*SING ID:	
	*B	Silling Account:	
Continue	Cancel	View History	

• 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

- Section and		51 - 50 - 50	(1940) - S		Q
Single	Conta	ct Licen	ise & I	Backgro	ound Check 📃 🔪
Please ente	er your SING		Balance Cur	rently at \$0.0	ked with an "*" are required. 00 Deposit \$200
		*SING ID:	test2		
4	*8	illing Account:	TEST-F		
Continue	Cancel	View History			

Click Continue to go to continue through payment process

You have elected to pay \$500	
To complete your payment, you will be redirected to the State of Iowa's p	ayment processor, U. S. Bank.
	Continue

Government Ordes	Payment Solutions		E
Make a Payment			
My Payment			
SING Background Checks Amount Due	\$500.00		
Payment Information			
Frequency	One Time		
Payment Amount	\$500.00		
Payment Date	Pay Now		
Contact Information			
First Name			
Last Name			
Company	(Optional)		
Address 1			
Address 2			
City/Town			
State/Province/Region	IA		
Zip/Postal Code			
Country	US		
Phone Number			
Email Address			
Payment Method			
Card Number	DECIVER		
Card Number		WSA .	
	Month Vear V		
Card Security Code			
Card Billing Address	 Use my contact information address Use a different address 		
Continue			
seed by		Customer Service Help Privacy Policy 🔒 Se	
		Service neig Privacy Policy	<u>nati</u>

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

The fee charged for all criminal history record check requests submitted to the lowa Division of Criminal Investigation is non-refundable. If you encounter technical difficulties that prevent you from receiving a response, please contact 1-800-532-1174.

Please note: Your credit card information is not stored, therefore it cannot be released to any company, government agency or person.

Current account balance for TEST-F is \$500.00

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

Background Check Complete As Of 1/21/2020 10:31:15 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 \$485.00								
	Generate PDF								
	Search Again								

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

Please enter you	quired to view your search results. Ir SING ID and Billing Account. d with an "*" are required.	•
*Amo	ount:\$ 15	
*SING	G ID:	
*Billing Acco	ount:	
Continue	Cancel	

To complete your payment, you will be redirected to the State of Iowa's payment processor, U. S. Bank. After payment is complete your SING result will be available.

Continue

Sovemment Orling Electronic	Payment Solutions	Exit
Make a Payment		
My Payment		
SING Background Checks		
Amount Due :	\$15.00	
Payment Information		
Frequency	One Time	
Payment Amount		
Payment Date	Pay Now	
Contact Information		
First Name		
Last Name		
Company	(Ontional)	
Address 1	(Abrough)	
Address 2	(Optional)	
City/Town		
State/Province/Region	IA	
Zip/Postal Code		
Country	US	
Phone Number		
Email Address		
Devenue Mathe		
Payment Method		
Card Number		
Expiration Date	Month 🖲 Year 🔻	
Card Security Code	(B)	
	Use my contact information address Use a different address	
Continue		
sbank	Customer Service Help Privacy Policy 🔒 Se	curity

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

IF YOU DO NOT RECEIVE RESULTS AFTER PAYMENT IS MADE, <u>CHECK VIEW HISTORY</u> TO SEE IF THE TRANSACTION WAS SUCCESSFUL <u>BEFORE RUNNING THE REQUEST AGAIN</u>. 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 =	lowa	Crimi	ina	l His	story

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
ссн	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.
СА	Not found in Registry	OR	Initiate record check evaluation process by completing form <u>470-2310</u> and submitting to DHS. If you have questions, please call 515-362-7404.
			Submit <u>Request for Child and Dependent Adult Abuse Information</u> by completing form 470-0643 and email to: <u>dhsabuseregistry@hhs.iowa.gov</u> or fax to 515-564-4112. If you have questions, please call 515-362-7404.
DAA	Not found in Registry		-OR-
			<u>Licensed Child Care Centers</u> will receive the following message: Submit <u>Authorization for</u> <u>Release of Child and Dependent Adult Abuse Information</u> by completing form 470-3301 and email to <u>dhsabuseregistry@hhs.iowa.gov</u> 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
ссн	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		LICENSE NUMBER		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 RE	CORD CHE	<u>CK REQUEST</u>
 To: Iowa Division of Criminal Investigation Bureau of Identification 215 E. 7th Street Des Moines , IA 50319 (515)725-6066 (515)725-6080 (fax) 		ACCOUNT NUMBER: 000000 FronfEST AGENCY-DCI 123 MAIN STREET DES MOINES, IA 50319 Phone Fax . Contact Preference: F
I am requesting an IOWA CRIMINAL HISTORY	REQUES (* indicates a requi record check on:	Γ red field)
JOHNSON Last name*	GARY First name*	Middle name
Maiden/Other Last name		<u>NO</u> Volunteer
<u>9/1/1948</u> Date of Birth*	M Gender*	987654321 Social Security number*
(DCI use only)	<u>RESU</u>	
	<u>11 AM</u> , a name an OCI# 0000000	d date of birth check revealed:
DCI initials		ignature on File
		luct an Iowa criminal history record check with the 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

Help	Reset	View History Log Off							
	Replenish Account								
Ses	Session Will Time Out At 10:00:41 AM								

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

Single Conta	ct License & Backgro	ound Check	
Previous Month's Transactions	This Month's Transactions	Return To Search Screen	Log Off
Previous Month's Possible Hit Transactions		This Month's Possible Hit Transaction	s
LAST NAME DOB	▼ ▼ (Month/Day/Year)	Find Transactions Matching	

View History Examples

When clicking on This Month's Transactions:

.og Off	L	Search Screen	Return To S		actions	h's Trans	his Mont	Т		onth's Transactions	Previous Mont
	ansactions	h's Possible Hit Tra	This Month					s	ransaction	onth's Possible Hit Tr	Previous Mont
		ctions Matching	Find Transac	ay/Year)	(Month/D	•	•	۲	DOB		LAST NAME
		AME DOB	OR LAST NAM			T NAME			NT TIMES		
			VIEW	67	04-01-19		2 PM DO	59:02	3/2020 3:	1/1	
		AME DOB	FOR LAST NA	VIEW	DOB	ST NAME	LA	TAMP	NT TIMES	EVE	
			VIEW	963	11-01-19	E	9 AM DC	:39:5	4/2020 10	1/14	
		AME DOB	FOR LAST NA	VIEW	DOB	ST NAME	LA	TAMP	NT TIMES	EVE	
			VIEW	981	07-05-19	HNSON	9 AM JO	:06:3	4/2020 11	1/14	
		AME DOB	FOR LAST NA	VIEW	DOB	ST NAME	LA	TAMP	NT TIMES	EVE	
			VIEW	970	02-07-19	DERSON	2 AM AN	:13:1	4/2020 11	1/14	

• Click VIEW to see status

When clicking VIEW button

Previous Month's Transactions This Month's Transactions Return To Search Screen Log Off Previous Month's Possible Hit Transactions This Month's Possible Hit Transactions This Month's Possible Hit Transactions LAST NAME DOE DOE 00 0 (01 v) 1018 v) (Month/Day/Year) Find Transactions Matching Database codes are: CCH - Criminal History DAA - Dependent Adult Abuse Registry SEX - Sax Offender	
LAST NAME DOE DOB 09 01 01 01 1978 (Month/Day/Year) Find Transactions Matching Database codes are: CCH - Criminal History DAA - Dependent Adult Abuse Registry SEX - Sex Offender	
Database codes are: CCH - Criminal History DAA - Dependent Adult Abuse Registry SEX - Sex Offender	
DAA - Dependent Adult Abuse Registry SEX - Sex Offender	
CA - Child Abuse Registry AID - Nurse Aid Registry NUR - Nurses Records Matching Lask Name DOE And DOB 109-01-1978'	
	INAL RESULT
4/1/2021 DDE JANE *****6789 09-01-1978 CA Record Not Found Completed 04- No 9:23:06 AM 01-2021	Io Record Found
4/1/2021 DOE JANE *****6789 09-01-1978 SEX Further Research 05-2021	lo Record Found
4/1/2021 DOE JANE ******6789 09-01-1978 DAA Submit Request for Dependent Adult Abuse Information form 470-0643 and email to: DH5AbuseRegistry@dhs.state.ia.us or 9/23/06 AM	
9:23:06 AM 02-2021 dis	Vo CCH Record Found Important disclaimer information
4/1/2021 DOE JANE *****6789 09-01-1978 9123:06 AM	
4/1/2021 CHARGE \$15.00	

Generate PDF

When searching for a specific transaction

Single Conta	ct License & Backgr	ound Check	
Previous Month's Transactions	This Month's Transactions	Return To Search Screen	Log Off
Previous Month's Possible Hit Transactions		This Month's Possible Hit Transactio	ns
LAST NAME Anderson DOB 01	I ▼ 14 ▼ 1971 ▼ (Month/Day/Year)	Find Transactions Matching	

When searching for a specific transaction-No Matching Transactions

Previous Month's Transactions	This Month's Transactions	Return To Search Screen	Log Off
Previous Month's Possible Hit Transactions		This Month's Possible Hit Transact	lions
LAST NAME anderson DOB 09 •	✓ 01 ✓ 1978 ✓ (Month/Day/Year)	Find Transactions Matching	
Database codes are: CCH - Criminal History	•		
DAA - Dependent Adul	t Abuse Registry		
SEX - Sex Offender			
CA - Child Abuse Reg	istry		
AID - Nurse Aid Regis	try		
NUR - Nurses			
Records Matching Last Name anderson And I			
EVENT TIMESTAMP LAST NAME OTH	ER LAST NAME FIRST NAME SSN LICEN	NSE NUMBER DOB DATABASE CODE F	RESULTS STATUS FINAL RESULT
No matching records found.			
		Generat	te PDF

When searching for a specific transaction with Matching Transactions

				i with match	<u></u>	lanoae				
Previous Month's Transactions	This	Month's Transad	tions	Return To Search So	creen	Log	Off			
Previous Month's Possible Hit	Transactions			This Month's Possib	le Hit Tran	sactions				
LAST NAME doe DOB 04 V 01 V 1967 V (Month/Day/Year) Find Transactions Matching										
Database codes are: CCH - Criminal History										
	DAA - Dependent Adult Abuse Registry									
SEX - S	ex Offender									
CA - C	hild Abuse Registry									
	urse Aid Registry									
NUR - N										
Records Matching Last Name d										
EVENT TIMESTAMP LAST N				ICENSE NUMBER DOB		ABASE CODE	RESULTS	STATUS	FINAL RESULT	
1/13/2020 3:59:01 PM DOE	ROE	JANE	*****4321	04-01-						
1/13/2020 3:59:01 PM DOE	ROE	JANE	*****4321		1967 SEX			Completed 01-13-2020		
1/13/2020 3:59:01 PM DOE	ROE	JANE	*****4321	04-01-	-1967 CCH			Completed 01-16-2020	No CCH Record Found	Important disclaimer information
1/13/2020 3:59:01 PM	ROE	14115	*****4321		-1967 DAA		CHARGE \$15.00	Completed 04-05-2021	No Decord Cound	
4/5/2021 10:06:26 AM DOE 4/5/2021 10:06:26 AM DOE	ROE	JANE JANE	*****4321		-1967 DAA -1967 CA			Completed 04-05-2021 Completed 04-05-2021		
4/5/2021 10:06:26 AM DOE	ROE	JANE	*****4321		-1967 CA		Further Research	Completed 04-05-2021	No Record Pound	
4/5/2021 10:06:26 AM DOE	ROE	JANE	*****4321	04-01-			Further Research			
4/5/2021 10:06:26 AM DOE	ROE	JANE	*****4321		-1967 CCH	4	Further Research			
4/5/2021 10:06:26 AM			4521	04.01			CHARGE \$15.00			
				Ge	enerate PD	<u>)F</u>				

Final Result Details

Users MUST go to <u>View History</u> 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		Othe	er Last Name	First Name	DOB	SSN		
Selection C	riteria	LONDON				JANET	1962-NOVEMBER-04	569863326		
	Registry			Results						
Sex Offende	r		Not found in F	Regis	stry					
Child Abuse			Not found in F	Regis	stry					
			Click here to	view	the Record Check Eva	aluation processing date				
Dependent A	dult Abuse		Not found in F	Regis	stry					
			Click here to	view	the Abuse Registry pro	ocessing date for forms rec	eived			

			Criminal History	Background Check				
	Last Name	Oth	er Last Name	First Name		DOB	SSN	
Selection Criteria	LONDON			JANET		1962-NOVEMBER-04	569863326	
Results								
cannot be included in	this response. A signed relea	ase au	lata. Under Iowa law, thorization is not suffi	cient to obtain this infor	matic	nfidential. Confidential juvenile court on from the Division of Criminal Inves want to Iowa Code section 232.147(1	tigation. In orde	
http://www.iowasexoff	ender.com/ . However, even	thougi led witi	h some information is h this record. In order	available on this site, t	he ac of coi	e found on the lowa Sex Offender Re tual records for juveniles may still be nfidential juvenile records, if any, an a	confidential and	

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 Registri	es Background Chec	k			
	Last Name	c	Other Last Name	First Name	DOB	SSN		
Selection Criteria	JOHNSON			MICHAEL	1972-OCTOBER-14	963255874		
Registr	y	Results						
Sex Offender		Not found in R	legistry					
Child Abuse		Not found in R	legistry					
		Click here to v	iew the Record Check	Evaluation processing	date			
Dependent Adult Abuse	e	Not found in R	nd in Registry					
		Click here to v	iew the Abuse Registr	y processing date for for	orms received			
-			Background Check Com	plete As Of 1/14/2020 11:32	2:36 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

		Cri	minal History I	Background C	heck			
	Last Name	Other Las	t 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 lowa 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).								
http://www.iowasexoffe	ender.com/ . However, even enile records cannot be pro	though soi vided with	ne information i	s available on t rder to request	this site, the	e found on the Iowa Sex Offender Regis actual records for juveniles may still be of confidential juvenile records, if any, a 8).	confidential	

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 Registr	ies Background Check	<u> </u>	
1	Last Name		Other Last Name First Name		DOB	SSN
Selection Criteria	ANDERSON	1	. JOHN		1970-FEBRUARY-07	654398744
Regist	ry			Res	sults	
Sex Offender		Not found in	Registry			

		Criminal Histo	ry Background Check	(
•5	Last Name	Other Last Name	First Name	DOB	SSN
Selection Criteria	ANDERSON	÷	JOHN	1970-FEBRUARY-07	654398744
			Results		
REMINE	Please note: There may	be multiple individual	s with similar search o	nse for criminal history. criteria, requiring more research. on the View History Button after logg	ing in.
		Background Check Con	plete As Of 1/14/2020 11:13	3:12 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 O		Other Last Name First Name		DOB	SSN	
Selection Criteria	SMITH .				JENNIFER	1984-DECEMBER-06	123456789
Registry		Results					
Sex Offender		Fur				sponse from the Sex Offender Regist lefinite, requiring more research.	ry.
Child Abuse		Initiate record please call (5			by completing form 470-23	310 and submitting to DHS. If you have a	questions,
		Click here to v	view t	he Record Check Ev	aluation processing date		
				@dhs.state.ia.us or f	fax to 515-564-4112. If you	by completing form 470-0643 and email have questions, please call <u>515-362-74</u>	
		Click here to		17 17 2	As Of 1/14/2020 3:10:58 PM	<u>ceived</u>	

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.

			Messages
Last Name			The lowa Board of Medicine has moved to a new licensing system. All
Other Last Na	ame		physician license numbers have changed – a letter prefix followed by a
First Name			hyphen must be entered before each license number.
Middle Name			
			For MD licenses, enter MD-number
SSN			For DO licenses, enter DO-0 before the number (DO numbers must include
DOB	•	• •	leading zero i.e. DO-03938)
Male 🔍 Fema	ale 🔘		For Resident licenses, enter R-number
1 12 IX 120	2 22 P		For Special licenses, enter SP-number
Professional L			For Temporary licenses, enter T-number
Professional L	.icense #		For Genetic Counselor licenses, enter GC-number
	Check		Iowa Division of Criminal Investigation is non-refundable. If you encounter technical difficulties that prevent you from receiving a response, please contact 1 800-532-1174.
Help	Reset View History	Log Off	
. ioip	Replenish Account		Please note: Your credit card information is not stored, therefore it cannot be released to any company, government agency or person.
	The state of the second s		
	n Will Time Out At 10:00:4	41 AM	
	n Will Time Out At 10:00:4	41 AM	Current account balance for 000000 is \$15,214.00
	n Will Time Out At 10:00:-	41 AM	Current account balance for 000000 is \$15,214.00 DCI is currently processing record checks submitted on 01-08-2020

- 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 T	Professional License Type (Nursing) and License Number entered						
Results:	Nursing License-Not Fo	Nursing License-Not Found in Database						
	Single Cont		e & Backgroun	d Check				
			Results					
		Nurs	sing License					
	License # entered			Last Name entered:				
	123456789			TEST				
		Not For	und In Database					
Background Check Complete As Of 1/17/2020 10:52:57 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 \$14938.00								
			nerate PDF					
		S	earch Again					

Agency Access:	All databases	All databases							
Boxes Checked:	Professional Lic	rofessional License Type (Nursing) and License Number entered							
Results:	Nursing License	Jursing License-Active; Abuse							
	Single (Conta	ict Lice	ense & Backgroun	nd Check				
				Nursing License					
Nam	9	Birt	Birth Date Add			ss			
ANDERSON,	o #			Status		Issued	Expires		
LPN F		Active		outus		11/26/2019	11/15/2022		
NOTE: The first and las	t names, date of birth			ick Complete As Of 1/14/2020 4:07:2 in the abuse registry and crimi		ts are just as they w	ere entered on the		
				screen.	-				
		Billing	g Account Te	ST-F Cash Deposit Currently at \$14	4955.00				
				Search Again					

Agency Access:	Criminal H	Criminal History and Sex Offender Registry only							
Boxes Checked:	Abuse Reg	Abuse Registries, Professional License Type (Dental) and License Number entered, Criminal History Check							
Results:	Dental Lice	Dental License-Not Found in Database-call for verification; SEX-No Record; CCH-No Record							
Single Contact License & Background Check									
			Re	sults	_				
		Dental License							
License # Entered 564897534	d Last Name Entered APPLESEE								
Record Not Found		atabase fo	r verification call 1-515-281-	5157, or email at I	DB@iowa.g	OV.			
			Abuse Registries	Background Che	ck				
	Abuse Registries Background Check Last Name Other Last Name First Name			ров	SSN				
Selection Criteria	APPLESEE			ЈОНИМУ		1999-SEPTEMBER-01	564897534		
Registry	Results								
Sex Offender	Not	found in Re	egistry						
			Criminal History	Background Chec	:k				
	Last Name		Other Last Name	ther 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 lowa 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 o confidential juvenile records, if any, an application must be filed pursuant to lowa 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 databas	All databases							
Boxes Checked:	Abuse Reg	Abuse Registries and Professional License Type (Nursing) and License Number entered							
Results:	Nursing Lie	Nursing License-Active; SEX-No Record; CA-No Record; DAA-No Record							
Single Contact License & Background Check									
Results									

Results

Number Disease										
		Dist. D.		rsing License						
Name			Birth Da	ite	Address					
ANDERSON.										
License #			Status				Issued	Expires		
LPN			Active 11/26/2019					11/1	15/2022	
	Abuse Registries Background Check									
L	Last Name		Other Last Name		First Name	DOB	DOB			
Releation Criteria	Selection Criteria ANDERSON					1000				
Selection Criteria			. 1968-			1968-1	56-r			
Registry			Results							
Sex Offender Not foun			ot found in Registry							
			ot found in Registry							
			lick here to view the Record Check Evaluation processing date							
			ot found in Registry							
			ick 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 <u>Contact Information Update (DCI-48 10/1/19)</u> must be completed when any contact information has changed
- If you cannot click the link above, contact <u>dciaccounts@dps.state.ia.us</u> to obtain the form
- Updates must be on this form

Password Reset/Forgot Password

- Contact the OCIO Service Desk to retrieve or reset password
- <u>https://help.iowa.gov/</u> 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 <u>SINGaccounts@lowaDPS.us</u>

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 <u>dciaccounts@dps.state.ia.us</u> 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