



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Division of Child Development and Early Education

APPLICANT BACKGROUND CHECK INSTRUCTIONS

Version 1.1

November 2022

Thank you for your interest in applying for a position in childcare. The North Carolina Division of Child Development and Early Education (DCDEE) requires all applicants to complete a fingerprint-based, criminal history background check. Follow the instructions in this guide so the NC DCDEE Criminal Background Check Unit can process your request.

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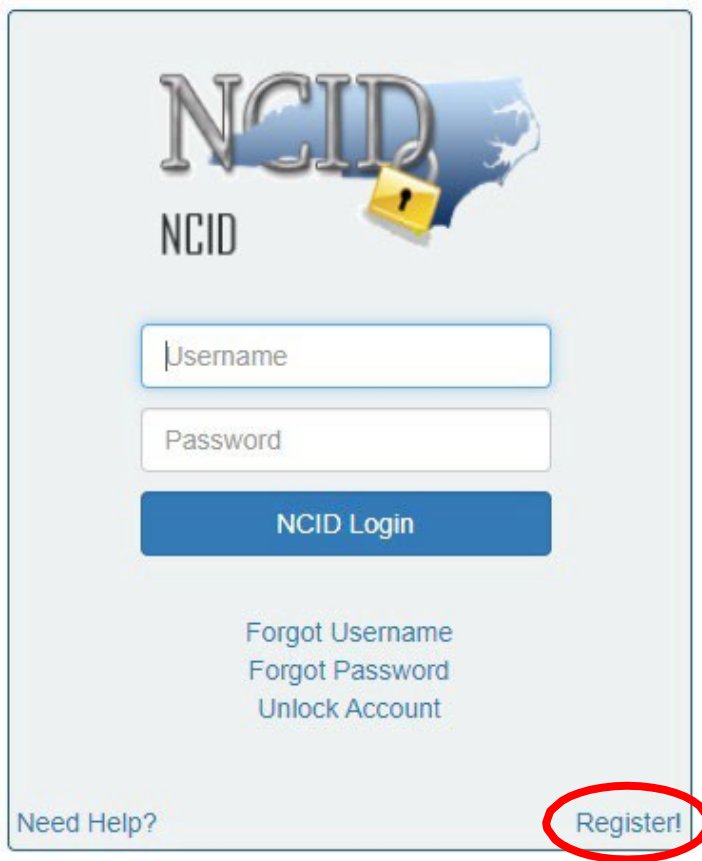
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1. Create your NCID Login

You must obtain your username and password from the NC Identity Management system (NCID) prior to logging into the Automated Background Check Management System (ABCMS). Follow the steps below to create your NCID Login. If you need assistance with your NCID login, please visit <https://it.nc.gov/support/ncid> or call 919-754-6000.

- a. Go to <https://ncid.nc.gov>

- b. Click the link titled "**Register!**" in the bottom right corner of the login box.



NCID
NCID

Username

Password

NCID Login

Forgot Username
Forgot Password
Unlock Account

Need Help? Register!

c. On the New User Registration screen, click **“Individual”**.



 **North Carolina Identity Management** 
New User Registration

Please indicate your user type from one of the following categories:

Individual	Request access to the State of North Carolina services as an individual or citizen.
Business	Request access to the State of North Carolina services on the behalf of a business.
State Employee	Currently employed or assigned to work for an agency within the State of North Carolina government.
Local Government Employee	Currently employed or assigned to work for a North Carolina county or municipality.

- d. Follow the instructions to complete the form and set up your account. Click **“Continue”** after completing the form. Fields with an asterisk (*) are required.

To create your account, NCID will email you a code. You will need this code once you complete the form below and click the “Continue” button.

Desired Username*

Prefix (Optional)
First Name*

New Password*

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 3 days.
- Must have at least 3 of the 5 character types below:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above
- New password may not have been used previously.

1. Complete form.
2. Click “Continue”.

- e. Check your email for a temporary password code from **“New NCID User Verification”**.
- f. Enter the 6-digit password code in the box and click **“Check Code”**.

To verify your identity, a message has been sent to you. Please enter, in the box below, the six-digit code that has been sent to you.

Code

1. Enter the 6-digit code contained in your email.
2. Click “Check Code”.

✓ Check Code ✕ Cancel

- g. After receiving the message that your security code has been verified, click **“Continue”**.

Thank You! Your security code sent to [redacted]@gmail.com has been verified.

▶ Continue ✕ Cancel

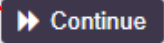
h. On the next screen, you will receive the following message (see box below):

Read the instructions and click **“Continue”**.

IMPORTANT: DO NOT CLOSE YOUR BROWSER BEFORE COMPLETING REMAINING STEPS

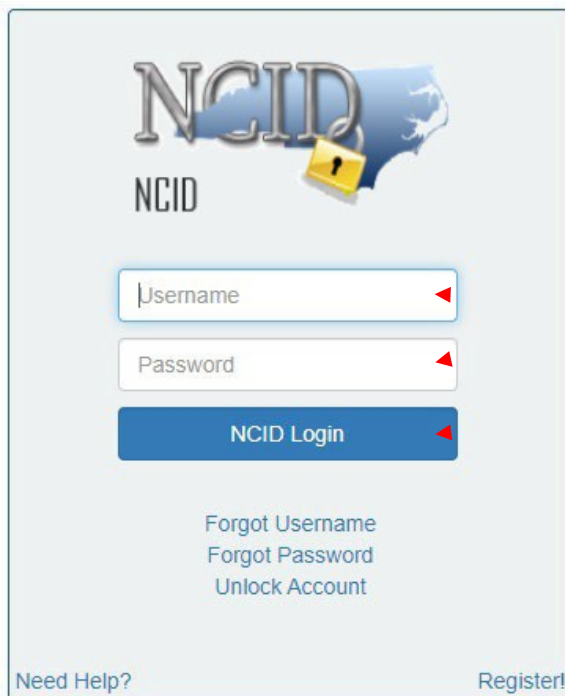
Your new NCID account has been created. Please click on the continue button to complete the security questions and answers to activate your account. You will be redirected to the NCID login page (<https://ncidpp.nc.gov>).

1. You will need to login with your new NCID account name and password
2. Select 5 different security questions and answers
3. Click on the “Save Answers” button to save your security questions and answers
4. You will be able to review the questions selected. You can change them or select “No Change”
5. At this point your account is active and you are logged out of NCID.



i. You will be redirected back to the NCID login screen.

j. Enter the new NCID Username and Password you created. Click **“NCID Login”**.



1. Enter the Username and Password you created.
 2. Click “NCID Login”

- k. To complete the setup of your NCID login, select 5 security questions and enter your answers.
- l. Click **“Save Answers”**.

If you forget your password or lock your account, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password or lock your account. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

You must select and answer five questions before saving responses.

What was the name of your first pet?

In which city was your mother born?

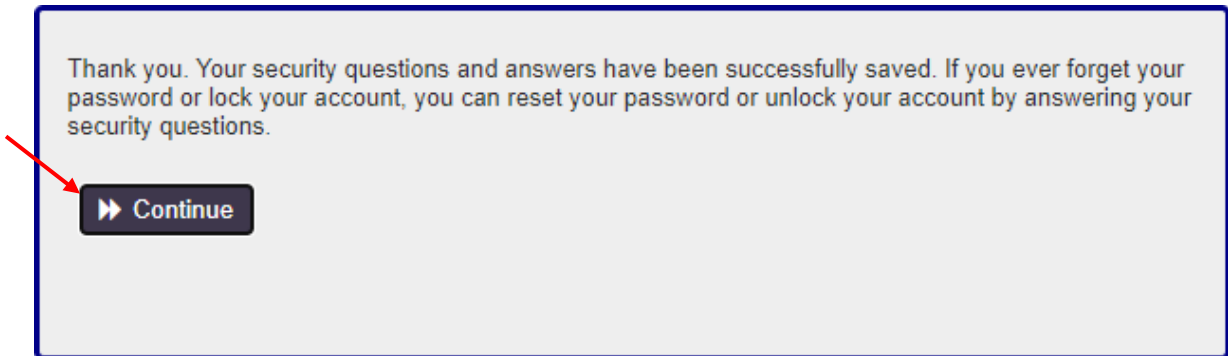
— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

1. Choose and answer security questions.
2. Click “Save Answers”.

- m. You will receive the message: “Thank you. Your security questions and answers have been successfully saved.” Click “Continue”.

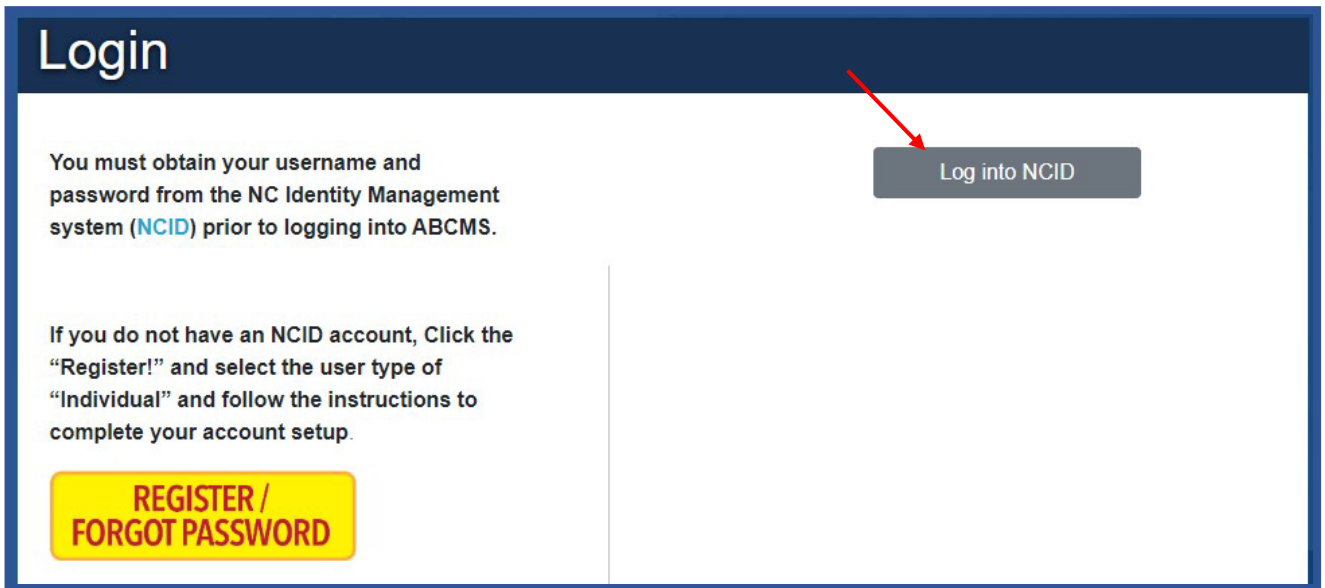


- n. Your NCID login setup is complete. The next step will instruct you on how to login to ABCMS. If you were not able to complete the previous steps to create an NCID login, please visit <https://it.nc.gov/support/ncid> or call [919-754-6000](tel:919-754-6000).

If you later attempt to log in to retrieve your qualification or change employers and have difficulty logging in, you can also use <https://it.nc.gov/support/ncid> or call [919-754-6000](tel:919-754-6000).

2. Login to the DCDEE ABCMS website

- a. Go to <https://ncabcms.nc.gov/DCDEE/Applicant/>
- b. Click on the "Log into NCID" button.



- c. Enter your NCID Username and Password. Click "NCID Login".

1. Enter the Username and Password you created.
2. Click "NCID Login"

d. Accept the **Terms and Conditions** by clicking the check box and then clicking **“Accept”**.

Terms and Conditions

The Automated Background Check Management System (Web site) is password protected. You must register and secure a username and password before you access the secured site. Username and passwords are not to be shared at any time. All users must secure a user name and password from NCID. You understand that by utilizing this site, that you are obtaining a background check for yourself and no one else. You also understand that attempting to access Criminal History Record Information when you are not authorized to do so may violate state and/or federal laws. You must notify DHHS immediately of any known or suspected unauthorized use of your username and password or any other breach of security.

I accept the Terms and Conditions of the End User License Agreement

Cancel Accept

3. Enter Applicant Information

a. On the **Applicant Search** page, enter your social security number and date of birth. Then click **"Next"**

Applicant Search

Please enter your SSN and Date of Birth and click next. Do not select any other option on this screen. Note: Selecting other items will cause errors. Do not contact the CBC Unit if you do this.

* First Name:
* Last Name:
* SSN:
* Date of Birth:

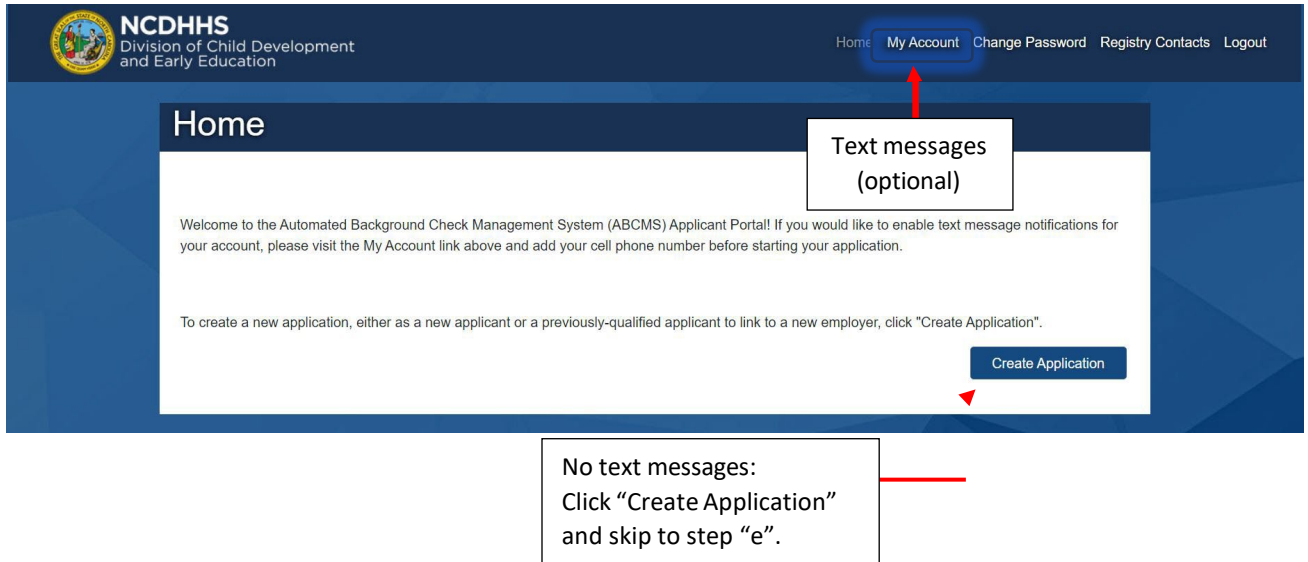
Next

1. Enter your social security number and date of birth.
2. Click "Next".

IMPORTANT: Your information must match the information you put into NCID earlier. You must also match any information you used on a previous background check. Any mismatch will result in error messages in the application and will delay your background check.

b. On the **Home** page:

1. If you want to receive text messages regarding your application, click **“My Account”**. (optional)
2. If you do not want to receive text messages, click **“Create Application”**, and skip to step **“e”**.



c. Complete the **Contact Information** page, click the box to receive text messages, and enter your phone number for text messaging. Click **“Save”**.

*Note: To complete the option to receive text messages you must also click the box on the **Profile** page in step **“g”** which states, **“Please check this box to receive text message notifications.”***

Contact Information

Mailing Address

Country:

United States

* Mailing Address Line 1:

123 Park Lane

Mailing Address Line 2:

* Mailing City:

Charlotte

* State:

North Carolina

* Mailing ZIP:

54321

* Phone:

919-555-1970

Phone Type:

Mobile

* Email:

██████████@gmail.com

Please check this box to receive text message notifications. Enter your number below and press Save.

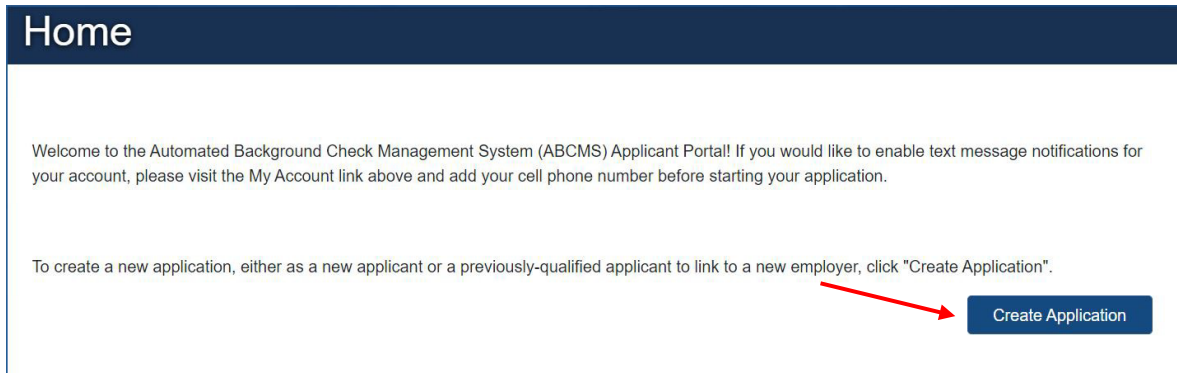
* Text Message Number:

919-555-1970

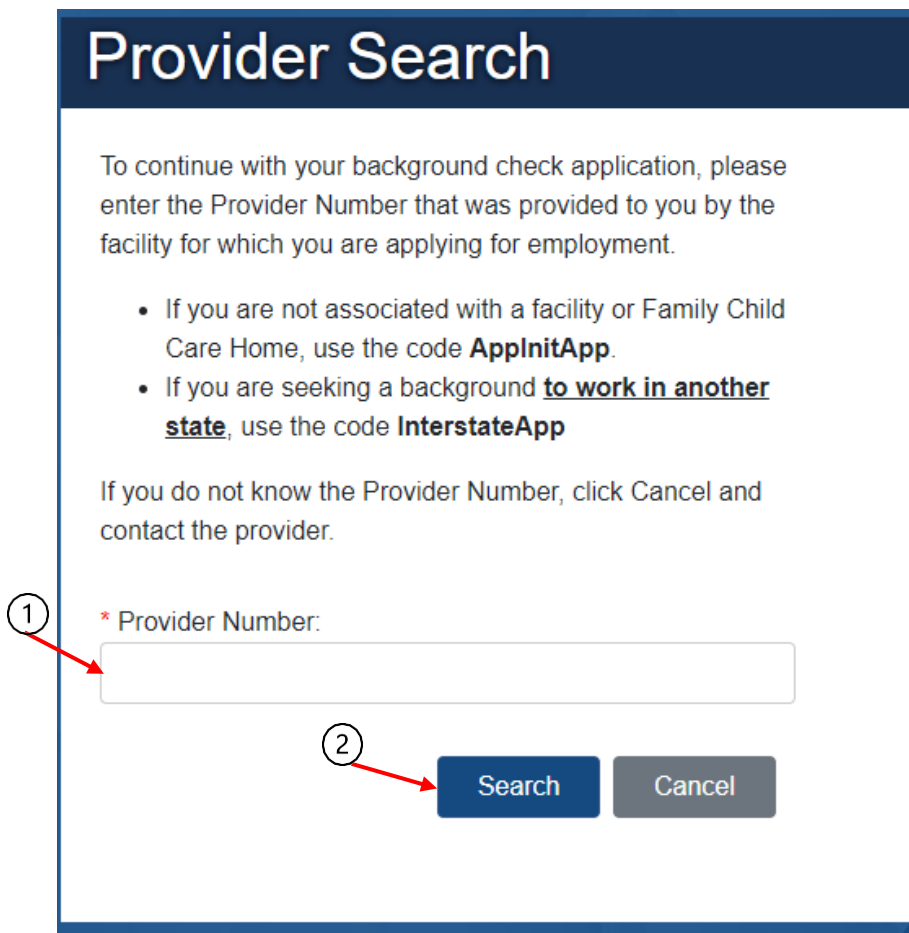
Save

1. Complete form.
2. Check box.
3. Enter number.
4. Click "Save".

d. On the **Home** page, click **“Create Application”**.



e. On the **Provider Search** page, enter the provider number according to the instructions on the screen. Then click **“Search”**.



NOTE: The code "**InterstateApp**" is significantly different from a standard in-state background check. These are normally requested by individuals that live in other states that want to work in those states. The interstate results cannot be used in a North Carolina licensed child care facility.

- f. The Provider will appear on the right-hand side of the box. If the provider is correct, click **“Continue Application”**. If an incorrect provider is displayed, stop, and contact the provider that gave you the provider number.

Provider Search

To continue with your background check application, please enter the Provider Number that was provided to you by the facility for which you are applying for employment.

- If you are not associated with a facility or Family Child Care Home, use the code **ApplnitApp**.
- If you are seeking a background **to work in another state**, use the code **InterstateApp**

If you do not know the Provider Number, click Cancel and contact the provider.

* Provider Number:

Search **Cancel**

Provider:

Cancel **Continue Application**

g. On the **Profile** page, enter your information in each field. This MUST be your legal name. Fields with a red asterisk (*) are required. Then click **"Next"**.

The image shows a 'Profile' form with the following fields:

- * First Name: [Text input]
- * Middle Name: [Text input] with a checkbox for 'No Middle Name' below it.
- * Last Name: [Text input]
- Suffix: [Dropdown menu]
- * Date of Birth: [Text input]
- * SSN: [Text input]
- * Gender: [Dropdown menu]
- * Race: [Dropdown menu]
- * Hair Color: [Dropdown menu]
- * Eye Color: [Dropdown menu]
- * Height: [Text input]
- * Weight: [Text input]
- * Place Of Birth: [Dropdown menu]
- US Citizen: [Dropdown menu]
- * Phone: [Text input]
- Phone Type: [Dropdown menu]
- Secondary Phone: [Text input]
- Secondary Phone Type: [Dropdown menu]
- * Email: [Text input]

A callout box with the following text is overlaid on the form:

1. Complete form.
2. Click "Next".

A red arrow points from the callout box to a blue 'Next' button located at the bottom right of the form.

- h. On the **Verify Identity** page, choose one of the documents from the drop-down menu and enter your information. At this point, and at any time during your application, you may choose to do one of the following:
1. **"Withdraw"** your application (All information you submitted will be deleted.)
 2. **"Save and Close"** your application (All information you entered will be saved and you can continue your application later.)
 3. Use the **"Back"** button to go back to the previous page.

The screenshot shows a web form titled "Verify Identity" with a dark blue header. The form contains the following elements:

- Identity Document** section with a dropdown menu labeled "* Document:".
- Document #:** a text input field.
- Issuing Authority:** a text input field.
- Expiration Date:** a text input field.
- Four buttons at the bottom: **Withdraw**, **Save and Close**, **Back**, and **Next**.

i. On the next page, enter the information for the address where you currently live. Click **“Next”**.

Please list the address where you are currently located.

Country:

* Address Line 1:

Address Line 2:

* City:

* State: * County:

* Zip Code:

1. Complete form.
2. Click “Next”.

- j. **Mailing Address:** Enter the information for your mailing address if different from your current address. If your mailing address is the same as the current address you entered, you may check the box which states **“Mailing Address is same as Permanent Address.”** Click **“Next”**.

Mailing Address

If you receive mail at an address different than where you live, please list that here. If your mailing and physical address are the same, no information is needed.

Mailing Address is same as Permanent Address

Country:
United States

* Address Line 1:
123 Park Lane

Address Line 2:

* City:
Charlotte

* State: North Carolina * County: Camden

* Zip Code:
54321

Withdraw Save and Close Back Next

k. **Prior Addresses:** If you have lived in a different state in the previous 5 years, enter the information for your previous address. If not, click the box which states “**I have not lived in another State during the specified time frame.**” Click “**Next**”.

Prior Addresses

The Child Care Development Block Grant (42 USC 9858) require applicants to disclose their address history for the preceding five years.

If you have lived in a different state in the previous five (5) years, on a full or part time basis, you will enter the information on the right.

Country:

* State:

* Year From: * Year To:

I have not lived in another State during the specified time frame.

- I. **Prior Names and Aliases:** Add all names that you have used in the past, such as a maiden or alias name, or a prior name. An alias name is another name you have used in your lifetime. If you have not used any other names, click the box which states **“I have never been known by any other names or aliases.”** Click **“Next”**.

Prior Names and Aliases

List all names that you have used, such as a maiden or alias name, or a prior name.

	<p>First Name: <input type="text"/></p> <p>Middle Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Alias SSN: <input type="text"/></p> <p>Alias DOB: <input type="text"/></p> <p><input type="button" value="Add this name or alias"/></p>
--	--

I have never been known by any other names or aliases.

- m. **Release of Information:** Only check the box that applies to the type of background check you are requesting. Read the information in the box and check the box that applies to you. You may also upload a document related to your background check request. Click **“Next”**.

Release of Information

Only check the box that applies to the type of background check you are requesting!

- If you are requesting a background check to work in the state of NC, please read and accept the following consent:**
- I certify that the information on this form is accurate and truthful. I understand if I falsify any information required to be furnished to conduct the criminal background check, I can be convicted of a Class 2 misdemeanor.

- If you are requesting an [Interstate] Out of State background check to work in another state, please read and accept the following consent:**
- I understand that an Interstate background check only applies to an applicant working in a state other than North Carolina and cannot be used to work in a North Carolina licensed childcare facility.
 - I certify that the information on this form is accurate and truthful. I understand if I falsify any information required to be furnished to conduct the criminal background check, I can be convicted of a Class 2 misdemeanor.
 - I understand that I am responsible for retrieving the results of this Interstate background check once completed and providing it to my employer and/or state child care licensing agency.

1. Check one box.
 2. Click **“Next”**.

Upload Document

Withdraw

Save and Close

Back

Next

n. **Registry Information:** If all 3 registry results state “Cleared”, you may click “Next”.

Note: If any of the Registry results indicate “Pending” on the Registry Information page, you will not be able to move forward to the payment screen. You will receive notification as to the reason. For additional information, you may call 919-814-6401.

The screenshot displays the 'Registry Information' page. On the left, there are instructions: 'The results of your registry checks appear to the right of this message.', 'If the results show "Pending", please contact the CBC Unit at 919.814.6401.', and 'If the results show "Not Cleared", please visit [this link](#) to review your appeal rights for the registry that you are listed on.' On the right, three registry checks are listed, each with a result of 'Cleared' circled in red: 'DCDEE Child Maltreatment Registry', 'North Carolina Sex Offender Registry', and 'Responsible Individual Data Registry'. Each entry includes a checked date of 05/03/2022 and an 'Add Note' button. At the bottom right, a row of buttons includes 'Withdraw', 'Save and Close', 'Back', and 'Next', with a red arrow pointing to the 'Next' button.


- o. **Payment Information:** If you are responsible for the payment, you will see the **Payment Information** screen. Click the **“Pay Now”** button to go to the payment screen. Note that interstate applicants are not charged a fee, since they are not required to submit fingerprints. Make sure you finish the payment process and return to ABCMS, or your payment will not be recorded by the application.

Payment Information

The CBC Unit will not offer refunds once a background check payment has been made. Keep in mind that your financial institution may hold funds until a transaction is cleared.

Your card statement will reflect two charges from **"DCDEE Background Check"**.

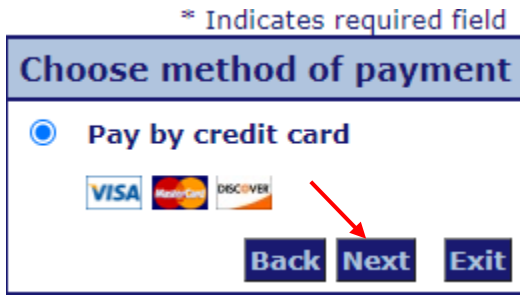
Fee Name	Amount	Payment
Background Check Fee	\$25.00	Due

 [Pay Now](#)

[Withdraw](#) [Save and Close](#) [Back](#)

4. Complete Payment (In-state applicants only)

- a. Payment can be made using a credit/debit card. Follow the prompts on the screen and enter your credit/debit card information. You will have the opportunity to print a receipt of the payment for your records. Your bank card information is NOT stored in the system and is securely transferred for processing. Click "Next".



- b. Complete the form with your **Billing Address** and **Payment Method**. Click the box which states “I’m not a robot”. Then click “Next”.

* Indicates required field

Billing Address

Use Business Name

*First Name:

M.I.:

*Last Name:

Street Line 1:

Street Line 2:

City:

State:

Zip:

Phone:

*E-Mail:

Payment Details

*Payment Amount: 25.00 USD
Convenience Fee: 1.50 USD


Payment Method

*Name on Card:

*Card Number:


*Expiration Date: * Month
* Year

*Card Verification Value(CVV2): [What's This?](#)


I'm not a robot 
reCAPTCHA
Privacy - Terms

1. Complete form.
2. Check box.
3. Click “Next”.

- c. Confirm **Address**, **Payment Method**, and **Payment Amount**. If any information is incorrect, click **“Back”**. If all information is correct, click **“Pay Now”**.

Address	
Billing Address: [Redacted] 123 Park Lane Charlotte, NC 54321 (919) 555-1970 [Redacted]@gmail.com	
Payment Method	
Credit Card  [Redacted] x1111 06/24	
Payment Amount	
Amount: 25.00 USD	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Information is correct.</div> 
Convenience Fee: 1.50 USD	
Total: 26.50 USD	
Back Pay Now Exit	

- d. The confirmation screen will be displayed. You may print a receipt for your records. Click **“Exit”**. If you do not click **“Exit”**, your payment will not be recorded by ABCMS.

Thank You	Printable Receipt
Merchant: DCDEE Background Check	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Print receipt</div>
Merchant City/State: Raleigh, NC	
Merchant Location Code: 00001	
Payment Status: Payment Success	
Payment Date: 05/03/2022	
Confirmation Number: 22050316363421	
Billing Address: [Redacted] 123 Park Lane Charlotte, NC 54321 (919) 555-1970	
E-Mail Address: [Redacted]@gmail.com	
Total Amount: 25.00 USD	
Convenience Fee: 1.50 USD	
Card Type: VISA	
Account #: x1111	
Authorization Code: 143808	
	Exit

e. After payment is complete, the **Payment Information** page will now show a payment date. Click **“Next”**.

Payment Information

The CBC Unit will not offer refunds once a background check payment has been made. Keep in mind that your financial institution may hold funds until a transaction is cleared.

Your card statement will reflect two charges from **"DCDEE Background Check"**.

Fee Name	Amount	Payment
Background Check Fee	\$25.00	05/03/2022

Withdraw Save and Close Back Next

5. Review and Complete Application

- a. **Application Summary:** Verify your application information. If changes are needed, click the “**Edit Application**” button. When all information is correct, click the box which states “**The above information has been reviewed by me and is true and correct.**” Then click “**Finish**”.

Application Summary

Profile

First Name:	Middle Name:	Last Name:	Suffix:
[Redacted]	M	Applicant	
Date of Birth:	SSN:	Gender:	
[Redacted]	[Redacted]	Male	
Race:	Hair Color:	Eye Color:	
[Redacted]	Bald	Black	
Height:	Weight:		
5'5"	140		
Place Of Birth:		US Citizen:	
North Carolina		Yes	
Phone:	Phone Type:	Secondary Phone:	Secondary Phone Type:
919-555-1970	Mobile		
Email:			
[Redacted]	@gmail.com		

Registry Information

DCDEE Child Maltreatment Registry	Cleared	5/3/2022	
North Carolina Sex Offender Registry	Cleared	5/3/2022	
Responsible Individual Data Registry	Cleared	5/3/2022	

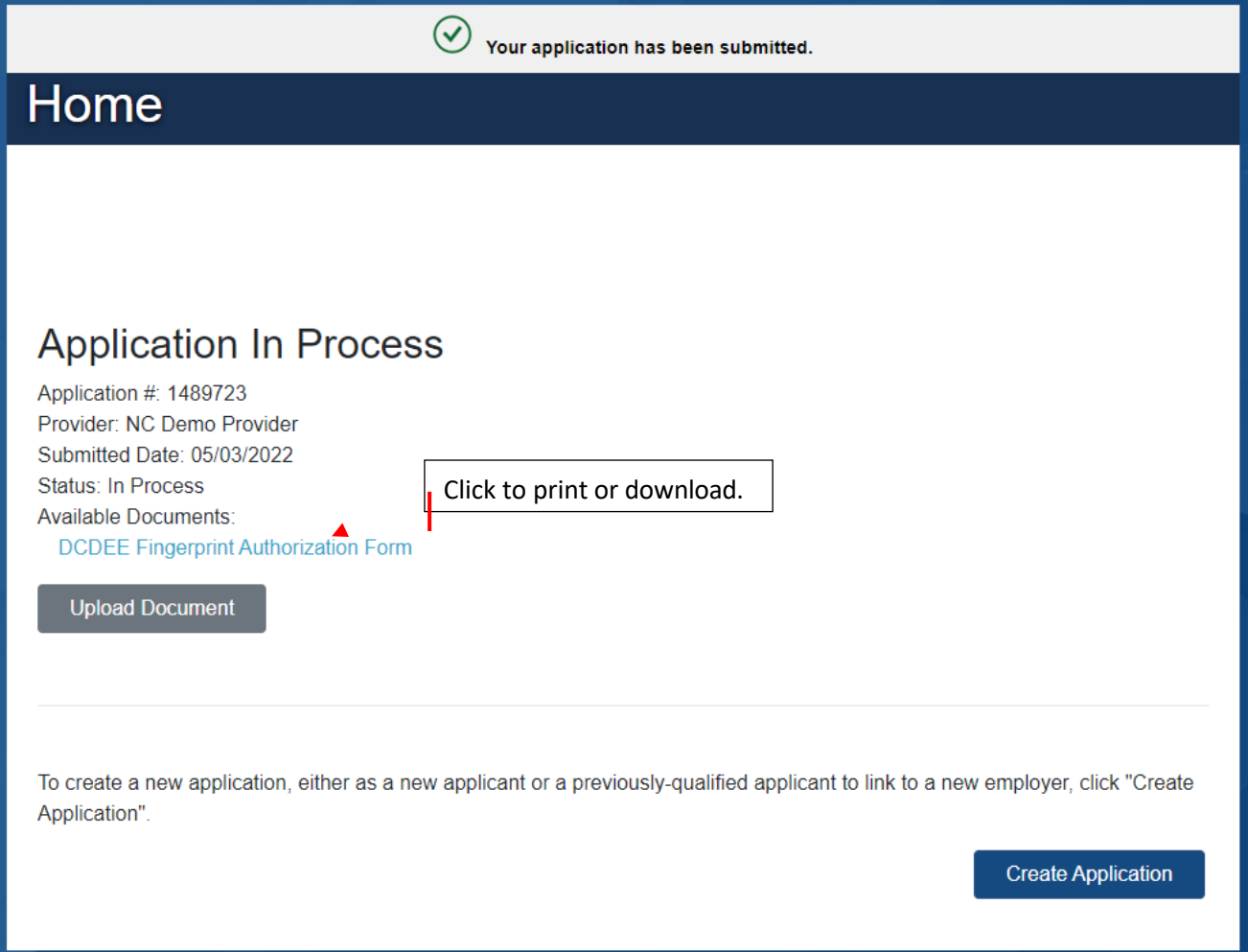
Information is correct.

The above information has been reviewed by me and is true and correct.

Edit Application

Withdraw Save and Close Back Finish

- b. You will be directed to the Home page. Your application has been submitted. Click **“DCDEE Fingerprint Authorization Form”** to print or download the fingerprint form. You will take this form with you to be fingerprinted. (In-state applicants only)



The screenshot shows a web interface with a dark blue header containing the word "Home". Below the header, a light gray notification bar at the top right features a green checkmark icon and the text "Your application has been submitted.". The main content area is titled "Application In Process" and lists application details: "Application #: 1489723", "Provider: NC Demo Provider", "Submitted Date: 05/03/2022", and "Status: In Process". Under "Available Documents:", there is a blue link "DCDEE Fingerprint Authorization Form" with a red triangle icon above it. A white callout box with a red border points to this link, containing the text "Click to print or download.". Below the documents is a dark gray "Upload Document" button. At the bottom of the page, there is a blue "Create Application" button and a paragraph of text: "To create a new application, either as a new applicant or a previously-qualified applicant to link to a new employer, click 'Create Application'."

6. Next Steps

- Make an appointment to be fingerprinted. (In state applicants only) Please visit for a location nearest you: <https://www.nbinformation.com/locations/lawEnforcement/byCounty/NC.php>. Your application will not proceed without fingerprints.
- Go to your appointment to be fingerprinted. Take your **DCDEE Fingerprint Authorization Form** and your identification with you.
- A State and FBI criminal background check will occur using your fingerprints.
- If you receive an email asking for additional information, you should respond quickly.
- When DCDEE receives your fingerprint report, your eligibility will be determined.
- Once results are back and eligibility determination has been completed, the status will show on your ABCMS Home Page with any available letters. You will receive a notification that your status has changed.
- Go to <https://ncabcms.nc.gov/dcdee/applicant> and use your NCID login to check the status of your determination.

Completed Applications

Application #: 1489716
Provider: Applicant Initiated
Submitted Date: 05/02/2022
Status: **Qualified**
Document(s):

Unread	Document Name	Date Added	Added By
	DCDEE Qualification Letter.pdf	05/04/2022	State User

Upload Document

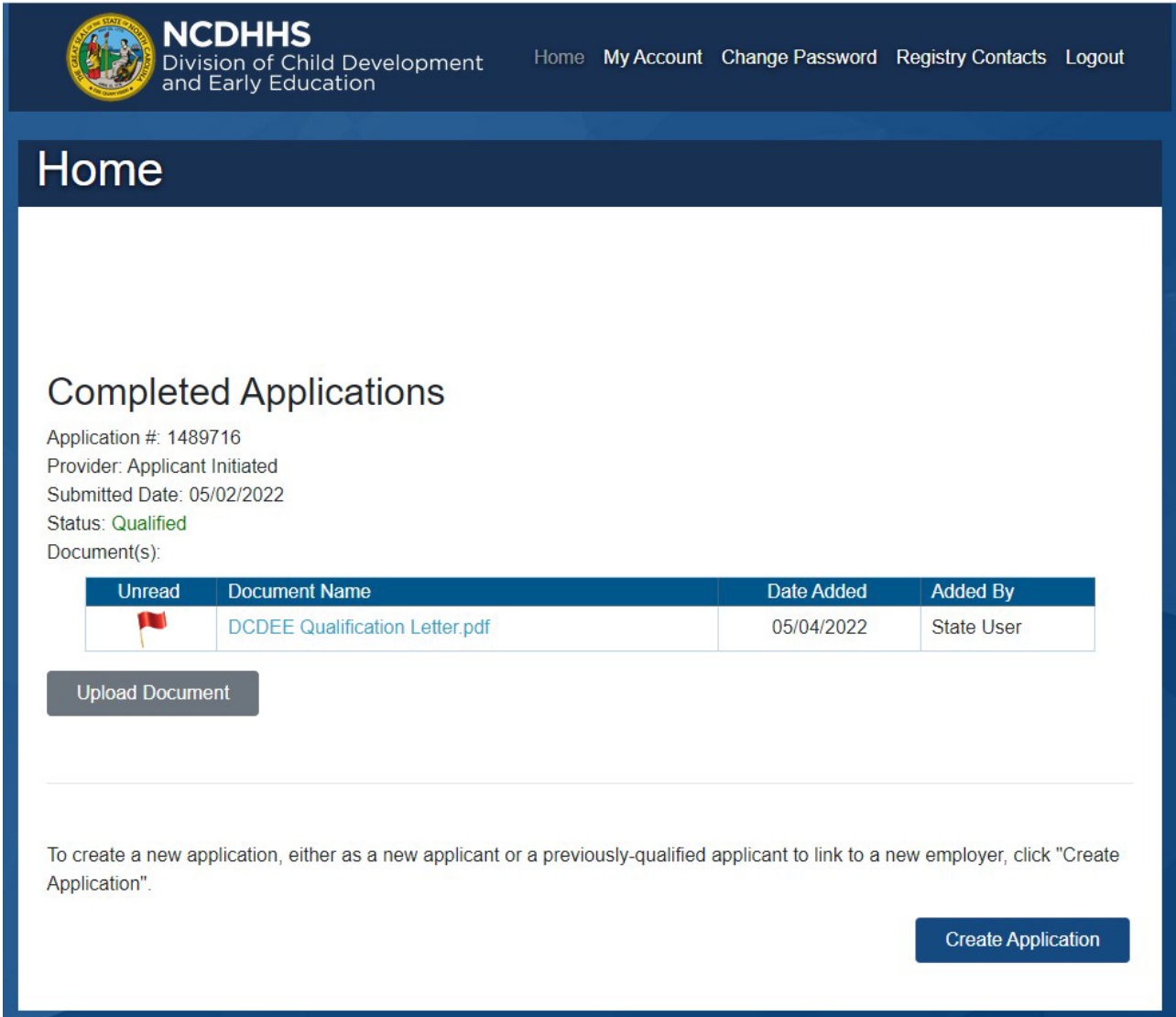
Determination status

Unread letter

- If you see **Pending** or **Disqualified** as the status, or you have questions about your eligibility, please contact 919-814-6401.
- For more information, please visit <https://ncchildcare.ncdhhs.gov/home/dcdee-sections/criminal-background-check-unit/basic-information>

7. Navigating the ABCMS System

- To check the status of your application, you may login to the ABCMS system. Go to <https://ncabcms.nc.gov/dcdee/applicant> and login using your NCID username and password.
- If you see **Pending** or **Disqualified** as the status, or you have questions about your eligibility, please contact 919-814-6401.
- If you need to attach a document related to your application, such as an affidavit, you may do so by clicking **“Upload Document”**.



The screenshot shows the NCDHHS ABCMS system interface. At the top, there is a navigation bar with the NCDHHS logo and the text "NCDHHS Division of Child Development and Early Education". To the right of the logo are links for "Home", "My Account", "Change Password", "Registry Contacts", and "Logout". Below the navigation bar is a "Home" header. The main content area is titled "Completed Applications" and displays the following information: Application #: 1489716, Provider: Applicant Initiated, Submitted Date: 05/02/2022, and Status: Qualified. Below this information is a table of documents. The table has four columns: Unread, Document Name, Date Added, and Added By. There is one document listed: "DCDEE Qualification Letter.pdf" with a date added of 05/04/2022 and added by "State User". Below the table is an "Upload Document" button. At the bottom of the page, there is a "Create Application" button and a note: "To create a new application, either as a new applicant or a previously-qualified applicant to link to a new employer, click 'Create Application'".


NCDHHS
Division of Child Development and Early Education

Home My Account Change Password Registry Contacts Logout

Home

Completed Applications

Application #: 1489716
Provider: Applicant Initiated
Submitted Date: 05/02/2022
Status: **Qualified**
Document(s):

Unread	Document Name	Date Added	Added By
	DCDEE Qualification Letter.pdf	05/04/2022	State User

[Upload Document](#)

To create a new application, either as a new applicant or a previously-qualified applicant to link to a new employer, click "Create Application".

[Create Application](#)

- d. You may change your contact information by clicking **“My Account”**. Enter the new contact information and then click **“Save”**.

Note: If you would like to enable text messaging for any future applications, you may click the box to receive text message notifications. The text message option will only apply to future applications.

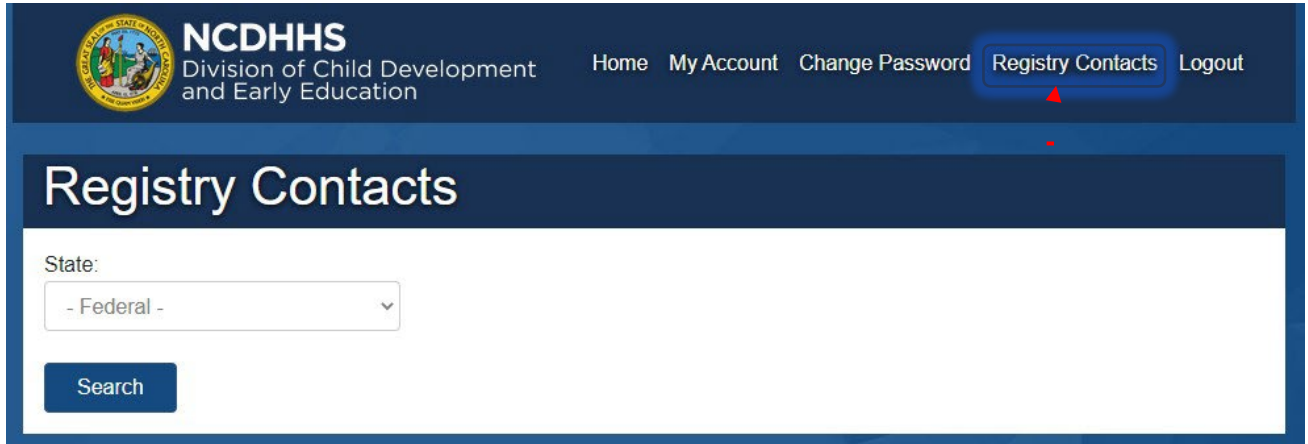
The screenshot shows the NCDHHS website's 'My Account' page. The header includes the NCDHHS logo and navigation links: Home, My Account (highlighted with a red box and arrow), Change Password, Registry Contacts, and Logout. The main heading is 'Contact Information'. The form is titled 'Mailing Address' and contains the following fields:

- Country: United States (dropdown menu)
- * Mailing Address Line 1: 123 Park Lane
- Mailing Address Line 2: (empty)
- * Mailing City: Charlotte
- * State: North Carolina (dropdown menu)
- * Mailing ZIP: 54321
- * Phone: (redacted)
- Phone Type: Mobile (dropdown menu)
- * Email: [redacted]@gmail.com

At the bottom of the form, there is a checkbox labeled 'Please check this box to receive text message notifications. Enter your number below and press Save.' and a blue 'Save' button with a red arrow pointing to it.

1. Complete Form
2. Click Save

- e. You may find the contact information for the registries that are searched during your background check by clicking **“Registry Contacts”**. Check the box next to the state or states you want to look up, then click the **“Show Selected”** button below.



The screenshot shows the NCDHHS website interface. At the top left is the NCDHHS logo and the text 'NCDHHS Division of Child Development and Early Education'. To the right are navigation links: 'Home', 'My Account', 'Change Password', 'Registry Contacts' (which is highlighted with a red arrow), and 'Logout'. Below the navigation is a dark blue header with the text 'Registry Contacts' in white. Underneath is a white form area with a 'State:' label and a dropdown menu showing '- Federal -'. A blue 'Search' button is located below the dropdown.

- f. To logout of ABCMS, click **“Logout”**.

8. Frequently Asked Questions

I log in and see “no authorized applications” or a similar message. What do I do?

You are logged into NCID and not ABCMS. Make sure to log in at <https://ncabcms.nc.gov/DCDEE/Applicant/>

I see the message “Duplicate SSN”.

Duplicate SSN means that the system sees a different person entering information under an already-existing SSN. This most often occurs when you have supplied incorrect information to either NCID or the ABCMS application. First, make sure that your legal name is reflected on your NCID profile. You can check that at ncid.nc.gov or by calling 919.754.6000. After that, upload a copy of your identification to DHHS.CBC.Unit@dhhs.nc.gov with your full name and background check number, if available.

Why is my background check taking so long?

In most cases, DCDEE processes an individual’s background check the same day they are eligible. DCDEE does not process your fingerprints. That is done by our partners at the North Carolina State Bureau of Investigation. You can find additional information about their process and timeline at their [website](#).

Can I complete the application for someone else?

In short, no. ABCMS is designed for an individual to complete their own background check. There will be features for directors and owners to see the status of their employees, but they will have no access to enter an application. We strongly urge individuals to input their own information. We see instances daily where incorrect information is entered into ABCMS, causing significant delays in processing.

I recently changed my name. What name should I use?

Applicants should only use their legal name. This should be reflected on all their legal documents, including Social Security cards and Driver License or state-issued Identification. Applicants who obtain background checks in any other name will have to complete a new background check, including new fingerprints.

When I log in, I see the message “Unauthorized”.

First, make sure you are attempting to log in to <https://ncabcms.nc.gov/DCDEE/Applicant/>. If you are, make sure you are using an “Individual” NCID. If your NCID was created by anyone else (for example, your Human Resources office), you do not have an individual NCID account.