Department of Children and Families/
Agency for Persons with Disabilities

Care Provider Background Screening Clearinghouse

DCF/APD User Registration Guide:

Access to Background Screening through the AHCA SSO Web Portal

Updated May 2015

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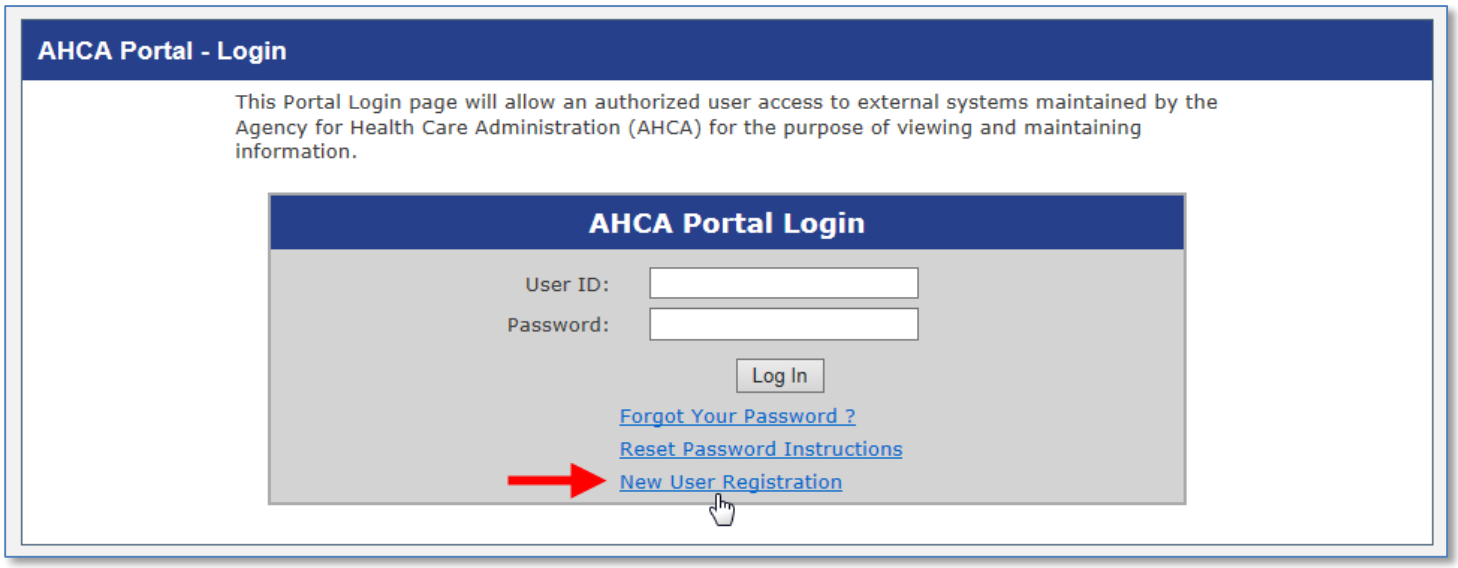
Portal Registration Overview

The Care Provider Background Screening Clearinghouse (Clearinghouse) website is maintained by the Agency for Health Care Administration (AHCA) and available through the AHCA web portal (Portal). If you are not enrolled on the Portal, you will need to create a Portal account before requesting access to background screening and submitting a user agreement. The user agreement for new accounts must be received and approved by agency staff before accessing the site.

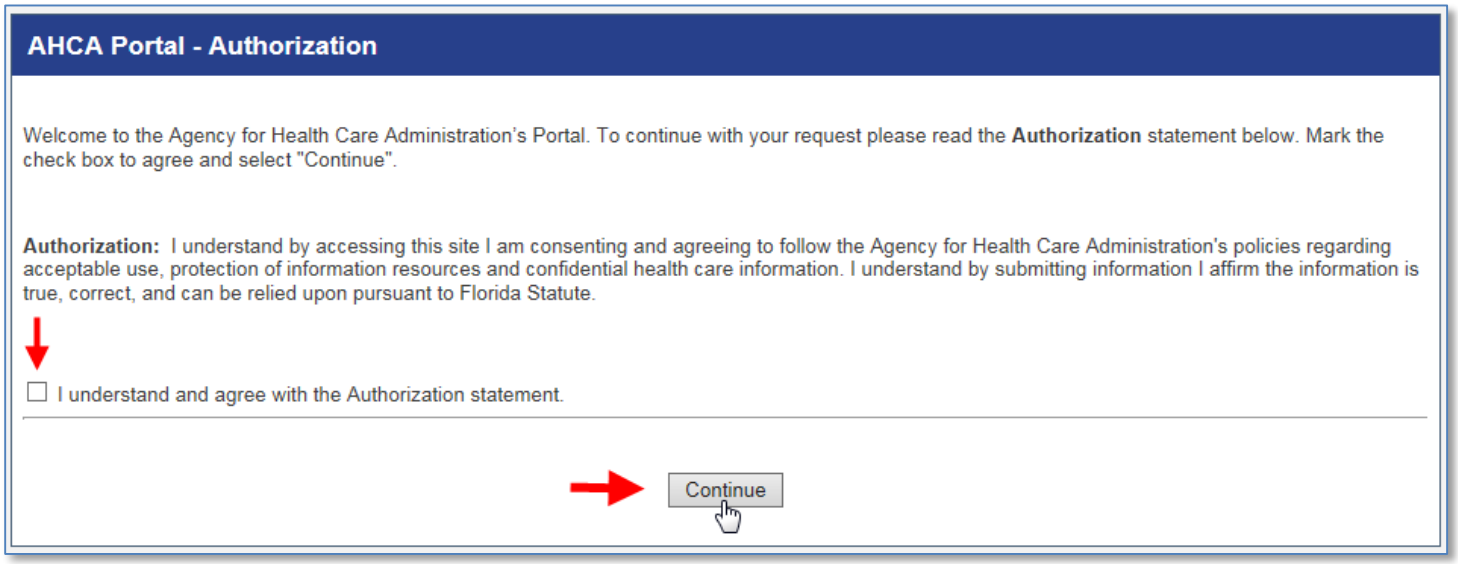
The link to the Portal is https://apps.ahca.myflorida.com/SingleSignOnPortal. Once access is granted users may initiate a screening, search for screening results, connect to specified agency screenings, select a Livescan service provider and connect to the service provider's website to schedule appointments, and create and maintain an employee roster. Instructions for using the Clearinghouse results website can be found at http://ahca.myflorida.com/MCHQ/Central_Services/Background_Screening/BGS_results.shtml.

New User Registration

Select **New User Registration** from the Portal Login page (https://apps.ahca.myflorida.com/SingleSignOnPortal). If you have an existing account please skip to page 6 to request access as a Department of Children and Families or Agency for Persons with Disabilities provider.



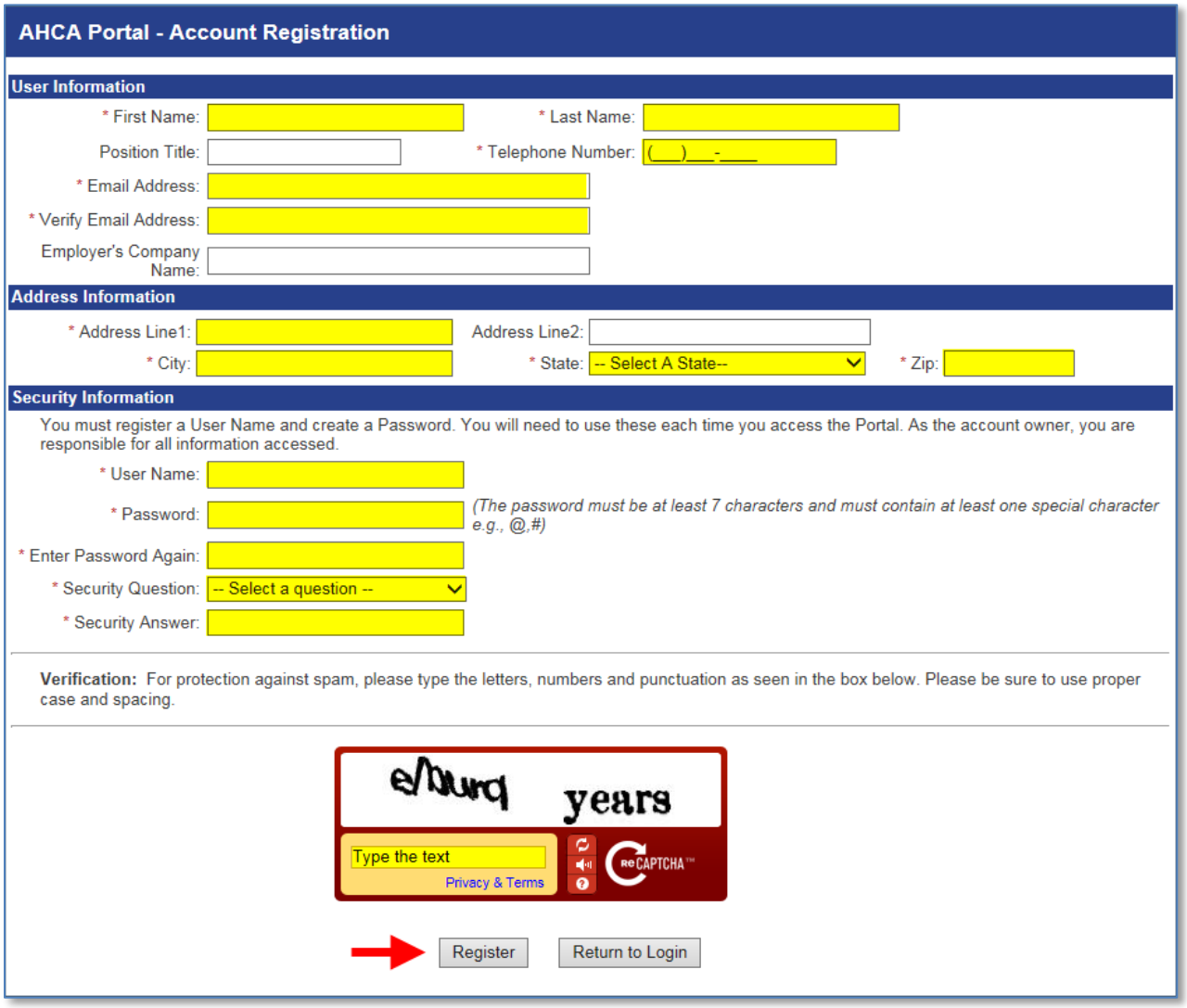
After reading the authorization statement, check the confirmation box and select **continue**.



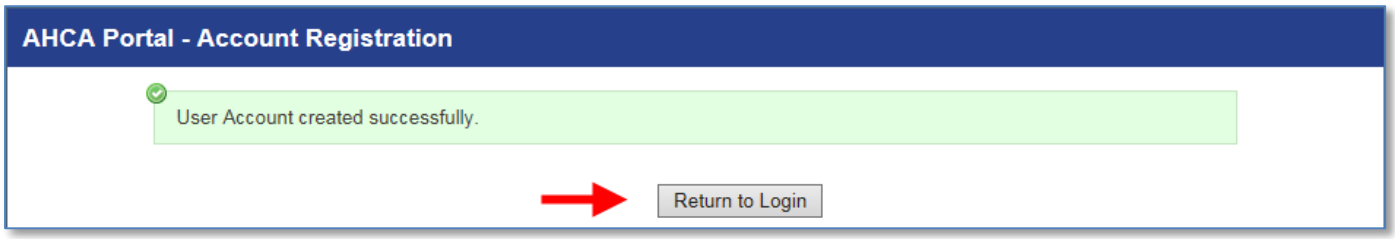
Enter all required information as indicated by the red asterisk (*) and select '**Register'** to continue.

IMPORTANT – Please note the following items:

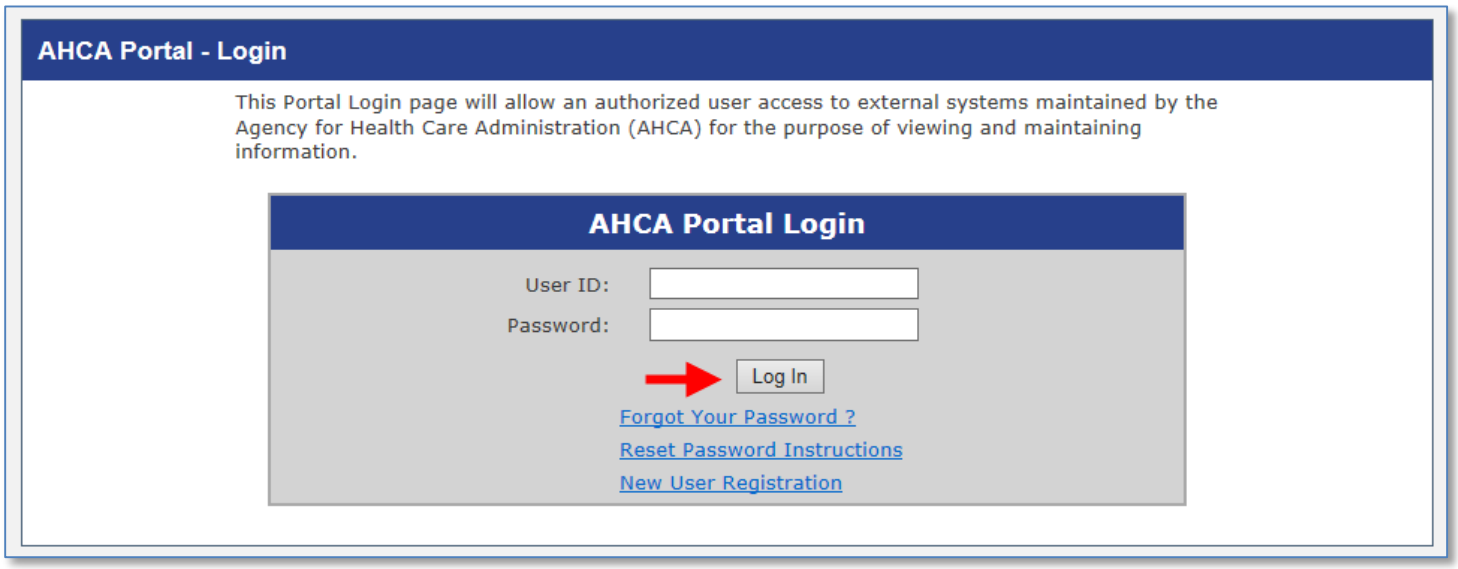
- Each user must create their individual account. There is NO LIMIT on the number of users per facility/provider.
    - User names and passwords **CANNOT** be shared with other users.
- Important notifications and background screening updates will be sent to the email address on file with the Portal, including account registration notices, employee arrest notifications, and others. **Please ensure you enter a valid email address and ensure it is kept up-to-date**.



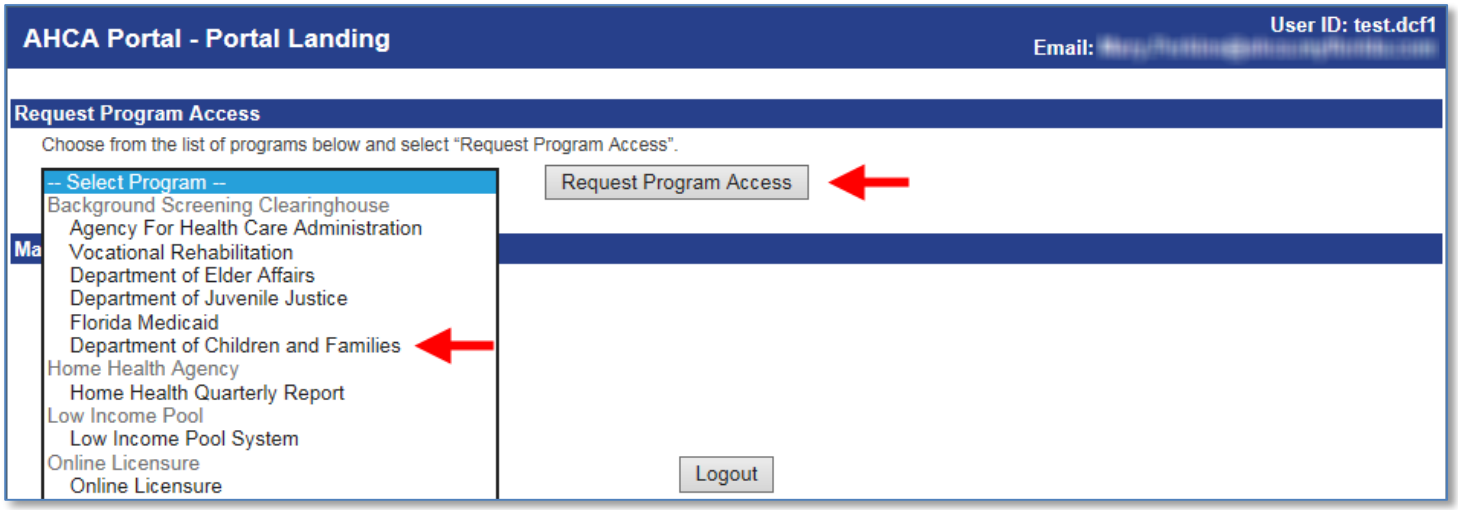
Once your user account is successfully created, select '**Return to Login'** to request, access to the Clearinghouse results website.



Enter the User ID and Password created in the previous steps. Select '**Log In'**.

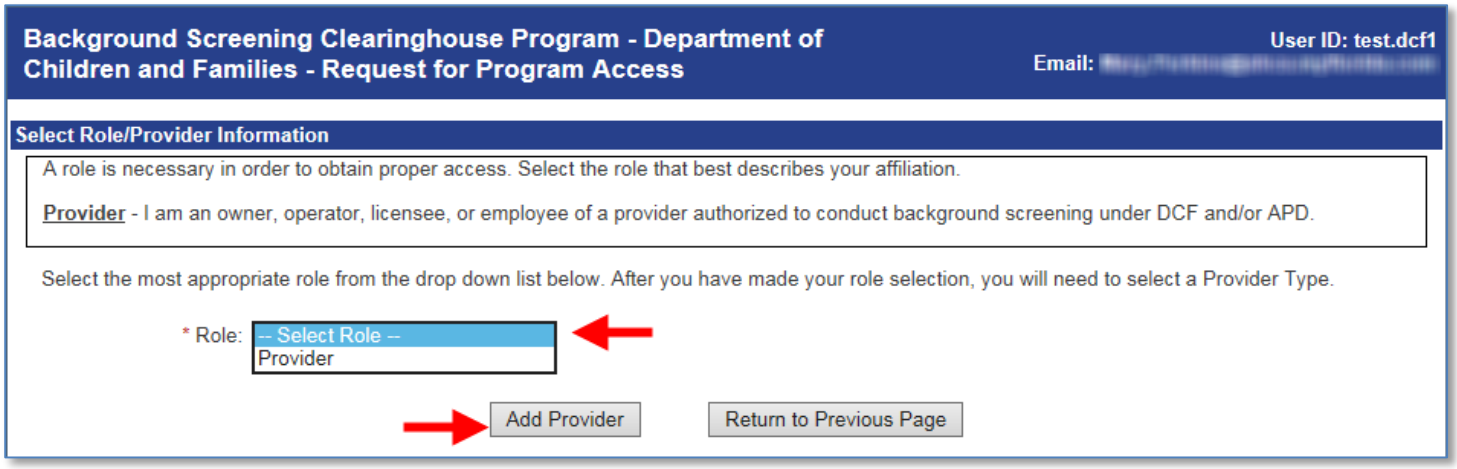


From the drop down list, select '**Department of Children and Families**' (DCF) under Background Screening Clearinghouse. Agency for Persons with Disabilities (APD) providers should select '**Department of Children and Families**' as well, since DCF conducts APD provider background screenings. Select '**Request Program Access'** to continue.

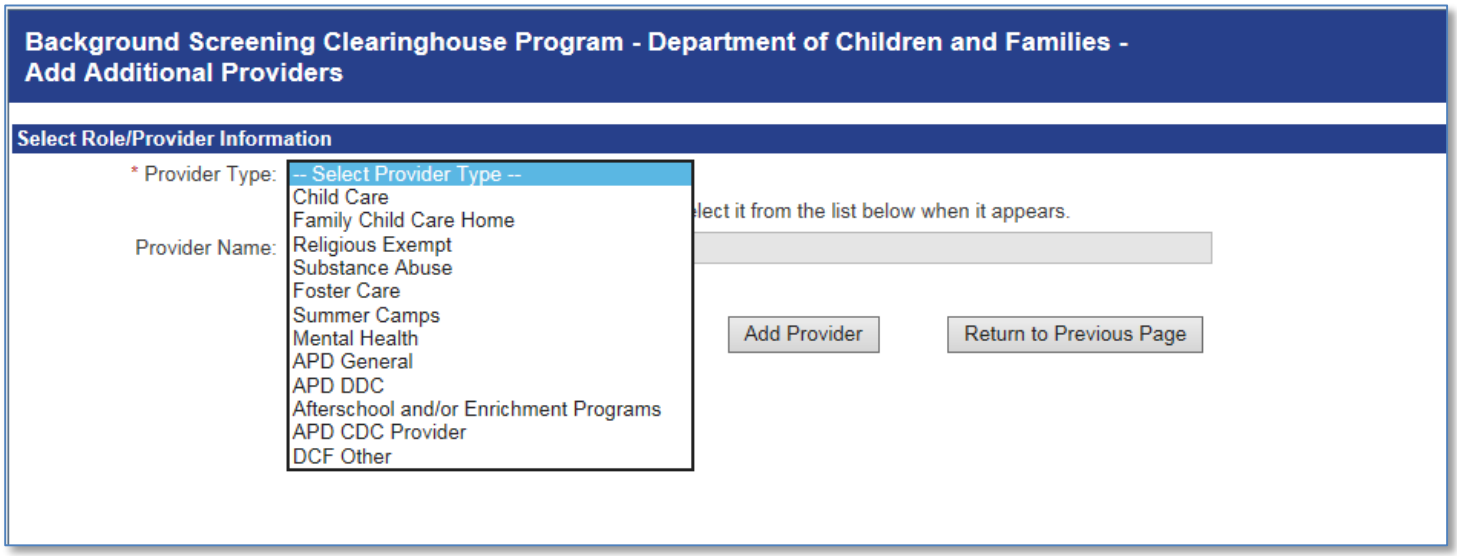


Add Provider

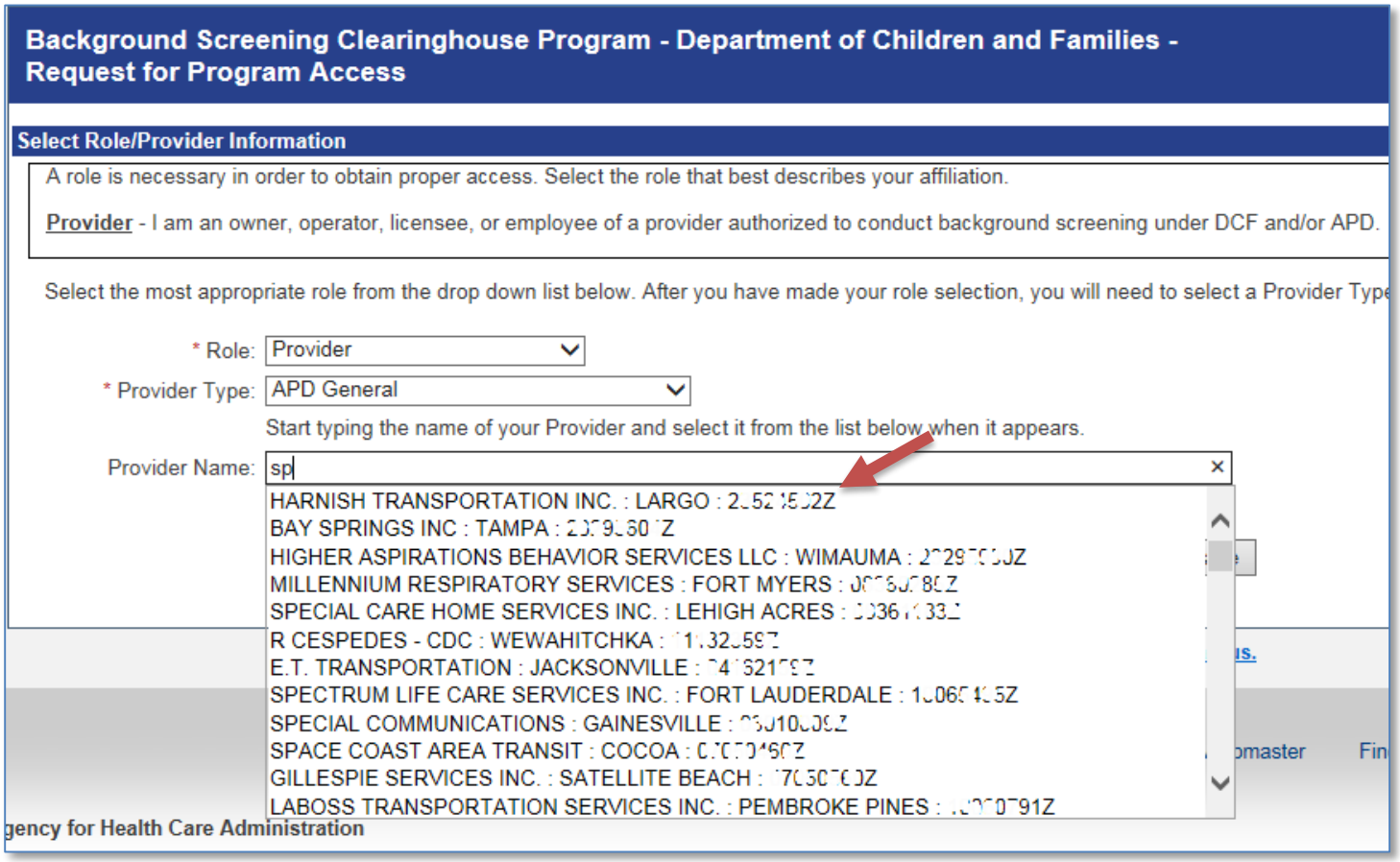
A role is necessary in order to obtain proper access. Select '**Provider'** from the drop down list.



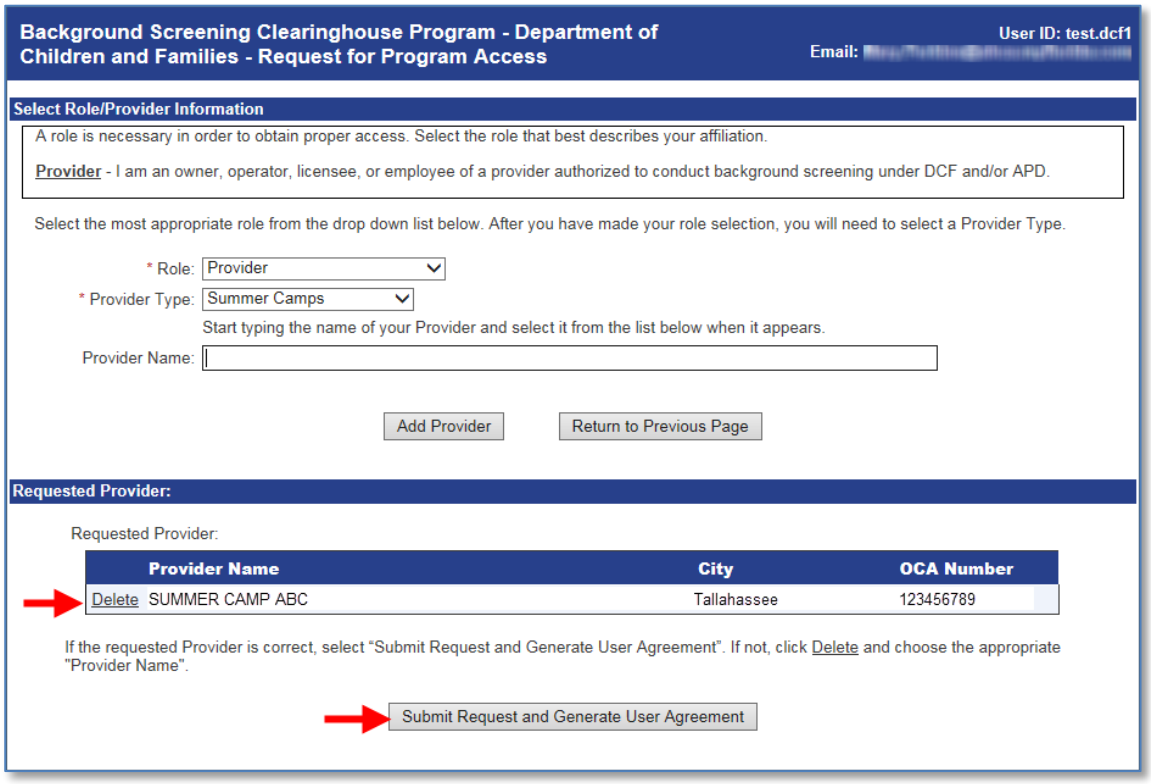
Select the 'Provider Type.' After selecting the 'Provider Type,' start typing the 'Provider Name' in the next field.



Start typing the 'Provider Name' associated with your APD certification and/or OCA number. Select your provider from the list when it appears. **Select 'Add Provider'.**
**Note the OCA number is displayed at the end of the name for identification. They have been blurred out of the screen shot below for privacy purposes; however, users should ensure that the OCA # and city match the provider name selected.*

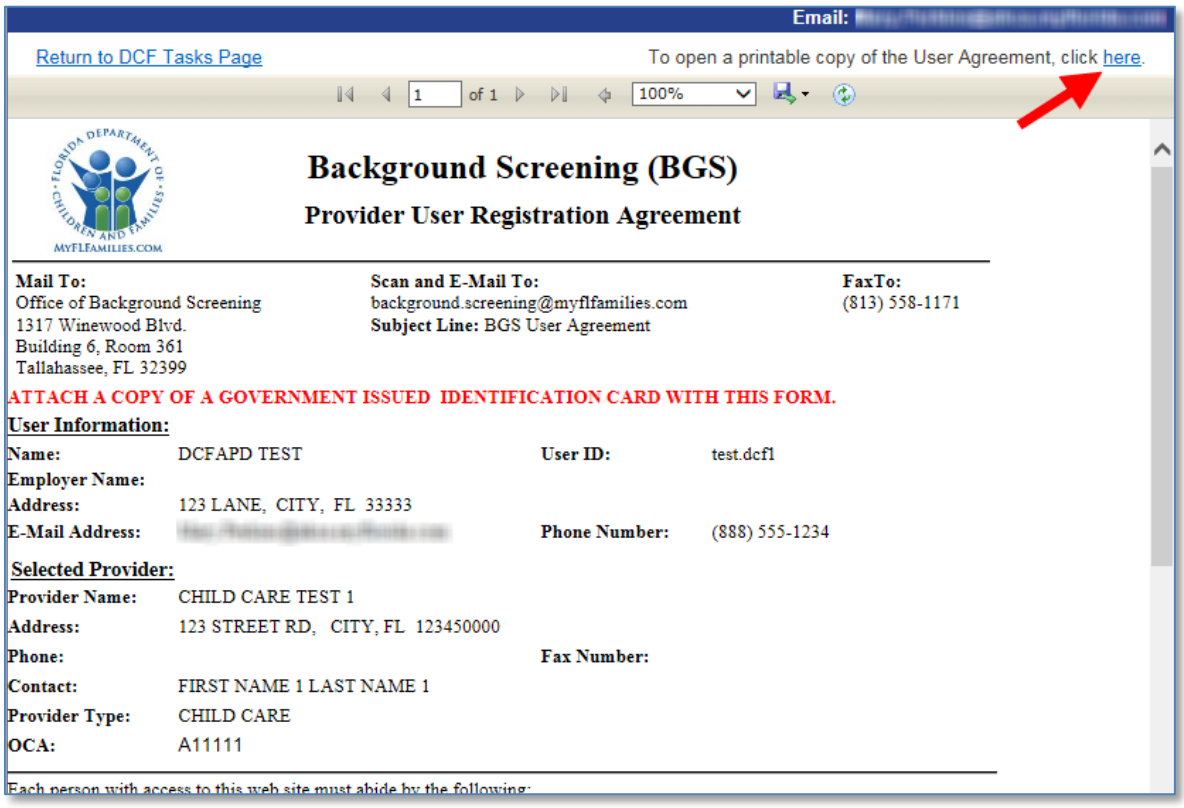


Review the requested Provider information to ensure you have selected the correct provider(s) and location(s). If correct, select "**Submit Request and Generate User Agreement**." If not, click 'Delete' and enter the appropriate "Provider Name."



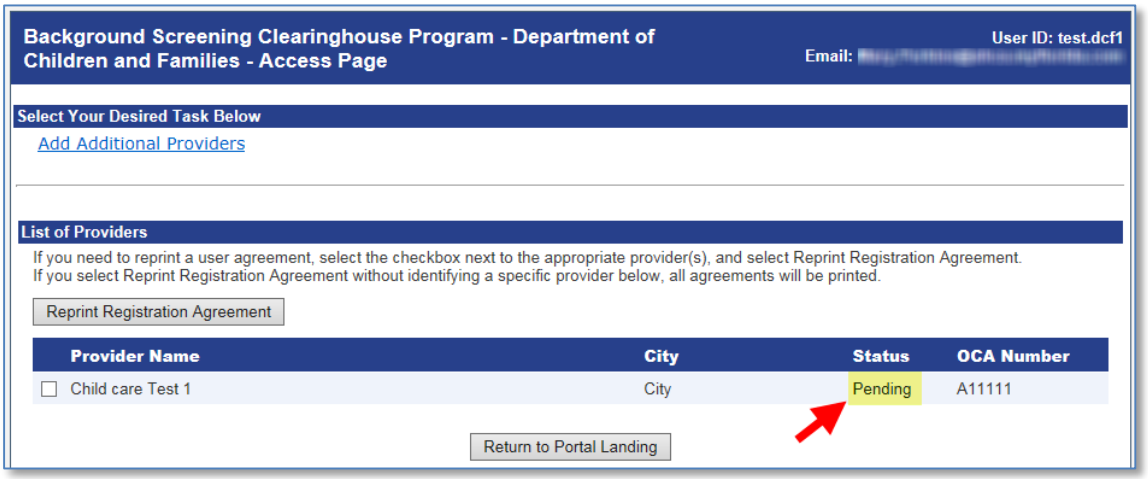
Print User Registration Agreement

The User Registration Agreement will display in a viewing window. To open a printable copy of the agreement, please select the link in the upper right corner. Please print and sign the user registration agreement. Once you have printed the user registration agreement, select 'Return to Portal Landing' or 'Return to DCF Tasks Page' in the upper left corner.



You may mail, email, or fax the agreement for approval. DCF and APD providers both send their user agreements to the address, email, or fax number on the agreement. Your request for access to the Clearinghouse results website will be in **Pending status until staff receives and processes your user registration agreement**.

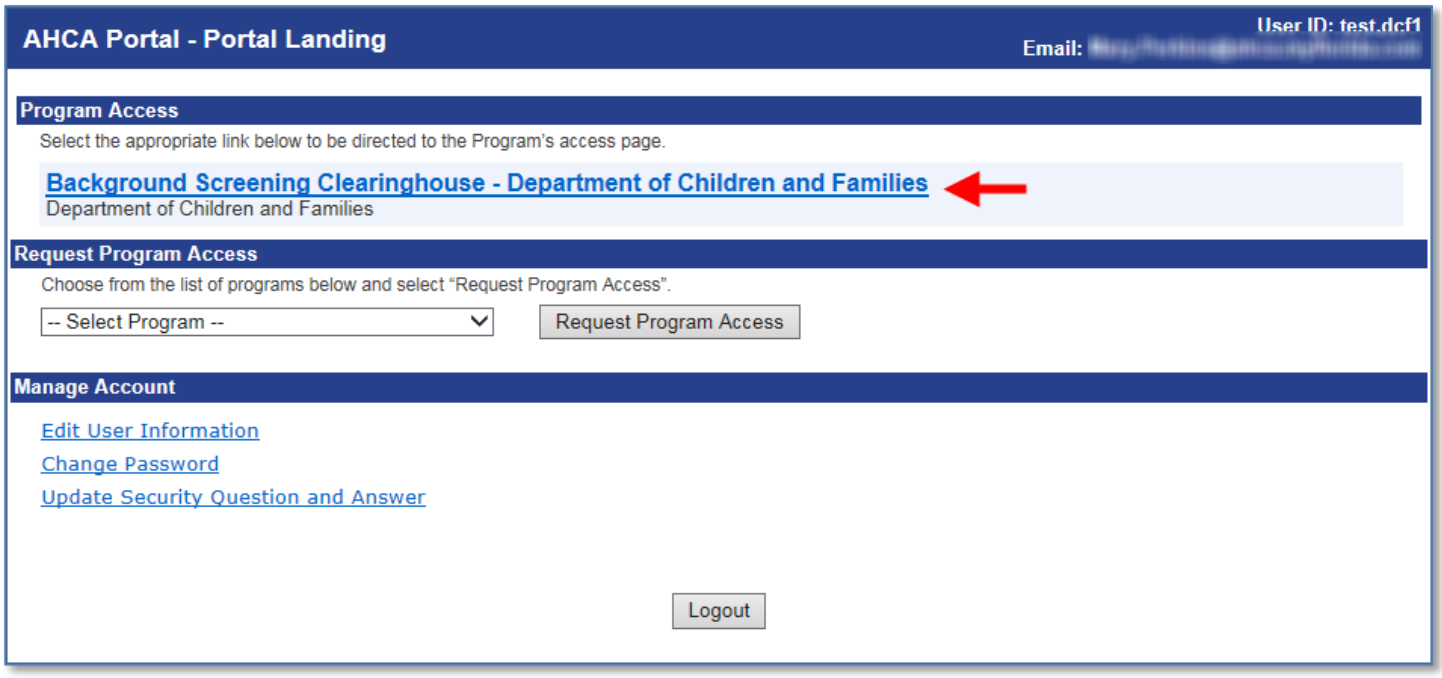
IMPORTANT – Please note that an email will be sent to the address on file once your request for access has been approved.



Add Additional Providers

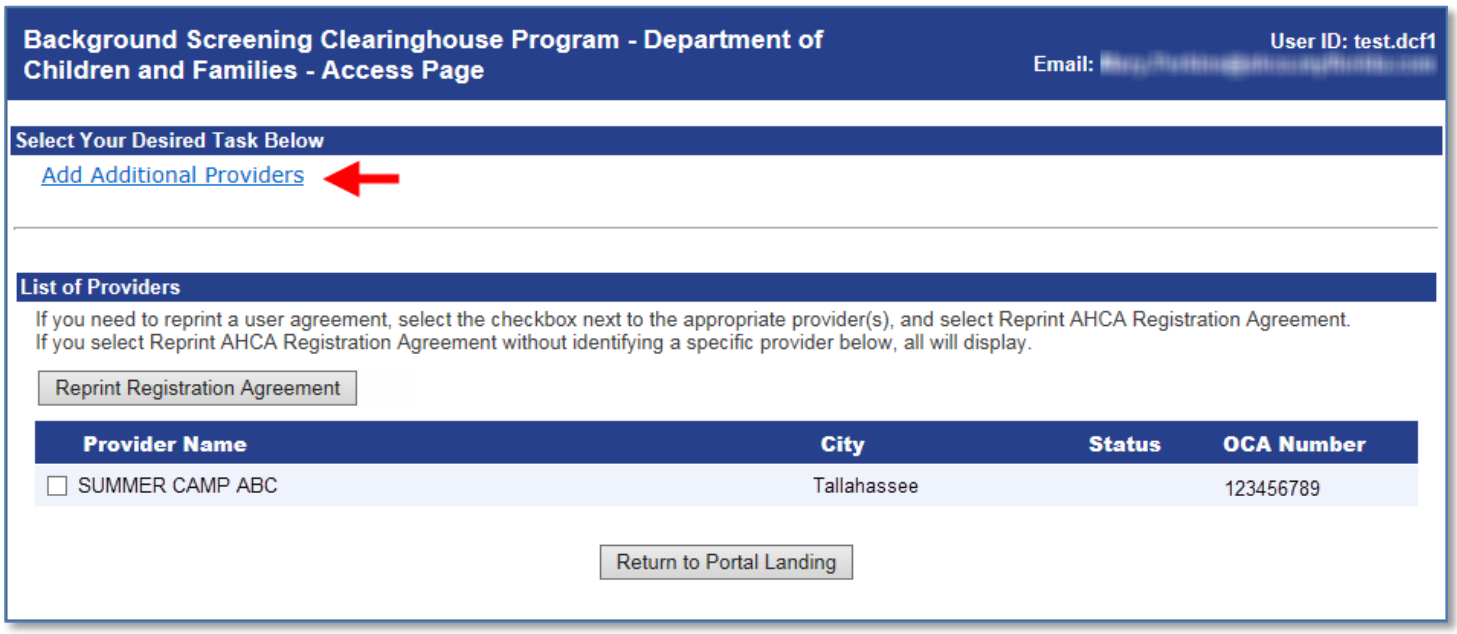
To add an additional facility after your initial registration please log in at https://apps.ahca.myflorida.com/SingleSignOnPortal.

Select Background Screening Clearinghouse – Department of Children and Families.



This will bring you to the Background Screening Clearinghouse Program – Department of Children and Families – **Access page**.

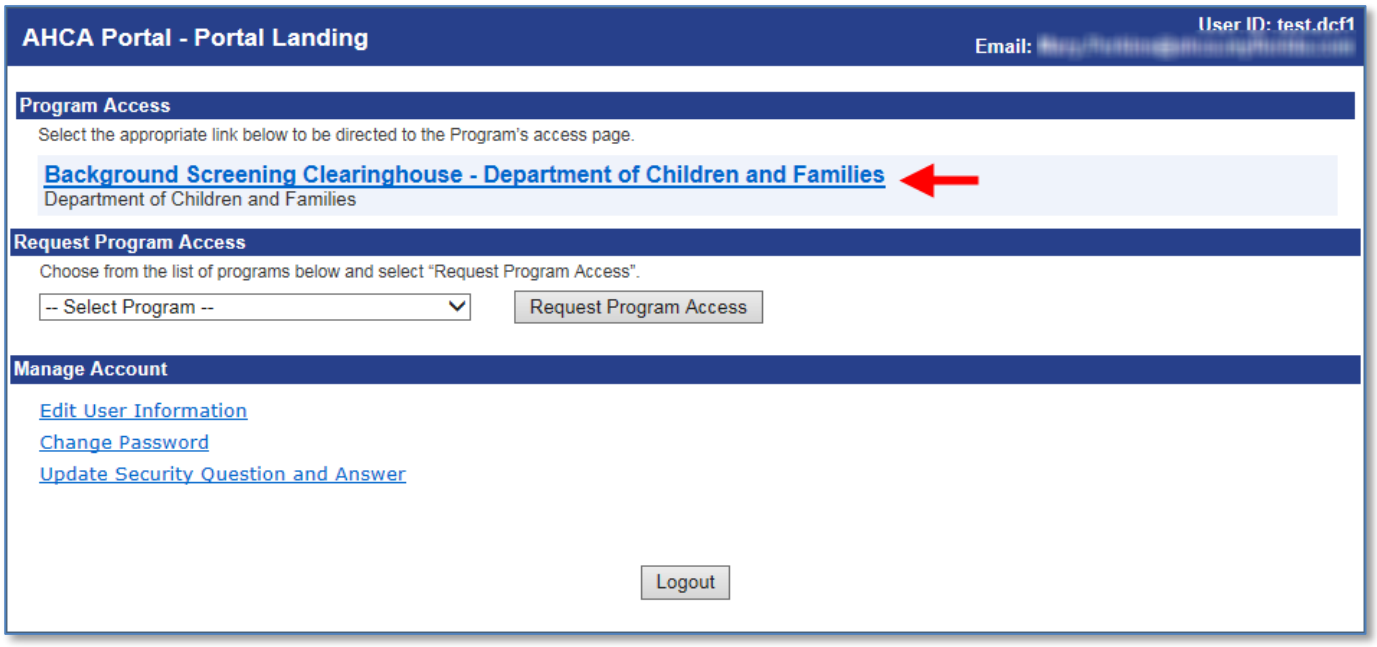
Select **Add Additional Facilities** and follow the *'Add Provider'* instructions in this document.



Reprint User Registration Agreement

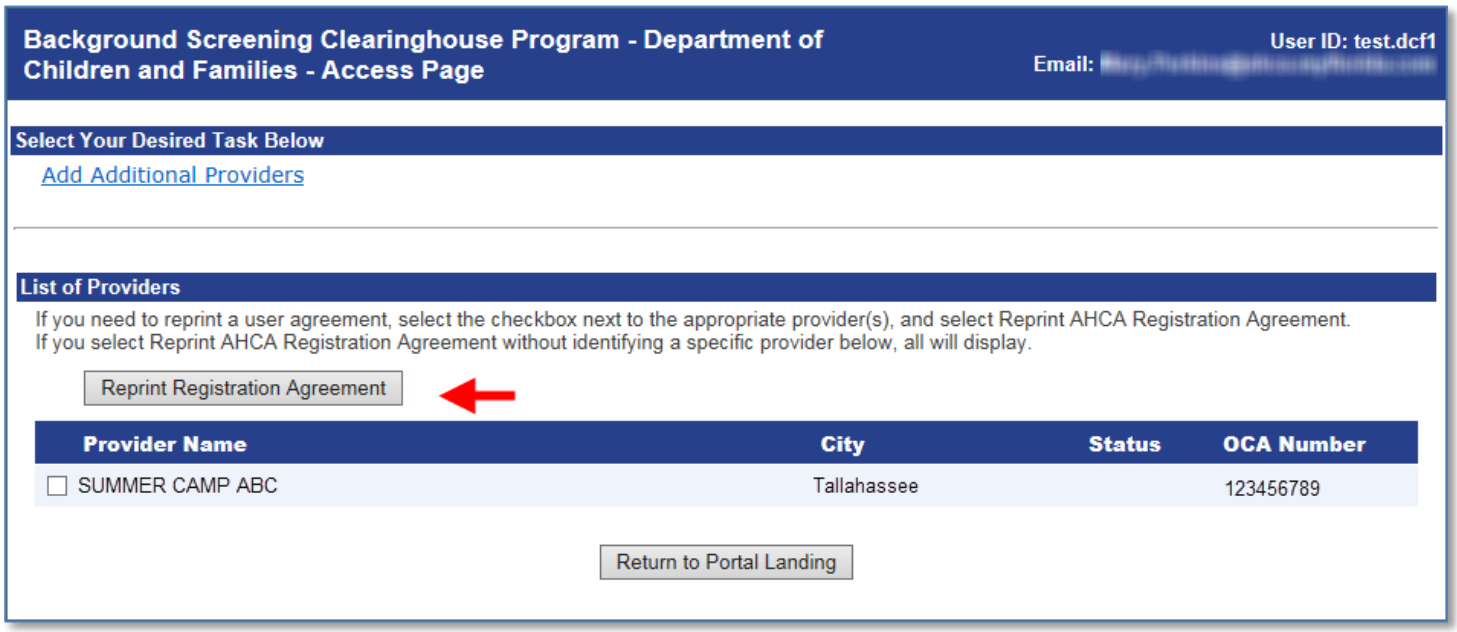
To reprint your user registration agreement after your initial registration please log in at https://apps.ahca.myflorida.com/SingleSignOnPortal.

Select Background Screening Clearinghouse – Department of Children and Families.



This will bring you to the Background Screening Clearinghouse Program – Department of Children and Families – **Access page**.

Check the boxes for the agreements you wish to reprint and then select '**Reprint Registration Agreement'** and follow the 'Print User Registration Agreement' instructions in this document.



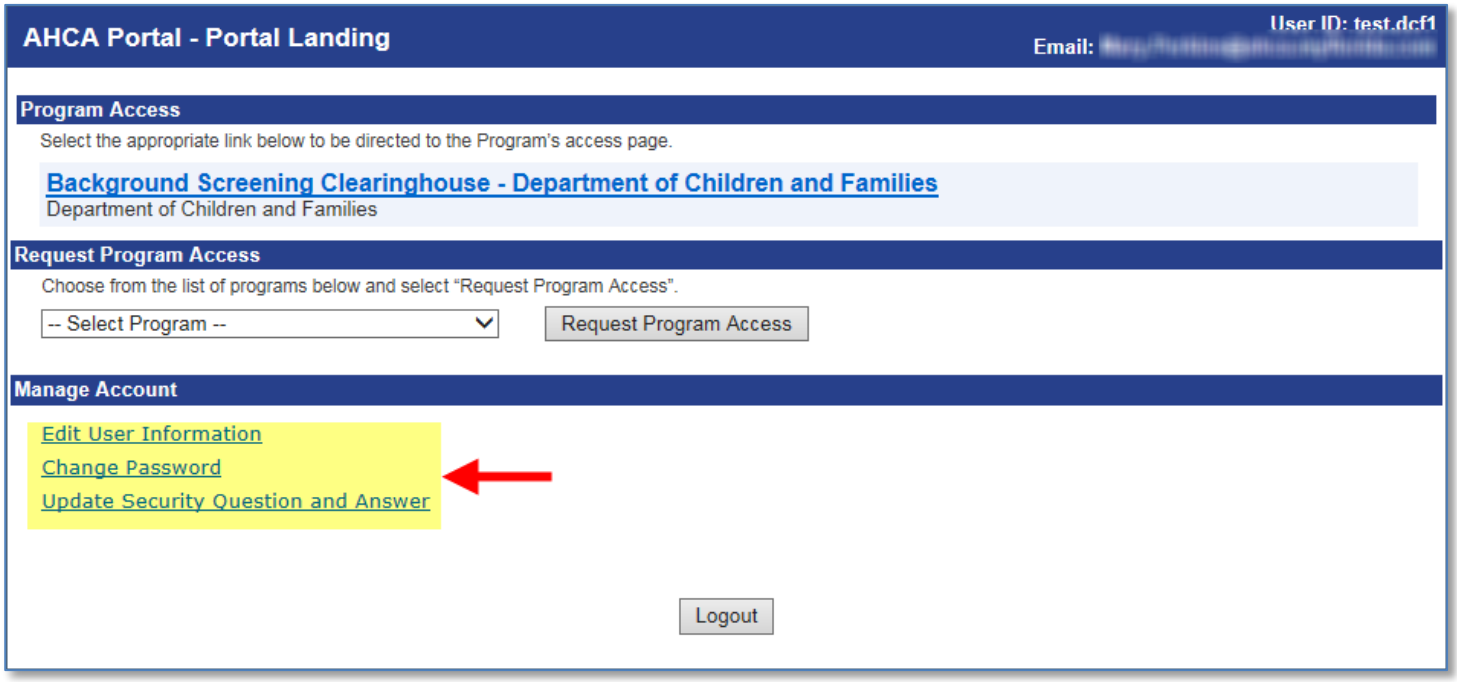
Manage Your Account

From the Portal Landing you may complete the following:

- Edit your user information (i.e. email address, phone number)
  - **It is very important that you maintain an up to date email address so that you will be able to reset your password if necessary and receive important notifications about background screening changes**

- Change your password, and

- Update your security question and answer
  - Successfully answering your security question will be necessary if you ever need to reset your password



Request Program Access for another Agency/Program

From the Portal Landing you may add access to request screenings and view results from other State agencies and programs that participate in the Clearinghouse. See the advanced user guide for your scenario at this link: http://ahca.myflorida.com/MCHQ/Central_Services/Background_Screening/BGS_results.shtml.