

Adding an Authentication Number (TCN) on a Provider Member



Knowledge Base Article

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Adding an Authentication Number (TCN) on a Provider Member

Overview

This Knowledge Base Article describes how to add an **Authentication Number (TCN)** on a **Person** in Ohio SACWIS. Authentication Numbers (TCNs) are now used for **all Provider Members and Placements over the age of 18** in order to enroll the person in the **ODJFS RAPBACK** population. This population is stored in the **Attorney General's Webportal**.

Ohio SACWIS will use a **Web Service** to **Associate / Dis-Associate** persons from the AG's Webportal on a daily basis. These **Enrolled** Authentication Numbers (TCNs) are then used to identify if a person commits a crime, is convicted, or pleads guilty to a crime. If such a 'hit' occurs, the Agency's RAPBACK Administrator will receive a **Notification** from the Webportal and will be able to view the **Rapsheet** from within the Webportal.

To ensure that all required Provider Members / Placements over the age of 18 are enrolled in the RAPBACK population, Ohio SACWIS validates that all members/placements over the age of 18 have a **Verified** Authentication Number (TCN) or have a **Waived** TCN before a Home Study can be final approved.

Note: A Provider Member with a role of 'Applicant' **cannot** have a 'Waived' TCN status.

To add/edit/view an Authentication Number (TCN) on a Person's record, the user must have the **Person Background user group**.

Navigating to the Provider Record

1. From the Ohio SACWIS **Home** screen, click the **Provider** tab.
2. Click the **Directory** tab.

The **Provider Profile Search Criteria** screen appears.

3. Enter the appropriate search criteria into the fields as needed OR enter the **Provider ID**, if known.

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Home Intake Case **Provider** Financial Administration

Workload **Provider Search** Provider Match Recruitment Inquiry Training Contracts Agency Certifications KCCP Pre-Screening Tool

Search For Provider Profile

Provider ID:

OR

Provider Name: Member Last Name: Member First Name: Member Middle Name:

Provider Category:

Agency Type:

Agency:

Provider Type: Include "Closed" Provider Type Status

Provider Status:

[Address, Contact and Provider Reference Criteria](#) ▾

Name Match Precision
Returns results matching entered names including AKA names/nicknames

+ AKA/Nicknames

Fewer Results More Results

4. Click the **Search** button.

The search results appear in the **Provider Profile Search Results** grid at the bottom of the screen.

Search Results

Result(s) 1 to 1 of 1 / Page 1 of 1

	Provider Name / ID	Provider Status	Provider Category	Address
view	Test, Provider/ 121212	ACTIVE	HOME	
edit	View Provider Type Information ▾			

5. Click the **Edit** link in the appropriate row.

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The **Provider Overview** screen for the selected provider appears.

Adding the Authentication Number (TCN)

1. On the **Provider Overview** screen, click the **Provider Information** link.

Provider Overview

- Activity Log
- Inquiries
- KPIP History
- KCCP Pre-Screening Tool
- Forms/Notices
- Skills
- Training
- Acceptance Criteria

PROVIDER NAME / ID: Test, Provider / 123456

CATEGORY / STATUS: Home / Active

PRIMARY ADDRESS: 123 Test Rd, Test Oh 12345

PRIMARY CONTACT: Email: [redacted]

Provider Actions

[Provider Information](#) | [Linked 1692 Providers](#) | [Associated Providers](#)

The **Provider Information** screen appears displaying the **Basic** tab.

Basic | Address | **Members** | Relationships | Caregivers | Capacity

Provider Name Information

Provider Name	Effective Date	End Date
Test, Provider	05/23/2023	[redacted]

Provider Type Information

2. Click the **Members** tab.

The **Members** tab appears.

Basic | Address | **Members** | Relationships | Caregivers | Capacity

Current Active Members

[View Member History](#)

Name / ID	Gender	DOB	Age	Role	Effective Date
edit view Test, Provider / 123456	FEMALE	09/22/1974	49	Applicant 1	05/23/2023

[Add Member](#)

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3. Click the **Name** link of a Member who is over the age of 18.

The **Person Profile** screen appears displaying the **Person Overview** screen.

PERSON NAME / ID:
Test, Provider / 123456

RACE: *White*

Female Age 49, DOB 09/22/1974

HISPANIC / LATINO: *No*

123 Test Rd

HAIR COLOR:

Test, Oh 12345

EYE COLOR:

ENVIRONMENTAL HAZARDS:

PROVIDER

AKA Names

4. Click the **Background** link at the top of the screen.

The **Authentication Number (TCN)** tab appears.

Authentication Number (TCN) 1301 Criminal History

Name: Test, Provider PROVIDER Person ID: 123456 DOB: 09/22/1974

Authentication Number (TCN) History

Created In Error: Exclude Include

Authentication No. (TCN)	Date Completed	End Date	Reason Fingerprinted	Enrolled	Status	Agency
view AAA123456	08/17/2023		adoption certification	<input checked="" type="radio"/>	Verified	Test County Children Services Board

Add Authentication Number

Apply Save Cancel

5. Click the **Add Authentication Number** button.

The **Authentication Number (TCN) Details** screen appears.

Adding an Authentication Number (TCN) on a Provider Member

Authentication Number (TCN) Details

Authentication Number (TCN): *

Date Completed: * 

Reason Fingerprinted: *

Status: Pending

Waived

Waived Reason:

End Date:

Return Reason:

Web Service Log History:

Authentication Number (TCN)	Method Invoked	Returned Value	Created By	Created Date
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Created in Error

Created in Error Reason:

Spell Check 4000

Created Date: _____ Created By: _____

Modified Date: _____ Modified By: _____

6. Enter the **Authentication Number (TCN)**.
7. Enter the **Reason Fingerprinted**.
8. Enter the **Date Completed** or use the Calendar icon to select the date.
9. Click the **Verify** button.

The Web Service is invoked and connects with the Attorney General's **Webportal** to verify whether the entered Authentication Number (TCN) is **valid**.

Understanding the Results Returned by the Web Service

If the Authentication Number (TCN) is **not valid**:

- The **Authentication Number (TCN) Details** screen displays a data validation error message.
- The screen also displays a record in the **Web Service Log History** grid for the Web Service activity, including the reason the TCN was returned as not valid.

Adding an Authentication Number (TCN) on a Provider Member

Authentication Number (TCN) Details

Authentication Number (TCN): * Reason Fingerprinted: *

Date Completed: * Status: Pending

Waived

Waived Reason:

End Date:

Return Reason:

Web Service Log History:

Authentication Number (TCN)	Method Invoked	Returned Value	Created By	Created Date
121212	FindEnrollee	Unexpected Failure		Oct 16, 2023 10:02:24 AM
121212	FindEnrollee	Unexpected Failure		Oct 16, 2023 9:58:50 AM

Following are the reasons that an Authentication Number (TCN) may be returned as **not valid**, and the action to take for each reason.

Return Reason	Your Action
Authentication Number Not Found	Enter a valid Authentication Number.
Authentication Number Created more than a year ago.	Enter an updated Authentication Number that falls within the last calendar year.
Poor Quality Fingerprints	Inform applicant that fingerprints must be redone.
FBI Only	Enter a valid Authentication Number.
Request of Copy	Enter a valid Authentication Number.
Customer Number Not Found	Contact the Ohio SACWIS Help Desk.
User Name Not found	Contact the Ohio SACWIS Help Desk.
Permission Denied	Contact the Ohio SACWIS Help Desk.

When an Authentication Number (TCN) is entered and verified as **valid** by the Web Service:

- The **Status** of the TCN becomes **Verified**.
- The screen also displays a record in the **Web Service Log History** grid for the Web Service activity indicating that the verification was successful.

Adding an Authentication Number (TCN) on a Provider Member

Authentication Number (TCN) Details

Authentication Number (TCN): * Reason Fingerprinted: *

Date Completed: *  Status:

Waived

Waived Reason:

End Date:

Return Reason:

Web Service Log History:

Authentication Number (TCN)	Method Invoked	Returned Value	Created By	Created Date
121212	AssociateEnrollee	Authentication Number Successful		Oct 16, 2023 10:02:24 AM

After a verified Authentication Number (TCN) has been added to the ODJFS RAPBACK population in the Attorney General’s Webportal, the **Enrolled** radio button is automatically selected by the system on the **Authentication Number (TCN)** tab:

Authentication Number (TCN) History

Created In Error: Exclude Include

	Authentication No. (TCN)	Date Completed	End Date	Reason Fingerprinted	Enrolled	Status	Agency
edit	121212	10/16/2023		test	<input type="radio"/>	Pending	Test County Children Services Board
view		08/17/2023		adoption certification	<input checked="" type="radio"/>	Verified	Test County Children Services Board

[Add Authentication Number](#)

Troubleshooting Validation – Pop-Up Blockers

A common issue encountered when validating a TCN is that your computer may block pop-ups, meaning that it cannot connect to the Webportal. To correct this, you will need to turn off your computer’s pop-up blocker to allow the connection.

Using Google Chrome:

1. Click the Chrome menu button. Note: The button is on the upper-right of the browser and is indicated by three dots.
2. Select Settings.
3. Under Privacy and security, click Site settings.
4. Click Pop-ups and redirects.
5. Click Sites can send pop-ups and use redirects.

Using Safari:

1. Open a Safari browser window.
2. Select the “Safari” menu, and then select “Preferences” from the drop down menu.
3. The preference pane will open and then select “Security” on the top row.

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4. **Uncheck** the checkbox "Block pop-up windows".
5. Close the Preferences window.

Using Microsoft Edge®:

1. Click the Settings and More ... button on the upper-right side of the browser.
2. Click Settings.
3. Click Cookies and Site Permissions.
4. Select Pop-ups and redirects and switch to toggle it between Off and On.

Business Rules for Authentication Numbers (TCNs)

Business rules that apply to Authentication Numbers (TCNs) include the following:

- There can be only **one** current non-end dated Authentication Number (TCN) per Recommending Agency.
- If a new Authentication Number (TCN) is added, the system will automatically end date the previous Authentication Number (TCN).
- Once an Authentication Number (TCN) has been **Enrolled**, it will remain as the **Enrolled** Authentication Number (TCN), even if another Authentication Number (TCN) has been added.
- If a Member of the Provider turns 18 years old and you are not required to get a background check on that Member until the next Recertification/Update, then you can check the **Waived** checkbox on the **Authentication Number (TCN) Details** screen and the **Status** will display as **Waived**.

Note: A Provider Member with a role of 'Applicant' **cannot** have a **Waived** Authentication Number (TCN).

Authentication Number (TCN) Details

Authentication Number (TCN): * WAIVED Reason Fingerprinted: * WAIVED

Date Completed: * 10/16/2023 Status: Waived

Waived

Waived Reason:

Spell Check Clear 2000

If you need additional information or assistance, please contact the OFC Automated Systems Help Desk at sacwis_help_desk@childrenandyouth.ohio.gov.