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Sent: Thursday, March 30, 2023 10:51 AM
To: DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV <DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV>
Subject: Enhancements to the CRS Provider Portal

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The attached memo is being sent on behalf of VDSS Office of Background Investigations (OBI). If you have questions, please email crs_operations@dss.virginia.gov



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COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DATE: March 29, 2023

TO: All Central Registry Search (CRS) Provider Portal Registered Users

FROM: Office of Background Investigation (OBI)

SUBJECT: Enhancements to the CRS Provider Portal

The Office of Background Investigations (OBI) Central Registry Search Unit (CRS) is pleased to announce major enhancements to the CRS provider portal. After Governor Youngkin approved the regulation authorizing removal of the notary requirement for applicants' consent to a Central Registry search, the provider portal required technical reconfiguration. The new enhancement allows applicants to provide an electronic signature for authorization and eliminates the need to download and upload a hard copy form in most instances.

You will notice new options once you log in to your CRS provider portal account. After completing the initial page for the designated point of contact, select "Create a Request," and a new applicant page will appear. Enter and submit the applicant's email address and first and last name as required. The system will then generate an email to the applicant to complete the required information and authorize their CRS request.

Once the applicant completes and submits the information authorizing the CRS request, you will receive that information in your provider portal. The next step is for you to move forward with payment and a CRS request submission to OBI. There will no longer be any downloading or uploading of forms with this new electronic process. You can opt to use the current process, which will remain available in the CRS Provider Portal for specific instances where an applicant cannot obtain an email address and is labeled "manual process".

Additional portal enhancements are in progress and expected soon. We will keep you informed as they become available. If you have questions, please email crs_operations@dss.virginia.gov