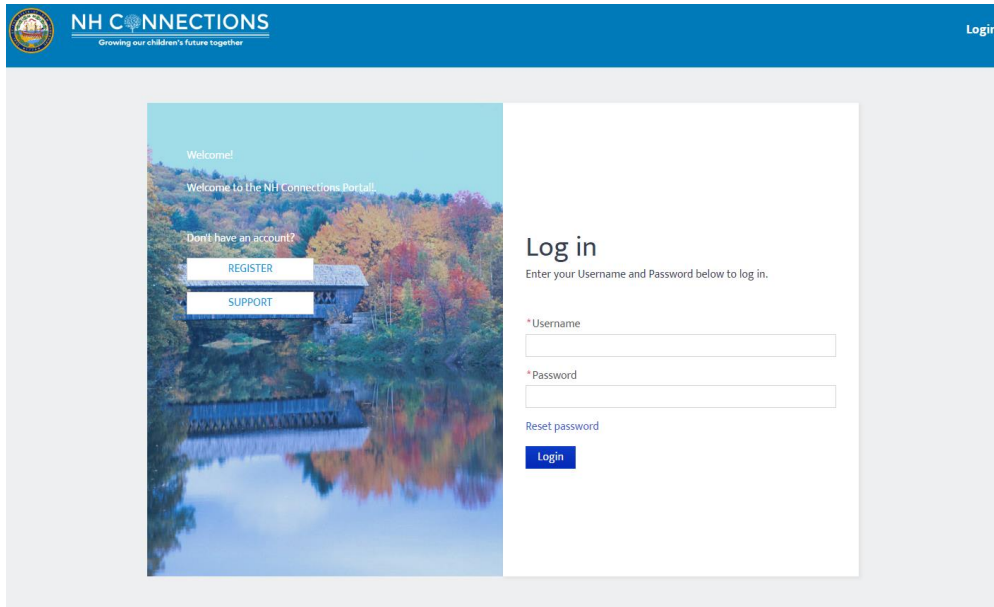


This is the **Community Portal** for the NH Connections Information System (NHCIS). This is where individuals working in the field of early childhood and afterschool register to access professional development, credentialing, and background checks. Administrators, approved by the Child Care Licensing Unit, have access to their staffs' BRC eligibility status and expiration.

We call this the **Community Portal** or the **New Hampshire Connections Portal**.

<https://nhpublichealth.force.com/nhccis/s/login/?startURL=%2Fnhccis%2Fs%2F&ec=302>



If you are new to the system, you should sign up for an account as soon as possible. Please use your personal email address so you have access to this account if you change employers and use your legal first and last names.

If you had an account in the old NH Professional Registry, try to create an account using the email address you used for that account. If the system says you already have an account, request a new password if you can access emails from that email account. Otherwise, move forward to create a new account as instructed.

Register by clicking the **REGISTER** button on the left-hand side of the screen. You will land on this form to complete.

Create an account

Create your account by filling the form below.

* First Name Middle * Last Name

* Date of Birth * Email

* Phone

* Mailing Address Apartment #

* City * State

* Zip

* Create a secure password

Include at least :
 10 characters
 uppercase and lowercase letters
 at least 1 special character
 at least 1 number

Once you complete the registration form you will come to this screen. You should have an email (pictured below) in your mailbox (yours will not say "Sandbox"). If you do not see this e-mail, please check your spam folders and include it as a "trusted sender" so this e-mail will not go to your spam folder.

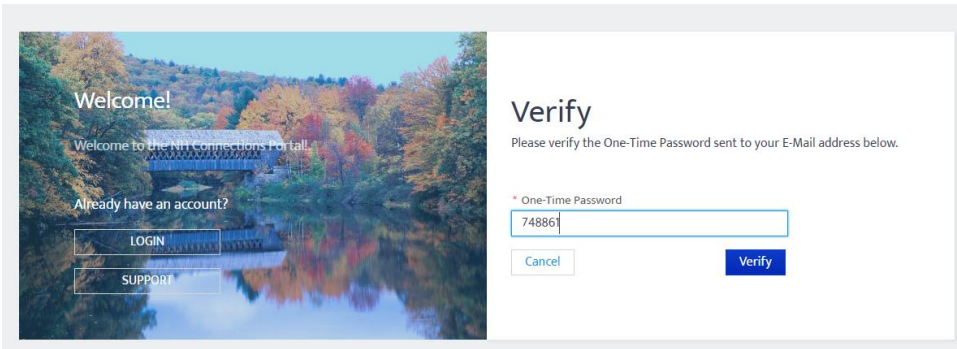
Verify

Please verify the One-Time Password sent to your E-Mail address below.

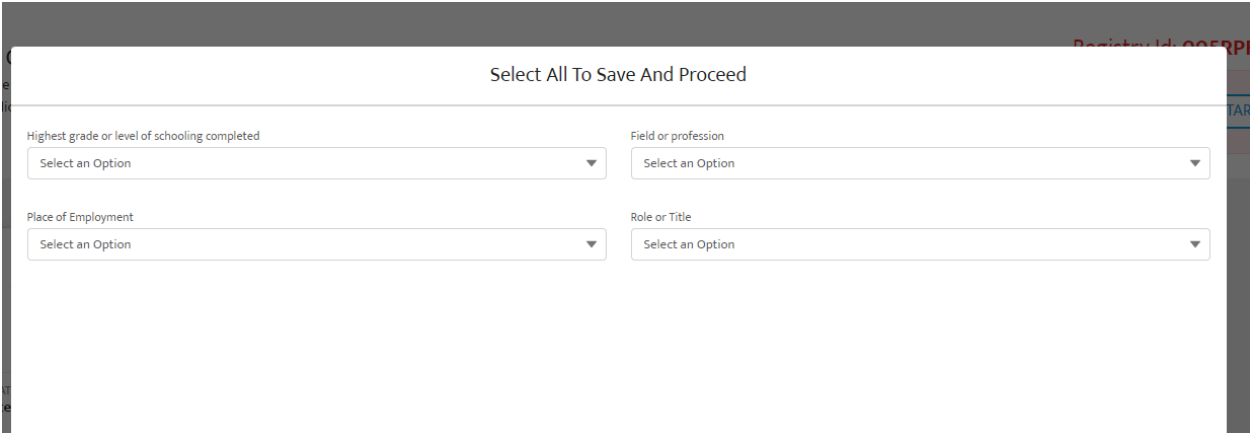
* One-Time Password

Primary Social Promotions

NH Child Care Site . Sandbox: Verification code for Registration - Dear User, The one time password verification code for your registration is : 748861 Please use this c



Once you enter your verification code you will need to answer these 4 questions to move forward. These questions are for data purposes to help DHHS get a better picture of the early childhood and afterschool workforce in New Hampshire.



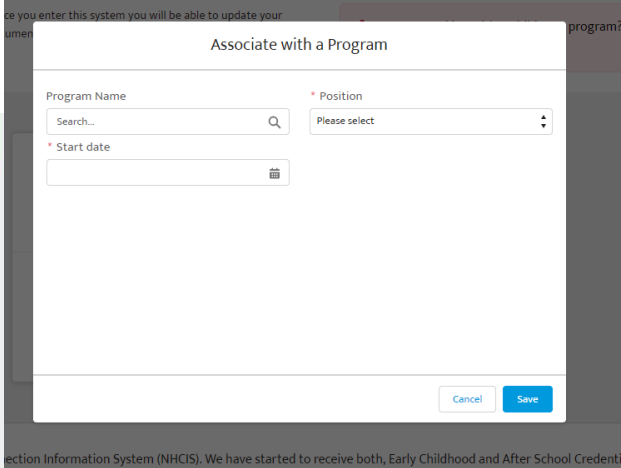
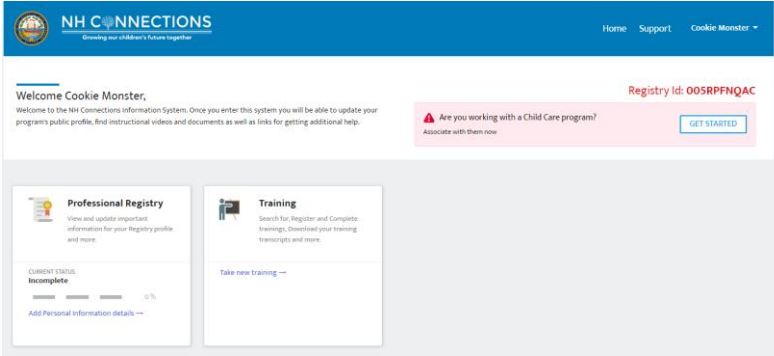
Now you are in the **Community Portal!**

Below you will see two squares. One says Professional Registry and the other says Training. We call these **Tiles**. Everyone can see these tiles upon registering.

Now to connect to the child care program you work for or plan to work for, if that applies to you.

Click on the **GET STARTED** box within the pink square. Once you do this you will search for the program you are planning to work at (or are already working at). Use the exact name as it appears on the program’s license, which can be found by searching for the child care program using the Child Care Search on the NH Connections Website:

https://nhpublichealth.force.com/nhccis/NH_ChildCareSearch





ection Information System (NHCS). We have started to receive both, Early Childhood and After School Credit





Here is what this looks like as you enter information. There are roles within the system (such as Center Director) that require the approval of the Child Care Licensing Unit and allow you elevated access within the system. You should be in touch with your licensing coordinator about being approved per He-C 4002. If you need assistance, please call us at 603-271-9025.

When searching for your program verify the license # as seen below with an organization that has multiple programs.

New Program Information

New Program Name

-  Boys & Girls Clubs of Central New Hamp...
CCCB-06851 • Active • Licensed Group
Child Care Program
-  Boys & Girls Clubs of Central New Hamp...
CCCB-06858 • Active • Licensed Group
Child Care Program
-  Boys & Girls Clubs of Central New Hamp...
CCCB-06853 • Active • Licensed Group
Child Care Program
-  Boys & Girls Clubs of Central New Hamp...

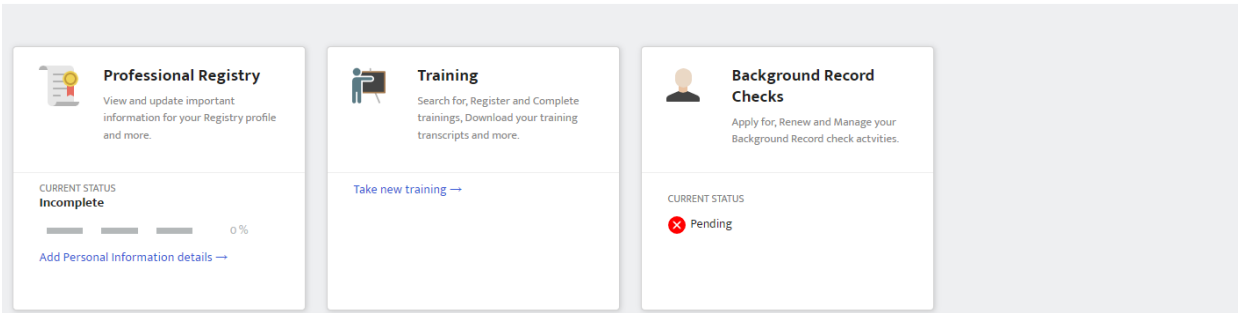
Completing your Background Record Check in NHCIS

Once you are registered and connected with a child care program you will now have a Background Record Check Tile (**BRC**). You will also have a registration ID which can sometimes be helpful if you run into issues and need further assistance.

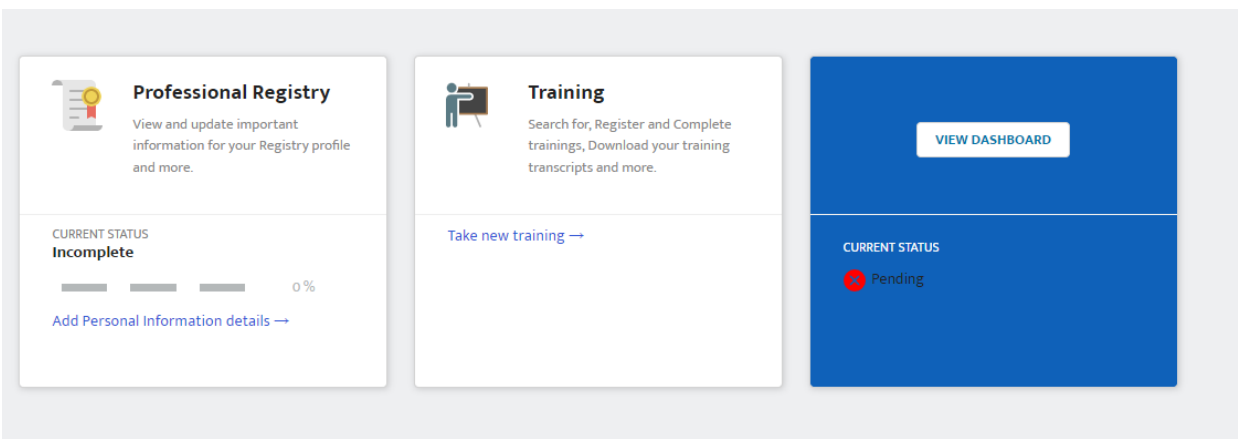
Welcome Cookie Monster,

Welcome to the NH Connections Information System. Once you enter this system you will be able to update your program's public profile, find instructional videos and documents as well as links for getting additional help.

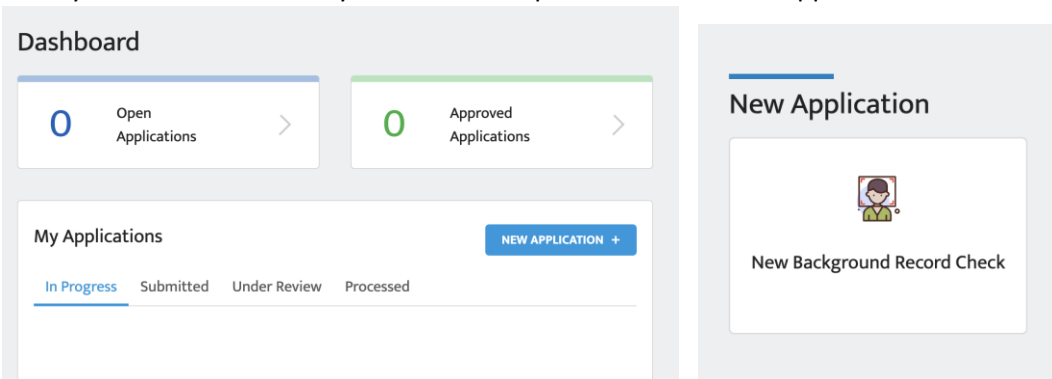
Registry Id: 005RPFNQAC



Your next step is to begin the Background Record Check Process. Once you hover over this tile you will see the VIEW DASHBOARD square. Enter this tile by clicking on this square.



Once you enter the BRC tile you will see an option to start a New Application



Please read all instructions and make sure you don't miss any important information.

Introduction

Getting started with your Background Record Check

Welcome to the NH Connections Background Record Check Portal. If you have been hired by or are currently working in a licensed child care, or residential program; or are a household member in either, you are required to complete a background record check (BRC) before you can begin working in the program. This includes anyone who resides in a program that may not work in the program, but could have unsupervised access to children in care. To initiate a new BRC you will complete a new BRC request. Once complete, an email will be sent to you at the email address you have provided, detailing next steps, including how to schedule a fingerprint appointment, and a checklist of what must be submitted to ensure that your packet is complete. Throughout the process, you will receive email updates, but you can also log in to the portal to follow the progress of your BRC request.

The NH Child Care Licensing rules currently mandate that ALL BRC materials be submitted together in one packet, therefore, please ensure to follow this process, as a BRC packet that is missing any of the required documentation will be returned to the program in which you are affiliated with, for completion. Upon receipt of a complete packet, CCLU staff will process it.

Keep copies of all documentation submitted for your records.

If you have any questions regarding the BRC process, you may call the Child Care Licensing Unit at (603) 271-9025 to speak with our office staff.

Click Next to begin.

Cancel

Next



Introduction



Personal Information



CHRI Authorization



Household and Personnel

4.1 Aliases and Addresses

4.2 Employment



Review and Submit

Personal Information

2.1 Contact Details

Please review and update your personal information, ensuring that all information provided is complete and accurate.

Please pay particular attention to this section and make sure you are including the required information.

Household and Personnel

4.1 Aliases and Addresses

Please review the information below, and add any additional Aliases, as needed, ensuring that ALL aliases are provided.

Aliases (include maiden names, previous married names and ANY/ALL last names that you have ever used.)

Add an Alias

Click the "Add an Alias" button to get started

Previous Addresses (states other than NH)

Add an Address

Please provide complete addresses for all towns/states that you have lived in during the previous five years. You must also include the month, day and year to capture the time you moved in through the time in which you moved out of each location.

Click the "Add an Address" button to get started

Previous

Save And Next

Once you have submitted your application you can find the application in "My Applications" in the submitted section.

Dashboard

1

Open Applications



0

Approved Applications



My Applications

NEW APPLICATION +

In Progress **Submitted** Under Review Processed

15147

129 Pleasant St, Concord, New Hampshire, 03301

Submitted

Application Type
New BRC Application

View

In addition, you will receive an email with instructions on next steps:

Immediate Attention Required

Date: 9/29/2022

Re: Background Record Check submission # 15141

Dear Big Bird,

Our records indicate that you have initiated a background record check (BRC) via the NH Connections Information System (NHICIS). If you have not yet scheduled a fingerprint appointment, go to our website for more information on scheduling your appointment: <https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing/background-checks-child-care>.

Once your appointment is scheduled, log in to NHICIS, and click on the Background Record Check tile. Under 'My Applications' on the left side of the screen, click on 'Document Library'. Download then print the following:

If your fingerprint appointment was scheduled and paid for online using the Department of Safety CHRI Applicant Portal:

- HP Page
- Employment Eligibility Card if applicable

or

If your fingerprint appointment was at a local police department:

- CHRI Page
- HP Page
- Employment Eligibility Card if applicable

Review all forms, and sign and notarize where required.

If your fingerprint appointment was at a local police department, you will receive an *Applicant/Licensing LiveScan Fingerprinting form*, which must be mailed to CCLU with the forms above. If you are required to submit an Employment Eligibility Card Application, page 2 must include the date and the location of your scheduled fingerprinting appointment.

*Submit all forms and applicable fees as noted on the forms, in one packet, directly to the Child Care Licensing Unit, 129 Pleasant Street, Concord, NH 03301.

*If your application indicated you currently live or have lived in a state other than NH in the previous 5 years you will receive another email with instructions on additional forms to be submitted. Please mail those forms WITH the information above.

What Happens Next:

- If no disqualifying convictions are identified, you will be deemed "eligible" to work and your BRC status will be updated and available to you and the program in the NH Connections Information System.
- If the BRC identifies immediate disqualifying convictions, you will receive a letter informing you that you have been deemed ineligible to work, as well as detailed information relevant to that determination. The program will not receive information regarding any disqualifying convictions, but will be notified that you are no longer eligible to work in their child care program.
- If the BRC identifies convictions that need further investigation, you will receive a letter with instructions on what will need to be submitted to CCLU and a due date as to when that submission must be received by.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLU.nh@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

You will find your documents on your BRC page along the left-hand column under My Documents, the screen shots below show how you can access this section and download your documents for printing.

APPLICATIONS

My Applications

My Documents

TRAINING

Training Calendar

My Training

PROFESSIONAL TOOLS

Eligibility Transfer Requests

HELP

Technical Helpdesk





[← Back to Dashboard](#)

Documents

View all the documents here once applications submitted.

Application Number	Application Type	Application Status	Closed date
> 15147	New BRC Application	Submitted	2022-10-04

Application Number	Application Type	Application Status	Closed date
15147	New BRC Application	Submitted	2022-10-04

Document Name	Submitted Date	Submitted By	
15147 - Employment Eligibility Card	2022-10-04	Bennet Snerf	
15147 - HP Page	2022-10-04	Bennet Snerf	
15147 - CHRI Page	2022-10-04	Bennet Snerf	
15147 - Application Summary	2022-10-04	Bennet Snerf	

If you have lived in another state during the last 5 years you will also receive an email with instructions on where to find the out of state forms and instructions. This must be submitted with your completed paperwork and any payments required.

Date: 9/29/2022

Re: CA/N Central Registry Check requirement for submission #15141

Dear Big Bird,

Our records indicate that you have initiated a new background record check (BRC) via the NH Connections Information System self-service portal, and have indicated that you lived in another state, other than NH, during the last five years. Therefore, there must be an abuse and neglect central registry check completed in each of those states. Click on the link below to be directed to our background check website, where you will find the required forms for each state, along with detailed instructions and fee requirements, if applicable.

<https://www.dhhs.nh.gov/out-state-abuse-and-neglect-checks>

Download and complete the required forms according to the instructions provided on each form. Review for completeness, and then print, sign, date, notarize when applicable, and submit with your background record check. If the required form(s) and applicable fees are not received then your submission will be incomplete, and the process will be delayed, subsequently impacting your eligibility to work in a child care program.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Once your paperwork is received at CCLU and it is being processed your application status will change to "Under Review." This process can take from a week to several weeks depending on results received from criminal or abuse and neglect registries. Should there be results from any of these searches you will receive a letter from us with a deadline for providing additional information. Please be sure to respond by the deadline. Failure to do so will result in being deemed ineligible.

My Applications

View all applications that has been submitted or by status below.

In Progress	Submitted	<u>Under Review</u>	Processed		
Application Type	Application Number	Full Name	Date Submitted	Expiration Date	
New BRC Application	15147	Bennet Snerf	10-04-2022	--	VIEW

You will also receive an email when we have received the payment and application for an eligibility card if you are required to obtain one.

Date: 10/4/2022

Re: Employment Eligibility Card application and payment #15147

Dear Bennet Snerf,

The Child Care Licensing Unit has received a complete Employment Eligibility Card application for you, including full payment.

You may follow the progress of your submission through the NH Connections Information System.
<https://nhpublichealth.force.com/nhccis>

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

If parts of your application are incomplete, you will receive an email and a letter with what is needed will be mailed to the child care program. Please let the program know they should be on the lookout for this letter as delays in submitting required documentation could result in a status of ineligible.

Attention Required - URGENT

Date: 10/5/2022

Re: Incomplete Background Record Check submission #15147

Dear Bennet Snerf,

The Child Care Licensing Units records indicate that you have initiated a background record check (BRC), however, we have determined that it is incomplete and cannot be processed at this time. The child care program will receive a letter detailing the outstanding requirements, and instructions for resubmission. It is the program's responsibility to return the outstanding requirements. You can help to expediate the process by informing them you received this notice, and ensure that a complete submission is received no later than the due date provided in the letter to the program.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Once your application has been deemed eligible you will receive an e-mail and your application will move to Processed. You will also see your expiration date in that status area as well as the top right of the BRC section of your NHCIS portal.

Your background record check (BRC) is now complete, and our office has determined that you are eligible to work in child care at this time. The status of your BRC is available to you and the program in the NH Connections Information System (NHCIS). This ensures that your employer is aware of your eligibility status.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

My Applications
View all applications that has been submitted or by status below.

Application Type	Application Number	Full Name	Date Submitted	Expiration Date	
New BRC Application	15147	Bennet Snerf	10-04-2022	10-04-2027	VIEW

BRC STATUS/EXPIRY DATE

Eligible/10-4-2027

You will also receive an employment eligibility card email when that card has been printed and is being mailed to you.

Date: 10/5/2022

Re: Employment Eligibility Card approval

Dear Willow Branch,

Your Employment Eligibility Card has been processed, and will be mailed to you at the mailing address provided on your application. If your mailing address has changed since you submitted your application, please provide us with the new address by emailing cclunit@dhhs.nh.gov or by calling 603-271-9025.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

DIRECTORS/PROVIDERS

Staff and household members 10-17:

- If you have staff or household members between the ages of 10 and 17 you only need to submit a Household and personnel form. The household and personnel form for ages 10-17 can be found [here](#).
- If a 10–17-year-old has lived outside of NH during any part of the last 5 years, please also submit the appropriate Out of State CAN form. You can find that [here](#)
- These individuals will not show up on your staff roster currently.

Your Staff Roster and BRC approval Process

You will notice in the steps above that your staff will receive an email with instructions once they submit their BRC application through NHCIS. It is important that you have them print their forms so you can mail them and any required payments to CCLU for processing. We recommend these get mailed from the program so you can ensure all steps were completed.

What you will see in your NHCIS portal

If a staff is listed as eligible they have a current BRC and can work. Ineligible means they do not have a current BRC and must not be present at the program until they are deemed eligible. Staff who are new and awaiting BRC results are marked as Pending and are not eligible to work until deemed eligible.

Name	Hire Date	Start Date	Eligibility	Employment Status
Big Bird		6/1/2022	Eligible	Active
The Count	6/16/2022	6/17/2022	Ineligible	Active
Snuffle Upagus	6/29/2022	8/11/2022	Ineligible	Active
Oscar T Grouch	9/20/2027	7/28/2022	Eligible	Active
Prairie Dawn	8/2/2027	8/2/2022	Eligible	Active

If you have questions about the status of your staff’s application please have them check their application status as they will be able to see if it is under review or not. If you mailed documents to our office and your staff doesn’t see that their application has moved from Submitted to Under Review, and it has been more than 2 weeks, please e-mail our office for more information (cclunit@dhhs.nh.gov).

If the submission is incomplete and something additional is required, your staff will receive an email and the requirements will be mailed to the child care program for completion. Here is a sample of the email your staff will receive:

Attention Required - URGENT

Date: 10/5/2022

Re: Incomplete Background Record Check submission #15147

Dear Bennet Snerf,

The Child Care Licensing Units records indicate that you have initiated a background record check (BRC), however, we have determined that it is incomplete and cannot be processed at this time. The child care program will receive a letter detailing the outstanding requirements, and instructions for resubmission. It is the program's responsibility to return the outstanding requirements. You can help to expediate the process by informing them you received this notice, and ensure that a complete submission is received no later than the due date provided in the letter to the program.

Sincerely,

Department of Health and Human Services

Child Care Licensing Unit

129 Pleasant Street, Concord, NH 03301









Phone: (603) 271-9025

Fax: (603) 271-4782

Email: CCLUnit@dhhs.nh.gov

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Once your staff have been deemed eligible you will see them on your staff roster with their expiration date.

Eligibility Transfer Requests		Pending Hires		Active		
Name	BRC Expiration Date	Hire Date	Start Date	Eligibility	Employment Status	
 Abby Cadabby	8/29/2022		8/31/2022	 Eligible	Active	>
 Big Bird			9/29/2022	 Eligible	Active	>
 Testy Tester1	10/3/2027		10/3/2022	 Eligible	Active	>
 Bennet Snerf	10/4/2027		10/3/2022	 Eligible	Active	>