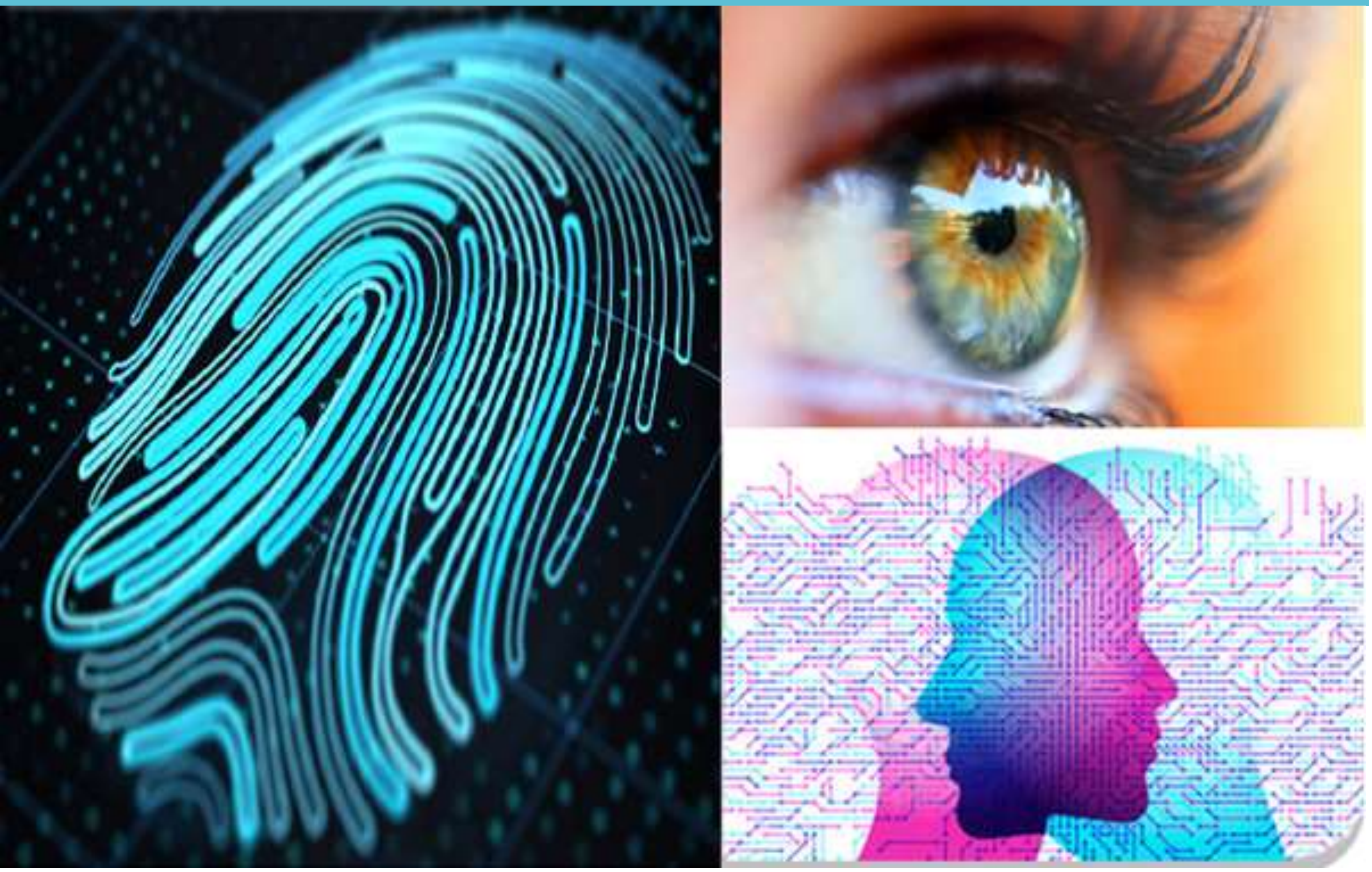
Building a future we can all trust

FACT Agency Portal User Guide

AZ DPS EFAS



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0.1	04/08/20	EEC	Initial Version
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1 FACT AGENCY PORTAL

When you access the portal using the address provided to you by Thales Gemalto, the landing page is displayed (*Figure 1-1*).

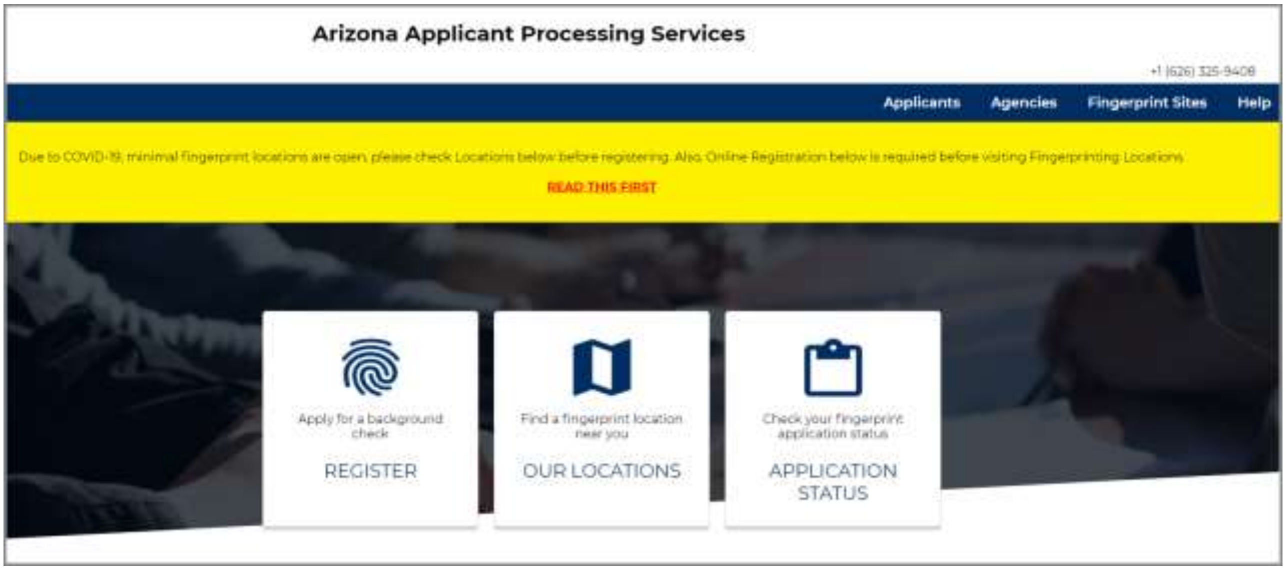


Figure 1-1 APS Landing Page

From here you can access applicant and agency features. This user guide describes how to log in as an agency user to view registration transactions and modify user accounts.

If any problem occurs during login or creating an agency billing account, please contact our agency support with details of the problem and any screenshot of the problem for quicker resolution – GemaltoAPSSupport@thalesgroup.com

1.1 Logging In

To log in:

1. From the **Agencies** drop-down menu, select **Agency Login**. (*Figure 1-2*).

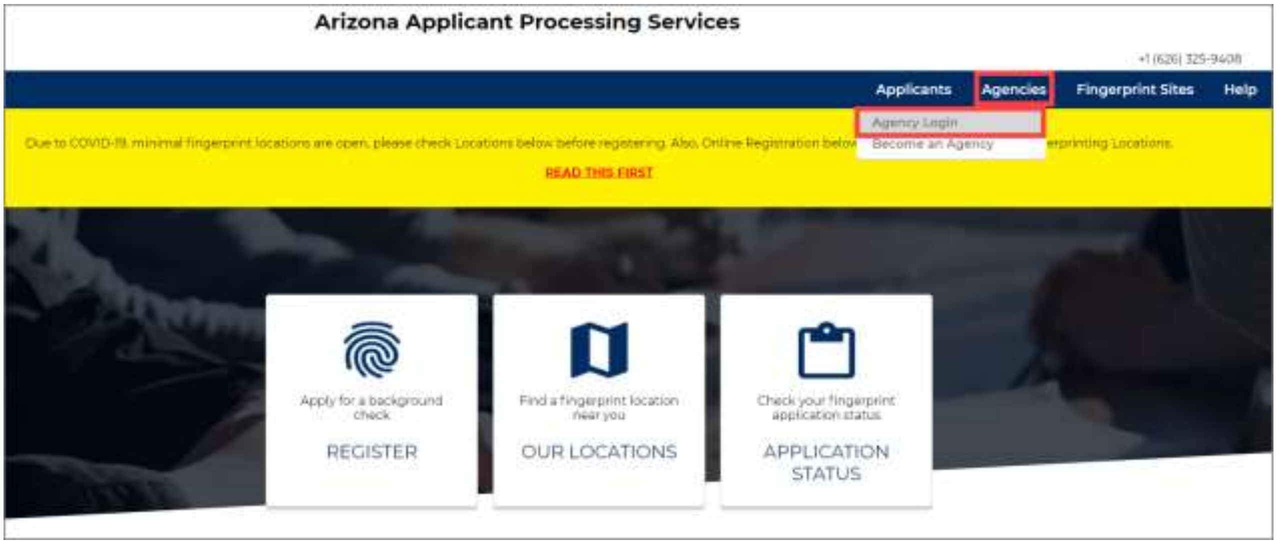
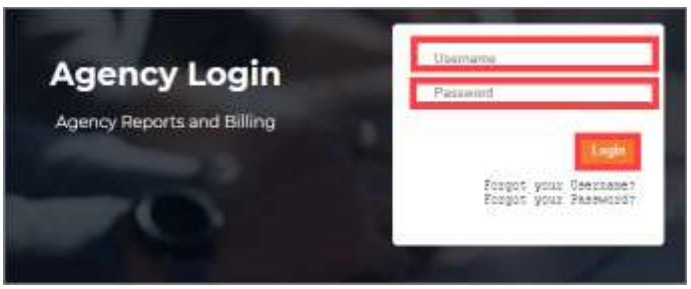
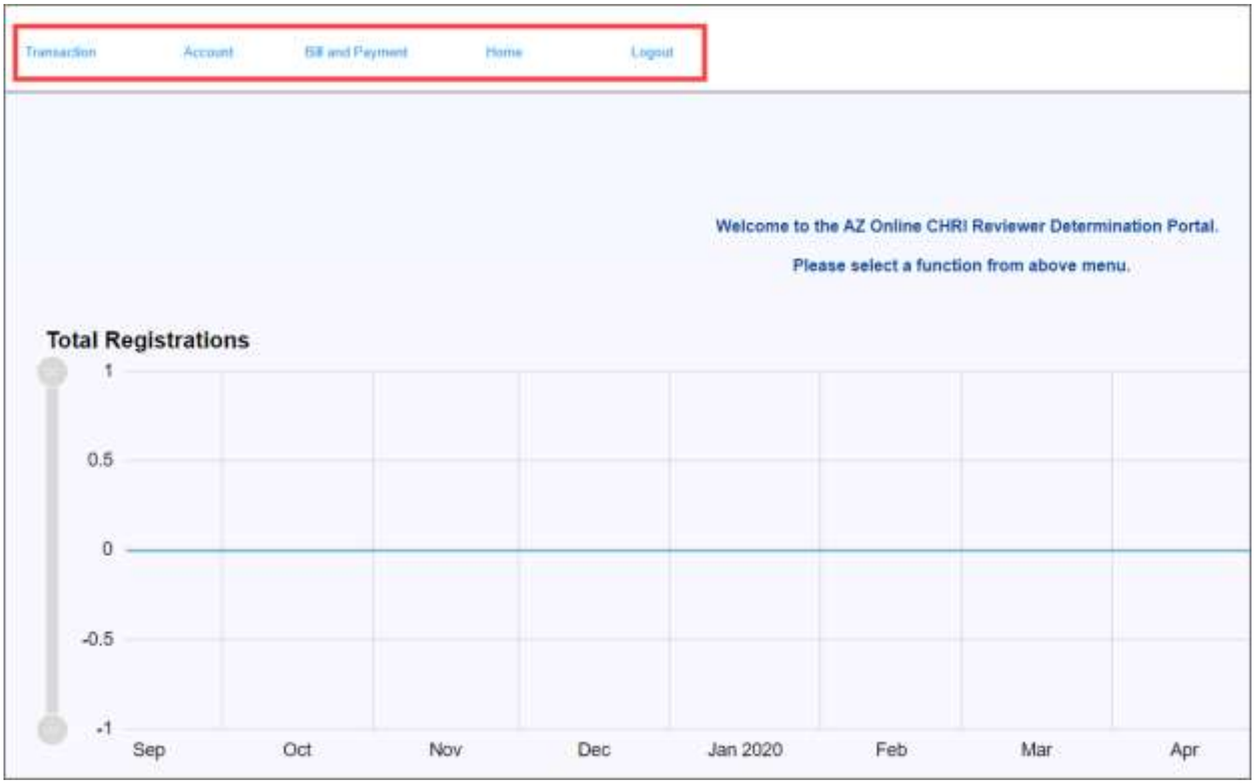


Figure 1-2 Login Window

2. Enter **Username** and **Password** and click **Login.**
3. The blank **Home** page will be displayed with the links Transaction, Account, Bill and Payment, Home, and Logout along the top.





For creating Agency Pay to sponsor an applicant for clearance card/background check, there are two method of Agency Pay:

- **Billing Account** – Once approved by Thales Finance, a monthly billing statement is sent to the agency to pay for monthly charges.
- **Escrow Account** – Agency deposits money as required and managed balance.

1.2 Create/Request Billing account (Admin User)

Agencies can sponsor/pay for an applicant for clearance card/background check by creating **agency pay** accounts. Once created, the agency can provide a **billing code** and **billing password** to the sponsored applicant to use on behalf of the agency.

Billing Account is an account created with Thales, so that an agency can be billed on a monthly basis. And the agency pays on a monthly basis for the payments made for sponsoring an applicant for the clearance card/background check. (Billing Account creation may take few days to get approved after credit review [credit reviews are required for non-state agencies]) Please submit W9 form to GemaltoAPSSupport@thalesgroup.com along with your agency information for approval.

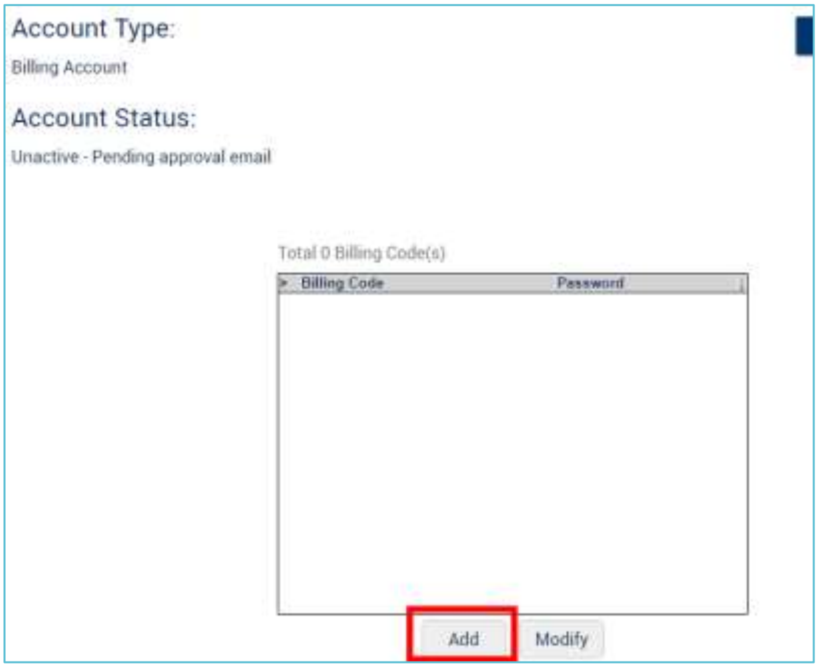
If billing account is not preferred, an agency can utilize Escrow account which would allow an agency to create an account by charging a credit card with a lump payment to create a balance to sponsor an applicant for clearance card/background check. (Escrow account can be created immediately after it is charged by a credit card with no approval process)

1. From the **Bill and Payment** drop-down menu, select **Billing Info**.

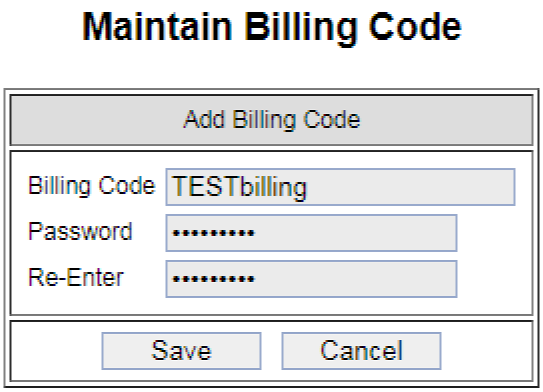
2. Next, click on Modify Agency Info button.

3. Fill in all the Agency information relevant to your agency and make sure **Billing Account** is select in the box selection. And click **SAVE**, this will submit for billing account approval.

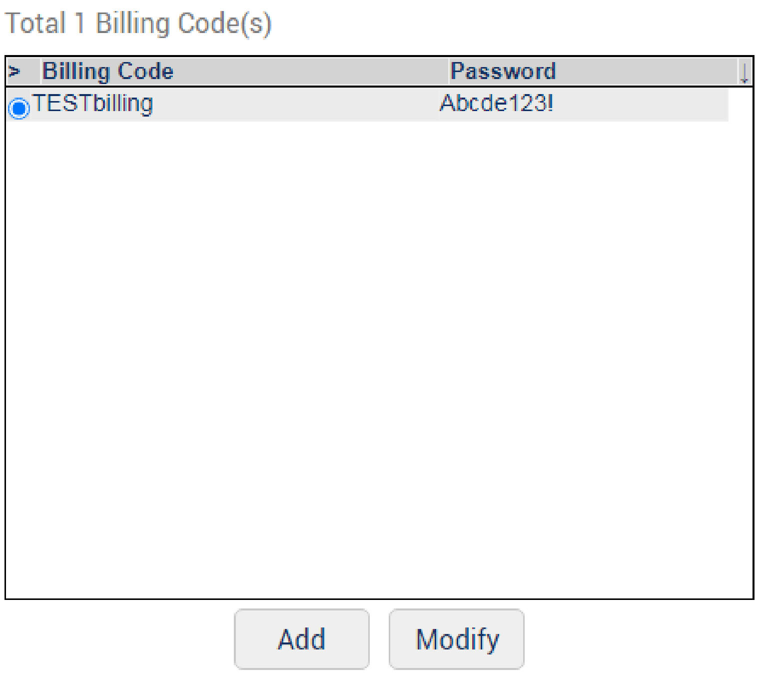
4. Now, go back to **Bill and Payment** tab and select **Billing Info**. This time, it will show that your Account Type is **Billing Account**, and Account Status is **Unactive – Pending approval email**.
5. To add billing code, click on **Add** button on the bottom.



6. Enter your desired Billing Code name and password and click **SAVE**



7. Now you will see that a billing code and password is created that you can provide to your sponsored applicants to use. **Please note that the billing code and password will not be useable until your billing account is in Approved State**



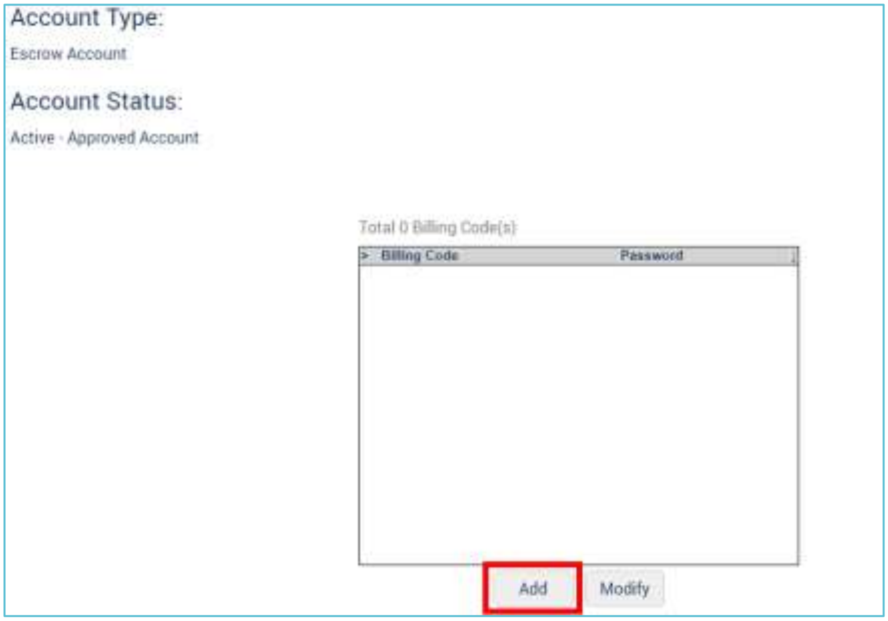
1.3 Create Escrow Account for Agency Pay (Admin User)

To create an escrow account for agency pay:

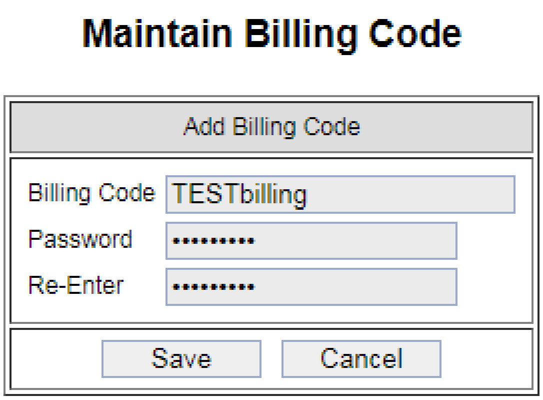
1. To Create Agency Pay by escrow, from the **Bill and Payment** drop-down menu, select **Billing Info**.
2. Enter necessary information for creating Agency Pay account, and select **Escrow Account** for **Agency Pay Type** and click **Save**.

Figure 1-3 Billing Info

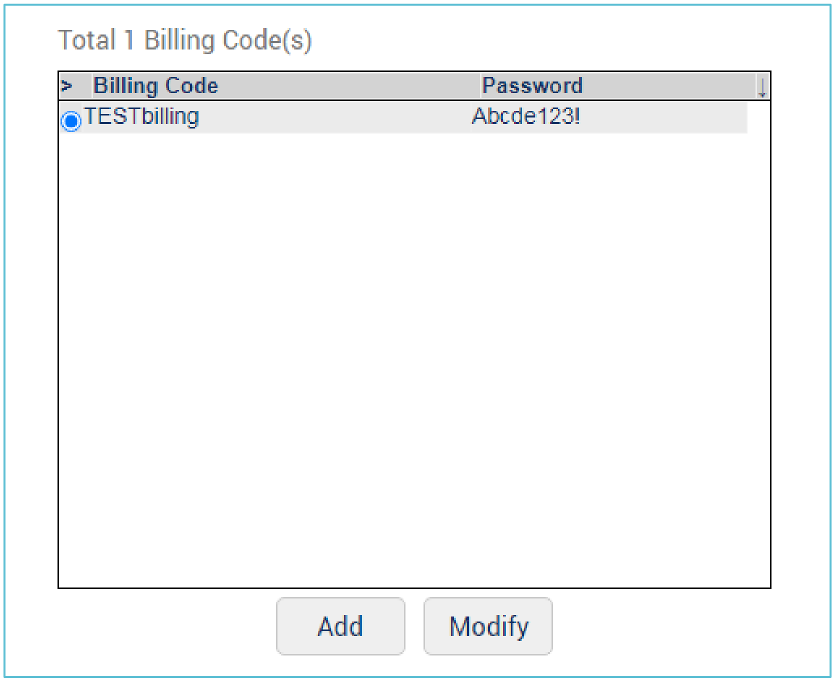
3. Now, go back to **Bill and Payment** tab and select **Billing Info**. This time, it will show that your Account Type is **Escrow Account** and shows account status as **Active-Approved Account**.
4. To add billing code, click on **Add** button on the bottom.



5. Enter your desired Billing Code name and password and click **SAVE**



6. Now you will see that a billing code and password is created that you can provide to your sponsored applicants to use. **Please note that the billing code and password will not be useable until you have deposited to your escrow account(next section**)



1.4 Check Escrow Account Balance and Deposit Online (Admin User)

To view your account balance:

1. From the **Bill and Payment** drop-down menu, select **Account Balance**. The **Account Balance** page will display a list of recent transactions and their dollar value.

2. If you want to view transaction information for a specific range of dates, enter it in the **Trans time** and **To** fields and click **Search**. Applicable transactions will be displayed.

3. You can deal with the balance by clicking **DEPOSIT ONLINE BY CREDIT CARD**.

1.5 Agency User Account Management (Admin User)

Each ORI Agency has one admin account, who administers and manages additional operator accounts as shown in *Figure 1-4*.

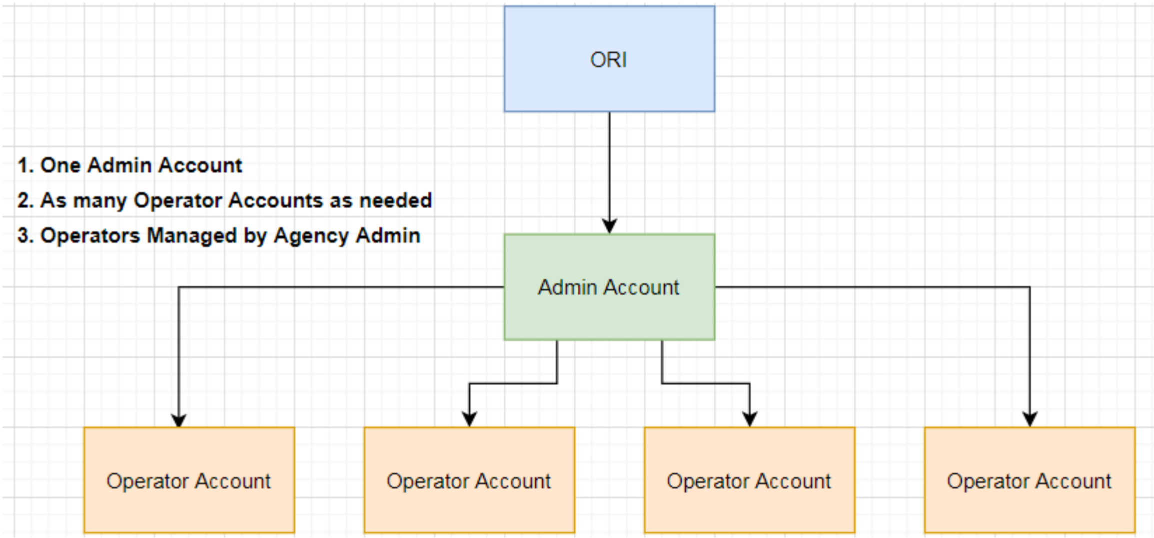


Figure 1-4 ORI Account Hierarchy

1. To manage other agency user accounts, from the Account drop-down menu select **Maintain User**. The **User Accounts** page will be displayed (*Figure 1-5*).

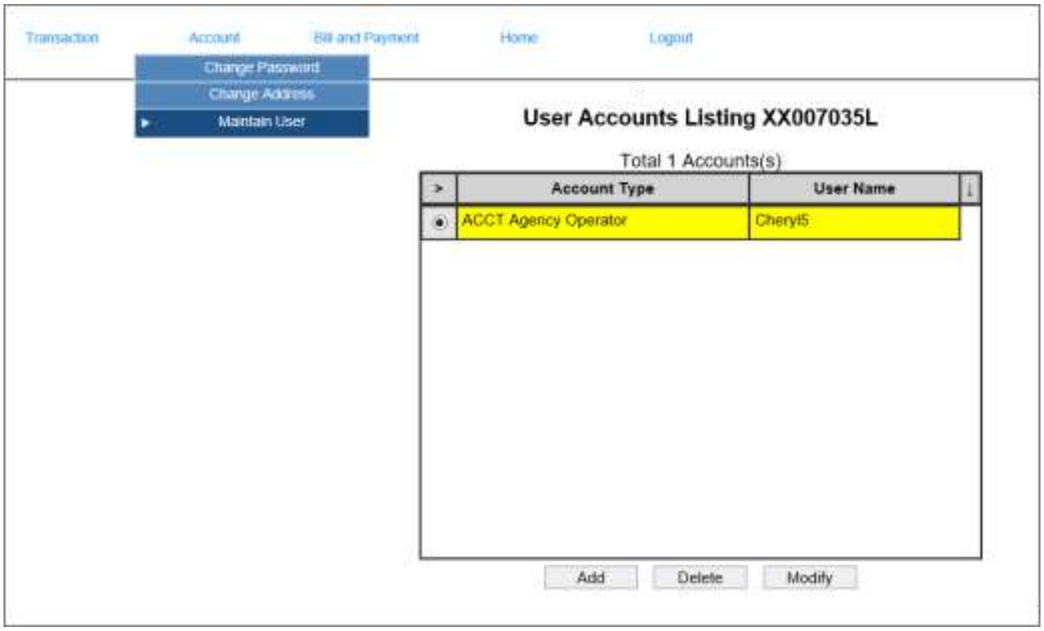


Figure 1-5 User Accounts Page

2. Perform the following as desired:

   a. To add an account, click the **Add** button to add a new user account. A dialog will be displayed (*Figure 1-6*). Enter user details into the dialog. All required fields are yellow. Click **Save** to create the user.

Figure 1-6 Add Account Dialog

   b. To delete an account, select the account and click the **Delete** button.

c. To modify an existing account's password and associated email address, select the account and click **Modify**. A dialog will be displayed (*Figure 1-7*). Modify user details as desired.

Figure 1-7 Reset Password Dialog

1.6 Transaction Reports

All Accounts have access to Transaction Summary and Transaction Detail reports.

1.6.1 Transaction Summary

To view, from the **Transaction** drop-down menu, select **Transaction Summary**. This report displays the number of registrations for a range of dates, the total cost of the combined transactions, and the pay status.

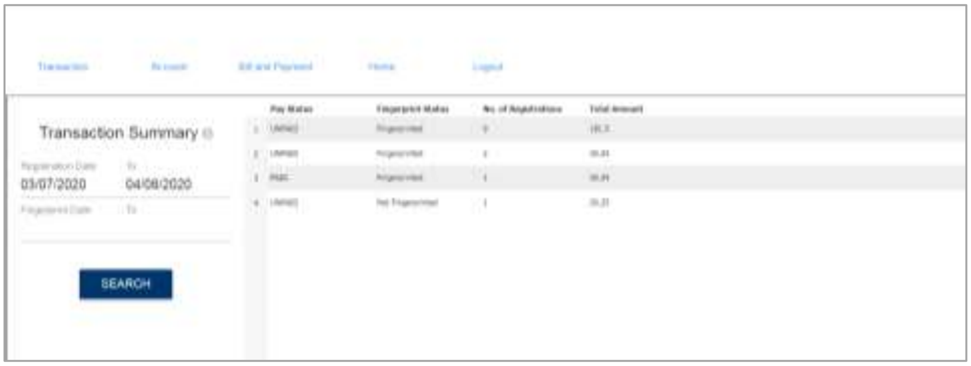


Figure 1-8 Transaction Summary Page

1.6.2 Transaction Detail

To view, from the **Transaction** drop-down menu, select **Transaction Detail**. This report shows details of transaction with Provider ID, Registration ID, TCN/PCN, Registration Date, Fingerprint Time, Print site info, Last Name, First Name, Fee, and Pay Status.

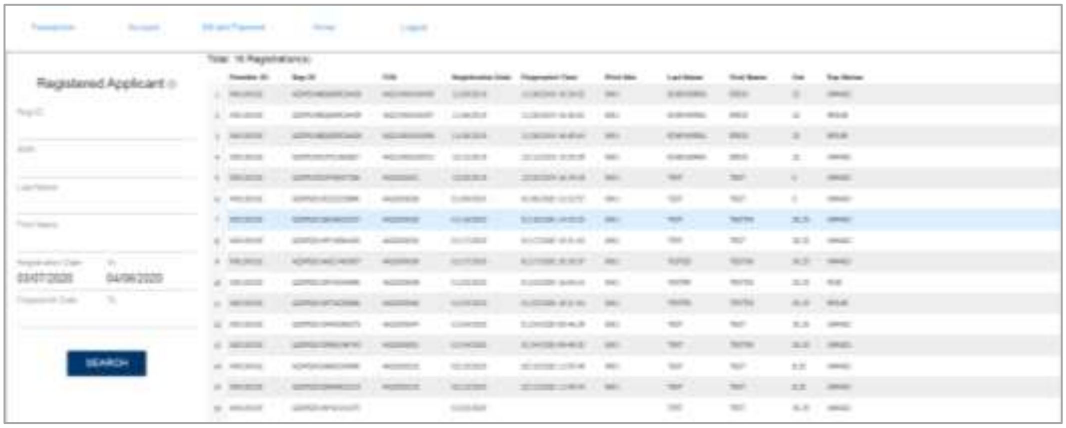


Figure 1-9 Transaction Detail