

Building a future we can all trust

Non-Government/Educational Agency User Guide AZ DPS EFAS



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1 NON-GOVERNMENT / EDUCATIONAL ORGANIZATION

In order to create an account with Thales for billing/escrow accounts. Click on **Agencies** tab and then **Become an Agency** (Figure 1-1)

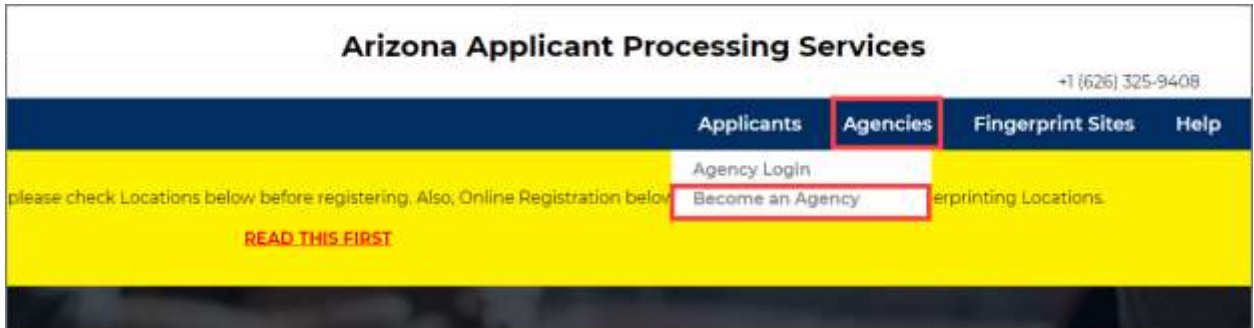


Figure 1-1 Agency Enrollment

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 to create billing/escrow 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

In the next screen, select **Create Account for Non-Government/Educational Entities for fingerprint clearance cards** to enroll as an agency and create escrow/billing account as necessary. (Figure 1-2).

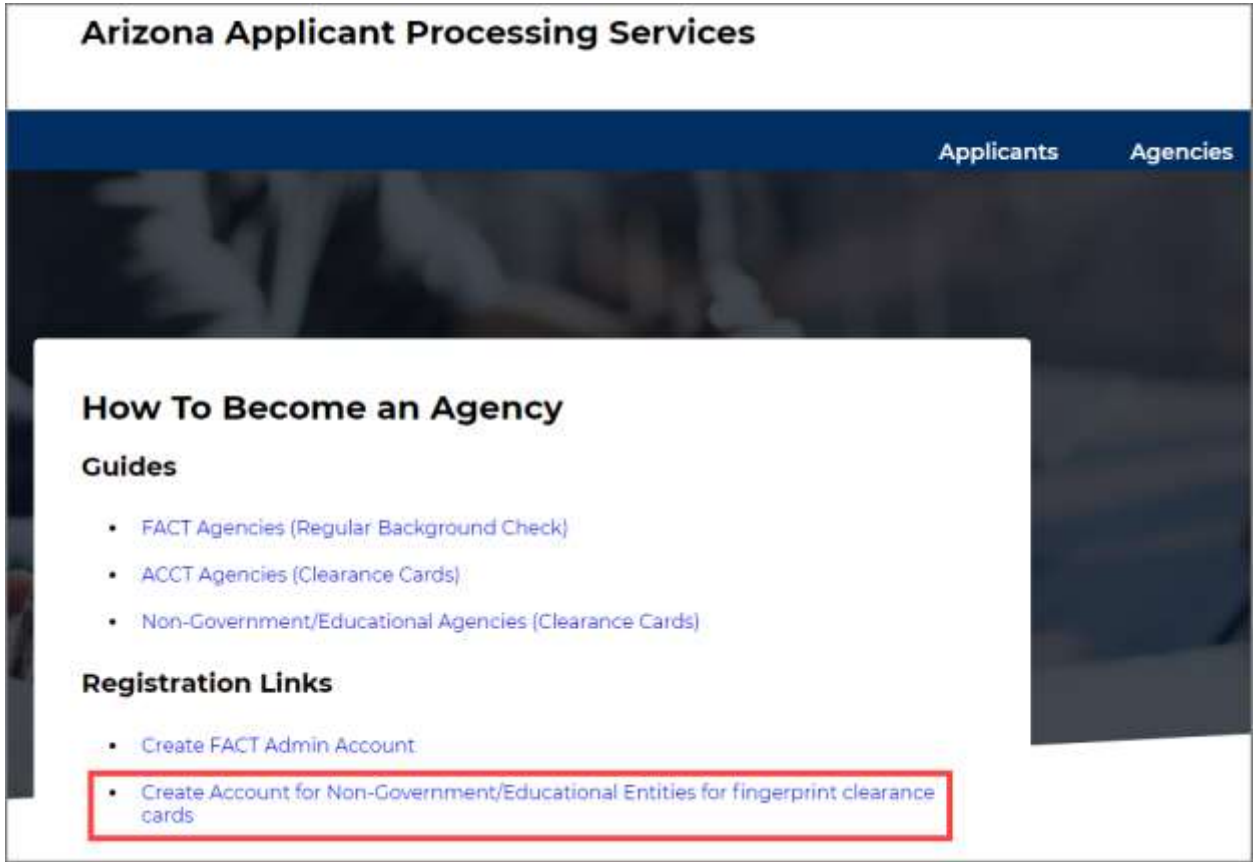


Figure 1-2

The next screen will allow you to enter information regarding your organization and create an admin account. (Figure 1-3).

The screenshot shows a registration form titled 'Create Account for Non-Government/Educational Entities for fingerprint clearance cards'. The form includes several input fields: 'Email*', 'Username*', 'Password*', 'Confirm Password*', 'First Name*', 'Last Name*', and 'Position*'. A 'Required fields *' label is located in the top right corner. The form is divided into sections, with 'Personal Information' being one of them.

Figure 1-3

After all information is entered correctly, you will get confirmation for the enrollment and a link to the **Login Page** (Figure 1-4). <https://www.aps.gemalto.com/azlogin>

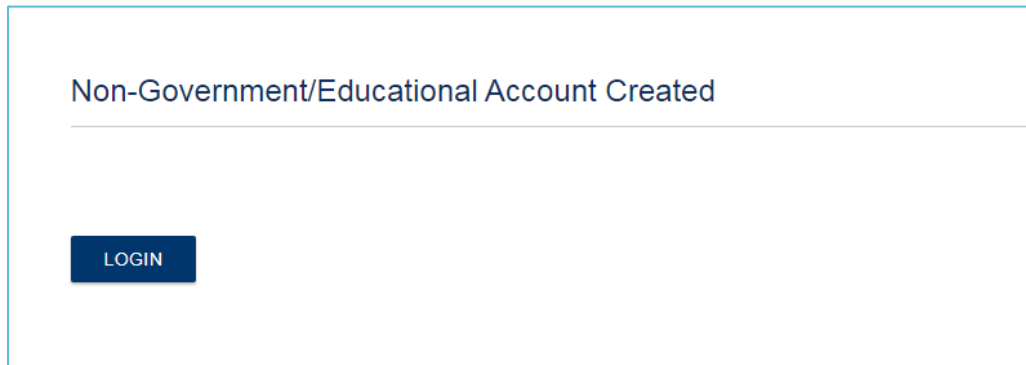


Figure 1-4

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

- **Billing Account** – Agency goes through credit review and once approved a monthly billing statement is sent to the agency to pay for monthly charges.
- **Escrow Account** – Agency deposits money as required and managed balance.

1.1 Create/Request Billing account

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 after billing account is selected.

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 explained in the next section)

Only 1 type of **Agency Pay** can be created, please decide whether billing account or Escrow account will be created.

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



- Next, click on Modify Agency Info button.

- 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.

- 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**.

- To add billing code, click on **Add** button on the bottom.

The screenshot shows a web interface for account management. At the top, it displays 'Account Type: Billing Account' and 'Account Status: Unactive - Pending approval email'. Below this is a table with the header 'Total 0 Billing Code(s)'. The table has two columns: 'Billing Code' and 'Password'. At the bottom of the table area, there are two buttons: 'Add' and 'Modify'. The 'Add' button is highlighted with a red rectangular box.

- Enter your desired Billing Code name and password and click **SAVE**

Maintain Billing Code

The screenshot shows a dialog box titled 'Add Billing Code'. It contains three input fields: 'Billing Code' with the text 'TESTbilling', 'Password' with seven dots, and 'Re-Enter' with seven dots. At the bottom of the dialog box, there are two buttons: 'Save' and 'Cancel'.

- 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**

Total 1 Billing Code(s)

Billing Code	Password
TESTbilling	Abcde123!

Add Modify

1.2 Create Escrow Account for Agency Pay

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

Agency Information

Agency ID* X0010001E Agency Name* MMA CO SCHL SUPER OFFICETUCSON

Address** ADDRESS City* CITY

State* ARIZONA State Code* +11111

Contact Name** TEST Contact Email** ERICK.ECHEVERRIA@EXTERNAL.THALESGROUP.COM

Phone* (111)111-1111 Fax

Select Your Agency Pay Type

- 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**.
- To add billing code, click on **Add** button on the bottom.

The screenshot shows a web interface with the following elements:

- Account Type:** Escrow Account
- Account Status:** Active - Approved Account
- Total 0 Billing Code(s)**
- A table with two columns: **Billing Code** and **Password**. The table is currently empty.
- At the bottom of the table area, there are two buttons: **Add** (highlighted with a red box) and **Modify**.

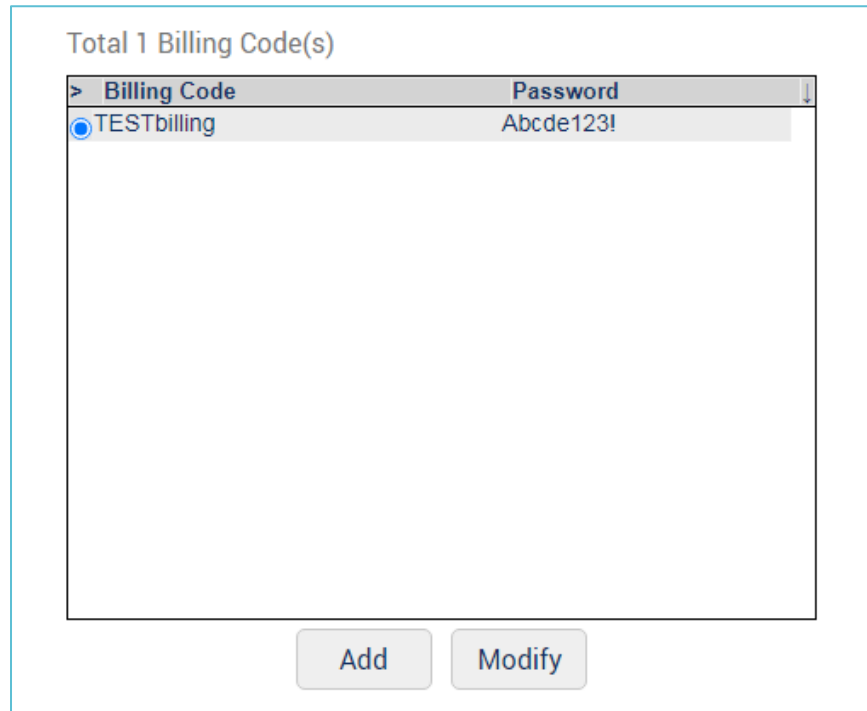
- Enter your desired Billing Code name and password and click **SAVE**

Maintain Billing Code

The 'Add Billing Code' dialog box contains the following fields and buttons:

- Billing Code:** A text input field containing the text 'TESTbilling'.
- Password:** A password input field with masked characters (dots).
- Re-Enter:** A second password input field with masked characters (dots).
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

- 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)**



1.3 Check Escrow Account Balance and Deposit Online

To view your account balance:

- 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 (Figure 1-5).



Figure 1-5 Account Balance Page

