

**Ohio Attorney General's Office OBIS
OpenFox® iRAP Web Portal Client Guide
Version 1.0**



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Chapter 1: Introduction

This chapter introduces the OpenFox® iRAP Web Portal. It includes a general description of the software, how it works, and how the Ohio Attorney General's Office (AGO) can manage the application to serve the agency's constituents. AGO can leverage the functional elements within the RapBack Web Portal to streamline their daily workflows. Unique features and workflows in the Web Portal will be highlighted in this document with screenshots and descriptions to guide AGO personnel and external users the entire way.

This manual was created with ease of use in mind. Please note, we use a format expressing the "Input, Process, and Output" for each defined business process with respect to this application's usage. Inputs can be either a previous step or data (information). The process explains what actions must be performed in the defined step. The output may be a subsequent action or data (information).

For the purpose of clarity, "customers" are defined as entities that wish to use the RapBack service for background check and monitoring purposes. "Users" are customer administrators and employees. "Enrollees" are individuals who are applying for work and need background checks performed on them to verify that they are eligible based on customer standards.

This manual has three main chapters. The first outlines how a customer enrolls via the Online RapBack portal (**Customer Enrollment**). The second outlines how a customer can manage their own account and users (**Customer Profile Management**). The third describes how system administrators can perform key customer management functions (**AGO iRAP Navigation for Administrators**).

1.1 Application Description

This application is the latest product stemming from a program that began with the passage of Ohio Senate Bill 97. Its purpose is to protect Ohioans by providing additional safeguards against allowing convicted criminals to remain in positions of trust (i.e., "schoolteachers, foster parents, etc.").

The previous iterations of background checks for employment simply provided users with a brief snapshot of an applicant's criminal history based on a defined period of time. However, users enrolled in the RapBack program receive notifications of criminal activity as soon as an arrest has been processed.

The RapBack Web Portal is an online interface. It allows public individuals or organizations (customers) to enroll in a service that provides an initial background check for employment for the enrollees. It will also continuously monitor enrollees for subsequent offenses.

Fingerprint based criminal records databases maintained by the Bureau of Criminal Investigation (BCI) will be continually compared against the new arrest events. When the RapBack service identifies that an enrollee has been arrested or convicted of a crime or escalated misdemeanor, the RapBack service will alert the customer to log into the portal for more details.

Please note that this system is intended to function as a notification service and not as a records management/retention service. Customers must log into the system and gather more details about the notification. The customer is required to keep and maintain records based on a previously negotiated

retention policy. In addition, AGO is not responsible for any legal determinations, notifications or actions that are required because of information received through the Rapback system.

Enrollment is as simple as providing common specific personal data and paying an enrollment fee billed via invoice. Customer account applications are reviewed by BCI and customers will either be approved or denied. Confirmation messages will be sent via email. A second email will be sent confirming enrollment in the RapBack service. This process is defined in the next chapter.

 Ohio Attorney General iRAP

Forgot Password Register Login



[About Rapback](#) | [How to Begin](#) | [What to Expect Next](#) | [Rapback User Manuals](#)

About Rapback

The Rapback Program began in 2007 with the passage of Ohio Senate Bill 97. The intent of the program is to protect Ohioans by providing additional safeguards against allowing convicted criminals to remain in positions of trust (e.g. school teachers, foster parents).

Background checks only provide a "snapshot" view of a person's criminal history at a specific moment in time. Agencies with individuals enrolled in the Rapback Program receive notifications of subsequent criminal activity.

For enrolled individuals, BCI stores fingerprints captured as part of the employment screening processes in a separate Retained Applicant Fingerprint Database. These prints are searched against all new criminal prints, and prints submitted to BCI as part of a court disposition process. When a match is found, BCI provides rap sheet information back ("rap-back") to the enrolling agency, who can then determine the individual's eligibility for continued employment or to retain a license issued.

The current version of Rapback requires a state agency to manage the enrollment as well as disenrollment of applicants. The upgrade to Rapback 2.0 will not only allow potential employees to be enrolled into Rapback, but will also allow the enrollment/disenrollment process to be managed by the employer.

A participating public office, as that term is defined in Revised Code ("R.C.") 109.5721 (A)(3), or a participating private party, as that term is defined in R.C. 109.5721(A)(5) (each a "Participant"), may enroll individuals in the Ohio Attorney General's Bureau of Criminal Investigation's ("BCI") Retained Applicant Fingerprint Database continuous criminal record monitoring service ("Rapback Service") to obtain criminal record checks.

In order to use the Rapback Service, the Participant shall submit an application to BCI via the Rapback Service secure webportal ("webportal"), and agree to these Terms of Use. The Participant must be approved by BCI to use the Rapback Service to enroll individuals. The Participant also agrees to receive notices under these Terms of Use electronically.

To enroll an individual in the Rapback Service, the Participant must provide the information requested on the webportal and pay the fee set forth in these Terms of Use. Enrolled individuals will be added to the Rapback Service. **It is the Participant's sole responsibility to unenroll any individual from the Rapback Service if the criminal record checks are no longer needed for that individual.**

Fingerprint-based criminal record databases maintained by BCI pursuant to R.C. 109.57 will be continually compared against the Retained Applicant Fingerprint Database. When the Rapback Service discovers that records received under R.C. 109.572 indicate an individual enrolled in the Rapback Service has been arrested or convicted of a crime or escalated misdemeanor, the Rapback Service will alert the Participant to log into the webportal for more information. The Ohio Attorney General is not responsible for any legal determinations, notifications or actions that are required as a result of information received under the Rapback Service.

The Participant will be responsible to log into the webportal for relevant information and for the notification to the employer/employee of a felony or escalated misdemeanor.

The Participant understands that the Rapback Service is not a records retention service, but rather a notification service only, and the Participant is responsible for retaining any information received from use of the Rapback Service in accordance with the Participant's retention schedule. The Ohio Attorney General is not responsible for retaining any records or information received by the Participant through use of the Rapback Service.

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How To Begin:

To become a participant in Rapback, select the Register link. Fill out the form as required, agree to Terms of Use and submit.

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What To Expect Next:

The registration will be reviewed by the Bureau of Criminal Investigation. Based on regulations, participation will be either granted or denied. At that time an email will be sent with approval status and a link to the home page with program details and the user guides.

If participation is granted, a second email will be sent when the enrollment in Rapback is finalized. This email will include your login credentials. While waiting for this email, begin thinking about what user accounts need to be created and what permissions should be granted. For more information on creating user accounts, refer to section 2.2 of the user guide.

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Rapback User Manuals:

[Rapback User Manual for Customer.pdf](#)
[Rapback User Manual for Hazardous, Solid, and Infectious Waste Facilities.pdf](#)
[Rapback User Manual for ODJFS.pdf](#)
[Rapback User Manual for ODJFS Sub Agency.pdf](#)

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For Rapback questions, please call BCI at 877-224-0043.

Chapter 2: Customer Enrollment

2.1 *Customer Enrollment Process*

Input:

Data needed for the customer applicant includes name or business name, address, tax ID number, and service provided.

Data needed for customer administrators includes name, office telephone number, title, address (if different than agency address; if not, simply click “same address as agency” checkbox), and email address.

Process:

On the initial customer enrollment page, prospective customers are prompted to enter the above stated information in the form. Required fields are denoted with a red asterisk. In addition to the required fields mentioned, customers can enter up to four additional email addresses for invoice notices.

Prospective customers must indicate that they have read and accepted the customer agreement by clicking a checkbox located beneath the Customer Agreement language.

Prospective customers must then complete a CAPTCHA in order to prove they are a legitimate applicant and then click the “submit” button.

If any mandatory fields have been entered incorrectly or omitted the Web Portal will not allow submission of the application. Incorrect application details will be indicated in the form.

Output:

Once all information has been submitted the prospective customer will be redirected to the home page. An email will be sent either confirming enrollment or stating denial.



Customer Enrollment

Customer Information

Customer (Business Name)*		Address Line 1*		Address Line 2	
<input type="text"/>		<input type="text"/>		<input type="text"/>	
City*	State*	County*	ZIP+4 Code*		
<input type="text"/>	<input type="text" value="Ohio"/>	<input type="text" value="Adams"/>	<input type="text"/>		
TIN*		Service Provided*			
<input type="text"/>		<input type="text" value="-- Select One --"/>			
<input type="checkbox"/> Existing Customer?					
Describe Organization and Business need for Rapback*					
<input type="text"/>					

Customer's Overall Administrator

First Name*	Last Name*	Middle Name or Initial	Title*
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Office Phone Number*	Office Phone Extension		Office Email Address*
<input type="text" value="() - - - - -"/>	<input type="text"/>		<input type="text" value="name@example.com"/>

Billing Contact and Address

First Name*	Last Name*	Middle Name or Initial
<input type="text"/>	<input type="text"/>	<input type="text"/>
Office Phone Number*	Office Phone Extension	Office Email Address*
<input type="text" value="() - - - - -"/>	<input type="text"/>	<input type="text" value="name@example.com"/>
<input type="checkbox"/> Same Address as Agency		
Address Line 1*		Address Line 2
<input type="text"/>		<input type="text"/>
City*	State*	County*
<input type="text"/>	<input type="text" value="Ohio"/>	<input type="text" value="Adams"/>
ZIP+4 Code*		
<input type="text"/>		

Additional Email(s) for Invoice Notices (Max of 4/optional)

Email Address
<input type="text" value="name@example.com"/>

Customer Agreement

You must read and scroll to the bottom of the Agreement to enable the check box.

RETAINED APPLICANT FINGERPRINT DATABASE MONITORING SERVICE TERMS OF USE

(April 17, 2014)

Purpose

1. A participating public office, as that term is defined in Revised Code ("R.C.") 109.5721 (A)(3), or a participating private party, as that term is defined in R.C. 109.5721(A)(5) (each a "Participant"), may enroll individuals in the Ohio Attorney General's Bureau of Criminal Investigation's ("BCI") Retained Applicant Fingerprint Database continuous criminal record monitoring service ("Rapback Service") to obtain criminal record checks. By using this service, the Participant agrees to be bound by the provisions of these Terms of Use.

- ☐ By checking this box, I certify that I have the authority to bind the Organization written above to the terms set forth in this Agreement.
- ☐ I agree to all of the above terms and conditions.

Security Check



For Rapback questions, please call BCI at 877-224-0043.

2.2 Confirmation Emails

2.2.1 BCI Approval, Pending Finance Review

An email will be sent to the customer administrator when a customer is approved by BCI and in “*Pending Finance Review*” status.



Test Customer is approved to participate in the Rapback program. Your application is now being reviewed by the Finance Dept. and once completed, you will receive your agency's log-in credentials.

For Rapback questions, please contact us at:

Bureau of Criminal Investigation
1560 State Route 56 SW
P.O.Box 365
London, OH 43140
877-224-0043

2.2.2 Customer Approved by Finance

If an application has been approved by Finance and a customer is enrolled, the customer will receive a confirmation email containing two key data elements: A customer number and a username. Customers must keep this information for subsequent application usage steps.



John Smith has been successfully enrolled in the Rapback program. You may now continue to set up your account with additional users, add emails for notices of fingerprint matches if needed, and add enrollees into the Rapback system.

Your Rapback account credentials are the following:

Customer Number: 1212121227

User name: jsmith

To log into the Rapback system, please go to the [Password help](#) link to request your password.

To log into the system, please [click here](#).

Please see the [Rapback user manual](#) for detailed instructions.

For Rapback questions, please contact us at:

Bureau of Criminal Investigation
1560 State Route 56 SW
P.O.Box 365
London, OH 43140
877-224-0043

The confirmation email also contains three links. The first link is for “Password Help,” allowing users to request their password be reset. The second link allows users to log in to the RapBack system. The third link takes users to a copy of the user manual.

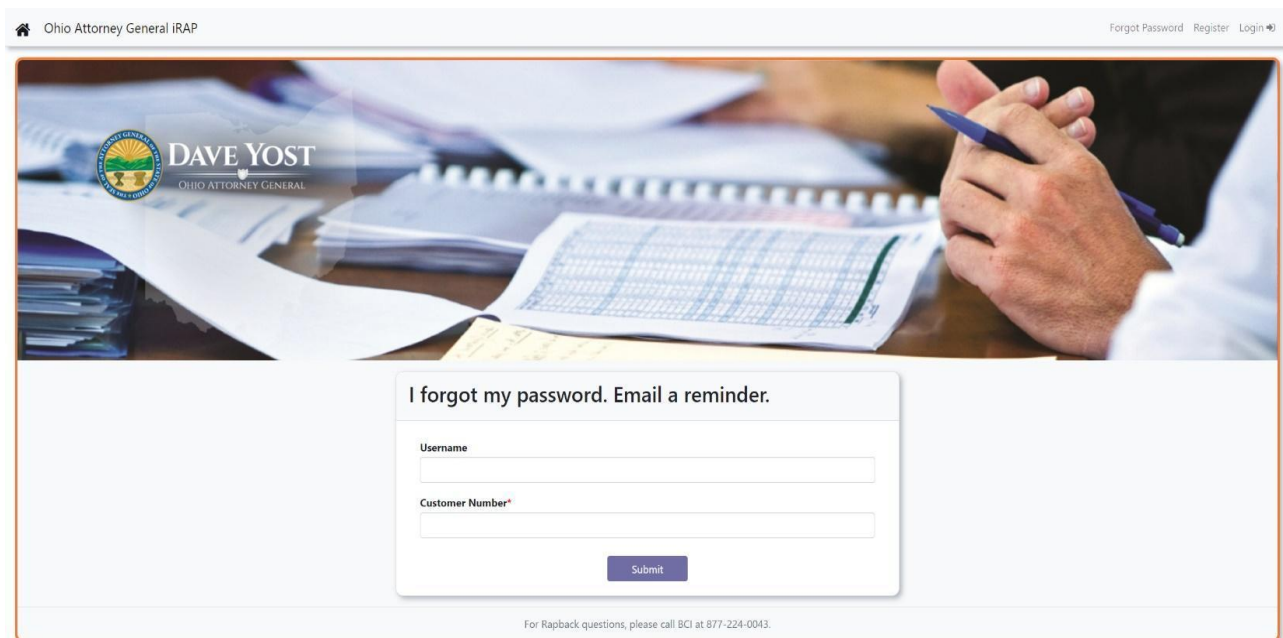
2.3 User Initial Account Login Process

Input:

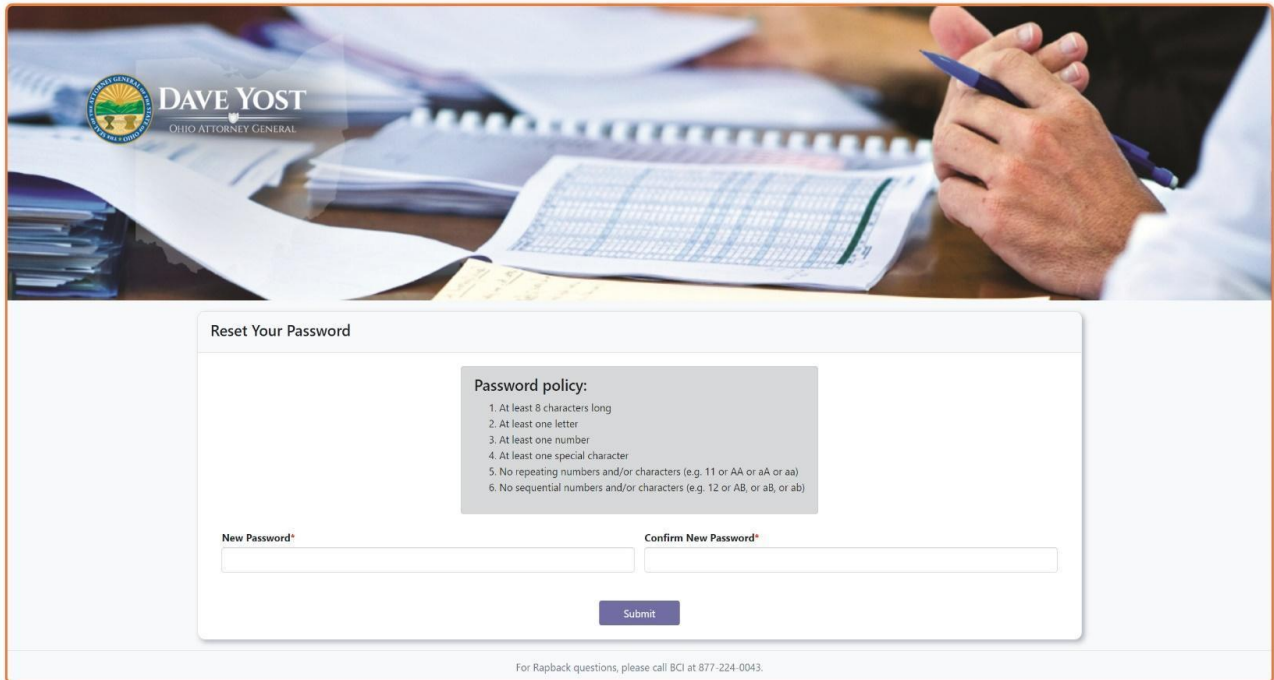
Username and customer number

Process:

In the confirmation email (defined above), users are provided with a link to request an email with a reset password link included. When users click this link, they are taken to a page that prompts them to enter their username and customer number, as shown in the screenshot below.



The screenshot shows a web page for the Ohio Attorney General's iRAP system. The header includes the site name 'Ohio Attorney General iRAP' and links for 'Forgot Password', 'Register', and 'Login'. The main content area features a background image of a desk with papers and a hand holding a pen. Overlaid on this is a white box with the heading 'I forgot my password. Email a reminder.' Below the heading are two input fields: 'Username' and 'Customer Number*'. A red asterisk is next to 'Customer Number'. A blue 'Submit' button is at the bottom of the form. At the very bottom of the page, a small footer reads: 'For Rapback questions, please call BCI at 877-224-0043.'



Reset Your Password

DAVE YOST
OHIO ATTORNEY GENERAL

Password policy:

1. At least 8 characters long
2. At least one letter
3. At least one number
4. At least one special character
5. No repeating numbers and/or characters (e.g. 11 or AA or aA or aa)
6. No sequential numbers and/or characters (e.g. 12 or AB, or aB, or ab)

New Password*

Confirm New Password*

Submit

For Rapback questions, please call BCI at 877-224-0043.

Once users enter this information and click the “submit” button, an email is sent to their established email address.



A forgot password request was made for your Rapback user account.
Please click on the following link to reset your password:

http://webdev:8540/irap-ohag-dev/resetpwd?token=DiUPRiKS2QCiqCYcfntMqtrFEpf8OxYb3InlChM7mJk_7R1Z1_Tfy4Z2xEuHykMR-wyWZfcr5WNLDxMwbxIOg

If you feel this is an error, please contact your organization's Overall Administrative User for the Rapback system.

For Rapback questions, please contact us at:

Bureau of Criminal Investigation
1560 State Route 56 SW
P.O.Box 365
London, OH 43140
877-224-0043

That email contains a link, that when clicked, will return users to the “reset your password” page. Users should follow the prompts indicated on the screen and when passwords are properly formatted and entered twice, they can click submit and receive a “successfully changed password” email notification. Users are prompted to create a password that fits the presented requirements. Users are required to re-enter the new password. Once completed, they click the “submit” button. If they entered their password in the proper format, they will be shown a message and sent an email stating that their password has been successfully changed; then they will be redirected to the home page. Users can then go to the login page and login to their accounts.

Output:

Users who have established their password and may now access their Web Portal account.

2.4 Password Reset Process

Input:

Username and customer number

Process:

The password reset process functions much the same as the initial account login process. At the account login screen users can click the “forgot my password” link and be taken to a page prompting them to enter their username and customer number. Once users enter that information and click the “submit” button, an email will be sent to their established email address. That email will contain a link that, when clicked, will redirect them to the “reset your password” page. Users should follow the prompts indicated on the screen and, when passwords are properly formatted and entered twice precisely, they can click the “submit” button and receive a “successfully changed password” email.

Output:

Users who have changed their password and may now access their Web Portal account.

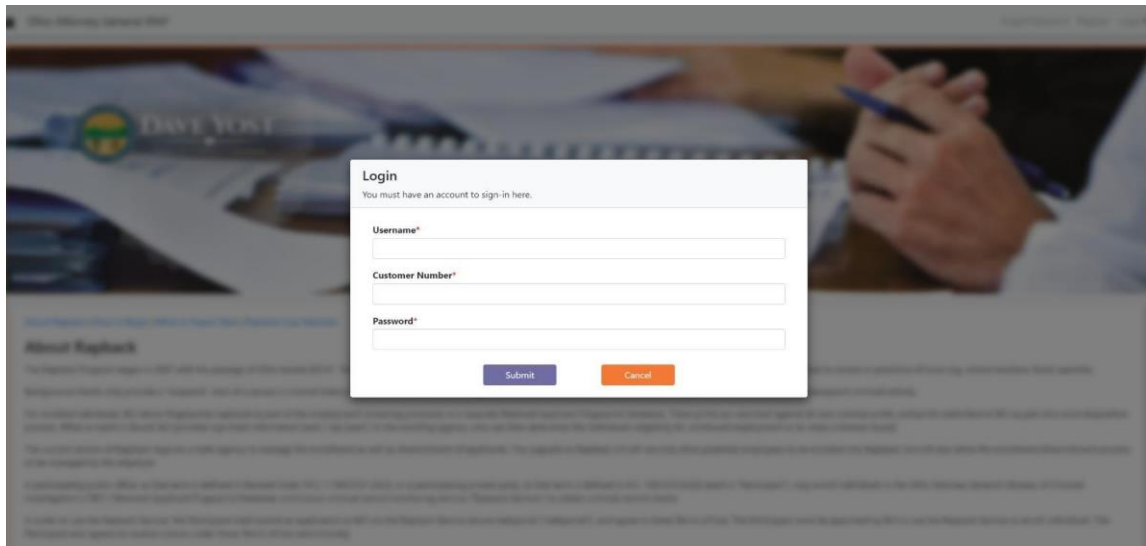
2.5 Registered User Login and Agreement Acceptance Process

Input:

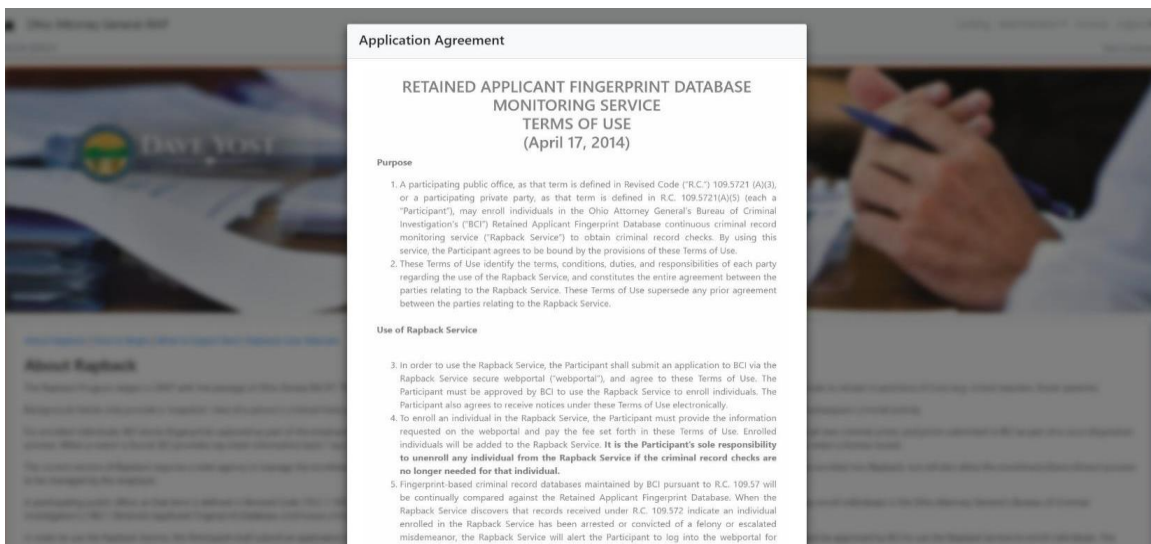
Login information: username, customer number, password

Process:

Users enter and submit their username, customer number and password into the Web Portal login form.

A screenshot of a web portal login interface. The background is a blurred image of a person's hands holding a pen over a document. Overlaid on this is a white login form. The form has a title 'Login' and a subtext 'You must have an account to sign-in here.' Below this are three input fields: 'Username*', 'Customer Number*', and 'Password*'. At the bottom of the form are two buttons: 'Submit' (purple) and 'Cancel' (orange).

Users must read the “Retained Applicant Fingerprint Database Monitoring Service Terms of Use” in its entirety and accept the conditions contained therein. This action must be performed when logging in for the first time. This sitewide agreement will prompt the user again after a configured amount of time has passed.

A screenshot of an 'Application Agreement' form. The form is titled 'Application Agreement' and contains the following text: 'RETAINED APPLICANT FINGERPRINT DATABASE MONITORING SERVICE TERMS OF USE (April 17, 2014)'. Below the title is a section labeled 'Purpose' with two numbered points. The first point states that a participating public office may enroll individuals in the Ohio Attorney General's Bureau of Criminal Investigation's ("BCI") Retained Applicant Fingerprint Database continuous criminal record monitoring service ("Rapback Service") to obtain criminal record checks. The second point states that these Terms of Use identify the terms, conditions, duties, and responsibilities of each party regarding the use of the Rapback Service. Below this is a section labeled 'Use of Rapback Service' with three numbered points. The first point states that in order to use the Rapback Service, the Participant shall submit an application to BCI via the Rapback Service secure webportal ("webportal"), and agree to these Terms of Use. The second point states that the Participant must be approved by BCI to use the Rapback Service to enroll individuals. The third point states that to enroll an individual in the Rapback Service, the Participant must provide the information requested on the webportal and pay the fee set forth in these Terms of Use. The form is overlaid on the same blurred background image as the login form.

If users are logging in for the first time, they will be prompted to add five (5) unique security questions and answers. Users should record the answers for their own validation.

The image shows a 'Security Questions' modal form overlaid on a blurred background of a web application. The form contains five rows, each with a 'Security Question' dropdown menu and a 'Security Answer' text input field. At the bottom of the form are two buttons: 'Submit' (blue) and 'Cancel' (orange).

Users are then prompted to agree or disagree to the web application usage agreement. After clicking the “agree” button they are redirected to the user home page.

Output:

Users can now access the user home page of the Web Portal as shown below:

The image shows the 'User Home Page' of the Ohio Attorney General iRAP system. The page has a header with the user's name 'JOHN SMITH', a timer '29:19 Remaining', and navigation links: 'Landing', 'Administration', 'Enrollment', 'RapSheet', 'Reports', 'Invoices', and 'Logout'. The main content area features a large banner image with the 'DAVE YOST OHIO ATTORNEY GENERAL' logo. Below the banner, a 'Welcome to the User Home Page!' message is displayed. A paragraph of text explains that the Overall Administrative User can update billing information via the customer profile and that all billing is electronic. It also provides contact information for billing questions: email webcheckrequest@chiaoattorneygeneral.gov or call (740) 845-2613. At the bottom, a note states: 'For Rapback questions, please call BCI at 877-224-0043.'

Chapter 3: Customer Profile Management

When iRAP users finish the customer profile creation steps listed in Chapter 2, they may log in to the iRAP portal and perform the functions listed below.

Customer administrators can manage users by resetting passwords and security questions, changing customer profile information (e.g., customer demographic data), adding or removing invoice recipients, and selecting the customers overall administrator. After an administrator clicks the “save” button, a notification email with the profile update(s) will be sent to the customer administrator account.

Administrators can perform a password reset by clicking the “password reset” button (yellow key) next to the customer entry. This will send a password reset request message to the primary email listed on the customer’s profile. Users should then follow the instructions for password reset (see [Section 2.4](#)).

3.1 Customer Profile

Input:

Any field which needs to be updated: name or business name, address, tax ID number, service provided, administrator’s name, office telephone number, title, agency address (if different), and email.

Process:

This process allows an administrative user to update customer profile information, address, billing contact information and email addresses for invoice notices. The administrator updates any field necessary, and then clicks the “save” button.

Output:

Administrator successfully updates the customer profile.



Customer Profile

Manage Customer Information, address, billing contact information and email addresses for invoice notices.

Customer Information

Customer Status Active	Customer (Business Name) Test Customer	Customer Number 1212121227
TIN 12-3456789	Service Provided Other	
Address Line 1* 400 Quadrangle Drive	Address Line 2 Suite F	
City* Bolingbrook	State* Illinois	County* Will
		ZIP+4 Code* 60440-1111 Find ZIP+4

Billing Information

First Name JANE	Last Name DOE	Middle Name or Initial
Office Phone Number* (123) 456-7890	Office Phone Extension 12345	Office Email Address* test@openfox.com <small>Used for Invoice Notices</small>
Address Line 1* 400 QUADRANGLE DRIVE	Address Line 2 SUITE F	
City* BOLINGBROOK	State* Illinois	County* Will
		ZIP+4 Code* 60440-1111 Find ZIP+4

Additional Email(s) for Invoice Notices (Max of 4/optional)

Email Address name@example.com
--

Customer's Overall Administrator

First Name JOHN	Last Name SMITH	Middle Name or Initial	Title ADMIN
Office Phone Number (800) 123-4567	Office Phone Extension 12345	Office Email Address jdieckcastro@openfox.com	
Username jsmith			

Save

Cancel

For Rapback questions, please call BCI at 877-224-0043.

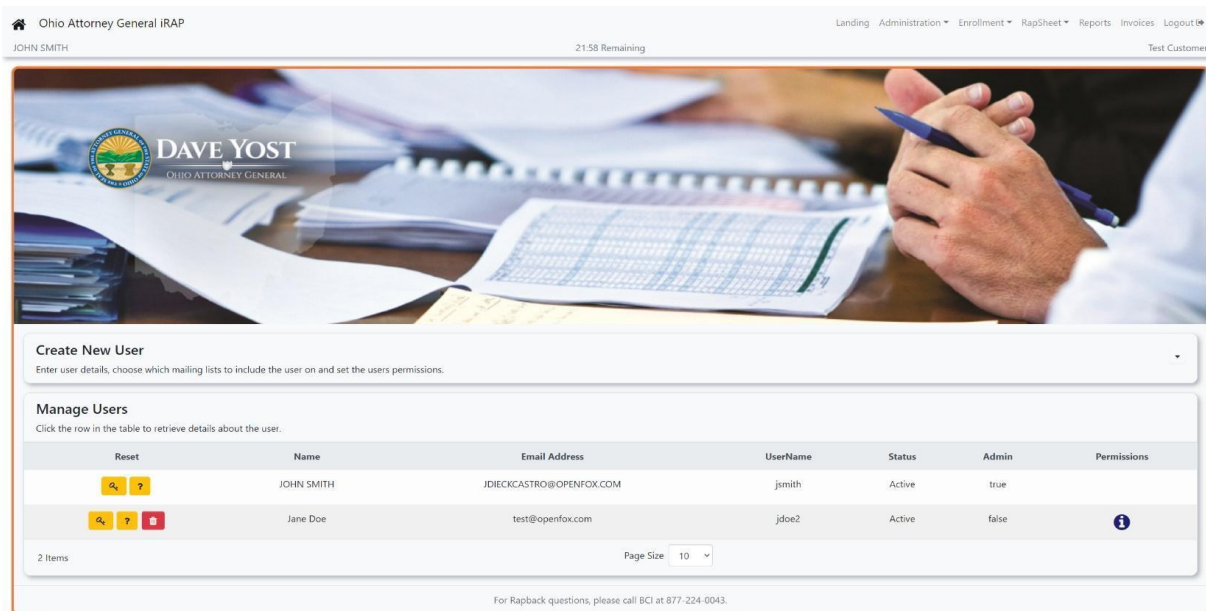
3.2 Create New User

Input:




Name, title, address, phone, email, and permissions (detailed below).

Process:

An administrator may add new users. These users will have access to their Web Portal profile through their User Management page as shown below:



The screenshot displays the Ohio Attorney General iRAP web portal. The header includes the logo, navigation links (Landing, Administration, Enrollment, RapSheet, Reports, Invoices, Logout), and user information (JOHN SMITH, 21:58 Remaining, Test Customer). The main content area features a 'Create New User' section with a description and a 'Manage Users' section with a table of existing users.

Reset	Name	Email Address	UserName	Status	Admin	Permissions
	JOHN SMITH	JDIECKCASTRO@OPENFOX.COM	jsmith	Active	true	
	Jane Doe	test@openfox.com	jdoe2	Active	false	

2 Items Page Size 10

For Rapback questions, please call BCI at 877-224-0043.

The administrator should expand the “Create New User” section to access the new user form, fill in all the mandatory fields, and then click the “Create” button.

Output:

A new user is created.

3.3 Administrator-Initiated Password Reset:

A customer administrator can initiate a “password reset” for any user through the Manage Users Page. Once the administrator performs the password reset action, users will be required to reset their password on their next login as shown in the screenshot below. An email will also be sent to the user when their profile has been modified.

Other SettingsGeneral Mail

Services

About Feedback

The Password Program helps you with your account information and password security. We'll help you create a strong password and keep it secure. You can also reset your password if you forget it. We'll help you create a strong password and keep it secure. You can also reset your password if you forget it.

Reset Your Password

Password policy:

1. At least 8 characters long
2. At least one letter
3. At least one number
4. At least one special character
5. No repeating numbers and/or characters (e.g. 11 or AA or aA or aa)
6. No sequential numbers and/or characters (e.g. 12 or AB, or aB, or ab)

Customer Number
1212121227

Username
jdoe2

Current Password*

New Password*

Confirm New Password*

Security Question
What is the name of your favorite childhood friend?

Security Answer*

Security Question
What was your childhood nickname?

Security Answer*

Submit

Cancel

Chapter 4: AGO iRap Navigation

This chapter defines the information needed, the business process, and the intended outcome for actions performed by users of the iRAP web portal. Administrators can create users. Users with proper permissions can manage access, perform associate/disassociate functions, and affirm/disaffirm enrollee entitlements.

4.1 Search Process

This process allows users with the proper permissions to search for enrollees in the portal based on a few defined criteria. There is no specific mandate for any unique data, though searching using certain data elements will produce more succinct results than others. For example, an authentication number is unique to the enrollee. A customer number is unique to the customer account but will return all linked enrollees to that customer account.

Input:

Authentication number, enrollee last name, customer number, customer name, additional information (if necessary).

Process:

Users may type any one of the above identification elements in the appropriate field and click the “search” button. Clicking the “clear” button will remove any data entered in these fields. Submitting any of these data points will return all results meeting the search criteria. Results will be displayed in the “Search Results” section of the page.

Users can click on a row in the search results table, which will display details for that entry in the “Enrollee Details” section.

Output:

Users can view search results and view details about those enrollees.

Ohio Attorney General iRAP

Landing

Administration

Enrollment

RapSheet

Reports

Invoices

Logout

JOHN SMITH

15:16 Remaining

Test Customer

Search for Enrollees

Be specific when searching. Results are mutually inclusive.

Authentication Number

Enrollee Last Name

Customer Number

Customer Name

Additional Information

Search

Clear

Cancel

Search Results

Authentication Number	Enrollee Name	Customer Number	Customer Name	Additional Information (optional)	Associated Date	Disassociated Date
1234321	Smith Jane	1212121227	Test Customer			

View enrollee details and manage additional information by clicking in the row in the table.

1 Items

Page Size 5

Enrollee Details

Authentication Number

Enrollee Name

Customer Number

Customer Name

1234321

Smith Jane

1212121227

Test Customer

Additional Information (optional)

Additional information is for an alternate identifier, such as an employee ID or license number, do not include personal identifying information such as SSN or DOB.

Associated Date

Disassociated Date

Save

Cancel

For Rapback questions, please call BCI at 877-224-0043.

4.2 Enrollee Management

Users with the proper permissions can edit the additional information field for the enrollee. They do this by clicking on the row in the enrollee results table, which populates the enrollee section of the page.

4.3 Associate / Disassociate Enrollee Process

Users with the proper permissions can associate or disassociate enrollees from customers through the following business process. When an enrollee is associated with a customer, the customer can receive notifications when the enrollee has an available RapBack update. Disassociating an enrollee from a customer prevents the customer from receiving updates and removes the enrollee from the RapBack program.

Input:

Enrollee authentication number

Process:

Users should enter the authentication number and then click the “search” button. Any customers which the enrollee can be associated with or disassociated from will show in the “Selected Customers” table. Users with the proper permissions can then associate enrollees by clicking the “associate” button (yellow check mark) or disassociate enrollees by clicking the “disassociate” button (red circle with slash).

The screenshot shows the Ohio Attorney General iRAP web application. The header includes the user name 'JOHN SMITH', a timer '20:28 Remaining', and navigation links: 'Landing', 'Administration', 'Enrollment', 'RapSheet', 'Reports', 'Invoices', and 'Logout'. The main content area is titled 'Associate/Disassociate Enrollee' with a subtitle 'Add/remove required individuals to/from Rapback'. Below this is a search section 'Search for Enrollee Authentication Number' with a text input field labeled 'Authentication Number*' and 'Search' and 'Clear' buttons. A table titled 'Selected Customers' displays one customer: 'Test Customer' with ID '1212121227'. The table has columns for 'Selection' (with a yellow checkmark), 'Customer Name', 'Customer Number', 'Additional Information (optional)', and 'Enrolled' (with the value 'No'). At the bottom, it shows '1 Items' and a 'Page Size' dropdown set to '5'. A footer note states: 'For Rapback questions, please call BCI at 877-224-0043.'

Output:

Enrollees are either associated (customers now receive notifications from RapBack) or disassociated (customers no longer receive notifications from RapBack and the enrollee is removed from RapBack).

4.4 Additional Defined Business Processes

4.4.1 Add/Delete Email Notifications for Fingerprints:

Users can add or delete email addresses for notifications via the “Manage Emails for Fingerprints” page. Users can add email accounts by clicking the “Add Email” button (green plus) to add “email address” fields and then click the “Update Notices List” button.

Ohio Attorney General iRAP

Landing Administration Enrollment RapSheet Reports Invoices Logout

JOHN SMITH 18:47 Remaining Test Customer

DAVE YOST
OHIO ATTORNEY GENERAL

Manage Emails for Fingerprint Notices
Add, update or delete email addresses.

Fingerprint Notice Email Addresses

Email Address*	
name@example.com	X
name@example.com	X

Update Notices List

For Rapback questions, please call BCI at 877-224-0043.

A confirmation email will be sent to the added email address and fingerprint notifications will be sent to that address going forward.

Users can also remove email addresses from the fingerprint notifications list by clicking the “remove” button (red X) to the right of the listed email and then clicking the “update notices list” button. A confirmation email will be sent to the appropriate email account as well.

4.4.2 Affirm / Disaffirm Entitlements

This feature allows users to affirm or disaffirm the RapBack notifications for a specific enrollee. This is done after users receive a notification for an enrollee. Users log into their account and access the affirm/disaffirm page.

If an enrollee is still employed by the customer then the user should affirm the entitlement by clicking the “Affirm” button (yellow check mark) otherwise the user should click the “Disaffirm” button (yellow O with stroke symbol). If an enrollee is affirmed the related rapsheet will be made available on the “Entitled Rapsheets” page (4.4.2).

Ohio Attorney General IRAP

Landing
Administration
Enrollment
RapSheet
Reports
Invoices
Logout

JOHN SMITH

22:22 Remaining

Test Customer

Affirm/Disaffirm Entitlement

Affirm the hit if the enrollee is still required to be in Rapback.

View the rapsheet from the Entitled Rapsheets page.

Disaffirm the hit if the enrollee is no longer required to be in Rapback.

Rapsheets are only maintained here for 60 days from the date of notification or until the Rapsheet is affirmed or disaffirmed, whichever comes first.

Authentication Number	Enrollee Name	Customer Number	Customer Name	Additional Information	Notification Date	Affirm/Disaffirm
1234321	Smith Jane	1212121227	Test Customer		2021-02-10	<input checked="" type="checkbox"/> <input type="checkbox"/>

1 Items

Page Size 5

For Rapback questions, please call BCI at 877-224-0043.

4.4.3 Entitled Rap Sheets

Users with proper permissions can search for entitled rapsheets using the following business process. This process would typically begin after a customer receives a notification that an enrollee has a rapsheet. That notification would be sent via email.

Users would then log into the site and access the “entitled rapsheets” page. Users can search by either the authentication number or by name.

Users are also able to refine their search for rapsheets by specifying a date or a date range. Users may also enter a customer name, customer number, or additional information. Users then click the “submit” button and the results of the search are displayed in the “entitled rapsheets” table.

Ohio Attorney General iRAP

[Landing](#)
[Administration](#)
[Enrollment](#)
[RapSheet](#)
[Reports](#)
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[Logout](#)

JOHN SMITH

29:48 Remaining

Test Customer

Entitled Rapsheets

View or print rapsheets. Rapsheets are only maintained here for sixty (60) days from date of notification.

☒ By Authentication Number
 ☐ By Name

Authentication Number

☒ By Date
 ☐ By Date Range

Notification Date

Customer Name

 Customer Number

 Additional Information

Entitled Rapsheets

All Rapsheets will appear in this queue.

Rapsheet	Authentication Number	Enrollee Name	Customer Number	Customer Name	Additional Information	Notification Date
	1234321	Smith Jane	1212121227	Test Customer		2021-02-10

1 Items

Page Size

For Rapback questions, please call BCI at 877-224-0043.

For each result displayed in the “entitled rapsheets” table, users can either download the rapsheet for the enrollee by clicking the “download rapsheet” button (yellow pdf symbol) or mark the record as viewed by clicking the “mark as viewed” button (yellow envelope) to the left side of the table row.

4.4.4 Creating Reports

Users with the proper permissions can run reports on their account profiles of different types and for specific date ranges. Users should select what report type they wish to run from the “Report Type” dropdown. They may enter a specific date or date range. They can input the customer’s name and number. On relevant report types, they may enter the first and last name of an enrollee or a user. They must select what format they wish the document to be displayed in either PDF or CSV, the selection defaults to CSV, and click “Run Report.” A report will be downloaded on their machine in the desired format.

4.4.5 Self-Directed Change Password / Security Questions

The Self-Directed Password Reset process functions much the same as the initial account login process, but users will arrive on the pages differently. Logged in users can use the password change page to change their password, filling out the current and new password and correctly answering the security questions provided. An email will be sent confirming the password change.

Much like the security questions establishment process that occurs when users first log into the web portal, users will access the “change my security questions” page while logged into their account. Users will then be prompted to add five (5) unique security questions and answers for account security purposes. A user should record the answers for their own validation. Users will be prompted to answer questions during subsequent logins. An email will be sent when users update their security questions.