

# Electronic Background Check Subscription Guide

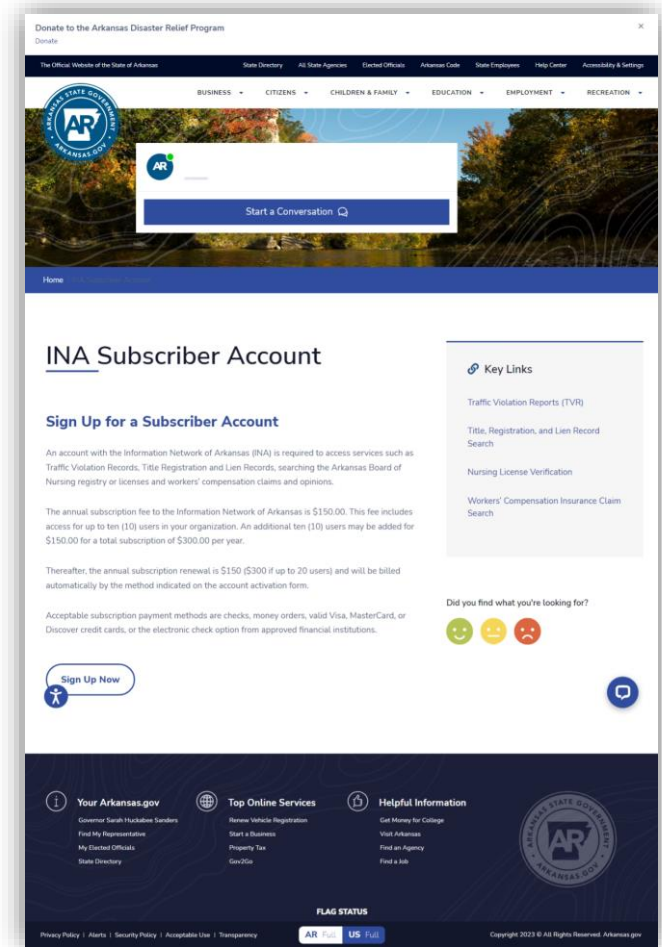
## Information Network of Arkansas (INA)



Revised 05/2023

# Signing up for INA Subscription Account

[INA Subscriber Account - Arkansas.gov](https://humanservices.arkansas.gov)



# Signing up for INA Subscription Account

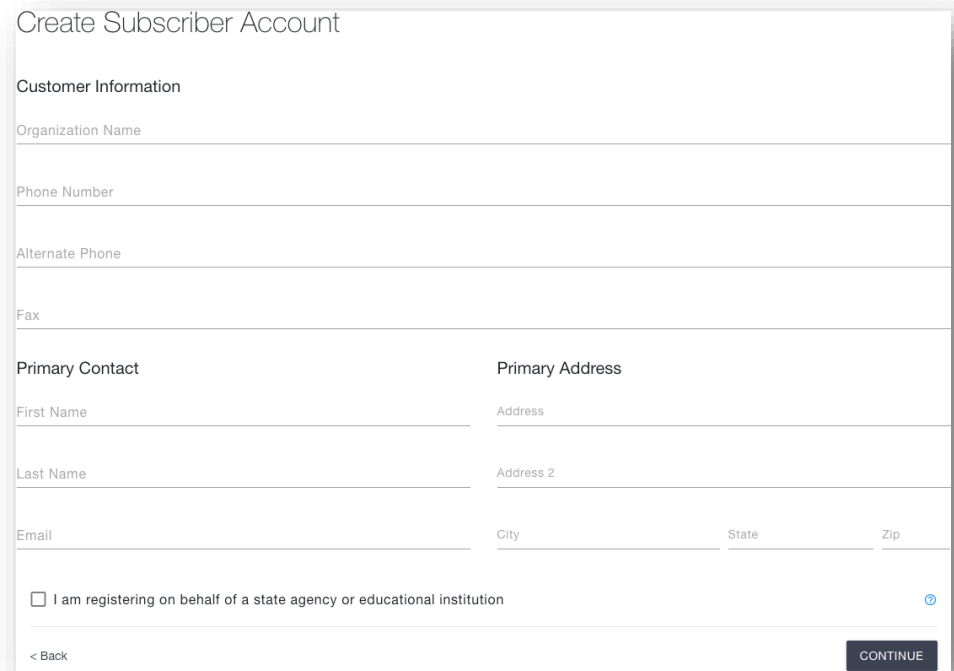
## 1. Click “Sign Up Now”

If you already have an account, you will be able to login to manage your account on this page. This is also the page where you will be able to create an account to become a subscriber (right side of page).

<https://cdb-manager.ark.org/login>

## 2. Click on “Create Account”

Complete all “Customer Information,” “Primary Contact,” and “Primary Address.” Then Click “Continue.”



The screenshot shows a web form titled "Create Subscriber Account". It is divided into three main sections: "Customer Information", "Primary Contact", and "Primary Address".

- Customer Information:** Includes fields for "Organization Name", "Phone Number", "Alternate Phone", and "Fax".
- Primary Contact:** Includes fields for "First Name", "Last Name", and "Email".
- Primary Address:** Includes fields for "Address", "Address 2", "City", "State", and "Zip".

At the bottom of the form, there is a checkbox labeled "I am registering on behalf of a state agency or educational institution" and a small blue circular icon with a question mark. Below the checkbox is a "< Back" link. At the bottom right is a dark blue button labeled "CONTINUE".



ARKANSAS  
DEPARTMENT OF  
**HUMAN  
SERVICES**

[humanservices.arkansas.gov](https://humanservices.arkansas.gov)

# Signing up for INA Subscription Account

3. Under “Choose Services” select “Criminal Background Checks” under the category of “Law & Justice Services”. Then click the “Continue” button at the bottom right part of the page.

## Create Subscriber Account

A subscription to the Information Network of Arkansas (INA) is necessary to access value added fee services. In order to subscribe you must complete all sections of this Service Agreement. Please read the INA Terms and Conditions before completing this subscription.

An initial setup fee of \$150 is required to subscribe. Thereafter, the annual subscription renewal is \$150 and will be billed to your account automatically. Monthly payment options include credit card, electronic check, or mailed invoice.

Certain INA services also have statutory and/or an INA transaction fee associated with them. Information on all fees is either provided in this Service Agreement or on the associated Internet pages. Please contact INA for additional information by email at [help@ina.ar.gov](mailto:help@ina.ar.gov).

## Choose Services

### Driver or Motor Vehicle Services

### Law & Justice Services

#### Criminal Background Checks

- ☐ Available only to subscribers with statutory rights to access this information.  
Arkansas \$22.00 per search, \$11.00 for volunteer positions.  
National/FBI \$14.25 per search, \$12.25 for volunteer positions.

#### Sex Offender Database Bulk Downloads

- ☐ Available only to subscribers.  
\$0.10 per record downloaded

#### Inmate Database Bulk Downloads

- ☐ Available only to subscribers.  
\$0.10 per record downloaded



ARKANSAS  
DEPARTMENT OF  
**HUMAN  
SERVICES**

[humanservices.arkansas.gov](http://humanservices.arkansas.gov)

# Signing up for INA Subscription Account

4. When you create the subscriber account you may add up to ten (10) users that have access to submit background checks for your company. Add a name and email for each person you would like to add as a user and hit the “Save” button. When you have completed adding users click the “Continue” button.

Create Subscriber Account

You may create up to 10 different logins for your subscription before another \$150 is added to the subscription. Enter a name and email address for each person you would like to create a login for then select the services they have access to.

Add New Users

First Name  
John

Last Name  
Doe

Email  
john.doe@email.com

Manage User Access  
☒ Criminal Background Checks

SAVE

Users	Email Address	Access
<input checked="" type="checkbox"/> John Doe	john.doe@email.com	Criminal Background Checks

< Back

CONTINUE



# Signing up for INA Subscription Account

## 5. Please complete the required payment information:

The screenshot shows a web interface for 'Arkansas.gov' with a dark blue header. The main content area is titled 'INA Subscription Services' and includes a breadcrumb 'Home > Create Account'. A 'Review Subscriber' section is partially visible, with a sub-header 'Need to make any changes before submitting?'. Below this is a 'Customer Information' section with fields for 'Phone Number' (5013208926), 'Alternate Phone' (N/A), and 'Fax' (N/A). A 'Services' section is at the bottom. A white modal window titled 'Add Payment Method.' is centered over the page. It contains a paragraph explaining payment requirements, three bullet points with asterisks regarding fee waivers and approvals, and a note about 'AutoPay'. Below the text are input fields for 'Name', 'Street', 'City', 'State', and 'Zip'. On the right side of the background page, a 'Welcome back' message box and a 'Write a message...' input field are visible, along with a chat icon in the bottom right corner.

Arkansas.gov

INA Subscription Services

Home > Create Account

Review Subscriber

Need to make any changes before submitting?

Customer Information

Phone Number  
5013208926

Alternate Phone  
N/A

Fax  
N/A

Services

**Add Payment Method.**

Please provide payment method for your subscription account. Payments will consist of the initial subscription service fee as well as subsequent fees for the use of the service(s) you subscribe to and annual renewal. You may cancel your subscription at any time but the initial fee is non-refundable.

- \* The initial and annual subscription fee is waived for public educational facilities and for State Agencies.
- \* If one or more of the service(s) requires approval before using, you will receive further instructions before payment of the initial subscription fee is processed.
- \* If the service(s) you have requested does not require approval, the initial subscription fee of \$150.00 will be processed upon submission of your application.

Note: Enabling AutoPay allows for payment for the subscription renewal as well as subsequent invoices.

Name

Street

City State Zip

Welcome back, let us know if you have any questions.

Write a message...



ARKANSAS  
DEPARTMENT OF  
**HUMAN  
SERVICES**

humanservices.arkansas.gov

# Signing up for INA Subscription Account

6. Click “Continue” to move to summary page and complete user agreement. You will be able to download or view/print the form. Once the form is completed, you will be able to browse or drag and drop the form on the box.

### Review Subscriber Information

Customer Information	Primary Contact	Billing Address
<b>Phone Number</b> 555-555-5555	<b>Organization Name</b> Test Inc	<b>Address</b> 123 Main
<b>Alternate Phone</b> N/A	<b>First Name</b> Felix	<b>Address Line 2</b> N/A
<b>Fax</b> N/A	<b>Last Name</b> Suen	<b>City</b> Little Rock
	<b>Email</b> felix.suen@ark.org	<b>State</b> AR
		<b>Zip</b> 72201

### Services

Criminal Background Checks

Agreement

Arkansas \$22.00 per search, \$11.00 for volunteer positions.  
National/FBI \$14.25 per search, \$12.25 for volunteer positions.

Download

View / Print

Drag & Drop your files or [Browse](#)



# Signing up for INA Subscription Account

At the bottom of the page, you will see the user accounts created and the electronic signature.

The screenshot shows a web interface for creating user accounts. At the top, there's a 'User Accounts' header with a pencil icon for editing. Below it is a table with three columns: 'Users', 'Email Address', and 'Access'. The table contains two identical rows for 'Felix Suen' with the email 'felix.suen@ark.org' and 'Criminal Background Checks' access. Below the table is a section titled 'Electronic Signature'. It contains a paragraph of terms and conditions, a text input field for the full name, and a 'CONTINUE' button.

Users	Email Address	Access
Felix Suen	felix.suen@ark.org	Criminal Background Checks
Felix Suen	felix.suen@ark.org	Criminal Background Checks

Electronic Signature

I have read and agree to the terms and conditions of the [Information Network of Arkansas Subscription Service Agreement](#) as presented. Please indicate your agreement to the above by entering your full name in the box below.

Electronic Signature - Full Name

**CONTINUE**

7. When you add the completed user agreement and sign the electronic signature, then you will click “Continue” to submit the application.

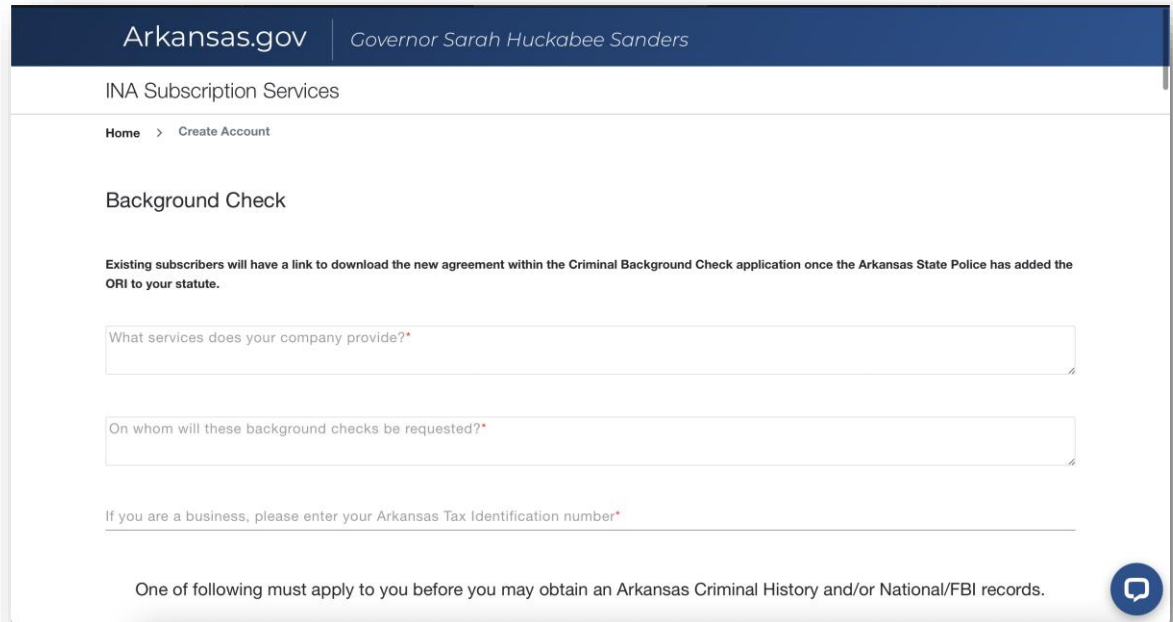
You will be able to check the status of your application by signing into the subscription portal.



# Signing up for INA Subscription Account

8. Please provide the services you provide and who background checks will be completed on.

For example, the services is child care. And, background checks are completed on potential employees.



The screenshot shows the 'INA Subscription Services' page on the Arkansas.gov website. The header includes the Arkansas.gov logo and Governor Sarah Huckabee Sanders' name. The page title is 'INA Subscription Services'. Below the title, there is a breadcrumb trail: 'Home > Create Account'. The main heading is 'Background Check'. A note states: 'Existing subscribers will have a link to download the new agreement within the Criminal Background Check application once the Arkansas State Police has added the ORI to your statute.' There are three input fields: 'What services does your company provide?\*', 'On whom will these background checks be requested?\*', and 'If you are a business, please enter your Arkansas Tax Identification number\*'. At the bottom, a disclaimer reads: 'One of following must apply to you before you may obtain an Arkansas Criminal History and/or National/FBI records.' A chat icon is visible in the bottom right corner.

9. Enter your Tax ID number. If you do not have a Tax ID number, you can get one for free by visiting the IRS website here: [Employer ID Numbers | Internal Revenue Service \(irs.gov\)](https://www.irs.gov/efile/employers)

# Signing up for INA Subscription Account

10.


- Select **CHI – Child Care – Non DHS** for Child Care providers and therapy companies serving child care facilities
- For Placement & Residential providers, select **CHW – Child Welfare**


One of following must apply to you before you may obtain an Arkansas Criminal History and/or National/FBI records.

Please check those that apply:

☐ Adoptions through non-DHS sources


☐ Cat pants  
Consequatur aspernatur laborum nemo.

 ☐ Child Care  
For background checks to be conducted by DHS, Division of Child Care pursuant to ACA 20-38-101 through 103, on child care facility owners, operators and employees.

 ☐ CHW - Child Welfare

☐ Davon Swaniawski  
Exercitationem quia repudiandae voluptas earum fuga sapiente expedita.

☐ Designated Positions (Financial or Information Technology) DHS use only-FBI authorized  
Designated Positions (Financial or Information Technology) Background checks are limited to current employees and applicants for designated financial or information technology position as defined to mean a position designated by a director of a division or office within the Department of Human Services in which the person placed in the position: (A) Has the authority or capability via computer access or otherwise to receive payments or to issue, initiate, or approve a contract, grant, warrant, payment, or procurement in any form; (B) Approves security access to information systems; (C) Authenticates and configures user security access to information systems; (D) Acts in the capacity of information technology network, application, or system administrator; (E) Manages or directs information technology network, application, or system administrators; or (F) Develops, designs, programs, or maintains information technology networks, applications, or systems. See Arkansas Code 21-15-102.



ARKANSAS  
DEPARTMENT OF  
**HUMAN  
SERVICES**

[humanservices.arkansas.gov](https://humanservices.arkansas.gov)

# Signing up for INA Subscription Account

11. Once the application is submitted, please complete the Request Form found here: [DHS NIC Account Request Form – Formstack](#)

The screenshot shows a web form titled "Request for Access for an NIC Account for Criminal Background Checks". The form is set against a blue background with the Arkansas Department of Human Services logo in the top left. The form itself is white and contains the following fields: "Company Name \*", "Company Address \*", "Company Representative \*", "Email \*", "Phone \*", and "Licensing Division \*". Below these fields is a disclaimer: "Submission of this form is considered an attestation by the person signing this document that any Criminal Background Checks will only be done if it meets the relevant Arkansas Statutory authorization." followed by a "Signature \*" field with a line for a signature. At the bottom right of the form is a blue "Submit Form" button.

**You will receive an email once your account is active, please allow 3 – 5 business days for this process to be completed.**

# Support

## [Electronic Background Check - Arkansas Department of Human Services](#)

### Background Check Process Training Videos

Child Care Providers



PRLU/Child Welfare Providers



**INA Subscription Support**

866-242-4649

**DCCECE Background Check Support**

501-682-8590

# We Care. We Act. We Change Lives.

