



# MISSISSIPPI STATE DEPARTMENT OF HEALTH

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## Working with and Managing Applications in SAFER

Provider User Guide  
Version 01  
11/2/2023

# Overview

SAFER is the Mississippi Screening Assurance For Employee Enrollment & Registries background check system. To enter an applicant into SAFER, providers complete what is known as the **New Applicant Workflow** (NAW). The NAW guides you through a **6-step process** for entering applicant information.

This user guide describes how to use the NAW to enter an application for an applicant. Each of the subsections under “Entering Applications” describes a specific step in the NAW. This user guide also describes how to track applications you have entered through the various stages of the background check process. Each of the subsections under “Tracking Applications” describes a SAFER page with a list of applications in a specific background check status.

## Entering Applications

### Search for an Existing Profile for an Applicant

Before entering a new applicant into SAFER, you must first search for the applicant to see if the applicant already has a record in the system. This ensures that duplicate records for one person are not entered into the system. To do this:

1. Go to **Applications > Add New** on the navigation bar. The **Search for Existing Profile** screen appears. Enter the applicant’s **SSN** (Social Security Number) and **Last Name** or **Date of Birth**; then click **Search**.

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Add New

### Search for Existing Profile

Enter Search Criteria

If using the Name field, be sure to type the LAST name as it appears on the applicant's driver's license or valid government issued ID. **This cannot be changed once you start the application.**

An Individual Taxpayer Identification Number (ITIN) is a tax processing number issued by the Internal Revenue Service. The ITIN should be used as a substitute for the SSN only if the applicant does not have a Social Security Number issued by the Social Security Administration (SSA).

\* SSN / ITIN:  AND Last Name:  OR Date of Birth:

- If the applicant already exists in the system, the search will return the applicant's **Person Summary** page. If the applicant does not already exist in the system, the search will display a message indicating that the person was not found.

Results

This individual was not found in SAFER.

Add New Applicant

- To continue to the next step of the NAW, click **Add New Applicant**. The **Create Profile** page will display

## Create a Profile

- On the **Create Profile** page, enter the applicant's **Personal and Demographic Information**. *Required fields are marked with an \**. (See the screen image below.)

Profile

**Personal and Demographic Information**

*\* Required*

<p><b>* First Name:</b> <input type="text"/></p> <p><b>Middle Name:</b> <input type="text"/></p> <p><b>Last Name:</b> Spalding</p> <p><b>Suffix:</b> <input type="text"/></p> <p><b>Mailing Address</b></p> <p><b>* Address Line 1:</b> <input type="text"/></p> <p><b>Apartment or Suite number:</b> <input type="text"/></p> <p><b>* City:</b> <input type="text"/></p> <p><b>* State:</b> Mississippi</p> <p><b>* Zip Code:</b> <input type="text"/></p> <p><b>County:</b> <input type="text"/></p>	<p><b>SSN:</b> 303-03-6789 This is an ITIN: No</p> <p><b>* Confirm SSN:</b> <input type="text"/></p> <p><b>Date of Birth:</b> 1/5/1975</p> <p><b>* Race:</b> <input type="text"/></p> <p><b>* Gender:</b> <input type="text"/></p> <p><b>* Eye Color:</b> <input type="text"/></p> <p><b>* Hair Color:</b> <input type="text"/></p> <p><b>* Height:</b> <input type="text"/></p> <p><b>* Weight:</b> <input type="text"/></p> <p><b>* US Citizen:</b> <input type="text"/></p> <p><b>* Place Of Birth:</b> <input type="text"/></p> <p><b>Phone:</b> <input type="text"/></p> <p><b>Phone Type:</b> <input type="text"/></p> <p><b>Email:</b>  <input type="text"/></p>
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**Prior Names and Aliases**

*\*  The individual reports that they have not been known by any other names*

Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)

This individual does not have any aliases entered.

Add Alias

**Prior Addresses**

*\*  The individual reports that they have not lived out of state during the specified time frame*

Enter prior addresses for last 2 years.

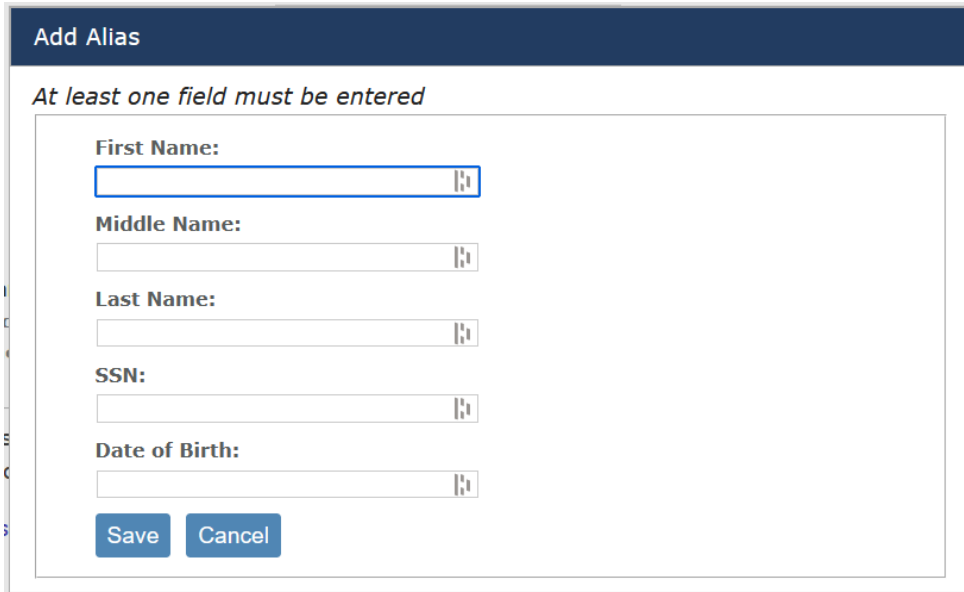
This individual does not have any prior addresses entered.

Add Prior Address

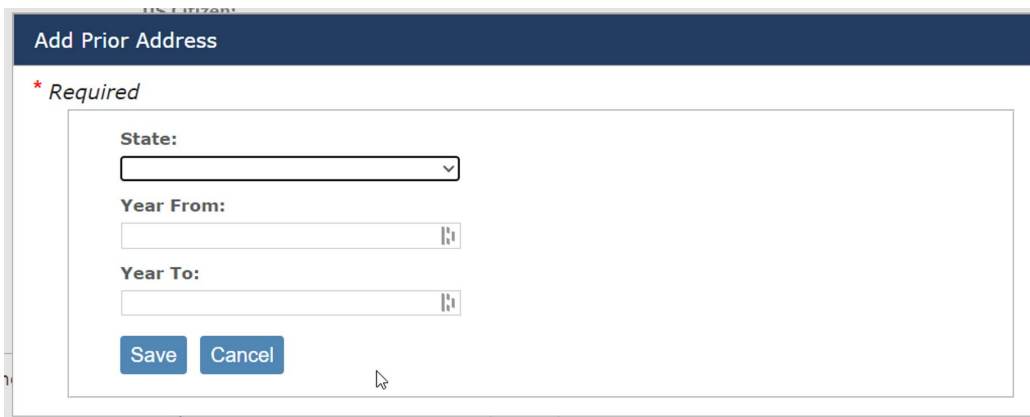
Next

2. You can enter multiple **Aliases/Prior Names** for the applicant. **Aliases/Prior Names** are any additional names an individual uses or has used in the past. This might include an applicant's maiden name, a nickname, or a formal name (for instance, Theodore Booker as an alias for Ted Booker.) **Alias/Prior Names** can also include other SSNs or Dates of Birth that an applicant may be using currently or may have used in the past.

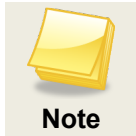
To add an **Alias/Prior Name**, click **Add New** in the **Alias/Prior Name** section of the profile. The **Add Alias** dialog box appears. Enter the alias information for the applicant; then click **Save**. The dialog box will close and the **Create Profile** screen will update with the information entered.



3. If the applicant has lived in a different state within the last 2 years, you will need to enter **Prior Addresses** to the applicant's profile.
4. To add a **Prior Address**, click **Add New** in the **Prior Addresses** section of the profile. The **Add Prior Address** dialog box appears. Enter the previous address information for the applicant; then click **Save**. The dialog box will close and the **Create Profile** screen will update with the information entered. You can add multiple **Prior Addresses** for an applicant.



- Once the applicant's profile information is complete, click **Next** at the bottom of the page. The next step in the NAW will be displayed.

**Note**

As you move through the NAW, the bottom of the page for every step will have **Next** and **Back** buttons. You proceed to the next step by clicking **Next**. You can go back to the previous step by clicking **Back**.

The last step of the NAW will have a **Submit** button at the bottom of the page. This button finalizes the application and initiates the background check process.

## Enter Pre-Employment Information

This step of the NAW allows you to enter information about the position for which your applicant is applying. Facilities are referred to as a Provider in the SAFER system.

Pre-Employment Information

*Daniel Spalding, 303-03-6789, 1/5/1975*

\* Required

\* Provider:

\* Position Category:

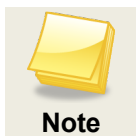
\* Position:

Save and Close

Back

Next

- In the **Provider** section of the page, most users of the system will be associated with only one provider and that provider name will be the default provider listed. If you are associated with more than one provider, select the appropriate provider for this application.
- In the **Position Category** section of the page, select from the options presented in the **Position Category** dropdown. Your selection will determine the options listed in the **Position** dropdown.
- In the **Position** section of the page, select the specific position for which the applicant is applying.
- After entering the required information, click **Next** at the bottom of the page. The next step in the NAW will be displayed.

**Note**

After completing this step of the NAW you may save the application and continue at a later time by clicking **Save & Close**. To access a saved application, go to **Applications > Not Yet Submitted** on the navigation bar.

If you or the applicant has decided to not move forward with the application process, you can click **Withdraw** to close the application and end the application process.

## Verify Applicant Identity

This step of the NAW allows you to record information about the government-issued photo ID used to verify the identity of the applicant. To complete this step:

1. Enter values for the following fields:
  - a. **Document:** Select the document used to verify identity from the dropdown list.
  - b. **Issuing State/Authority:** Enter the state or government agency that issued the ID. For instance, if you used the applicant's driver's license for identity verification, you would enter the state that issued the license.
  - c. **Document Number:** For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license number.
  - d. **Document Expiration Date:** For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license expiration date.

Verify Identity

*Daniel Spalding, 303-03-6789, 1/5/1975, Application #: 10071*

Select document and enter additional information.

Document:

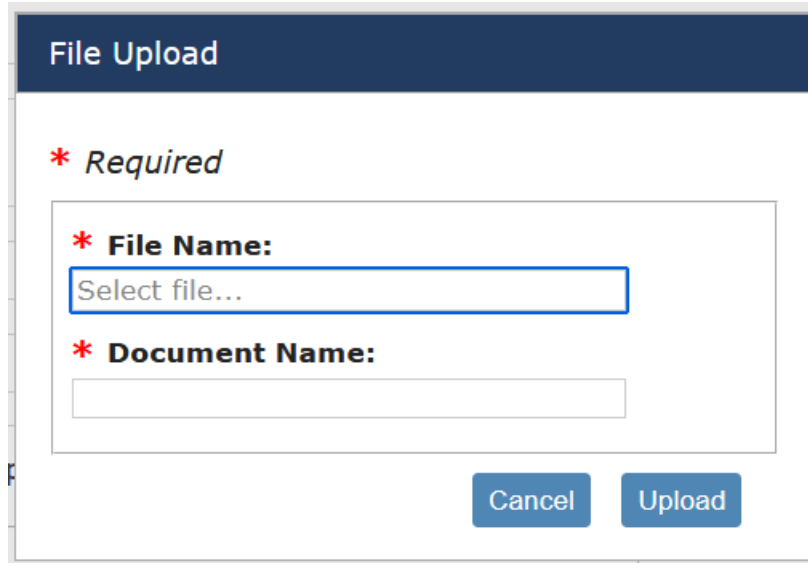
Description:  
Issuing State / Authority:

Document Number:

Expiration Date:

Please scan and upload a copy of the photo identification document here.

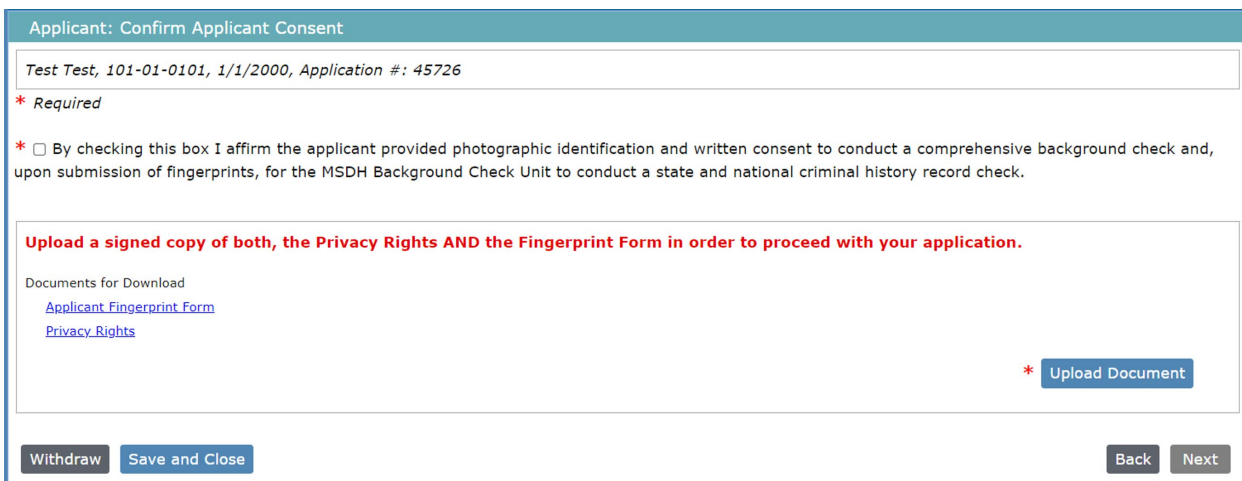
2. Optionally, you can upload a scanned copy of the identity verification document to SAFER so that it can be stored with the application. Click **Upload Document** and follow the prompts to select and upload the file for the scanned document. Once complete, the page will display the document name of the uploaded file.



3. After entering the required information, click **Next** at the bottom of the page. The next step in the NAW will be displayed.

## Confirm Applicant Consent

This step in the NAW allows you to indicate that the applicant is consenting to a criminal history check.



1. To complete this page, click the checkbox to acknowledge and confirm that you have performed the actions described and that the applicant has consented to a criminal history check.

2. Additionally, a signed copy of both the privacy rights and the Fingerprint Form should be uploaded to proceed with the application. Both are linked on this page to print. Uploaded Documents can only be up to 4MB in size.
3. Once the required fields marked with an asterisk have been entered, click the **Next** at the bottom of the page. The next step in the NAW will be displayed.

## Make Payment

This step of the NAW allows you to pay for background check services within SAFER. A payment method must be selected and payment must be made in order to move forward in the NAW. If you are not ready to pay for services at this point, you can **Save and Close** or **Withdraw** the application.

Available payment options and application fees are subject to change. Prepaid will only show if funds are available in the prepaid account.

**Payment**

*Daniel Spalding, XXX-XX-6789, 1/5/1975, Application #: 10071*

**Online payment is now required to ensure timely fingerprint card processing.**

Credit Cards will be charged an additional processing fee.

*\*Important: Pre-approval is required for payment by e-check. Please contact a member of the Criminal History Fingerprint unit at 601-364-1102 to verify approval prior to submission of payment. If approved, an e-check payment will require verification of funds through the banking Institution. Please allow 5 business days for background check processing and credit to the facility account.*

**Background Check Fee**

Payment Method	Amount
<a href="#">Credit Card / eCheck</a>	\$50.00
<a href="#">PrePaid</a>	\$50.00

Withdraw
Save and Close
Back

1. You will be sent to MS.Gov secure website to add your payment information. **Do not close your browser window**, you will be redirected back to SAFER once the payment is complete.
2. Once payment is made, click **Next** at the bottom of the page in SAFER. The next step in the NAW will be displayed.



## Data Review

This step in the NAW allows you to review the entered information for your applicant and the position information their application is for.

1. The **Profile** tab displays the entered personal and demographic information for the applicant.

Data Review

Daniel Spalding, XXX-XX-6789, 1/5/1975, Application #: 10071

Profile Pre-Employment

Personal and Demographic Information

First Name: Daniel	SSN: XXX-XX-6789 Is ITIN: No
Middle Name:	Date of Birth: 1/5/1975
Last Name: Spalding	Race: White
Suffix:	Gender: Male
<b>Permanent Address</b>	Eye Color: Brown
Address Line 1: 400 Greengrass Rd	Hair Color: Sandy
Apartment or Suite number:	Height: 5'9"
City: Greene	Weight: 175
State: MS	US Citizen: United States
Zip: 50567	Place Of Birth: Mississippi
County: Scott	Phone:
	Phone Type:
	Email:

**Mailing Address**

Address Line 1:

Apartment or Suite number:

City:

State:

Zip:

County:

Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)

This individual does not have any aliases entered.

Enter prior addresses for last 2 years.

Years	State
2010-2015	Alabama

Edit Applicant Profile

Withdraw Save and Close Back Submit

## Application Submitted Confirmation

Upon submitting your application on the last step of the NAW, the system will present an **Application Submitted Confirmation** page. From this page, you can complete the actions described below:

- **Print Application Forms:** *Fingerprint Applicant Information form must be completed and either brought to the LiveScan appointment or mailed with fingerprint cards.* Background check number is REQUIRED to process background check.
- **Criminal History Check Status:** Click **Application In-Process** to navigate to the determination in-process page to check the status of the associated criminal history check.
- **Enter Provisional Employment Information:** If you are hiring the applicant on a provisional status while the background check process is being completed, you can enter that employment information by clicking the **Add Provisional Employment for Applicant** link.

Confirmation

Test Test, 101-01-0101, 1/1/2000, Application #: 45726, Background Check #: 135729

### Application Submitted Confirmation

Application Status

Your application was successfully submitted.

This applicant has not been determined eligible for employment and fingerprints must be received by 10/11/2023.

The status of the application can be tracked by clicking the [Application In-Process](#) link above.

Application Forms

[Applicant Fingerprint Form](#)

Uploaded Documents

Document Name	Upload Date	Uploaded By
<a href="#">Test</a>	09/21/2023	

Provisional Employment

[Add Provisional Employment for Applicant](#)

## Tracking Applications through the Background Check Process

Applications can be tracked through the various stages of the background check process by using the following lists, all accessed under **Applications** on the navigation bar:

- Not yet Submitted
- Application In-process
- Payment Search
- Pay In Advance Payment Search
- Pay In Advance Payment Management

### Not Yet Submitted

While creating a new application, click the **Save and Close** button at *any time after the pre-employment information has been entered* to save your application without submitting it. The application can be retrieved and completed by clicking **Applications > Not Yet Submitted** on the navigation bar.

Find your applicant in the list and click **Resume** in the **Actions** column. The **Profile** page of the NAW will display. Review the information that you entered previously and click **Next** until you get to the step that you need to complete.

Applications: Applications Not Yet Submitted

**Filter Options**

Application #:

Provider:

First Name:

Position Category:

Last Name:

SSN:

Date Saved From:

Date Saved To:

**Search**

**Results**

Locked	Application # - Type	Provider	Name	SSN	Date Saved	Actions
	10073	<a href="#">B1 Nursing_Care - HC1500001</a>	<a href="#">Spalding, Daniel</a>	-6789	06/23/2023	<a href="#">Resume</a> <a href="#">Withdraw</a>

1 Total Results

**CSV File**

# Application In-Process

An application that has been submitted and is currently waiting for a criminal history check response is considered in-process. A permanent hiring decision can be made once an application has received their criminal history check. Applicants also may be provisionally hired from this page. You can access **Applications In-Process** by going to **Applications > Applications In-Process** on the navigation bar.

Applications: Application In Process

Please hire your applicant within 60 days or the application will be automatically closed and you will not be able to access the Suitability letter(s). If the application is automatically closed, a new application must be submitted, which will require payment, in order to add to your roster.

Filter Options

Application #:

Provider:

Last Name:

SSN:

Status:

Results

Locked	App #	Provider	Provider Type	Full Name	Position	SSN	Fingerprint Deadline Date	Status	Status Date	Employment Status	Action
	10040	<a href="#">[Link]</a>	AGENCY	<a href="#">Coolio, Marcel</a>		-9432		Fingerprints Taken - 1st TCR: TCN-100044	06/26/2023		<a href="#">Hire Provisionally</a> <a href="#">Withdraw</a> <a href="#">Documents</a>
	10058	<a href="#">[Link]</a>	AGENCY	<a href="#">Smith, Jane</a>		-3698	05/17/2023	In Process	04/27/2023	<a href="#">Provisional Employee</a> <a href="#">Terminate Employment</a>	<a href="#">Withdraw</a> <a href="#">Documents</a>
	10060	<a href="#">[Link]</a>	AGENCY	<a href="#">Fletcher, Adrian</a>		-0001	05/22/2023	In Process	05/02/2023	<a href="#">Provisional Employee</a> <a href="#">Terminate Employment</a>	<a href="#">Withdraw</a> <a href="#">Documents</a>
	10069	<a href="#">[Link]</a>	AGENCY	<a href="#">Wonka, William</a>	Laboratory Technician	-2023	07/12/2023	In Process	06/22/2023	<a href="#">Provisional Employee</a> <a href="#">Terminate Employment</a>	<a href="#">Withdraw</a> <a href="#">Documents</a>
	10070	<a href="#">[Link]</a>	AGENCY	<a href="#">Pizza, Peoparon</a>	Nurse Aide	-1623	07/13/2023	In Process	06/23/2023		<a href="#">Hire Provisionally</a> <a href="#">Withdraw</a> <a href="#">Documents</a>
	10071	<a href="#">[Link]</a>	AGENCY	<a href="#">Spalding, Daniel</a>	Nurse Aide	-6789	07/13/2023	In Process	06/23/2023		<a href="#">Hire Provisionally</a> <a href="#">Withdraw</a> <a href="#">Documents</a>
	45730	<a href="#">[Link]</a>	AGENCY	<a href="#">Example, Test</a>	Nursing Home Administrator	-1110		Fingerprints Rejected - State - 2nd TCR: TCN1234 TCR: TCN1234	09/22/2023		<a href="#">Hire Provisionally</a> <a href="#">Withdraw</a> <a href="#">Documents</a>
	45732	<a href="#">[Link]</a>	AGENCY	<a href="#">Test, Test</a>	Nursing Home Administrator	-5312	10/11/2023	In Process	09/21/2023		<a href="#">Hire Provisionally</a> <a href="#">Withdraw</a> <a href="#">Documents</a>
	45733	<a href="#">[Link]</a>	AGENCY	<a href="#">Screenshot, Uat</a>	Nursing Home Administrator	-6161	10/12/2023	In Process	09/22/2023		<a href="#">Hire Provisionally</a> <a href="#">Withdraw</a> <a href="#">Documents</a>

9 Total Results

Please note, you will have **60 days** to **permanently** hire your applicant from date of application submission. Permanent Hire is only visible once the criminal history results are received. Any applicants that were provisionally hired must still be made into a permanent employee.

## Payment Search

The **Payment Search** page allows you to search for payments that have been made for previous applications. Information for payments made, including the payment type, amount, and associated application, applicant, and provider, are displayed in the search results. The **View Payment** button in the Action column associated with an individual payment can provide more information about an individual payment when applicable.

You can narrow down search results by entering information into one or more of the filter options on this page. If no filter options have been used, you will see all the results available to you. You can access **Payment Search** by going to **Applications > Payment Search** on the navigation bar.




Applications: Payment Search

**Filter Options**

Background Check #: <input type="text"/>	Provider: <input type="text"/>
Application #: <input type="text"/>	Batch ID: <input type="text"/>
Last Name: <input type="text"/>	Check Number: <input type="text"/>
Payment Method: <input type="text"/>	Payment Status: <input type="text"/>
Payment Date From: <input type="text"/>	Is Refund: <input type="text"/>
Payment Date To: <input type="text"/>	

[Search](#)

**Results**

Background Check #	Application #	Provider	Name	Payment Type	Fee	Amount	Payment Date	Batch ID	Action
100044	10040		<a href="#">Cooilo, Marcel</a>	Credit Card / eCheck	Background Check Fee	\$50.00	4/26/2023		<a href="#" style="background-color: #0070C0; color: white; padding: 2px 5px; text-decoration: none;">View Payment</a>
100073	10069		<a href="#">Wonka, William</a>	Credit Card / eCheck	Background Check Fee	\$50.00	6/22/2023		<a href="#" style="background-color: #0070C0; color: white; padding: 2px 5px; text-decoration: none;">View Payment</a>
100075	10071		<a href="#">Spalding, Daniel</a>	PrePaid	Background Check Fee	\$50.00	6/23/2023		<a href="#" style="background-color: #0070C0; color: white; padding: 2px 5px; text-decoration: none;">View Payment</a>

3 Total Results

[CSV File](#)
[Print](#)

## Pay In Advance Payment Search

The **Pay In Advance Payment Search Page** provides a list of payments that have utilized the pay in advance payment function. You can narrow down search results by entering information into one or more of the filter options on this page. If no filter options have been used, you will see all the results available to you. This will show the available balance.

Clicking on the **Add PrePaid Funds** button will take you to the **Pay In Advance Payment Management** page where you can add a prepaid balance for your provider. You may access the **Pay In Advance Payment Search** page by going to **Applications > Pay In Advance Payment Search** on the navigation bar.

**Pay In Advance Payment Search**

**Filter Options**

Provider:

search by typing name

Payment Date From:

Payment Date To:

PrePaid Confirmation Number:

**Search**

**Results**

Provider Name	Provider Id	PrePaid Confirmation #	Payment Date	Beginning Balance	Amount	Ending Balance
		D1-20230504125824	05/04/2023	\$0.00	\$50.00	\$50.00
		A10071-20230623092838	06/23/2023	\$50.00	\$(50.00)	\$0.00
		D1-20230623132133	06/23/2023	\$0.00	\$100.00	\$100.00
		A45726-20230921091850	09/21/2023	\$100.00	\$(50.00)	\$50.00
		A45730-20230921123202	09/21/2023	\$50.00	\$(50.00)	\$0.00

5 Total Results

**Add PrePaid Funds**

## Pay In Advance Payment Management

The **Pay In Advance Payment Management** page allows you to add funds to a Provider to be used for future applications. Click **Add Funds** to add funds for your provider.

**Pay In Advance Payment Management**

**Add Funds**

No funds have been added yet.

**Add Funds**

Check Number:

**Pay Now**

**Add Funds**

\* Provider: Automation Designs & Solutions, Inc ✓

Automati

\* Amount: 300.00

**Cancel Save**

If you are assigned to more than facility, you can add funds for each location before making a payment by clicking **Add Funds** button.

Pay In Advance Payment Management

Add Funds

Provider Name	Amount
Automation Designs & Solutions, Inc. - [REDACTED]	\$250.00
[REDACTED] Nursing Care - [REDACTED]	\$50.00
[REDACTED], Nursing Center - [REDACTED]	\$175.00

Total: \$475.00

[Add Funds](#)

Click **Pay Now** once you have entered funds for all applicable providers. You will be sent to MS.Gov secure website to add your payment information. **Do not close your browser window**, you will be redirected back to SAFER once the payment is complete.