CALIFORNIA

DEPARTMENT OF JUSTICE

APPLICANT AGENCY JUSTICE CONNECTION

EXTERNAL USER GUIDE

JANUARY 2025

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GETTING STARTED

The purpose of this document is to assist new users through the registration process for the Applicant Agency Justice Connection (AAJC) Portal and to serve as a guide for using the portal.

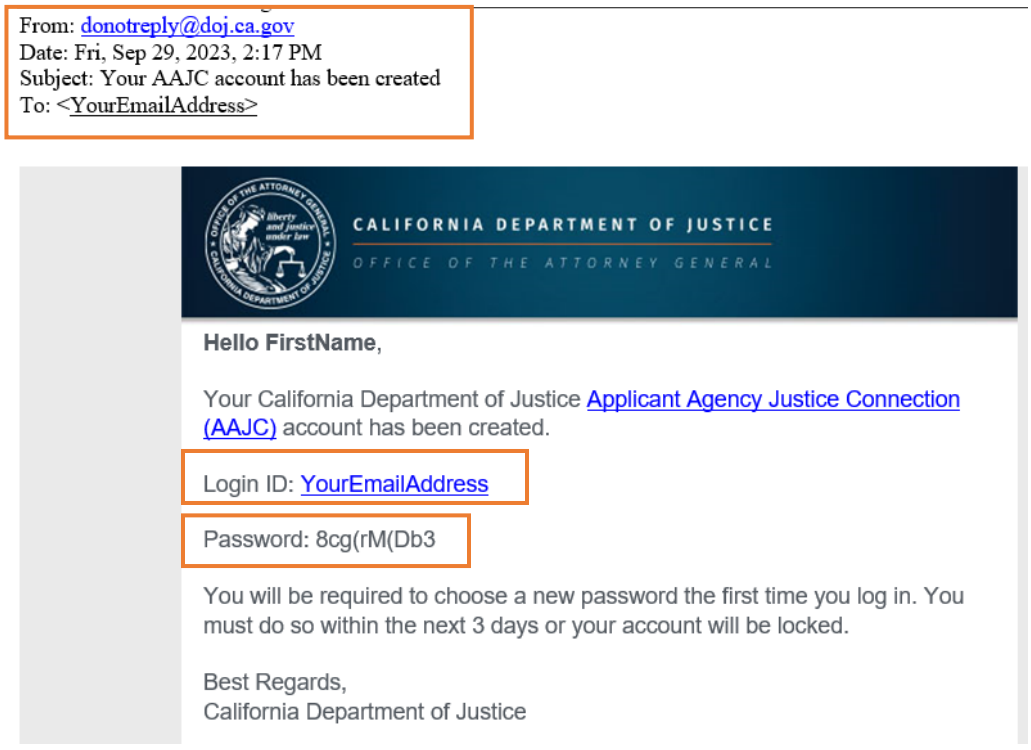
To gain access to the AAJC Portal, all users must register their accounts and complete Multi-Factor Authentication (MFA) enrollment through PingID. PingID is a tool that authenticates users and allows them access to the AAJC Portal. You can think of PingID as the front door to the AAJC Portal. With each new login, you will be prompted for your username, password, and a secondary authentication also known as a One-Time Passcode (OTP) from the PingID application. DOJ requires this to ensure the security of your agency responses within the portal.

SYSTEM REQUIREMENTS

This section covers the system requirements for the AAJC portal. AAJC no longer supports the web browser Internet Explorer. Google Chrome and Mozilla Firefox are the preferred internet browsers. You may experience compatibility issues while using Internet Explorer or Safari including display issues, incorrect formatting, and internal server errors.

RECEIVING YOUR CREDENTIALS

When your AAJC account is created, you will receive an email from donotreply@doj.ca.gov containing your login ID/Username and temporary password. Please see example email below:



From: donotreply@doj.ca.gov
Date: Fri, Sep 29, 2023, 2:17 PM
Subject: Your AAJC account has been created
To: <YourEmailAddress>

CALIFORNIA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL

Hello FirstName,

Your California Department of Justice Applicant Agency Justice Connection (AAJC) account has been created.

Login ID: YourEmailAddress

Password: 8cg(rM(Db3

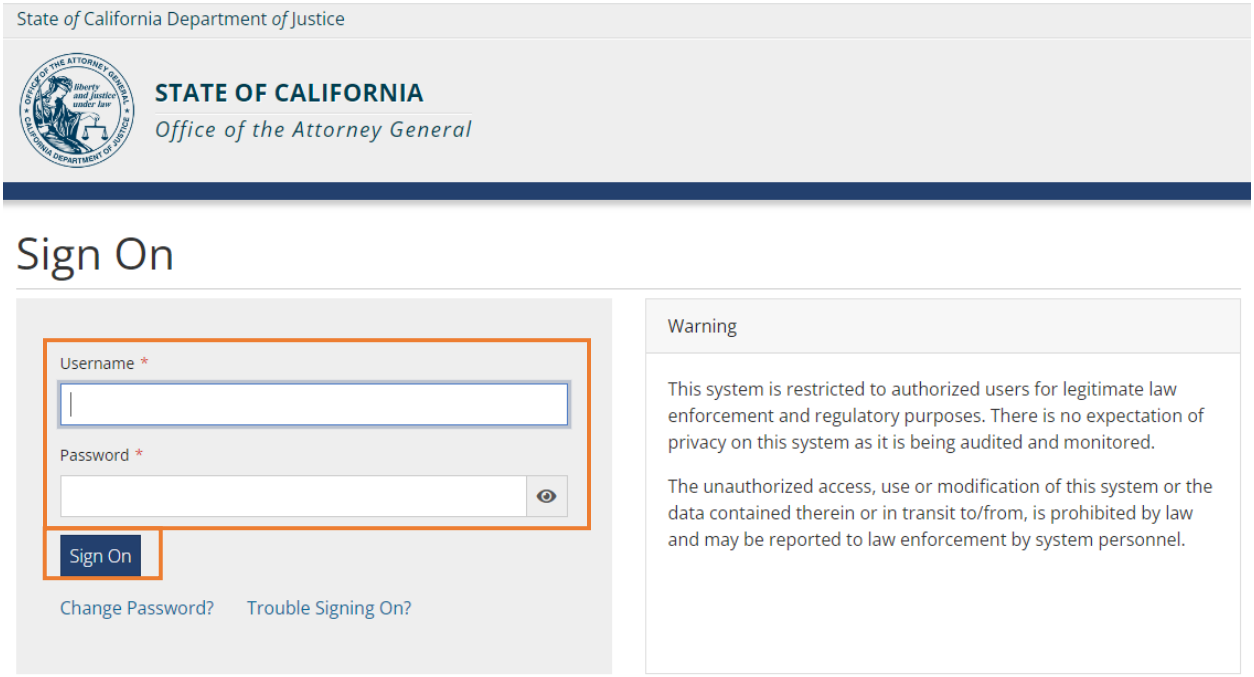
You will be required to choose a new password the first time you log in. You must do so within the next 3 days or your account will be locked.

Best Regards,
California Department of Justice

REGISTERING YOUR NEW ACCOUNT

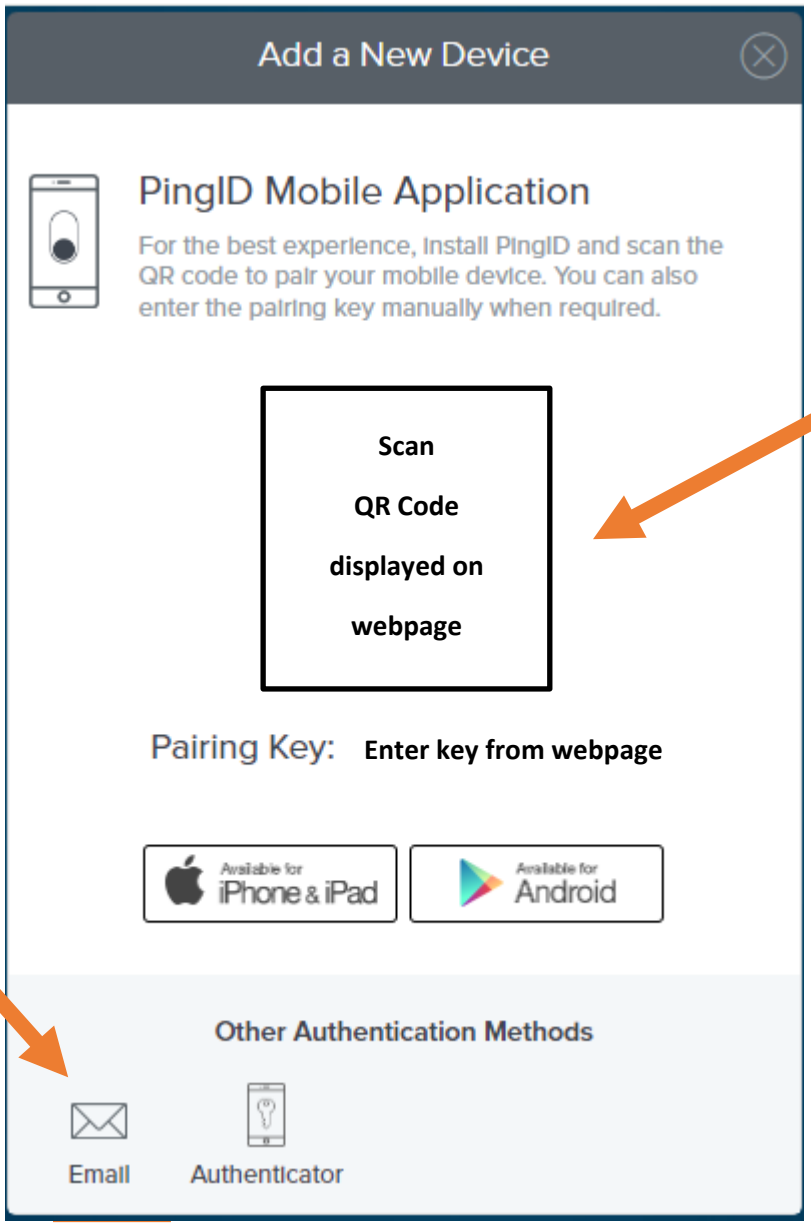
Open your internet browser and navigate to https://aajc.doj.ca.gov. Enter your login ID/Username and temporary password provided from donotreply@doj.ca.gov and click on the Sign On button.

Please note this process is time sensitive. The login page will time out after 10 minutes and will display a page expired error message. To clear this error message, either click on your bookmarked link or copy and paste the link into the browser to log into the website again.



The below screen will appear for you to complete the Multi-Factor Authentication (MFA) setup. Please select the Start button to begin the MFA registration process.

Please note that you can setup the MFA for either your Mobile Device or your email.



To complete the MFA setup process via Mobile Device, open the camera on your mobile device and point your camera to the computer screen to scan the QR code.

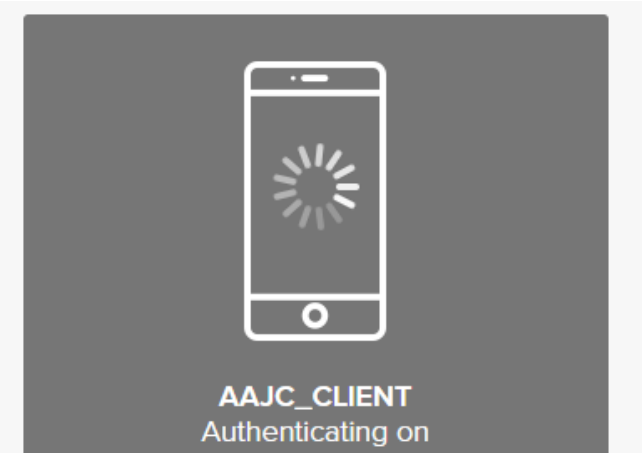
To complete the MFA setup process via email, select the email icon located at the bottom left of the screen.

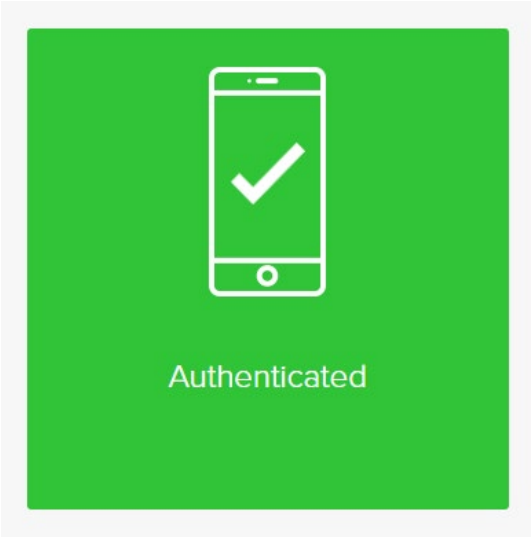
MFA VIA MOBILE DEVICE

After scanning the QR code using the camera on your mobile device (instructions on page 4), you'll see a pop-up link displayed on your mobile device.

1. Click on the link and you'll be directed to the PingID application within your mobile device app store.
2. Click on the Install button and once complete click on the Open button.
3. Click Continue on the Welcome to PingID screen.
4. Click Continue on the Enable Notifications screen.
5. A pop-up will appear on your device, select Allow.
6. It will then prompt you to scan the same QR code again or enter the Pairing Key manually.
7. After scanning the QR code it will ask you whether you are trying to sign on. Select the Yes option.
8. The below grey screen will appear on your computer screen. Once authentication is complete it will turn green on your screen and you'll be directed to your AAJC account.

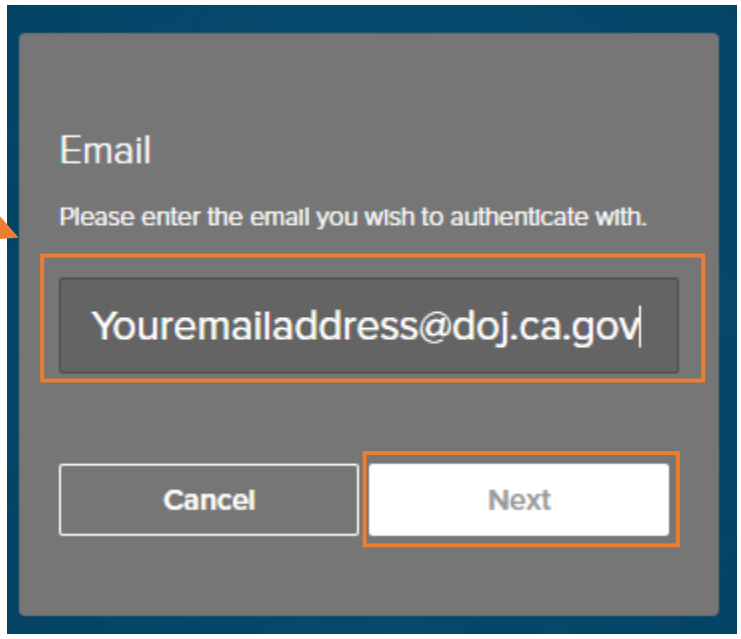
   You have now completed the MFA setup process.



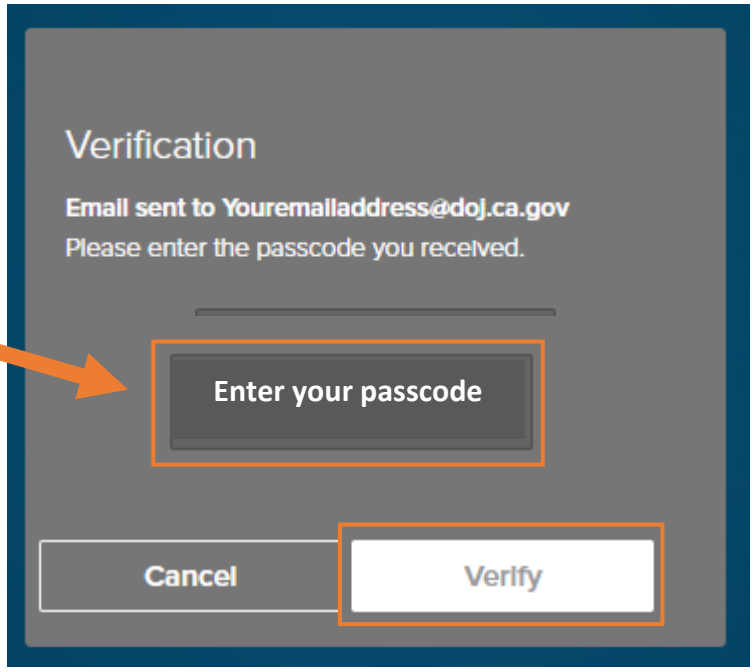


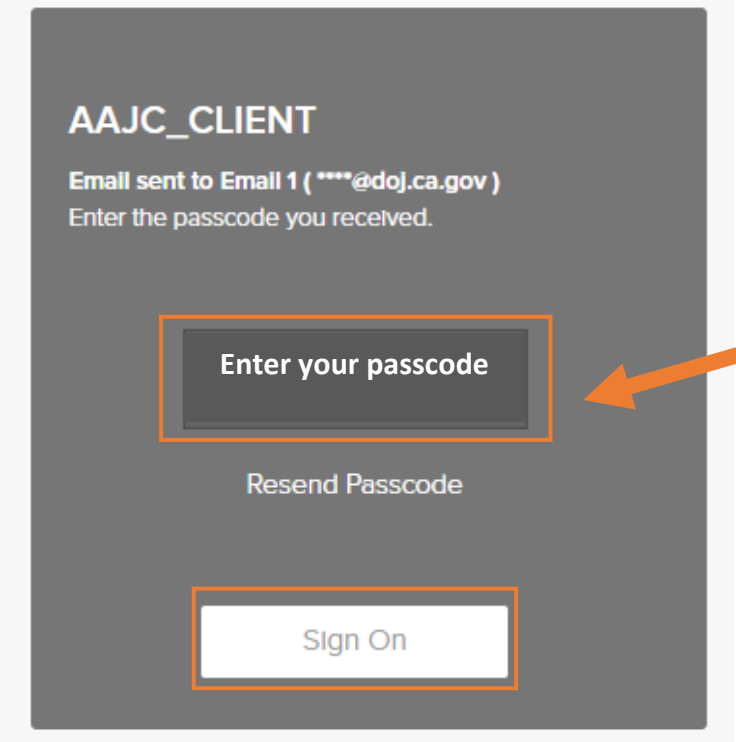
MFA VIA EMAIL

After selecting the email icon (instructions on page 4), you'll be prompted to enter your email address (same as your login ID/username) and select the Next button.

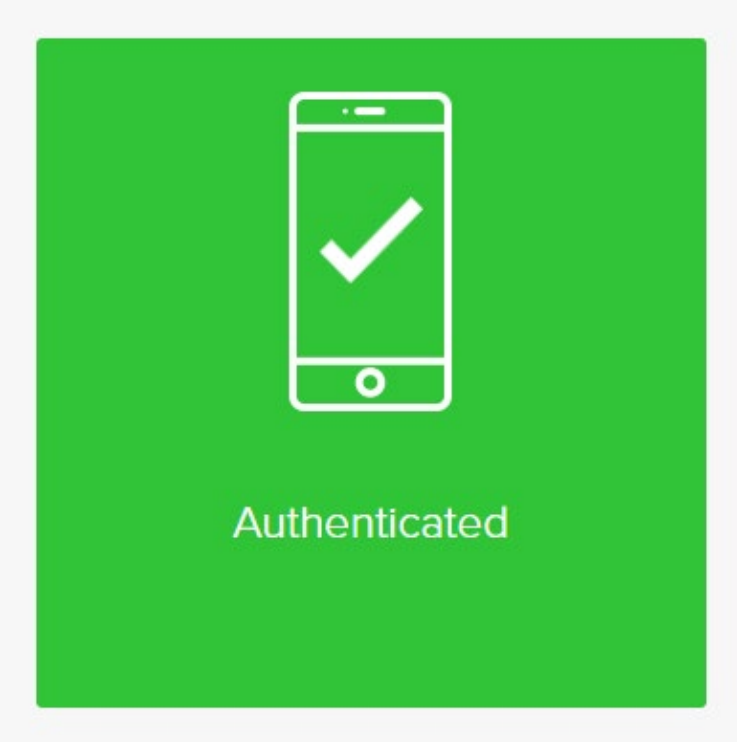


An email from noreply@pingidentity.com will be sent to your email address containing the one-time passcode to complete the pairing with PingID. This email will have the subject line **Email Authentication Pairing.** Enter the one-time passcode into the required field and select the Verify button.





An email from noreply@pingidentity.com will be sent to your email address containing the one-time passcode to complete authentication. This email will have the subject line **New Email Authentication Request.** Enter the one-time passcode into the required field and select the Sign On button.



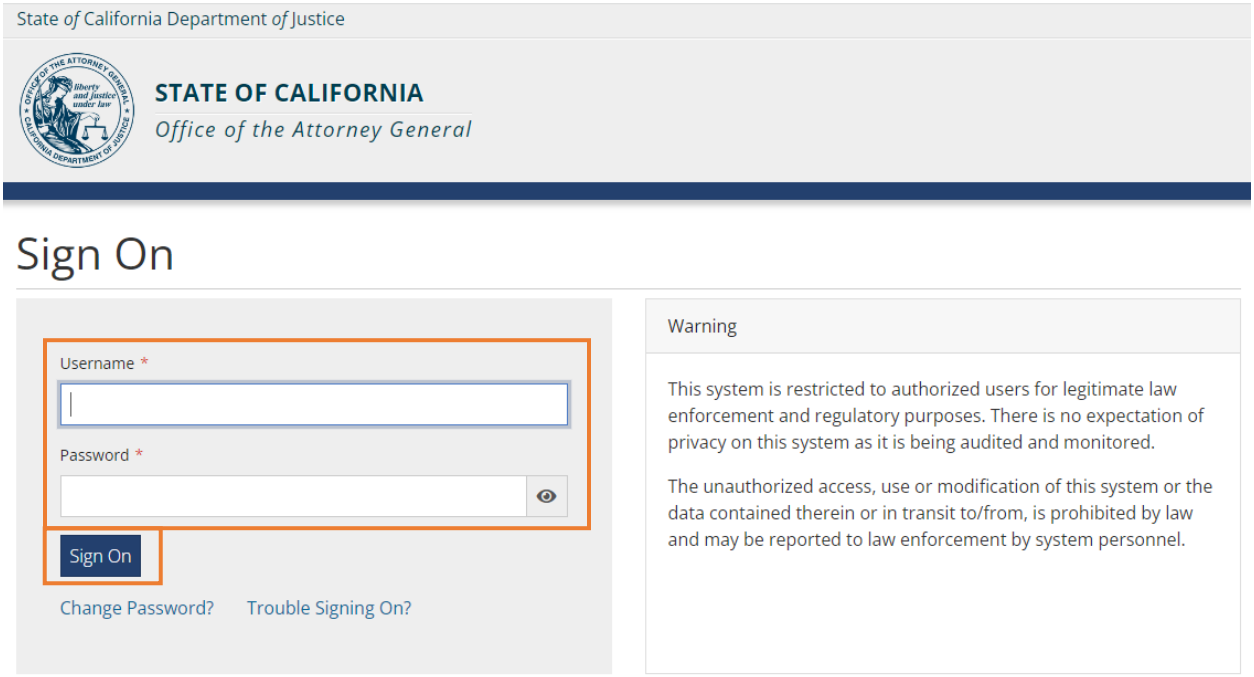
After selecting the Sign On button you'll receive a green Authenticated screen and once authentication is complete you'll be directed to your AAJC account.

You have now completed the MFA setup process.

LOGGING IN

Open your internet browser and navigate to https://aajc.doj.ca.gov. Enter your login ID/Username and password and click on the Sign On button.

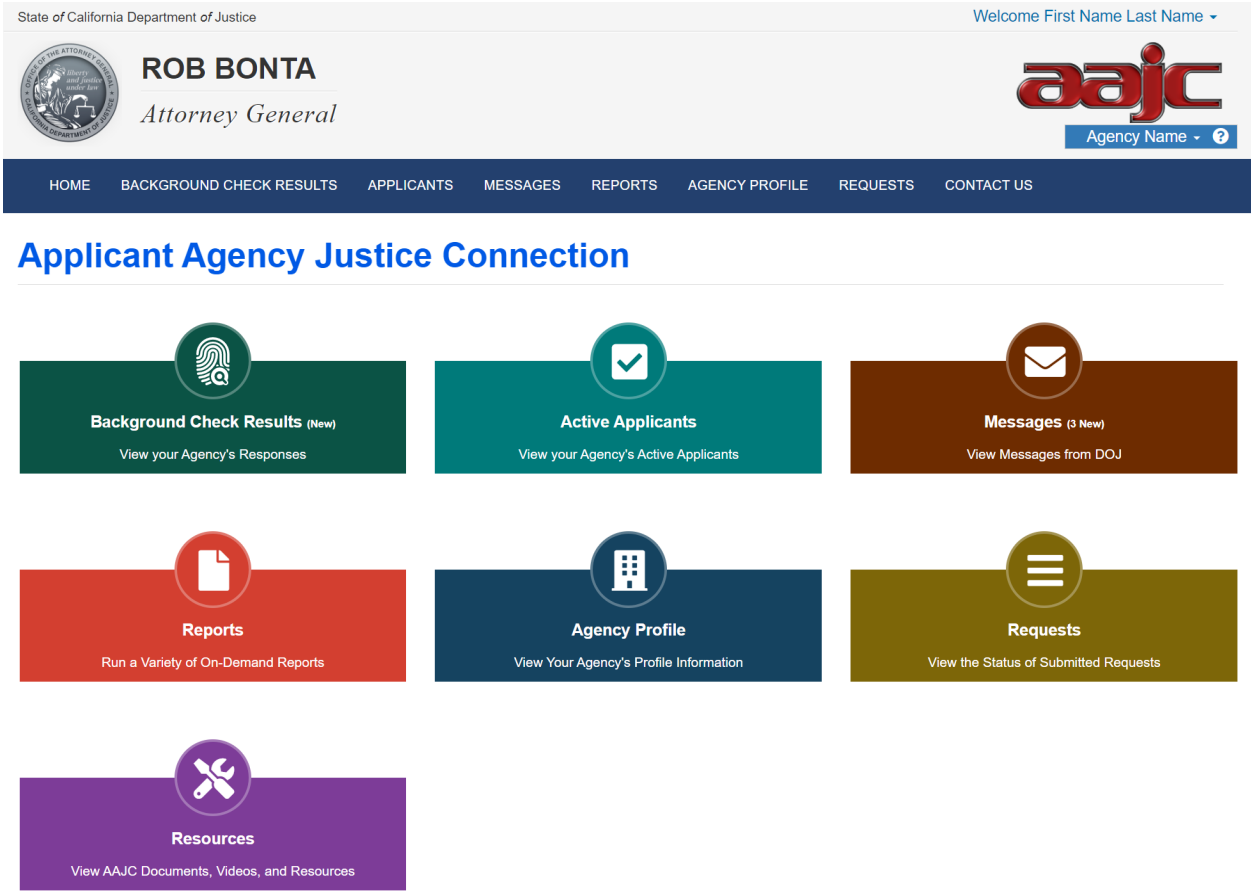
Please note this process is time sensitive. The login page will time out after 10 minutes and will display a page expired error message. To clear this error message, either click on your bookmarked link or copy and paste the link into the browser to log into the website again.



If you completed the MFA process via your mobile device, a notification will be sent to your mobile device to approve the login session. Once you select Approve from your mobile device or scan your fingerprint, a green check mark will appear both on your mobile device and on the computer screen. Once authentication is complete you'll be directed to your AAJC account.

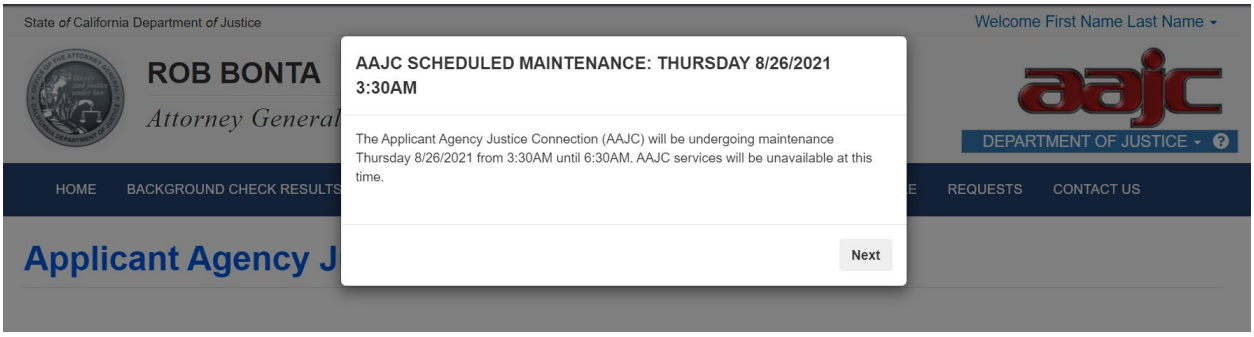
If you completed the MFA process via your email, a one-time passcode will be sent to your registered email address. Enter the one-time passcode into the required field and select the Sign On button. A green check mark will appear on your computer screen. Once authentication is complete you'll be directed to your AAJC account.

You should now see the AAJC homepage.



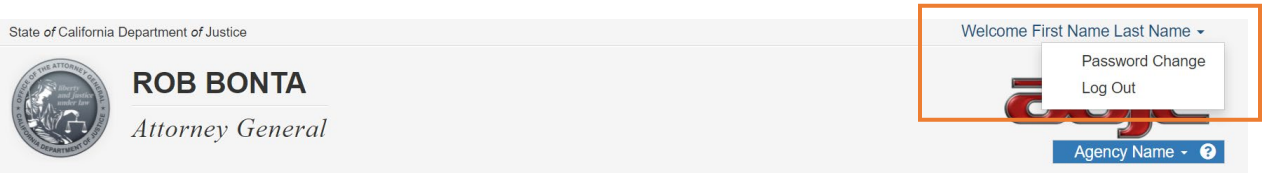
ANNOUNCEMENTS

Occasionally, important announcements from DOJ will appear each time you login to provide essential information or communicate scheduled portal outages. Select Close once you have read the announcement to enter the portal.

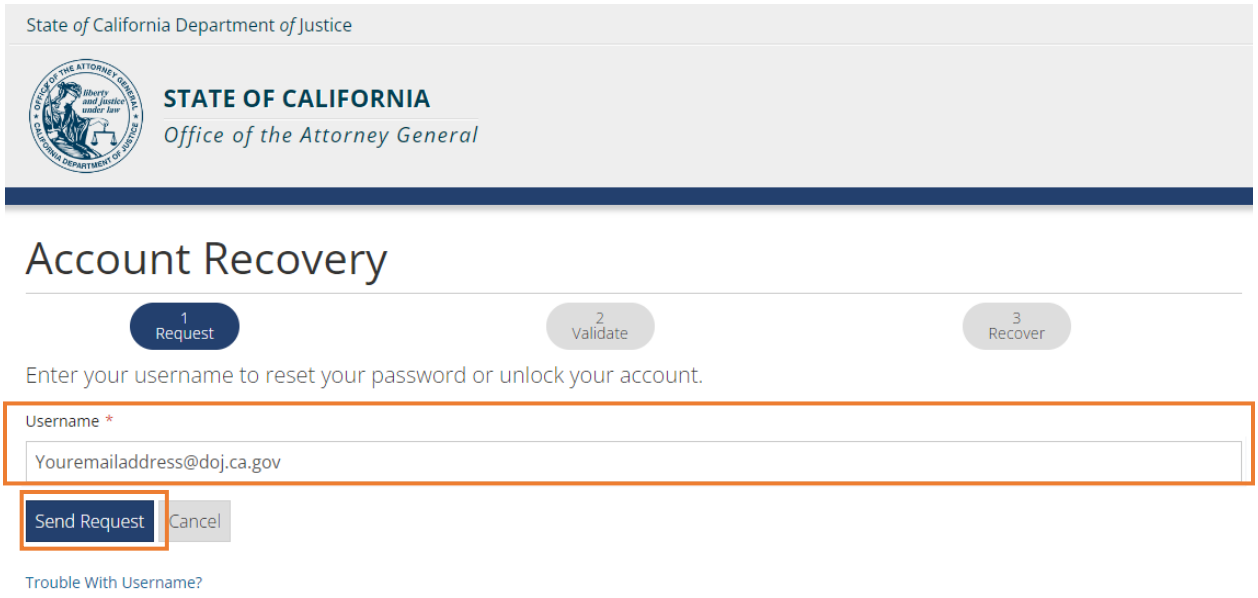


PASSWORD CHANGE | LOG OUT

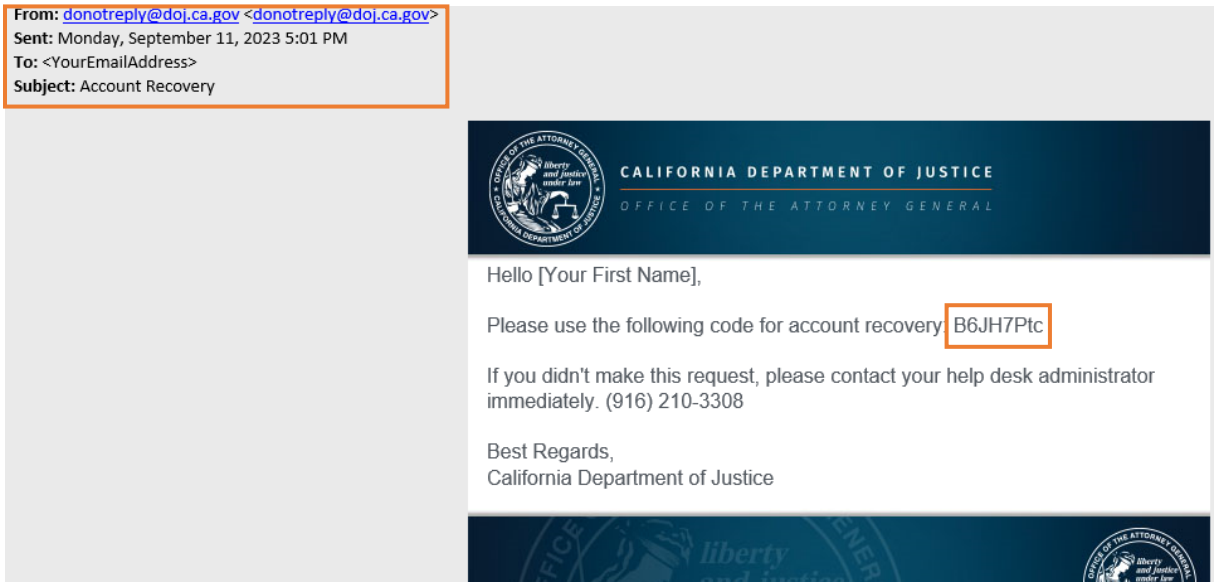
The user option menu can be accessed by selecting the link that reads Welcome (Your First Name Last Name).



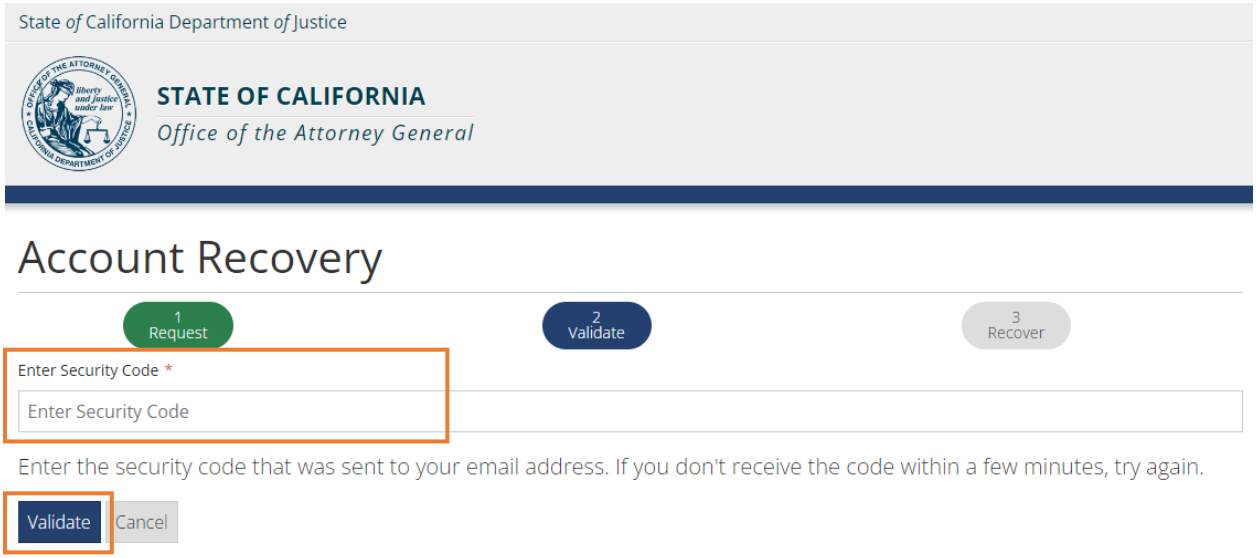
The User Option Menu contains links to change your password and to logout. To log out of the account select the Log Out option and you'll be directed to the login page. To change your password, select the Password Change link. If you need to return to the AAJC, select the Cancel button. Enter your email address into the Username field and select the Send Request button to change your password.



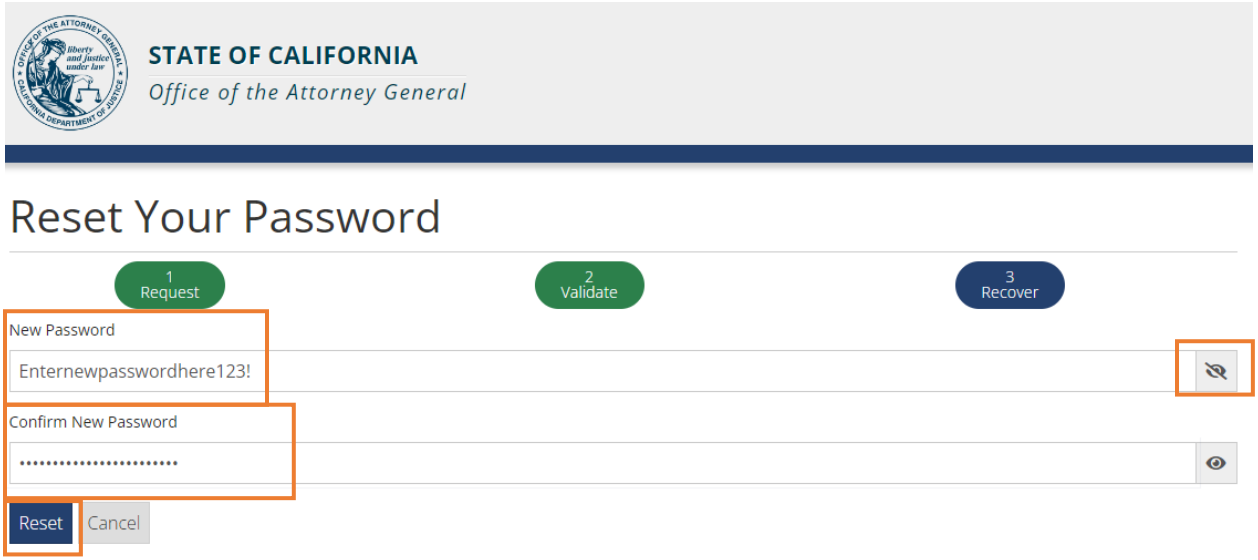
An email will be sent to your registered email address containing the tempoary password. Please see example email below.



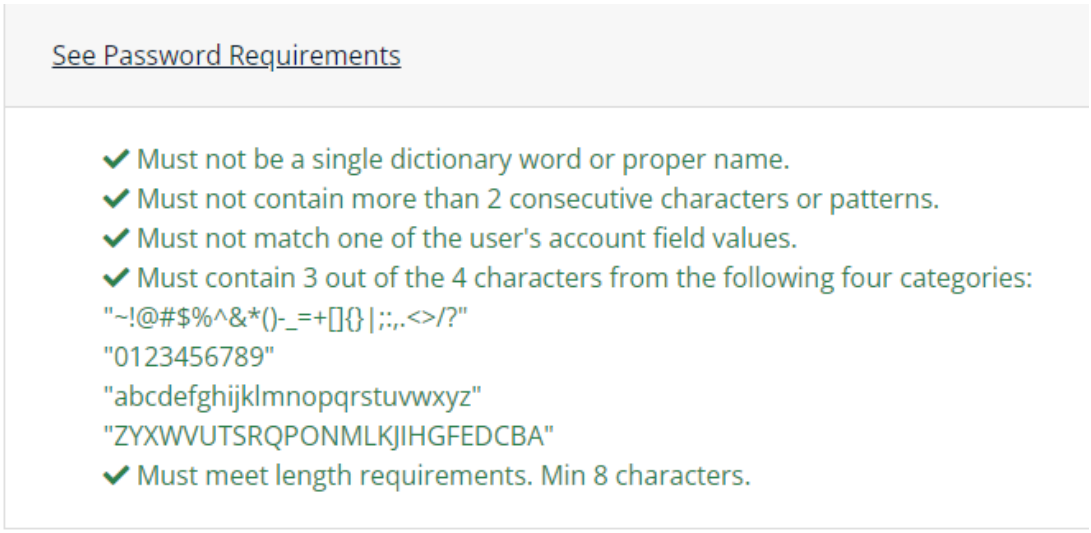
Enter the Security Code that was emailed to you into the required field and select the Validate button.



Enter your new password into the New Password and Confirm New Password fields. Please make sure to select the eye icon to view the entered password to make sure both passwords match and meet the DOJ password requirements listed below. Select the Reset button to set your new password and select the Continue button on the following screen to return back to your AAJC account.

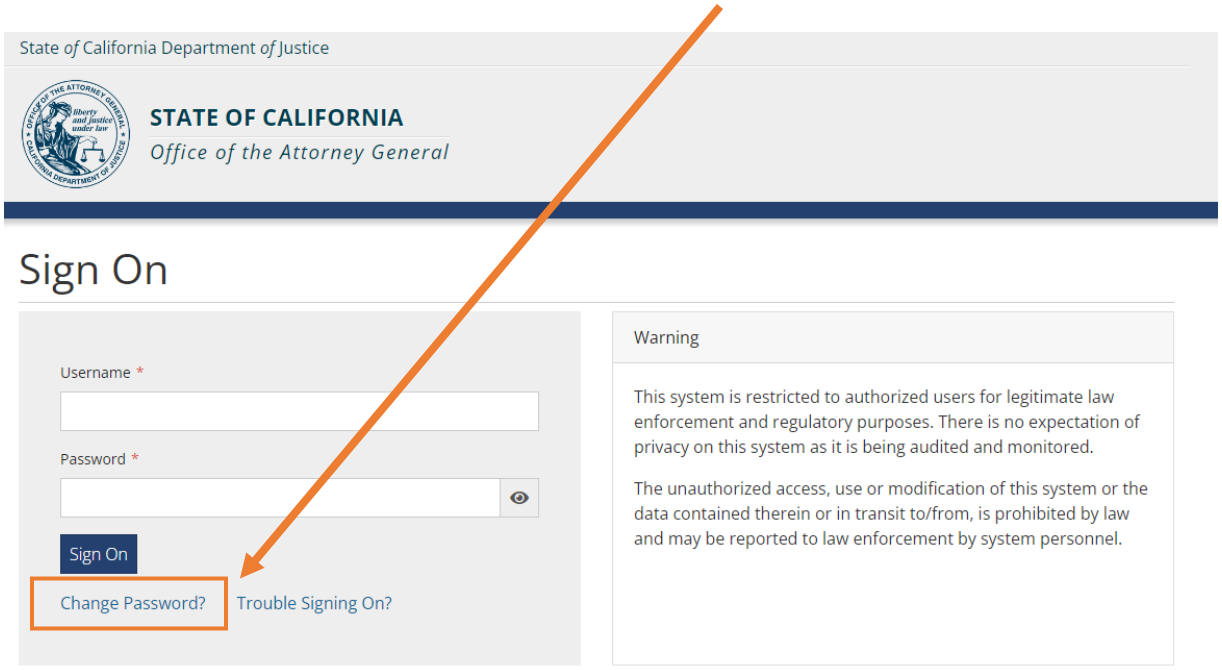


Please follow the DOJ Password Requirements when setting a new password. You will be required to change your password every 90 days.

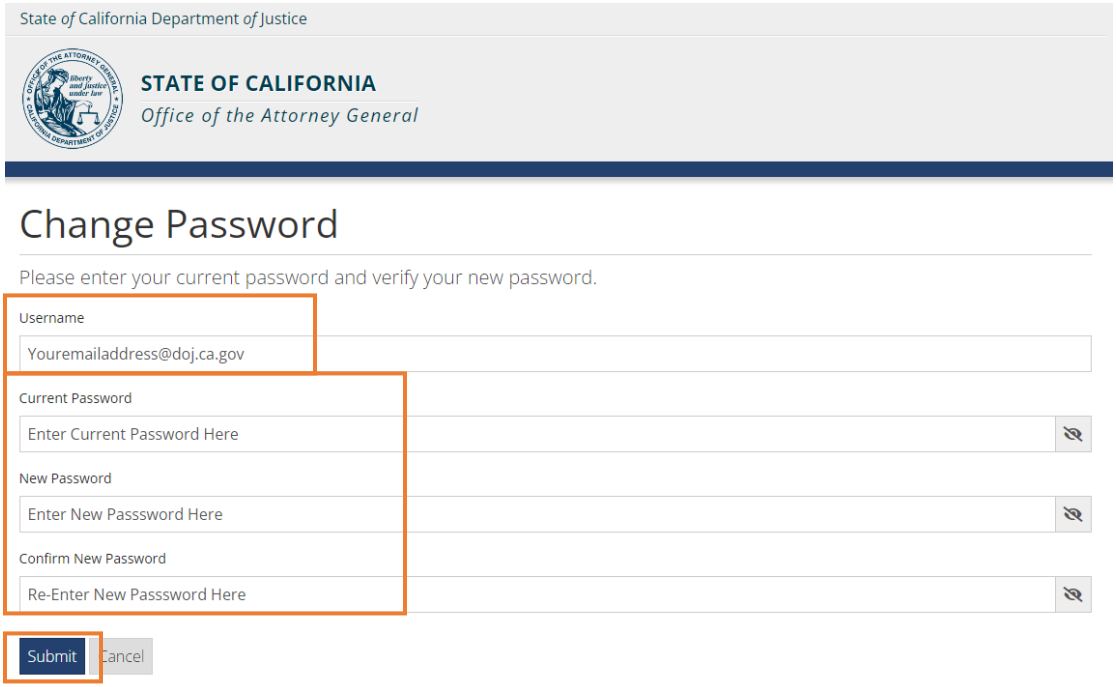


CHANGE PASSWORD

There are two ways to change your current password: (1) Using the Password Change option within your AAJC account (reference pages 10-12) or (2) Using the Change Password Link at the bottom of the login page.

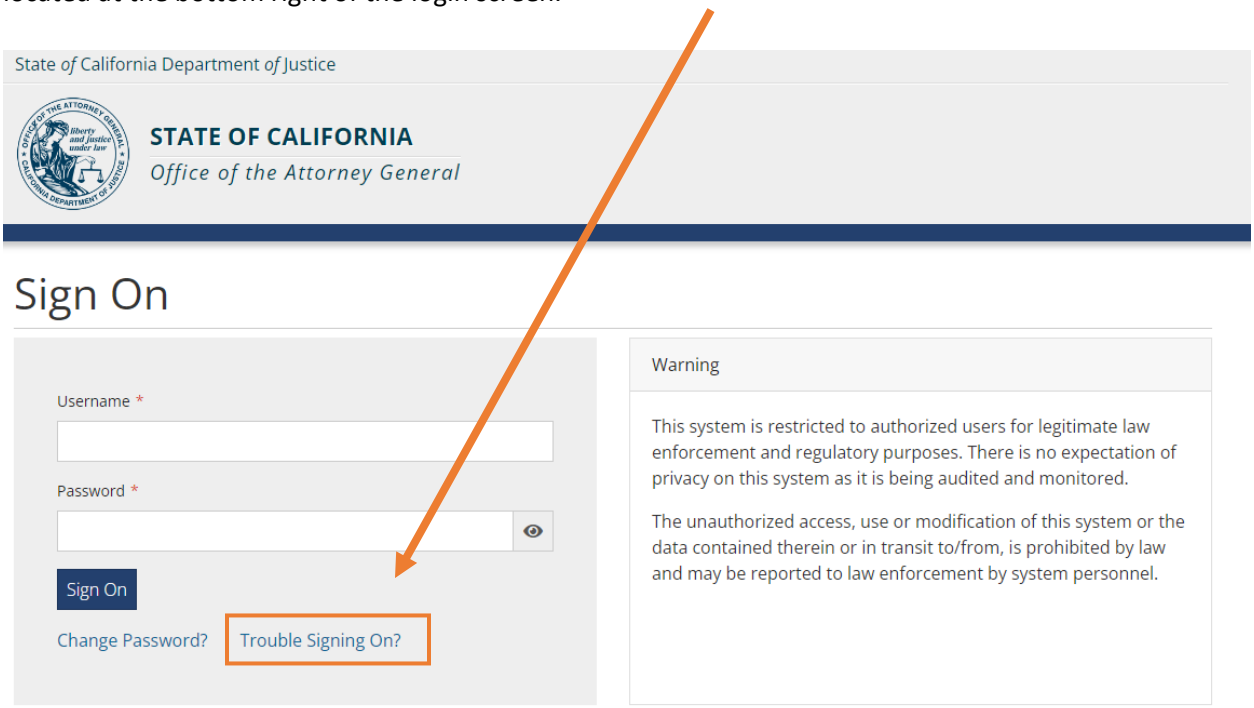


Enter your login ID/username, your current password and the new password you would like to set for the account and select the Submit button. You'll receive a confirmation message stating that your password was changed successfully.

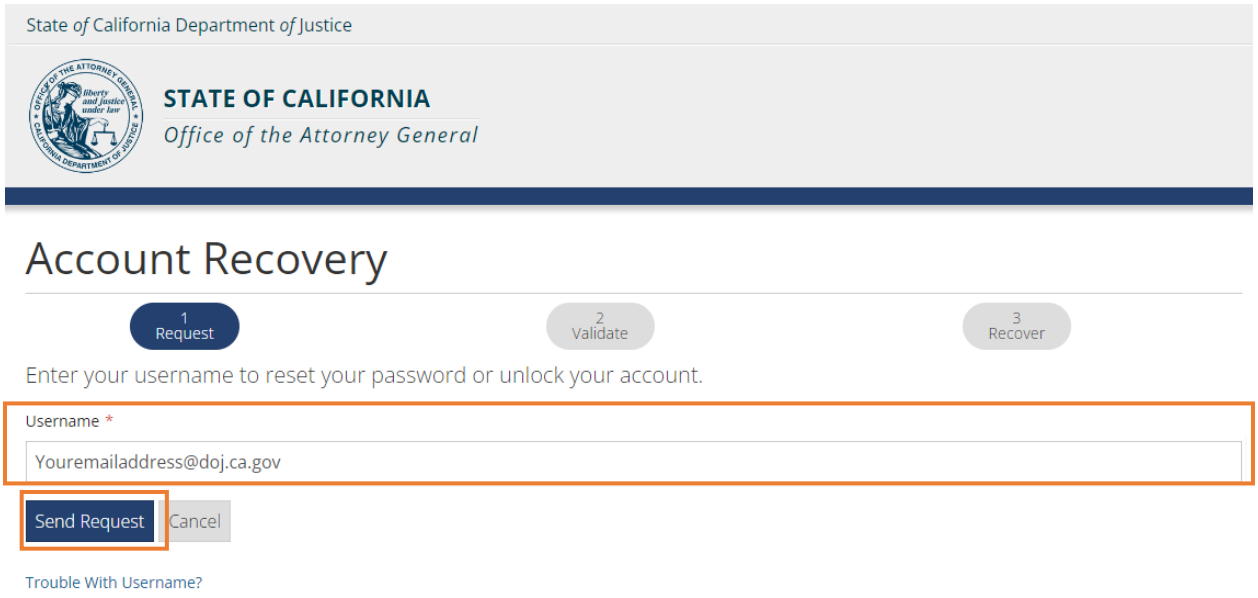


TROUBLE SIGNING ON

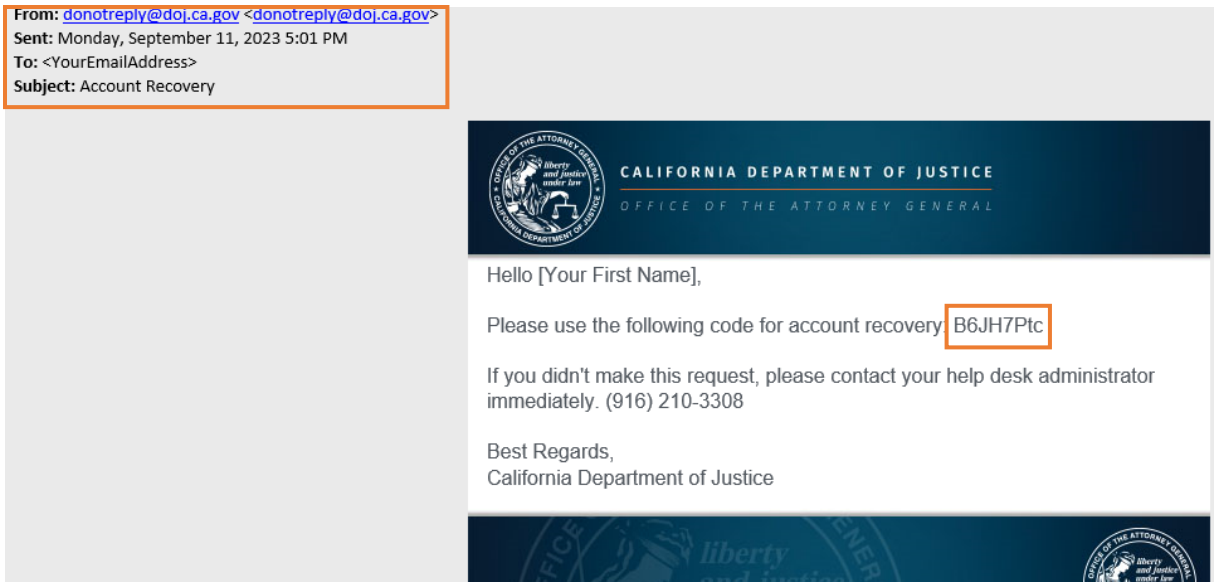
If you have forgotten your password or your username, then please select the Trouble Signing On link located at the bottom right of the login screen.



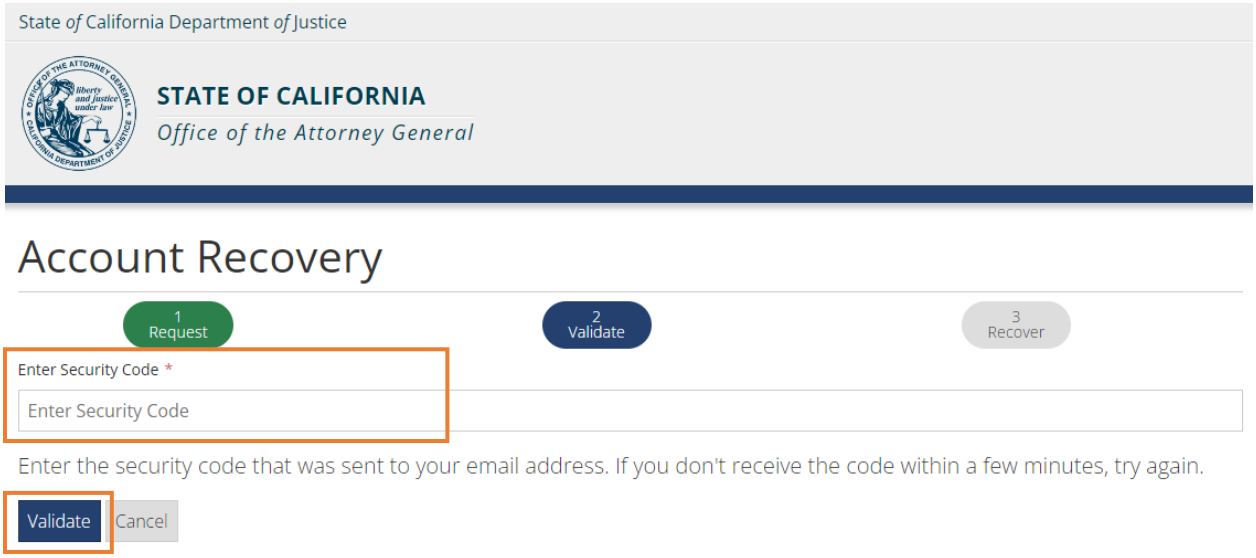
Enter your email address into the Username field and select the Send Request button to change your password.



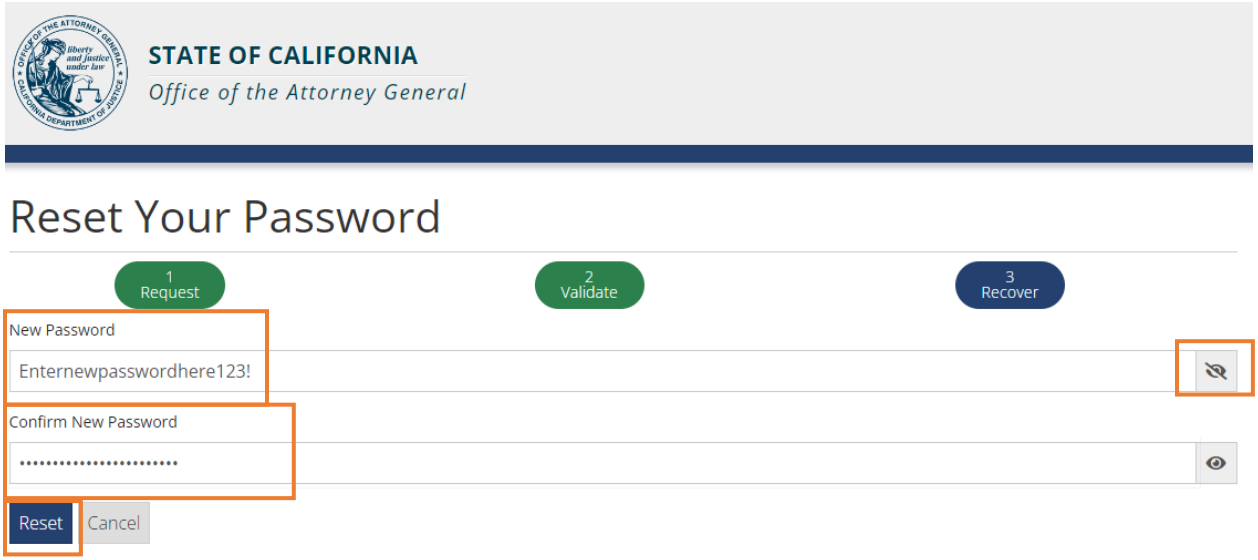
An email will be sent to your registered email address containing the tempoary password. Please see example email below.



Enter the Security Code that was emailed to you into the required field and select the Validate button.



Enter your new password into the New Password and Confirm New Password fields. Please make sure to select the eye icon to view the entered password to make sure both passwords match and meet the DOJ password requirements (reference page 12). Select the Reset button to set your new password and select the Continue button on the following screen to log into your AAJC account.



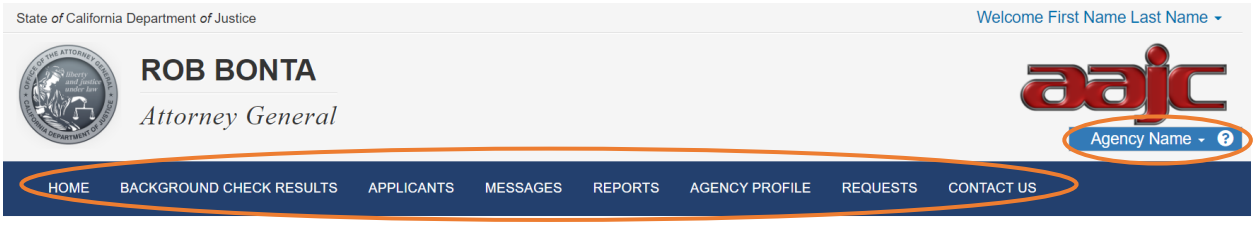
Please follow the DOJ Password Requirements when setting a new password. You will be required to change your password every 90 days.

AAJC SECTION 1: GENERAL OVERVIEW

The Applicant Agency Justice Connection (AAJC) portal provides authorized agencies a secure web-enabled environment and self-service tools to assist with managing the criminal history background check process. These tools allow authorized users to submit agency change requests, check the status of background checks, retrieve background check responses, access information related to the fingerprint background check process, and contact DOJ Applicant Program representatives.

NAVIGATION

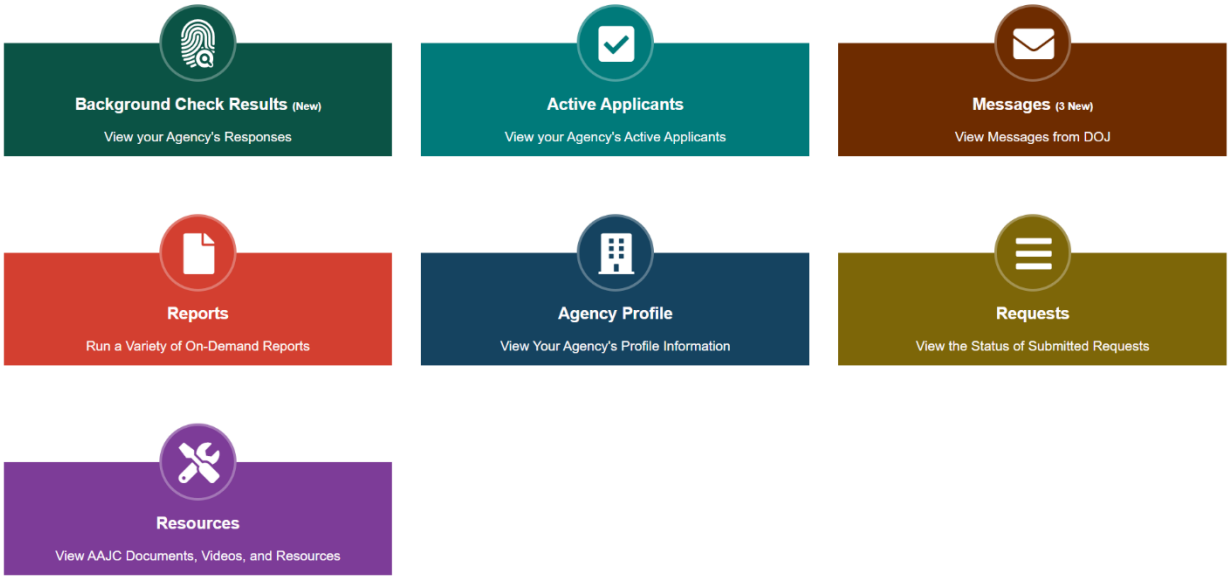
There are multiple ways to navigate the AAJC portal. For users associated with multiple agencies, the Agency Selector dropdown allows for navigation between agency profiles in the AAJC while using a single AAJC login. This dropdown is displayed below the AAJC logo and above the navigation bar. The Agency Selector and navigation bar are located on every page of AAJC.



HOME PAGE WIDGETS

Navigation of the AAJC website is also possible via the widget dashboard by selecting the respective icon. The widget dashboard is located on the Home page.

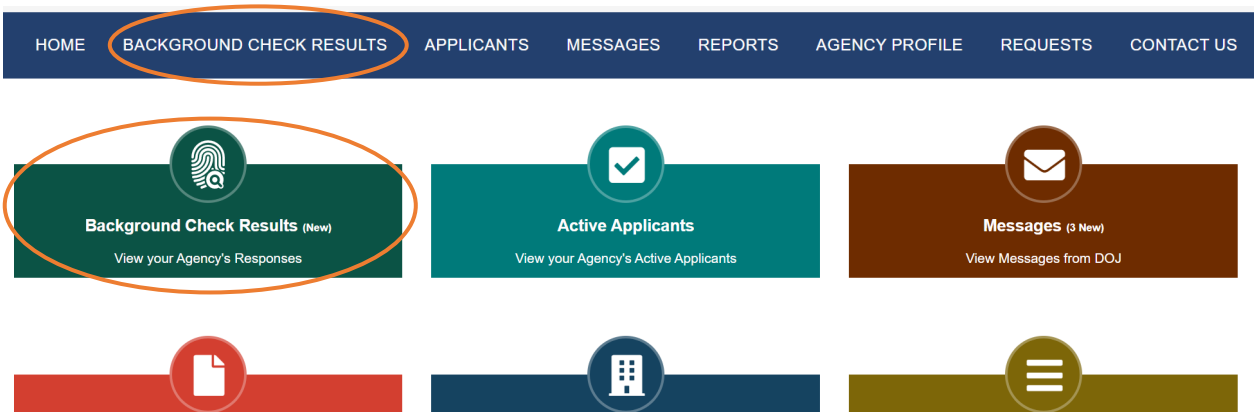
- Background Check Results – to navigate to your agency's background check responses and NLI options.
- Active Applicants – to view the current active applicants on file for your agency.
- Messages – to view incoming messages from the Department of Justice.
- Reports – to run reports pertaining to ATI Activity, Background Check Results Posted, or NLI Requests.
- Agency Profile – to view your agency's information and authorized users.
- Requests – to submit change requests to the DOJ and view statuses of previously submitted requests.
- Resources – to access resources such as ATI status check, documents, forms, training material and video tutorials.



AAJC Section 2: BACKGROUND CHECK RESULTS

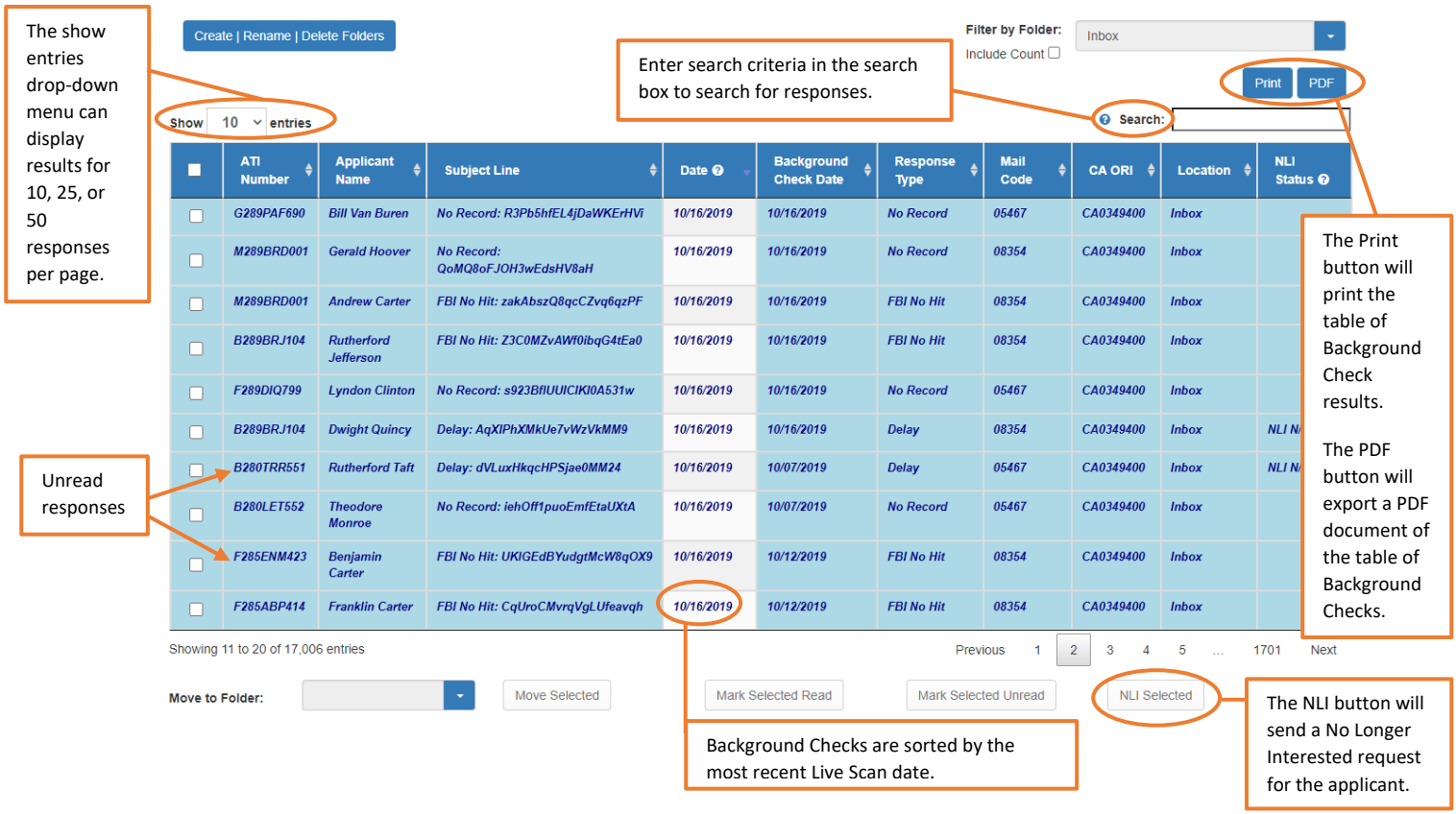
(Accessed only by the Custodian of Records)

To access your agency's applicant fingerprint background checks and subsequent arrest notifications, select the Background Check Results button from the navigation bar or the Background Check Results widget from the Home page.



The Background Check Results page will display a table of results from your agency's applicant fingerprint background checks along with any subsequent notifications. Subsequent notifications are not sent for non-retainable applicant types. Refer to the CJIS Information section on the Agency Profile page to find which applicant types (fingerprint reasons) are non-retainable.

This page has multiple enhancements for organizing and managing responses. To display the unread counts of responses within the Filter by Folder drop down, select the Include Count checkbox. If your agency is no longer interested in receiving subsequent notifications for an applicant, select the appropriate row(s) and click the "NLI Selected" button.

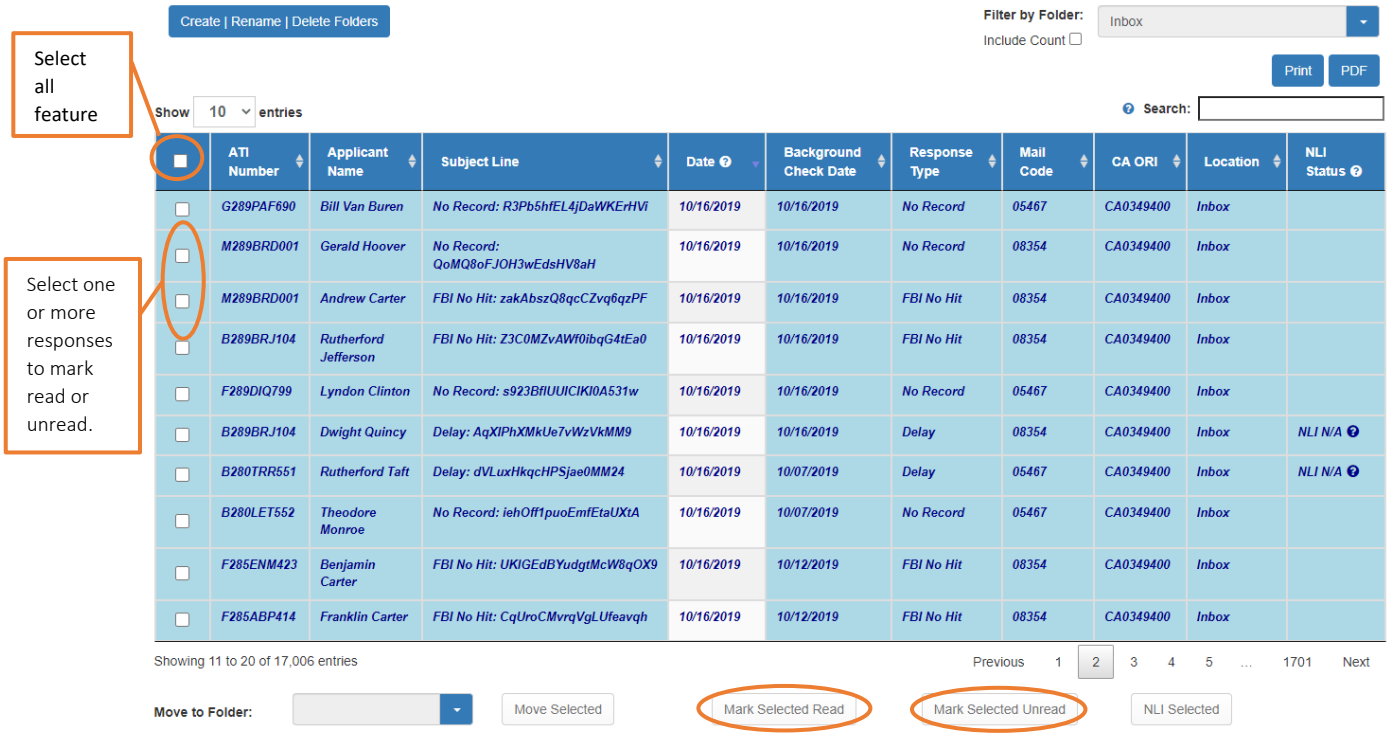

The show entries drop-down menu can display results for 10, 25, or 50 responses per page.
Create | Rename | Delete Folders
Filter by Folder:
Inbox
Include Count
Print
PDF
Enter search criteria in the search box to search for responses.
Show 10 entries
Search:
ATI Number
Applicant Name
Subject Line
Date
Background Check Date
Response Type
Mail Code
CA ORI
Location
NLI Status
G289PAF690 Bill Van Buren No Record: R3Pb5hfEL4jDaWKErHVi 10/16/2019 10/16/2019 No Record 05467 CA0349400 Inbox
M289BRD001 Gerald Hoover No Record: QoMQ8oFJOH3wEdsHV8aH 10/16/2019 10/16/2019 No Record 08354 CA0349400 Inbox
M289BRD001 Andrew Carter FBI No Hit: zakAbszQ8qcCZvq6qzPF 10/16/2019 10/16/2019 FBI No Hit 08354 CA0349400 Inbox
B289BRJ104 Rutherford Jefferson FBI No Hit: Z3C0MZvAWf0ibqG4tEa0 10/16/2019 10/16/2019 FBI No Hit 08354 CA0349400 Inbox
F289DIQ799 Lyndon Clinton No Record: s923BfIUUICIKI0A531w 10/16/2019 10/16/2019 No Record 05467 CA0349400 Inbox
B289BRJ104 Dwight Quincy Delay: AqXIPhXMkUe7vWzVkMM9 10/16/2019 10/16/2019 Delay 08354 CA0349400 Inbox
B280TRR551 Rutherford Taft Delay: dVLuxHkqcHPSjae0MM24 10/16/2019 10/07/2019 Delay 05467 CA0349400 Inbox
B280LET552 Theodore Monroe No Record: iehOff1puoEmfEtaUXtA 10/16/2019 10/07/2019 No Record 05467 CA0349400 Inbox
F285ENM423 Benjamin Carter FBI No Hit: UKIGEdBYudgtMcW8qOX9 10/16/2019 10/12/2019 FBI No Hit 08354 CA0349400 Inbox
F285ABP414 Franklin Carter FBI No Hit: CqUroCMvrqVgLUfeavqh 10/16/2019 10/12/2019 FBI No Hit 08354 CA0349400 Inbox
The Print button will print the table of Background Check results.
The PDF button will export a PDF document of the table of Background Checks.
Unread responses
Showing 11 to 20 of 17,006 entries
Previous 1 2 3 4 5 ... 1701 Next
Move to Folder:
Move Selected
Mark Selected Read
Mark Selected Unread
NLI Selected
Background Checks are sorted by the most recent Live Scan date.
The NLI button will send a No Longer Interested request for the applicant.

MARKING RESPONSES READ OR UNREAD

When managing responses, this feature allows you and other Custodian of Records to know when one or more responses have been reviewed or still need to be reviewed. To assist, background check responses can be marked read or unread. Unread responses will appear highlighted in blue. Read responses will appear white with no highlight.

Reference the steps below to **mark one or more responses as read or unread**.

1. Select one or more responses using the checkbox next to each response. To select all responses, use the checkbox in the top row of the table.
2. Navigate to the bottom of the table and select the Mark Selected Read button to mark responses as read, or select the Mark Selected Unread button to mark responses as unread.



Please note: this feature cannot be used continuously from page to page. Navigating to a new page will deselect all previously selected responses.

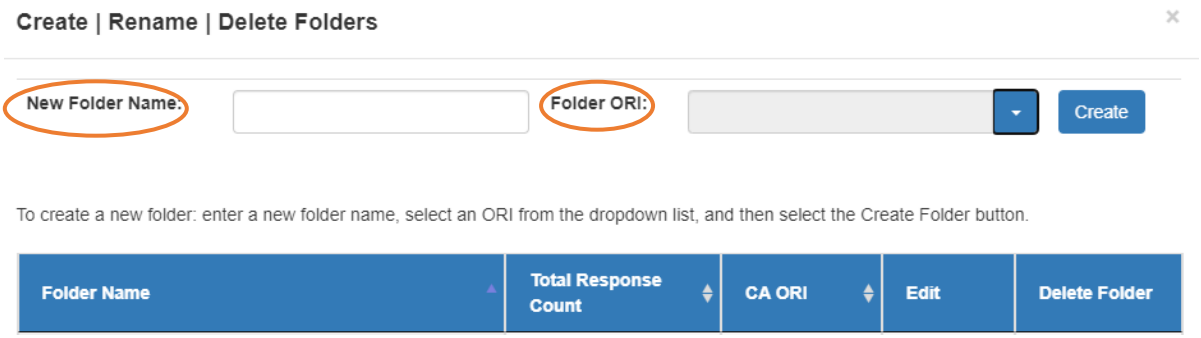
CREATE/RENAME/DELETE FOLDERS

The Create/Rename/Delete button is used to help manage and organize the workflow of responses by allowing the Custodian of Records to create, rename and delete folders. When the button is selected, a pop-up window will appear with all folders associated with the agency. Folders will be linked to a specific ORI during creation and will be able to store any responses listing that ORI. An Archive folder will also be available to store broadcast messages, COR confirmation letters and any response, regardless of ORI. The total response count will reflect how many responses are in the folder.

To **create a folder**:

1. Select the Create/Rename/Delete Folders button.

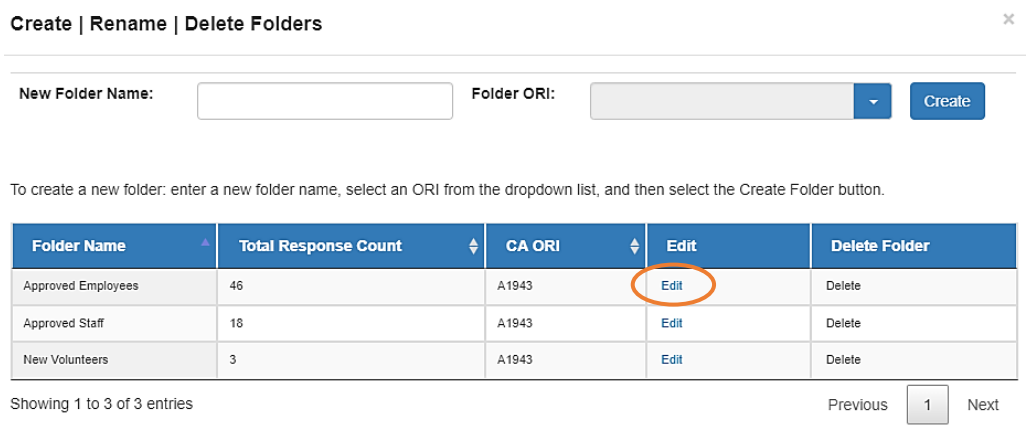
2. Within the pop-up window there are two required fields necessary to create the folder:
    a. Enter a New Folder Name, in the editable field.
    b. Select an ORI number using the dropdown button.
3. Press the Create Folder button.



Please note: You may not create a folder name with one of the following names: inbox, all responses, archive, none, all, null, or empty. The new folder will be displayed in the Folder Name column within the pop-up window; however, it may not be listed at the top of the Folder Name column, as the Folder Name column sorts in alphabetical order.

To **rename a folder**:

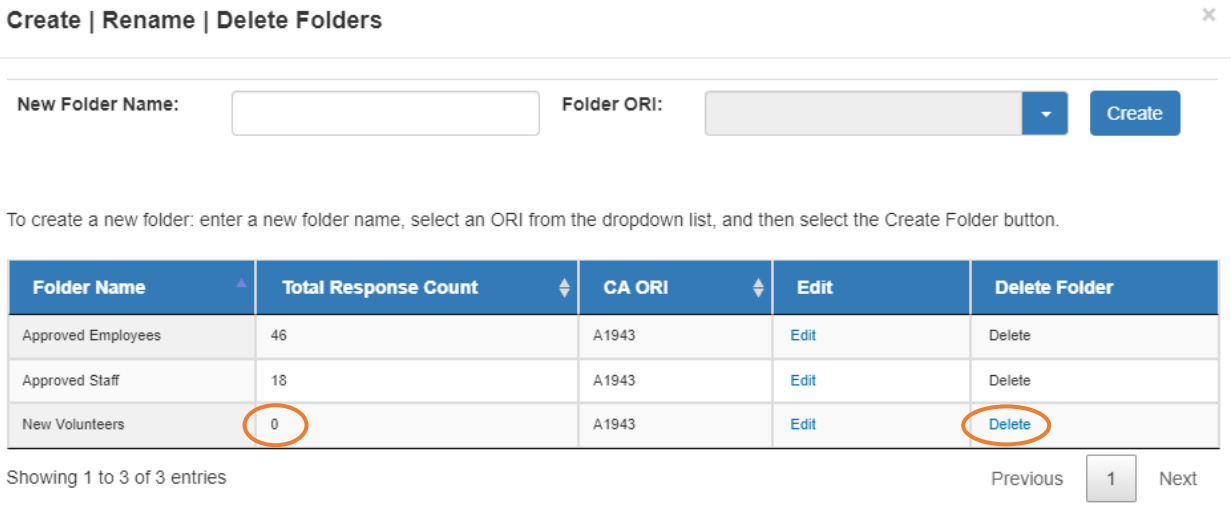
1. Select Edit, under the Edit column, next to the appropriate folder name.
2. The folder name becomes editable, within the Folder Update window:
    a. Type a new folder name.
    b. Select Update.
3. The Folder Update window will close and the folder will be updated with the new folder name.



The updated folder name will be displayed in the Folder Name column within the pop-up window; however, it may not be listed at the top of the Folder Name column. The Folder Name column lists folder names in alphabetical order.

To **delete a folder**:

1. Select the "Delete" icon.
2. Select "Ok" on the Folder Delete Confirmation pop-up window.
3. The Folder Delete Confirmation pop-up window will disappear and the folder will be deleted.



Please note: this feature is only available when the total response count in the folder is zero. The "Delete" icon will appear blue. As a user, you will not be able to select the "Delete" icon when there are one or more responses in the folder.

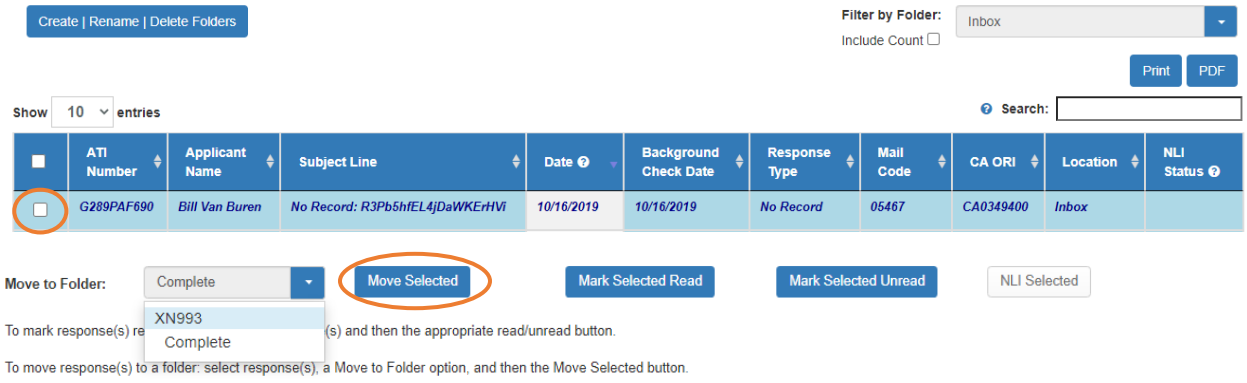
To close the Create/Rename/Display pop-up display, select the "X", in the upper right-hand corner. At this time, you will return to the Background Check Results page.

MOVE RESPONSES TO A FOLDER

Once you have created a folder, it can be used to help organize your agency's background check responses by grouping and regrouping viewable responses into folders. This feature is located in the bottom left-hand corner of the response table and on the applicant results details page. When selecting a folder, the dropdown list will allow the user to see previously created folders. Moving one or more responses to a folder requires the ORI for the response to match the ORI associated with the folder.

Follow the steps below to **move responses from the Background Check Results page**:

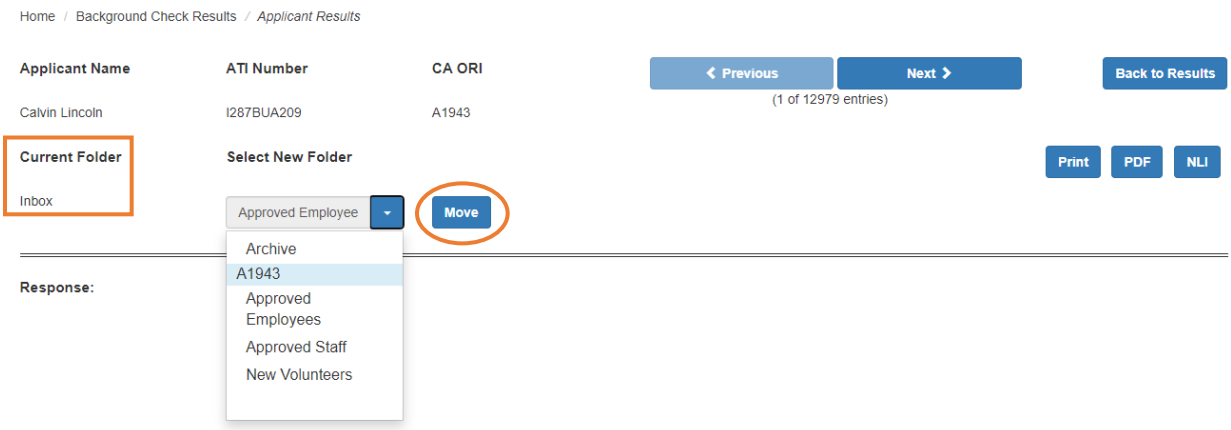
1. Select one or more responses using the checkbox next to each response.
2. Select a folder to move responses into using the Move to Folder dropdown (must select dropdown arrow).
3. Choose the Move Selected button.



4. Select Ok on the pop-up confirmation message.
    a. This pop-up will indicate the ATI number(s) moved to the designated folder.

Follow the steps below to **move responses from the Applicant Results page:**

1. View the result's current folder location under Applicant Name.
2. Select a folder to move response into using the Select New Folder dropdown (must select dropdown arrow).
3. Click the Move button.

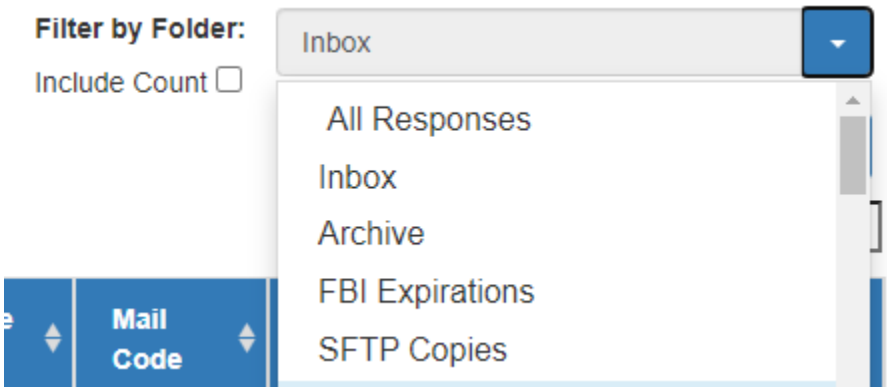


FILTER BACKGROUND CHECK RESULTS

The Filter by Folder dropdown can filter the background check response table. This feature is located in the upper right-hand corner of the response table. Once a folder is selected, the background check results table will display only results found within the folder.

Follow the steps to **filter background check results by folder name:**

1. Select the filter by folder dropdown (must select dropdown arrow).
2. Select a single folder name.



The background check response table will update with only responses for the folder selected. The two default options located within the filter by folder dropdown are All Responses, Inbox, and Archive. To display the count of unread responses within each folder, select the Include Count checkbox.

NLI AN APPLICANT

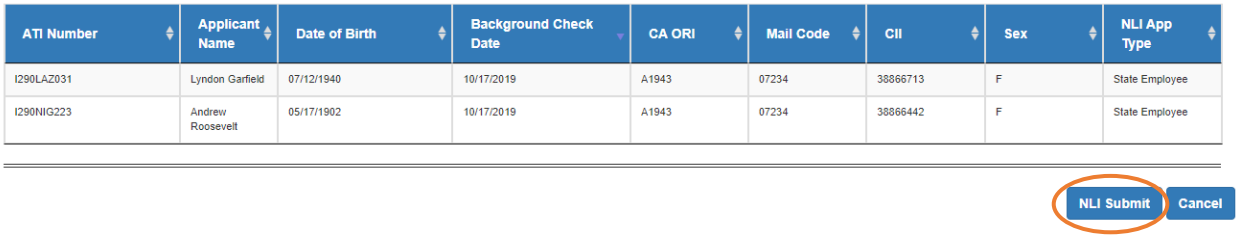
Agencies are required to submit a No Longer Interested (NLI) request when employment has been terminated or when an applicant or volunteer is not actually retained to the position for which they applied. Submitting an NLI request for any single applicant result will bind and NLI all responses for that applicant type and remove all existing State or Federal applicant results and subsequent notifications for the applicant(s) from the portal as well as terminate any further subsequent notifications. NLI request submissions may take up to 72 hours to be processed.

Please note: After the NLI has been successfully processed, you will no longer see the initial or subsequent responses for that applicant on the Background Check Results page or the applicant cycle on the Active Applicants page.

To initiate **multiple NLI requests from the Background Check Results page:**

1. Select the desired applicant response(s) using the checkbox next to each response.
2. Select the NLI Selected button in the bottom right corner of the table.

3. Next, verify each applicant's information presented.
4. Select NLI Submit to submit the request.



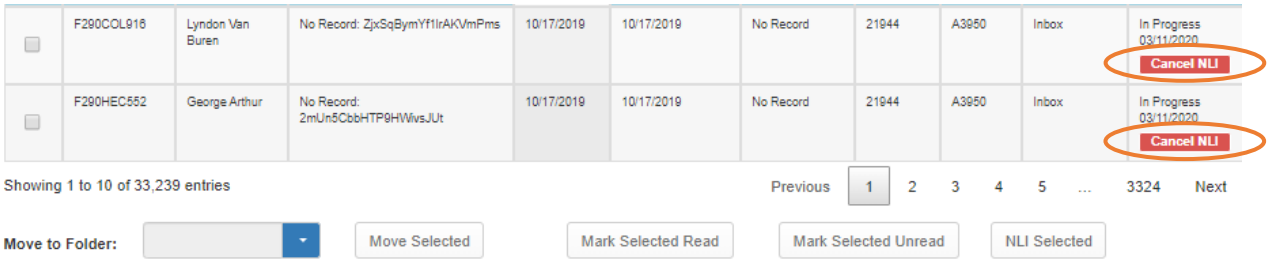
To initiate **a single NLI request from the Applicant Results page:**

1. Navigate to the Background Check Results page.
2. Select the desired applicant response, in which to view.

3. Select the NLI button on the right of the page.
4. Next, verify each applicant's information presented.
5. Select NLI Submit to submit the request.

To **cancel an NLI request from the Background Check Results page**:

1. Navigate to the Background Check Results page.
2. Select the Cancel NLI button for the corresponding applicant.

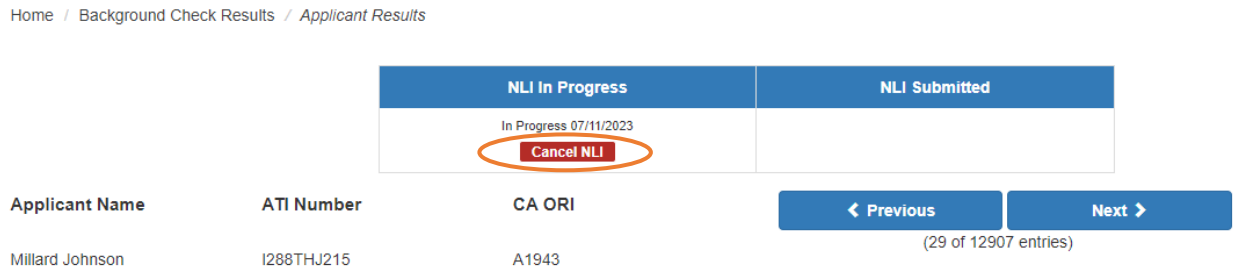


3. Select the OK button, acknowledging that you would like to cancel the NLI request

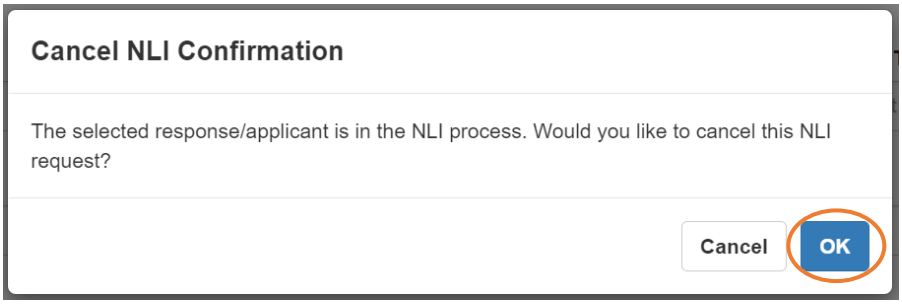
Please note: The request to cancel an NLI submission must be done the same day the request was made before 11:59 PM PST. After the NLI has been successfully processed, you will no longer see the initial or subsequent responses for that applicant on the Background Check Results page or the applicant cycle on the Active Applicants page.

To **cancel an NLI request from the Applicant Results page:**

1. Navigate to your Background Check Results page.
2. Select the desired applicant response, in which to you would like to cancel the NLI submission.



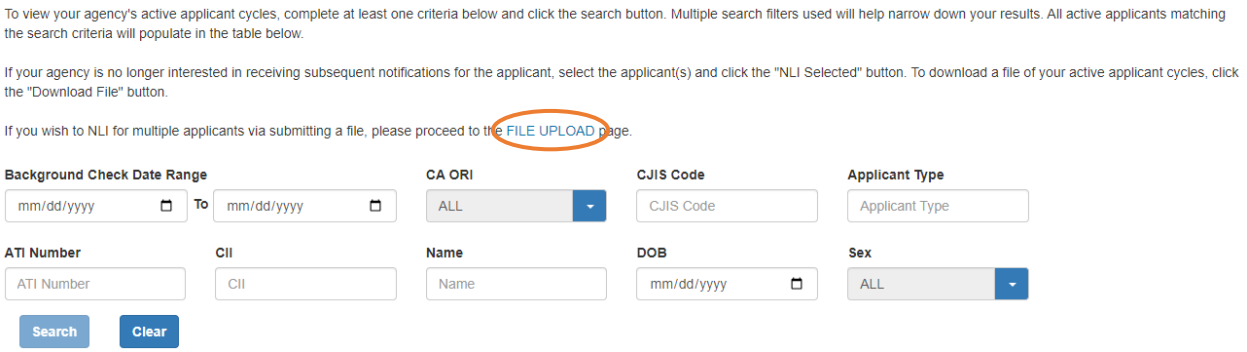
3. Once presented with the Applicant Results page, select the Cancel NLI button.



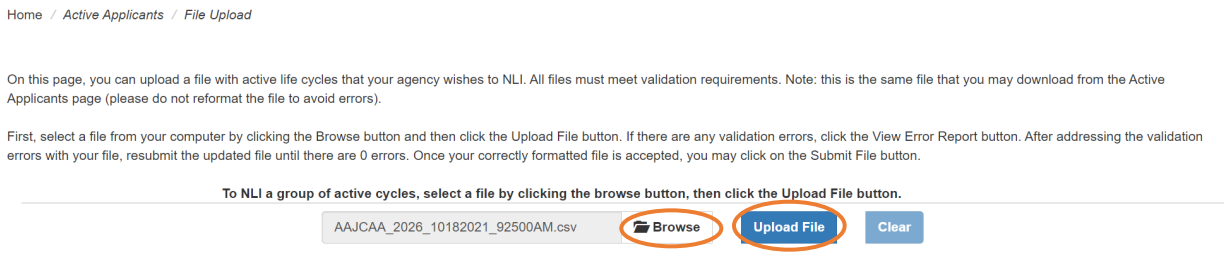
<u>Please note:</u> The request to cancel an NLI submission must be done the same day the request was made before 11:59 PM PST. After the NLI has been successfully processed, you will no longer see the initial or subsequent responses for that applicant on the Background Check Results page or the applicant cycle on the Active Applicants page.

To initiate **NLI requests for multiple applicants with a single file submission:**
(Accessed only by Custodians of Records assigned by Agency Head)

1. Navigate to the File Upload page via the Applicants drop-down on the Navigation bar or via the Active Applicants page by selecting the FILE UPLOAD link above the search criteria.

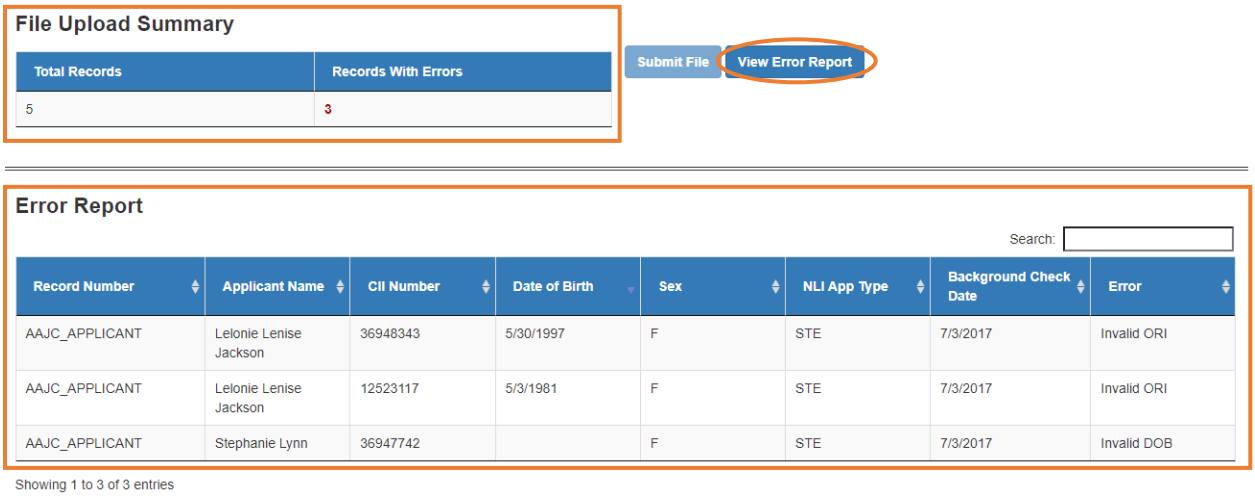


2. Select the Browse button and choose the file from your computer, then click the Upload File button.

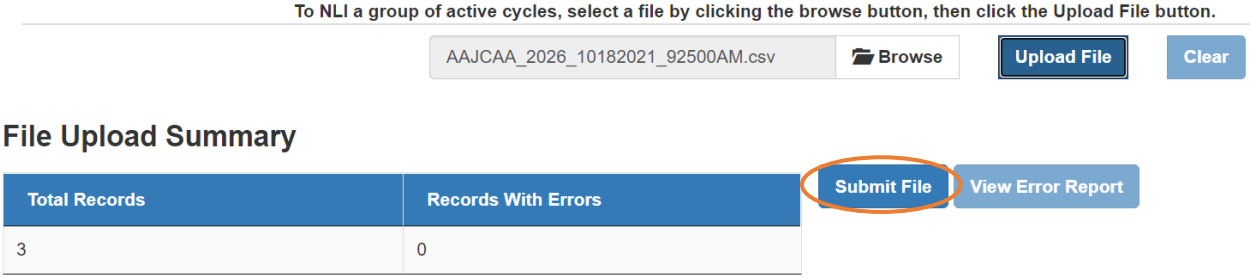


Please note: All files and records must meet minimum validation requirements, use the same file and format initially downloaded from the Active Applicants page to avoid errors in formatting during the NLI submission. Do not reformat or rename the file before submission. When editing the downloaded file, remove any applicants you do not wish to NLI. We also recommend using a program such as Notepad++ instead of Microsoft Excel to avoid formatting issues. The list should only contain applicants you wish to NLI. Once finalized, please be sure the file size does not exceed 9,999 rows.

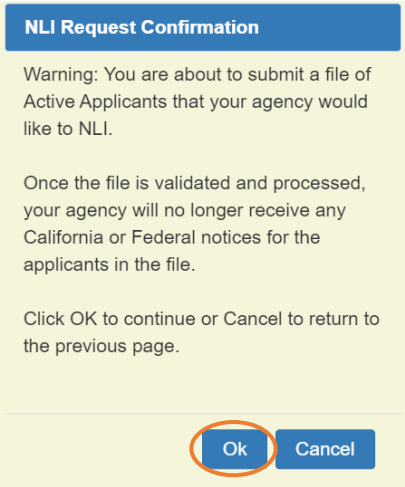
3. The File Upload Summary Table will present any validation errors. To view the errors, click the View Error Report button. The Error Report Table will display the record's details and any validation errors to aid in troubleshooting.



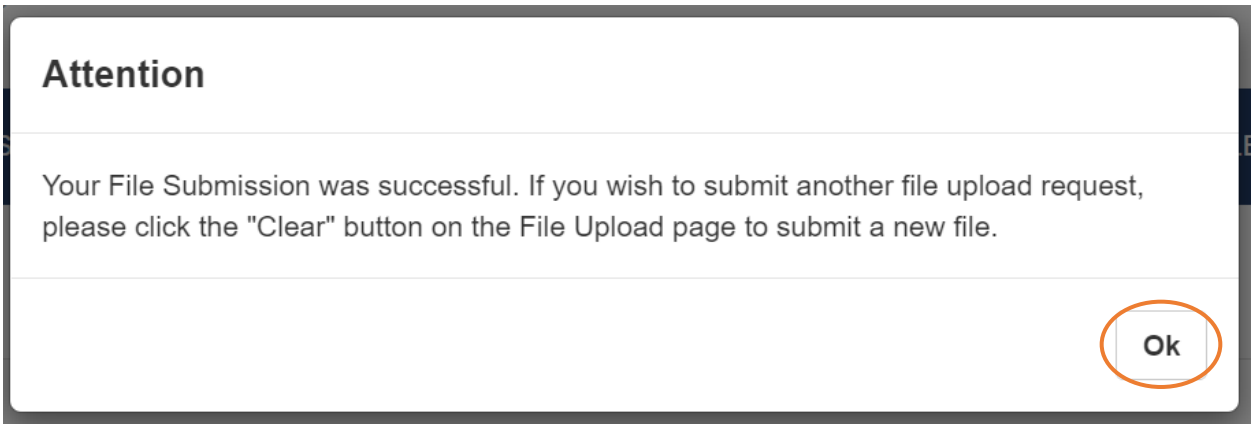
4. After addressing the validation errors with your file, resubmit the updated file until zero errors appear. Once your correctly formatted file is accepted, click the Submit File button.



5. A confirmation message will pop-up indicating, “You are about to submit a file of Active Applicants that your agency would like to NLI.” Click Ok to submit the file.



6. A confirmation message will pop-up indicating, “Your File Submission was successful. If you wish to submit another file upload request, please click the "Clear" button on the File Upload page to submit a new file.” Click Ok to close the message.



The File Submission Log, located at the bottom of the screen, allows you to view the past 10 uploaded files for your agency. Once the request is processed, the Status Column will reflect, “Complete – and any additional errors found.” If any errors are found this indicates that the NLI requests were unsuccessful for those records. To view the errors, you may download a file by clicking on the Error Status hyperlink. To help troubleshoot the errors found, please verify that all of the information provided for each applicant is correct. After verifying, you may resubmit the file again as a new NLI request. If you prefer to not submit a new file, you may also search for the applicant on the Active Applicants page and submit an NLI request there.

NLI File Submission Log

Date	Number of Records Submitted	Submitted By	Status
06/11/2021	3	Last Name,First Name	Complete - 0 errors
06/17/2021	2270	Doe, Jane	Complete - 0 errors
09/09/2021	1	Doe, Jane	Complete - 1 Errors
10/08/2021	64	Doe, John	Complete - 0 errors

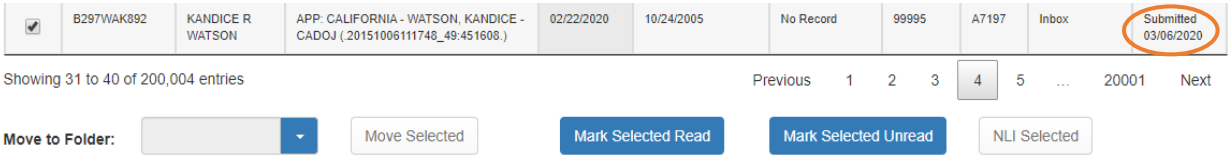
Please note: The ability to cancel an NLI request after the file is completely uploaded still exists on the same day the request was made before 11:59 PM PST. After the NLI has been successfully processed, you will no longer see the initial or subsequent responses for that applicant on the Background Check Results page or the applicant cycle on the Active Applicants page.

NLI STATUS

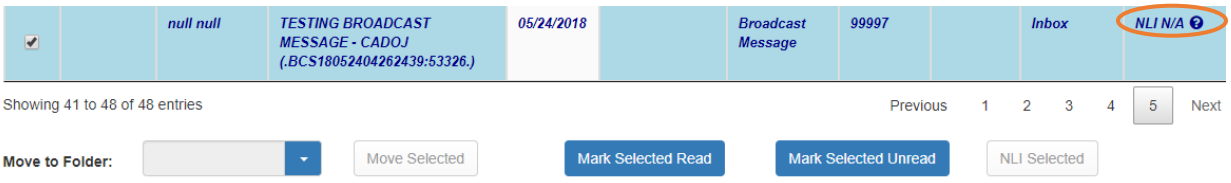
The NLI Status column provides an up-to-date status of NLI Requests submitted. The status of an NLI request will change to “Submitted” after 11:59 PM PST of the same day it was requested. Once the status of an NLI Request has changed to “Submitted” it may no longer be cancelled. After the NLI has been successfully processed, you will no longer see the initial or subsequent responses for that applicant on the Background Check Results page or the applicant cycle on the Active Applicants page.

Agencies are required to submit a No Longer Interested (NLI) request when employment has been terminated or when an applicant or volunteer is not actually retained to the position for which they applied. Submitting an NLI request for any single applicant result will bind and NLI all responses for that applicant type and remove all existing State or Federal applicant results and subsequent notifications for the applicant(s) from the portal as well as terminate any further subsequent notifications.

Please note: The NLI submission will be reflected on both the Background Check Results page and the Active Applicants page.



NLI Requests may only be submitted on background check responses for CA Retainable applicant types. A status of “NLI N/A” indicates the response is a non-background check type of response or a background check response for a non-retainable applicant type and an NLI may not be submitted.



AAJC SECTION 3: ACTIVE APPLICANTS

(Accessed only by Custodians of Records assigned access by Agency Head)

To access a list of your agency's active applicants, select the Applicants button from the navigation bar, or the Active Applicants widget from the Home page.

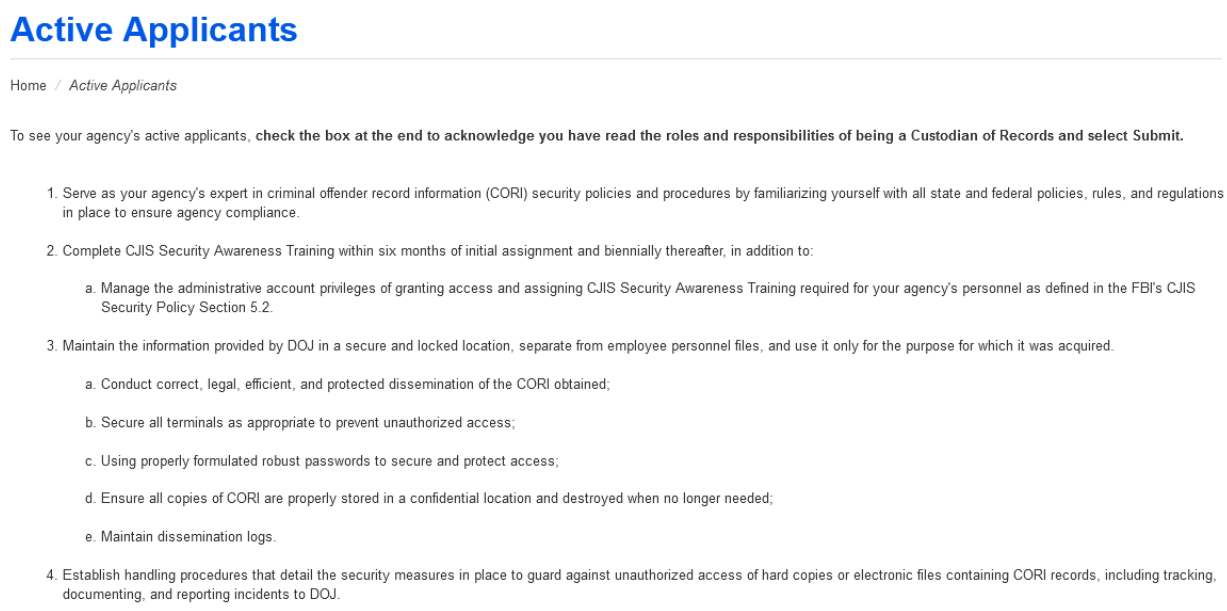
The Active Applicants page will display a searchable table of your agency's history of active background check cycles. You may use this page to reconcile and keep your records updated. In order to view your agency's active applicants, your Agency Head will have to delegate the ability to you.

Please note: If you cannot locate an Agency Head on your Agency Contacts listing, you will have to designate an Agency Head, by one of two ways from the Active Contacts tab of your Agency Profile page:

1. Create an edit contact request to add an Agency Head role to an existing contact (See page 48).
2. Create a new contact request with an Agency Head role (See page 45).

Once your Agency Head has delegated you access to the Active Applicants page, select the Applicants button from the navigation bar, or the Active Applicants widget from the Home page.

Before accessing the Active Applicants page, please review the Custodian of Records duty statement. Check the box at the end to acknowledge you have read and agree to the duties and click Submit.



Active Applicants

Home / *Active Applicants*

To see your agency's active applicants, **check the box at the end to acknowledge you have read the roles and responsibilities of being a Custodian of Records and select Submit.**

1. Serve as your agency's expert in criminal offender record information (CORI) security policies and procedures by familiarizing yourself with all state and federal policies, rules, and regulations in place to ensure agency compliance.
2. Complete CJIS Security Awareness Training within six months of initial assignment and biennially thereafter, in addition to:
    a. Manage the administrative account privileges of granting access and assigning CJIS Security Awareness Training required for your agency's personnel as defined in the FBI's CJIS Security Policy Section 5.2.
3. Maintain the information provided by DOJ in a secure and locked location, separate from employee personnel files, and use it only for the purpose for which it was acquired.
    a. Conduct correct, legal, efficient, and protected dissemination of the CORI obtained;
    b. Secure all terminals as appropriate to prevent unauthorized access;
    c. Using properly formulated robust passwords to secure and protect access;
    d. Ensure all copies of CORI are properly stored in a confidential location and destroyed when no longer needed;
    e. Maintain dissemination logs.
4. Establish handling procedures that detail the security measures in place to guard against unauthorized access of hard copies or electronic files containing CORI records, including tracking, documenting, and reporting incidents to DOJ.

5. Destroy digital media when no longer required, using formal procedures. Items saved to a desktop must be overwritten at least three times, or degauss digital media prior to disposal or release for reuse by unauthorized individuals. Inoperable digital media shall be destroyed (cut up, shredded, etc.). The agency shall maintain written documentation of the steps taken to sanitize or destroy electronic media. Agencies shall ensure that sanitization or destruction is witnessed or carried out by authorized personnel.

6. Destroy physical media when no longer required, using formal procedures. Formal procedures for the secure disposal or destruction of physical media shall minimize the risk of compromised sensitive information by unauthorized individuals. Physical media shall be destroyed by shredding or incineration. Agencies shall ensure the disposal or destruction is witnessed or carried out by authorized personnel.

7. Furnish a copy of the criminal history record to whom the information relates to is required if the information is a basis for an adverse employment, licensing, or certification decision. The information may be furnished in person, or it may be delivered to the last contact information provided by the applicant, pursuant to California Penal Code section 11105(t).

8. Immediately notify DOJ when an authorized relationship no longer exists with an applicant, (e.g., when the applicant is not hired, when the employment of the applicant is terminated, when the applicant's license or certificate is revoked, or when the applicant may no longer renew or reinstate the license or certificate), pursuant to Penal Code section 11105.2(d).

    a. A notification must be submitted within five days via a No Longer Interested (NLI) request in the AAJC portal to NLI the applicant.

9. Advise DOJ's Non-Criminal Justice Access Oversight Section of any changes to your Custodian of Records, ensuring access to the AAJC portal and CORI are ceased when any user's authority is terminated. This information must be reported in a timely manner via AAJC.

10. Advise DOJ's Non-Criminal Justice Access Oversight Section of any changes to your agency name, address, or telephone number. This information must be reported in a timely manner via AAJC.

11. Maintain a list of statutory authority for the applicant types for which your agency is authorized to conduct criminal history background checks. This list will help assist during agency audits, as it will be required to provide the reason and purpose of the fingerprint-based background checks. CORI shall be used only for the purpose for which it was requested.

12. Maintain the most current and up-to-date copy of the Request for Live Scan Service form (BCIA 8016). The supplemental Privacy Notices included must be provided to all persons whose fingerprints and associated information are used to check criminal history records and/or be retained for subsequent arrests and dispositions. All applicants must acknowledge they have received these Privacy Notices prior to being Live Scanned or fingerprinted for hard cards by certifying their signature on the Live Scan form.

13. Serve as DOJ's point-of-contact when:

    a. Formal audits are conducted by DOJ or the FBI to ensure compliance with applicable statutes, regulations, and policies;

    b. Requesting additional information on Live Scan transactions.

☐ **On behalf of our agency/organization, I hereby acknowledge that I have read and agree to the above.**

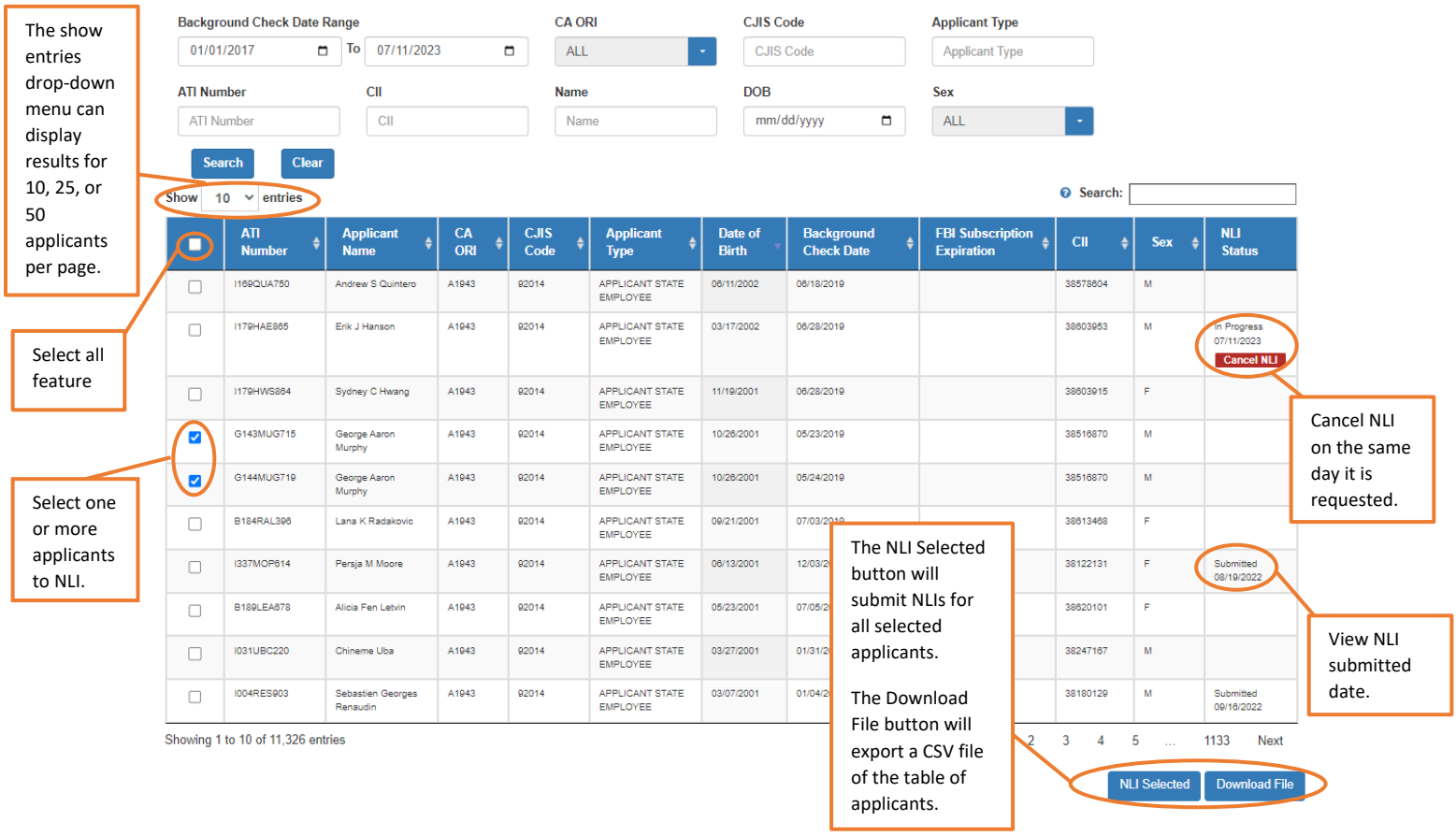
Submit

Search your agency's active applicant cycles by background check date, CJIS code, ATI, applicant name, applicant type, and more. Complete at least one criteria and click the search button. Multiple search filters used will help narrow down your results. Applicants with non-retainable app types will not be displayed on the Active Applicants page.

All active applicants matching the search criteria will populate in the table. If your agency is no longer interested in receiving subsequent notifications for the applicant, select the checkbox to the left of the applicant(s) and click the "NLI Selected" button.

Agencies are required to submit a No Longer Interested (NLI) request when employment has been terminated or when an applicant or volunteer is not actually retained to the position for which they applied. Submitting an NLI request for any single applicant result will bind and NLI all responses for that applicant type and remove all existing State or Federal applicant results and subsequent notifications for the applicant(s) from the portal as well as terminate any further subsequent notifications.

Please note: The NLI submission will be reflected on both the Background Check Results page and the Active Applicants page.

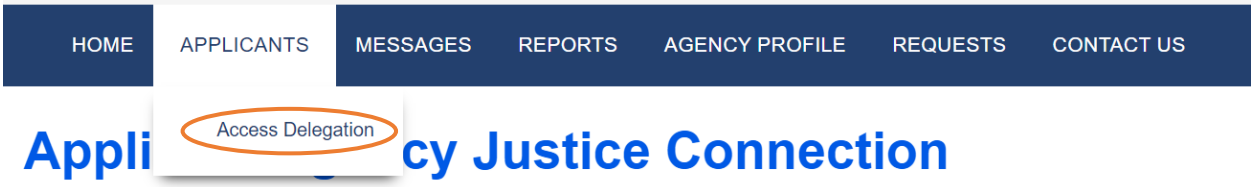


Please note: If you choose to download a file containing information related to individuals whom your agency has requested a criminal record background check. This information is sensitive, must be handled in the same confidential manner as other information you access in the AAJC portal, and is not to be shared.

Assigning a COR to Access Active Applicants

(Accessed only by Agency Head)

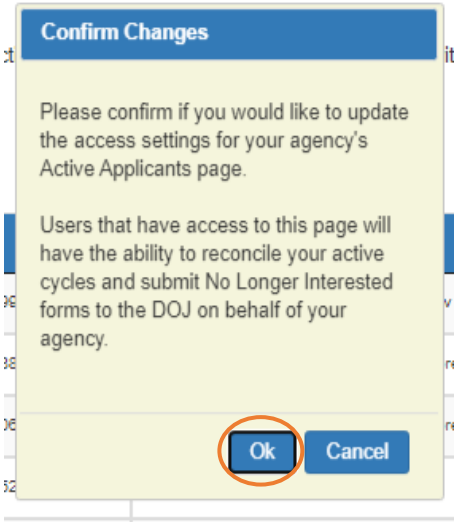
Once logged in as an Agency Head, hover over the Applicants button on the Navigation Bar and select Access Delegation from the drop down.



To give a Custodian of Records access to view and manage your agency's active applicants, select the checkbox associated with their name in the table and click the Submit button. Similarly, access may be removed by deselecting the checkbox and clicking Submit.

Please note: If you have the roles of both Agency Head and COR, you still must assign yourself access to view your agency's active applicants.

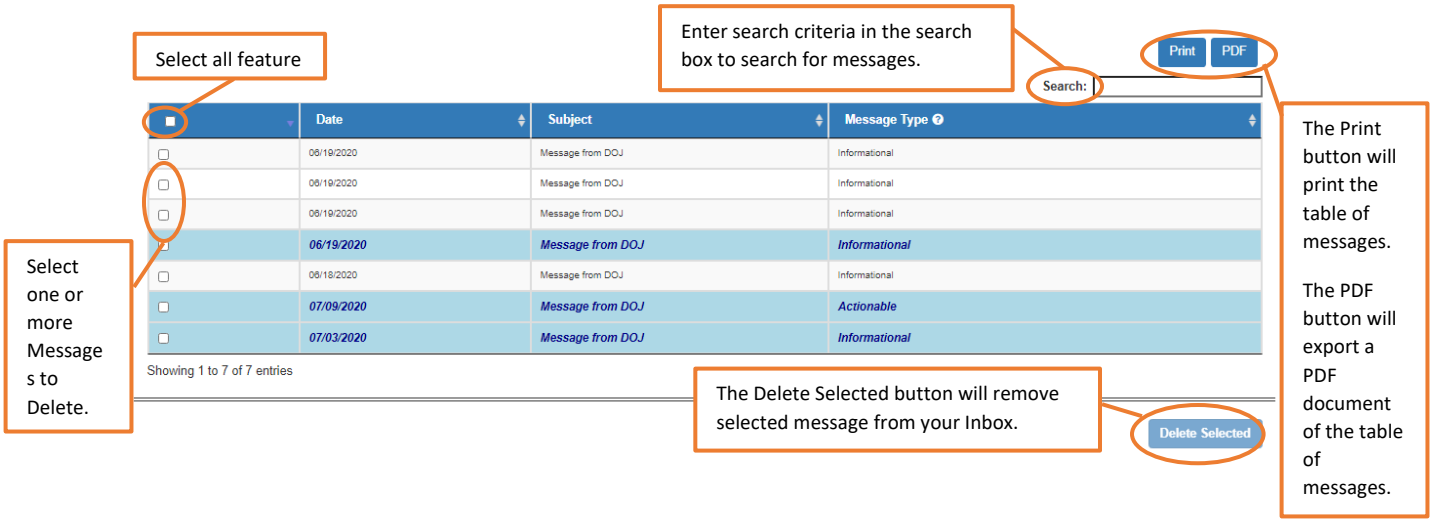
Confirm the selected CORs will now have access to the Active Applicants page by selecting Ok in the pop-up message.



AAJC SECTION 4: MESSAGES

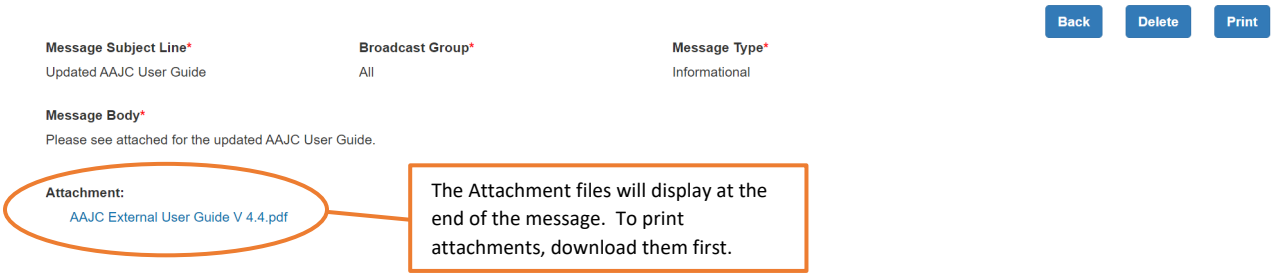
View your messages from the DOJ by selecting the Messages button on the navigation bar or the Messages widget from the dashboard on the Homepage.

Unless deleted, messages will be available for 90 days. By default, the most recent messages will display at the top of the table. Messages can be sorted by date, by subject or by message type.



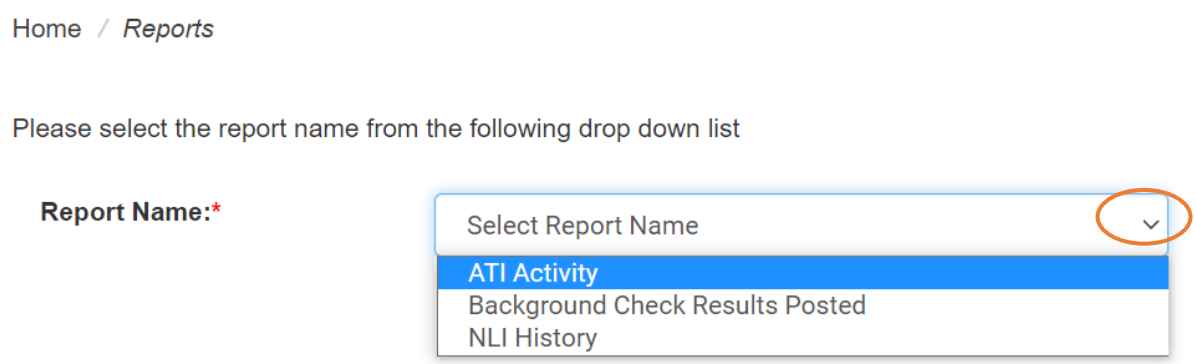
To view a message detail, simply select the message you wish to read. On the detail page, you will be able to see the entire message and have the ability to download additional information under the attachment section.

Select the Back button to return to the Messages page or select the Delete button to delete the message from your AAJC account. This will not delete the message for other users at your agency. The Print button will print the message as it appears on the screen, but it will not print the attachments. To print the message attachments, please download them first.



AAJC Section 5: REPORTS

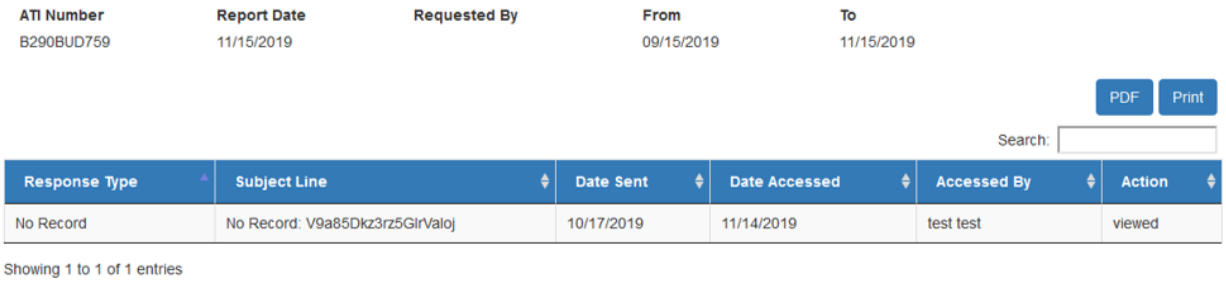
To view your agency's reports, select the Reports button on the navigation bar or the Reports widget from the dashboard on the Homepage. From the dropdown list, select the report you wish to run.



ATI ACTIVITY REPORT

The ATI Activity Report provides a listing of all user activity on all responses for a given ATI number for a specific period. To run the report, select ATI Activity from the Report Name dropdown list.

For accurate reporting, provide the date range of no more than 90 days and valid ATI Number for the report, and then select the Run button.

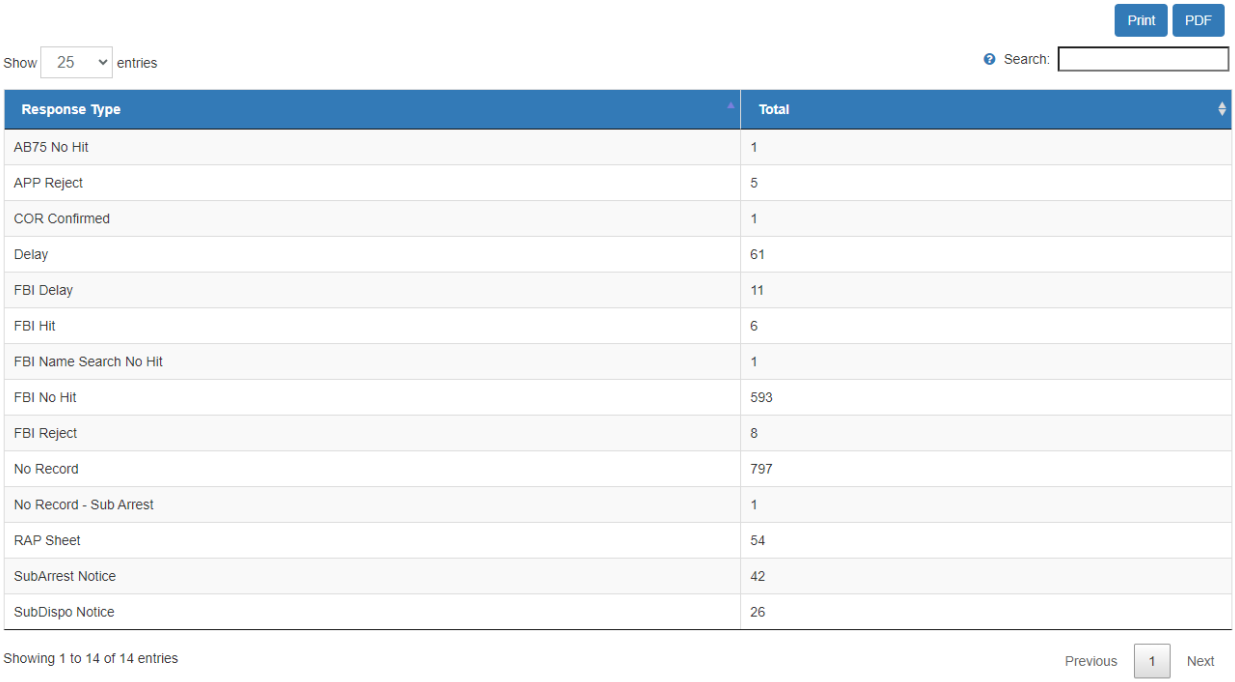


The results will show the Response Type, the Subject Line, the Date the response was sent, the Date the response was accessed, who accessed it, and the action that was performed. To sort the table, select the arrows in the column heading. This report can be either printed or exported as a PDF by selecting the appropriate buttons above the table.

BACKGROUND CHECK RESULTS POSTED REPORT

This report will provide you the total responses for your agency during a specific period of time. To run the report, select Background Check Results Posted from the Report Name dropdown list.

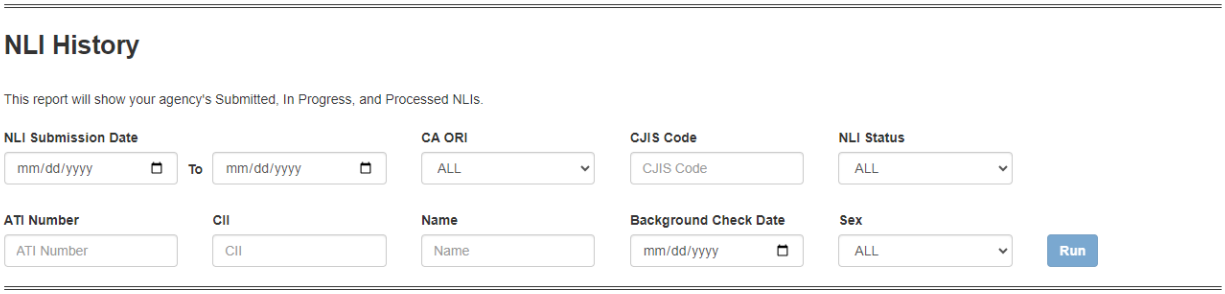
For accurate reporting, provide the date range of no more than 90 days, and then select the Run button.



The report will display Response Type and the Total number of a particular response type in that time period. To sort the table, select the arrows in the column heading. The Background Check Results Posted report can be printed or exported to a PDF file by selecting the appropriate button above the table.

NLI HISTORY REPORT

The NLI History Report provides additional information for NLI requests submitted by your agency within a given date range. To run the report, select NLI History from the Report Name dropdown list.



Enter an NLI Submission Date Range and select Run to view all NLI Requests submitted by your agency in that range. Additional search filters such as background check date, CJIS code, ATI, CII and applicant name will help narrow your results. Applicants with non-retainable applicant types are not applicable for NLI and will not display in the report. All NLI Requests matching the search criteria will populate in the table.

Agency Name
Your Agency Name
CA ORI
A1000

Report Date
07/12/2023
From
05/05/2023

Requested By
Example@doj.ca.gov
To
07/12/2023

Print PDF

Show 10 entries Search:

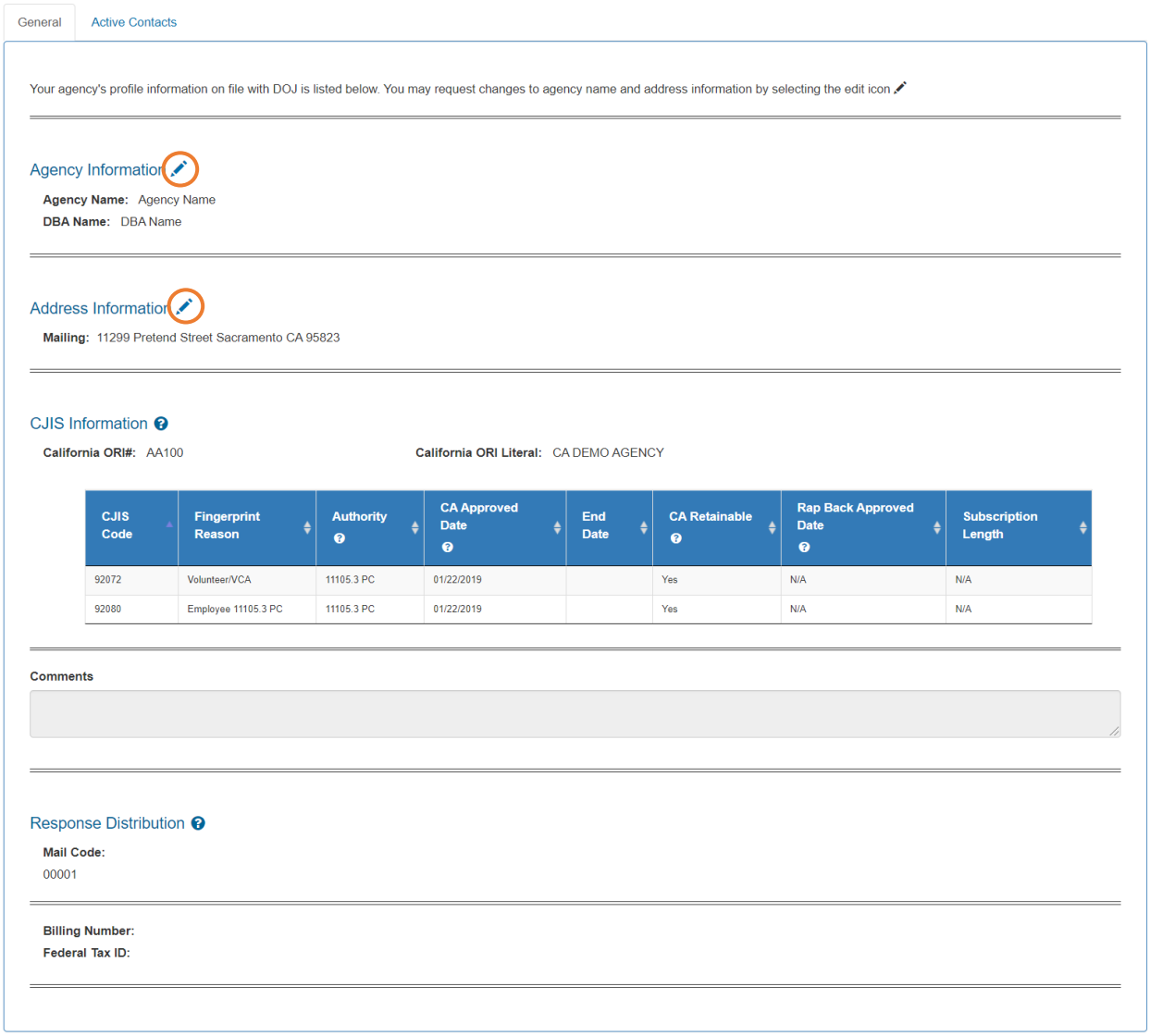
ATI Number	Applicant Name	CA ORI	CJIS Code	Background Check Date	NLI Submission Date	CII	Sex	NLI Status	NLI Requester
G184HOP654	Paula C Hoang	A1943	92014	07/03/2017	07/11/2023	34355118	F	In Progress 07/11/2023	user1@doj.ca.gov
I097LOR955	Roberto C Lopez	A1943	92014	04/07/2005	07/11/2023	26327672	M	In Progress 07/11/2023	user2@doj.ca.gov
I179HAE865	Erik J Hanson	A1943	92014	06/28/2019	07/11/2023	38603953	M	Processed 07/11/2023	DOJ Admin
I184ANB654	Bianca L Antunez	A1943	92014	07/03/2017	07/11/2023	36948343	F	Processed 07/11/2023	DOJ Admin
I184JAL653	Lelonie Lenise Jackson	A1943	92014	07/03/2017	07/11/2023	12523117	F	Submitted 07/11/2023	user3@doj.ca.gov
I184MUM347	Meghan N Murphy	A1943	92014	07/03/2017	07/11/2023	36046578	F	Submitted 07/11/2023	Example@doj.ca.gov
I184STS651	Stephanie Lynn Steinbach	A1943	92014	07/03/2017	07/11/2023	36947742	F	Submitted 07/11/2023	Example@doj.ca.gov
I288JUE000	Jimmy Pierce	A1943	92014	10/15/2019	07/11/2023	35882608	F	Submitted 07/11/2023	Example@doj.ca.gov
I288THJ215	Millard Johnson	A1943	92014	10/15/2019	07/11/2023	38861811	F	Submitted 07/11/2023	Example@doj.ca.gov
I289ALA017	Andrew Quincy	A1943	92014	10/16/2019	07/11/2023	38863888	F	Submitted 07/11/2023	Example@doj.ca.gov

The report will display the ATI Number, Applicant Name, ORI, CJIS Code, Background Check Date, NLI Submission Date, CII, Gender, NLI Status, and NLI Requester of all NLI Requests matching the search criteria. To sort the table, select the arrows in the column heading. The NLI History report can be printed or exported to a PDF file by selecting the appropriate button above the table.

AAJC SECTION 6: AGENCY PROFILE

To access your agency's profile information, select either the Agency Profile button on the navigation bar or the Agency Profile widget from dashboard on the Homepage.

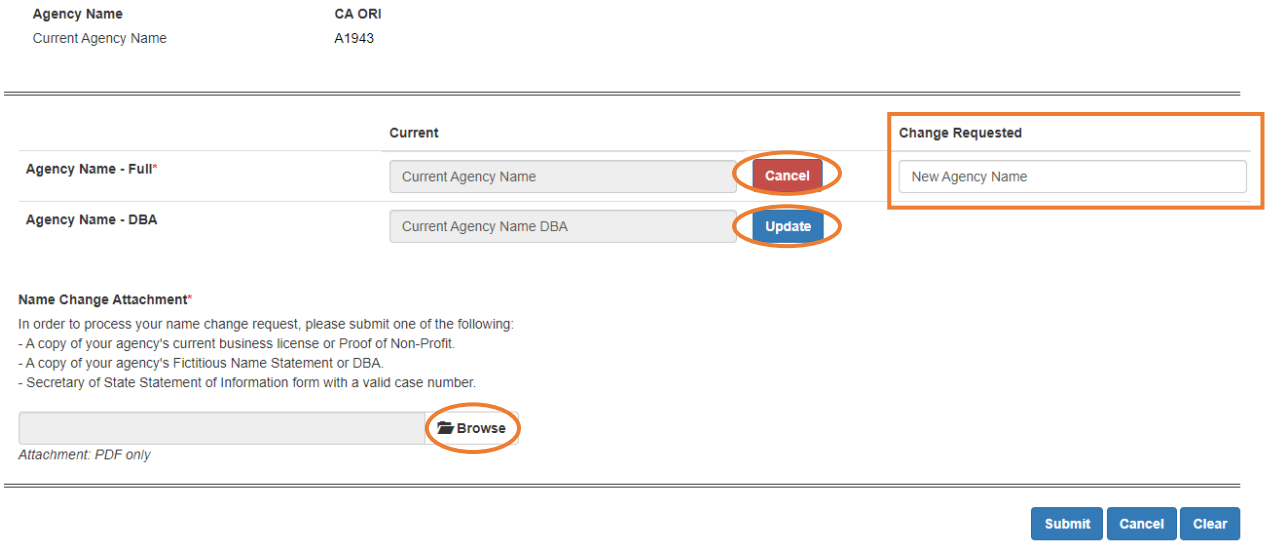
Your agency's profile page displays information on file with the DOJ, your Agency's Name, Mailing Address, ORI number, Authorized Applicant Types, Mail Code and more. To submit a request to change your Agency Information or Address Information, selecting the edit icon (pencil) next to the appropriate heading.



CHANGE AGENCY INFORMATION (NAME OR DBA NAME)

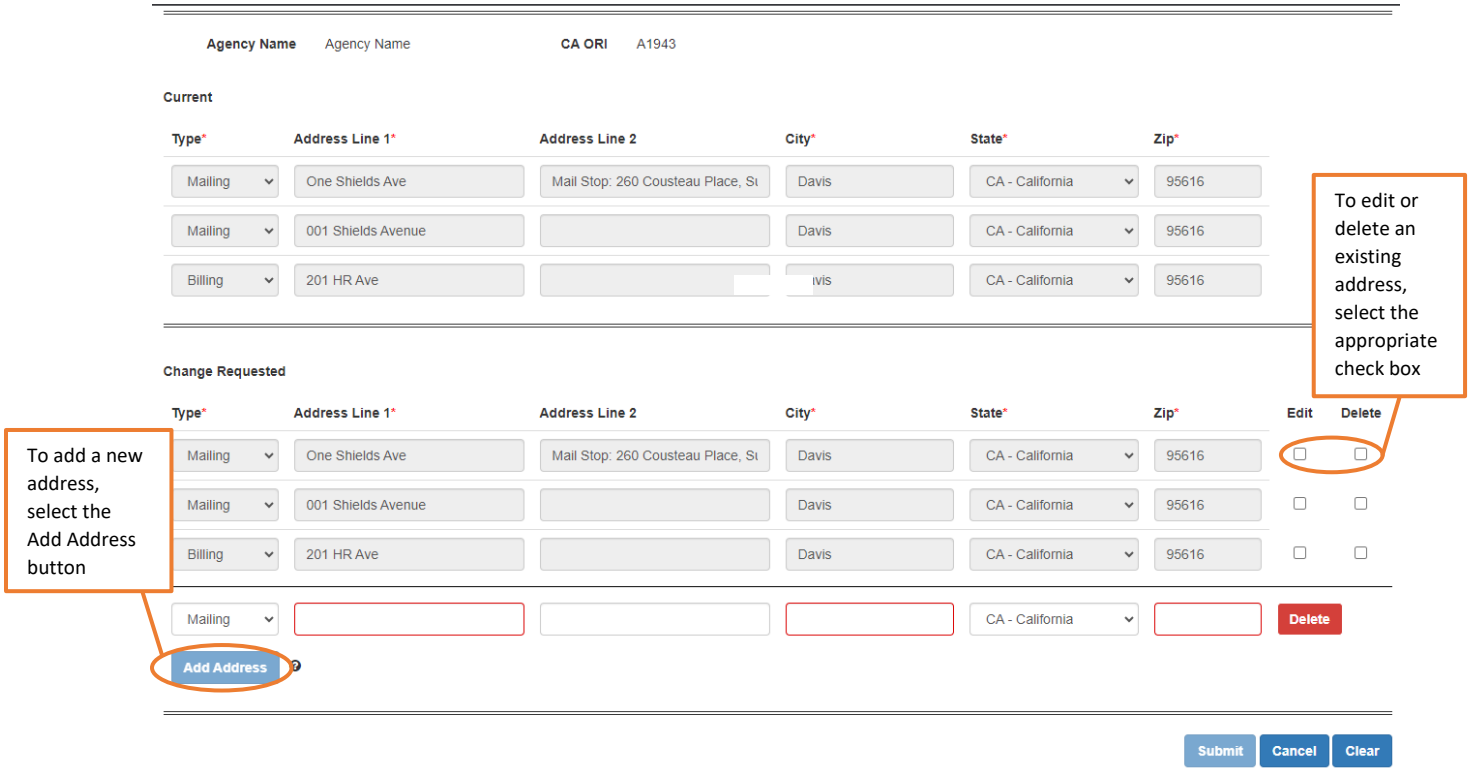
You can create a request to change your Agency's Name and your Agency's DBA by selecting the pencil icon next to the Agency Information heading on the Agency Profile page.

To request a change to your agency's name, select the Update button next to Agency Name Full or DBA row and a Change Request column will appear to the right. Enter your desired changes in the mandatory fields. Use the Browse button to attach your agency's current business license or Proof of Non-Profit, your agency's Fictitious Name Statement or DBA, or a Secretary of State Statement of Information form with a valid case number and select the Submit button. This will send a change request to the DOJ. To view the status of this or other requests, select the Requests link from the navigation bar.



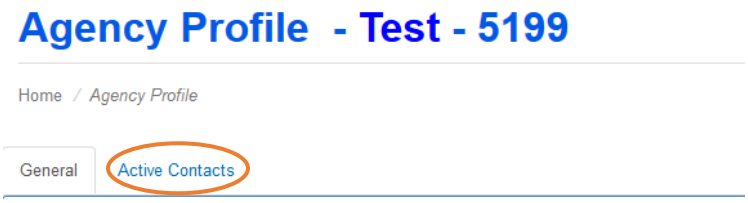
AGENCY ADDRESS CHANGE

You can also create a request to change, add, or delete an address on file by selecting the pencil icon next to the Agency Information heading on the Agency Profile page. Enter your desired changes in the mandatory fields and select the Submit button to send the change request to the DOJ. To view the status of this or other requests, select the Requests link from the navigation bar.

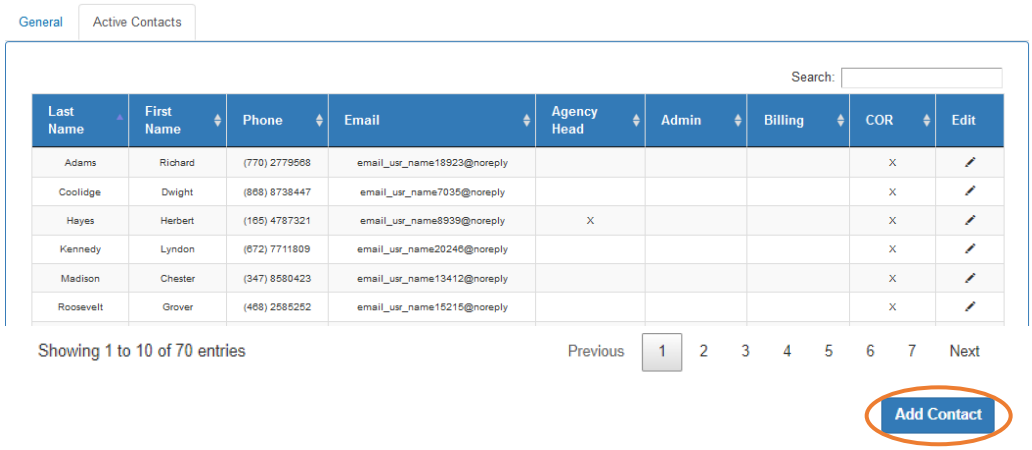


NEW CONTACT REQUEST

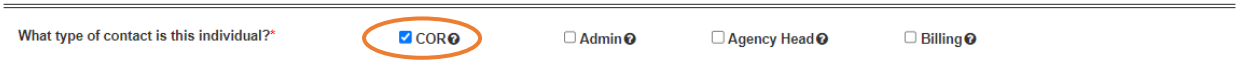
To view the authorized contacts associated with your agency, including their personal details and their roles, select the Active Contacts tab at the top of the Agency Profile page.



To add or create a new user for your agency, select the Add Contact button to initiate a new user request.



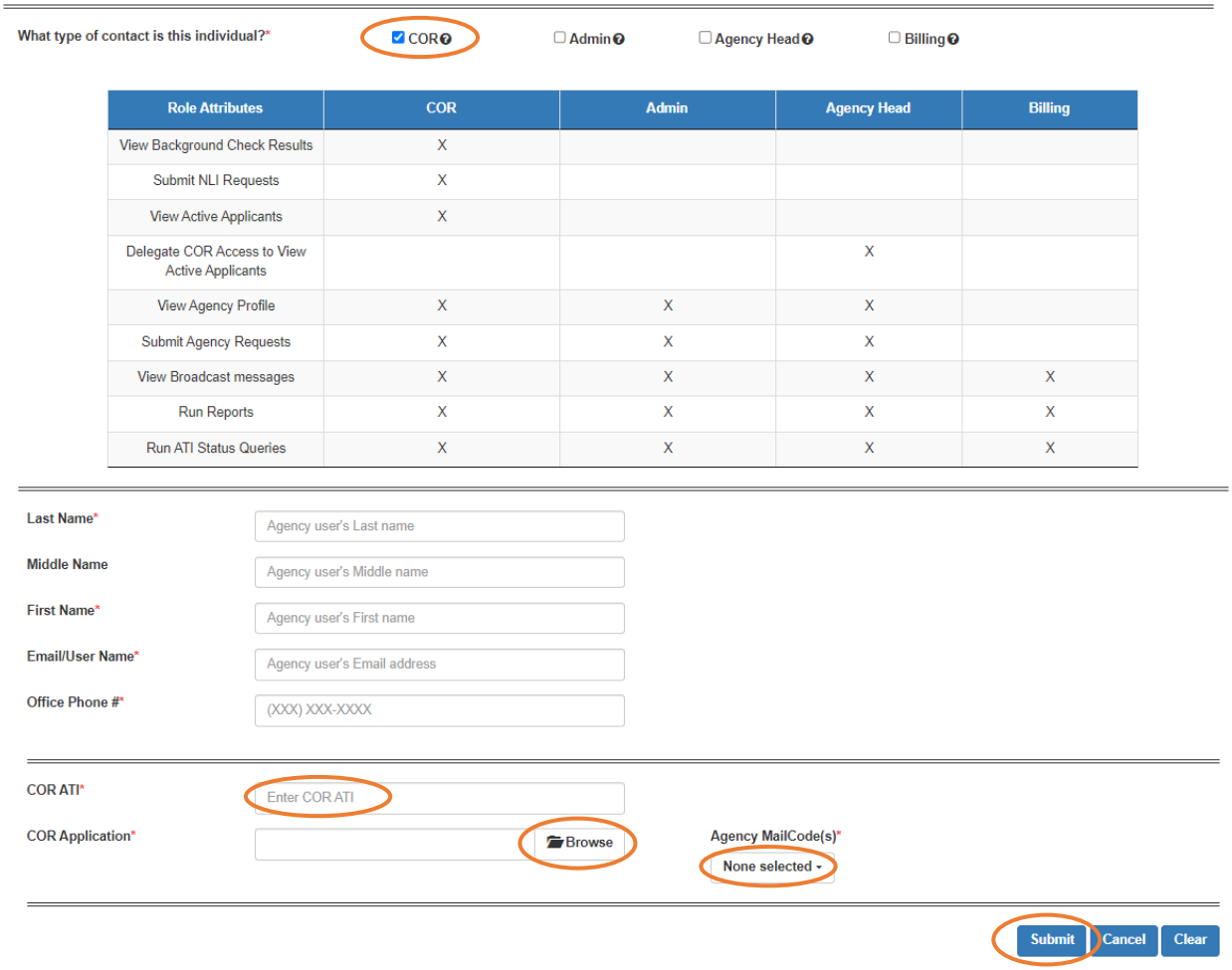
To initiate the request, start by choosing a role for the requested user. The contact role table distinguishes the role permissions for each role. After selecting a role, complete all the mandatory fields, and then select the Submit button. This will send a new contact request to the DOJ. To view the status of this or other requests, select the Requests link from the navigation bar.



Role Attributes	COR	Admin	Agency Head	Billing
View Background Check Results	X			
Submit NLI Requests	X			
View Active Applicants	X			
Delegate COR Access to View Active Applicants			X	
View Agency Profile	X	X	X	
Submit Agency Requests	X	X	X	
View Broadcast messages	X	X	X	X
Run Reports	X	X	X	X
Run ATI Status Queries	X	X	X	X

ASSIGN A CUSTODIAN OF RECORDS (COR)

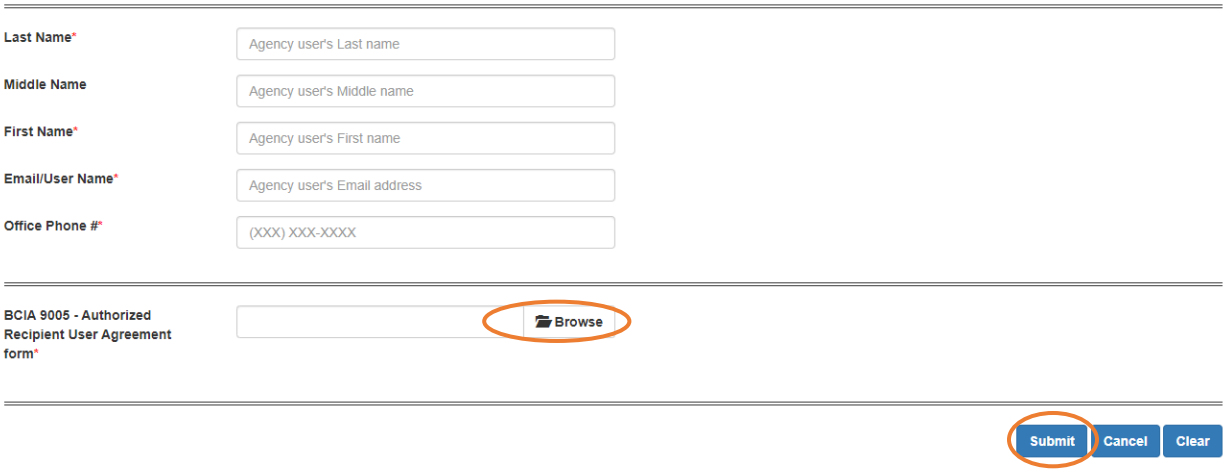
Pursuant to Penal Code section 11102.2(b), only a DOJ verified Custodian of Records (COR) can access background check results in the AAJC. To assign a COR for your agency, please instruct the delegated COR to complete the BCIA 8374 - COR Application. The delegated COR is required to also undergo a fingerprint-based background check as a COR applicant for the Department of Justice (DOJ). The delegated COR will fill out the BCIA 8016 CUS Live Scan Form and take the form to a live scan vendor to undergo the fingerprint-based background check. To submit a request to add a COR for your agency you'll need the completed COR application and the ATI (provided by the live scan vendor). Once you select the COR checkbox additional fields will display to upload the completed COR application, enter the ATI number and select the mail code(s) the COR will access.



If you have additional questions regarding the COR application process, please contact the Non-Criminal Justice Access Oversight Section at COR@doj.ca.gov.

ASSIGN AN AGENCY HEAD

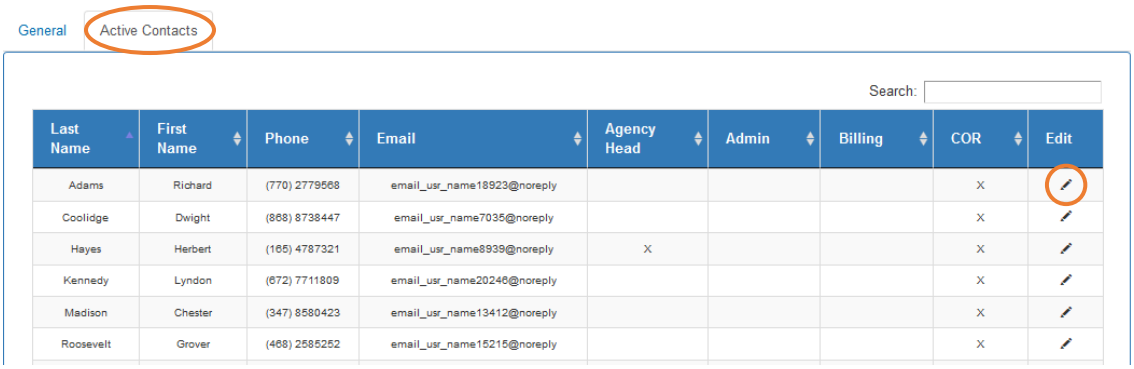
To delegate an Agency Head, please have the delegated Agency Head complete the BCIA 9005 - Authorized Recipient User Agreement form. This form is required to submit a request to Add an Agency Head for your agency.



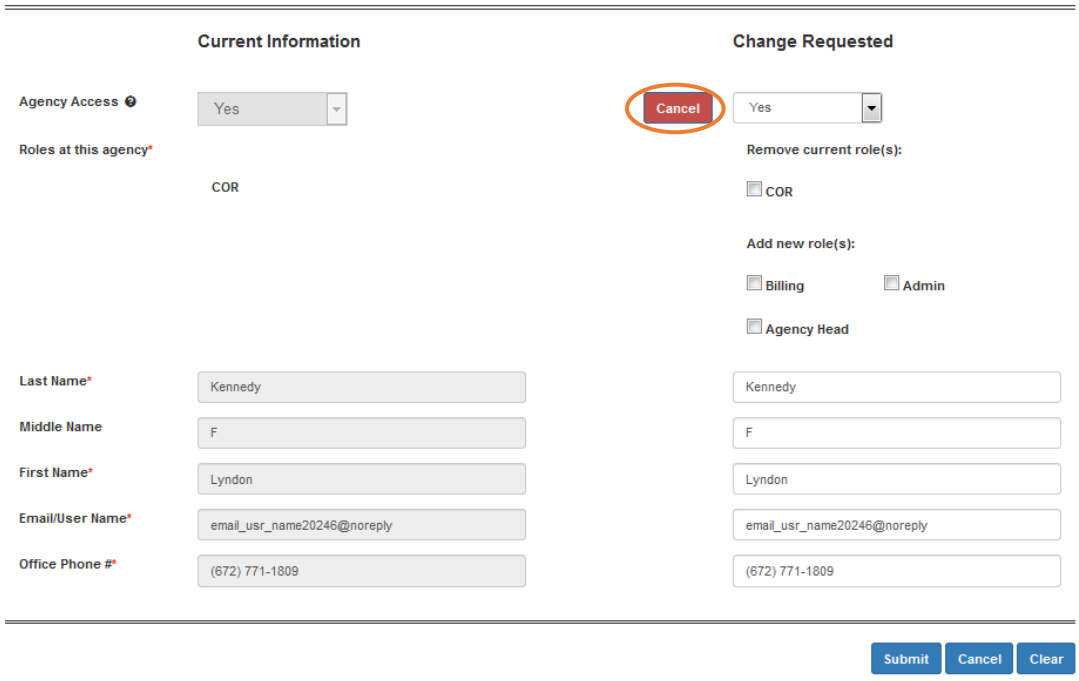
If you have additional questions regarding the Agency Head delegation process, please contact the Non-Criminal Justice Access Oversight Section at COR@doj.ca.gov .

EDIT AN EXISTING CONTACT

To edit an existing user, navigate to the Agency Profile page and select the Active Contacts tab at the top of the Agency Profile page to view the users. To request changes for an existing user, select the pencil icon associated with that user located in the Edit column.



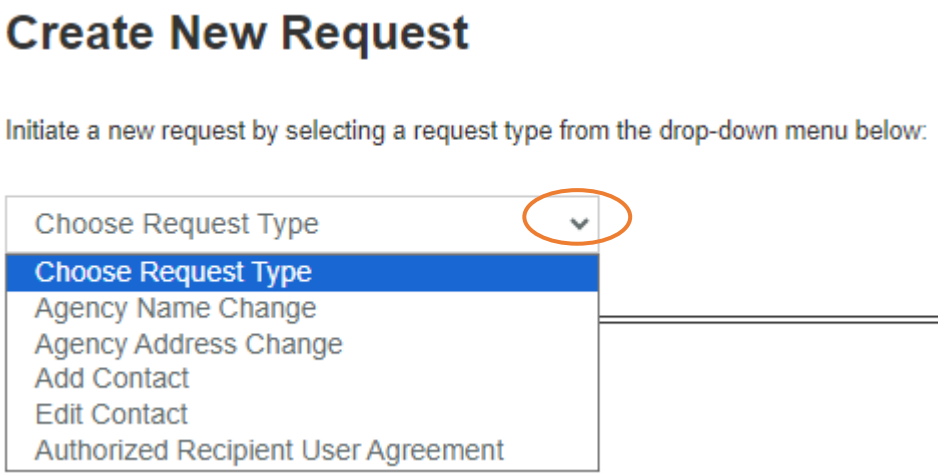
To request a change to an existing user's contact information or role, select the Update button and the Change Request column will appear to the right. Select or enter your desired changes into the mandatory fields and select the Submit button. This will send a change request to the DOJ. To view the status of this or other requests, select the Requests link from the navigation bar.



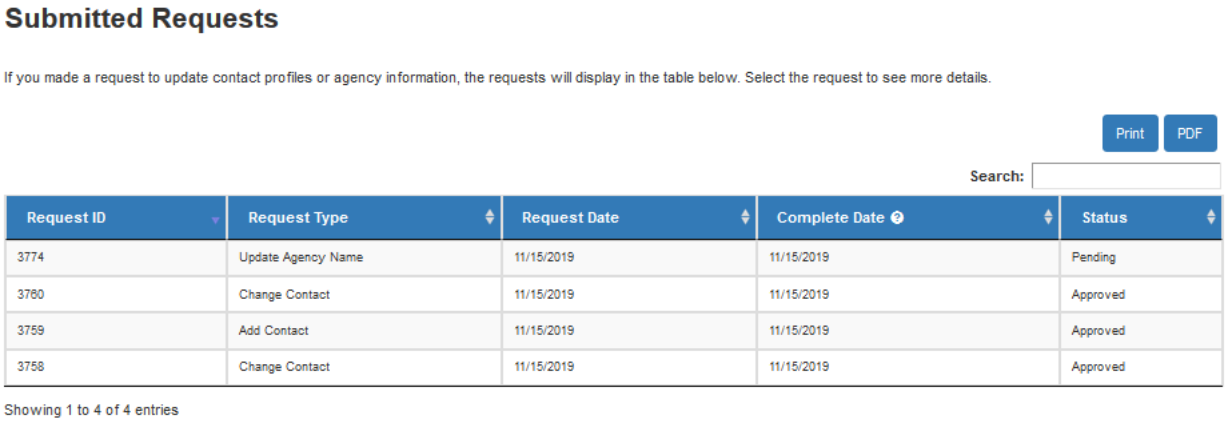
AAJC SECTION 7: REQUESTS

To make a new request or view your agency's submitted requests, select the Requests button on the navigation bar or the Request widget from the dashboard on the Homepage.

The Create New Request drop-down menu allows you to create new requests and view submitted requests in the same location. Certain requests can also be initiated through your Agency Profile page (See AAJC Section 6 Agency Profile for additional information).



The Submitted Requests table will show the Request ID, Request Type, Request Date, Complete Date, and the request Status. To sort the table, select the arrows in the column heading. This report can be either printed or exported as a PDF by selecting the appropriate buttons above the table.



To view the details of a submitted request, select the request from the table. View comments or changes made by the processing DOJ administrator on pending, approved, or denied requests. Requests can be printed or exported as a PDF by selecting the appropriate buttons on the request details page.

AUTHORIZED RECIPIENT USER AGREEMENT

All authorized applicant agencies are required to complete, sign, and return the updated Authorized Recipient User Agreement (BCIA 9005) to the DOJ by June 1, 2023 to remain in compliance with state and federal laws for the release of criminal offender record information.

Before submitting this request, please download the BCIA 9005 form from the Authorized Recipient User Agreement request page and upload the signed agreement in the attachment box. If another Custodian of Records has already submitted an approved BCIA 9005 form for your agency, you will not need to complete another. Please do not submit multiple agreements for your agency.

CALVECHS ENROLLMENT REQUEST

Only the Youth Org (YO), Human Resources (HR), Youth Transportation (YT), and State University (SU) agencies will be qualified for California Volunteer Employee Criminal History Service (CalVECHS). If your organization provides care, treatment, education, training, instruction, supervision, recreation, or care placement services to children, the elderly, or the handicapped, your agency may qualify to participate in the CalVECHS Program. Enrollment into this program allows your agency to receive state and federal level criminal offender record information (CORI) for all prospective employees and volunteers for your agency.

Federal law prevents the California Department of Justice from disseminating federal-level CORI to non-governmental agencies outside of the CalVECHS Program. If your agency elects not to enroll in CalVECHS your agency will not receive federal CORI. To submit your CalVECHS Enrollment Request, download, complete, and sign the listed forms on the CalVECHS Enrollment Request page. These forms will need to be uploaded to the request page in order to submit the request.

AAJC SECTION 8: RESOURCES

To navigate to the Resources page, select the Resources widget from the dashboard on the Homepage. This page contains resources such as links, documents, forms, training materials, and video tutorials to assist you with your duties as an authorized agency.

ATI STATUS CHECK

Follow the link to access the CA Attorney General's Applicant Background Check Status webpage at https://applicantstatus.doj.ca.gov/. To view the completion status of an applicant's fingerprint background check, enter the applicant's ATI and Date of Birth, complete the Captcha, and select Submit.

APPLICANT AGENCY FORMS/DOCUMENTS

Select a document from the drop down menu and click Download to download the document to your computer.

TRAINING CURRICULUM - CJIS ONLINE SECURITY TRAINING

All users viewing background checks containing Criminal Offender Record Information (CORI), for the purposes of licensing, certification or employment, are required to successfully complete basic security awareness training within six months and are required to renew the training annually. To help facilitate this training for our applicant agencies, the California Department of Justice (DOJ) will be using an online testing system called **CJIS Online**. The training may be accessed through https://www.cjisonline.com/.

The email address used for the username is the same as the one registered for AAJC and a temporary password will be sent with your AAJC Welcome Email. If you did not receive a temporary password, please select “Forgot your password?” from the CJIS Online login page and enter your email address when prompted. Once logged in, you will be asked to change your password and verify your contact information. The Security Awareness Training will be found under the Certifications Tab in the navigation bar. Once the training and test are completed, there is no need to send the certificate to the DOJ.

For our law enforcement Custodian of Records that have completed a nexTEST Level 2 or greater certification, please submit a copy of your active certificate to aajcsupport@doj.ca.gov. By doing so, you will receive credit for the Security Awareness Training requirement. However, you will still be subject to recertification annually based upon your nexTEST certification date.

Please allow 24-48 hours for any recently completed training to be reflected in AAJC. If you continue to see the reminder after 48 hours of completing your training, please reach out to aajcsupport@doj.ca.gov for additional information.

VIDEO RESOURCE LIBRARY

Select a video tutorial from the drop down menu to view helpful training videos of new AAJC features and enhancements.

- AAJC Password Reset – How to change your password in the Identity Management application for the AAJC portal.
- Active Applicants Delegate COR Access – As an Agency Head, how to delegate CORs of your

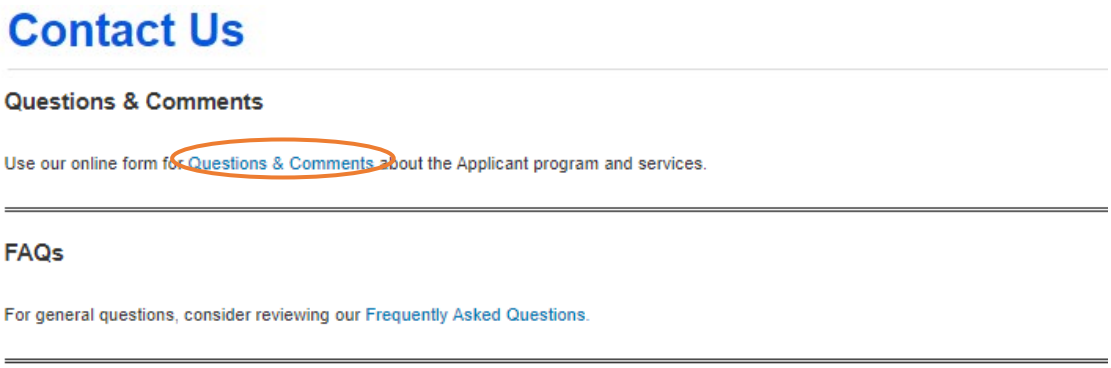
agency to view the Active Applicants page.

- Active Applicants Designate a New Contact – How to add a new user as your agency's Agency Head using a New Contact Request.
- Active Applicants Designate an Existing User – How to add the Agency Head role to an existing AAJC user using the Edit Contact Request.
- Active Applicants Identifying Your Agency Head – How to view your agency's current contacts and roles on the Active Contacts tab and identify your Agency Head.

AAJC SECTION 9: CONTACT US

To navigate to the Contact Us page, select the Contact Us button on the navigation bar.

AAJC Support handles technical issues and inquiries related to portal access. To contact the various units within the Department of Justice, please navigate to the Questions & Comments page via the hyperlink provided.



This page allows you to send a question or comment on any of the following subjects. First, select the Subject in which your inquiry pertains to, and then complete the inquiry by providing further details on the question or comment. Please select the preferred contact method before submitting. Inquiries are generally responded to within five business days.