

Minnesota Department of Human Services NETStudy 2.0 Instructions

The Department of Human Services (DHS) is now using NETStudy 2.0 to process background study requests in Minnesota. This system includes fingerprinting and does not need to be renewed annually. Please follow these instructions to generate a background study and become affiliated as a healthcare student or faculty member at Concordia University, St. Paul:

1. Go to NETStudy 2.0 Applicant Portal at <https://netstudy2.dhs.state.mn.us/Applicant>
2. Create an Account If you have not created an account before:
 - a. Click “Register as a new user.”
 - b. Enter your account information. Click “Register.”
 - c. Check your email for the temporary password.
3. Login
 - a. Your username is your email address. A temporary password will be sent to your email account. When you login, you will be prompted to change your password and choose a security questions.
4. **IF you have created an application before, login with your username and password.**
5. Enter Application Information
 - a. Click “Create Application” on the home screen
 - b. Enter **C7NC7A in the provider number** field for *Concordia University*. Click Search. If the correct provider is displayed, click “Continue Application.”
 - c. Enter your demographic information. Entering your email is needed so you are sent the link to complete the consent and disclosure process when the applicant portal is not used. It is also needed for study subjects (you) to receive fingerprint information from IDEMIA. The consent and disclosure is included in the applicant portal process.
 - i. **NOTE:** You are encouraged, but not required, to include your social security number (SSN) on the application. If you include your SSN, your fingerprints should transfer to any future DHS studies, so that you will not be required to be re-fingerprinted in subsequent studies. If you have had a recent study completed, including fingerprints, through another entity and you included your SSN on both your recent study and your application with CSP, then you should not need to be re-fingerprinted as part of the CSP application. If you choose to include your SSN, please include it on your initial registration, as it cannot be added later.



Figure 1. Email address is required.

- d. Click “Next” after you have completed all required fields. Be careful to enter the information correctly. You will not be able to change it unless you contact the provider. After you have reviewed the information from the registry screen, click “Finish.” Clicking “Finish” will submit your application to *Concordia University*.
 - e. If you have questions about your background study status call (651) 431-6620. If you have questions about this notice or technical issues registering an account call (651) 431-6625.
6. After you complete the application steps, *Concordia University* will receive a notification of your background study in order to pay for the study, so it is vital to have the application created before meeting with *Concordia University*.
 7. You will be contacted by Jennifer Menke for the DPT program or Rachel Meyer for Nursing (or another authorized representative from CSP) to set up an appointment to verify your identity. This appointment takes 5-10 minutes and must be completed in one of the following ways:
 - a. Travel to CSP’s campus in person. (Best option)
 - b. Video chat via Google Hangout/Meet on your laptop or smart phone through your CSP email account. *Be sure to set up your video and microphone *before* the meeting.
 - c. Mail a notarized copy of your ID to Jen Menke (DPT) or Rachel Meyer (Nursing) at the following address. This must be the same ID that you used to create your DHS account (most often, your driver’s license):

Concordia University
Attn: [insert Jen’s or Rachel’s name]
1282 Concordia Ave
St. Paul, MN 55104

8. After we have verified your ID, we will submit your background study application to the Department of Health and Human Services (DHS).
9. You will receive an email from IDEMIA with instructions on how to complete the online pre-enrollment process.
 - a. In some situations, you might receive multiple emails from IDEMIA with instructions on how to complete the online pre-enrollment process. These emails will look similar,

however, each email will contain a unique Universal Enrollment Identification (UE ID) number. You should keep their multiple emails from IDEMIA so they can present your UE IDs to the fingerprint technician. Presenting their UE IDs will alert the fingerprint technician to take your fingerprint multiple times – once for each UE ID.



Identigo

Service Details:

Customer:	TESTP D.
Background Study ID:	1800302
UE ID:	UZHN111RAJ
Services	
MIN CRD Background Study:	\$9.50
Total:	\$9.50

Payment to make at the time of this service. We accept the following methods of payment: Authorization Code, Business Check, Money Order, Credit Card, Debit Card, Personal Check, and Cashier's Check. Cash will not be accepted.

Status as of 09/07/21

Pre-Enrolled

- Click on the link to complete the pre-enrollment screens and schedule a time to be fingerprinted and photographed.
- Check to find any additional emails that look like this one, but that have a different UEID number. If you have more than one of these emails, the law requires you to be fingerprinted more than once for different jobs or positions.
 - If the emails have different UEID numbers, give the fingerprint technician all of the numbers when you go to be fingerprinted.
 - You only need to schedule one fingerprint appointment.

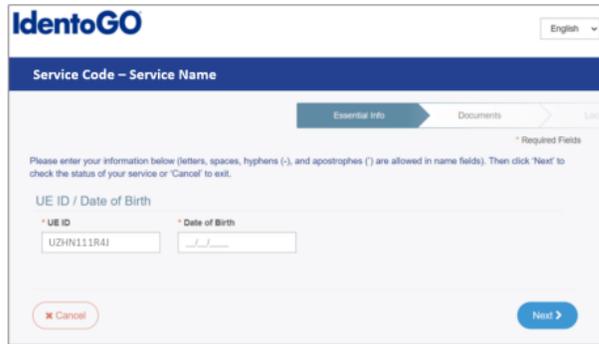
If you have questions about the pre-enrollment process or need to schedule your fingerprint and photo appointment over the phone, please call IDEMIA's Call Center at 855-556-8505.

[Click here to schedule your appointment](#)

10. You will complete the online pre-enrollment process.

a. IDEMIA's pre-enrollment process is an online system used to:

i. **Confirm** your first name and date of birth are correctly entered in NETStudy 2.0



Identigo English

Service Code – Service Name

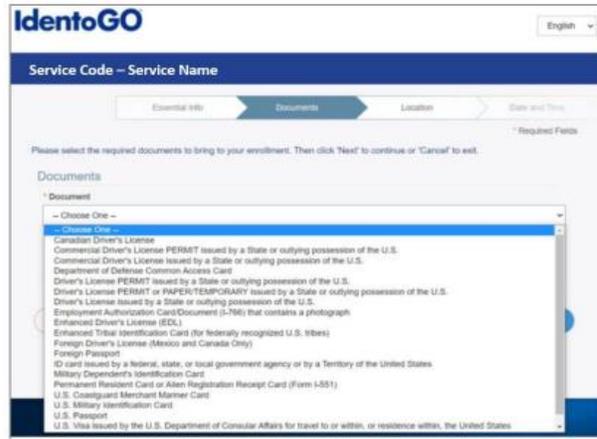
Essential Info Documents Location

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to check the status of your service or 'Cancel' to exit.

UE ID / Date of Birth

* UE ID * Date of Birth

ii. **Select** what type of identity document you will use at the fingerprint and photo service location to verify your identity. You may choose to bring a different type of identification to the service location from what they selected during pre-enrollment. However, the identity document must be on the list of acceptable forms of identification.



Identigo English

Service Code – Service Name

Essential Info Documents Location Date and Time

Please select the required documents to bring to your enrollment. Then click 'Next' to continue or 'Cancel' to exit.

Documents

* Document

- Choose One –
- Choose One –
- Canadian Driver's License
- Commercial Driver's License PERMIT issued by a State or outlying possession of the U.S.
- Commercial Driver's License issued by a State or outlying possession of the U.S.
- Department of Defense Common Access Card
- Driver's License PERMIT issued by a State or outlying possession of the U.S.
- Driver's License PERMIT or PASSER/TEMPORARY issued by a State or outlying possession of the U.S.
- Driver's License issued by a State or outlying possession of the U.S.
- Employment Authorization Card/Document (I-766) that contains a photograph
- Enhanced Driver's License (EDL)
- Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
- Foreign Driver's License (Mexico and Canada Only)
- Foreign Passport
- ID card issued by a federal, state, or local government agency or by a Territory of the United States
- Military Dependents Identification Card
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- U.S. Coastguard Merchant Mariner Card
- U.S. Military Identification Card
- U.S. Passport
- U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States

- iii. **Locate** an IDEMIA/IdentoGo fingerprint and photo service location <https://www.identogo.com/locations/minnesota> using your ZIP code. A list of locations will appear, and you will then select a location and click “Next.” You can use this feature to find a location within or outside Minnesota.
 - iv. **Schedule** an appointment at an IDEMIA/IdentoGo fingerprint and photo service location.
 - v. If you have a problem with fingerprinting pre-enrollment you may contact an IdentoGo Representative at 844-556-8505 with questions or visit the UEP website at <https://uenroll.identogo.com/status-check>.
11. Arrive at the fingerprint and photo service location at your scheduled time.
 12. The fingerprint technician verifies your name and date of birth, and validates your identification document.
 13. The fingerprint technician takes your fingerprint and photograph.
 - a. IDEMIA’s UEP technology evaluates the quality of your fingerprints and will identify if the fingerprints are at risk of rejection based on FBI standards. If it is likely that the FBI will reject a person’s fingerprints, the fingerprint technician will be alerted, and you will have a second set of fingerprints scanned. In the event of an FBI rejection, the second set of fingerprints are submitted automatically. There is no additional charge for this and you do not need to return to a fingerprint location.
 14. Fingerprint and photo service fee is paid and you will receive a receipt.
 - a. The fee for fingerprinting and the photograph service is **\$9.50**. **You make the payment via Visa, MasterCard, Discover, or American Express at the time the fingerprinting and photo service is provided.** This prevents the need for refunds when payment is made in advance, but the person is not yet fingerprinted. **Cash is not accepted.**
 15. You will acknowledge that fingerprints will be used for state and federal criminal history check.
 16. Finally, keep checking your *Documents* in DHS for an electronic copy of your *Clearance Letter* to submit per the process outlined by your clinical program. (For example, Physical Therapy uses Exxat and Nursing uses Passport). You may contact Jen (DPT) or Rachel (Nursing) with questions about submission.

Overview of Fees

Background Study Fee: \$42

Concordia will pay this fee one (1) time for each applicant. IF the applicant does not complete fingerprinting by the prescribed deadline, the study must be restarted and the applicant will be responsible for paying the \$42 to resubmit the study.

Fingerprint and Photo Fee: \$9.50

The applicant is always responsible for this fee.

Contact Information

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