



# **Criminal History User Guide**



**October 2012**

**Revision 2**

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## 1. Introduction

This document outlines step-by-step instructions for successful electronic transmittal of background check information (e.g., fingerprints) to the Nuclear Regulatory Commission (NRC), as required by 10 CFR Part 73.57, via the Electronic Information Exchange (EIE) process, which is available on the NRC's "Electronic Submittals" Web page (<http://www.nrc.gov/site-help/e-submittals.html>).

## 2. First Time User Required Actions

To submit background check information to the NRC, first-time users must successfully complete the steps described in [Sections 2.1](#) (which include [2.1.1](#), [2.1.2](#) and [2.1.3](#)). These are one-time, nonrecurring steps.

### 2.1 Requesting, Obtaining and Installing Your Digital ID Certificate


In undertaking the multi-step process of requesting, obtaining, and installing a digital certificate, it is important to be aware that you must pick up (and later renew) your digital ID certificate from the *same PC* where you initially enrolled for the certificate. This is a security precaution imposed by Versign, the digital certificate issuer. Therefore, it is important that you enroll for the certificate from a PC where you receive e-mail for the e-mail address that will be associated with your digital ID certificate.

#### 2.1.1 Requesting an NRC Approval Code

Prior to starting the Digital ID enrollment process, you must have an NRC Approval Code. If you do not have an NRC Approval Code, Criminal History Program participants should call (301) 492-3531 or send an email request to the NRC's Criminal History Program staff at: [CrimHist.Resource@nrc.gov](mailto:CrimHist.Resource@nrc.gov) with the following basic information: your name, email address, phone number, organization, role in the organization and reason for submitting documents to the NRC.

### 2.1.2 Requesting a Digital ID Certificate

**Important:**



For *all* Internet Explorer versions below 9.0, users must be aware that additional actions are required prior to successfully completing the enrollment process. For Internet Explorer users only, the security settings must be set to “Medium”. See [Section 6 “Digital ID Certificate Enrollment Steps”](#) within the [NRC’s Digital ID Certificates Guide](#) located on the NRC’s Obtain a Digital ID Certificate Website (<http://www.nrc.gov/site-help/e-submittals/apply-certificates.html>) for detailed step-by-step instructions on changing the security settings and requesting a certificate.

Additionally, Google Chrome, Mozilla Firefox 4.0 and 5.0 do not work for the Forms Viewer

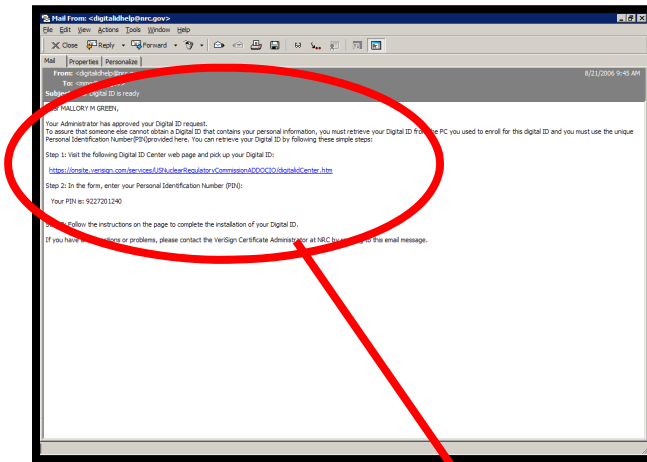
Once you have obtained an approval code (see [Section 2.1.1](#)), to enroll for an NRC issued digital ID certificate, go to the NRC’s “Electronic Submittals / NRC’s Digital ID Center” website (<https://onsite.verisign.com/services/USNuclearRegulatoryCommissionADDOCIO/digitalidCenter.htm>)

Select the  link and complete the form.

### 2.1.3 Installing the Digital ID Certificate


You will receive a “Your Digital ID is ready” e-mail if your digital ID certificate request is approved. This e-mail will contain both a VeriSign-provided Personal ID Number (PIN) and a link to NRC’s Digital ID Center.

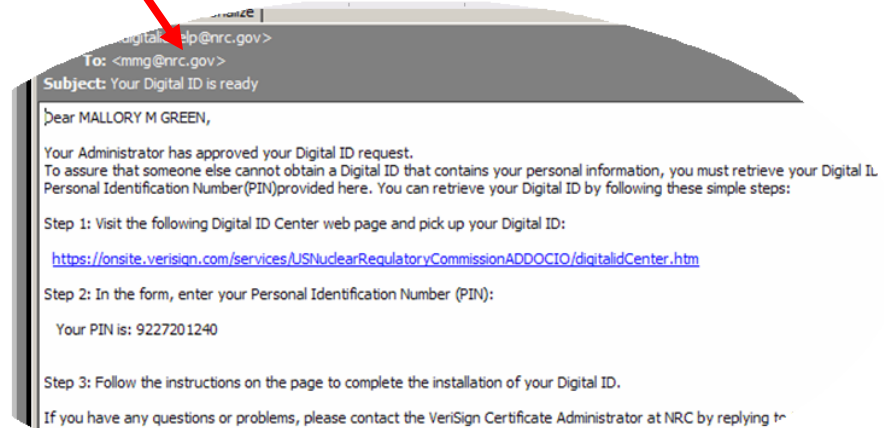
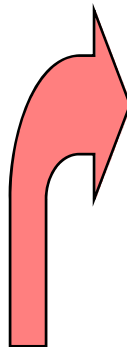
To pick up and install your digital ID certificate, open the “**Your Digital ID is ready**” e-mail message.



Copy the PIN (provided in the e-mail message). An easy copying method is to highlight the PIN then

simultaneously press the  key

on the keyboard and the  key.



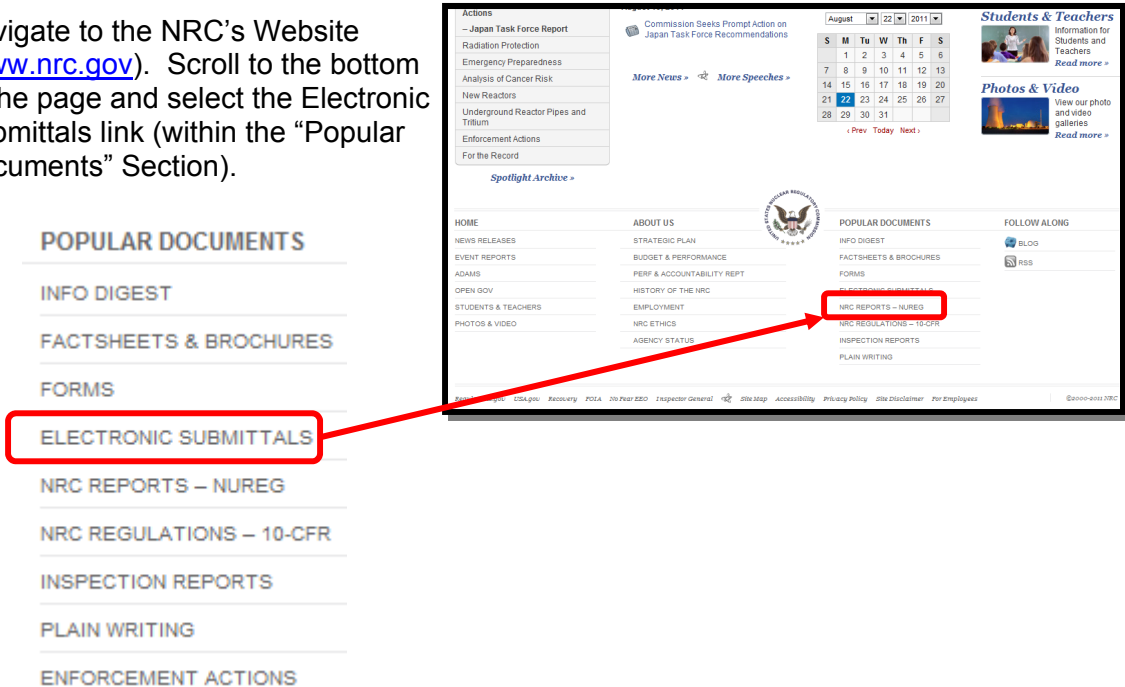
Next, click on the link within the e-mail message. This will take you to the NRC Digital ID Center’s “**PICK UP ID**” web page.

See [Section 7 “Digital ID Certificate Installation Steps”](#) within the [NRC’s Digital ID Certificates Guide](#) to complete the installation process.

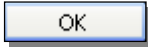
### 3. Submissions

#### 3.1 Access the Criminal History Application

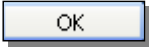
Navigate to the NRC's Website ([www.nrc.gov](http://www.nrc.gov)). Scroll to the bottom of the page and select the Electronic Submittals link (within the "Popular Documents" Section).

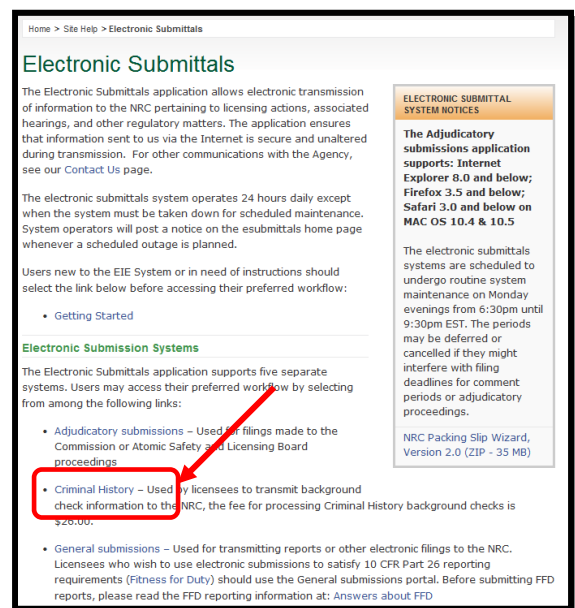


From the "[Electronic Submittals](#)" Web page, select:

- ◆ [Criminal History](#)
- ◆ A **Choose a digital certificate** dialogue box will appear. Click **on** the certificate and then select the  button. A **Signing data with your private exchange key** dialogue box will appear.

Within the blank **CryptoAPI Private Key** field, enter the certificate password you created when you imported the certificate.

Select the  button to proceed.



## 3.2 Consent to Monitoring

The user must recognize that the use of a federal computer system constitutes consent to monitoring and is for official or authorized use only. Should monitoring reveal possible evidence of violation of criminal statutes or Public Law, your identification may be provided to the appropriate law enforcement officials and subjects you to criminal prosecution, fine, imprisonment, or other disciplinary action.

The following options are provided to the user:

- ◆ To acknowledge and proceed select the radio button for:

I consent to monitoring.

- ◆ Select the

United States Nuclear Regulatory Commission  
Protecting People and the Environment U.S.NRC

**Welcome to NRC's Criminal History application**

USE OF THIS COMPUTER CONSTITUTES A CONSENT TO MONITORING.

This computer system is for official or authorized use only. Federal computer systems are subject to monitoring for maintenance, to preserve system integrity and security, and for other official purposes. You should not expect privacy, nor protection of privileged communication with your personal attorney, regarding information you create, send, receive, use, or store on this system. If monitoring reveals possible evidence of violation of criminal statutes, this evidence and any related information, including your identification, may be provided to law enforcement officials, including the Office of the Inspector General. Anyone who violates security regulations or makes unauthorized use of Federal computer systems is subject to criminal prosecution and/or disciplinary action.

UNAUTHORIZED ACCESS PROHIBITED BY LAW - TITLE 18 U.S. CODE SECTION 1030

Public Law 99-474 provides that anyone who accesses a Federal computer system without authorization, and by means of such conduct obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer, shall be subject to fine or imprisonment, or both.

REPORT ANY UNAUTHORIZED USE TO COMPUTER SECURITY AND THE INSPECTOR GENERAL

I consent to monitoring.  
 I do not consent to monitoring.

© Copyright 2012 NRC

**Note:** When selecting “I do not consent to monitoring”, the only option offered is to select the **Exit** button:

I do not consent to monitoring.

Continue as follows:

- ◆ First Time Users: See [Section 3.3.1](#) (Request Access to Criminal History)
- ◆ First time installing the Active X plug: See [Section 3.3.2](#) (Install the Signing Active X plug in)
- ◆ Continuous users: See [Section 3.4](#) (Welcome to the NRC Criminal History Page).

## 3.3 First Time Users

### 3.3.1 Request Access to Criminal History

First time users to Criminal History will receive the “Request Access to Criminal History” page. If you are not a first time user, continue with [Section 3.4](#), “Welcome to the NRC Criminal History” page.


This page contains the users profile information. All required fields, annotated with an asterisk (\*) must be populated


The “Certificate Information” is pre-populated with information extracted from your Certificate. These fields are not editable.

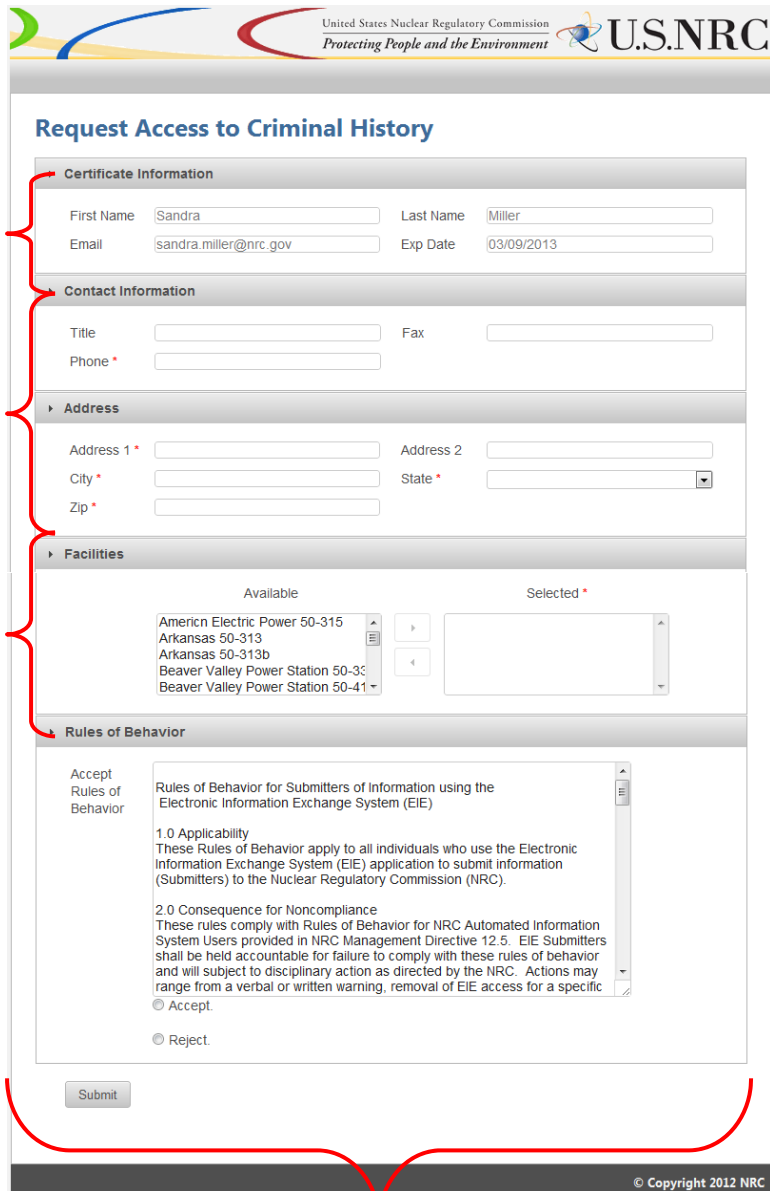
“Contact Information” and “Address” sections are text fields (with the exception of **State**, which contains a drop down menu to select from).

“Facilities” section: within the **Available** box, click on (to highlight) the Facility access is desired.

**Note:** To select more than one Facility, hold down the **Ctrl** key as you click on each Facility.

Select the  arrow (this will move the highlighted item(s) to the **Selected** box.

**Note:** If an error was made, select the Facility within the **Selected** box, then select the  arrow.



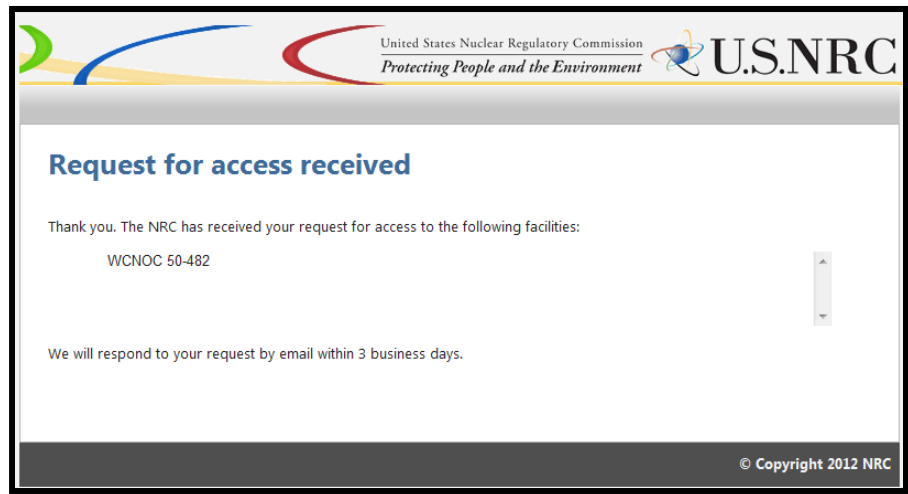
After reading the information provided within the “Rules of Behavior” section, select the radio button for:

**Accept.** (To proceed, you **must** select **Accept.**)

Select the  button.



After completing and submitting the form, a "Request for access received" page is displayed.



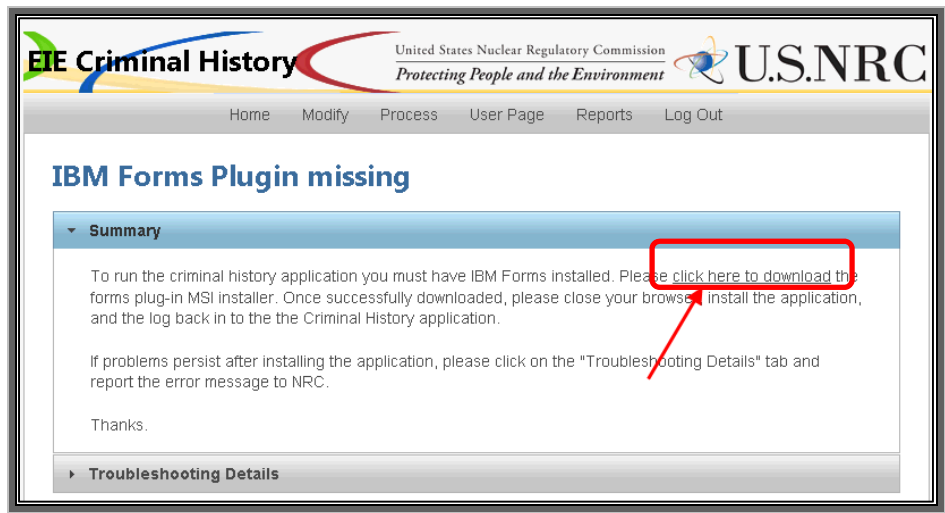
The requestor will receive an e-mail from [CrimHist.Resource@nrc.gov](mailto:CrimHist.Resource@nrc.gov) acknowledging the request for access was received.

Within three (3) business days, the requestor will receive an email communicating access was granted or withheld. If granted, the user will be provided a link (<https://eieprod.nrc.gov/CH>) to proceed with the Criminal History submission process.

### 3.3.2 Install the Signing Active X Plug In

Upon initial log in users will be asked to install an Active-X plug-in that will enable the signing function on the submission form. If the plug in not already installed in the browser, the user will see the following message:

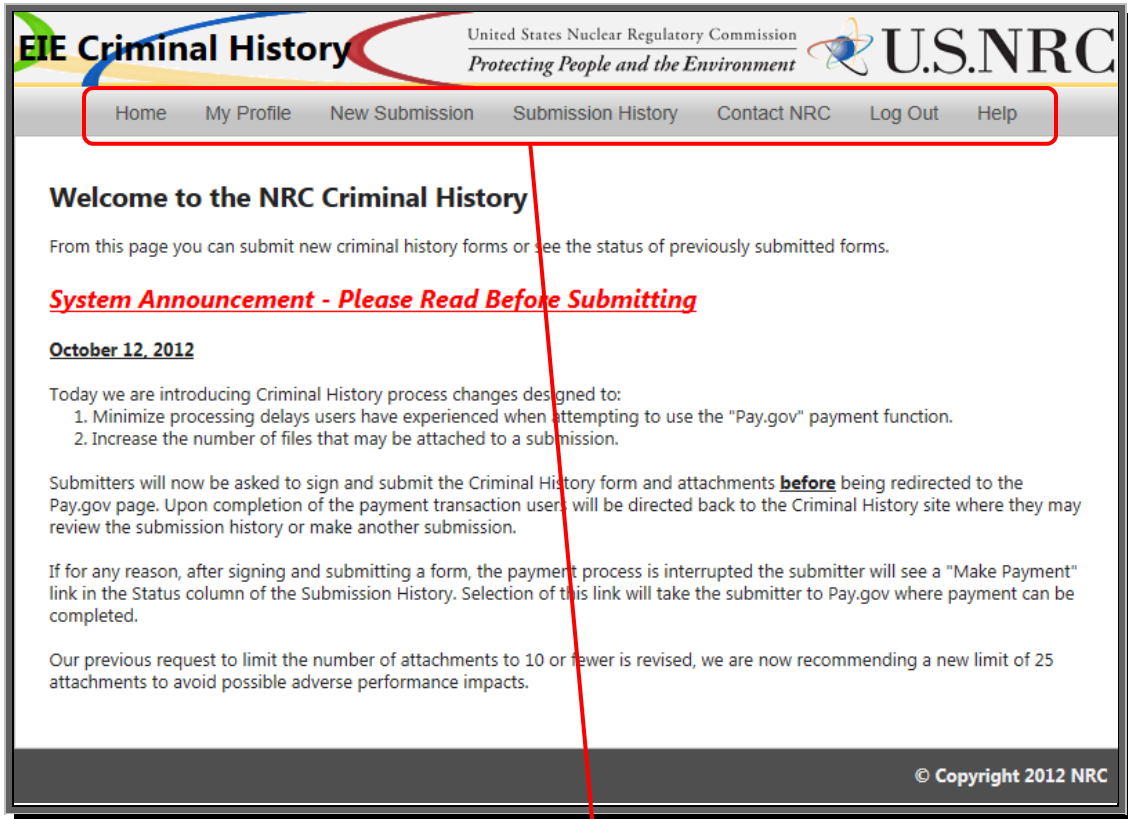
Select the [click here to download](#) link and follow the instructions in the Installation Wizard screens that follow.



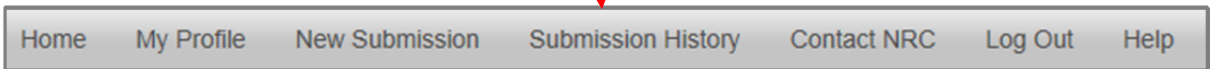
**Note:** Depending on the security rights users are permitted this installation may require the assistance of a local System Administrator.

### 3.4 Welcome to the NRC Criminal History

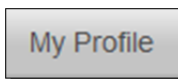
Once access to a Facility has been granted and the plug in installed, upon logging into Criminal History and accepting consent to monitoring, the user will be presented with the “Home” page:

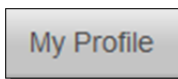


The following options are available:

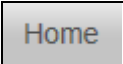


#### 3.4.1 My Profile



Within the menu bar, click on  to display the “Profile” page. The following options are available to the user:

- ♦ Updating the user profile (see [Section 3.4.1.1](#))
- ♦ Requesting additional access to a facility (see [Section 3.4.1.2](#))

**Note:** Click on  to redisplay the “Welcome to the NRC Criminal History” page shown above.

### 3.4.1.1 Updating My Profile

The “Certificate Information” section contains information obtained from your certificate. The four fields (**First Name**, **Last Name**, **Email** and **Exp. Date**) can *not* be edited.

All fields within the “Contact Information” or “Address” sections (with the exception of **State**) are text fillable fields. To update a text fillable field, click within the appropriate field, highlight (to delete) the existing information, then type the revised information into the field.

The screenshot shows a web form titled "Profile" with three main sections: "Certificate Information", "Contact Information", and "Address". The "Certificate Information" section includes fields for First Name (Sandra), Last Name (Miller), Email (sandra.miller@nrc.gov), and Exp Date (03/09/2013). The "Contact Information" section includes fields for Title (Business Analyst), Fax ((987) 654-3210), and Phone ((123) 456-7890). The "Address" section includes fields for Address 1 (1234 Any St.), Address 2, City (Rockville), State (Maryland), and Zip (12345). A "Save" button is located at the bottom of the form. Red boxes and arrows highlight the "Certificate Information" and "Contact Information" sections.

To revise the **State** field, click on the drop-down menu, then select the appropriate State.

After updating all necessary fields, click the  button.

A “Saved” dialogue box will display.

Click the  button.

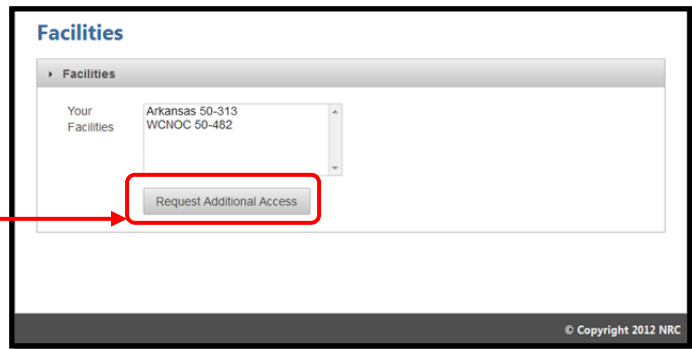
The screenshot shows a dialog box titled "Saved" with a close button (X) in the top right corner. The main text reads "Thank you. Your information has been updated." At the bottom right, there is an "Ok" button and a small icon of three diagonal lines.

### 3.4.1.2 Request Additional Access

Within the “Facilities” section, click on the



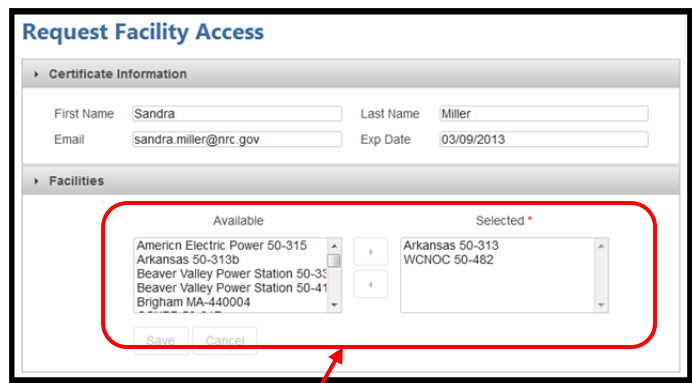
button.




The “Request Facility Access” page will appear.

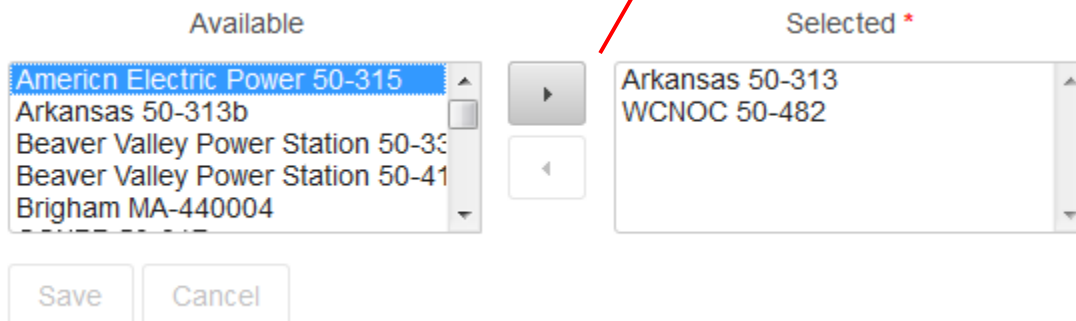
The fields listed within the “Certificate Information” section can *not* be edited.

Within the “Facility” section, click on (to highlight) a Facility from the **Available** box.



**Note:** To select more than one Facility, hold down the **Ctrl** key as you click on each Facility.

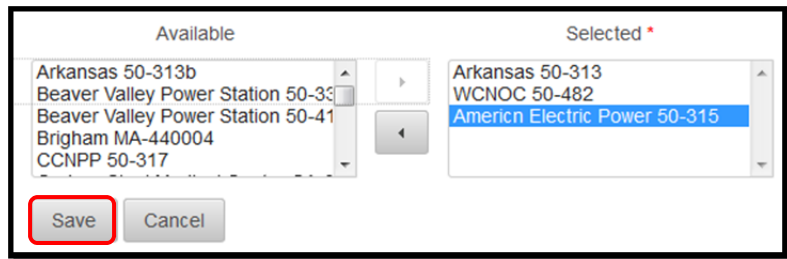
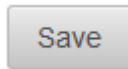
Select the  arrow to move the highlighted item(s) to the **Selected** box.



**Note:** If an error was made, select the Facility within the **Selected** box, then select the

 arrow.

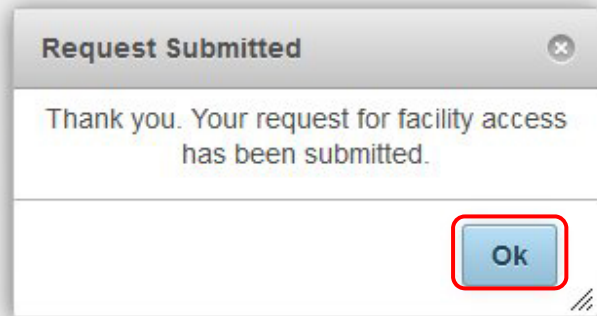
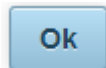
Click the  
button.



The dialog box is titled "Available" and "Selected \*". The "Available" list contains: Arkansas 50-313b, Beaver Valley Power Station 50-33, Beaver Valley Power Station 50-41, Brigham MA-440004, and CCNPP 50-317. The "Selected" list contains: Arkansas 50-313, WCNOC 50-482, and American Electric Power 50-315. The "American Electric Power 50-315" item is highlighted in blue. At the bottom, there are "Save" and "Cancel" buttons, with the "Save" button circled in red.

A "Request Submitted" dialogue  
box will appear.

Click the  
button.



The dialog box is titled "Request Submitted" and contains the text: "Thank you. Your request for facility access has been submitted." At the bottom right, there is an "Ok" button circled in red.

### 3.4.2 New Submission



Google Chrome, Mozilla Firefox 4.0 and 5.0 **do not work** with New Submissions. Additionally, Apple Macintosh computer (Mac) is not supported.

Within the menu bar, click on

**New Submission**

to display the  
"Criminal History Submission" page.

Fill out all required fields (annotated with a red asterisk [\*]) and attached one more files. You must electronically sign the form and then submit to complete your submission. The fee to process background checks is \$26.00 per item.

**Note:** This amount is subject to change in 2012.



The form is titled "Criminal History" and is dated 09/25/2012. It includes a navigation bar with "Home", "My Profile", "New Submission" (circled in red), "Submission History", "Contact NRC", "Log Out", and "Help". The form contains several sections: "Instructions" (with a note about the \$26.00 fee), "Submission Identification" (with fields for Submitter name, Email Address, Certificate Expiration Date, Docket, and Submission Title), "Attachments and Payment" (with buttons for "Add File Attachments" and "Remove File Attachments", and fields for "# of files attached", "Amount Due", "Select Payment", "Pay.gov Receipt #", and "Transaction Date"), "Comments (Optional)", and "Sign and Submit Form" (with buttons for "Click Here to Sign electronically" and "Click Here to Submit").

### 3.4.2.1 Submission Identification Section

Submission Identification		
Submitter name	Sandra Miller	
Email Address	sandra.miller@nrc.gov	Certificate Expiration Date 03/09/2013
Docket *	▼	
Submission Title *		

Within the “Submission Identification” section of the form, the **Submitter name**, **Email Address** and **Certificate Expiration Date** fields are auto-populated with information retrieved from your Certificate. These fields can not be edited.

Submission Identification		
Submitter name	Sandra Miller	
Email Address	sandra.miller@nrc.gov	Certificate Expiration Date 03/09/2013
Docket *	▼	
Submission Title *		

Docket

- Arkansas 50-313
- American Electric Power 50-315
- WCNOG 50-482

**Docket** field (**required**) – Select the facility for which you wish to make your submission from the drop down menu.

Submission Identification	
Submitter name	<input type="text" value="Sandra Miller"/>
Email Address	<input type="text" value="sandra.miller@nrc.gov"/>
Certificate Expiration Date	<input type="text" value="03/09/2013"/>
Docket *	<input type="text"/>
Submission Title *	<input type="text"/>

The Submission Title is included on the response form; therefore, the user should enter within the **Submission Title** field (**required**) information that will be an aid upon receipt of the response form.

As an example, a title could be:

Submission Title \*

### 3.4.2.2 Attachments and Payment Section

#### 3.4.2.2.1 Attaching Files

Attachments and Payment	
<input type="button" value="Add File Attachments..."/>	<input type="button" value="Remove File Attachments..."/>
# of files attached	<input type="text" value="0"/>
Amount Due	<input type="text" value="\$0.00"/>
Select Payment *	<input type="text"/>

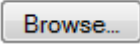
Select the  button.

**Note:** *.nist*, *.nst* and *.eft* are the *only* three (3) acceptable file formats that can be attached to the form.

At a minimum, one (1) file must be attached.

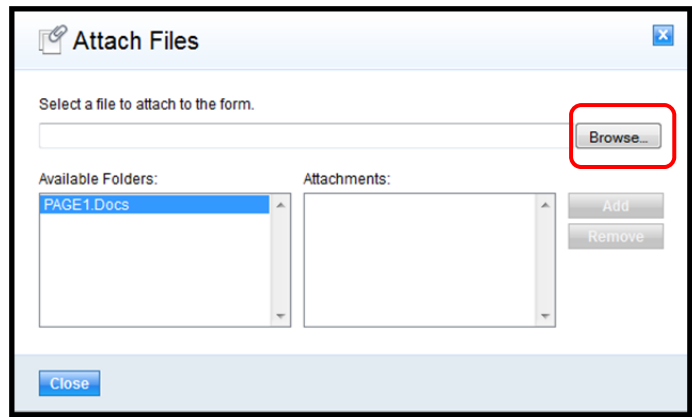
**!** We recommend that you attach no more than *ten (10)* files to each submission.

An “Attach Files” dialogue box will appear.

Select the  button.

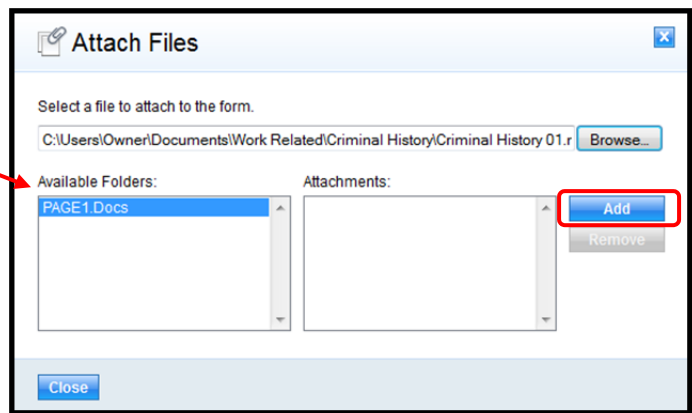
A “File Upload” dialogue box will appear. Locate and click on the appropriate *.nist* or *.eft* or *.nst* file.

Select the **Open** button.

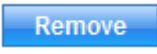
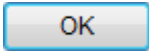


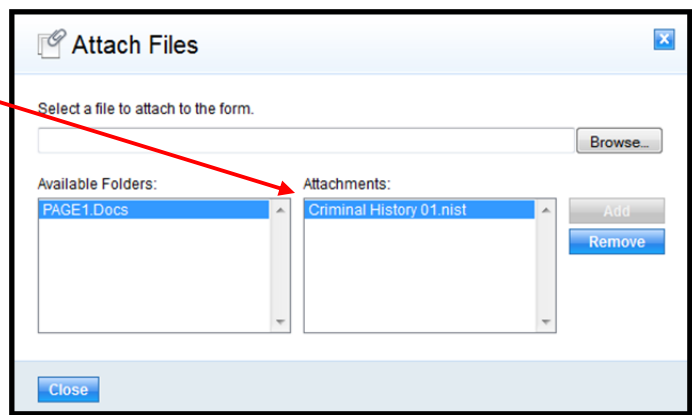
The file will appear within the **Select a file to attach to the form** field.


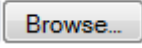
Select the  button.



The file will then appear within the **Attachments** box.

**Note:** If the wrong file was attached, select the  button, then select the  button to confirm the deletion.

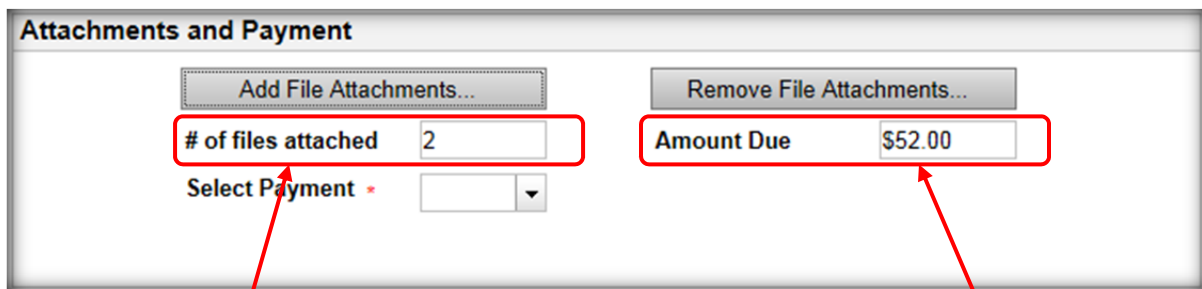
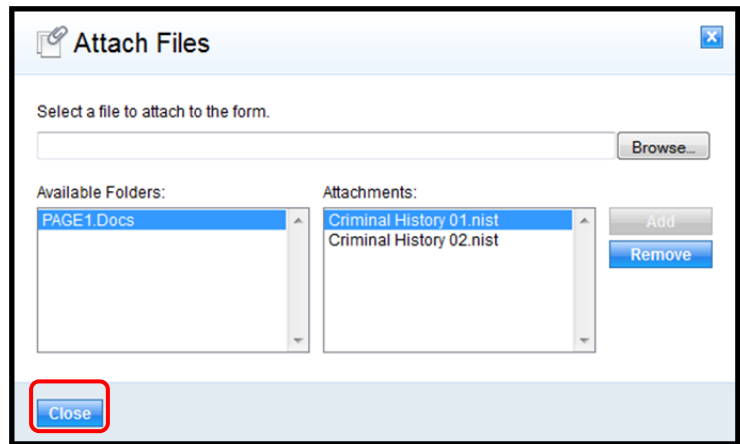


 **To attach additional files**, repeat the steps beginning at the [top of this page](#) with selecting the  button.

Unlike the previous system, users may attach only one file at a time so the ‘Browse>Select>Open Add’ sequence must be complete for each file.



After attaching the required  
**.nist**, **.nst** or **.eft** file(s),  
select the **Close** button.



The **# of files attached** field will populate  
with the total number of files attached to the  
submission.

Additionally, the **Amount Due** field will  
auto-populate with the fee amount.

These two fields: **# of files attached** and **Amount Due**, cannot be edited by the user.

**Note:** Select the **Remove File Attachments...** button, if files were attached in error. At the "Remove Attachments" dialogue box, click on the file to be removed, then select the **Remove** button.

### 3.4.2.2.2 Payment

**Note:** The amount due for *each* attached file is \$26.00

**Attachments and Payment**

Add File Attachments... Remove File Attachments...

# of files attached 2 Amount Due \$52.00

Select Payment \*

Within the **Select Payment** field (required), click on the drop-down to display the three (3) payment types.

Scroll down and select the appropriate one.

Select Payment \*

pay.gov  
Check  
Money Order

- ♦ For Check and Money Order payments, continue with [Section 3.4.2.3](#).



**Note:** For Check and Money Order payments, the submission cannot be processed until payment has been received.

- ♦ For Credit Card (pay.gov) payments, continue with the instructions below.

**Attachments and Payment**

Add File Attachments... Remove File Attachments...

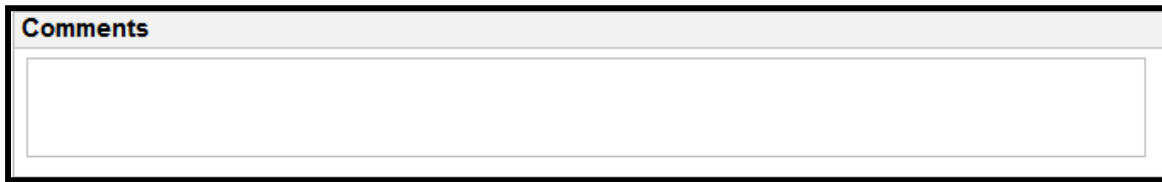
# of files attached 1 Amount Due \$26.00

Select Payment \* pay.gov

Please complete your submission, including signing and submitting. You will be redirected to pay.gov to complete payment after you have made your submission.

Upon selecting the drop-down for pay.gov, a message will appear in red, as shown in the above example. Complete [Sections 3.4.2.3](#) and [3.4.2.4](#) before proceeding to [Section 3.4.2.5](#), Complete Online Pay.Gov Payment.

### 3.4.2.3 Comments Section



The screenshot shows a rectangular box with a light gray header labeled "Comments". Below the header is a large, empty white text input field with a thin gray border.

Within the **Comments** field, enter any information that may be useful to assist the NRC in processing the submission.

### 3.4.2.4 Sign and Submit Form Section

**Note:** First Time Users, see [Section 3.4.2.4.1](#) prior to signing the form.



The screenshot shows a horizontal bar with a light gray header labeled "Sign and Submit Form". Below the header are two buttons. The first button, "Click Here to Sign electronically", is highlighted with a red rectangular border. The second button, "Click Here to Submit", is a gray button with white text.

Upon populating all required fields, the **Click Here to Sign electronically** button is activated.

Click on the **Click Here to Sign electronically** button

A "Signature Information" dialogue box appears.

Select the  button.

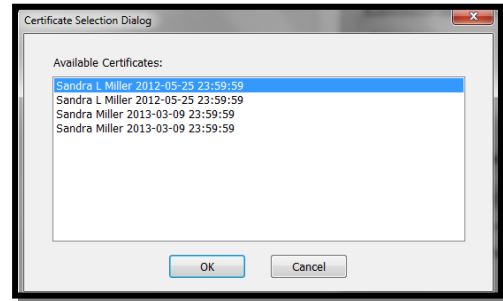


The screenshot shows a "Signature Information" dialogue box. At the top, there is a blue bar with a pencil icon and the text "Signature Information". Below this is a blue bar with an information icon and the text "No Signature". Underneath is a section labeled "Details" with a large empty text input field. At the bottom of the dialogue box, there are three buttons: "Sign" (highlighted with a red border), "Delete", and "OK".

A "Certificate Selection Dialog" box will appear.

First, click on the applicable certificate.

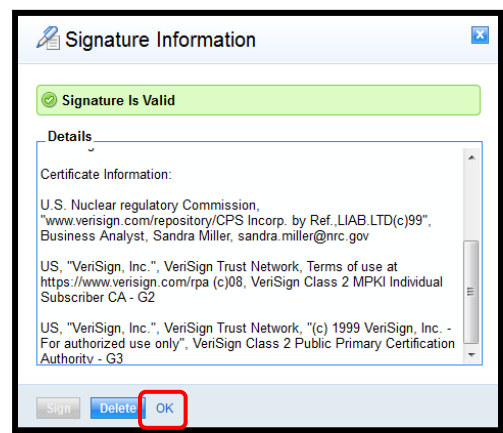
Then, select the  button.



The "Signature Information" dialogue box will appear, stating the Signature is Valid and the Details box populated.

Select:





### Sign and Submit Form



The button will update, displaying the certificate user's name and email address.

Click on the **Click Here to Submit** button.

**Note:** If paid via Pay.Gov, continue with [Section 3.4.2.5](#).  
If paid via Check or Money Order, continue below.

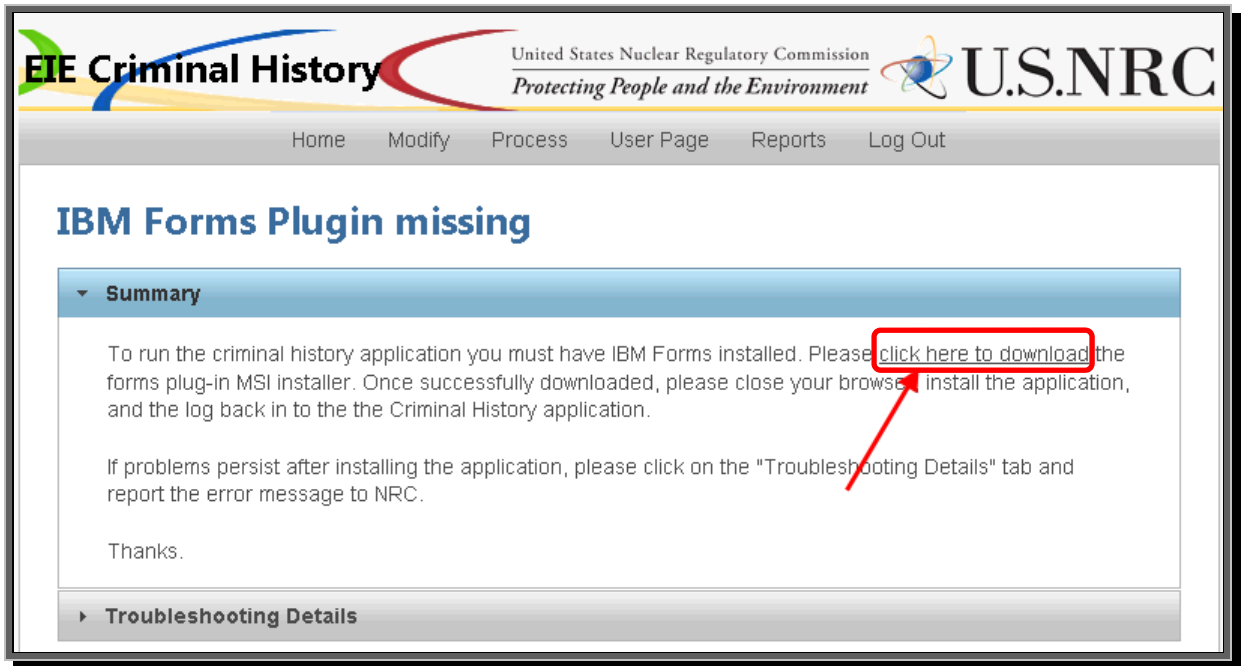
A "Criminal History Submission Received" page will display when paying via Check or Money Order. The submittal process is completed.



**Note:** An email will be delivered from paygovadmin stating the payment has been submitted. If you have any questions regarding the payment, contact: Pay.gov Customer Service by phone at (800) 624-1373 or by email at [pay.gov.clev@clef.frb.org](mailto:pay.gov.clev@clef.frb.org).

### 3.4.2.4.1 First-Time Users

When attempting to sign the form, first-time users will need to install an Active-X plug-in that will enable the signing function on the submission form. If the plug in not already installed in the browser, the user will see the following message:



Select the [click here to download](#) link and follow the instructions in the Installation Wizard screens that follow.

**Note:** Depending on the security rights users are permitted this installation may require the assistance of a local System Administrator.

### 3.4.2.5 Complete Online Pay.Gov Payment

The "Online Payment, Step 1: Enter Payment Information" page will appear.

Populate all required fields (\*) (Account Holder Name, Billing Address, Card Type, Card Number, Expiration Date.)

Select the

**Continue with Plastic Card Payment**

button.

Online Payment [Return to your originating application](#)

**Step 1: Enter Payment Information** 1 | 2 | 3

Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk \*

Account Holder Name: Sandra Miller (affiliate) \*

Payment Amount: \$52.00

Billing Address: \*

Billing Address 2:

City:

State / Province: -----

Zip / Postal Code:

Country: United States

Card Type: \*

Card Number: \* (Card number value should not contain spaces or dashes)

Security Code: [Help finding your security code](#)

Expiration Date: \* / \*

Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

[Continue with Plastic Card Payment](#) [Cancel](#)

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

The "Online Payment, Step 2: Authorize Payment" page will appear.

Verify the information listed is accurate. If not, select the link: [Edit this information.](#)

It is highly recommended to populate the **Email Address** and **Confirm Email Address** fields. Enter additional emails (if desired) within the **CC:** field.

Online Payment [Return to your originating application](#)

**Step 2: Authorize Payment** 1 | 2 | 3

[Payment Summary](#) [Edit this information](#)

Address Information	Account Information	Payment Information
Account Holder Name: (affiliate) Sandra Miller	Card Type: Visa	Payment Amount: \$52.00
Billing Address: 123 Any St.	Card Number: *****1111	Transaction Date 10/09/2012 17.04 and Time: EDT
Billing Address 2:		
City:		
State / Province:		
Zip / Postal Code:		
Country: USA		

Email Confirmation Receipt

To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below.

Email Address: \_\_\_\_\_

Confirm Email Address: \_\_\_\_\_

CC: \_\_\_\_\_ Separate multiple email addresses with a comma

Authorization and Disclosure

Required fields are indicated with a red asterisk \*

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.  \*

Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.

[Submit Payment](#) [Cancel](#)

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Authorization and Disclosure

Required fields are indicated with a red asterisk \*

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.  \*

Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.

[Submit Payment](#) [Cancel](#)

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Select the checkbox ( \*) to **authorize a charge to my card account**. Select the [Submit Payment](#) button.

The "Online Payment, Step 3: Confirm Payment" page will appear.

To print the payment information for your records, select the [print a copy](#) link.

Online Payment  
Step 3: Confirm Payment 1 | 2 | 3

Thank you.  
Your transaction has been successfully completed.  
It is recommended you [print a copy](#) for your records.

Pay.gov Tracking Information

Application Name: NRCPRINTSDEV  
Pay.gov Tracking ID: 3FOJO729  
Agency Tracking ID: 965  
Transaction Date and Time: 10/09/2012 17:13 EDT

Payment Summary

Address Information	Account Information	Payment Information
Account Holder Name: Sandra Miller (affiliate) Billing Address: 1234 Any St Billing Address 2: City: State / Province: Zip / Postal Code: Country: USA	Card Type: Visa Card Number: *****1111	Payment Amount: \$52.00 Transaction Date 10/09/2012 17:13 and Time: EDT

[Return to your agency website](#)

**To complete the submittal:**

Select the [Return to your agency website](#) link (continue with the instructions below).

**Payment received**

NRC has successfully received your payment.

NRC SubmissionID: 965  
Payment Amount: \$52.00  
Pay.gov Tracking id: 3FOJO729

To return to the Criminal History application please select one of the menu items from the navigation bar above

The screen will update with a message that the payment was received.

**Note:** An email will be delivered from paygovadmin stating the payment has been submitted. If you have any questions regarding the payment, contact: Pay.gov Customer Service by phone at (800) 624-1373 or by email at [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org).

### 3.4.2.6 Email Acknowledgements

Based on the type of payment selected, the user will receive the following email:

**Check or Money Order:** Acknowledgement of submission - payment *pending*. The email will list the Submission number as well as the number of attachments. Additionally, the email will state that payment has not yet been received and the submission can not be processed until payment has been received.

**Credit Card (Pay.gov):** Acknowledgement of submission - payment *received*. The email will list the Submission number as well as the number of attachments.

### 3.4.3 Submission History



Submission History

Within the menu bar, click on **Submission History** to display “My Criminal History Submissions” page, which is primarily a reporting device for users

Users can see a history of what they submitted and when.

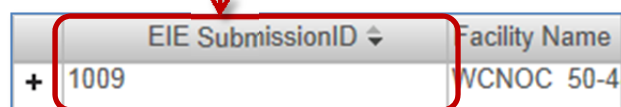
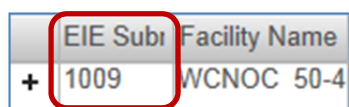
Within the **Status** field, items at PENDING are awaiting payment (vs. items at PAID status).

Users can see a history of what they submitted and when. It also allows the ability to resubmit and finish a submission.



**Note:** Clicking within a column header (i.e. EIE SubmissionID, Submission Title, etc.) allows for sorting in descending and ascending order. The only exception to this rule is the NumAttachments header.

Fields may be expanded to reveal the full field information:





Within the **Status** field, items at PENDING are awaiting payment (vs. items at PAID status).

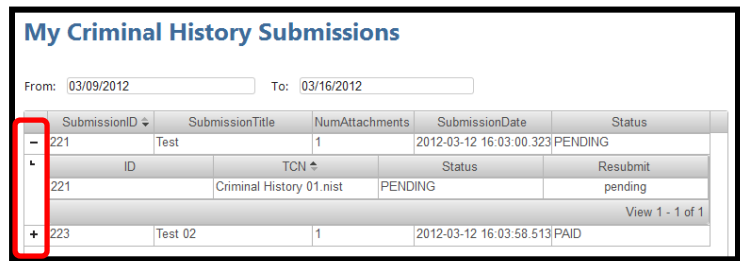
Within the **Pay.gov receipt** field, payments made via credit card are provided the Pay.Gov Tracking ID #.

Status	Pay.gov receipt
PENDING	
PENDING	3FOJOB RP
PENDING	3FOJOACT



Payments made via Check or Money Order, the **Pay.gov receipt** field will be blank.

To reveal additional information regarding the submission, click on the **+** to the left of the SubmissionID column:

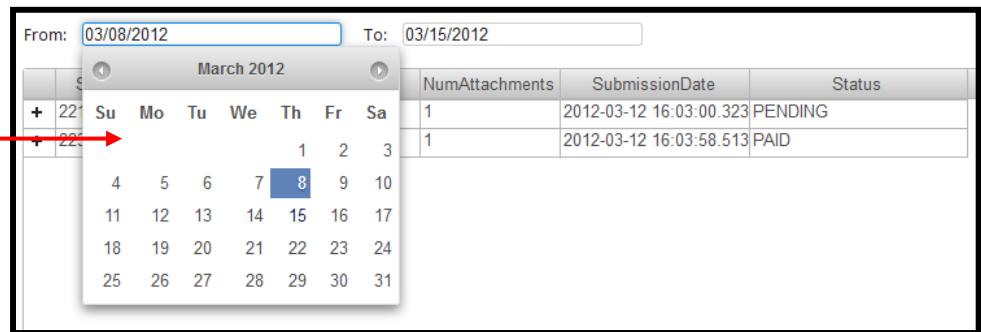


### 3.4.3.1 Refine Submission List

The **From** and **To** fields are auto-populated. The **To** field contains “today’s” date, while the **From** field is seven (7) days prior to “today’s” date.

To refine or expand the list presented, the user may click within the **From** and/or **To** fields.

A calendar will appear.



- ♦ To expand the results, delete the date listed. By performing this action in both fields, all submissions made by the user will be displayed.
- ♦ To revise the results, click on a desired date and the field will update (this action can be performed in both date fields to narrow the results even further).

### 3.4.3.2 Resubmit Submission

To resubmit, there must be a reason, such as the FBI sent a message stating they could not read the prints, therefore, a resubmittal must be performed.

	SubmissionID	SubmissionTitle	NumAttachments	SubmissionDate	Status
+	221	Test	1	2012-03-12 16:03:00.323	PENDING
+	223	Test 02	1	2012-03-12 16:03:58.513	PAID

After being informed by the FBI that a resubmit is required, from “My Criminal History Submissions” page, expand the Submission by clicking on the + to the left of the SubmissionID column.


Within the “Resubmit” column, select the [Resubmit](#) link for the item the FBI responded to.

The “Criminal History Resubmission” page is displayed.

The following fields are auto-populated and disabled:

- ◆ Submitter name
- ◆ Email Address
- ◆ Certificate Expiration Date
- ◆ Docket
- ◆ Submission Title

Only one file must be attached to the resubmission. Select the

 button.

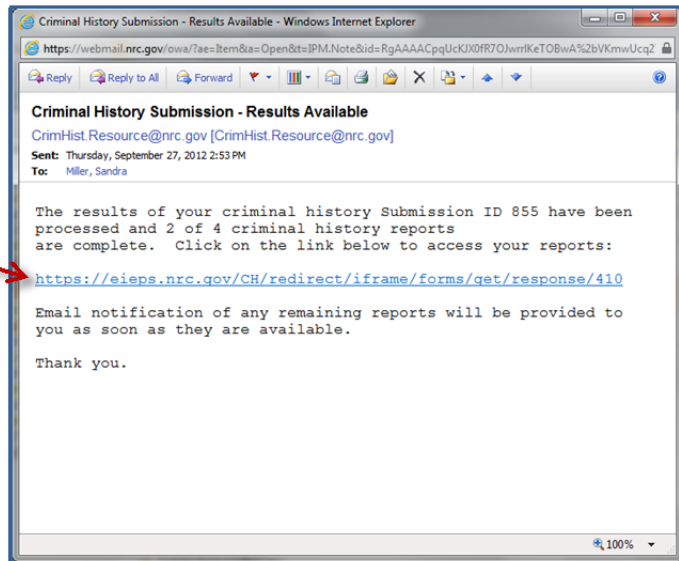
See [Section 3.4.2.2.1](#) to attach files.

Click on the  button.

### 3.4.4 Retrieving Responses

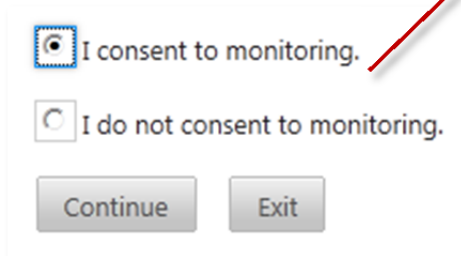
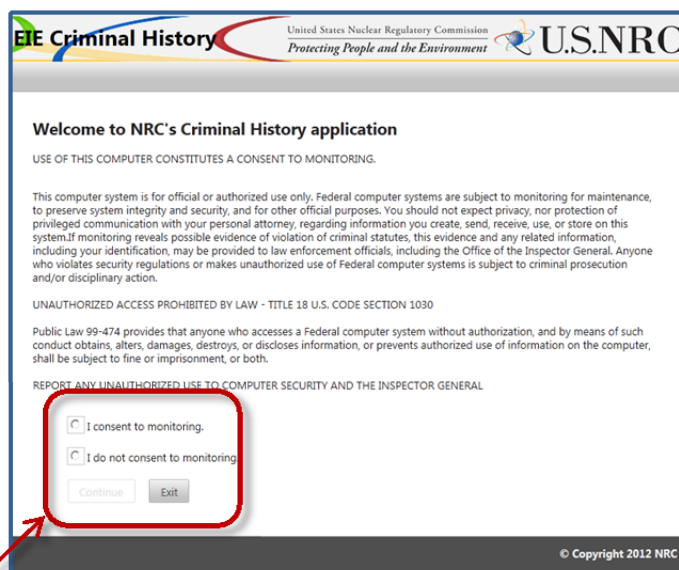
When the results are available, an email will be delivered from [CrimHist.Resource@nrc.gov](mailto:CrimHist.Resource@nrc.gov) with the subject: **Criminal History Submission - Results Available**.

Select the link provided within the email message.



Follow the certificate log in process to access the "Welcome to NRC's Criminal History application" page.

Select the **I consent to monitoring** radio button, followed by selecting the **Continue** button.



**Comments (Optional)**

There are 2 files attached to this response. The remaining 2 file(s) will be sent as soon as available.

The "Criminal History Response" page will display.

Information will be provided within the **Comments** field stating the number of files attached.

In the example above, 2 files are attached to the response, while the other 2 files will be sent at a later time.

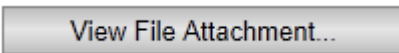
In the example below, the final 2 files are attached, which completes the responses for this submission.

The screenshot shows the 'Criminal History Response' page for submission ID 855. The 'Comments (Optional)' field contains the text: 'There are 2 files attached to this response. The remaining 2 file(s) will be sent as soon as available.' A red dashed box highlights this comment field, and a red arrow points from it to the text in the first block.

**Comments (Optional)**

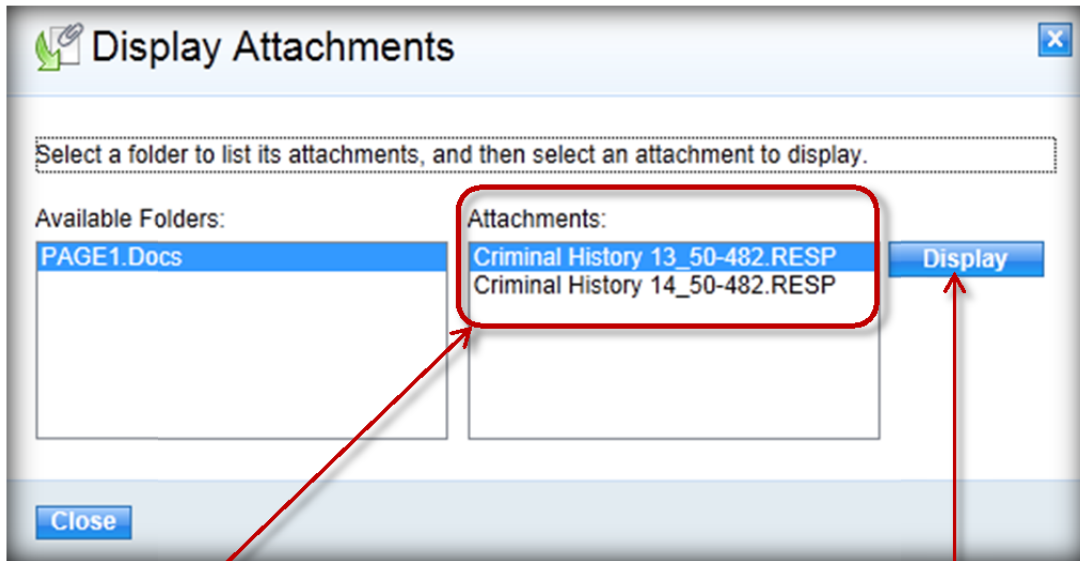
There are 2 files attached to this response. This completes the responses for this submission

Select the



button.

The screenshot shows the 'Criminal History Response' page for submission ID 855. The 'Comments (Optional)' field contains the text: 'There are 2 files attached to this response. This completes the responses for this submission'. In the 'Attachments and Payment' section, the 'View File Attachment...' button is highlighted with a red box.



Select the attachment to be viewed.

Then select the **Display** button.

The response will be displayed for your review.

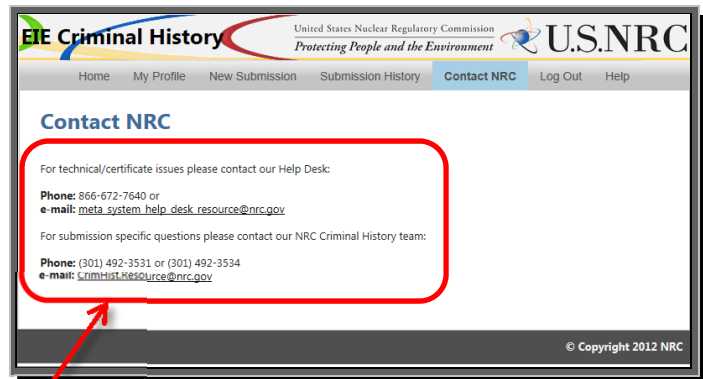
---

### 3.4.5 Contact NRC

Within the menu bar, click on

**Contact NRC**

to display the “Contact NRC” page. Phone number and email contact information is provided.



For technical/certificate issues please contact our Help Desk:

**Phone:** 866-672-7640 or  
**e-mail:** [meta\\_system\\_help\\_desk\\_resource@nrc.gov](mailto:meta_system_help_desk_resource@nrc.gov)

For submission specific questions please contact our NRC Criminal History team:

**Phone:** (301) 492-3531 or (301) 492-3534  
**e-mail:** [CrimHist.Resource@nrc.gov](mailto:CrimHist.Resource@nrc.gov)

The Criminal History email address is an HTML hyperlink. By selecting this link, an email is created using the users default email client. The **To** field is populated with [CrimHist.Resource@NRC.gov](mailto:CrimHist.Resource@NRC.gov) and the **Subject** field are populated with “NRC Criminal History Request”.

### 3.4.6 Logout

Within the menu bar, click on

**Log Out**

The “Welcome to NRC’s Criminal History application” page will display.

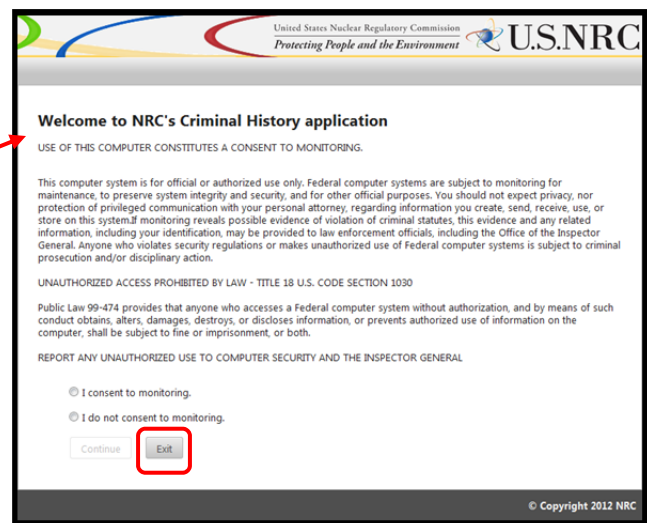
**Note:** To return to the Criminal History page, select the Back



button.

Select the **Exit** button.

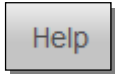
**Exit**



The “Electronic Submittals” page (<http://www.nrc.gov/site-help/e-submittals.html>) will display. You may close your internet browser.

### 3.4.7 Help

Within the menu bar, click on



to display the “Help Center”.

A link to the complete step-by-step user guide is provided as well as links to subject specific instructions.



# Troubleshooting:

Several users have experienced Criminal History processing interruptions. These occur after completion of signing and submitting the Criminal History form, but before completing the pay.gov payment transaction. We know this has caused extra work and frustration for our submitters. To alleviate this problem we have inserted a link in the “My Criminal History Submissions” page that allows users to complete their interrupted submissions without having to initiate a new submission to resend fingerprint files. The process is outlined in the following frames.

## Normal Process Flow:

1. A user has filled out the Criminal History submission form and has selected the **pay.gov** payment option.



The screenshot shows the EIE Criminal History submission form on the U.S. NRC website. The page header includes the EIE logo, the text "United States Nuclear Regulatory Commission Protecting People and the Environment", and the U.S. NRC logo. The navigation bar contains links for Home, My Profile, New Submission, Submission History, Contact NRC, Log Out, and Help. The main content area is titled "Criminal History" with a date of 10/13/2012. The form is divided into several sections: "Instructions" (fill out all required fields, attach files, sign electronically, submit to complete, fee is \$26.00 per item), "Submission Identification" (Submitter name: Sandra Miller (affiliate), Email Address: sandra.miller@nrc.gov, Certificate Expiration Date: 05/31/2015, Docket: WCNOG 50-482, Submission Title: Test), "Attachments and Payment" (Add File Attachments... button, Remove File Attachments... button, # of files attached: 2, Amount Due: \$52.00, Select Payment \* dropdown menu with options: Check, Money Order, pay.gov), and "Comments (Optional)" (text area). A red box highlights the "Select Payment" dropdown menu, and a red arrow points to the "pay.gov" option.

Figure 1



2. The user completes the Sign and Submit form.

**Attachments and Payment**

Add File Attachments... Remove File Attachments...

# of files attached 1 Amount Due \$26.00

Select Payment \* pay.gov

Please complete your submission, including signing and submitting. You will be redirected to pay.gov to complete payment after you have made your submission.

Comments (Optional)

**Sign and Submit Form**

Sandra Miller (affiliate), sandra.miller@nrc.gov Click Here to Submit

Figure 2

**Interruption:**

3. At this point the payment has not yet been processed. Now, for some reason (timeout error, page cannot be displayed message, etc.) the Pay.Gov form does not reload. Here is an example of an error message you might receive:

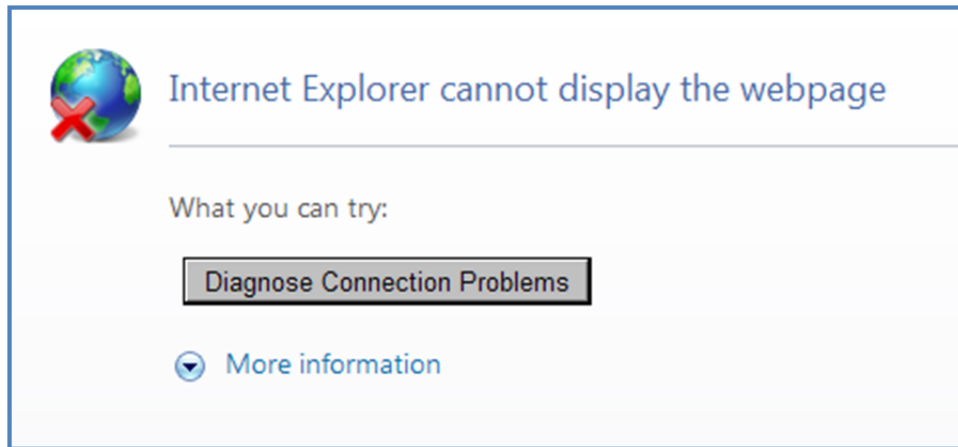


Figure 3

4. The submission is now incomplete.

**Solution:**

5. Return to the Criminal History application and select the **Submission History** tab. On the page there will be a record of the submission with a link in the Status column titled: **Make Payment**. This indicates the process has been interrupted and the submission is incomplete.

The screenshot displays the 'My Criminal History Submissions' page. At the top, there is a navigation bar with the following links: Home, My Profile, New Submission, Submission History (highlighted), Contact NRC, Log Out, and Help. Below the navigation bar, the page title is 'My Criminal History Submissions'. There are two date input fields: 'From: 10/06/2012' and 'To: 10/13/2012'. The main content is a table with the following data:

	EIE #	Facility Name	Submission Title	NumAtt	Submission Date	Status	Pay.gov rec
+	1020	WCNOC 50-482	Test C	2	Oct 13 2012 4:44PM	<a href="#">Make Payment</a>	
+	1019	WCNOC 50-482	Test B	2	Oct 13 2012 4:43PM	<a href="#">Make Payment</a>	
+	1011	WCNOC 50-482	Test 06	1	Oct 12 2012 9:50AM	PENDING	
+	1010	WCNOC 50-482	Test 05	2	Oct 12 2012 9:43AM	PENDING	3FOJOB RP
+	1009	WCNOC 50-482	Test 04	2	Oct 11 2012 6:59PM	PENDING	3FOJOACT

Figure 4

6. Select the **Make Payment** link. The system will reload the "Online Payment Step 1: Enter Payment Information" form (see Figure 5).

**EIE Criminal History** United States Nuclear Regulatory Commission **U.S. NRC**  
*Protecting People and the Environment*

Home My Profile New Submission Submission History Contact NRC Log Out Help

**Online Payment** [Return to your originating application](#)

**Step 1: Enter Payment Information** 1 | 2 | 3

Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk \*

Account Holder Name: Sandra Miller (affiliate) \*

Payment Amount: \$52.00

Billing Address: \*




Billing Address 2:

City:

State / Province: -----

Zip / Postal Code:

Country: United States

Card Type: \*    

Card Number: \* (Card number value should not contain spaces or dashes)

Security Code: [Help finding your security code](#)

Expiration Date: \* / \*

Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

**Note:** Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Figure 5

**Resumption of the Normal Process Flow:**

7. Continue with [Section 3.4.2.5](#), Complete Online Pay.Gov Payment.
8. The system will process the submission form. While it is processing the word 'PAID' will initially appear in the Status column for the submission and the Pay.gov receipt will be displayed.

**My Criminal History Submissions**

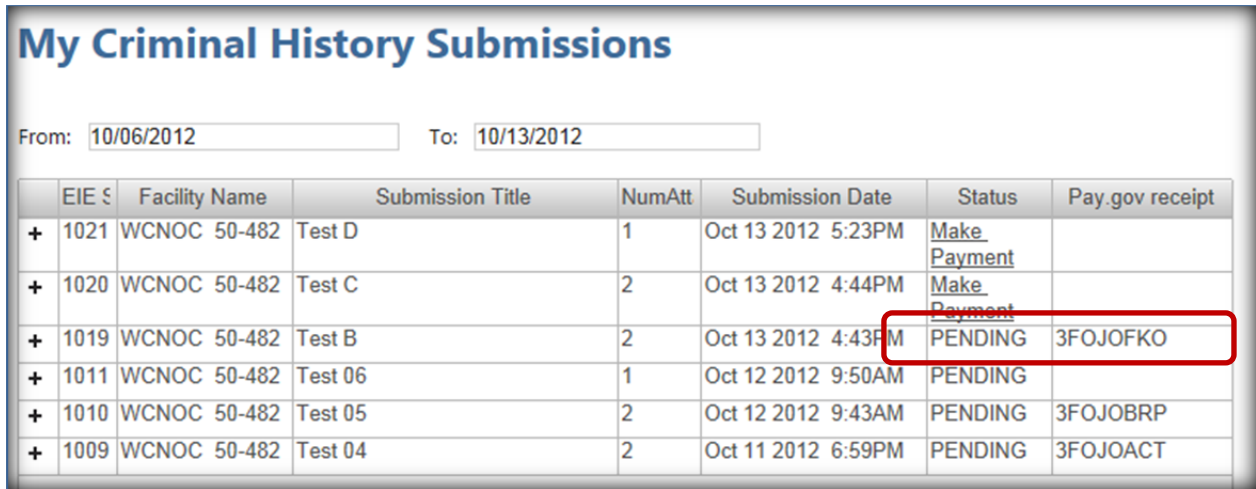
From: 10/06/2012 To: 10/13/2012

	EIE #	Facility Name	Submission Title	NumAtt	Submission Date	Status	Pay.gov rec
+	1020	WCNOC 50-482	Test C	2	Oct 13 2012 4:44PM	<a href="#">Make Payment</a>	
+	1019	WCNOC 50-482	Test B	2	Oct 13 2012 4:43PM	PAID	3FOJOFKO
+	1011	WCNOC 50-482	Test 06	1	Oct 12 2012 9:50AM	PENDING	
+	1010	WCNOC 50-482	Test 05	2	Oct 12 2012 9:43AM	PENDING	3FOJOB RP
+	1009	WCNOC 50-482	Test 04	2	Oct 11 2012 6:59PM	PENDING	3FOJOACT

Figure 6

9. When processing is complete the Status will update to 'PENDING'.

**Note:** It will be necessary to refresh the browser to see this update.



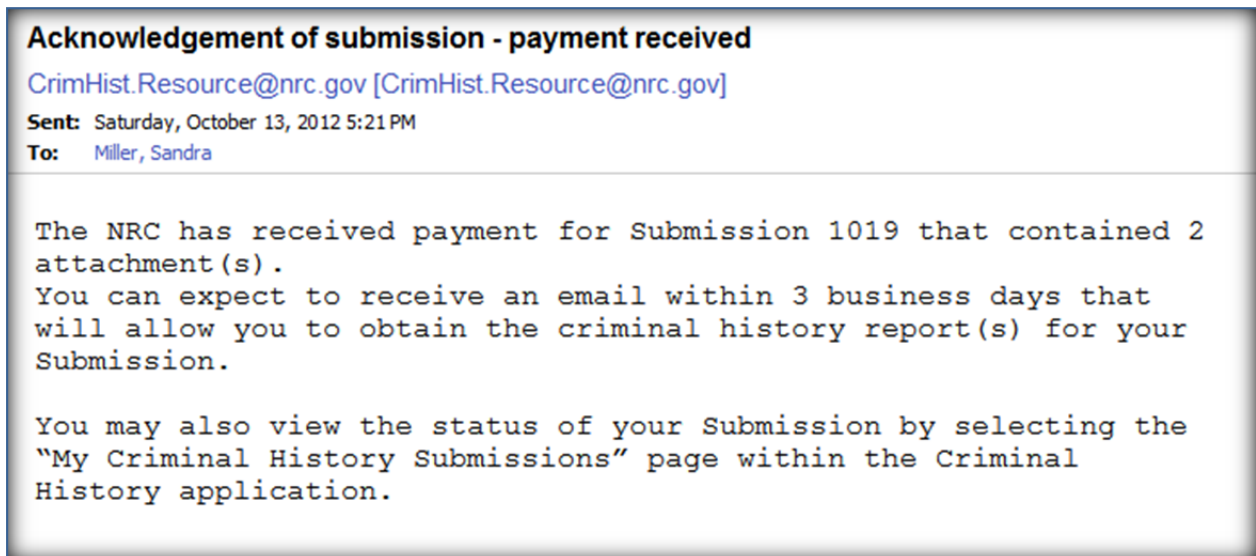
**My Criminal History Submissions**

From: 10/06/2012 To: 10/13/2012

	EIE	Facility Name	Submission Title	NumAtt	Submission Date	Status	Pay.gov receipt
+	1021	WCNOC 50-482	Test D	1	Oct 13 2012 5:23PM	<a href="#">Make Payment</a>	
+	1020	WCNOC 50-482	Test C	2	Oct 13 2012 4:44PM	<a href="#">Make Payment</a>	
+	1019	WCNOC 50-482	Test B	2	Oct 13 2012 4:43PM	PENDING	3FOJOFKO
+	1011	WCNOC 50-482	Test 06	1	Oct 12 2012 9:50AM	PENDING	
+	1010	WCNOC 50-482	Test 05	2	Oct 12 2012 9:43AM	PENDING	3FOJOB RP
+	1009	WCNOC 50-482	Test 04	2	Oct 11 2012 6:59PM	PENDING	3FOJOACT

Figure 7

10. At the same time the Status changes to 'PENDING' the system will dispatch an e-mail confirming NRC's receipt of the submission.



**Acknowledgement of submission - payment received**  
CrimHist.Resource@nrc.gov [CrimHist.Resource@nrc.gov]  
Sent: Saturday, October 13, 2012 5:21 PM  
To: Miller, Sandra

The NRC has received payment for Submission 1019 that contained 2 attachment(s).  
You can expect to receive an email within 3 business days that will allow you to obtain the criminal history report(s) for your Submission.

You may also view the status of your Submission by selecting the "My Criminal History Submissions" page within the Criminal History application.

Figure 8