

Applicant Access to Electronic Documents Help File

November 13, 2024

The Minnesota Department of Human Services (DHS) requires background study subjects to access their study documents through the **NETStudy 2.0 Applicant Data Entry Portal (Applicant Portal)**.

Accessing documents electronically has many benefits, including immediate access to background study documents as soon as they are issued. This paperless option eliminates most documents being sent through standard mail. The system also stores documents so they may be accessed at any time. Study subjects will receive an email notification when a new document or determination is available. Disqualification notices, and authorization letters will continue to be sent by standard mail in addition to being available in the **Applicant Portal**.

This Help File provides study subjects with instructions on how to create an **Applicant Portal** user account, access their background study documents electronically, and use other features in the system.

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Create a New User Account

Use these instructions if you have never used the **Applicant Portal** before.

Go to the NETStudy 2.0 Applicant Portal at <https://netstudy2.dhs.state.mn.us/Applicant>.

1. Click the **Register as a new user** link and follow the instructions on the screen to register for an account. Be careful to spell your email address correctly, as this becomes your permanent username and is also the email address where your temporary password is sent. **IMPORTANT:** Providing your Social Security number (SSN) is not required but including it helps link your background documents to your account. It may also eliminate the need for you to be fingerprinted again. You may not need to be fingerprinted again for future background studies if you already have an eligible background study determination that includes your SSN and the new study meets the other criteria for a transferable background study. To learn more about transferable background studies, contact your entity.
2. You will receive an email with a temporary password. It is sent to the email address you provided when registering for an account. Use the temporary password to login for the first time.
3. Go back to the **Applicant Portal** login screen and enter your username/email address and temporary password.
4. Review the information on the **Terms and Conditions** screen. If you agree to the terms and conditions, check the **I Accept the Terms and Conditions** check box, and then click the **Accept** button.
5. On the **Change Password** screen, enter the temporary password in the Current Password field. Enter your new password in the New Password field, and then enter it again on the Confirm Password line. Click the **Change Password** button to complete this process.
6. On the **Security Question** screen, choose two security questions from the drop-down menus and provide the answers. Then click the **Submit** button.

Access Your Existing User Account

Use these instructions if you have already created an account in the **Applicant Portal**.

1. Go to the NETStudy 2.0 **Applicant Portal** at <https://netstudy2.dhs.state.mn.us/Applicant>.
2. Enter your username and password. Your username is the email address you used to create your account. If you forgot your password, click the **Forgot Password/Unlock** link on the login page to reset your password. If you forgot your username, contact the Background Studies Contact Center at dhs.netstudy2@state.mn.us or 651-431-66200.

Background Study Updates

You will be informed through email notifications when new background study determinations and documents are available to view in your account. Email notifications will be sent to the email address saved on your **My Account** screen.

Background Study Statuses

Background study statuses are available on your **Home** screen.

Applications that have not yet been submitted by the entity will appear in the **Application(s) Not Yet Submitted to Entity** section:

Application(s) Not Yet Submitted to Entity

To withdraw your application, click the read "Withdraw" button below. To resume your application for submission, click the green "Resume" button.

Application #: 4000329
provider: Test Adoption (ADOP-TEST)
Started Date: 10/31/2024

ResumeWithdraw

Applications that have been submitted but do not yet have a determination will appear in the **Application(s) In Process** section:

Application(s) In Process

Application #: 62463
Provider: RK DHS CFC
Submitted Date: 11/07/2024
Status: In Process
Fingerprint Deadline Date: 12/21/2024

Document(s):

Unread	Document Name	Date Added	Added By
	MNDHS Privacy Notice.pdf	11/07/2024	RK DHS CFC

The **Completed/Closed Application(s)** section displays your application(s) in a final status. A determination status may change if DHS receives new information about you. Be sure to use the most current notice you receive from DHS:




Completed/Closed Application(s)

Below are your application(s) in a final status. Please consult the entity that submitted the study on your behalf if you have questions regarding your ability to provide services. Determination statuses may change based on new information. Be sure to use the most current notice in the Applicant Portal or that was mailed to you.

Application #: 61374
Provider: RK Nursing Home
Submitted Date: 07/10/2024

Status: **Eligible**

Document(s):

Unread	Document Name	Date Added	Added By
	MNDHS Clearance Letter Applicant.pdf	07/10/2024	State User
	MNDHS Clearance Letter Applicant.pdf	11/05/2024	State User
	MNDHS Privacy Notice.pdf	07/10/2024	State User

Background studies with an eligible determination will state **Eligible**. This means you have a cleared background study and can provide unsupervised direct contact services for the entity.

Background studies with a disqualified determination will show **Disqualified**. This means you are not eligible to provide direct contact services in a position that requires a DHS background study. You will receive information about how to request reconsideration of the disqualification. This information will be sent by standard mail in addition to appearing in the Applicant Portal.

A **withdrawn** or **closed** status means the application is not a valid background study.

If there is not a Clearance Letter document included for an application, you are not cleared for this study. Please contact the entity that submitted the study on your behalf if you have questions regarding your ability to provide services.

Accessing Your Background Study Documents

To review your Clearance Letters and other background study documents, click the name of the document. The document will open in a new window. You can save, download, or print the document. You may request printed notices by emailing or calling the Background Studies Contact Center at dhs.netstudy2@state.mn.us or 651-431-6620.

Add Additional Background Studies to Your Account

If you have additional background studies that are not listed on your **Home** screen, you can add these to your **Applicant Portal** by following the instructions below.

Find the **Determination ID Code**. This code may be in emails or background study documents you received from DHS in the past. Your Determination ID Code is different from your Application Number. If you cannot find your Determination ID Code, you may request it by contacting the Background Studies Contact Center at dhs.netstudy2@state.mn.us or 651-431-6620:

Applicant Portal Notice: Access your Documents Electronically -

noreply-dev@innovativearchitects.com via sendgrid.net

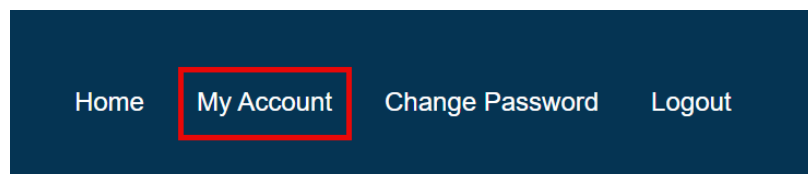
A background study application was submitted on your behalf to the Minnesota Department of Human Services (DHS). To access they are available, log in to your existing Applicant Portal account. You do not have to register as a new user.

Follow these steps to access your documents:

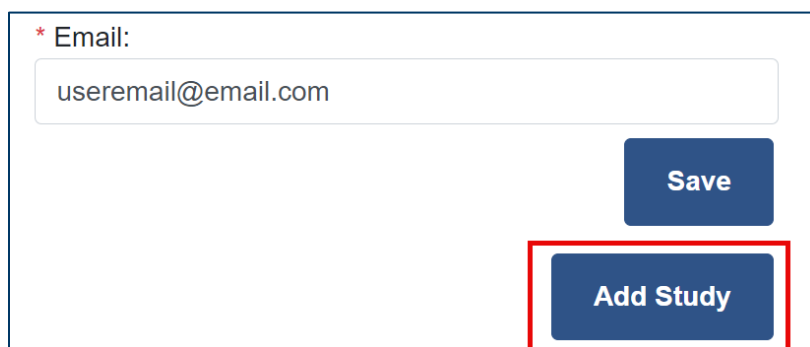
1. Access the NETStudy 2.0 applicant portal at <https://bcs.innovativearchitects.com/Public-Bcs-MNDHS/>
2. Log into your user account using your existing username and password. Your username is email address used to create disabled, please call or email the Background Studies Contact Center at 651-431-6620 or dhs.netstudy2@state.mn.us.
3. If you are not already enrolled, select **Yes** on the screen that permits you to enroll to access your background study documents.
4. If you do not see Application number 62463 on the Home screen, navigate to the My Accounts tab. Select **Add Study** and add application to your account.

YOUR DETERMINATION ID CODE: 150889

Once you have your **Determination ID Code**, click **My Account** in the upper right corner of the screen:



On the **Contact Information** screen, click **Add Study** at the bottom of the screen:

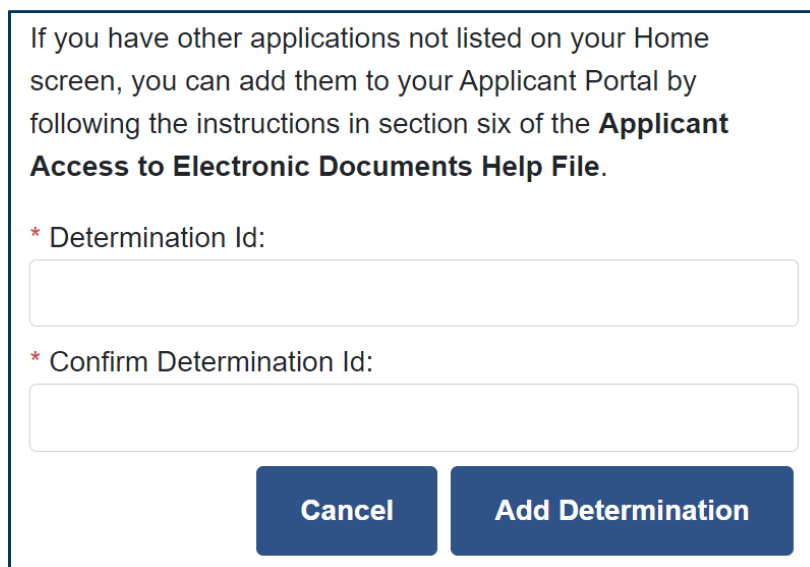


* Email:

Save

Add Study

Two text fields will display. Enter the **Determination ID Code** in the Determination ID field and enter the same number in the Confirm Determination ID field:



If you have other applications not listed on your Home screen, you can add them to your Applicant Portal by following the instructions in section six of the **Applicant Access to Electronic Documents Help File**.

* Determination Id:

* Confirm Determination Id:

Cancel Add Determination

Click the **Add Determination** button. The background study documents related to that Determination ID Code will display on your **Home** screen.

IMPORTANT: The name and date of birth associated with the Determination ID Code you are adding **must match exactly** to the name and date of birth in your user account. If the name and date of birth do not match exactly, an error will display on the screen that says **There was no match found with the search criteria you entered**. You will not be able to add that background study and related documents to your user account until the name is changed on the background study you are trying to add. Contact the entity who submitted the study on your behalf to request corrections or changes to your name or date of birth.

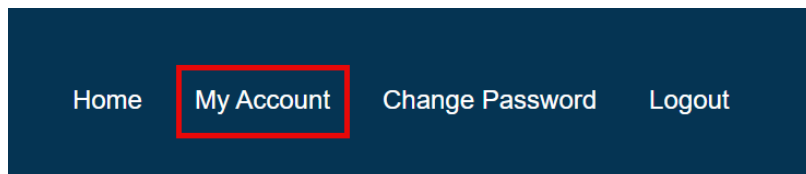
Update Your Information

In the **Applicant Portal** you may update your mailing address, phone number, and email address at any time. Please keep your contact information updated to receive important background study information.

Do not change your email address while a background study is in the **In Process Application(s)** section. The **In Process Application(s)** header will appear on your **Home** screen when you have an application in process. Changing your email address after your application is submitted and before you receive a determination may require you to be fingerprinted again.

Updating your email address does not change the username used to login to the **Applicant Portal**. Your username continues to be the email address that was used when you created your account.

To update your contact information, click **My Account** in the upper right corner of the screen:



On the **Contact Information** screen, you may update your mailing address, phone number, or email address. To update, enter your current contact information in the fields provided and click **Save**:

Contact Information

Please keep your contact information updated to receive important background study information.

ATTENTION: It is important that you **do not to change your email address while a background study is in the In Process Application(s) category**. Changing your email address between the time your application is submitted and when you receive a notice may require you to be fingerprinted again.

Physical Address

* Address Line 1:

Address Line 2:

* City:

* State: * ZIP:

☒ Mailing address is same as Physical address

Phone: Phone Type:

* Email:

Save