DEPARTMENT OF HUMAN SERVICES

Applicant Access to Electronic Documents Help File
Oct. 27, 2022

The Minnesota Department of Human Services (DHS) is offering background study subjects the option to receive most of their study documents electronically through the **NETStudy 2.0 Applicant Data Entry Portal** (**Applicant Portal**).

This feature is called **Applicant Access to Electronic Documents** and has many benefits, including immediate access to background study documents when 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. Certain documents, such as disqualification notices, may not be available through the **Applicant Portal** and will be sent by standard mail.

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.

In this Help File

1. Access Your Account – Create New

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

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

B. Select 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 username and is also the email address where your temporary password is sent.
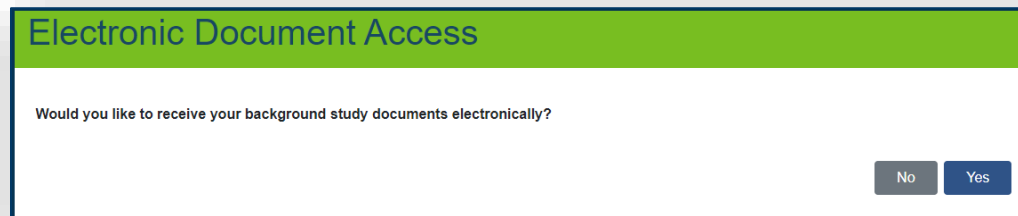
 IMPORTANT: Providing your Social Security number (SSN) is not required but including it helps link your background documents to your account. It may also eliminate the need for you to be fingerprinted again. You may not need to be fingerprinted again for future background studies if you already have 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.

C. 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.

 Go back to the **Applicant Portal** login screen and enter your username/email address and temporary password.

D. Review the information on the **Terms and Conditions** screen. If you agree to the terms and conditions, select the **I Accept the Terms and Conditions** check box, and then select the **Accept** button.

E. 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. Select the **Change Password** button to complete this process.

F. On the **Security Question** screen, choose two security questions from the drop down menus and provide the answers. Then select the **Submit** button.

G. On the next screen, select **Yes** when asked if you want to receive your documents electronically. Select **No** to receive your documents through the mail.

Electronic Document Access

Would you like to receive your background study documents electronically?
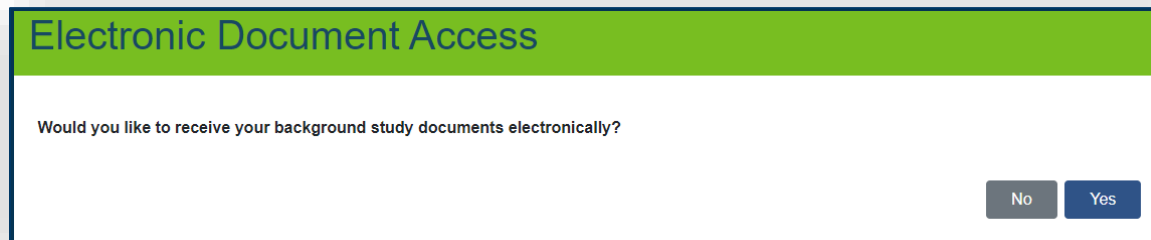
No   Yes

2. Access Your Account – Existing Account

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

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

B. Enter your username and password. Your username is the email address you used to create your account.

   If you forgot your password, select the **Forgot Password / Unlock** link on the login page to reset your password.

C. If you forgot your username, email or call the Background Studies Contact Center at dhs.netstudy2@state.mn.us or 651-431-6620.

D. On the next screen, select **Yes** when asked if you want to receive your documents electronically. Select **No** to receive your documents through the mail.

Electronic Document Access

Would you like to receive your background study documents electronically?

No   Yes

3. 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.

If you have not enrolled to access documents electronically, you will not receive email notifications when new documents are available. However, most background study documents are available electronically in your applicant account.
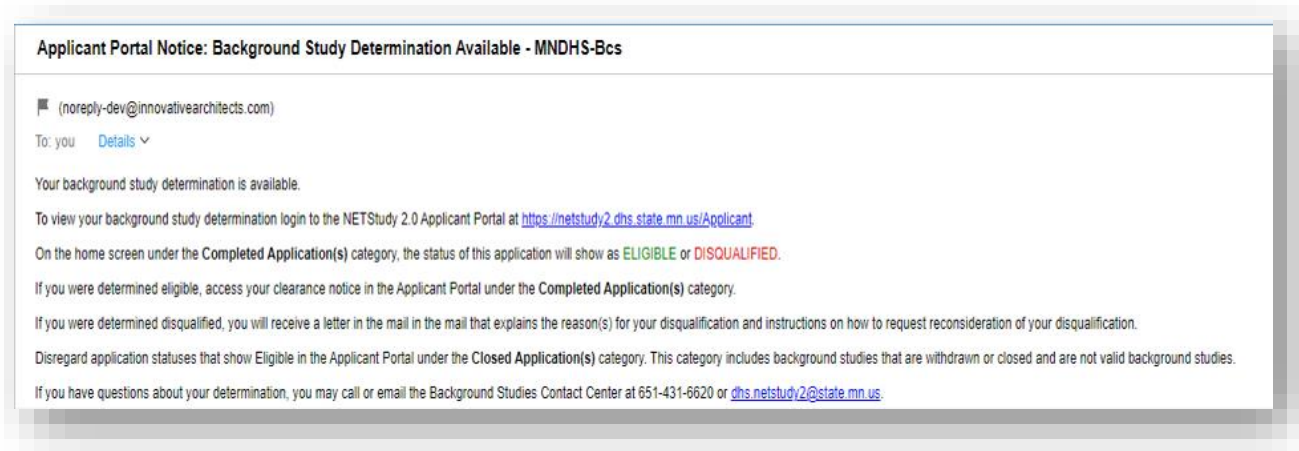
4. Background Study Statuses

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

Applications that are pending will appear in the **Not Yet Submitted** or the **Application(s) In Process** sections. These sections include background studies that have not been submitted by the entity or are in process and do not yet have a determination.

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.

Background studies with an eligible determination will state **Eligible** in green font. This means you have a cleared background study and can provide unsupervised direct contact services for the entity.
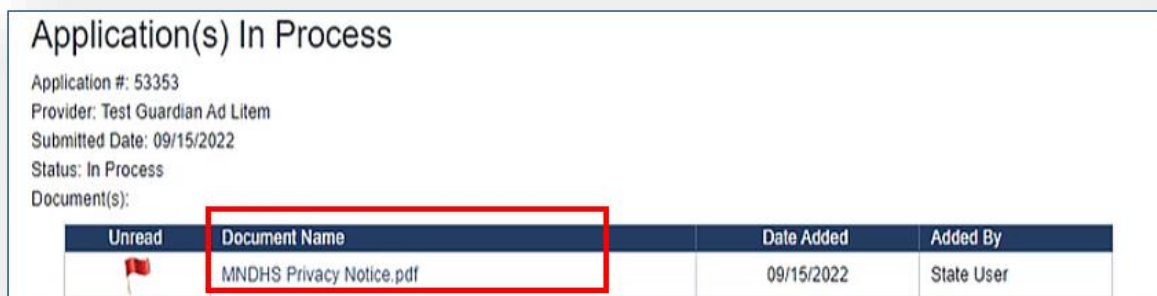
Background studies with a disqualified determination will show **Disqualified** in red font. This means you are not eligible to provide direct contact services in a position that requires a DHS background study. You will receive information about how to request reconsideration of the disqualification. This information will be sent to you in the mail regardless of whether you enrolled to receive background study notices electronically or not.

Background studies may be withdrawn or closed by an entity or a study subject. A **withdrawn** application means the entity started an application for you, but did not submit it to DHS. Withdrawn applications are not valid background studies.

A **closed** application can mean either the background study did not complete processing and is not valid OR the entity that submitted the application for you has acknowledged that they received the background study determination from DHS. The **Status** for a closed or withdrawn application may display as Eligible if connected to an eligible determination. 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.

5. Accessing Your Background Study Documents

To review your Clearance Letters and other background study documents, select the name of the document. The document will open in a new window. You can save, download or print the document.

Documents that may not be available in the Applicant Portal:

- Disqualification documents
- Reconsideration Decision documents
- Documents that have been issued outside of the NETStudy 2.0 system.

You may request notices that are not available in the Applicant Portal by emailing or calling the Background Studies Contact Center at dhs.netstudy2@state.mn.us or 651-431-6620.

6. Add More Documents 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.

A. 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 emailing or calling the Background Studies Contact Center at dhs.netstudy2@state.mn.us or 651-431-6620.
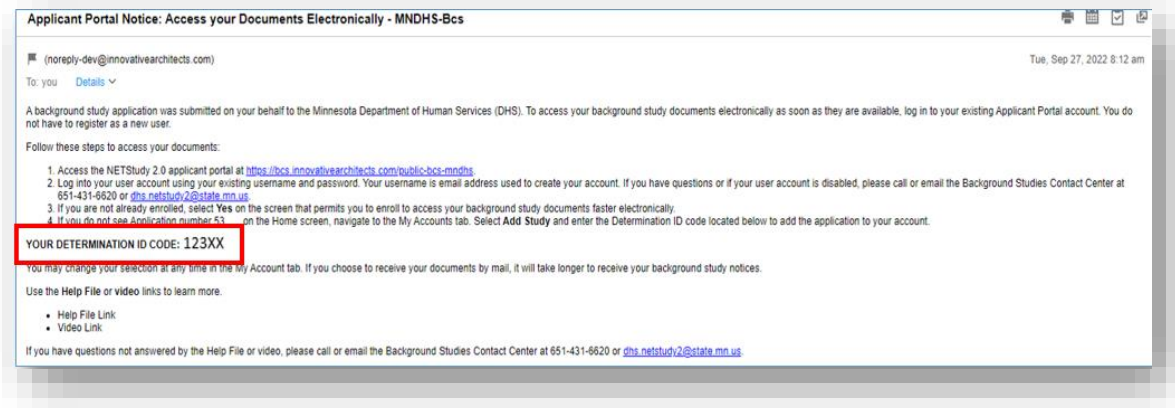
B. Once you have your **Determination ID Code**, select **My Account** in the upper right corner of the screen.
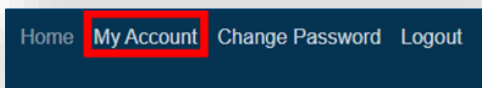
C. On the **Contact Information** screen, select **Add Study** at the bottom of the screen.
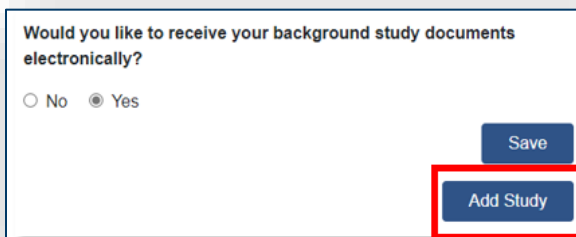
D. Two text fields will display. Enter the **Determination ID Code** in the Determination ID field and enter the same number in the Confirm Determination ID field.

E. Select the **Add Determination** button.

F. The background study documents and 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.
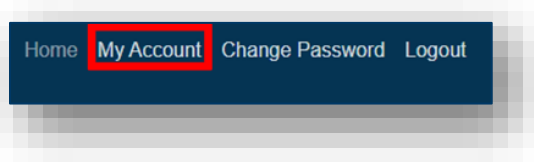
7. Update Your Information

In the **Applicant Portal** you may update your mailing address, phone number, email address, and your enrollment in electronic access to documents 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.

A. To update your contact information, select **My Account** in the upper right corner of the screen.

B. This will take you to your account information. You may update your mailing address, phone number, or email address on this screen. To update, enter your current contact information in the fields provided.

Additionally, if you would like to change your enrollment selection for receiving electronic documents, you may change it at any time in this area.

C. Select the **Save** button.