



## Indiana Department of Child Services

### “CPI/CPS Portal” FAQs

Revised 09/14/2018

#### How long will it take to get results for a “CPI/CPS History Check” request?

Please allow ten (10) working days, excluding [State holidays](#), to receive complete results. Notification of completion is sent to all parties via e-mail from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov). Please allow up to seventeen (17) Indiana State working days during seasonal peaks.

For outstanding “CPI/CPS History Check” requests that are past the eleventh (11<sup>th</sup>) business day:

##### **Requesting Organization Initiated Requests:**

1. Check your SPAM folder for email from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov) for updates and results.
2. [Contact the Requesting Organization for the status of your request.](#)
3. [After the allotted processing time mentioned above, contact the Central Office Background Check Unit with your name and the name of the Requesting Organization at \[CPI-CPS.portalquestion@dcs.in.gov\]\(mailto:CPI-CPS.portalquestion@dcs.in.gov\).](#)

##### **Self-Initiated Requests:**

1. Check your SPAM folder for email from [KidTraks@dcs.in.gov](mailto:KidTraks@dcs.in.gov) for status updates and results.
2. Upon no email notifications after the allotted processing time mentioned above, contact the DCS Central Office Background Check Unit with your name and contact information at [CPI-CPS.portalquestion@dcs.in.gov](mailto:CPI-CPS.portalquestion@dcs.in.gov).

#### I have results. The “Involvement County” indicates “Institutional County.” What does that mean?

All result inquiries must be made directly to the DCS Local County Office that completed the investigation. The “Involvement County,” will be listed under the “CPI/CPS Check Results.” Requests are to be made in writing by Applicant Name of the “CPI/CPS History Check” or the Requesting Organization (with appropriate releases) to obtain a copy of the investigation.

To locate the county contact information, please go to [DCS Local County Offices](#).

If the "County Involvement" indicates "Central Office" contact [institutions@dcs.in.gov](mailto:institutions@dcs.in.gov).

#### \* How do I complete the application on my iPad, Tablet, or Mobile device?

At this time, the “CPI/CPS Portal” is not supported on handheld devices. Please use a PC, laptop, or desktop to consent and complete the application. For technical assistance with the “CPI/CPS Portal,” please e-mail [support@stateofindiana.zendesk.com](mailto:support@stateofindiana.zendesk.com) or contact by phone at 1-800-225-9173 (Option 1 only) between the hours of 8:00 am to 5:00 pm EST. Assistance is available Monday – Friday, except for [State holidays](#).

#### Which browser should I use?

Firefox is the preferred browser for using the “CPI/CPS Portal.” Firefox is available at: <https://www.mozilla.org/en-US/firefox/>. Using other browsers may distort buttons and graphics.

#### Do I need Adobe Acrobat to use the “CPI/CPS Portal?”

The “CPI/CPS Portal” allows for a summary to be printed with full results of the history check. To display, print or save the document, Adobe Acrobat Reader is used. While commonly used, if there are questions, please reference <https://helpx.adobe.com/support/acrobat.html>.