



## Frequently Asked Questions – ASLB and PPSB Criminal Record Checks

### **I am applying for a License. Why am I being directed to CRC?**

As of December 21, 2017, the Boards appointed CriminalRecordCheck.com (CRC) as the sole provider of criminal record checks for licensing with the Alarm Systems Licensing Board (ASLB) and Private Protective Services Board (PPSB) of North Carolina. Please refer to your licensing application for further details.

### **How do I contact CRC?**

Clients and License Applicants have access to our dedicated team of customer care professionals to answer any questions you may have. If an order has been placed, please have the Order Reference Number available for faster service.

- Call us toll free at 1-877-272-0266 Ext 1029
- Call us local at 919-459-1029
- Email [customercare@mycrc.com](mailto:customercare@mycrc.com)
- Live Help – click the yellow “Live Help” tab located on the right side of each webpage

### **What information do I need to place an order?**

The license applicant will need to include all names, nicknames and aliases used during the scope of their license. This includes any residential, employment and educational addresses (included name of the learning institution) for that same period of time. Please see the scope of each license/registration/certification below:

PPS License	Registration	Alarm License	Certification
PPS License – New (5 Years)	Registration – New (4 Years)	Alarm License – New (5 Years)	Certification – New (5 Years)
PPS License – Renewal (2 Years)	Registration – Renewal PPS (1 Year)	Alarm License – Renewal (2 Years)	Certification – Renewal (2 Years)
	Registration – Renewal Alarm (2 Years)		



### **Can I use someone else besides CRC?**

No. As of May 1, 2018, all criminal record checks (in-state and out-of-state) for ASLB or PPSB licensing purposes are required to be submitted through the CRC Licensing Portal (<https://crclicensing.com/site/ppsb>). Using CRC will guarantee that the Company and License Applicant are receiving comprehensive and compliant checks that meet the requirements of both Boards.

### **What is included in the background report?**

CRC provides a detailed criminal record check that includes names utilized by the applicant, a Social Security Number trace for address history, Multi-Jurisdictional Criminal Database Check, Nationwide Sex Offender Registry, OFAC & Terror Watch Lists and County & State criminal record searches.

### **How do I sign up or place an order?**

Individual applicants can create accounts and order PPSB/ASLB criminal record checks at <https://crclicensing.com/site/ppsb>.

Corporate users can contact our Customer Care team by phone or email to initialize the account activation process. Once the account is created, the corporate user can log into the site and order criminal record checks via the Returning Users section.

### **How do I place an International order?**

Download and complete the Mail/Fax form located at [https://crclicensing.com/data/ppsb/mail\\_in\\_form.pdf](https://crclicensing.com/data/ppsb/mail_in_form.pdf). Please contact us if you have any questions.

### **How long does it take to register or place an order?**

Typically, the process takes 5 to 10 minutes. If you have any questions, please feel free to contact us.



## **How long does it take to complete the criminal record check?**

The turnaround times for criminal record checks may vary depending on the jurisdictions being searched upon receipt of full and final payment. In-state searches are completed within an average of 1-2 business days while out-of-state searches will vary based on the area's requirements. Please contact our Customer Care team if you have any questions about a specific state's turnaround time!

## **So how much will the order cost?**

The cost of your criminal record check depends on the number of names used within the search and the states/counties you have lived, worked or attended school in, or other jurisdictions in which you have criminal records. For a full pricing schedule, please see a copy of our pricing sheet here:

<https://crlclicensing.com/data/ppsb/pricing.pdf>

## **Why am I being charged \$2.50 for a “Personal Identification Verification Procedure”?**

This is a one-time fee charged to validate current and previous names and addresses used as required by the Board.

## **What address do I use for my employer – the local address where I physically worked or the corporate address?**

All addresses should be the local address where you lived, worked or went to school. Corporate addresses or main offices are not to be included if you did not physically report to these locations. This also applies to on-line universities where you took home-based classes.

## **I accidentally entered incorrect information. Can I contact CRC and have them correct it for me?**

To protect the integrity of the information provided to CRC, our researchers and representatives cannot change, correct or manipulate the provided information in any way. It is very important to review all information prior to submitting your order. If you have entered any information that requires these changes, please



contact our office and a Customer Care representative will assist you in making the necessary updates.

**What if I do not have a company reference number?**

Simply input “N/A” or “Not Applicable” in that field.

**What if I do not have a middle name?**

Check the “No Middle Name” box under the name fields.

**I thought I paid for my order. Why am I being asked for additional payment?**

Additional payment is required when our researchers identify additional names and/or jurisdictions that were not disclosed during the ordering process. Please contact our Customer Care team if you have any questions or concerns about the additional payment request.

**I received an email request to provide a signed release. Why is that?**

If you received an email for a signed release, you have either lived, worked or attended school in the state of Georgia or you’ve resided within another country within the scope of your license. A copy of a release form with your “wet” signature (i.e. signed with a pen) is required for our researchers to process your order.

**I’ve forgotten my password. Can you send it to me?**

Per CRC’s security standards, our representatives cannot see your password but we can assist you in resetting your it if needed. Please either reset your password via the Forgot Your Password feature on our homepage or contact our Customer Care team for assistance.

**The CRC criminal record check seems very thorough. Will I need to obtain certified criminal record checks from each county that I lived, worked or attended school?**

No. Criminal record check reports issued by CRC meet the requirements of the PPSB and ASLB.



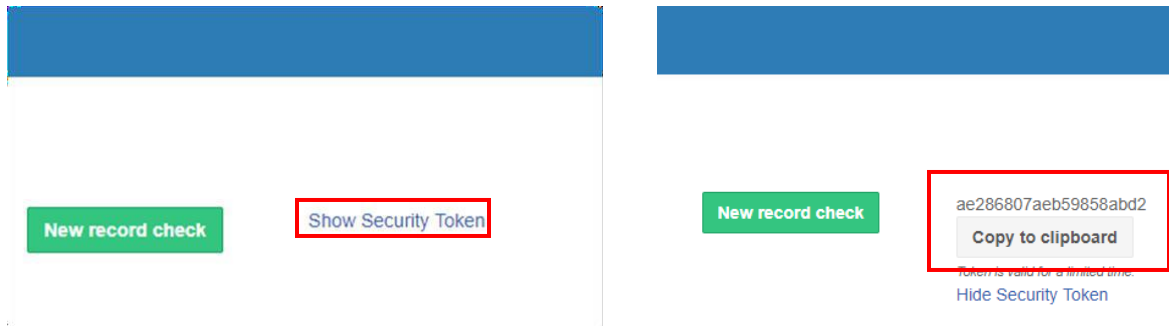
## What is PPSM?

PPSM (also known as Permittium) is the ASLB's and PPSB's new online application system which will replace the paper application process. Industry members will be able to submit applications for licenses, registrations, certifications and transfers through the new online application.

The CRC Licensing Portal is integrated with PPSM for the purpose of transferring completed criminal record check reports during the online application process.

## PPSM is asking for my CRC Security Token. Where can I find that?

Your CRC Security Token is specific to your company account and can be located at the top, right of your CRC Licensing Portal Home Page. To access the security token, log in to your account, click on *Show Security Token* and then click on *Copy to Clipboard*.



## I have the token, but it's not linking up with Permittium. Why is that?

There could be a couple of reasons why the token is not linking up. The order could still be in process as the system only recognizes completed orders. Also, please note that the tokens expire every 24 hours so the token you're attempting to use may be expired. Please ensure that you or your applicants are using a token from the same day you're linking the report with the online application. Lastly, the personal information on the background report or the Permittium application may have been provided incorrectly. Please check both systems for any possible typos. Please reach out to CRC's customer care if you need assistance!



## **Where do I go for help for Permitium software questions (PPSM)?**

For Permitium technical support assistance, please call 855-642-2453 or email [help@permitium.com](mailto:help@permitium.com)

You can also visit their YouTube page at

[https://www.youtube.com/channel/UCQz0MV-mLcHho4lc\\_YZ5JEA/videos](https://www.youtube.com/channel/UCQz0MV-mLcHho4lc_YZ5JEA/videos)

## **I've received a link in my email requesting information. Should I open it?**

Please confirm that the email was sent by [no-reply@criminalrecordcheck.com](mailto:no-reply@criminalrecordcheck.com) and that the email references your license with the Private Protective Services of North Carolina. You should also check to see if you recognize the company that initiated the background check. If so, please open the link listed in the body of the email. It is directly under your order reference number and above your user name.

## **The link I clicked on is requesting that I create an account. Should I do so?**

Yes. The applicant registration fields are required for you to move forward with submitting your information. Ensure that the information listed in each field is completed and then click "Register".

## **What do I do now that I've created the account?**

Please navigate to the <https://crclicensing.com> homepage. You'll log in at "Returning Users" using the user name listed in your email as well as the password you created. You can always use the "Forgot Password?" feature if you did not note the password. Once you've logged in, fill out each step to the best of your knowledge to submit the background check.