

TCOLE SECURE SHARE (TSS) AND THE BACKGROUND CONFIRMATION FORM (BCF)



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BACKGROUND CONFIRMATION FORM (BCF)

The Background Confirmation Form is required for any new appointment as of Jan. 1, 2022.

The BCF is your agency's way of stating a proper and thorough background investigation was completed prior to your new appointment.

Either the Agency's Chief Administrator or their designee is required to sign.

If there is an applicant you choose to not appoint, you do NOT need to submit the BCF.

If you do turn in a BCF and the applicant decides to withdraw their application or you decide to not appoint them, the BCF does NOT obligate you to submit the L1/LIT.

Do not turn in the BCF until a PID has been issued for the applicant (if applicable).

The BCF needs to be submitted prior to the L1/LIT.

TCOLE SECURE SHARE (TSS)

TCOLE Secure Share (TSS) is a web application that allows the secure sharing of personnel files among TCOLE licensed agencies. To have a TSS account, the person applying must have a PID. If they do not, please contact TSS administrators for assistance.

When a background investigation is being done on a potential new appointee, the background investigator can either go to the previous/current agencies to view personnel files, or they can utilize TSS to request the personnel file electronically from all previous/current agencies.

Once requested, the personnel file provider must upload the requested file within 10 calendar days. If there is no file available, a letter on the agency's letterhead needs to be uploaded explaining why the file is not available.

Once uploaded, the background investigator has 14 calendar days to view the file.

OCCUPATIONS CODE 1701.451

Texas Occupations Code 1701.451 (a)(3)(B)(i-xi) shows what a background investigator needs to see during the course of a background investigation for someone who is/will be licensed through TCOLE:

- personnel files and other employee records from each previous law enforcement agency employer, including the employment application submitted to the previous employer
- employment termination reports maintained by the commission under this subchapter
- service records maintained by the commission
- proof that the officer meets the minimum qualifications for enrollment in a peace officer training program under Section 1701.255(c)
- a military veteran's Department of Defense Form DD-214 or other military discharge record
- criminal history record information
- information on pending warrants as available through the Texas Crime Information Center and National Crime Information Center
- evidence of financial responsibility as required by Section 601.051, Transportation Code (when applicable)
- a driving record from the Department of Public Safety (when applicable)
- proof of U.S. citizenship
- information on the officer's background from at least three personal references and at least two professional references

TSS should only be used to send documents the applicant cannot provide and the agency cannot get on their own.

Things that should not be shared on TSS:

- **Criminal Justice/History Information/Driving Record**
- **Copies of SS Cards, Birth Certs., DLs, etc.**

BACKGROUND REQUESTOR

Important note: The use of TSS does NOT replace the contact needed for the F5R; you must still speak with someone at the current/former agency per the F5R.

During the background investigation, the background requestor runs the F5R, pulls the BCF, conducts full background investigation. If the applicant has no current and or former law enforcement agencies in their employment history:

1. Fill out the BCF
2. Send the BCF to TCOLE
3. Keep a copy on file
4. Submit the L1/LIT when ready to appoint

If the applicant has current and/or former law enforcement agencies in their employment history, the background investigator can view the personnel file in person or using TCOLE Secure Share (TSS).

If in-person:

1. Visit the current/former agencies
2. Review the personnel file
3. Complete the BCF
4. Send the BCF to TCOLE
5. Keep a copy on file
6. Submit the L1/LIT when ready to appoint

If using TCOLE Secure Share:

1. Contact the current/former agencies
2. Collect the background provider's name, PID, and email
3. Email/fax a copy of the Background Release of Information form to the agency
4. Use TSS to request the personnel file
5. Once an email is received stating there is an upload, navigate to TSS to view file
6. Complete the BCF
7. Send the BCF to TCOLE
8. Keep a copy on file
9. Submit the L1/LIT when ready to appoint

Note: It is the agency doing the background investigation's choice if they want to go in person or use TSS to obtain the personnel file of a current/previous employee. The method can only change if both agencies agree.

BACKGROUND PROVIDER

Must have a Background Release of Information Form prior to uploading any document!

When contacted about a former employee, if the background investigator wants to utilize TSS, you must provide your name, PID, and work email.

If your agency has the personnel file: after receiving the signed and notarized Release of Information form along with an email request from TSS:

1. Log in to TSS
2. Upload the scanned personnel file
3. Finished!

If your agency does not have the personnel file: after receiving the signed and notarized Release of Information form along with an email request from TSS:

1. Prepare a letter on agency letterhead explaining why the personnel file is not available
2. Log in to TSS
3. Upload the signed and scanned in letter
4. Finished!

Note: If the agency doing the background investigation wants to use TSS to obtain the personnel file of a current/previous employee, the responding agency is required to send the file through TSS.

TSS HOW-TO GUIDES

APPLYING FOR A TSS ACCOUNT

Navigate to the login page: <https://seureshare.tcole.texas.gov>

Click 'SecureShare Application'

Fill in the requested information and click 'Submit Application'

Once you successfully submitted your application, you will receive an email with a link to verify your email address. Click the link in the email to verify your email address.

After clicking 'Verify,' log in to the page you are directed to with your username and password. Click 'Complete Application' to finish the application process.

You will receive an email advising you successfully verified your email.

After you have successfully verified your email, please allow up to 72 hours for the review process. Once your application has been reviewed, you will either receive an email stating you have successfully created an account, requesting more actions needed, OR your request was denied.

Note: It is important to use your department email address instead of a personal one. If you are with more than one department, while your PID is the same, you will need an account (and unique email address) for each department.

LOGGING IN TO TSS

Navigate to the login page: <https://secureshare.tcole.texas.gov>

Enter work email address and password; click 'Login':

Popups you may see when attempting to log in is there is an error:

| Errors | Solutions |
|------------------------------------|--|
| User Load Failed | Refresh your screen |
| Authentication Failed | Contact TCOLE Secure Share Administrators |
| Refresh Token Failed | Refresh your screen |
| Invalid Login Credentials | Invalid email or password was entered |
| Not a registered email address | An incorrect email address was entered |
| Password Reset Confirmation Failed | Contact TCOLE Secure Share Administrators |

Forgot your password? Click on 'Forgot Password' to receive an account recovery/password reset email!

REQUESTING A PERSONNEL FILE

Login to TSS: <https://seureshare.tcole.texas.gov>

Click 'Create New Ticket'

Enter the PID of the contact at the responding agency and click 'Verify PID'

Select the department by clicking on the agency's name.

Note: People may be associated with multiple agencies. Be sure to select the correct department by clicking the department name in the blue box.

Enter the applicant's first name, last name, and their PID. Click 'Finish' to submit the request

Click 'Dashboard' to return, click 'Create New Ticket' to request another personnel file, or click 'Logout' if you are finished with TSS

If you return to your Dashboard, you can see the request in 'Active Tickets'

If you return to your Dashboard, you can see the request in 'Active Tickets'

Also note: if the person you are searching for is not found it could mean either the PID is wrong, or the person does not have a TSS account at this time.

UPLOADING A PERSONNEL FILE

Important note: Currently the file size must be a PDF 2 MB or less. If it is not, the upload status bar will go up to 100% and then drop back down.

Log in to TSS to see the name of the applicant, their PID, the investigator's name, the department the investigator works for, the date the request was created, and how many days until the request expires.

Click on 'Upload File' on the correct line under 'Active Requests' when you are ready to upload the personnel file

Click on 'Choose file' to browse for the personnel file

Navigate to the location where the personnel file is located, select it, and click 'Open'

Make sure you chose the correct file and then click 'Upload' to upload the file to TSS

There will be a message at the top of the page when it successfully uploads that says 'File Uploaded Successfully' and the file will be listed in a table below

VIEWING A PERSONNEL FILE

Navigate to TSS and log in: <https://seureshare.tcole.texas.gov>

Click on 'View Ticket' on the correct line under 'Active Tickets' when you are ready to view the personnel file

Click 'View File' under 'Ticket Uploads' to view the documents uploaded

If you receive an error message on any page of TSS, please don't hesitate to reach out to our TCOLE Secure Share system administrators.

We are always happy to assist you!

CONTACT INFORMATION

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RESOURCES

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| Senate Bill 24 | <u>https://capitol.texas.gov/tlodocs/87R/billtext/html/SB00024F.htm</u> |
| TCOLE | <u>https://www.tcole.texas.gov/</u> |
| TCOLE Background Confirmation and TCOLE Secure Share | <u>https://www.tcole.texas.gov/content/background-confirmation-and-tcole-secure-share-0</u> |
| Texas Occupational Code | <u>https://statutes.capitol.texas.gov/Docs/OC/pdf/OC.1701.pdf</u> |
| TCOLE Secure Share | <u>https://seureshare.tcole.texas.gov</u> |