

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS) for Public and Private Agencies



User Guide

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

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Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

Overview

This user guide provides step-by-step instruction for an agency representative completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS).

Create OH|ID Account

If you do not have an OH|ID Account, you will be required to create an account to access OSAPS.

Follow the URL <https://ap.jfs.ohio.gov/Login.aspx>.

The Ohio ID Portal screen appears.



1. Click, **Log in from OH|ID**.

The Create Your OH|ID Account (Profile Information) screen appears.

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The screenshot shows the OH|ID login and registration interface. On the left, there is a large grey padlock icon with a fingerprint pattern inside. To its right, the text reads: "Please login to access the Ohio ID Portal using your OH|ID Account." followed by "Please click the link below to create your OH|ID Account in a few simple steps." Below this text is a blue button with the text "Create New Account >". On the right side of the page, there is a login form with the OH|ID logo at the top. Below the logo, there are two input fields: "Username:" and "Password:". The "Password:" field has a small eye icon to its right. Below the input fields is a blue "Log In" button with a padlock icon. Underneath the "Log In" button are two links: "Forgot username/password?" and "Need Help?".

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

1. Click, **Create New Account >**

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

The Create Your OH|ID Account (Profile Information) screen appears.



Create Your OH|ID Account

Profile Information Security Setup Confirmation

OH|ID Profile Information

Enter the information below to begin creating your OH|ID profile.

First Name *	Middle Initial	Last Name *	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email *	Email Confirmation *		
<input type="text"/>	<input type="text"/>		
Work Phone Number *	Mobile Number		
<input type="text"/>	<input type="text"/>		
Date of Birth *	Last 4 of SSN		
<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>		
Verification Question: ? *	What is the 2nd color in the list pink, house and purple?		
<input type="text"/>			

Terms and Conditions

In order to proceed with this request, you must agree to the following terms and conditions.

By clicking "I Agree" and creating an OH|ID Citizen, Business, or Workforce profile you consent to use electronic signatures with the State of Ohio and receive communications in electronic form.

If you use this site, you are responsible for maintaining the confidentiality of your OH|ID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OH|ID account(s) or password(s). The Ohio Department of Administrative Services reserves the right to refuse service, terminate accounts, remove or edit content, or cancel transactions.

I Agree

[Terms of Use](#) [Privacy Notice](#) [ohio.gov](#)

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

Note: The blue asterisk (*) indicates a required field.

1. You must enter **First Name, Last Name, Email, Email Confirmation, Work Phone Number, Date of Birth** and **Verification Question** to create an Ohio ID.
Note: Only one account can exist per email address.
2. To proceed with the request, you must agree to the **Terms and Conditions**.
3. If you agree, click the checkbox '**I Agree**.'
4. Click, **Next**.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

The Create Your OH|ID Account (Security Setup) screen appears.



Create Your OH|ID Account

Profile Information — Security Setup — Confirmation

Create OH|ID Username and Password

Provide username and password information to complete your profile.

Username

Password

Confirm New Password

Username Guidelines:

- Must have at least 6 and no more than 64 characters in length
- Username cannot start or end in a special character
- Username cannot contain only numbers
- The following are valid characters that can be used in an OH|ID username:
 - Upper case letters (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Select special characters (. _ - @) Note: No other special characters are permitted

Password Guidelines:

- Must have at least 8 and no more than 30 characters in length
- Must contain 1 character from each of the following categories:
 - Upper case letters (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Special characters (!\$#,%@~^&* _-+><(){}%":'~\/?)
- Password cannot include your first name, last name, username, or OH|ID
 - Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"

Choose Password Recovery Methods

You can select more than one method.

 **Email**
You will receive a temporary PIN on your email address to reset the forgotten password.

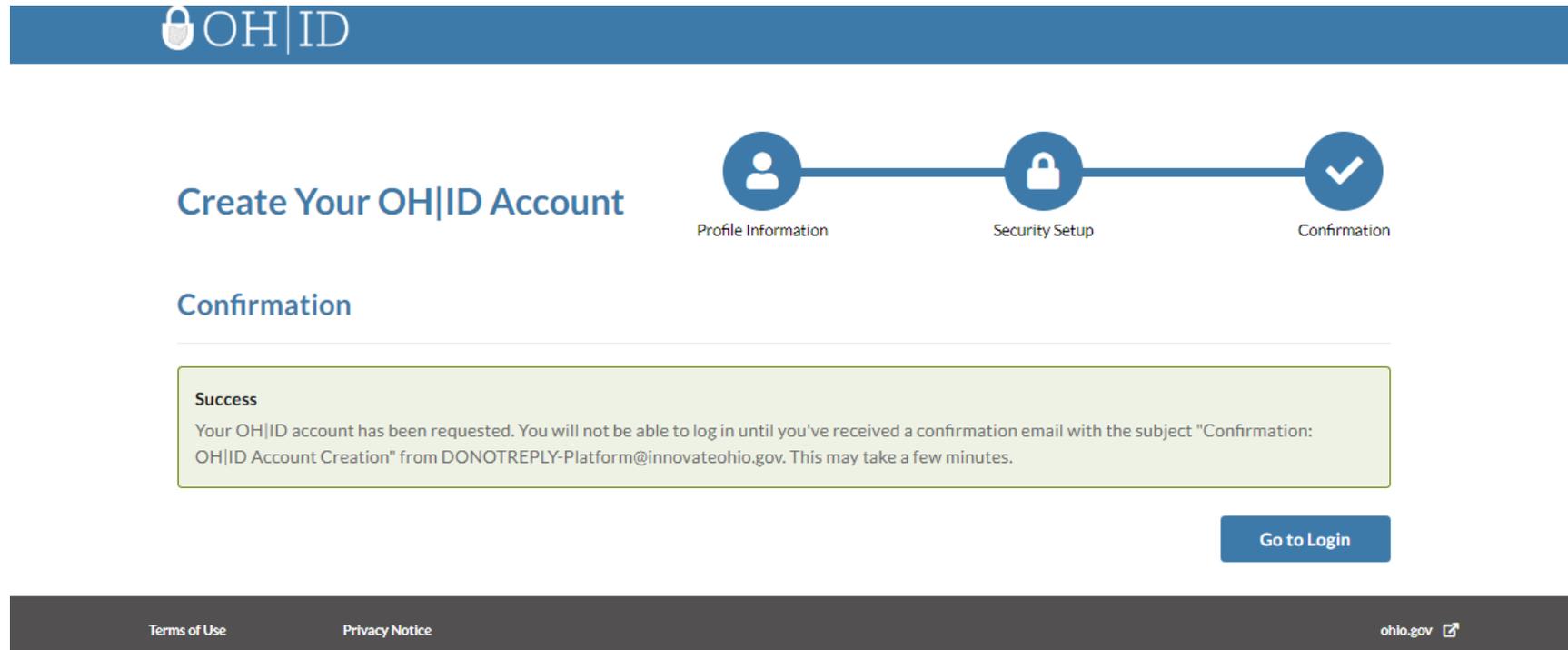
 **Mobile Number**
You will receive a temporary PIN on your mobile number to reset the forgotten password.

 **Security Questions**
Security Questions can be used to reset the forgotten password.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

1. Enter a **Username** per the Username Guidelines.
2. Enter a **Password** and **Confirm New Password** per the Password Guidelines.
3. Select a **Password Recovery Method** from Email, Mobile Number or Security Questions.
4. Click, **Create Account**.

The Create Your OH|ID Account (Confirmation) screen appears.



Note: You will not be able to log in until you've received a confirmation email with the subject "Confirmation: OH|ID Account Creation" from DONOTREPLY-Platform@innovateohio.gov. This may take a few minutes.

Once you receive your confirmation email, you may return to <https://ap.jfs.ohio.gov/Login.aspx>.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

Agency User Registration

Follow the URL <https://ap.jfs.ohio.gov/Login.aspx>.

The Ohio ID Portal screen appears.



2. Click, **Log in from OH|ID**.

Note: If you do not have an Ohio ID Account, you must create one prior to logging into OSAPS. Please see **Create Your OH|ID Account** instructions above.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

The OH|ID login screen appears.

Please login to access the Ohio ID Portal using your OH|ID Account.
Please click the link below to create your OH|ID Account in a few simple steps.

[Create New Account >](#)

OH|ID

Username:

Password:

[Log In](#)

[Forgot username/password?](#)

[Need Help?](#)

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

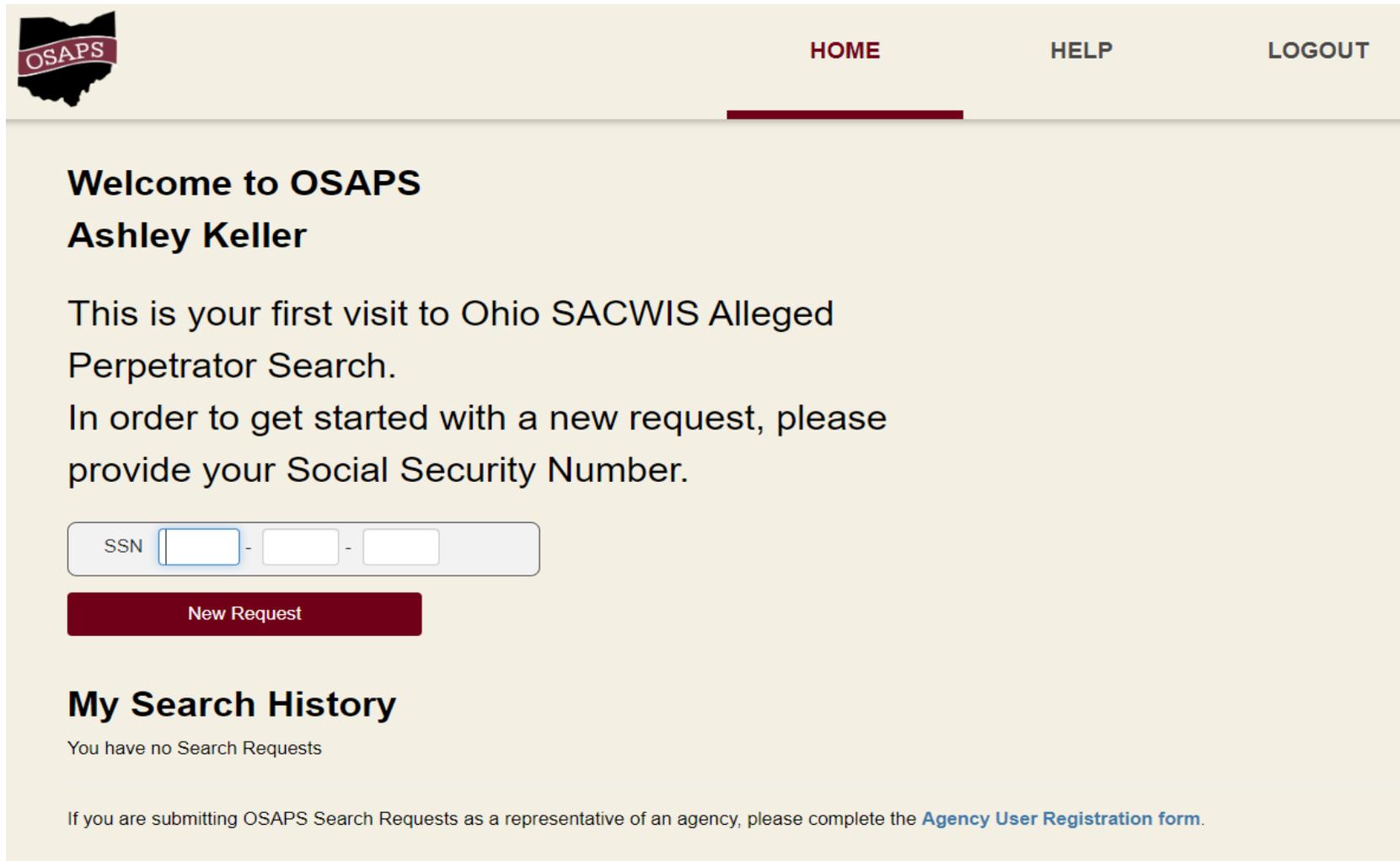
You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

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1. Enter Username and Password.
2. Click, **Log In**

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

Welcome to OSAPS screen appears.



The screenshot shows the OSAPS web application interface. At the top left is the OSAPS logo, which is a black silhouette of the state of Ohio with the text 'OSAPS' in white on a red banner across it. To the right of the logo are three navigation links: 'HOME', 'HELP', and 'LOGOUT', all in red uppercase letters. Below the navigation bar, the main content area has a light beige background. It starts with a bold heading 'Welcome to OSAPS' followed by the user's name 'Ashley Keller'. Below this is a paragraph of text: 'This is your first visit to Ohio SACWIS Alleged Perpetrator Search. In order to get started with a new request, please provide your Social Security Number.' Underneath the text is a form for entering a Social Security Number (SSN), consisting of three input boxes separated by hyphens, with the label 'SSN' to the left. Below the SSN form is a dark red button with the text 'New Request' in white. Further down is another bold heading 'My Search History' followed by the text 'You have no Search Requests'. At the bottom of the page, there is a line of text: 'If you are submitting OSAPS Search Requests as a representative of an agency, please complete the [Agency User Registration form](#).'

1. Click, **Agency User Registration form**.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

The Agency Registration screen appears.

OSAPS HOME HELP LOGOUT

Select the agency you represent

State Agency Name *

Select... Select...

Select the contact for the agency

**Note - Search results will be emailed to the Agency Contact

Agency Contacts *

Select...

Agency Representative Details

First Name Last Name Title *

Ashley Keller

Phone Number * E-mail *

(614) ___-___ Ashley.Keller2@jfs.ohio.gov

Employment Verification

As part of our employment verification process, please upload proof of employment with the agency listed in the form of a work ID or if that isn't available you may upload a picture of your drivers license so that we can confirm your information is accurate with your Agency Contact.

Employee ID Card *

Select

Submit Registration Cancel

Note: The red asterisk (*) indicates a required field.

1. **Select the agency you represent**
 - a. Select the **State** from the dropdown.
 - b. Select the **Agency Name** from the dropdown.
 - i. When 'Add an Agency' is selected, **Enter your Agency's name**.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

2. Select the contact for the agency

- a. Select the **Agency Contacts** from the dropdown.
 - i. When 'Add an Agency Contact' is selected, enter your direct supervisors' information: **Contact First Name, Contact Last Name, Contact Title, Contact Phone Number, Contact E-mail, Address Line 1, City, State, ZIP Code.**

3. Agency Representative Details

Note: Some of the information will be populated from your Ohio ID information. Please ensure accuracy.

- a. Enter **First Name, Last Name, Title, Phone Number, E-mail.**

4. Employment Verification

- a. Click, **Select.**
 - i. You will need to provide a photo copy of your work lanyard. If this is not available, you can submit a photo of your state ID in order to confirm your information is accurate with your agency contact.

5. Click, **Submit Registration.**

- a. An e-mail will be sent to the e-mail on our Ohio ID account once your access has been approved.

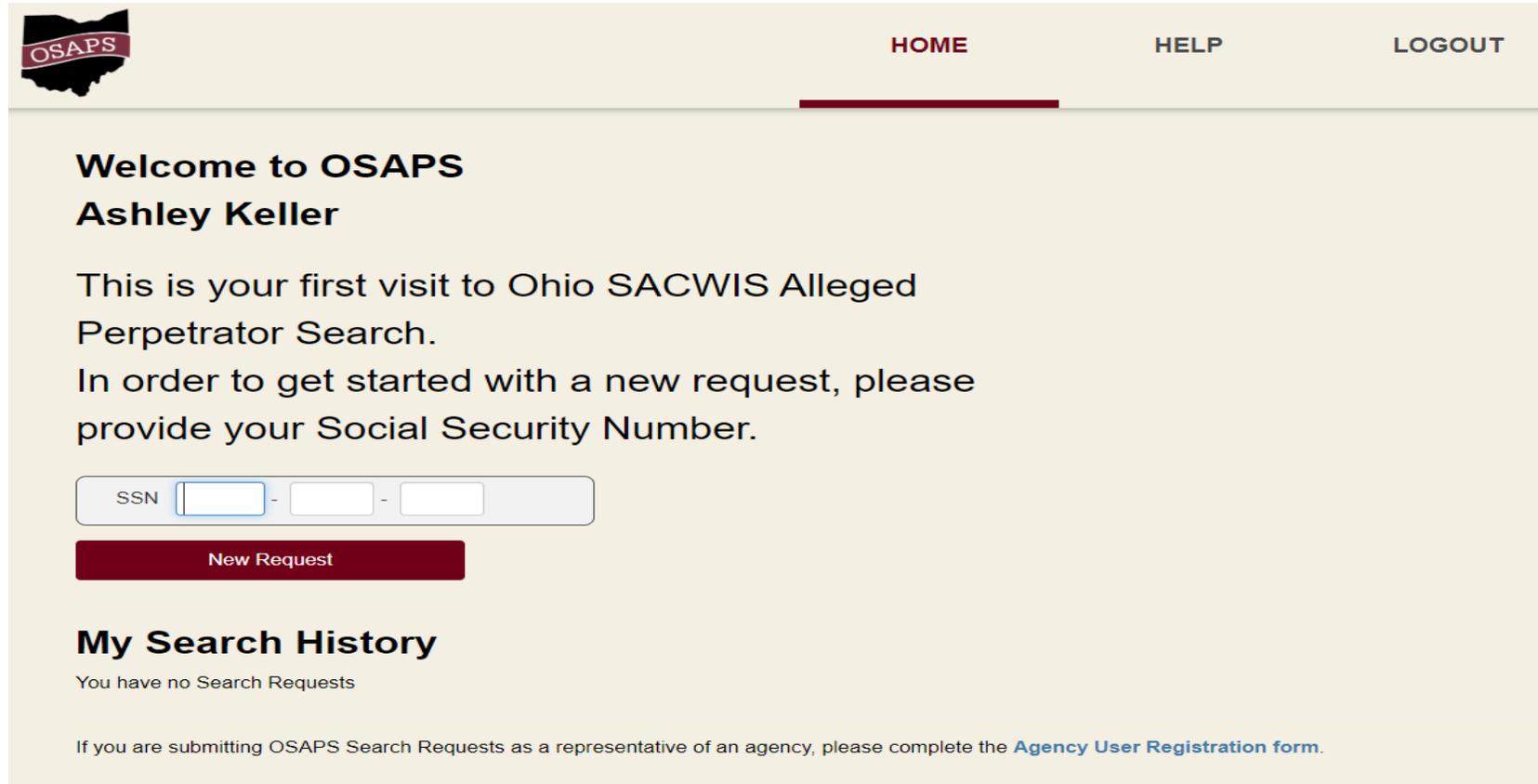
Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

Add New Request

Log into <https://ap.ifs.ohio.gov/Login.aspx>.

Welcome to OSAPS screen appears.

Note: The initial screen may look different dependent upon your agency.



The screenshot displays the OSAPS web application interface. At the top left is the OSAPS logo, which consists of a black outline of the state of Ohio with the text 'OSAPS' in white on a red banner across it. To the right of the logo are three navigation links: 'HOME', 'HELP', and 'LOGOUT', all in red uppercase letters. The 'HOME' link is underlined. Below the navigation bar, the main content area has a light beige background. It starts with a bold heading 'Welcome to OSAPS' followed by the user's name 'Ashley Keller'. Below this, there is a message: 'This is your first visit to Ohio SACWIS Alleged Perpetrator Search. In order to get started with a new request, please provide your Social Security Number.' Underneath the message is a form field for the Social Security Number (SSN), labeled 'SSN' on the left. The field is divided into three input boxes by hyphens. Below the SSN field is a dark red button with the text 'New Request' in white. Further down, there is a section titled 'My Search History' with the text 'You have no Search Requests' below it. At the bottom of the page, there is a note: 'If you are submitting OSAPS Search Requests as a representative of an agency, please complete the [Agency User Registration form](#).'

OR



Welcome to OSAPS MICKEY MOUSE

You have a partially completed Search Request. This request will be canceled if it is not submitted in 60 days. In order to get started with a new request, please provide a Social Security Number if available and then select a purpose.

SSN - -

**Adoption/Foster
Parenting/Employment**
Agency representative seeking
SACWIS Registration information.

My Search History

Request ID	Individual Name	DOB	Last Modified	Status	Result Letter	Actions
10989	mouse, minnie	01/01/2001	2/11/2020	Entered		Edit Cancel

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

1. Enter **SSN**.

Note: Enter the Social Security Number of applicants you need a child abuse/neglect history search on in Ohio.

2. Click, **New Request** or the **Adoption/Foster Parenting/Employment** tile (dependent on the agency).

The Purpose screen appears.

Purpose

OSAPS

HOME HELP LOGOUT

1 Purpose 2 Individual Information 3 Contact Information 4 Household Information 5 Identification 6 Consent and Signature

Identify the purpose of the SACWIS alleged perpetrator request. One of the following must be selected:

Adoption/Foster Parenting
Individual seeking SACWIS Registry Information for the approval of foster parenting or adoption.

Volunteer Work
Individual requesting SACWIS Registry information to volunteer at an agency.

Employment (Excluding Child Care)
Individual requesting SACWIS Registry information to present for employment.

Other
Individual requesting a search in the SACWIS Registry for child abuse and neglect for reasons other than adoption/foster parenting, volunteer work, or employment.

Next

1. Select a tile (Adoption/Foster Parenting, Volunteer Work, Employment (Excluding Child Care) or Other).

Note: Dependent on your agency, you may only see one tile: Adoption/Foster Parent/Employment.

2. Click, **Next** or the **Individual Information** tab.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

The Individual Information screen appears.

Individual Information

Note: The Applicant Information is the person on whom you are requesting an Alleged Perpetrator search.

The red asterisk (*) indicates a required field.

The screenshot shows the OSAPS web application interface. At the top left is the OSAPS logo. The navigation bar includes links for HOME, HELP, and LOGOUT. Below the navigation bar is a progress indicator with six steps: 1 Purpose, 2 Individual Information (highlighted in red), 3 Contact Information, 4 Household Information, 5 Identification, and 6 Consent and Signature. The main form area is titled "Applicant Information" and contains several input fields: "First Name *" (with a red border), "Middle Name", "Last Name *" (with a red border), "Date of Birth *" (with a red border and a calendar icon), and "SSN" (with a red border and a calendar icon). Below these fields is a section for "Select Race(s) *" with a list of checkboxes: White, Black, Asian, Hispanic, Alaska Native/American Indian, Native Hawaiian/Other Pacific Islander, and I prefer not to answer. To the right is a "Select Gender *" section with radio buttons for Female and Male. At the bottom, there is a section for "Additional Names including Maiden Name, previous Married Name(s), or Alias(es)." with a table with columns for First Name and Last Name. Below the table, it says "No records to display." and there is a "+ Add additional names" button. At the bottom right of the form are "Back" and "Next" buttons.

OSAPS

HOME HELP LOGOUT

1 Purpose 2 Individual Information 3 Contact Information 4 Household Information 5 Identification 6 Consent and Signature

Applicant Information

First Name * Middle Name Last Name *

Date of Birth * SSN

MM/DD/YYYY

***-**-8734

ODJFS is legally allowed to ask about your race and gender. Identifying your race or gender may help to exclude you as an Alleged Perpetrator. You may identify up to two races.

Select Race(s) *

White
 Black
 Asian
 Hispanic
 Alaska Native/American Indian
 Native Hawaiian/Other Pacific Islander
 I prefer not to answer

Select Gender *

Female
 Male

Additional Names including Maiden Name, previous Married Name(s), or Alias(es).

First Name	Last Name		
No records to display.			
+ Add additional names			

Back Next

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

1. Enter **First Name, Last Name, Date of Birth**.
2. **Select Race(s)**.
3. **Select Gender**.
4. Click, **Next** or the **Contact Information** tab.

The Contact Information screen appears.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

Contact Information

Note: The Contact Details are for the person on whom you are requesting an Alleged Perpetrator search.

The screenshot shows the OSAPS web application interface. At the top left is the OSAPS logo. To the right are navigation links for HOME, HELP, and LOGOUT. Below these is a progress bar with six steps: 1 Purpose, 2 Individual Information, 3 Contact Information (highlighted in red), 4 Household Information, 5 Identification, and 6 Consent and Signature. The main content area is titled "Contact Details" and contains three input fields: "Home Phone Number" with a format of () - - -, "Cell Phone Number" with a format of () - - -, and "E-mail *" with an envelope icon. Below this is an "Addresses" section with the text "No records to display." and a form with fields for "Address Type" (dropdown), "Address Line 1", "Apartment, Unit #", "City", "State" (dropdown), and "ZIP Code" (format: - - - - -). There are "Save" and "Cancel" buttons below the address form. At the bottom of the form area, there are two red asterisked notes: "* You must enter your current address to submit your request" and "* Include any previous addresses within last 10 years". At the bottom right of the page are "Back" and "Next" buttons.

The red asterisk (*) indicates a required field.

1. Enter **Home Phone Number, Cell Phone Number, E-mail.**
2. Click, **+Add Additional Address.**

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

- a. Select, **Address Type** from the dropdown.
 - b. Enter **Address Line 1, City, State, ZIP Code**.
 - c. Click, **Save**.
3. Click, **Next** or the **Household Information** tab.

The Household Information screen appears.

Household Information

Note: List all children associated with the applicant and any other people currently living in the home. Identify all of your biological/adopted children regardless if they are living in the home with the applicant or are over 18 years of age.

OSAPS

HOME HELP LOGOUT

1 Purpose 2 Individual Information 3 Contact Information 4 Household Information 5 Identification 6 Consent and Signature

List all children associated with the applicant and any other people currently living in the home. Identify all of your biological/adopted children regardless if they are living in your home or are over 18 years of age.

First Name	Middle Name	Last Name	Date of Birth	Relationship	In Home?		
No records to display.							
<input type="button" value="+ Add additional children or people living in the home"/>							

Back Next

1. Click, **+Add additional children or people living in the home**.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

OSAPS

HOME HELP LOGOUT

1 Purpose 2 Individual Information 3 Contact Information 4 Household Information 5 Identification 6 Consent and Signature

List all children associated with the applicant and any other people currently living in the home. Identify all of your biological/adopted children regardless if they are living in your home or are over 18 years of age.

First Name	Middle Name	Last Name	Date of Birth	Relationship	In Home?
No records to display.					

First Name * Middle Name Last Name *

Date of Birth Relationship * In Home? *

Save Cancel

Back Next

The red asterisk (*) indicates a required field.

2. Enter **First Name, Last Name**.
3. Select, **Relationship** from the dropdown.
4. Select, **In Home?** from the dropdown.
5. Click, **Save**.
6. Click, **Next** or the **Identification** tab.

The Identification screen appears.

Identification

Note: You must upload two documents to confirm the identity and Social Security Number of the applicant.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

1. Click, **+Add additional documents.**

[HOME](#) [HELP](#) [LOGOUT](#)

1 Purpose2 Individual Information3 Contact Information4 Household Information5 Identification6 Consent and Signature

Upload two documents to confirm your identity and Social Security Number. If you do not have a Social Security Number, please provide at least one form of identification. If you are not the subject of the request, a consent form must be included.

View	Document Name	Description
No records to display.		
+ Add additional documents		




Appropriate documents to confirm Social Security Numbers include the following:

- A copy of an official Social Security card issued by the Social Security Administration.
- A current W-2 wage and tax statement, displaying full Social Security Number. Wage and tax details may be crossed out on the W-2 form; the name and 9-digit Social Security Number is all that needs to be revealed on the statement.
- A Social Security Administration 1099 form that displays a complete Social Security Number, but must not be handwritten.
- A letter from the Social Security Administration that indicates an application for a new or replacement Social Security card. The letter will display the 9-digit Social Security Number.

Appropriate documents to submit for the second form of identification include the following:

- Driver License or State Identification card.
- Birth Certificate.
- U.S. Visa (travel passport).

BackNext

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

HOME HELP LOGOUT

1 Purpose 2 Individual Information 3 Contact Information 4 Household Information 5 Identification 6 Consent and Signature

Upload two documents to confirm your identity and Social Security Number. If you do not have a Social Security Number, please provide at least one form of identification. If you are not the subject of the request, a consent form must be included.

View	Document Name	Description
No records to display.		
	Document Name <input type="text"/> <input type="button" value="Select"/>	Description <input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		



Appropriate documents to confirm Social Security Numbers include the following:

- A copy of an official Social Security card issued by the Social Security Administration.
- A current W-2 wage and tax statement, displaying full Social Security Number. Wage and tax details may be crossed out on the W-2 form; the name and 9-digit Social Security Number is all that needs to be revealed on the statement.
- A Social Security Administration 1099 form that displays a complete Social Security Number, but must not be handwritten.
- A letter from the Social Security Administration that indicates an application for a new or replacement Social Security card. The letter will display the 9-digit Social Security Number.



Appropriate documents to submit for the second form of identification include the following:

- Driver License or State Identification card.
- Birth Certificate.
- U.S. Visa (travel passport).

2. Click, **Select**.
3. Enter, **Description**.
4. Click, **Save**.
5. Click, **Next** or the **Consent and Signature** tab.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

The Consent and Signature screen appears.

Consent and Signature

Note: You will not receive a Submit button if there is information missing that is required upon submission of the request.

OSAPS

HOME HELP LOGOUT

1 Purpose 2 Individual Information 3 Contact Information 4 Household Information 5 Identification 6 Consent and Signature

Certify and Submit

Pursuant to Ohio Law and administrative rule, I have read, or someone has read to me, the instructions to complete a SACWIS registry request before I certify this statement through submission of this request.

I understand that a person who knowingly or intentionally submits false information on this form commits a Misdemeanor of First Degree.

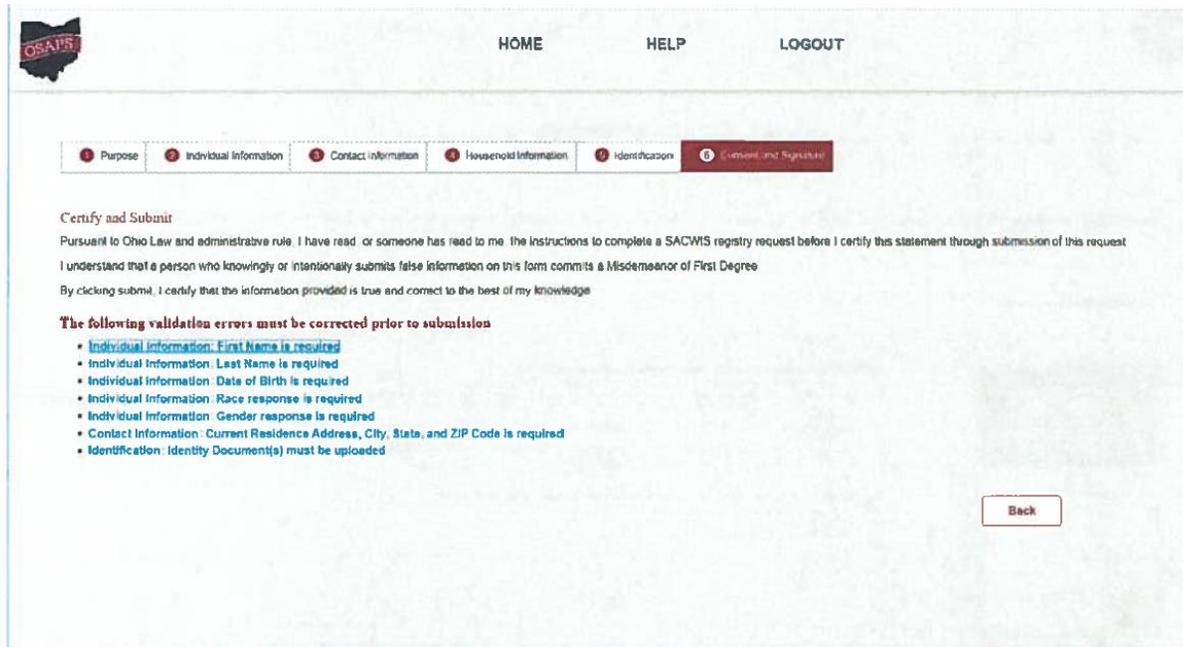
By clicking submit, I certify that the information provided is true and correct to the best of my knowledge.

Back Submit

1. Click, **Submit**.

Note: You will not receive a Submit button if there is information missing that is required upon submission of the request. You will receive Validation Errors that must be corrected to submit your request. Once all validation errors have been addressed, you can successfully submit your request.

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)



OSAPS

HOME HELP LOGOUT

1 Purpose 2 Individual Information 3 Contact Information 4 Household Information 5 Identification 6 **Certify and Signature**

Certify and Submit

Pursuant to Ohio Law and administrative rule, I have read, or someone has read to me, the instructions to complete a SACWIS registry request before I certify this statement through submission of this request. I understand that a person who knowingly or intentionally submits false information on this form commits a Misdemeanor of First Degree.

By clicking submit, I certify that the information provided is true and correct to the best of my knowledge.

The following validation errors must be corrected prior to submission:

- Individual Information: First Name is required
- Individual Information: Last Name is required
- Individual Information: Date of Birth is required
- Individual Information: Race response is required
- Individual Information: Gender response is required
- Contact Information: Current Residence Address, City, State, and ZIP Code is required
- Identification: Identity Document(s) must be uploaded

Back

Completing an Ohio SACWIS Alleged Perpetrator Search (OSAPS)

You will be navigated back to the OSAPS Welcome screen. You will see your search history.



HOME

HELP

LOGOUT

Welcome to OSAPS

Ashley Keller

You have a partially completed Search Request. This request will be canceled if it is not submitted in 60 days.

What would you like to do?

Continue where I left off

Cancel and start over

My Search History

Request ID	Last Modified	Status	Result Letter
6225	2/7/2020	Entered	

If you are submitting OSAPS Search Requests as a representative of an agency, please complete the [Agency User Registration form](#).