

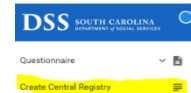
CHILD ABUSE & NEGLECT AND/OR DATABASE PROVIDER PORTAL

FAQ: SUBMITTING A CENTRAL REGISTRY - ONE TIME REQUEST

If you will be submitting a Child Abuse and Neglect request infrequently, you should create a one-time request. Some examples of an infrequent request – individual check, name change, live or work in another state and requesting a check for childcare, or SC Voucher Family, Friend, or Neighbor participant.

Question: HOW TO SUBMIT A ONE-TIME REQUEST?

1. Click on the CREATE CENTRAL REGISTRY option in the Navigation bar found on the left side of the screen.
2. One-time requests CAN ONLY be completed electronically. After submitting a request, an email will be sent to the person listed under “Requestor Name” from DONOTREPLY@DSS.SC.GOV.
3. The email will supply a SECURED link that the person can click on to complete the information necessary for a Child Abuse and Neglect and/or Database check to be conducted with their consent.
4. You will need a credit card to pay for the request; you will be directed to SC.GOV to pay for the invoice. One-Time request will not be submitted until the fee has been paid. After payment has been completed, while still on SC.GOV site, scroll to bottom and click continue to bring you back to the portal to finish submitting. **Paying for the invoice does not submit the invoice, you will need to click continue at the bottom of the receipt page on SC.GOV to direct you back to the portal to click submit.**
5. Electronic signatures can be completed by clicking the left button on your mouse, move the mouse to create a signature, or a touch screen can also be used to complete the signature.



6. Results for One-Time Request will be sent in the manner you designated at the time you placed the request – either by email or by mail.

Results returned by *
SELECT

Email Address
Mailing Address

7. For questions concerning the process, please contact ONE OF THE FOLLOWING:
 - Child Welfare (adoptions, foster homes, name changes) CentralRegistryInfo@dss.sc.gov
 - Child Care Licensing (SC childcare centers, ABC providers, Other States Childcare providers) 803-898-9020.

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4. You will need a credit card to pay for the request; you will be directed to a third-party site for payment –that site is SC.GOV. The One-Time request will not be submitted until the fee has been paid. After payment has been completed, while still on SC.GOV site, scroll to bottom and click continue to bring you back to the portal to finish submitting. DO NOT EXIT THE BROWSER. ONLY CHILD CARE LICENSING FOR EMPLOYMENT IN A CHILD CARE FACILITY, IN SOUTH CAROLINA OR IN ANOTHER STATE FEES ARE WAIVED
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Results returned by *

SELECT

Email Address

Mailing Address

designated at the

DSS SOUTH CAROLINA
DEPARTMENT OF SOCIAL SERVICES

Questionnaire

Create Central Registry