

# Registering Persons

Last Updated: 12/18/2020

## Overview

This job aid contains the steps to register a person in NC FAST.

### Notes:

- Search thoroughly for a person before registering her/him. Consult the *Searching for Persons* job aid for detailed guidance.
- Child Welfare Social Workers should follow the steps in the *Register Person Outside of Assessment* job aid to register a Victim, Perpetrator, or Responsible Individual.


## Step-by-Step Instructions

1. From the NC FAST Home page, click the **Clients and Outcomes** tab.
2. The Clients and Outcomes page displays. Click the **toggle** to expand the Shortcuts panel.
3. The Shortcuts panel expands and folders display. Click the **Registration** folder.
4. The contents of the Registration folder display. Click the **Person** hyperlink.
5. The Register Person pop-up appears.
  - a. Click the **Reference Number** text field then enter the person's Social Security Number (SSN).

**Note:** In the absence of an SSN, enter the person's **First Name**, **Last Name**, and **Date of Birth** then select the person's **Gender**.

b. Click **Search**.

6. Search results display. Take one of the following paths (depending on the search results):

IF:	No Search Results for Person	Person with Source = NC FAST	Prospect Person with Source = NC FAST	Person with Source = CNDS*
THEN DO THIS:	<ul style="list-style-type: none"> <li>Click <b>Next</b></li> <li>Progress to step #7</li> </ul>	<p>Click <b>Cancel</b> to close the Register Person pop-up (since person is already registered in NC FAST).</p> <p><b>Note:</b> Consult the <i>Completing Person Merge</i> job aid for guidance on managing a person who has (1) more than one registered person record or (2) more than one registration source.</p>	<p><b>Note:</b> A  icon identifies a Prospect Person.</p> <ul style="list-style-type: none"> <li>Select the <b>radio button</b> associated with the Prospect Person search result that contains the most accurate information then click <b>Next</b>.</li> <li>Progress to step #7.</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>If the Prospect Person has both a CNDS* source and an NC FAST source, select the <b>radio button</b> associated with the CNDS source then click <b>Next</b>.</li> <li>Do not register a Prospect Person if search results also</li> </ul>	<ul style="list-style-type: none"> <li>Select the <b>radio button</b> associated with the search result then click <b>Next</b>.</li> </ul> <p><b>Note:</b> If a person has more than one CNDS ID number, stop here. Consult the notes below and, when applicable, complete any related process(es). When finished, begin at step 1 again.</p> <ul style="list-style-type: none"> <li>Confirm the accuracy of the person's information on the CNDS Person Information screen then click <b>Next</b>.</li> <li>Progress to step #7.</li> </ul> <p><b>Note:</b> After confirming all CNDS sources are connected to the</p>

			<p>show that the same person has already been registered in NC FAST (Source = NC FAST but no Prospect Person icon)</p>	<p>same individual, register each of the CNDS sources. Afterwards, merge the records into a single record. Consult the <i>Completing Person Merge</i> job aid for guidance.</p> <p>* “CNDS” is the acronym for “Common Name Data Service,” the system which assigns CNDS IDs. A CNDS ID is a series of nine numbers ending with a letter. CNDS randomly generates these IDs for Medicaid and Food &amp; Nutrition Services clients. The CNDS number identifies the person to whom it is assigned, yet it doesn’t compromise the security of that person’s Social Security number.</p>
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7. The Register Person wizard appears on Step 1 (*Registration*).

- a. At minimum, enter or select the information which is marked with an asterisk (\*).
- b. Enter the person’s Primary Address, Mailing Address (when warranted), and Phone Number.

**Notes:**

- Do not enter any special characters (including hyphens in an SSN and Phone Number).

- To select more than one Race, press and hold the **Control (“Ctrl”) key** then click each racial affiliation reported by the person.
  - If the person has Native American or Alaskan Native heritage:
    - i. Click the **Ethnic Origin** drop-down menu and select the applicable option.
    - ii. In the Race menu, click **American Indian or Alaskan Native**.
    - iii. In the Federal Tribe State and Name field, click the first drop-down menu and select the state, then click the second drop-down menu and select the tribal nation’s name.
  - c. Click **Next**.
8. Step 2 (*Validate Primary Address*) of the Register Person wizard appears. NC FAST has searched for the Primary Address in a third-party vendor’s database of U.S. Postal Service (USPS) addresses. If NC FAST finds a match, it displays as a Suggested Address. Select the **radio button** associated with either the Entered Address or the Suggested Address then click **Next**.
9. Step 3 (*Validate Mailing Address*) of the Register Person wizard appears. NC FAST has searched the USPS database for the Mailing Address. Complete one of the following:
- a. If a Suggested Address displays, select the **radio button** associated with either the Entered Address or the Suggested Address then click **Finish**.
  - b. If no Suggested Address displays (or if the caseworker did not enter a Mailing Address), click **Finish**.
10. The Person page displays on the Home page. If the caseworker entered the person’s SSN on the Register Person wizard, click the **Evidence** tab.
11. The Evidence page displays. Click the **List Actions Menu** associated with Identifications evidence for Social Security Number (SSN) then select **Edit**.
- a. The Edit Alternative Identifier pop-up appears. Click the **From** text field then drag the cursor to highlight the pre-populated date.

**Note:** Ideally, the *From* date on this evidence is the date on which the U.S. Social Security Administration (SSA) assigns an SSN to the person. NC FAST, however, pre-populates this text field with the date on which the person was registered in NC FAST. Since the SSA more often assigns an SSN shortly after a person is born, caseworkers should change the pre-populated date to the person's date of birth. Preserving the registration date in this field could hamper eligibility for certain benefit programs.

b. Enter the person's date of birth then click **Save**.

12. The Evidence page re-displays.

**Note:** NC FAST automatically marks the Primary Address as *Primary*.