National Instant Criminal Background Check System (NICS) Electronic Check (E-Check) System

E-Check General User Guide

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INTRODUCTION

This NICS E-Check User Guide has been created to assist you with all functions of the new and improved FBI NICS E-Check. A screen shot has been created for each step of the various functions covered within the user guide. The numbers on the screen shots coincide with the instructions discussed directly below each screen shot.

When reviewing the document, keep in mind that there are three separate user roles; therefore, the screen shots may vary. The user roles, along with a description of each, are listed below:

- **Org Lead**—Can create or modify accounts for all FFLs within the organization; may also suspend or lock accounts; can run background checks; and may reset passwords for all accounts/users within the organization. This type of role is usually maintained by someone at a corporate-level office. Org Leads are considered administrative users.
- **Primary User**—Can perform the same functions as an Org Lead, but they can only perform these functions for their location or locations. Having at least one Primary User at each location is recommended. Like Org Leads, Primary Users are considered administrative users.
- **Secondary User**—Can perform background checks (and any function associated with it) and can manage their own account.

Information you will need for setup of your account:

- **Username**—If you are the person registering your store to use the FBI NICS E-Check, you will receive your username via e-mail. If your store is already registered to use the FBI NICS E-Check, then your store has at least one administrative user. The administrative users create accounts for the remaining employees who will be using the FBI NICS E-Check. When creating your account, the administrative user will receive your username. The administrative user will provide you with your username.
- **Password**—If you are the person registering your store to use the FBI NICS E-Check, you will receive instructions via e-mail on how to obtain your password. If your store is already registered to use the FBI NICS E-Check, then your store has at least one administrative user. When creating your account, the administrative user will receive your temporary password. The administrative user will provide you with your temporary password. Upon receipt of your temporary password, you will need to change the password to something you will use each time you log on.
- **Personal Codeword**—This codeword is unique to each FBI NICS E-Check user. This codeword is not the same as your password or the FFL codeword you use when performing NICS checks. You will only need your personal codeword if you call FBI NICS E-Check Customer Service for technical support. You will not need your personal codeword when you log on each time.

**Note:** You only need to register your store once. The person that registered to use FBI NICS E-Check is the store’s administrative user and will create accounts for other FBI NICS E-Check users at the store (this person can make other employees administrative users as well).
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To Register for FBI NICS E-Check, go to www.nicsezcheckfbi.gov

1. Click on “Register to use the FBI NICS E-Check.”

Please Note: Registration should only be done once. This should be by an owner or manager who will then create accounts for the remaining NICS E-Check users.
SECTION 1 – REGISTRATION FOR FBI NICS E-CHECK

1 – 2 TERMS AND CONDITIONS

1. Click “Agree” to the Terms and Conditions.
SECTION 1 – REGISTRATION FOR FBI NICS E-CHECK

1 – 3 ACCOUNT REQUEST FORM

1. Enter your information in the Account Request Form fields.

2. Click on “Registration.”

The registration process only needs to be done once by the owner/manager of the store.

The manager/owner will create and modify the accounts for the employees.
SECTION 1 – REGISTRATION FOR FBI NICS E-CHECK

1–4 ACCOUNT REQUEST CONFIRMATION

Your account request has been forwarded to the NICS FBI E-Check.
Your Federal Firearms Licensee (FFL) NICS E-Check request is not complete
until you have also faxed or emailed a signed NICS E-Check enrollment form.
This blank form can be found on the E-Check Welcome Page and
the populated form can be opened from the link on this page.

entries marked with an asterisk (*) are required fields.

1. Click on “Show populated enrollment form.”

The request is not complete until you fax or e-mail the enrollment form.
SECTION 1 – REGISTRATION FOR FBI NICS E-CHECK

1 – 5 COMPLETED ENROLLMENT FORM (SAMPLE)

1. Print the form.
2. Sign and date, then fax to 1-888-550-6427 or e-mail to <nics_commandcenter@ic.fbi.gov>.

Once the account has been created, an e-mail will be sent to the e-mail address provided. This e-mail will include your username and instructions on how to obtain your temporary password.
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 1 LOG ON FROM FBI NICS E-CHECK WELCOME PAGE

1. Click “Log on to the FBI NICS E-Check.”
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 2 ENTERING USER NAME

To set up your FBI NICS E-Check account, go to <www.nicsezcheckfbi.gov>.

1. Type in the “username” you received from your manager/owner.
   - If you are the administrative user, enter the username that you received by e-mail from the NICS Section.
2. Click “Sign In.”
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 3 ENTERING PASSWORD

1. Enter the “Password” you received from your Manager/Owner.

   If you are the administrative user, enter the password you received by accessing the FBI NICS E-Check Password Reset page.

   This is a temporary password and you will be asked to change it later in the process. If you need assistance or have not received a password, call 1-877-324-6427, select option 2, then option 5.

2. Click “Next.”
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 4 CREATING PERSONAL CODEWORD

1. Enter a "NEW personal codeword" of your choice.

   This codeword will be used by the NICS Section to identify you as the user when calling for technical support.

   The personal codeword is not the same as the log on password you received by accessing the FBI NICS E-Check Password Reset page or from your manager/owner and is not the same as your FFL codeword which is used when performing NICS checks. The personal codeword is a unique codeword for each user.

2. Enter your “New personal codeword” again.

3. Click “Submit.”
**SECTION 2 – LOGGING ON TO FBI NICS E-CHECK**

**2 – 5 SETTING UP SECURITY QUESTIONS**

1. Please select four security questions for enrollment, then enter your answer.

   You will have to remember the answers to your security questions for access to the FBI NICS E-Check. If you would like to change the questions, click on the drop-down arrow.

2. If you are the only person using this computer, select “Yes, this is a private computer.” If this is a shared computer, please select “No, this is a public or shared computer.”

3. Click “Next.”
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 6 SELECTING AN IMAGE AND PERSONAL PHRASE

1. Please select an image of your choice. (You can select other images by clicking “Get More Images.”)
2. Enter a “Personal Phrase.”
3. Click “Next.”

Note: The picture and personal phrase are added security to protect you and your information.
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 7 VERIFICATION PAGE

This page allows you to verify your challenge questions, responses, image, and personal phrase.

1. Click “Next.” (If you need to make corrections, click “Back.”)
SECTION 2 LOGGING ON TO FBI NICS E-CHECK

2 – 8 CHANGING PASSWORD DURING INITIAL LOG ON

1. In the “Enter your OLD password” field, type your temporary password that was originally given to you by your manager/owner or was received by accessing the FBI NICS E-Check Password Reset page. (Please note this is not your personal codeword.)

2. Select a “NEW password” of your choice which meets the criteria in the outlined box.

3. Enter your “NEW password” again.

4. Click “Submit.”
Please wait while FBI NICS E-Check processes your request. **This could take a few minutes.**
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 9 INITIAL LOG ON WITH PASSWORD YOU CREATED

1. You will receive a message that “Your password change request has been completed.”

2. Enter your “username.”

3. Click “Sign in.”
SECTION 2 LOGGING ON TO FBI NICS E-CHECK

2 – 11 CHALLENGE QUESTION

1. Enter the answer to one of your four challenge questions.

2. Click “YES” or “NO” whether it is a private computer or shared computer. (If you are the only person using this computer, select “Yes, this is a private computer.” If this is a shared computer, please select “No, this is a public or shared computer.”)

3. Click “Next.”
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 10 RULES OF BEHAVIOR FOR GENERAL USERS AGREEMENT FORM

Read the Rules of Behavior for General Users Agreement Form.

1. Scroll down and click “I Acknowledge.”
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 12 ENTERING PASSWORD

1. Enter your “Password.”

2. Click “Sign in.”
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 13 TERMS AND CONDITIONS

1. After reading, click “Agree” to the Terms and Conditions.
SECTION 2 – LOGGING ON TO FBI NICS E-CHECK

2 – 14 SUCCESSFUL LOG ON

This screen is the main menu for FBI NICS E-Check.
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 1 CHOOSING THE APPROPRIATE FFL

Administrative User Account Access (Org Lead or Primary User Accounts)

After you log on, if you are a user that has access to FBI NICS E-Check at multiple stores, you will see this page. This page enables you to select the store at which you are currently working.

1. **Highlight the location** you would like to access.

2. Click “Choose.”
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 2 RETRIEVING UPDATED STATUS UPON LOG ON

The Retrieve screen will be displayed when you access the FBI NICS E-Check site.

NTNs that are displayed in yellow with the status of “NEW” have an updated status.

1. Click “NEW” to retrieve status.

   If the status is a DELAY, the NICS Section is conducting further research on the transaction. When a status is updated, it will change to “NEW.”
1. Click “Continue” to retrieve status.
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 2 RETRIEving UPDATED STATUS UPon LOG ON, CONT’D

The status will appear as PROCEED, OPEN, DENY, or CANCEL.

1. To print the Confirmation Acknowledged page (shown above), click “Print Page.”

2. To print the descriptive information of the customer along with the status, click “Print Details.”

It is not necessary to print any pages but make sure you document the status on the ATF Form 4473.
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 3 CONDUCTING A SEARCH

To perform a search.

1. Click on the “Search” tab.
This is the Search screen.

1. Enter the descriptive information from the ATF Form 4473.
2. When you have reviewed the information, click “Continue” which is on the bottom of the page.

The screen automatically comes up with the US Citizen Search Form. If you have a search for a Non-US Citizen, click on the link in the upper right corner of the screen to perform a Non-US Citizen search.

When submitting a search, asterisks (*) indicate a required field but be advised the more information supplied on the Search screen will facilitate a more accurate search. This may avoid erroneous delays and can help prevent the customer from being misidentified.

If the search does not continue to the next page, review the information again for errors on the page.
1. Verify the search information, then click “Submit Search.”

2. If you need to make corrections, click “Return to Search.”
3 – 4 CHECKING STATUS OF TRANSACTION JUST INITIATED

1. Click on “Retrieve” to get the status of the check.

2. If you do not receive a status and it still states “PENDING, RESEARCHING, OR QUEUED” for several minutes, hit “Refresh List” to update the screen.
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 5 DEFINITIONS OF STATUSES

***** Definitions of Statuses*****

NEW: An updated status from the NICS is ready to be retrieved.

PROCEED: The NICS Section has issued a PROCEED for this firearm transfer.

DENY: The NICS Section has issued a DENY for this firearm transfer.

DELAY: The NTN requires more research by the NICS Section.

CANCEL: The NICS Section has issued a CANCEL for this transaction.

OPEN: This status indicates the delay has extended beyond three business days.

PENDING: The NICS is receiving your request for the NTN.

RESEARCHING: A NICS examiner is reviewing the NTN.

QUEUED: The NICS is not operational or the FBI NICS E-Check is unable to submit the search during nightly maintenance.
### SECTION 3 – ADMINISTRATIVE USER ACCOUNT

#### 3 – 6 CHECKING NTN HISTORY

To look up previous NTNs

1. Click on “NTN History.”
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 6 CHECKING NTN HISTORY, CONT’D

You will have three options to search for NTNs.

1. “NTN Search” will allow you to search for a specific NTN.

2. “NTN Search (by Date Range)” searches for something specific or gives a list of NTNs within a date range.

3. “All NTNs” will display all NTNs initiated by your FFL that remain in the NICS within an 88-day time period.

Customers’ information on transactions given a proceed status will stay on the system for less than 24 hours.
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 7 MODIFYING ACCOUNTS

To Modify Accounts for a User.

1. Click "Modify Accounts."
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 7 MODIFYING ACCOUNTS, CONT’D

1. Select a user you want to modify.

2. Click “Edit Selected User.”

3. You can modify the descriptive information of the employee.

4. To restrict access to the FBI NICS E-Check, you can change the “Status” of the employee to “Locked” or “Suspended.” (Locked access is for temporary blocked access to the FBI NICS E-Check, for example, a user who is on vacation. Suspended is a permanent status, for example, an employee that has retired or is no longer employed by your business.)

5. There is an option to change the Users roles or remove the User.

6. After you have made the modification to the Users account, click “Update.”

7. If an employee forgets a password, click “Reset Password” and a new password will be generated.
SECTION 3 – ADMINISTRATIVE USER ACCOUNT

3 – 8 CREATING USER ACCOUNTS

Creating a new account for a User.

1. Click “Account Creation.”
### SECTION 3 – ADMINISTRATIVE USER ACCOUNT

#### 3 – 8 CREATING USER ACCOUNTS, CONT’D

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Your FFL(s) will appear.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Choose a role for the user by clicking the drop-down arrow. (These roles are defined on the Introduction page at the beginning of this User Guide.)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Enter the descriptive information of the user.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Click “Create.”</td>
<td></td>
</tr>
</tbody>
</table>
A new account has been created.

1. It will state an account was created for your user.

2. This is the User Login ID the employee will be using to log on.

3. This is the initial password the employee will be using to log on. (This is not the personal codeword.)

The employee can now log on. The user will be asked to change the password and set up a personal codeword.
SECTION 4 – SECONDARY USER ACCOUNT

4 – 1 CHOOSING THE APPROPRIATE FFL

Secondary User Account Access with Multiple Locations

After log on, users with access to the FBI NICS E-Check at multiple stores will see this page. This page enables the user to select the store at which they are currently working.

1. Highlight the location you would like to access.

2. Click “Choose.”
SECTION 4 – SECONDARY USER ACCOUNT

4 – 2 RETRIEVING UPDATED STATUS UPON LOG ON

The Retrieve screen will be displayed when you access the FBI NICS E-Check.

NTNs with “NEW” highlighted yellow in the “Status” column have an updated status.

1. Click “NEW” in order to retrieve status.

If the status is a DELAY, the NICS Section is conducting further research on the transaction. When a status is applied, the “Status” column will be updated to “NEW.”
SECTION 4 – SECONDARY USER ACCOUNT

4 – 2 RETRIEVING UPDATED STATUS UPON LOG ON, CONT’D

1. Click “Continue” to retrieve status.
SECTION 4 – SECONDARY USER ACCOUNT

4 – 2 RETRIEVING UPDATED STATUS UPON LOG ON, CONT’D

The status will appear as PROCEED, OPEN, DENY, or CANCEL.

1. To print the Confirmation Acknowledged page (shown above), click “Print Page.”

2. To print the descriptive information of the customer along with the status, click “Print Details.”

It is not necessary to print any pages, but make sure you document the status on the ATF Form 4473.
SECTION 4 – SECONDARY USER ACCOUNT

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To perform a search.

1. Click on the “Search” tab.
SECTION 4 – SECONDARY USER ACCOUNT

4-3 CONDUCTING A SEARCH, CONT’D

This is the Search screen.

1. Enter the descriptive information from the ATF Form 4473.
2. When you have reviewed the information, click “Continue” which is on the bottom of the page.

The screen automatically comes up with the US Citizen Search Form. If you have a search for a Non-US Citizen, click on the link in the upper right corner of the screen to perform a Non-US Citizen search.

When submitting a search, asterisks (*) indicate a required field but be advised the more information supplied on the Search screen will facilitate a more accurate search. This may avoid erroneous delays and can help prevent the customer from being misidentified. If the search does not continue to the next page, review the information again for errors on the page.
### SECTION 4 – SECONDARY USER ACCOUNT

#### 4 – 3 CONDUCTING A SEARCH

1. Verify the search information, then click **“Submit Search.”**

2. If you need to make corrections, click **“Return to Search.”**
SECTION 4 SECONDARY USER ACCOUNT

4 – 4 CHECKING STATUS OF TRANSACTION JUST INITIATED

1. Click on “Retrieve” to get the status of the check.

2. If you do not receive a status and it still states “PENDING, RESEARCHING, OR QUEUED” for several minutes, hit “Refresh List” to update the screen.
SECTION 4 – SECONDARY USER ACCOUNT

4 – 5 DEFINITIONS OF STATUSES

***** Definitions of Statues*****

NEW: An updated status from the NICS is ready to be retrieved.

PROCEED: The NICS Section has issued a PROCEED for this firearm transfer.

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DELAY: The NTN requires more research by the NICS Section.

CANCEL: The NICS Section has issued a CANCEL for this transaction.

OPEN: This status indicates the delay has extended beyond the three business days.

PENDING: The NICS is receiving your request for the NTN.

RESEARCHING: A NICS examiner is reviewing the NTN.

QUEUED: The NICS is not operational or the FBI NICS E-Check is unable to submit the search during nightly maintenance.
### SECTION 4 – SECONDARY USER ACCOUNT

#### 4 – 6 CHECKING NTN HISTORY

To look up previous NTNs:

1. Click on “NTN History.”

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>NTN #</th>
<th>Created Date</th>
<th>Submit User</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUCK</td>
<td>DONALD</td>
<td>01622103</td>
<td>08/04/2013 11:39:36</td>
<td>EDONOGHUE</td>
<td>PROCEED</td>
</tr>
<tr>
<td>DUDE</td>
<td>GLEND</td>
<td>01622014</td>
<td>05/07/2013 15:55:09</td>
<td>EDONOGHUE</td>
<td>DELAY</td>
</tr>
<tr>
<td>JONES</td>
<td>MIKE</td>
<td>01622016</td>
<td>08/04/2013 11:02:43</td>
<td>EDONOGHUE</td>
<td>DELAY</td>
</tr>
<tr>
<td>MOUSE</td>
<td>MINNIE</td>
<td>01622104</td>
<td>08/04/2013 14:48:06</td>
<td>JSMITH</td>
<td>NEW</td>
</tr>
<tr>
<td>STEW</td>
<td>EUGENE</td>
<td>01622105</td>
<td>08/04/2013 11:04:46</td>
<td>EDONOGHUE</td>
<td>DELAY</td>
</tr>
<tr>
<td>WILLIAMS</td>
<td>ROBERT</td>
<td>01622102</td>
<td>08/04/2013 11:07:31</td>
<td>EDONOGHUE</td>
<td>DELAY</td>
</tr>
</tbody>
</table>
You will have three options to search for NTNs.

1. “NTN Search” will allow you to search for a specific NTN.

2. “NTN Search (by Date Range)” searches for something specific or gives a list of NTNs within a date range.

3. “All NTNs” will display all NTNs initiated by your FFL that remain in the NICS within an 88-day time period.

Customers’ information on transactions given a proceed status will stay on the system for less than 24 hours.
SECTION 5 – ACCOUNT SETTINGS (ANY USER ROLE)
5 – 1 ACCESSING ACCOUNT SETTINGS

Changing your user Account Setting.

1. Click on “Account Settings” located in the upper right-hand corner of the above screen shot.
SECTION 5 – ACCOUNT SETTINGS

5 – 2 MODIFYING ACCOUNT

1. You can change your password.

2. If your phone number changes, you can add a new number.

3. You can create a new personal codeword which is used for technical support when contacting the FBI NICS E-Check Customer Service. This codeword is different from your FFL codeword.

4. Click on “Update.”
1. It will state the status of your account has been updated.

If you need to change your Name, Date of Birth, or E-Mail, you will have to contact your Org Lead or Primary User and have them access “Modify Accounts” to make the corrections.