

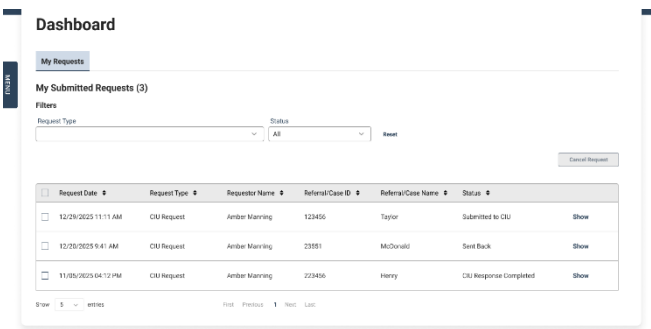
CIU Provider Electronic Request – Provider Staff

CIU Provider Electronic Request Overview

The CIU Provider Electronic Request screen allows you to submit clearance document packages to the CIU team, track the status of your requests, respond to any corrections requested by CIU, and download the completed background check response packet once processing is finished.

Request Status

After you submit a CIU request, you can track its progress from the **My Submitted Requests** dashboard. This screen lists all of the CIU requests you have submitted, along with each request's current status so you always know where things stand.



To open a request and see its details, click the **Show** link on that row. If you need to cancel a request, select it using the checkbox and click **Cancel Request**.

The **Status** column tells you where each request stands.

- **Submitted to CIU** — The provider has submitted the request and the CIU team is reviewing the documents.
- **Work in Progress** — Documents have been verified and processing has begun.
- **Sent Back** — The request has been returned to the provider for corrections.
- **CIU Response Completed** — Processing is finished and the response packet is available.

Upload Your Documents and Submit the Request

Every CIU request requires two documents: the **Provider 399 form** and the **State Police Clearance**. FBI Clearance is optional. To upload your documents, click the **Upload Document** button.



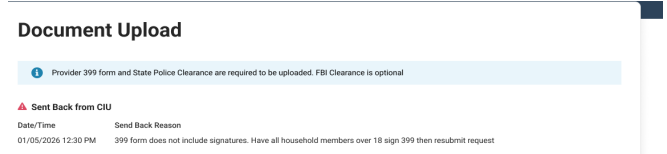
For each file you add, you must select a **Document Type** from the dropdown. When everything looks correct, click **Upload**.

Submitting a Request

Once your documents are uploaded and visible in the documents table, review them to make sure everything is in order, then click **Submit Request** to send your request to the CIU team.*

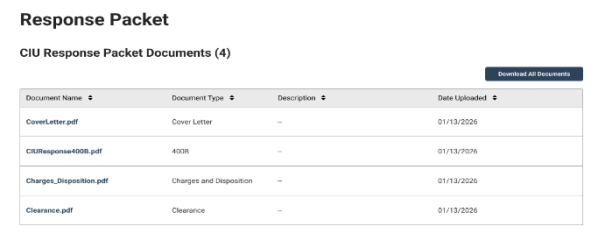
Correcting and Resubmitting a Request When Sent Back

If the CIU team finds a problem with your documents, they will send the request back to you. You will see the status change to **Sent Back** on your dashboard.



When you click **Show** to open the request, the Document Upload screen will display a prominent **"Sent Back from CIU"** banner which shows the exact date and time the request was returned, along with the specific reason the CIU staff member entered. Once your documents are updated and ready, click **Submit Request** to send the request back to CIU.

Download Your Complete Response Packet



When your request status changes to **CIU Response Completed**, your official response packet is ready. Navigate to the **Response Packet** screen under CIU Response in the left navigation. To view or download an individual document, click its name in the list.

*If you are in the transition period before electronic submission is fully enforced, you will see a checkbox that says "I will manually send Provider 399 and State Police Clearances to CIU." Check this box only if you are physically mailing or dropping off your documents instead of uploading them electronically.