

# Criminal History Upgrade

## Quick Start Guide

1. The form viewer in the upgraded system requires that users install an Active X plug-in to enable digital signing capability. Users may download and install the plug-in by going to the following link: [Criminal History Plug-in](#).

Depending on your system configuration, you may require the assistance of your system administrator to install the plug-in.

If you have any installation issues please contact the Help Desk via:

Phone: 866-672-7640 or

e-mail : [mailto:meta\\_system\\_help\\_desk.resource@nrc.gov](mailto:meta_system_help_desk.resource@nrc.gov)

It will be helpful to our trouble shooting efforts if, when you contact us, you have screen-prints of any error messages or screens that you encountered.

2. The new system is available through this link: [NRC Criminal History Site](#)
3. Recommended browsers are Internet Explorer 8, Internet Explorer 9 or the latest version of FireFox. The Criminal History system does not support Google Chrome.
4. The form viewer technology may not transact smoothly with users who still use Internet Explorer 7. We recommend that users with this browser upgrade to one of those mentioned above.
5. **Important:** If you are doing submissions for multiple dockets, please do them separately (one submission for each docket). Combining multiple dockets into one submission will cause delays in processing your responses.