

# FAQ



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

## Georgia Applicant Processing Service (GAPS) Frequently Asked Questions FAQs

### Fingerprints

- **How do I submit fingerprints?**

For more information and to learn how to submit electronic fingerprints, refer to the Georgia Criminal History Check System (GCHEXS) instructions at: <https://dch.georgia.gov/georgia-criminal-background-check-system-gchexs>

- **How much does electronic fingerprints cost?**

- State and Federal Check \$48.25
- State Check \$36.25

- **How long does it take to get State and Federal results back?**

On an average, it takes 24-48 hours to receive a response from the GBI and FBI.

- **How long will it take DCH to issue a determination letter once I am finger printed?**

It normally takes 48 hours for DCH to receive the fingerprint results from the GBI and FBI. Once the fingerprint results are received, it will take DCH approximately three days to process and evaluate your fingerprint results. You should then login into GCHEXS and download a copy of the determination letter.

- **Can I submit my fingerprint cards directly to the GBI/FBI?**

No. You must first complete your GCHEXS application; whereby, after completion you will click on 3M Gemalto/GAPS web link and be re-directed to the fingerprint registration page. Refer to the link above.

- **Can I get fingerprinted at my local law enforcement agency or Police Department?**

No. You must get fingerprinted at a 3M Gemalto/GAPS location. If you are an **employee** of a personal care home or assisted living community you can receive a non-fingerprint background check at your local law enforcement agency; however, we recommend you submit an application using the GCHEXS.

- **Do I have to schedule an appointment to be fingerprinted?**

In most cases, no appointments are required. Simply walk-in during established fingerprint hours. In all cases applicants should check the 3M Gemalto/GAPS web page for the fingerprint times of all sites as hours may change. It's recommended to call the print location to verify the print locations business hours. The 3M Gemalto/GAPS website can be accessed at: <https://gacogentid.3m.com/index.htm>.

- **What Should I Bring To The Fingerprinting Site?**

You must bring the following to the fingerprinting site:

- Registration ID

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- Payment (If not paid for online or by the Agency)
  - Money Order or Cashier's Check Checks (money orders must be made out to 3M Gemalto for the exact amount)
- One Form of Valid Photo ID
  - State Issued Driver's License
  - State Issued Identification Card
  - US Passport
  - US Active Duty/Retiree/Reservist Military ID Card (000 10-2) with Photograph
  - Government Issued Employee Identification Card with Photograph
  - Tribal Identification Card with Photograph

- **Credit Card Payments**

Credit card payments are accepted online during registration only or by calling the Call Center at 1-888- 439-2512. Fingerprinting sites will not accept credit card payments at the time of fingerprinting.

- **How do I print a receipt for proof of fingerprinting?**

- Visit <https://www.ga.cogentid.com>
- Click on "Reprint Registration Receipt" located under "Helpful Links"
- Enter in your last name, first name and Date of Birth

- **What should I do if I chose the incorrect Reason for Fingerprinting and I've already paid and been fingerprinted?**

If you chose the incorrect Reason for Fingerprinting in GCHEXS and have already been fingerprinted, you will need to re-register and pay all applicable fees. It is the applicant's responsibility to verify that the registration information is correct in GCHEXS prior to being fingerprinted. Rejections due to improper registration will require a new GCHEXS application, re-payment and re- fingerprinting.

**NOTE: It is very important that when you are adding an application in GCHEXS that the correct "Reason for Fingerprinting" be selected. The selection you make will be then be transferred to the 3M Cogent fingerprint registration page and you'll be unable to change the selection once the payment is made. DCH cannot make a fingerprint determination if the applicant has chosen the wrong reason for fingerprinting. You cannot choose, for example, DCH – Personal Care Home (Owner) when the person being registered for fingerprinting is a Director or an employee. Should this occur, DCH will not issue a fitness determination letter.**

- **What do I do if I chose the incorrect Reason for Fingerprinting in GCHEXS but I haven't paid the fingerprinting fee in the 3M Gemalto/GAPS registration page?**

You can login to GCHEXS and pull up your application and go to the Reason for Fingerprinting page and change the Reason for Fingerprinting. Also, if you elect not to pay the fingerprinting fee immediately after being re-directed to the 3M Gemalto/GAPS fingerprint registration page you can login to GCHEXS, pull up the application, and click on the 3M Gemalto/GAPS fingerprinting link.

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- **What happens if my fingerprints are rejected by the FBI?**

Poor fingerprint detail may be caused by age, trade, or some other environmental/physical condition. In the case of a fingerprint rejection by the FBI, applicants are requested by the FBI to submit a second set of fingerprints, at no charge to the applicant. This second submission must occur before alternative means of conducting a federal background can be initiated.

If an applicant is rejected they will be contacted by DCH to submit a second set of fingerprints. Individuals should take their new TCN number (provided by 3M Gemalto/GAPS) and proper identification to the nearest 3M Gemalto/GAPS Fingerprint location. Individuals do not need to re-register for their second fingerprinting session if they received a rejection call. If an individual's fingerprints are rejected a second time by the FBI, notification is forwarded to employer/licensing agency to then conduct a name based check based on the demographic information on the initial application. Results of the FBI name based record check are also forwarded by the FBI to employer/licensing agency.

- **Why do I have to complete the Criminal Records Check Authorization Form?**

The Georgia Crime Information Center and the Federal Bureau of Investigation require that we authenticate all applicants who are fingerprinted. DCH will not process and issue fingerprint determination letters until the Criminal Records Check Authorization Form has been completed and submitted to DCH. The form can be downloaded on GCHEXS at the Application Submitted Confirmation page or at <https://dch.georgia.gov/georgia-criminal-background-check-system-gchexs>.

- **How do I contact 3M Gemalto?**

Phone Registration and Customer  
Service: 1-888-439-2512  
3M Gemalto, Inc.  
639 N Rosemead  
Blvd Pasadena, CA  
9110

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