

Fieldprint Webinar Q&A

April 24, 2023

It appears that a small number of DECAL background check applicants are experiencing an issue with registering an application with FieldPrint, GBI's new fingerprint provider. These applicants are being directed to a screen that asks that they enter a "Provider Code" to proceed further. Applicants who experience this should clear the cookies from the browser they are using and then continue trying to use the link in their email sent from DECAL to register the application. **Applicants should use ONLY the emailed link to register the application. Only the Applicant should click this link; Directors should NOT try doing this for the applicant.** Applicants who used a mobile device may also try changing to a different computer using internet browsers Google Chrome or Microsoft Edge to resolve the issue. All applicants who have experienced this issue have been eventually able to successfully reach the correct FieldPrint screen and register to fingerprint. The FieldPrint IT team is working all day each day to resolve this issue and we do expect a resolution soon.

Portability

Q. I joined the webinar a few minutes late. Will the portability timeframe change?

A. All determination letters are good for five years from the fingerprint date and portable for one year. The change from Gemalto to FieldPrint does not impact these timeframes.

Q. Does the "porting" process change at all?

A. No. The portability process is not changing.

Q. Can applications still be portable even if it was done by Gemalto?

A. All determination letters less than one year old can be ported.

Q. What is the portability timeline for support centers?

A. Letters are portable for one year, but letters run for students in training are portable for 2 years.

Q. Do therapists (RBT) need to port the clearance record to every daycare where they visit?

A. Yes, all child care programs must ensure the child care rules and regulations are followed and require individuals to have a satisfactory criminal background check. The portability process is not changing.

Q. Will there be changes for College Instructors to NOT have to do this process each year because several centers port our approvals each year.

A. The requirements to have a background check at each location you visit, and the porting requirements remain the same.

Q. If a person was fingerprinting last summer as a camp counselor, and return to that site, do they need to be reprinted?

A. Applicants or students who work seasonally are not considered to have a break in service during seasonal breaks when the child care program may be is closed.

Fees

Q. Who pays for the background check

A. DECAL

Q. Who pays the \$8?

A. FieldPrint is not currently assessing a late fee for missing fingerprint appointments. If late fees become effective DECAL will not pay them.

Q. Will the cost for fingerprinting continue to be covered by DECAL?

A. DECAL will continue paying for fingerprints.

Applications/Registration/Turnaround Time

Q. How long will it take to get the comprehensive letters after the applicant gets their fingerprints done?

A. Should be 1-2 days; no change is expected, as long as all information is provided.

Q. Do they need to schedule an appointment? UPS does not require it.

A. All FieldPrint locations will require an appointment.

Q. A staff member has always helped the new applicant. Can this center procedure continue?

A. Center administration could assist applicants in the office or by telephone, but applicants will need their own FieldPrint account and password.

Q. What is the turnaround time from when the application is created, and the applicant receives the e-mail?

A. When an application is created in DECAL KOALA, the email directing them to FieldPrint should be received by the individual within a few minutes.

Q. So, the staff IS RESPONSIBLE FOR SETTING UP THEIR OWN ACCOUNT?

A. Yes, applicants must set up their own password protected FieldPrint account.

Q. When does this start?

A. Applicants will be allowed to fingerprint with FieldPrint on May 1, 2023.

Q. What if I have already sent in a background check application, but she has not been fingerprinted. Does she have to create an account, or can she still go?

A. No new application will be required if the applicant can print with Gemalto on/before April 28, 2023, at 7pm.

Q. Will clearance letters still be sent to the site directors/admins?

A. Yes, there is no change in letters produced by DECAL.

Q. Will people receive the FieldPrint appointment web address to schedule an appointment?

A. The applicant will receive an email with a link to the website for setting up an appointment after they register in DECAL KOALA.

Q. Where do applicants start the process?

A. Applicants will continue to create their CRC application by clicking the link at [decals.ga.gov](https://www.decalkoala.com/CBCApplication) or <https://www.decalkoala.com/CBCApplication>

Q. Centers can no longer register applicants they have to do it themselves?

A. Applicants must register themselves from the emailed link sent from DECAL KOALA and must set up a unique password-protected account with FieldPrint. This email is sent to the applicant after the director or other authorized child care program staff approves the background check application in DECAL KOALA.

Q. Is there any way for the director to know what stage the new employee is at in the process once the application has been submitted? We only have one site located remotely near our center.

A. The individual application in DECAL KOALA will show the status of the application. FieldPrint appointment information can be viewed by scrolling to the bottom of the individual's application in DECAL KOALA.

Q. Can you use a screen shot of the confirmation instead of printing it?

A. As long as it contains the appointment number OR the scannable QR code.

Q. Is there *any way* to not make applicants wait 4 hours before printing? Sometimes applicants travel far, but our school and the fingerprint location are within walking distance.

A. No, this timeframe is set by FieldPrint and cannot be changed.

Q. Do we enroll the person the same way to get their check?

A. Applications will still be entered through DECAL KOALA, dec.al.ga.gov or <https://www.decalkoala.com/CBCApplication>

Q. So after we input their information into DECAL KOALA, the applicant will receive an email to set up their account in FieldPrint?

A. Yes

Q. How does this new system impact those of us who are authorized to access and authorize applicants? I work at Technical College, and we are processing students in training.

A. Child care programs and/or Support Centers will still approve applications in the same manner in DECAL KOALA.

Q. Just to clarify, does each applicant need to bring the gov't ID AND a utility bill?

A. FieldPrint requires each applicant to show a government issued photo ID and an additional form of identification. Details of what forms of identification FieldPrint will accept can be found on their website.

Q. So the Director no longer fills in this information (in Gemalto)?

A. Only the applicant may register for an application with FieldPrint to set up the appointment. We recommend the applicant submit the DECAL KOALA application as well.

Q. Most of my staff do not have a printer. So, asking a new employee to have a printed page is something they would have to do on our computer. Can they save something or pull something up on their phone instead of taking a printed page?

A. They can bring the phone if it contains the email with the appointment number and confirmation. They may also write down the appointment number and bring it with them to the fingerprint location.

Q. Is this process only done by means of the applicant making the account?

A. Only the applicant may register the application with FieldPrint and make the fingerprint appointment.

Q. We have staff that do not have emails. What will happen in those cases?

A. They will need to set up a free email account to be fingerprinted.

Q. Can the notification to applicants be sent via text?

A. No, notification is only sent via email.

Q. We appreciate the fingerprinting process, but it does slow down the process by the required 4-hour requirement. Would you consider decreasing that time?

A. This time is a FieldPrint limitation and DECAL has no ability to negotiate this requirement.

Q. But if you registered in Gemalto by 5:00 tomorrow but cannot get fingerprinted by Fri 7pm, will they have to fill out new registration online?

A. The employee will have to set up a new registration with FieldPrint from the link they will receive via email.

Q. What happens if you miss an appointment time?

A. Applicants who miss their appointments will need to reschedule through the FieldPrint website (the 4-hour scheduling delay applies to missed appointments as well).

Q. Are they able to use the center email address?

A. Everyone needs their own unique email address- only one person can register to be fingerprinted under each email address.

Out of State

Q. What is the print card for? And do they have to wait until it is mailed to them before they can schedule their appts?

A. The print cards are for people who cannot travel to a Georgia location to fingerprint. The applicant should make an appointment with a FieldPrint location in their state to have their prints placed on the card after the card is mailed to them.

Q. What happens to applicants that are in the process and dealing with out of state issues?

A. Once they complete the out of state process, including submitting affidavit to DECAL CRC Unit, the individual will receive an email directing them to register with Fieldprint, but they won't be able to register until May 1, 2023.

Q. Is anything changing for out-of-state background checks?

A. Requirements for applicants who lived out of state in the last five years remain the same for DECAL CRC applications.

Q. How does this affect out of state background checks? They are already complicated and take a month or more.

A. An applicant can request out of state documents and sign the verification form within one day.

Q. How do out of state background checks work for closed states?

A. Applicant must REQUEST the documents regardless of whether the state will respond, this is a federal requirement. DECAL CRC Unit staff will direct individuals to the next steps.

Locations

Q. The current places that conduct fingerprints, will they still be able to do so?

A. Some locations will continue with FieldPrint and others will not. Locations are required to apply with FieldPrint to become a fingerprinting location.

Q. Is there a way to see a list of locations close to us to know where to tell the applicants are the closest locations who are unfamiliar with the area?

A. FieldPrint will have a list of locations on their website, and we will keep an updated list at decal.ga.gov.

Q. Will FieldPrint have mobile fingerprinting option?

A. If a Program/Support Center wants to request FieldPrint onsite fingerprinting services. Email GACustomerService@myfieldprint.com if you meet the following requirements and want to schedule mobile fingerprinting services:

Provide FieldPrint a minimum of 3 weeks advance notice.

Must have a minimum of 30 people to fingerprint.

The cost is above the fee for fingerprint that DECAL currently pays.

FieldPrint will discuss the process with the client and provide a quote.

This quote will include the cost for travel and expense to conduct the onsite fingerprinting that the provider/support center will need to pay.

Q. Is it anticipated that initially the time to get scheduled to fingerprint could be a couple of weeks out?

A. Please search the FieldPrint website for close locations when setting up the appointment.

General

Q. Why did you all select to make this change?

A. We did not choose this; GBI contracts with the fingerprint provider. GEMALTO made the decision to end their contract with GBI.

Q. Where do we find the sheet/pdf, which has the initial instructions/directions for candidates to apply etc.?

A. At decal.ga.gov at the bottom of the on the criminal records check page under the "DOCUMENTS" tab.

Q. Can my staff use my computer to log in if they do not have a computer?

A. Yes so long as they use their own unique email address and FieldPrint username and password.

Q. Is this process something applicants will do once they leave the interview, or do we need to offer computer access in our centers?

A. Centers can allow applicants to enter the DECAL KOALA CRC application information during the interview or can give them a copy of our instructions and allow them to complete it later.

Q. Do we continue to use our current fingerprint equipment that we have, or do we need new equipment?

A. No. Fieldprint uses their own machines which are different from Gemalto's.

Q. Will we get a copy of PowerPoint?

A. It will be posted on the criminal records check page at decal.ga.gov.

Q. How do you change the person that approves the background check for a technical college to someone else?

A. Email supportcenter@decal.ga.gov

Q. Should present employees go ahead and create their own Koala account?

A. Employees do not have DECAL KOALA accounts, child care programs do. Employees will need a new background check when their current letter expires, a six-month break in service or other times as required by the rules and regulations.

Q. If I have a relative visiting from out of country for few months, do they need fingerprints accounts?

A. Yes if they will reside in the center or home. The child care rules and regulations must be followed.

Q. What's the youngest age FieldPrint does fingerprinting?

A. DECAL Rules and Regulations allow fingerprinting for students in training at age 14 or older. We know of no minimum age for fieldprint to fingerprint someone.

Q. Do existing staff need to re-fingerprint?

A. Employees will need a new background check when their current letter expires, a six-month break in service or other times as required by the rules and regulations.

Q. Expiration continues to be five years?

A. The letter is good for five years at the issued program/location. If there are other variables pertaining to the individual, then a new background check may be required by the child care rules and regulations.

Q. Our agency has an OWN and Supp account. In our Supplement account, we must enter Mental Health Consultants, we will still be notified when they go for the background check, and we will still be able to port them to individual centers?

A. Notifications about expiring background checks and portability requirements will remain the same.

Q. Do the centers have to register with FieldPrint?

A. All individuals required to have a background check must register with FieldPrint.