

# FACT SHEET

## An Overview of the Voluntary Background Checks Process Using COGENT/GAPS

LiveScan fingerprinting is the electronic Georgia Applicant Processing Service (GAPS) managed by Cogent Systems, Inc. Your fingerprints will be scanned electronically. **You DO NOT need inked fingerprint cards.**

### HOW TO BECOME A REQUESTING AGENCY

1. Before you can register applicants for fingerprinting, you must obtain an OAC/GAC number
2. If you already have an OAC/GAC number, proceed to Step 1 below.
3. If you do not have an OAC/GAC number, go to [www.ga.cogentid.com](http://www.ga.cogentid.com)
4. Click on "Become a Requesting Agency"
5. Answer the following questions. "Is the agency you are enrolling with GAPS a state/local government agency?"
  - If your facility is not a governmental agency click "No" to the question.
6. Click Continue
  - "Is a state agency responsible for making a determination of employment eligibility for your applicants?" Answer "Yes" to this question.
7. An Agency Contact Verification Form appears and all fields highlighted in yellow must be completed.
8. An Agency ID number is self-populated – this is your Requesting Agency OAC/GAC number.
9. Do not change this number as this will be the OAC number you will use for future fingerprint registrations.
10. Enter all fields highlighted in yellow
11. Click the box if the billing address is the same as the Agency information.
12. When completed with all screens you will be asked to print and submit the completed form by fax or email to the Georgia Crime Information Center (GCIC), Applicant Services at 404-270-8417 or [GAapplicant@qbi.ga.gov](mailto:GAapplicant@qbi.ga.gov). Contact GCIC at 404-244-2639, option 2 for assistance.

### Fingerprinting Process Using COGENT/GAPS Procedure

#### **REGISTER with Cogent Systems, Inc. before you visit a fingerprinting location:**

- STEP 1 Visit the Cogent Systems website at [www.ga.cogentid.com](http://www.ga.cogentid.com).
- STEP 2 Select the **APPLICANT REGISTRATION** tab at the bottom of the screen.
- STEP 3 Select the **Department of Community Health (DCH)** tab.
- STEP 4 Select the "AFFORDABLE CARE ACT ONLY" tab.
- STEP 5 Non-Criminal Justice Applicant's Privacy Rights – if you read and accept the terms, check the box at the bottom of the page, print the document and press continue

**Note: All fields highlighted in yellow are required.**

# FACT SHEET

## **TRANSACTION INFORMATION**

### **STEP 6 REVIEWING AGENCY ID or DETERMINING AGENCY (ORI #): GAPAC000Z**

*The Reviewing/Determining agency ORI number is pre-populated. Do not change this number.*

**STEP 7 REQUESTING AGENCY ID (OAC#):** If you previously registered your agency with 3M Cogent and received a GAP/GAC #, enter it into this field. Although this field is not required, it is very important you enter your Agency's OAC number to ensure the proper processing of the applicant's fingerprint results.

**STEP 8 REASON FOR FINGERPRINTING:** In the drop down menu for **REASON**, select the appropriate reason for being fingerprinted.

**NOTE: Failure to select the correct REQUESTING AGENCY, DETERMINING AGENCY (ORI/OAC#) and REASON from the drop-down menu may cause your fingerprint submission to be rejected and/or possible sanctions levied against your business by DCH's Health Care Facility Regulation Division.**

**STEP 9 POSITION APPLIED FOR:** Enter the title of the position that you are applying for.

**STEP 10 PAYMENT:** In the drop down menu for Payment, select one of the following choices:

- Credit Card
- Money Order
- Agency *\*This option can only be selected if the employer has established a Billing Account with 3M Cogent and provided you with the appropriate billing codes and password*
- Payment by cash or personal check WILL NOT BE ACCEPTED.

## **PERSONAL INFORMATION**

**STEP 11** Fill in the required **PERSONAL INFORMATION**

- LAST NAME
- FIRST NAME
- MIDDLE NAME
- **Social Security Number** – Although this is not required, it is strongly recommended that this field be completed to ensure an accurate search can be made, if needed
- *DATE OF BIRTH*
- *SEX, EYE COLOR, HEIGHT, WEIGHT, RACE and HAIR COLOR*
- *PLACE OF BIRTH*
- **Country of Citizenship** – Select correct country
- **Driver's License State** – Select correct state

**Driver's License Number** – Enter ONLY numbers if you have a Georgia Driver's License, for all other states enter exactly as shown on the Driver's License.

# FACT SHEET

## ADDRESS INFORMATION

STEP 12 Fill in the required **ADDRESS INFORMATION**

- ADDRESS:
- ADDRESS 2:
- CITY:
- APT:
- Zip:
- STATE-Select correct State from dropdown

STEP 13 **EMAIL ADDRESS:** The applicants email address must be entered.

STEP 14 **PHONE NUMBER:**

STEP 15 Review and verify your **TRANSACTION, PERSONAL** and **ADDRESS INFORMATION** for accuracy.

**Remember – Georgia applicants and agencies that use GAPS are responsible for registering properly prior to fingerprinting. Errors in fingerprint results due to improper registration are the responsibility of the users.**

STEP 16 Click the continue button to advance to the next section.

STEP 17 Print your **REGISTRATION RECEIPT**. Bring a copy of your receipt to the fingerprinting site and keep a copy for your records.

## ELECTRONIC FINGERPRINTING:

STEP 18 On the home page under the **HELPFUL LINKS** header, select the **FIND A FINGERPRINT LOCATION** link.

STEP 19 Gather the following documents:

- Registration receipt listing your registration confirmation number and your valid and unexpired picture identification document.
- Money order if you chose this as a form of payment in STEP 7.

## FINGERPRINTING AT COGENT/GAPS LOCATIONS

- a. Go to [www.ga.cogentid.com](http://www.ga.cogentid.com)
- b. Under the “**GAPS Print Site Location**” tab, find a location nearest to your address.
- c. Click on underlined company name to get phone number and hours of operation.
- d. You **MUST** be a currently licensed facility or have a letter of verification that your new application has been received by DCH’s Health Care Facility Regulation Division before having your fingerprints completed.

# FACT SHEET

- e. On the day of your fingerprinting, contact the site you plan to visit and confirm the hours they do fingerprinting and that a trained individual is going to be available.
- f. After your fingerprints are taken and transmitted to GCIC, the results are usually available on the GAPS website to DCH within 48 hours.
- g. You should receive a determination from DCH within ten (10) days after you are fingerprinted. If you have not received a determination within fourteen (14) days, contact DCH at (404) 656-0464 and/or email at [dmatthews@dch.ga.gov](mailto:dmatthews@dch.ga.gov) for the status of your results.

## **Cogent and GBI cannot provide a status of the fitness determination**

**Note:** If a site is no longer providing fingerprint services, please send an email to [GAApplicant@qbi.ga.gov](mailto:GAApplicant@qbi.ga.gov) and provide the Print Location's name, address and phone number if available and the date the applicant was told the location is no longer providing the service.

STEP 20 Visit the **Print Site Location** you chose and electronically scan your fingerprints.

**Note: Your results will be transferred to the agency electronically for review.**

## **COGENT SYSTEMS APPROVED IDENTITY VERIFICATION DOCUMENTS**

Cogent Systems, Inc. requires current, valid and unexpired picture identification documents. As a primary form of picture identification one of the following will be accepted at the GAPS Print Locations:

### **Primary Documents:**

- State issued driver's license with photograph.
- State issued identification card with photograph.
- U.S. passport with photograph.
- U.S. active duty/retiree/reservist military identification card (000 10-2) with photograph.
- Government-issued employee identification card with photograph (includes federal, state, county, city, etc.).
- Tribal identification card with photograph.

However, in the absence of one of the above Primary Documents, applicants may provide **one** or more of the following Secondary Documents, along with **two** of the supporting documents listed below:

### **Secondary Documents:**

- State government issued certificate of birth.
- Social security card.
- Certificate of citizenship (N560).
- Certificate of naturalization (N550).
- INS I-551 Resident alien card issued since 1997.
- INS 1-688 Temporary resident identification card.
- INS1-688B, I-766 Employment authorization card.



# FACT SHEET

**Secondary Documentation must be supported by at least two of the following:**

- Utility bill (with your current address).
- Voter registration card.
- Vehicle registration card.
- Paycheck stub with your name/address.
- Cancelled check/bank statement.