FAQ

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Applicant Registration for Fingerprinting

Fingerprinting Process for Owners of Personal Care Homes, Assisted Living Communities, Private Home Care Providers, Community Living Arrangements and Administrators/Managers/Directors of Personal Care Homes and Assisted Living Communities

Helpful hints in completing your 3M Cogent Applicant Fingerprint Registration

- The Georgia Bureau of Investigation has contracted with 3M Cogent to conduct live scan fingerprinting on a statewide basis.
- Providers who do not already have an Agency ID [or OAC or GAC] number issued by 3M Cogent must first obtain a number **before** you can register applicants for fingerprinting.
- Fields highlighted in yellow are required.
- **In Step #5, the correct reason for fingerprinting must be chosen. 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.**
- DCH recommends you complete the "Position Applied for" and email address fields.
- On the 3M Cogent website at https://www.ga.cogentid.com/index.htm, click on **Fingerprint Locations** to see vendor, street address, city and telephone number of the live scan fingerprint vendor.
- When the form requests the name of the Agency, you would enter the name of your business or company.
- If you have multiple service locations, you can use the same Agency ID for all entities.
- When you get to Applicant Registration screen under Transaction Information, the first line is the Reviewing Agency ID. This is DCH's Agency ID – do not edit this field. The second line is the Requesting Agency ID – this is where you enter your Agency ID [or GAC/OAC] number.

NOTE: The screenshots used in this module are based on one example information.

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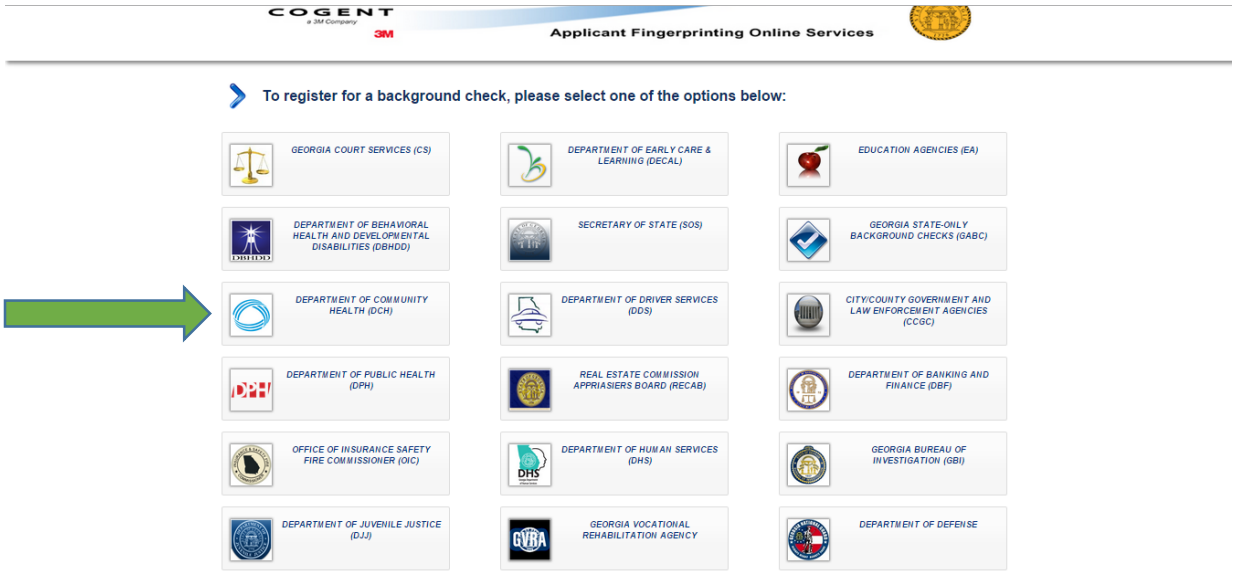
GEORGIA DEPARTMENT OF COMMUNITY HEALTH

1. Click on Applicant Registration

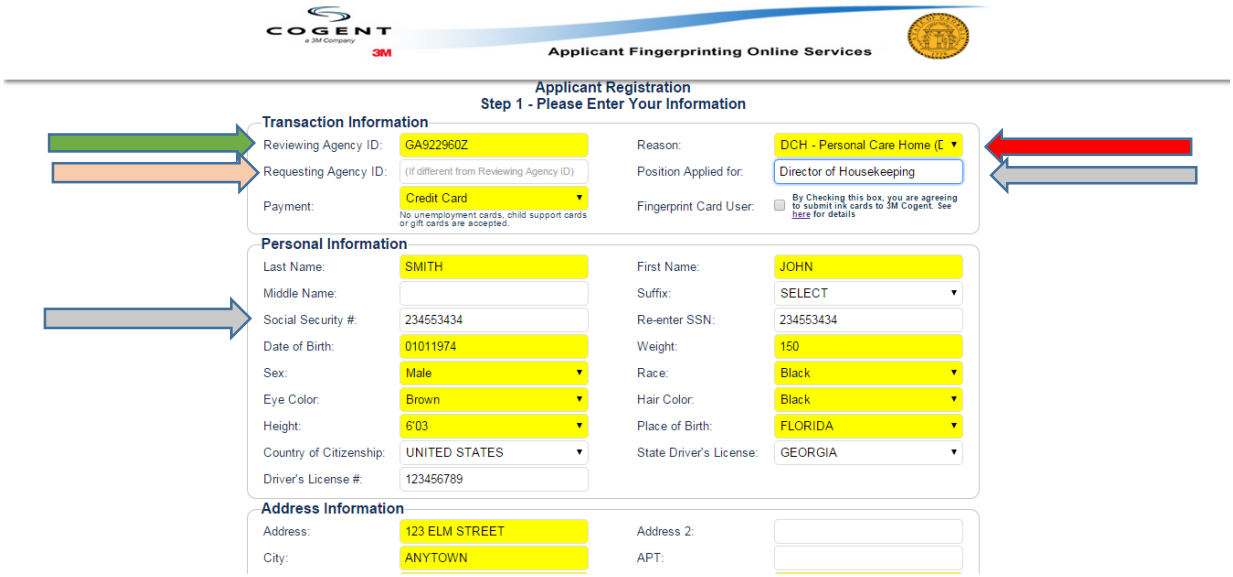
2. Click on Department of Community Health



3. Click on DCH REGISTRATIONS

4. Click Box, “I have read and accepted these terms”

5. **Applicant Registration. Complete all fields in Yellow including SSN, Position Applied For and Email Address.**



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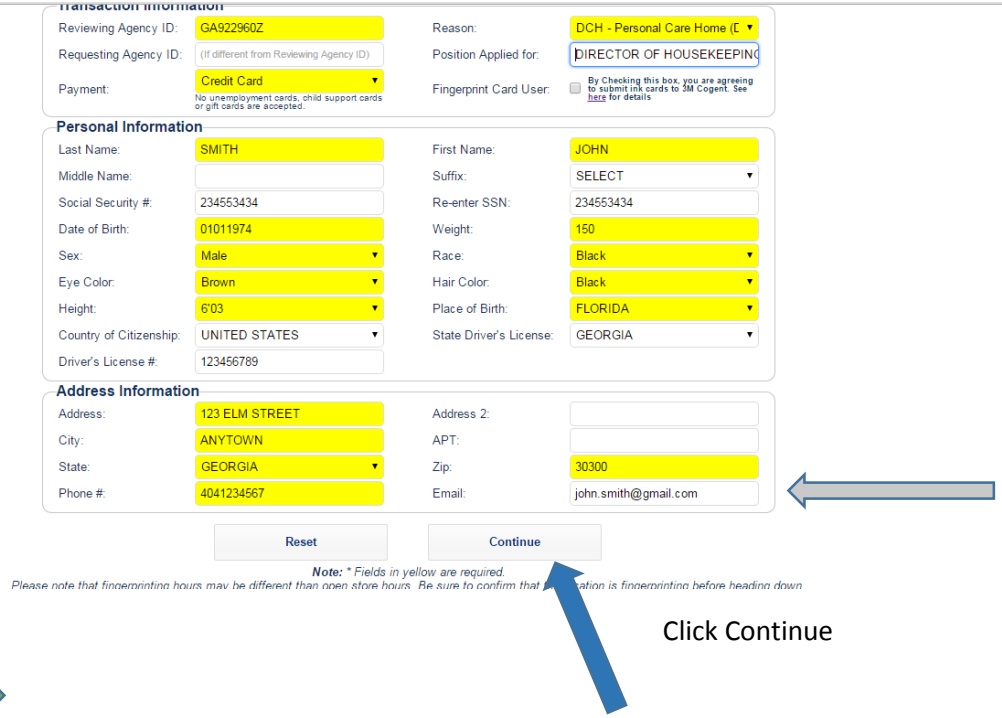


Click Continue

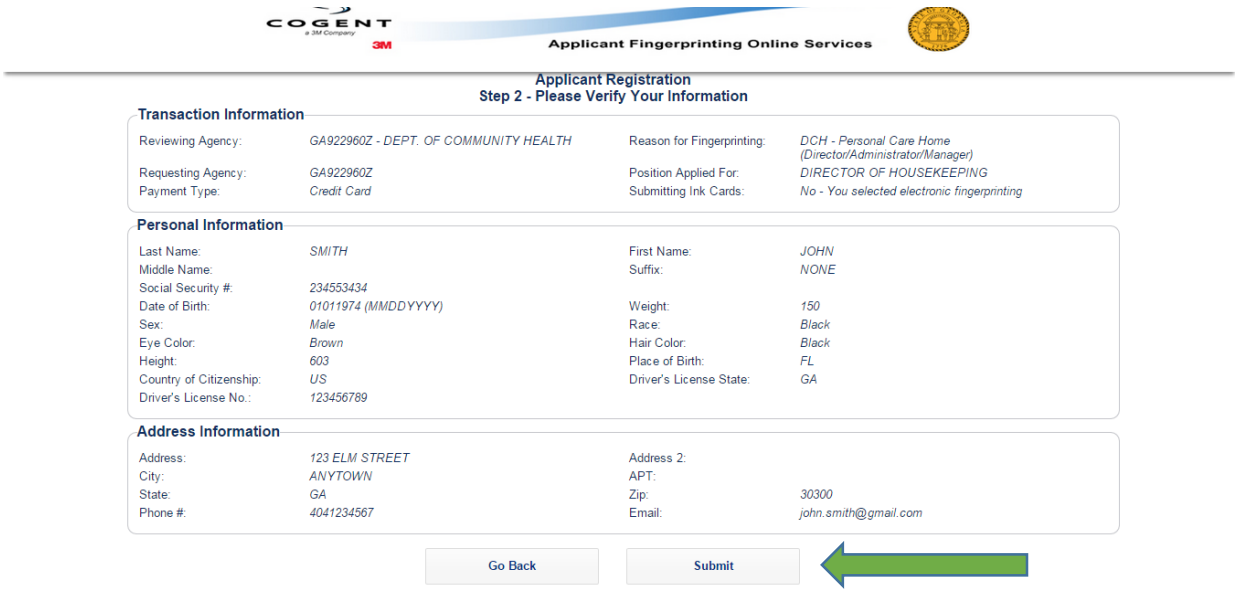
This is DCH's Agency ID number. Do not change or edit this field.

Enter your Agency ID in this field. This is your OAC or GAC number. Do **not** enter the Reviewing Agency ID in this field.

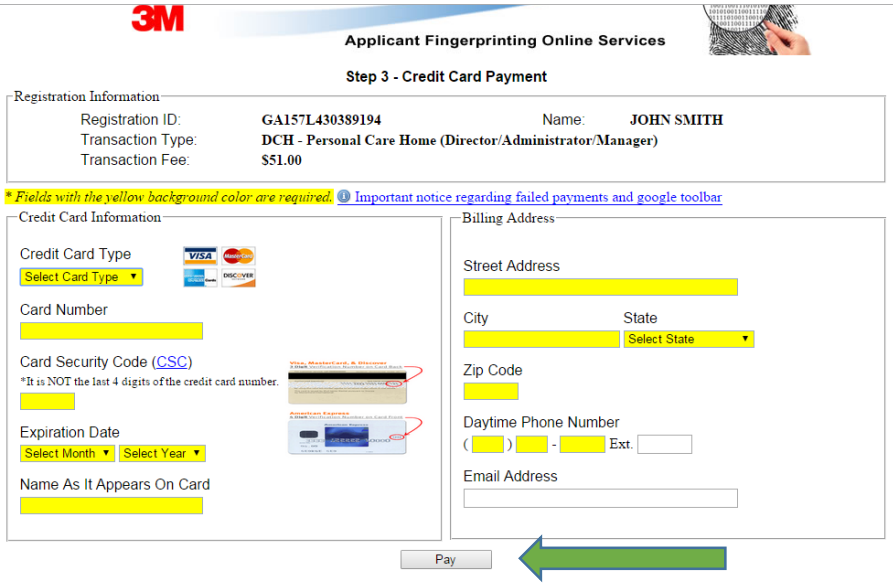
You must enter the correct Reason for fingerprinting. For example, A Director or Employee of a PCH cannot choose Owner as a Reason or a Private Home Care Provider cannot choose Owner if an Employee is actually being registered for fingerprinting. See Helpful Hints for additional information.

To expedite your review, enter the applicant's SSN, Position Applied for, and Email Address.

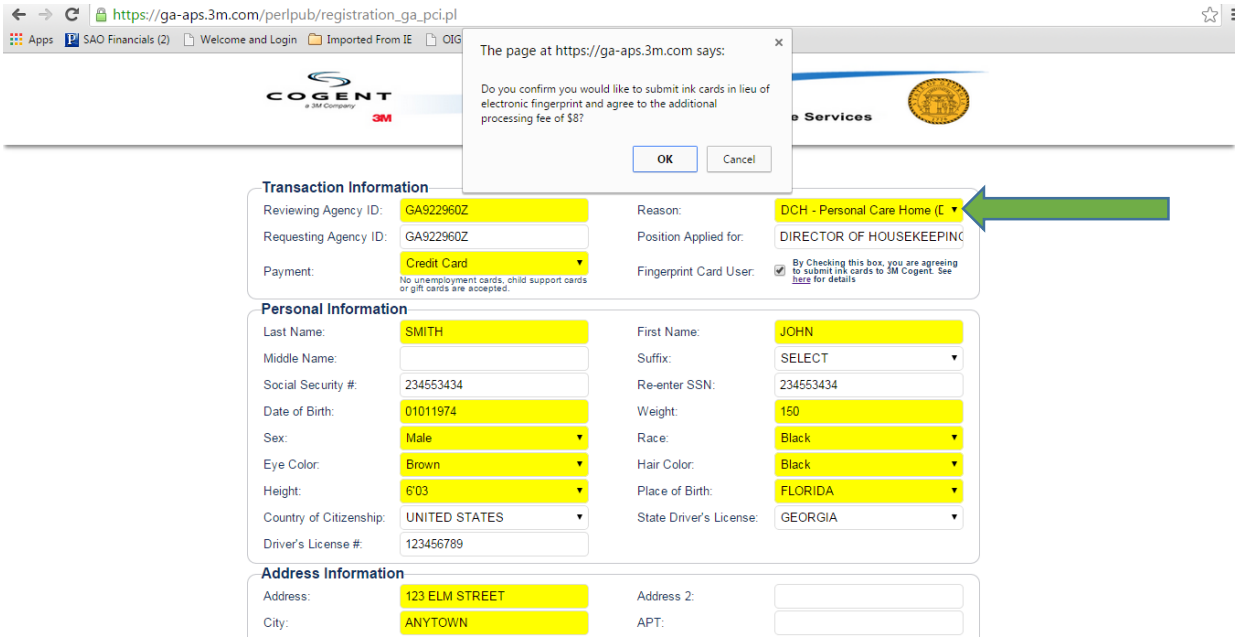
6. Verify your information and then click Submit.



7. **If paying by credit card, enter all the applicable information in the yellow highlighted fields.**



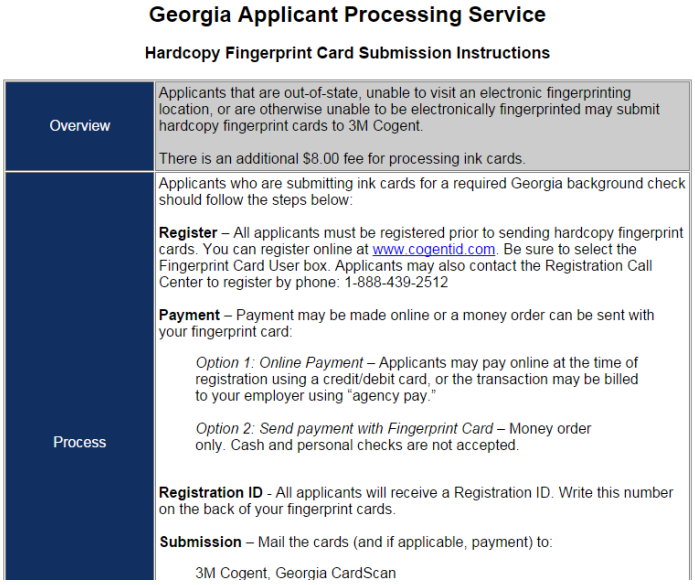
8. **Process for out-of-state owners who prefer to submit a fingerprint card in lieu of being electronically fingerprinted in Georgia**



For out-of-state owners, you may want to submit hard copy paper fingerprint cards in lieu of coming to Georgia to be fingerprinted. If you checked the box to indicate you want to submit paper fingerprint cards in lieu of electronic fingerprinting, you will receive the enclosed pop up box in which you agree to submit fingerprint cards for an additional $8.00 processing fee. Click the Details link for information on submitting paper fingerprint cards.

NOTE: DCH normally receives fingerprint results from live scan machines in 24-48 hours. If you elect to submit manual fingerprint cards, you must go to your local law enforcement agency and have your fingerprints taken on paper cards. You would then submit the fingerprint card (write your Agency ID on back of the card) and attached a copy of your 3M Cogent payment receipt to the card and mail it to the 3M Cogent address listed on the Details link noted above. From the time you mail your fingerprint card to 3M Cogent, it could take up to seven business days for DCH to receive your fingerprint results.

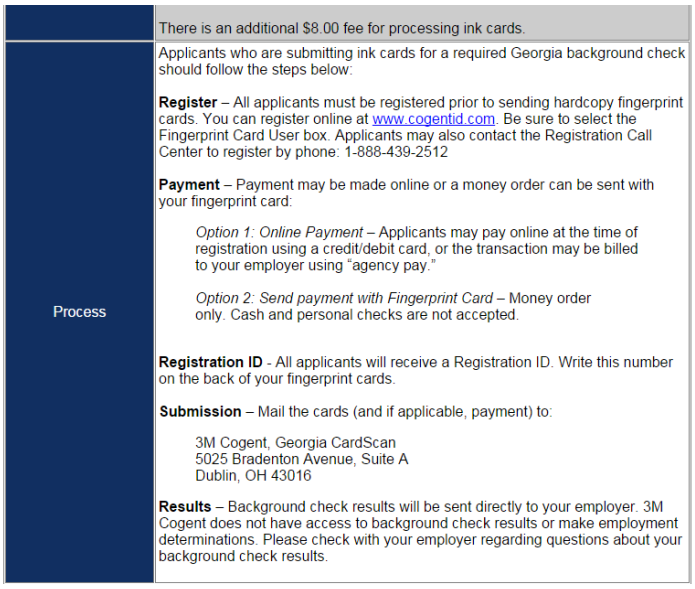
9. **The above instructional screen appears when you click the Details link on the Applicant Registration tab if you check the box that you want to submit your fingerprints on paper in lieu of electronically.**



Georgia Applicant Processing Service

Hardcopy Fingerprint Card Submission Instructions

Overview	Applicants that are out-of-state, unable to visit an electronic fingerprinting location, or are otherwise unable to be electronically fingerprinted may submit hardcopy fingerprint cards to 3M Cogent. There is an additional $8.00 fee for processing ink cards.
Process	Applicants who are submitting ink cards for a required Georgia background check should follow the steps below: **Register** – All applicants must be registered prior to sending hardcopy fingerprint cards. You can register online at www.cogentid.com. Be sure to select the Fingerprint Card User box. Applicants may also contact the Registration Call Center to register by phone: 1-888-439-2512 **Payment** – Payment may be made online or a money order can be sent with your fingerprint card: *Option 1: Online Payment* – Applicants may pay online at the time of registration using a credit/debit card, or the transaction may be billed to your employer using "agency pay." *Option 2: Send payment with Fingerprint Card* – Money order only. Cash and personal checks are not accepted. **Registration ID** - All applicants will receive a Registration ID. Write this number on the back of your fingerprint cards. **Submission** – Mail the cards (and if applicable, payment) to: 3M Cogent, Georgia CardScan



	There is an additional $8.00 fee for processing ink cards.
Process	Applicants who are submitting ink cards for a required Georgia background check should follow the steps below: **Register** – All applicants must be registered prior to sending hardcopy fingerprint cards. You can register online at www.cogentid.com. Be sure to select the Fingerprint Card User box. Applicants may also contact the Registration Call Center to register by phone: 1-888-439-2512 **Payment** – Payment may be made online or a money order can be sent with your fingerprint card: *Option 1: Online Payment* – Applicants may pay online at the time of registration using a credit/debit card, or the transaction may be billed to your employer using "agency pay." *Option 2: Send payment with Fingerprint Card* – Money order only. Cash and personal checks are not accepted. **Registration ID** - All applicants will receive a Registration ID. Write this number on the back of your fingerprint cards. **Submission** – Mail the cards (and if applicable, payment) to: 3M Cogent, Georgia CardScan 5025 Bradenton Avenue, Suite A Dublin, OH 43016 **Results** – Background check results will be sent directly to your employer. 3M Cogent does not have access to background check results or make employment determinations. Please check with your employer regarding questions about your background check results.