

Frequently Asked Questions (FAQ's):

Q: What is the DHS policy regarding fingerprinting for the employment process (for DHS employees and contractors)?

A: Per DHS Policy 504, all applicants must be fingerprinted and clearance letters received by the Hiring Agency prior to being employed.

Q: What if a potential employee lives out of state?

A: The out-of-state applicant will be fingerprinted the day of DHS orientation.

Q: Where do I go to be fingerprinted?

A: As of February 1, 2009, all non-criminal justice employees must be fingerprinted at an electronic fingerprint submission location. This could be located at either a Georgia Applicant Processing System (GAPS)/Cogent location or a DHS Live Scan Office.

Q: Where are the GAPS/Cogent locations?

A: You can visit www.ga.cogentid.com to view the various locations.

Q: What happens when the fingerprint responses are submitted to DHS?

A: The FBI and GBI fingerprint results are sent to The Office of the Inspector General's Background Investigations Unit (BIU). BIU reviews the results and make determinations concerning qualified and non-qualified applicants.

If the applicant is qualified for employment with DHS, a clearance letter will be sent to the hiring agencies/hiring managers.

If the applicant is not qualified for employment with DHS, a disqualification letter will be sent to the hiring agencies/hiring managers with the non-qualifying reasons noted.

Q: Can I call the Background Investigations Unit (BIU)?

A: If further information is required, **ONLY** the hiring manager will contact the Background Investigations Unit (BIU). **AT NO TIME** will the applicant contact the BIU.

Q: What happens when there is further information required from the applicant?

A: A letter will be sent to the hiring agency/hiring manager and the hiring agency/hiring manager has **thirty (30) days** to contact BIU to obtain the information that is needed on behalf of the applicant. The applicant then will have **thirty (30) days** from the day the hiring agency/hiring manager is given the requested information from BIU in order to provide back to BIU via the hiring agencies/hiring managers.

Q: What happens if the sixty (60) days expire to obtain and submit the requested information to BIU?

A: The DHS applicant will have to start the hiring process over, which includes being fingerprinted again at the applicant's expense.

Q: What is the cost to be fingerprinted?

A: The GAPS/Cogent fee is \$52.90. The Livescan fee is \$40.00. Note: ALL CONTRACTORS MUST USE the GAPS/Cogent processing system.

Q: What processing system should DHS applicants use?

A: DHS applicants may utilize GAPS/Cogent locations or a DHS office Livescan location.