

Georgia Department of Human Services
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Office of Inspector General
GAPS (Idemia) Fingerprinting Process
Records Check Verification Process
Frequently Asked Questions (FAQs) for Providers

Q: What is the first step in the fingerprint background check process?

The first step is for the applicant to register for fingerprinting through the GAPS Idemia system at: <https://ga.state.identogo.com/ata>

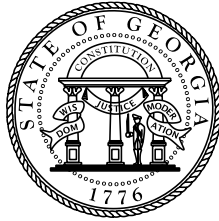
GAPS is the Georgia Appointed Processing System. Idemia was the contractor selected by GBI to replace Fieldprint to be the new GAPS system used for GA Agencies needing fingerprints completed.

Idemia is the Georgia Bureau of Investigation's (GBI) designated vendor for fingerprint-based background checks. Idemia provides several platforms to support the background check process:

- **CARES:** Used by the Department of Human Services (DHS) to review background check results.
- **Agency Management Portal (AMP):** Used by provider agencies for account and billing management.
- **IdentoGO:** Used by applicants to schedule fingerprinting appointments.

Q: Where can I find training for the GAPS Idemia system?

For additional training materials, please visit the GCIC website at <https://gcicweb.gbi.state.ga.us/ncja/content/gaps-2>.



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Click on **GAPS Registration** tab for **GAPS Registrations with Approval** [GAPS](#)

Agency Portal AMP (agencies should only access the information for credit card billing): [Agency Management Portal\(AMP\) | Applicant Services](#)

[AMP - GA Invoice Account Billing.pdf](#): IDEMIA now offers a billing/invoice option; however, approval is not guaranteed. Please note that billing requests are reviewed on a case-by-case basis.

Idemia Website: <https://ga.state.identogo.com/ata>

- a. Applicants can access this site for registrations, schedule, or change fingerprint appointments after approval.
- b. Applicants can contact Idemia customer service at **1-833-542-9283** for help with registrations, UE ID, fingerprint appointments, TCN Retrieval, and locations.

Q: Does Idemia offer Invoice Billing for Requesting Agencies?

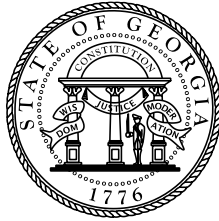
IDEMIA now offers a billing/invoice option; however, approval is not guaranteed. Please note that billing requests are reviewed on a case-by-case basis.

[AMP - GA Invoice Account Billing.pdf](#)

Q: When should the Records Check Verification Form be submitted?

The Records Check Verification Form must be completed and submitted by the hiring agency via IDHS after the applicant has registered in the GAPS Idemia system. Submit the form at:

<https://idhs.dhs.ga.gov/> using the UE ID needing approval.



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Q: How do I obtain the UE ID to submit IDHS Record Check Form?

Applicants are provided with the UE ID after fingerprint registration is completed via Idemia website. If UE ID is not received, applicants should contact Idemia customer service at **1-833-542-9283** for UE ID retrieval.

Q: What happens after the Records Check Verification Form is submitted?

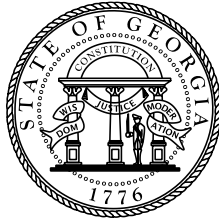
DHS will review the submitted IDHS Record Check form within 3–5 business days.

- If approved, the applicant will receive an email or can check their GAPS Idemia account for fingerprinting instructions.
- If denied, the applicant must re-register in Idemia and resubmit IDHS form with new UE ID listed and corrected information.

Q: What are common reasons for denying a Records Check Verification Form?

Denials may occur if:

- Information on the form does not match the GAPS registration (e.g., UE ID, name, DOB, SSN, sex, race)
- The reason for fingerprinting/service code is inconsistent between the documents
- The requesting agency GAC/GAP number is missing or incorrect



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- **Missing IDHS Verification Form:** The applicant does not have an IDHS verification form on file. This form must be submitted as part of the registration process.
- **Incorrect Email Usage:** The employer's email address cannot be used in place of the applicant's email. Each applicant must provide their own valid email address during registration.
- **Applicant Registration Requirements:**
 - Applicants must register themselves in the IDEMIA system to ensure proper compliance and authentication.
 - Applicants must personally accept the FBI Privacy Act Notice as part of the registration process. Employers cannot accept this notice on behalf of an applicant.

Q: How do Requesting Agencies and/or applicants check applicants' approval/enrollment status via Idemia?

To check an applicant's **enrollment and fingerprinting status**, the following applicant-specific information is required:

✓ **Date of Birth (DOB)**

✓ **Last Name**

✓ **One of the following:**

- Phone number
- Email address
- UEID number



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Steps to Check an Applicant's Enrollment Status:

1. **Go to the Identogo Registration Page:** <https://ga.state.identogo.com/ata>
 - Applicants can contact Idemia customer service at **1-833-542-9283** for assistance with registration, UE ID, fingerprint appointments, locations, and TCN numbers.
2. Click on **“Check Enrollment Status.”**
3. Enter the required applicant information.
4. View status updates such as:
 - **Pending review by DHS**
 - **Pending appointment**
 - **Completed**

Q: How long does it take for fingerprint results to be processed?

Once fingerprints are taken and received by DHS, background check results are typically processed within 3–5 business days from the date fingerprints are captured.

Q: How can I access the clearance determination letter?

- DHS Contractors and RCCL Providers: Determination Letters are available immediately in IDHS upon entry by CJIS using the Transaction Control Number (TCN).
- For assistance or step by step instructions, email: ASKOIGBIU@dhs.ga.gov



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Q: What if an applicant requires further evaluation?

- DHS Contractors: Applicants will be contacted via email for information requested. A final determination will be posted in IDHS within 15 business days.
- RCCL Applicants: Applicants needing further review will be contacted via email within 30 business days of the initial record review. A final determination will be posted in IDHS within 30 business days.

Q: Who do I contact for help with GAPS or agency enrollment?

Email: cares_t2@us.idemia.com

Q: Who can I contact for help with the background check process?

Email: ASKOIGBIU@dhs.ga.gov

Q: What is DHS Reviewing Agency ORI?

GA920280Z

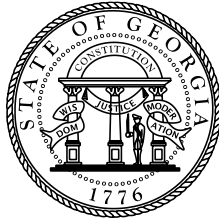
Q: What are the Service Codes for DHS Contractors?

2TGH61 DHS – Health Agencies/Contractors Providing Direct Child Care

2TGH7G DHS- Health Care Agencies Contractors Providing Direct Elder Care

2TGHZ7 DHS- Volunteer Direct Elder Care

2TGHYT DHS- Volunteer Direct Child Care



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Q: What about Non-Direct Care, which Service Code do we use?

For Contractors ONLY. Non-Direct Care has been merged with Direct Childcare Service Codes.

The provider should use the following Code for Paid employees working indirectly or directly with children:

2TGH61 DHS - Health Agencies/Contractors Providing Direct Child Care

The provider should use the following Code for Volunteers working indirectly or directly with children:

2TGHYT DHS - Volunteer Direct Child Care

The provider should use the following Code for Volunteers working indirectly or directly with elders:

2TGHZ7 DHS - Volunteer Direct Elder Care

The provider should use the following Code for Paid Employees working indirectly or directly with elderly people:

2TGH7G DHS- Health Care Agencies Contractors Providing Direct Elder Care

Q: What are the Service Codes for Residential Child Care Licensure?

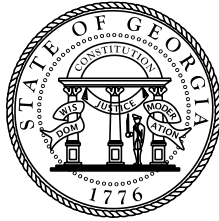
2TGH5Z DHS- Licensing Child Care Center (Volunteer)

2TGH9B Licensing Child Care Center (Director)

2TGHJQ DFCS/DHS – Foster Care Home Placement

2TGHK4 DFCS/DHS – Foster Care Home Placement (5-year renewal)

2TGHBV DHS – Licensing Child Care Center (Employee)



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2TGH8Y Licensing Child Welfare Agency (Owner)

Q: What are the Service Codes for DFCS- CPA Adoptions and DFCS Adoptions?

2TGJ4G DFCS - CPA Adoptions

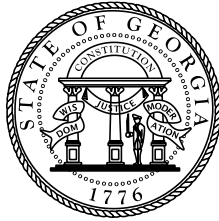
Q: How do I obtain the TCN to access my applicant's letters in IDHS?

Applicants are provided with the TCN after fingerprints are completed via email. If TCN has not been received, applicants could contact Idemia customer service at **1-833-542-9283** for TCN retrieval.

Q: How do I request new user access for the Idemia system?

To Request New User Access to the new Idemia System

- Submit user request in writing to GAapplicant@gbi.ga.gov .
- Must be on agency letterhead.
- Include the agency GAPS agency ID number (it starts with GAP/GAC)
- List the names of users that need access (first and last) name and provide the email address for everyone.
- The agency head must sign the letter.
- New user requests cannot be completed without the requested information



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Q: How do I change the employer's Point of Contact, address, and phone number via GAPS or with DHS email list?

Please send a request on company letterhead to GAApplicant@gbi.ga.gov , ASKOIGBIU@dhs.ga.gov , and their DHS contract/licensure contact person to update this information in the system. The following information should be included:

Previous Contact Information

- o First and Last Name
- o Address
- o Email and Phone Number
- o Is this person still with your agency

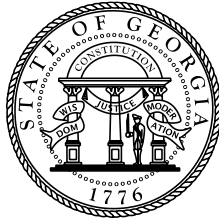
- o First and Last Name,
- o Address
- o Email and Phone Number
- o Include your agency GAC/GAP number
- o the agency head must sign and date this request

New Contact Information

Q: What if I am a new agency and do not have a GAC/GAP number?

New Agencies without a GAC/GAP number should email cares_t2@us.idemia.com for instructions on how to enroll as a new agency.

Q: How do I request my login credentials again from Idemia if I missed it the first time?



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If you already received the IDEMIA account activation email that included a username and temporary password and you need the credential to be re-sent through email, contact cares_t2@us.idemia.com.

Q: What information is needed to give to the applicant to successfully complete registration in IDEMIA?

Once the agency account has been set up, they will need to provide the applicant with the following information to register:

1. Requesting Agency GAC/GAP number
2. Correct Service Code
3. Reviewing Agency ORI - DHS – GA920280Z
4. Applicant can now register on Idemia at <https://ga.state.identogo.com/ata>.

Q: What to do if I have my agency GAC/GAP number but still have not received my Idemia credentials?

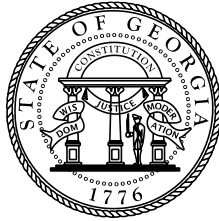
Existing Agencies who have an existing GAC/GAP number:

- Send an email to cares_t2@us.idemia.com with the agency name on file and the ORI number (GAC/GAP number).

Q: What are the policies used to determine applicants' eligibility?

DHS Contractors use the 504 Policy. <https://pamms.dhs.ga.gov/ohr/504/>

RCCL Providers you can find regulations through this link for your facility type.
[Residential Child Care Licensing | Georgia Department of Human Services](#)



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Q: An applicant originally received an unsatisfactory determination, but that decision was reversed following a hearing with the Georgia Office of State Administrative Hearings (OSAH). How do we obtain the updated determination?

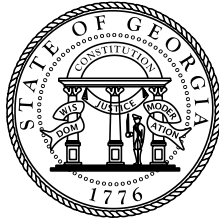
Once OSAH issues its final decision, the applicant and DHS will receive a copy. The Department of Human Services Office of Inspector General will then send an updated determination letter directly to the facility.

Q: If an applicant's fingerprints are rejected, is there an additional charge for reprinting?

No. If fingerprints are rejected and the applicant must submit a second set, the recheck is **free of charge when completed in 30 days**.

Q: What are the instructions for mail-in fingerprint cards for applicants who live out of state or have a disability

- Before the applicant begins registering in Idemia, they will scroll past "Enter your Service code" to "Get Started"
- Go to Additional Services
- Click Mail-in Physical Fingerprint Card
- Read the information under Attention
- Enter Service Code
- This will take the applicant to the site where they will register.
- Complete registration and pay.



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- Once registration is approved, the applicant will receive an email with the instructions.
- The applicant will take the email with the bar code to the IDENTOGO site closest to them.
- The applicant will be responsible for mailing the card back to IDENTOGO – address information will be given to them with the instructions.
- Any issues with registering, they should contact Idemia Customer Service at 1-833-542-9283 for assistance

Q: Does DHS conduct background checks for non-DFCS Private Adoptions?

The Georgia Department of Human Services (DHS) is not authorized to conduct criminal background checks for non-DFCS private adoptions. Our federal and state authority is limited to background checks conducted through Residential Childcare Licensing (RCCL) contracted CPA Adoption Agencies and the Georgia Division of Family and Children Services (DFCS).

For private adoption processes outside these entities, we recommend contacting your attorney and the court handling your adoption for guidance on the appropriate background check procedures.

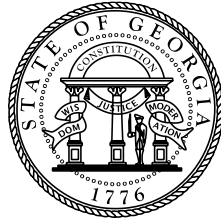
Q: How do I obtain determination letters for applicants' fingerprints in Fieldprint (Old GAPS system)?

If the hiring agency has the TCN, they can access applicants' letters in IDHS. Any applicants fingerprinted after February 3rd DHS does not have access to their results to process in IDHS.

Q: How do I obtain the TCN for Fieldprint captured results?

Applicants will need to contact Fieldprint directly to obtain the TCN for their fingerprints results. DHS will not provide the TCN to neither the applicant nor hiring agency.

Brian P. Kemp
Governor



Candice L. Broce
Commissioner

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