

DHR Procedures for using GAPS

The Georgia Bureau of Investigation has awarded Cogent Systems the contract to provide electronic fingerprint submission services to applicants in the State of Georgia. The Department of Human Resources contractors may utilize the new services by enrolling with Cogent Systems for the Georgia Applicant Processing Services (GAPS) for applicants that DHR provides the fitness determination.

The following are guidelines for the contractors to follow in order to use the Georgia Applicant Processing Services (GAPS).

Enrollment Process

All Georgia Agencies interested in using the GAPS service for applicant background checks must enroll online at www.ga.cogentid.com prior to using GAPS. Enrollment is completed in two steps.

- **Step 1** - The agency must complete the GBI agreement. This agreement can be found by clicking the Agency Enrollment link. The agency must complete the form which is the last page of the agreement and send it to GBI at the address shown. The agency must have an ORI or OAC number which should be entered in the ORI/OAC field on the form. **If your agency does not have an ORI or OAC, leave the field blank. When GBI receives the form an ORI or OAC will be affixed to the form and the form will be returned to the agency. The agency must wait until the form is returned by GBI with an ORI or OAC number before going to the next step.** If your agency already has an ORI or OAC you may continue to the next step after mailing the completed form to GBI.
- **Step 2** - The agency must complete the GAPS on-line enrollment form which is Step 2 on the Agency Enrollment screen. Once you complete the information on the on-line screen, click 'Save'. You must PRINT the form that is displayed, then have your agency head to SIGN the form. The original form with the signature must be sent to Cogent Systems at the Dublin Ohio address shown on Step 2 on the Agency Enrollment screen. For expedited enrollment you may fax a copy to Cogent Systems at 614-718-9694, but the original signed copy must be mailed to Cogent Systems within seven (7) days.
- **Step 3** – You should receive an email confirmation from Cogent Systems within 10 business days. The email confirmation will have any necessary Usernames and Passwords based on what your agency selected for enrollment type during the registration **You can not continue to the next step until you receive the email confirmation from Cogent Systems.**
- **Step 4** – Once you receive email confirmation from Cogent Systems your enrollment process is completed. You can now begin to register applicants by clicking on Single Registration or Multiple Registration which is found on the main GAPS website page. **(DHR is requiring that all contractors register the applicants rather than the applicants registering themselves).**

All of the fields on the registration screen that have a 'red (*)' must be completed. Near the end of the registration screen you will see 'Transaction Information'. You must click on the drop box next to **Reason** and select the appropriate reason for the applicant to be fingerprinted (refer to **DHR Reasons Fingerprinted** below for guidance). **An example of this portion of the screen can be found on page 3.**

- You must click on the drop box next to **Payment** and select the appropriate payment option. If the applicant is paying, select credit card or money order. If your agency is paying and you enrolled as Agency Pay Only or Agency Pay and View Results, you should select Agency from the drop box. A field for Agency Code and Agency Password will appear if this option is selected. You should enter the Agency Code and Agency Password provided by Cogent Systems in the email confirmation
(Ex: R081PT0908, Password— P081PT0908)

- You must enter your ORI or OAC in the field **ORI/OAC**. You should enter your agency's Verification Code in the **Verification field**. This code can also be found in the email confirmation.
- You must click the box '**Does another agency make the fitness determination? Choose Agency**' will appear, click the drop box, then select **DHR**. In the box next to "**If yes, enter determining agency's ORI**", you should enter **GA920280Z**.
- You should click **Next** at the bottom of the page, on the next screen, if all of the information that displays is correct, click **Next**. At the end of the registration a **Registration ID** number will be given. The **Registration ID** number should be given to the applicant to provide to the operator at the nearest GAPS Print Location.
- **NOTE:** Some of you may have been using **GA920290Z** on the hard copy cards; DHR is requiring everyone to use the **GA920280Z** when using GAPS.

DHR Makes The Fitness Determination For Your Agency

NOTE: The search results should be available to DHR to retrieve from the GAPS website within 48 hours after the applicant is fingerprinted at the GAPS Print Location. This process does not mandate the amount of time it will take for DHR to send your agency a determination clearance letter. You may contact DHR to verify the results have been received. You must still submit your Office of Regulatory Services **notarized record check applications** to DHR before a determination clearance letter is sent to your agency. If you do not receive the determination clearance letter within seven (7) business days you must contact DHR at 404-463-7801 or 404-463-1884.

DHR Office of Investigative Services
Attn: Background Investigations Unit
Two Peachtree Street, NW, Suite 30.466
Atlanta, GA 30303-3142

DHR REASONS FINGERPRINTED GUIDELINES:

- **DHR Child Care/Placing Agencies/Directors/Employees** should be selected if the applicant is being fingerprinted to obtain a license through Office of Regulatory Services (ORS) for Personal and Private Care Homes, Residential Child Care, and Outdoor Therapeutic Programs **O.C.G.A. 49-5-64**
- **DHR Contractors/Health Agencies providing Direct Care** should be selected if the applicant is being fingerprinted for an employment decision made by DHR **O.C.G.A. 49-12-14(A)**
- **DHR Custody or Child Protective Service Placement** should be selected if the applicant is being fingerprinted for DFCS Emergency Relative Placement **O.C.G.A. 49-12-14(B)**

Example of bottom portion of registration screen:

Transaction Information

Reason	<input type="text" value="DHR - Child Care/Placing Agencies/Directors/Employees"/>
Payment	<input type="text" value="Agency"/>

ORI/OAC *

Verification Code (case sensitive)*

Agency Code (Mandatory if Payment is Agency)

Agency Password (Mandatory if Payment is Agency)

Does another agency make the fitness determination?

Choose Agency : *

If yes, enter determining agency's ORI : *

Note: Highlighted fields are required and marked by a *.