



GEORGIA BOARD OF HEARING AID DEALERS AND DISPENSERS

237 Coliseum Drive • Macon, Georgia 31217

(404) 424-9966 * <https://sos.ga.gov/georgia-board-hearing-aid-dealers-and-dispensers>

***** **EFFECTIVE MAY 1, 2023** *****

Instructions for Applicants to Obtain Fingerprints for a Background Check

The Georgia Board of Hearing Aid Dealers and Dispensers (henceforth the “Board”) require a fingerprint background check on all applicants for licensure as a hearing aid dispenser. The vendor, Fieldprint, provides a service for electronic submission to the Board of fingerprint results for licensure applicants. Hard copy fingerprint cards are not required for Georgia residents to obtain an applicant’s nationwide criminal history background check. The Georgia Applicant Processing Service (GAPS) offers multiple locations for the provision of fingerprints that are strategically located throughout the State of Georgia. See page 3, section A if you live outside the state of Georgia, or section B if you live outside the USA.

The Federal/State criminal history results will be available to the Board within 48 hours of the applicant being fingerprinted and the prints are received by GBI, Georgia Crime Information Center (GCIC).

The GAPS fingerprint background check process is simple and easy to use. Follow the instructions below. If assistance is required, you may contact the Fieldprint Customer Service at 1-800-799-1067 or by email at customerservice@fieldprint.com.

Before you attempt to register to be fingerprinted, you must first submit an application for licensure to The Georgia Board of Hearing Aid Dealers and Dispensers

CREATE YOUR ACCOUNT

To set up an account for scheduling to have your prints taken:

1. Visit the Fieldprint GAPS website at <https://www.fieldprintgeorgia.com>.
2. Select **Schedule Appointment**. As a new, first-time user on this site, click the **SIGN UP** button.
3. Read and review the **Disclosure & Consent Agreement** statements. Once reviewed, you can download and save a copy of these statements, then click **I AGREE** to move forward. **If you do not select it, you will not be able to proceed.**
4. Begin the process of creating your account by entering your information into the fields provided. You must enter valid and accurate information in each starred field to proceed being sure to note the username and password that you enter as well as the answers to the security questions you select. Once all fields are complete, click **CONTINUE**.
5. An account verification email will be sent to the email address you entered in the registration field. **DO NOT CLOSE YOUR BROWSER**. Retrieve the verification code from your email, return to this page and enter the 8-digit number in the verification code field. Then click **COMPLETE REGISTRATION**. If you did not receive the code in your email account, you can select the option to have it resent. If you still do not receive the code, you may not have entered your email address correctly and will need to contact Fieldprint Customer Service at 1-800-799-1067 or by email at customerservice@fieldprint.com for assistance.
6. Once registration is complete, you will be taken to the Log In Screen. At the top of the page there will be a message that your account has been verified. Enter your Username and Password, then click **LOG IN**. You will be prompted to answer one of the security questions you chose during the account set up process. Answer the question and click **CONTINUE**.



REGISTER FOR FINGERPRINTING

After clicking **CONTINUE** from the previous step, you can now register to have your fingerprints taken.

1. Scroll down the page until you find the Agency Tile for **Secretary of State (SOS)**. Click that tile. On the next page, select **GA Board of Hearing Aid Dealers and Dispensers**. In the drop-down menu that appears, select the correct **Reason for Fingerprinting** (i.e., Hearing Aid Dispenser licensure). The ORI Number **GA923068Z** will pre-populate.
2. You will then be taken to the **Data Collection** page. In the **Personal Information** section, you must enter information in all required fields to move forward. Make sure that the name and information you enter matches the information on the approved identification document that you will bring with you to the print site. Then click **CONTINUE**.
3. Proceed through the **Demographics** section by entering all necessary information then click, **CONTINUE**.
4. You will then move on to the **Authorization** section to review the Biometric Disclosure and Georgia Privacy Statements. You will have to acknowledge the Biometric Disclosure and the Georgia Privacy Rights and Acts Statements, then click **CONTINUE**. You may print the statements to keep a copy for your records.

5. Next, **you will need to send your request to the Georgia Board of Hearing Aid Dealers and Dispensers** to review and approve you for scheduling your appointment to get printed at a fingerprint site. Click, **SUBMIT REQUEST**. Once you receive confirmation that your request has been submitted and is under review, you can log out. If you select the "Back to Home" option you will also be able to see a message that your registration is under review by the Board.

- A. **IF YOUR REGISTRATION IS APPROVED**, a notification will be sent to the email address you provided giving you the option to continue with scheduling your appointment for fingerprinting. **PLEASE NOTE: Whereas you have up to 180 days to be fingerprinted before your registration expires, your application to the Board must be complete within 60 days of receipt of our deficiency letter from the Board or the application for licensure will be withdrawn.** Therefore, it is important and necessary to register and have your fingerprints done as soon as possible (remember, you must have submitted the application for a dispensers license to the Board to be approved for this background check).
- B. **IF YOUR REGISTRATION IS DECLINED, you will receive an email that informs you of the reason it was declined.** If this occurs, you will need to contact that Board offices by emailing ExamBoards-Healthcare@sos.ga.gov to get more information regarding the reason your registration was denied.

SCHEDULING A FINGERPRINT APPOINTMENT

To schedule your fingerprint appointment, you will need to return to <https://www.fieldprintgeorgia.com>.

1. Under the **For Individuals** tab of the webpage, select the link entitled **"I have been approved by my agency or have already scheduled."**
2. Go to the **Returning User Login** button and click **Log In** to enter your Username and Password. Once you have successfully logged into your account, you will see a welcome message and a statement that you have been approved for printing. To proceed click **CONTINUE SCHEDULING**.



3. In the schedule appointment section of the site, you can enter your address to find a print location near you. You can search appointment location availability by date, distance or soonest available time. Once you select a location, you have the option to select a date and time that you wish to arrive at the print site. Then click **CONTINUE**.
4. You will arrive on the Payment section of the site. You will be presented with the option to pay by PayPal or Debit or Credit Card. Follow the instructions that come up once you select your payment method. Once you enter the necessary information, click **CONTINUE** to authorize payment.
5. You will receive confirmation details once your payment has been authorized. The confirmation will include your appointment number and the date, time and location for your scheduled appointment, a list of approved forms of identification and a QR Code can be scanned in at the print location if the site has that capability. You are also given the option to download and print your confirmation to take to the print location along with an approved form of identification. You will also receive these instructions and information via email.
 - A. **IF YOU ARE AN APPLICANT WHO RESIDES OUTSIDE THE STATE OF GEORGIA**, you will have the option to visit the closest Georgia print site or request a printcard packet from a local law enforcement agency. Fieldprint will mail the packet to you along with instructions on how to submit the cards. Once the printcard packet is received, you will be able to get fingerprinted at any local law enforcement agency.
 - i. Please note that each law enforcement agency has different criteria/requirements for getting fingerprinted at that location.
 - ii. They may require an additional fee or you may be required to be a resident of that city or county. You will have to follow that law enforcement agency's requirements and if further clarification is required, you will need to contact that law enforcement agency directly.
 - iii. If they require a fee, you will need to take that fee with you to the site on the day you are scheduled to be fingerprinted. Questions on acceptable forms of payment must be directed to that law enforcement agency.
 - iv. Clicking on **Request Printcard Packet** beside the location you choose will take you to more detailed information about the requirements for that location. **Requesting a Printcard Packet through a law enforcement agency is not an appointment to be fingerprinted.** It is just to used to log the status of your transaction.
 - v. Once you select **Request Printcard Packet** on this page, you will be taken to the payment screen. You will be presented with the option to pay by PayPal or Debit or Credit Card. Follow the instructions that come up once you select your payment method. Once you enter the necessary information, click **CONTINUE** to authorize payment.
 - vi. You will receive confirmation details once your payment has been authorized. You should receive your printcard packet within 7-10 business days. The confirmation will include your collection site location, phone number and available dates and times the site is open for printing. You are also given the option to download and print your confirmation to take to the print location along with an approved form of identification. You will also receive these instructions and information via email about what will be in your printcard packet and what you need to take to the print location.



B. IF YOU ARE AN APPLICANT WHO RESIDES OUTSIDE OF THE COUNTRY, you will need to contact Fieldprint Customer Service at 888-472-8918 ext 2440 for assistance with registering for fingerprinting.

6. If an appointment is not scheduled at the time of account creation, you can log into your account and continue with scheduling a fingerprint appointment. When you log into your account, you will see a message that you have not scheduled an appointment for fingerprinting. Choose the **CONTINUE SCHEDULING** option to proceed with the scheduling process.
7. **PLEASE NOTE: If your Fieldprint account has been inactive for 90 days, it will be closed and deactivated. If this occurs, if you try to log in, you will receive a message informing you that due to inactivity, your account has been closed. You will then have to create a new account and pay an additional fee or contact Fieldprint at customerservice@fieldprint.com or by phone at 800-799-1067 to reactivate your account.** Additionally, if you do not complete the scheduling of an appointment, the Board will not have any status updates.

8. **Once your prints have been taken, you must contact the board office by email to ExamBoards-Healthcare@sos.ga.gov or call (404) 424-9966 and indicate that you have had your prints done so that staff can retrieve the results. PLEASE NOTE THAT THE RESULTS ARE ONLY AVAILABLE TO STAFF FOR 30 DAYS.** If you do not notify the Board to retrieve your prints, the window of availability of your results may expire. **IF THIS OCCURS, YOU WILL BE REQUIRED TO REGISTER AND HAVE YOUR PRINTS TAKEN AGAIN.**

FINGERPRINT REJECTIONS

If your prints reject for reasons such as the prints are too light or too dark, too high or too low within the square, or the prints were rolled out of sequence, Fieldprint will notify you via email or by phone 1-3 business days about the status of our prints. If the process to receive a notification of the status of your prints takes longer, the applicant may contact Fieldprint Customer Service for assistance at 1-800-799-1067 or by email at customerservice@fieldprint.com.

If the prints reject, the notification will include a link to schedule another appointment for printing, instructions on how to submit another set of prints, and the reason the prints were rejected. The link will take you back to <https://www.fieldprintgeorgia.com> where you can log into your scheduling site. Once you have logged in, you will return to the **SCHEDULING A FINGERPRINT APPOINTMENT** section of this document and follow those instructions to schedule a new appointment. You will see the option of rescheduling.

FINGERPRINT APPOINTMENT CANCELLATIONS

Applicants have the option to cancel or reschedule a fingerprint appointment.

1. If you need to cancel an appointment that you scheduled for fingerprinting and you want a refund, you will have to contact Fieldprint Customer Service at 1-800-799-1067 or by email at customerservice@fieldprint.com to process a refund.
2. If you need to cancel an appointment, log into your account and select the **CANCEL APPOINTMENT** option. You may reschedule the appointment at any date and time prior to 180 days from your registration approval date.
3. If you reschedule your appointment for the same day, you must schedule the new appointment at least 4 hours after your original appointment time. Appointments become “past due” after 24



hours from the original appointment time, but it can still be rescheduled as long as you are still within 180 days from your registration approval date.

4. **KEEP IN MIND THAT YOUR LICENSE APPLICATION WITH THE BOARD MAY EXPIRE BEFORE THEN SO YOU MUST RESCHEDULE BEFORE YOUR LICENSE APPLICATION EXPIRES.**
5. **YOU WILL NOT RECEIVE A COPY OF YOUR FINGERPRINT RESULTS:** The Georgia State Board of Hearing Aid Dealers and Dispensers and staff may not provide you with a copy of your results nor can the results of your background check be discussed over the phone or in written correspondence. If you want to view a copy of your results, you may email a request to do so to ExamBoards-Healthcare@sos.ga.gov. After the request has been processed, you will receive an email advising you of the dates and times you may come to the office to view them. You must bring the same form of ID you used at the print location with you to the Board offices.
NOTE: The fingerprint results may only be viewed by the applicant and the applicant's legal counsel, if applicable. The opportunity to schedule a time to view your fingerprint results will only be available 30 days from the date you had your prints taken.

Failure to follow these instructions may delay the processing of your application for licensure as a Hearing Aid Dispenser in Georgia. It is the responsibility of the applicant to complete the background check process in its entirety as described above. **Again, if we do not receive an application for licensure, we cannot make you eligible to have your fingerprints taken.**

DISPUTING BACKGROUND RESULTS

If you want to challenge the accuracy of the background results or need to correct or update the record, you will be given 30 days to do so in the manner prescribed on the Privacy Rights you were provided.

If an adverse decision has been made by the Board on the basis of your criminal history information provided from the fingerprint-based background check, you may appeal the Board's decision by:

1. Submitting a letter requesting to appear before the Board. If you have challenged the accuracy of their fingerprint-based background check in the manner prescribed in the Privacy Rights within the 30 days allowed and the record was updated, you must provide a certified copy of any corrections made to the final disposition of any case on your criminal history record before arriving for the appearance.
 - a. If you exercise the right to appear and the Board upheld the decision, the applicant may request an appellant form to challenge the decision with the Office of the Governor.
 - b. Once the form is submitted to the Board it will be forwarded to the Governor's office. The Governor may approve, remand, modify, or reverse any the action of the Board. Any review undertaken by the Governor shall be fully completed within 90 days.
2. Filing for review of the final decision of the Georgia Board of Hearing Aid Dealers and Dispensers in the Superior Court of Bibb County: Please note that if you exercise this option, the court may assess reasonable and necessary attorney's fees and expenses of litigation in any such review if, upon the motion of any party or the court itself, it finds that an attorney or any party aggrieved by an action of the board appealed such action of the Board or any part thereof when such appeal lacked substantial justification or when such appeal or any part thereof was interposed for delay or harassment or if it finds that an attorney or aggrieved party unnecessarily expanded the proceeding by other improper conduct.