



GEORGIA BOARD OF MASSAGE THERAPY
237 Coliseum Drive • Macon, Georgia 31217
(404) 424-9966

Instructions for Applicants to Obtain Fingerprints for a Background Check

The Georgia Board of Massage Therapy requires a fingerprint background check on all applicants. The Georgia Bureau of Investigation (GBI) awarded Gemalto the contract to provide a service for electronic submission of fingerprints for Georgia applicants. The service, Georgia Applicant Processing Service (**GAPS**), decreases the need for submitting hard copy fingerprint cards to obtain an applicant's nationwide criminal history background check. GAPS Print Sites are strategically located throughout the State of Georgia.

The Federal/State criminal history results will be available to the Georgia Board of Massage Therapy within 48 hours after the applicant has been 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 Gemalto/GAPS at 1-888-439-2512.

GAPS REGISTRATION PROCESS

1. Visit the GAPS website at https://pci.aps.gemalto.com/gaperlpub/landing_page_1.pl.
2. Select **Secretary of State (SOS)**, then **Massage Therapy**. Read the Non-Criminal Justice Applicant's Privacy Rights and Privacy Act Statement. Place a check mark in the box beside the phrase "I have read and accepted these terms." If you want to download and print a copy of these documents, do so before selecting **CONTINUE**.
3. Complete Step 1 – Please Enter Your Information.
 - a) Transaction Information - **DO NOT CHANGE ANYTHING IN THIS FIELD except for selecting the Reason for Fingerprint to read "Massage Therapist License – GA Board of Massage Therapy."** The reviewing agency ID (GA923003Z) and payment type (Credit Card) should remain untouched as it should already be prepopulated. If not, you may add it. A Requesting Agency ID is not required. **DO NOT SELECT THE FINGERPRINT CARD BOX. THIS IS NOT AN OPTION FOR THE GEORGIA BOARD OF MASSAGE THERAPY.**
 - b) Personal Information – **COMPLETE EVERYTHING IN THIS FIELD**, including the optional fields such as your middle name, maiden name as well as your social security and driver's license number, if applicable.
 - c) Home Address – You must enter your physical address here. **A PO BOX IS NOT ACCEPTABLE.**
 - d) Mailing Address – You can either check the box that says "Use same address as above" or enter a mailing address. You may submit PO Box here.
 - e) Select **CONTINUE**.
4. Complete Step 2 - Verify the information you entered. If correct, select **SUBMIT**. If you made an error, select **GO BACK** to fix your errors.
5. Complete Step 3 – Credit Card Payment. Enter all of the payment details and select **PAY**.
6. You will receive a receipt page. Print a copy of the receipt with your **Registration ID** on it and maintain a copy for your records as you will need to take it with you to the fingerprint location.
7. Identification Needed for Fingerprinting



- a) Use the Georgia Applicant Processing Services (GAPS) website at <https://www.aps.gemalto.com/ga/index.htm> to identify **PRINT LOCATIONS** closest to you.
- b) Print Locations & Hours. Select a number on the Georgia map to receive a list of locations where you can have your prints taken. You will need to click on each location to receive information concerning the site such as Location, Hours of Operation, Directions, etc. Prior to traveling to the Print Location, **the applicant should call and verify that the site is still a GAPS Print Location and that the hours of operation are accurate.**

NOTE: *If a site is no longer providing fingerprint services, please send an email to GAApplicant@gbi.ga.gov and provide the Print Location's name, address and phone number if available and the date the applicant was told the location is no longer providing the service.*

8. **Once you have completed the registration process and identified your print location, review the Non-Criminal Justice Applicant Privacy Rights and Privacy Act Statement again and submit your application for licensure to the Board within 48 hours of your registration to ensure that staff is able to approve you to have your prints taken at the time your application is processed.**
9. The Board staff will make you eligible to have your prints taken and you will be notified of your eligibility by email. **You must have an application on file with the Board to be made eligible to get your prints taken. If you do not have an application on file with the Board within 30 days of registering to have your prints taken, approval to get printed will be declined and you will need to pay another fee to register for prints.** You have 90 days from the date of approval to have your prints taken.
10. **Once your prints have been taken, you must contact the board office by email to PLB-Healthcare2@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.**
11. **TO OBTAIN A COPY OF YOUR PRINT RESULTS:** The Georgia Board of Massage Therapy 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 a copy of your print results, you must return to the GAPS website, select *Registration Status and Result* under the **Applicant** tab in the upper righthand side of the homepage. You will then need to enter your name and date of birth to view your results and have a copy sent to your email address. **You will only be able to receive a copy 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 massage therapist 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.**

IF YOU DO NOT RESIDE IN THE STATE OF GEORGIA: 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 Gemalto. Follow instructions on how to submit hardcopy Fingerprint card on their website <https://www.aps.gemalto.com/ga/index.htm>. Just click on Information and choose "How to Submit Ink Cards" from the menu. **The Georgia Board of Massage Therapy will not**



accept fingerprint cards. In addition, the Board is not responsible for unacceptable or rejected fingerprints submitted. It is the vendor's responsibility to provide acceptable fingerprints.

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.