

# CHECKPT & IDEMIA FREQUENTLY ASKED QUESTIONS

Office Of Incident Management and Compliance –  
Background Check Section

## Table of Contents

General Questions .....	2
Idemia Questions .....	3
CheckPT Account Set-Up Questions .....	4
Processing/Approving Applications .....	5
Determination Process .....	7
Roster Management.....	8
User Account Management .....	9

#	QUESTION	ANSWER
1)	<b>General Questions</b>	
2)	What is the web site for CheckPT?	<a href="http://dbhddcheckpt.com">dbhddcheckpt.com</a>
3)	Where can I access User Guides and training for CheckPT?	<a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a>
4)	Is CheckPT something we need access to?	CheckPT is DBHDD's new background check application. If you do background checks under DBHDD, you will need access to CheckPT.
5)	What is Idemia?  Is Idemia the same as Cares?  Are Idemia and IndentoGo the same?	Idemia is GBI's vendor for fingerprint-based background checks. Idemia has different sections: <ul style="list-style-type: none"> <li>• CARES will be used by DBHDD for reviewing background check results</li> <li>• Agency Management Portal (AMP) will be used by Providers for billing</li> <li>• IndentoGo will be used by Applicants for scheduling appointments</li> </ul>
6)	What about GVRA, DCH, DHS, and other state agency background checks?	CheckPT is only for DBHDD background checks. You need to contact GVRA, DCH, DHS, or other state agency for their background check process.
7)	Is Fieldprint no more?	Idemia replaced Fieldprint as GBI's GAPS application.
8)	How do we request refunds from Fieldprint?	Until 3/31/25, please direct all refund requests or other concerns to <a href="mailto:gacustomerservice@myfieldprint.com">gacustomerservice@myfieldprint.com</a> .  As of 4/1, please direct all refund requests or other concerns to <a href="mailto:customerservice@fieldprint.com">customerservice@fieldprint.com</a> .
9)	Will this be the only system that will be used to have fingerprints done?	CheckPT will be the only system needed to complete DBHDD fingerprint-based background checks.
10)	Will all CheckPT features work if an applicant is using their iPhone or android versus a desktop/laptop?	Yes, CheckPT is mobile device friendly.
11)	Is a new background check required for every provider, even if the person completed a background check for another facility one week prior and is currently in the system with the other facility?	Yes. Eligibility letters are not transferable between or among providers.
12)	What is the process for employees out of state (non-GA residents)?	They should apply through CheckPT. They will be able to request and mail in fingerprint cards through IndentoGo.
13)	Are we required to send in registration forms?	No, registration forms are not required! You will have the ability to approve registrations yourself, which will greatly speed up the process.
14)	Should LPNs and RNs get background checked?	Yes, licensed professionals should have a fingerprint-based background check.
15)	If an employee leaves our agency and is later rehired, will they need to do the process over again?	Yes. Any person who has a break in service will need a new background check done.

#	QUESTION	ANSWER
16)	Are we responsible for each rescheduled appointment?	You will only be charged when fingerprints are collected.
17)	Do we need to be active in CHRIS?	Providers are encouraged to download all eligibility letters from CHRIS. You can maintain your credentials to continue to access them; however, DBHDD will sunset this application at some point in the future. We will give ample notice before this happens.
18)	What is the fee for fingerprinting?	Effective 1/21/2025, the new fee for background checks decreased to \$51.99.
19)	Are all old employees required to be re-fingerprinted for this new system?  How often do fingerprints need to be done?  Are DHR Letters still valid?	All employees who have an eligibility letter with no break in service are considered eligible and do not need a new background check.  There is no requirement for DBHDD employees to be reprinted at this time.  DHR letters are still valid for employees with no break in service.
20)	Is there an additional cost for the re-check?	If an applicant's fingerprints are rejected, and they need to be fingerprinted a second time, there is no additional charge.
21)	<b>Idemia Questions</b>	
22)	How should we set up an account with Idemia if we do not have an account yet?  How do we receive the credentials for Idemia login?	Billing for background checks is set up separately through Idemia. If your agency has not been set up for billing in Idemia and you would like to pay for applicants' background checks, please do the following:  Email DBHDD at <a href="mailto:dbhdd.provider@dbhdd.ga.gov">dbhdd.provider@dbhdd.ga.gov</a> with the following information: <ul style="list-style-type: none"> <li>• Your agency name (as it appeared in Fieldprint/Gemalto),</li> <li>• Fieldprint GAC number, and</li> <li>• Names and Email Addresses of the employees you would like to have access to your Idemia account.</li> </ul> When DBHDD receives the above information, it will be sent to GBI/Idemia so they can create your agency's Idemia account. <ul style="list-style-type: none"> <li>• If you do not provide the correct GAC number, the GBI will try to verify your information. If they cannot, you may have to go through the process of setting up a new GAC number which will cause further delays.</li> </ul>
23)	Where can I find my Fieldprint GAC#?	This is also known as your Requesting Agency ID in Fieldprint. You can find this number by logging into your agency Fieldprint account and clicking on MyTools.
24)	How do we set up a credit card for billing in Idemia?	Follow the instructions in the <a href="#">AMP - Agency Billing setup</a> guide found on GBI's GCIC web site.
25)	How do we link our Idemia billing account to CheckPT?	After you set up your credit card for payment in Idemia, you must copy your Account UUID over to CheckPT.  Follow the steps in the Idemia Registration and Adding/Updating Idemia Account Number user guide found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a> .
26)	Does Idemia' CARES site always require a two-factor authentication through an authenticator?	Yes

#	QUESTION	ANSWER
27)	What is the web site for the Idemia Agency Management Portal (AMP) site?	Idemia AMP website: <a href="https://agency.ga.state.identogo.com/login/">https://agency.ga.state.identogo.com/login/</a>
28)	Where do I get my coupon codes and service codes?	You will not use coupon codes or service codes with CheckPT.
29)	How can we set up invoice billing?	Invoice billing is not available with Idemia.
30)	Do we need to setup an Idemia account if we are not paying for background checks?	No.
31)	If we are Idemia customers in another state and use coupon codes are we able to add GA to that process or do we need the separate billing account?	No. Coupon codes will not be used for DBHDD.
32)	If we enter a credit card number, will that info be viewable to applicants?	No, your credit card entered in Idemia is not viewable to applicants .
33)	<b>CheckPT Account Set-Up Questions</b>	
34)	How do I get access to CheckPT?	<p>CheckPT access is handled internally within your agency.</p> <p>All community providers and staffing agencies must have the first administrator user register your agency in CheckPT prior to creating additional user accounts. Instructions are available in the Initial Provider User Registration guide found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a>.</p> <p>Once the administrator registers for access for your agency, they can add additional users following the steps in the Provider Administrator User Guide found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a>.</p> <p>Non-admin users should reach out to your local administrator to gain access to CheckPT.</p>
35)	Where do we find the Idemia Account UUID and where do I put it in Check PT?	Follow the steps in the Idemia Registration and Adding/Updating Idemia Account Number user guide found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a> .
36)	Does CheckPT need to be setup prior to setting up the billing in Idemia?	No. But for the Provider Payment Code to work, you must have a credit card on file with Idemia and you must copy the Account UUID from Idemia to CheckPT.
37)	How do you get a Provider Pay Code?	<p>Once your agency administrator has added your billing number from Idemia, you can generate an Applicant Instruction Form.</p> <p>Go to Applications&gt; Application Forms&gt; Payment by Provider&gt; Display Report</p> <p>Detailed instructions and screenshots can be found in the Provider User Guide on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a>.</p>

#	QUESTION	ANSWER
38)	Where can we get the Carelon Access ID or ASO Provider ID?	<p>Your Carelon Access ID (also known as your ASO Provider ID) was created upon your enrollment as a DBHDD provider and was included in your Completion Letter.</p> <p><b>If you are a Community Provider:</b> Please email Provider relations at <a href="mailto:dbhdd.provider@dbhdd.ga.gov">dbhdd.provider@dbhdd.ga.gov</a> for your Carelon ID (GAC#) needed to register your agency in CheckPT.</p> <p><b>If you are a Staffing Agency:</b> Please email DBHDD at <a href="mailto:dbhdd.reg@dbhdd.ga.gov">dbhdd.reg@dbhdd.ga.gov</a> for your Carelon ID (GAC#) needed to register your agency in CheckPT.</p>
39)	Is the GAC number in Idemia the same GAC number for CheckPT?	<p>No. Providers have two different GAC numbers, one from Fieldprint and one from DBHDD</p> <p>The Fieldprint GAC# will be needed when you set up your billing through Idemia.</p> <p>The DBHDD GAC# is needed for your initial provider admin registration in CheckPT. This number is also known as your Carelon ID or Provider ID.</p>
40)	Will the current administrator in Fieldprint for my organization automatically receive the account set up email for CheckPT?	No. There are no emails going out for CheckPT account set up. Administrators must go to CheckPT and complete the one-time agency registration following the steps in the Initial Provider User Registration user guide found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a> .
41)	Is CheckPT for new applicants only or will providers need to enter their current employees as well?	CheckPT is for new applicants only. Eligibility letters for current employees should be downloaded from CHRIS for your records.
42)	Is the Provider Code the same for all provider users?	Provider payment codes are unique to each provider.
43)	I am familiar with this registration application because of a previous license through DCH. Would our agency need to re-register for CheckPT?	Yes. CheckPT and GCHEXS are two separate applications for two different state agencies.
44)	<b>Processing/Approving Applications</b>	
45)	Will the applicant or the provider have to pay for fingerprinting?	Providers have the choice to either pay for fingerprints or have the applicant pay. The payment code given to the applicant will drive that process.
46)	Can the provider submit applications for potential employee?	Providers cannot submit applications for applicants. The applicants need to create their own account in CheckPT which will follow them across agencies. Sensitive information and applicant specific notifications will go through their account. This also ensures the release of information and Privacy Rights are reviewed and acknowledged by the applicant.
47)	Once an applicant applies in CheckPT, how long will they have to get fingerprinted?	Once the provider reviews/submits the application, the applicant has 30 days to be fingerprinted.
48)	How many times can a person reschedule an appointment?	There is no limit.

#	QUESTION	ANSWER
49)	Does the address entered in CheckPT need to match the address on the applicant's identification?	Yes, the address in CheckPT needs to match the address on their license, even if they are not currently living at that address.
50)	Can applicants skip uploading their driver's license when registering?  Can providers upload an applicant's driver's license on their end?	No, applicants must upload a copy of their identification when they apply.  Providers cannot upload an applicant's driver's license on their behalf; however, they can assist the applicant in uploading the document.
51)	How do we register applicants who work at staffing agencies?	Staffing agencies will give applicants their payment code to apply.  When the staffing agency reviews the application, they will enter the Related Provider Code (applicant pay code from the connected agency) to connect the DBHDD provider to the application. Both the staffing agency and the hiring agency will be able to view the application, determination, and letter in CheckPT.  Both the staffing agency and the DBHDD provider must make hiring decisions when the determination is available.  <i>Note: The code from the connected agency has no bearing on payment for the background check. That is determined by the initial payment code entered by the applicant.</i>
52)	How large can uploaded documents be?	Uploaded files must be under 4 MB in size.  If you connect to your camera or upload directly from your phone, CheckPT will not allow Apple "live" images; these must be reformatted to be uploaded.
53)	How does an applicant withdraw their application from the home screen?	There is a red withdraw button on the applicant home screen. Providers will have similar buttons.  After an applicant has been fingerprinted, they will no longer have an option to withdraw. Payments are not processed until fingerprints are collected.
54)	Is there a sample communication/instruction template you can share for a provider to customize and send to Applicant?	There is a customized form available under the Applications menu in CheckPT. Select Application Forms; this provides the payment code you select (applicant or provider pay) and the web site for CheckPT. You can give this form to applicants to apply.
55)	At what point in the registration are providers charged? After the registration is approved or once the applicant gets fingerprinted?  What if the applicant misses the appointment or an application is withdrawn, do we have to pay for that background check?	Payment is processed when fingerprints are collected.  Applicants can reschedule their appointment if their appointment is missed. Providers will not be charged until the fingerprints are collected.  Applications that are withdrawn before fingerprints are taken will not be charged.
56)	After the application is submitted by the provider, how long will it take for the applicant to receive the email to schedule an appointment?	The applicant should receive the email to schedule their appointment within minutes after the application is approved and submitted by the provider.

#	QUESTION	ANSWER
57)	Will we get notifications once an applicant is ready for fingerprinting?	You will know an applicant can schedule an appointment because you will approve/submit the application in CheckPT.
58)	Will we get a copy of the results for the automatic Database Checks?	You will see the registry check results when you review the application in CheckPT. You will see the determination and be able to access the applicant's eligibility determination letter in CheckPT.
59)	Can you search multiple candidates at once?	Yes, you can see all candidates for your agency on the Determination In-Process, Determination Available, and Roster pages depending on where they are in the process.
60)	Will CheckPT continuously monitor employee background check status? Re-run checks periodically?	No, not at this time.
61)	If an employee changes positions, will they need to do a new set of fingerprints?	No, changing positions does not require new fingerprints.
62)	Will this be the only system that will be used to have fingerprints done?	Yes, for DBHDD fingerprint-based background checks.
63)	Is there a system generated notification process when an applicant moves along the process?	Yes. Providers will receive notifications throughout the process and will be able to see status changes directly in CheckPT.
64)	Is this a new requirement for staffing agencies that staff employees at multiple LTC-Geriatric facilities?	Please refer to DCH's requirements for LTC-Geriatric facilities.
65)	Are we able to print the completed application from CheckPT?	No, not at this time.
66)	What is the Work Site field for?	The work site field is not a required field. Only staffing agencies and fiscal intermediaries must use this field.
67)	<b>Determination Process</b>	
68)	Will we be updated on the status of an employee that goes through the process of clearing their results if further evaluation is needed?	Yes. Providers will be able to see the determination change directly in CheckPT.
69)	Before hiring will we need to have the eligible letter from DBHDD?	Yes, you can pull the determination letter from CheckPT. Letters can be saved electronically or printed for your records.
70)	If a person has a cleared background check for one provider and wants to work for another provider, can that determination be used for the new provider?	No, according to <a href="#">DBHDD Policy 04-104</a> eligibility letters are not transferable between or among providers.
71)	If the applicant needs review, does CheckPT review it or does the provider need to look further into it?	DBHDD will review it when fingerprints are available.
72)	Can the hire date be entered in advance of their actual starting date?	No, the hire date needs to be put in on the day they are hired or after their hire date.



#	QUESTION	ANSWER
73)	How long are the approval letters accessible?	Letters will always be available in CheckPT.
74)	If there is an update to an employee's sex offender/criminal history (recent offense), will providers be notified via CheckPT? Will there be live updates?	No, there are no live updates. However, providers can recheck registries anytime outside of CheckPT.
75)	For rehires with an eligible letter with the same position, are they still valid or should we request another request?	If the employee had a break in service, they need a new background check.
76)	Where do we go to get the eligibility letters?	You can pull letters from the Documents tab of the Person Summary in CheckPT (see page 39 of the CheckPT Provider User Guide) found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a> .
77)	<b>Roster Management</b>	
78)	Will the roster show all employees or just employees that were cleared in this new system?	The Roster will only show employees who have gone through CheckPT.
79)	Will we get temporarily locked out of our account (like GCHEXS) if we fail to verify employment every 60 days?	Not initially. We may implement this when users are comfortable using CheckPT.
80)	Will CheckPT send notifications to ensure verifications are done within the 60 days?	Yes, emails are sent monthly for anyone that is due soon or overdue for verification.
81)	Are current employees automatically entered into the roster?  Do we need to do fingerprints for current employees to update rosters?	No, your current employees will not be included on your Roster.  There is no requirement to have current employees go through CheckPT at this time.  You need to verify all employees hired using CheckPT.
82)	How will the Roster work for applicants hired by a staffing agency?	Both the Staffing Agency and the connected DBHDD Provider must hire the applicant by adding them to their own Roster. See Hiring Decisions on page 26 of the CheckPT Provider User Guide on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a> .
83)	What is the difference between separated and terminated?	Separated and terminated mean the same thing – that an employee is no longer working for your agency.
84)	Is it required to update an applicant's status on the Roster?	Yes, you must update your roster when you hire someone, when someone leaves employment, and when someone changes positions.
85)	Will we need to continuously verify the employment of EVERY employee that uses this system every 60 days?	Yes, each employee will need to be verified every 60 days in CheckPT.
86)	When an employee changes position, will we have to update their position in the system?	Yes.



#	QUESTION	ANSWER
87)	How does this work for one employee working for multiple providers?	Each provider is responsible for adding the applicant to their Roster and verifying them every 60 days.
88)	When an employee or contractor is separated for 1 month and wants to come back, will they need retake their fingerprints?	Yes, any break in service requires a new background check.
89)	The verification is only for the new employees that were hired through CheckPT, correct?	Yes.
90)	What happens if we forget to terminate a staff member?	When you verify your Roster, you will be able to separate them then.
91)	How will contract nurses who have worked many years at an agency and did a background check several years ago get put on the CheckPt roster?	They will not be added to the Roster unless they go through CheckPT.
92)	<b>User Account Management</b>	
93)	Can one person do both roles, admin and user?	Yes, someone can be both a user and administrator. The admin has the additional ability to create new users and assist with password resets.
94)	What if the administrator leaves, how do we set up new person as admin?	It is recommended that you have at least two administrators, so that if one person leaves, you still have someone able to add new accounts and reset passwords.
95)	Do the emails sent from CheckPT show in your provider email account (gmail, yahoo, outlook, etc.)?	Email notifications will be sent to your email address on file in CheckPT.
96)	How do you request 2 admins for each provider?	Once the first administrator has completed the Initial Provider Registration in CheckPT, they can add additional admins and users.  Follow the steps in the CheckPT Provider Administrator User Guide found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a> .
97)	Can 2 users register with the link?	Only the first admin user will register using the link. All other users should be created by that first administrator.
98)	Are we able to register under 2 providers?	Your profile can be setup to have access to multiple providers. The registration will work for the first agency.  Email <a href="mailto:dbhdd.reg@dbhdd.ga.gov">dbhdd.reg@dbhdd.ga.gov</a> for access to additional providers. Make sure you include the name of the additional provider(s) you need access to.
99)	How many additional users can we add or have active at the same time?	You can have as many users as you need.

#	QUESTION	ANSWER
100)	How can an applicant get their CheckPT account unlocked?	<p>As long as the applicant has an application with your agency, Provider Administrators can enable applicant accounts and reset passwords from the Admin User&gt;User Accounts page as detailed in the Provider Administrator User Guide found on <a href="#">DBHDD University</a> and <a href="#">DBHDD Background Policy &amp; GAPS Information</a>.</p> <p>If the applicant does not have an application with your agency, provider should email <a href="mailto:dbhdd.reg@dbhdd.ga.gov">dbhdd.reg@dbhdd.ga.gov</a> with the applicant's name, and DBHDD will assist.</p>