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**BE INFORMED**NETWORK  
BULLETIN

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## IMPORTANT UPDATES

### Background Check Transition

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#### Temporary Allowance of Attestations

##### Deadline Extended to July 31, 2023

DBHDD has extended the allowance for temporary use of the Attestation of Absence of Barrier Crimes Data until July 31, 2023, at which time the transition issues may be reassessed.

For details, please reference DBHDD policies [Criminal History Record Check for DBHDD Network Provider Applicants, 04-104](#) or [Criminal History Record Check for Individual Provider Applicants, 04-111](#).



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#### Fieldprint Update & Account Set-Up

##### Fieldprint Update

DBHDD has been notified Fieldprint is processing account set-up requests as quickly as possible. If you have contacted them via email but have not received a response in four (4) business days, please send a follow-up email to [gacustomerservice@myfieldprint.com](mailto:gacustomerservice@myfieldprint.com).

##### Account Set-Up Reminders

If your agency had an account in Gemalto and you have not received login information from Fieldprint, email Fieldprint customer service at [gacustomerservice@myfieldprint.com](mailto:gacustomerservice@myfieldprint.com).

- Include your Gemalto Agency ID (GAP or GAC #), point of contact, address, phone number, and email address.

If your agency had an account in Gemalto and the **Point of Contact has changed**, please submit a request to change the point of contact, on your company letterhead, to [gaapplicant@gbi.ga.gov](mailto:gaapplicant@gbi.ga.gov). Include the previous contact person's information (contact person, address, email, and phone number), the new contact person's information, along with your Agency ID (ORI Number - GAP/GAC #).

- The letter must include the agency head signature and the date of the request.

If you **did not** have a Gemalto account, go to <https://fieldprintgeorgia.com/businesses> and select "For Agencies" and "Create an Account", to set-up your account in Fieldprint.

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**Director**  
Anna Bourque

**Senior Provider Relations Managers**  
Carole Crowley  
Sharon Pyles

For Provider Relations inquiries,  
please contact us at  
[DBHDD.Provider@dbhdd.ga.gov](mailto:DBHDD.Provider@dbhdd.ga.gov).



## BE WELL



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