

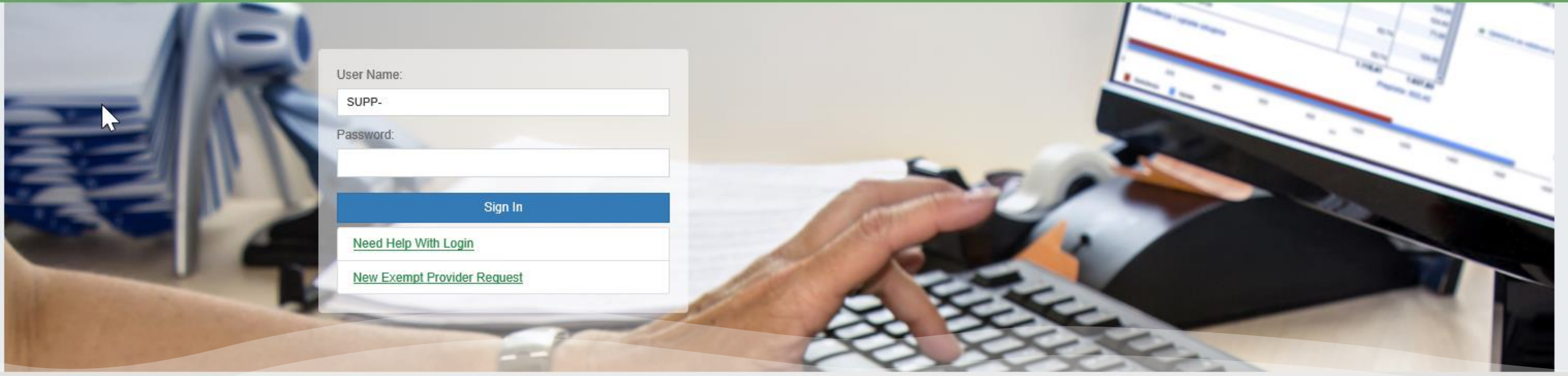
Background Check Procedure Changes

Effective 9/7/2020



Background Check Procedure

- The background check unit is making it easier to get a determination letter.
- The current 3-step process: **R.A.P.** – **R**egister in Gemalto, **A**pplication in Koala, **P**rint
- We are changing the order in which you complete the steps.
- The new 3-step process: **A.R.P.** – **A**pplication in Koala, **R**egister in Gemalto, **P**rint.




...most customer service, increase communication and simplify administrative tasks. FROM KOALA IS

Application in Koala

Two ways to enter an application in Koala:

Applicant can enter an application. Director can enter an application.



 **Georgia Dept
of Early Care
and Learning**
BRIGHT FROM THE START

Comprehensive Background Check Application

Search Facility

Please select a facility before completing the application.


Provider Number:

Facility Name:

Facility City:

Facility Zip:



 **DECAL KOALA**
Kids Online Administrative Licensing Application

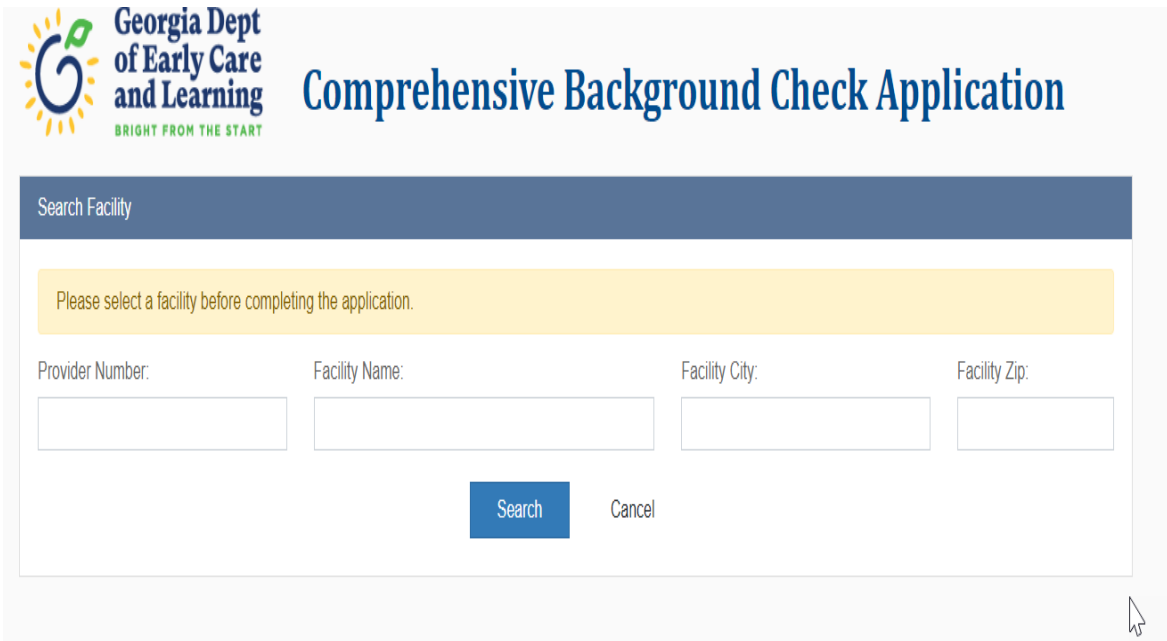
User Name:

Password:

[Need Help With Login](#)

[New Exempt Provider Request](#)

The application must be completed in Koala before the Gemalto Registration. If an applicant completes the application, the **director must approve the application within 10 days** before the applicant can proceed to the Gemalto Registration.



The screenshot shows the 'Comprehensive Background Check Application' form from the Georgia Department of Early Care and Learning. The header includes the department's logo and name. Below the header is a 'Search Facility' section with a yellow message box stating 'Please select a facility before completing the application.' Underneath are four input fields for 'Provider Number', 'Facility Name', 'Facility City', and 'Facility Zip'. At the bottom of this section are 'Search' and 'Cancel' buttons.

Georgia Dept of Early Care and Learning
BRIGHT FROM THE START

Comprehensive Background Check Application

Search Facility

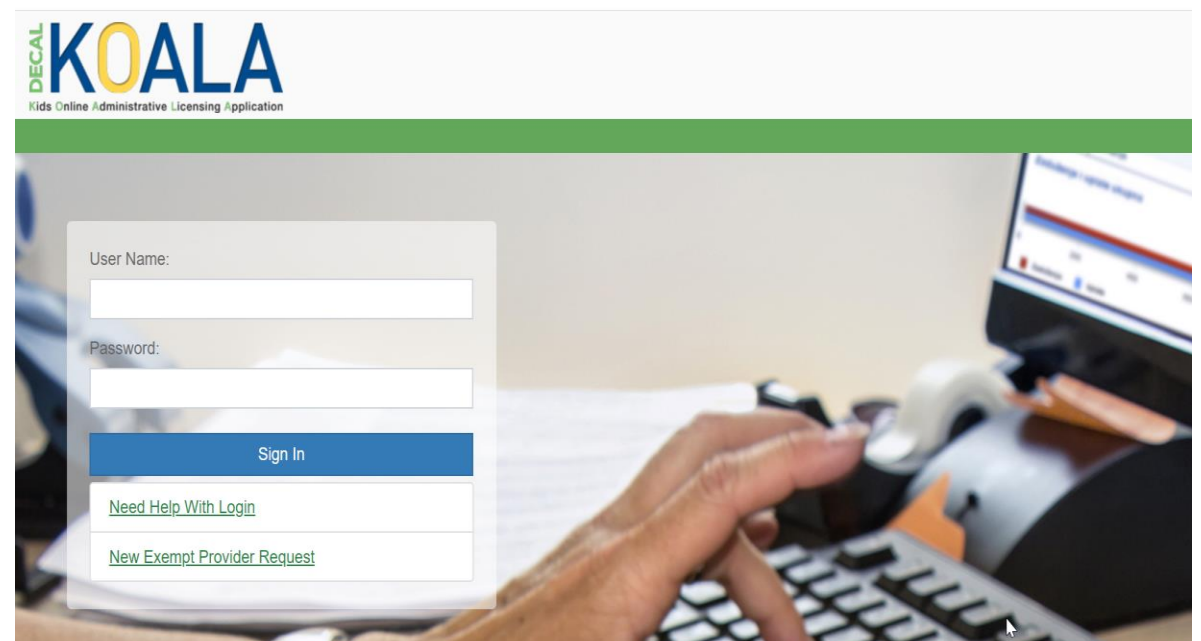
Please select a facility before completing the application.

Provider Number:

Facility Name:

Facility City:

Facility Zip:



The screenshot shows the KOALA login page. The header features the 'KOALA' logo and the subtitle 'Kids Online Administrative Licensing Application'. The main content area has a login form with fields for 'User Name' and 'Password', a 'Sign In' button, and links for 'Need Help With Login' and 'New Exempt Provider Request'. The background of the page shows a person's hands typing on a keyboard in front of a computer monitor.

DECAL **KOALA**
Kids Online Administrative Licensing Application

User Name:

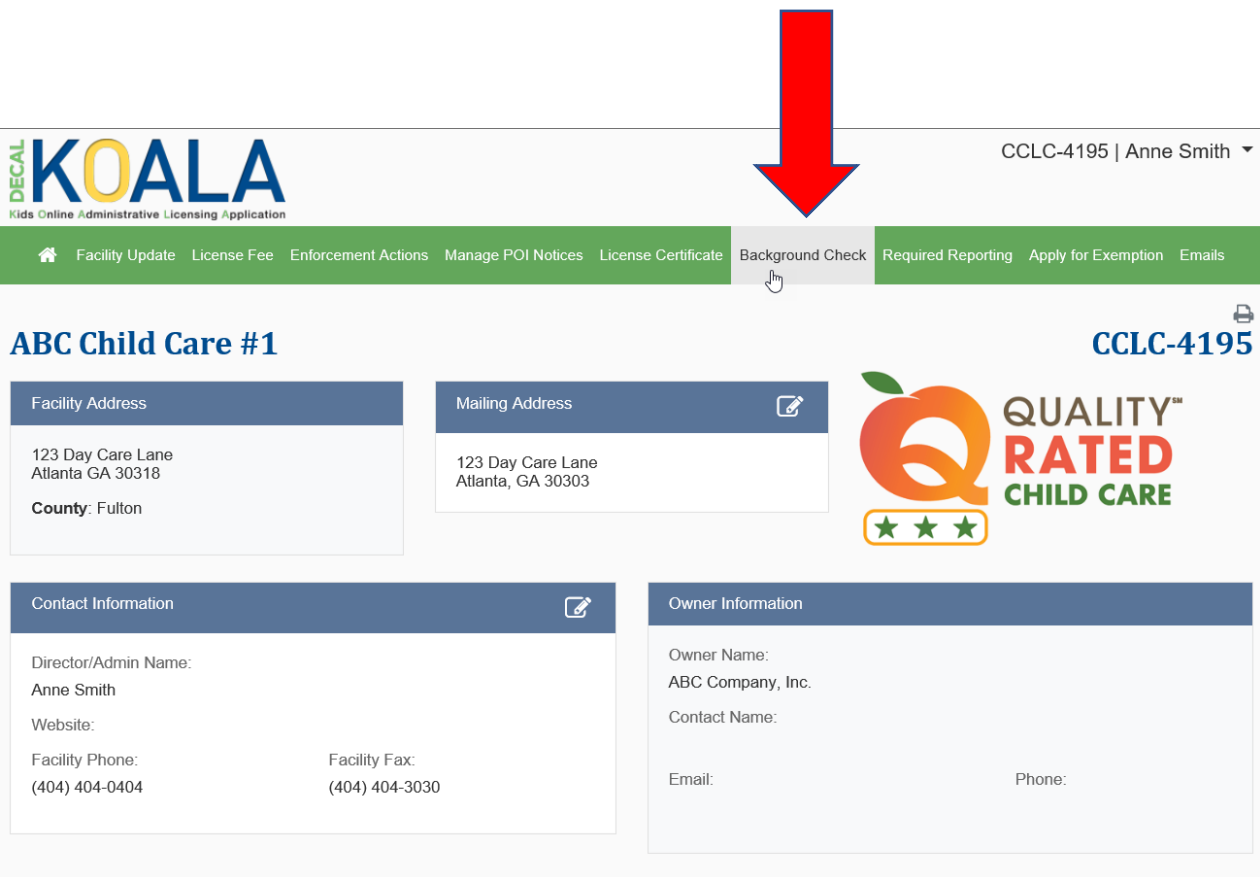
Password:

[Need Help With Login](#)

[New Exempt Provider Request](#)

When an application is entered...

- The director will log into their Koala account.
- The director will select Background Check in the **Green Bar**.



The screenshot displays the KOALA (Kids Online Administrative Licensing Application) interface. A large red arrow points to the 'Background Check' link in the green navigation bar. The page shows details for 'ABC Child Care #1' and includes a 'QUALITY RATED CHILD CARE' logo with three stars.

DECAL KOALA
Kids Online Administrative Licensing Application

CCLC-4195 | Anne Smith ▾

Facility Update License Fee Enforcement Actions Manage POI Notices License Certificate **Background Check** Required Reporting Apply for Exemption Emails

ABC Child Care #1 CCLC-4195

Facility Address

123 Day Care Lane
Atlanta GA 30318
County: Fulton

Mailing Address

123 Day Care Lane
Atlanta, GA 30303

QUALITY RATED CHILD CARE

Contact Information

Director/Admin Name:
Anne Smith
Website:
Facility Phone: (404) 404-0404 Facility Fax: (404) 404-3030

Owner Information

Owner Name:
ABC Company, Inc.
Contact Name:
Email: Phone:

When an application is entered...

The director will click “Add Application” in the **Green Button**.

DECAL

KOALA

Kids Online Administrative Licensing Application

CCLC-4195 | Anne Smith

Facility Update

License Fee

Enforcement Actions

Manage POI Notices

License Certificate

Background Check

Required Reporting

Apply for Exemption

Emails

Comprehensive Background Check

ABC Child Care #1

CCLC-4195

Comprehensive Background Check Unit Helpline:
1 (855) 884-7444

Comprehensive Background Check Unit Email:
CRCHelpDesk@decals.ga.gov

Add Application

Add Portability Request

Facility Comprehensive Background Check Applications

Show Filters

View Application

Edit Application

Approve Application

Delete Application

Comprehensive Authorization Required

Send Portability Request to a facility

Application is expiring within 90 days

Print Comprehensive Background Check Letter

Port	View	Hide	Last Name	First Name	Application Status	Determination	Submission Date	Clearance Date	Expiration Date	Portability Deadline	Type
------	------	------	-----------	------------	--------------------	---------------	-----------------	----------------	-----------------	----------------------	------

When an application is entered...

- The director chooses the applicant's employee type from the drop-down menu.
- The director enters the applicant's hire date from the calendar.

DECAL KOALA
Kids Online Administrative Licensing Application

CCLC-4195 | Anne Smith

Home Facility Update License Fee Enforcement Actions Manage POI Notices License Certificate Background Check Required Reporting Apply for Exemption Emails

Comprehensive Background Check Application

ABC Child Care #1 CCLC-4195

Comprehensive Background Check Unit Helpline:
1 (855) 884-7444

Comprehensive Background Check Unit Email:
CRCHelpDesk@decals.ga.gov

- [Instructions for filling a Comprehensive Background Check Application](#)
- Be sure to complete the fingerprinting process before submitting this application. [Instructions for Fingerprinting](#)
- **Last Name:** DO NOT use initials if you have a given name.
- **Place of Birth:** State or Territory of birth and Country if not USA.
- **SSN:** A Social Security number is required for online comprehensive background check application submission. If you do not have a Social Security number, please complete and mail a paper application to DECAL for processing. [Click here to print the application.](#)
- At least one phone number must be entered to submit a Comprehensive Background Check Application.

Applicant/Employee Type: Date of Hire:

Select --> mm/dd/yyyy

When an application is entered...

The director enters the applicant's information in the application:

Applicant Information

Applicant Last Name:

Suffix ▼

Applicant First Name:

Applicant Middle Name:

Maiden/Alias Name:

Date of Birth:

mm/dd/yyyy

Gender:

Select--> ▼

Race:

Select --> ▼

SSN:

Place of Birth:

Select --> ▼

Height:

feet

inches

Weight:

in lbs

Eye Color:

Select --> ▼

Hair Color:

Select --> ▼

Home Phone Number:

(xxx) xxx-xxxx

Cell Phone Number:

(xxx) xxx-xxxx

Personal E-mail Address:

Home Address

☐ Same as Facility Address

Street:

City:

State:

Select --> ▼

Zip:

When an application is entered...

A mailing address can be entered separately or check the box “Same as Home Address.”

Mailing Address

Note: The comprehensive background check results will be mailed both to the center and to the mailing address entered here.

☐ Same as Home Address

Street:

City:

State:

Select --> ▼

Zip:

Out of State Residence

In the past five years, have you resided in a U.S. territory, a U.S. tribal land, or a U.S. state other than Georgia?

☐ Yes ☐ No

When an application is entered...

If the applicant has lived outside the State of Georgia in the last five years, the director will select the places the applicant has lived and enter the last month they resided there.

Out of State Residence

In the past five years, have you resided in a U.S. territory, a U.S. tribal land, or a U.S. state other than Georgia?

☒ Yes ☐ No

State/Territory:

Alabama

▼

Last resided month:

January

▼

Year:

2018

▼

Add State/Territory

Tribal Land:

Select -->

▼

Last resided month:

Select-->

▼

Year:

Select-->

▼

Add Tribal Land

When an application is entered...

The director will click the Add button to enter the out-of-state information into the application.

Out of State Residence

In the past five years, have you resided in a U.S. territory, a U.S. tribal land, or a U.S. state other than Georgia?

☒ Yes ☐ No

State/Territory:

Alabama

Last resided month:

January

Year:

2018

Add State/Territory

Tribal Land:

Select -->


Last resided month:

Select-->

Year:

Select-->

Add Tribal Land

Out of State Residence	Month	Year	
Alabama	January	2018	

When an application is entered...

- The applicant will verify everything is correct in the application.
- The applicant will check the box (box will turn green) and electronically sign the application.
- The director or facility representative will check the blue box and sign the application.
- The director or facility representative will click Submit.

Applicant verify the information above and read the Consent Statement

☐ I, *Applicant Name*, hereby authorize Bright from the Start: Georgia Department of Early Care and Learning (DECAL) to receive any criminal history record information pertaining to me which may be on file with any criminal justice agency in the United States, its territories or tribal lands. I authorize DECAL to conduct a search of the sex offender registry and the child abuse/neglect database of Georgia and of any state in which I've resided within the past five years. I further authorize DECAL to release a fitness determination to the program identified below. I affirm that I have read the applicant's privacy rights found [here](#). I understand that this authorization is valid for up to and including 180 days from the date of signature for the criminal history release and that Georgia law authorizes DECAL to require additional comprehensive background checks when the department has reason to believe that I have a record that renders me ineligible to have contact with children in the center or during the course of an investigation.

☐ By submitting this comprehensive background check application, I, *Facility Representative Name*, indicates that I am the Director, Provider or Program Administrator for **CCLC-340, Harmony Academy**, and that I have verified the above information on the applicant.

Save

Submit

Cancel

When an application is entered...

The applicant will “[click this link](#)” to start the Gemalto registration.

Comprehensive Background Check Application

ABC Child Care #1

CCLC-4195 ▼

Comprehensive Background Check Unit Helpline:

1 (855) 884-7444

Comprehensive Background Check Unit Email:

CRCHelpDesk@dec.al.ga.gov

Application Number 305432 has submitted successfully for **John Public**

Action Required: To obtain the GEMALTO registration number you will need to [click this link](#) before you proceed to the fingerprint location.

Once completed please print or copy the registration number to present at the fingerprint location.

 Print Application

When an application is entered...

- The director and applicant will receive an e-mail confirming an application has been submitted in Koala and the applicant needs to complete the Gemalto portion.
- The Gemalto portion is found at “[click this link](#)” shown at the right.

From: DECAL Records Check Unit Test <CRCTest@decals.ga.gov>

Sent: Wednesday, August 5, 2020 11:38 AM

To: Glen Clardy <Glen.Clardy@decals.ga.gov>

Cc: johnpublic@gmail.com

Subject: DECAL KOALA: Comprehensive Background Check Application Number 305432 submitted by provider CCLC-4195-ABC Child Care #1 for John Public

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

A comprehensive background check application number **305432** was submitted online on 8/5/2020 for **John Public**.

Action Required: To obtain the GEMALTO registration number you will need to [click this link](#) before you proceed to the fingerprint location.

Once completed please print or copy the registration number to present at the fingerprint location.

Be sure to have John Public submit fingerprints so this application can be processed in a timely manner.

Follow this link <https://www.aps.gemalto.com/ga/index.htm> to find the most convenient fingerprinting site. DECAL Records Unit staff will process the application as quickly as possible once the fingerprint results are received.

If you need additional assistance, please contact the DECAL Records Unit at 1-855-884-7444 or CRCHelpDesk@decals.ga.gov.

When an application is entered...

Applicant must register in Gemalto by clicking Submit as shown on the right before going to be fingerprinted.



Applicant Fingerprinting Online Services



Pay by Credit or Debit Card or Agency Account



In Georgia, individuals working in license-exempt programs that receive CAPS subsidy, working in licensed child care programs or residing (aged 17 or older) at a program must undergo a comprehensive background check and obtain a satisfactory determination form DECAL. For additional information go to <http://www.dec.state.ga.us/CCS/CriminalRecordsCheck.aspx>

To receive a determination letter from DECAL requires the following steps:

Step 1 - Submit a DECAL KOALA Comprehensive Back Ground Check Application and you will be provided the DECAL CRC Application Number.

Step 2 - Verify that the background check was initiated in DECAL KOALA and pay for the fingerprint, by entering the background check subject's information below (DECAL CRC Application Number, Last name and DOB).

Step 3 - After completing payment, the background check subject may go to any Gemalto Cogent fingerprint location. The background check subject must bring his or her unique Fingerprint Authorization form and his or her driver's license, government-issued ID, or other acceptable identification to the fingerprint location.

Input Your Information Below to Pay for the Fingerprint

CRC number:

Last Name:

DOB (yyyymmdd):

Submit

Close

When a director enters an application...

- The director must confirm that all information is correct in Gemalto.
- If correct, the director clicks Continue.



Applicant Fingerprinting Online Services

Applicant Registration -- Pay for Fingerprint

Transaction Information

CRC ID:

305432

ORI:

GAP11164

Transaction Type:

DECAL- Child Care Provider/Director/Employee Support Center Employee

Reason:

Child Care/School Employee

Fingerprint Deadline:

Payment:

AGENCY

Billing Code:

GA922290Z

Billing Password:

Personal Information

Last Name:

PUBLIC

First Name:

JOHN

Middle Name:

Q

Suffix:

Date of Birth:

19700101

Place of Birth:

GEORGIA (USA)

Sex:

Male

Race:

White (includes Mexicans and Lat

Eye Color:

Blue

Hair Color:

Blonde

Height:

602

Weight:

200

Country of Citizenship:

Social Security #:

*****6789

Address Information

Address:

101 MAIN ST.

Address 2:

City:

ATLANTA

Zip:

30303

State:

GA

Go Back

Continue

Note: * Fields in yellow are required.

Please note that fingerprinting hours may be different than open store hours. Be sure to confirm that the location is fingerprinting before

When a director enters an application...

- A Gemalto registration receipt appears.
- The receipt will also be e-mailed to the applicant.
- The applicant must take the receipt when they go to be fingerprinted.



Applicant Registration
Step 3 - Registration Complete

Thank you for Registering

Receipt

Registration ID:	GCW0000031
Requesting Agency:	GAP11164
Results will be sent to:	GA922290Z - GA DEPT EARLY CARE & LEARNING
Last Name:	PUBLIC
First Name:	JOHN
Reason for Fingerprinting:	DECAL- Child Care Provider/Director/Employee Support Center Employee
Payment Type:	AGENCY
Transaction Fee:	\$51.50
Message:	

Please print this receipt and bring with you to the fingerprint site.
If unable to print the receipt, you can email it or simply copy the Registration ID to bring with you.

Print Receipt

Email Receipt

Close

Register Another Applicant

Message from webpage



Email sent to: JOHNQPUBLIC@GMAIL.COM

OK

When a director enters an application...

The director will see a successfully submitted application in their Koala account looking like the one on the right.

DECAL

KOALA

Kids Online Administrative Licensing Application

CCLC-4195 | Anne Smith

Facility Update

License Fee

Enforcement Actions

Manage POI Notices

License Certificate

Background Check

Required Reporting

Apply for Exemption

Emails

Comprehensive Background Check

ABC Child Care #1CCLC-4195

Comprehensive Background Check Unit Helpline:
1 (855) 884-7444

Comprehensive Background Check Unit Email:
CRCHelpDesk@decals.ga.gov

Add ApplicationAdd Portability Request

Facility Comprehensive Background Check ApplicationsShow Filters

View Application

Edit Application

Approve Application

Delete Application

Comprehensive Authorization Required

Send Portability Request to a facility

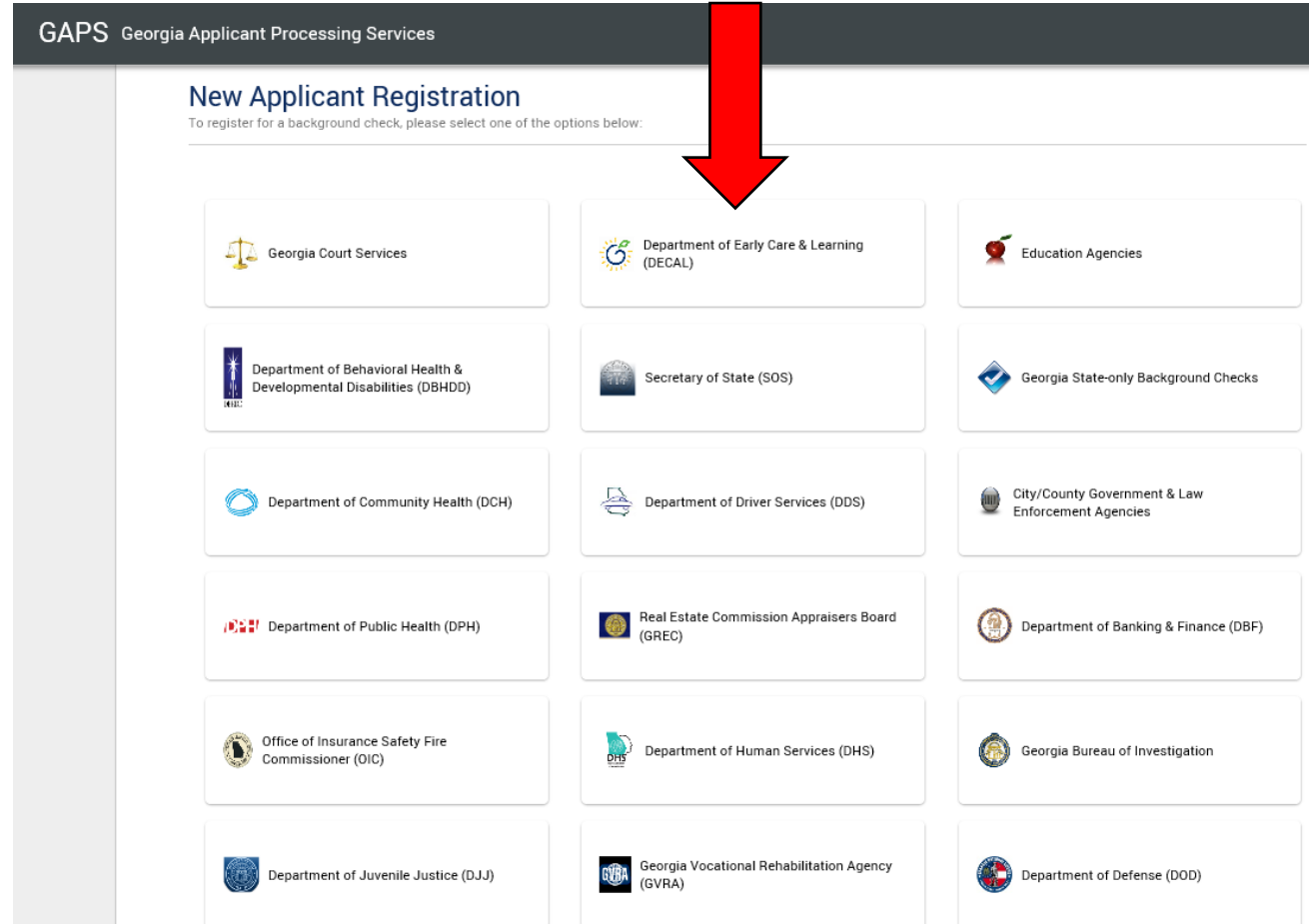
Application is expiring within 90 days

Print Comprehensive Background Check Letter

Port	View	Hide	Last Name	First Name	Application Status	Determination	Submission Date	Clearance Date	Expiration Date	Portability Deadline	Type
1		<input type="checkbox"/>	Public	John	Submitted Online		08/05/2020				Application

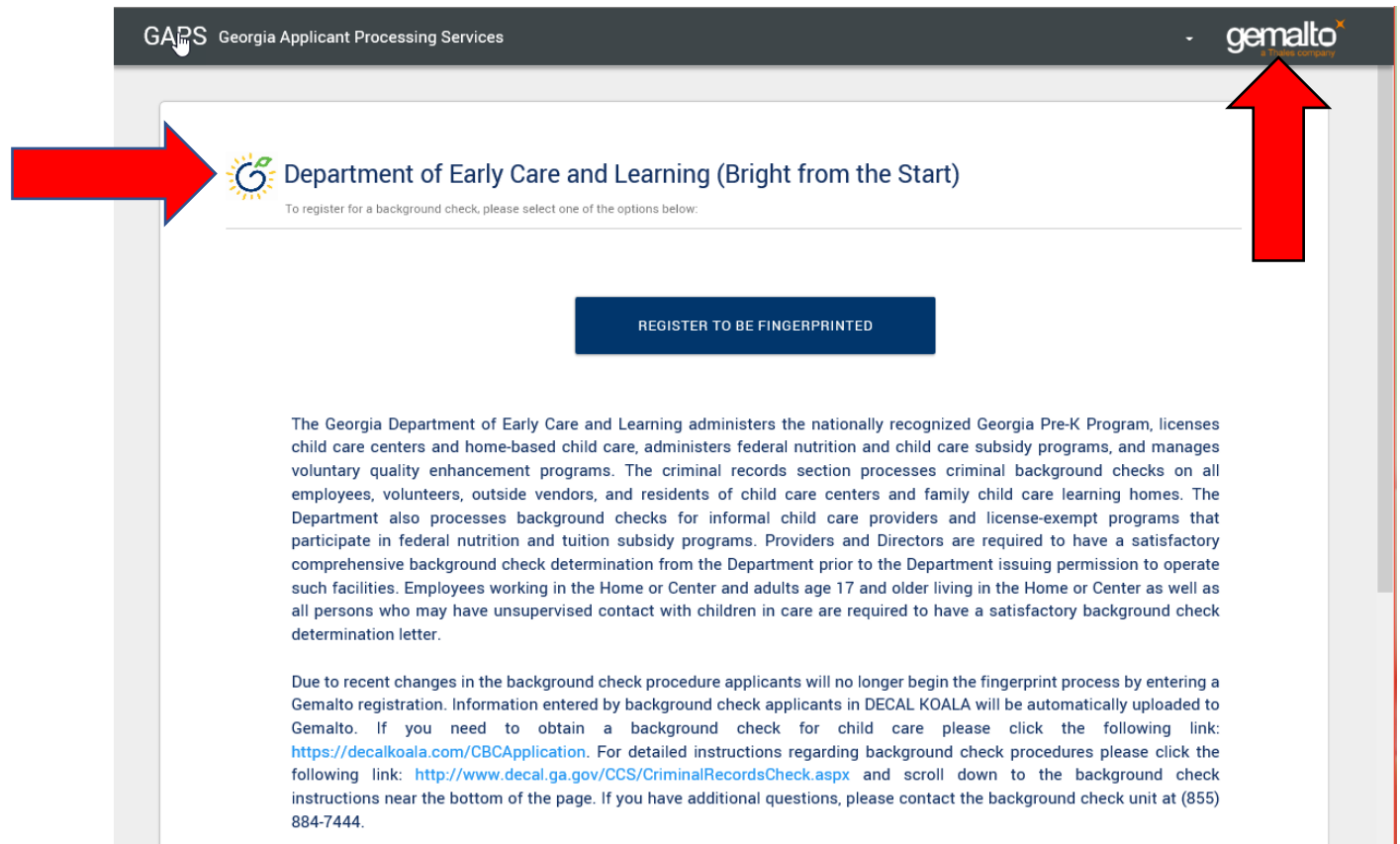
New Background Check Application

- If you go to the Gemalto website, you will still see DECAL listed with the other 20 state agencies that require fingerprints.
- You no longer need to click DECAL. If you click The Department of Early Care and Learning (DECAL), you will be redirected to Koala to enter an application.



New Background Check Application

- Gemalto and Koala interface
- Only one application is entered into Koala.



GAPS Georgia Applicant Processing Services

gemalto

Department of Early Care and Learning (Bright from the Start)

To register for a background check, please select one of the options below:

REGISTER TO BE FINGERPRINTED

The Georgia Department of Early Care and Learning administers the nationally recognized Georgia Pre-K Program, licenses child care centers and home-based child care, administers federal nutrition and child care subsidy programs, and manages voluntary quality enhancement programs. The criminal records section processes criminal background checks on all employees, volunteers, outside vendors, and residents of child care centers and family child care learning homes. The Department also processes background checks for informal child care providers and license-exempt programs that participate in federal nutrition and tuition subsidy programs. Providers and Directors are required to have a satisfactory comprehensive background check determination from the Department prior to the Department issuing permission to operate such facilities. Employees working in the Home or Center and adults age 17 and older living in the Home or Center as well as all persons who may have unsupervised contact with children in care are required to have a satisfactory background check determination letter.

Due to recent changes in the background check procedure applicants will no longer begin the fingerprint process by entering a Gemalto registration. Information entered by background check applicants in DECAL KOALA will be automatically uploaded to Gemalto. If you need to obtain a background check for child care please click the following link: <https://decalkoala.com/CBCApplication>. For detailed instructions regarding background check procedures please click the following link: <http://www.dec.al.ga.gov/CCS/CriminalRecordsCheck.aspx> and scroll down to the background check instructions near the bottom of the page. If you have additional questions, please contact the background check unit at (855) 884-7444.

New Background Check Process

If you have questions,
contact the DECAL
Background Check Unit:

Phone: 1-855-884-7444

E-mail: CRC@decals.ga.gov



Website:

[DECAL's Website](#)

[Fingerprinting Instructions](#)

Address:

2 Martin Luther King Jr. Dr. SE

754 East Tower

Atlanta, GA 30334

Contact:

Criminal Records Unit Helpdesk | CRC@decals.ga.gov


(855) 884-7444

BACK



Additional Information: Portability

- Backporting is **no longer available**.
- The hire date must be the current date or a future date not to exceed 30 days.



Facility UpdateRegistrationBackground CheckApply for Exemption


Comprehensive Background Check Portability Request


Anything Child Care (DO NOT USE)SUPP-39357


Comprehensive Background Check Unit Helpline:
1 (855) 884-7444Comprehensive Background Check Unit Email:
CRCHelpDesk@decal.ga.gov

Please enter all the fields below to initiate the Portability Request.

*SSN:

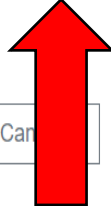
*Date of Birth:


*Date of Hire:


*Date person last worked in child care industry:


Search

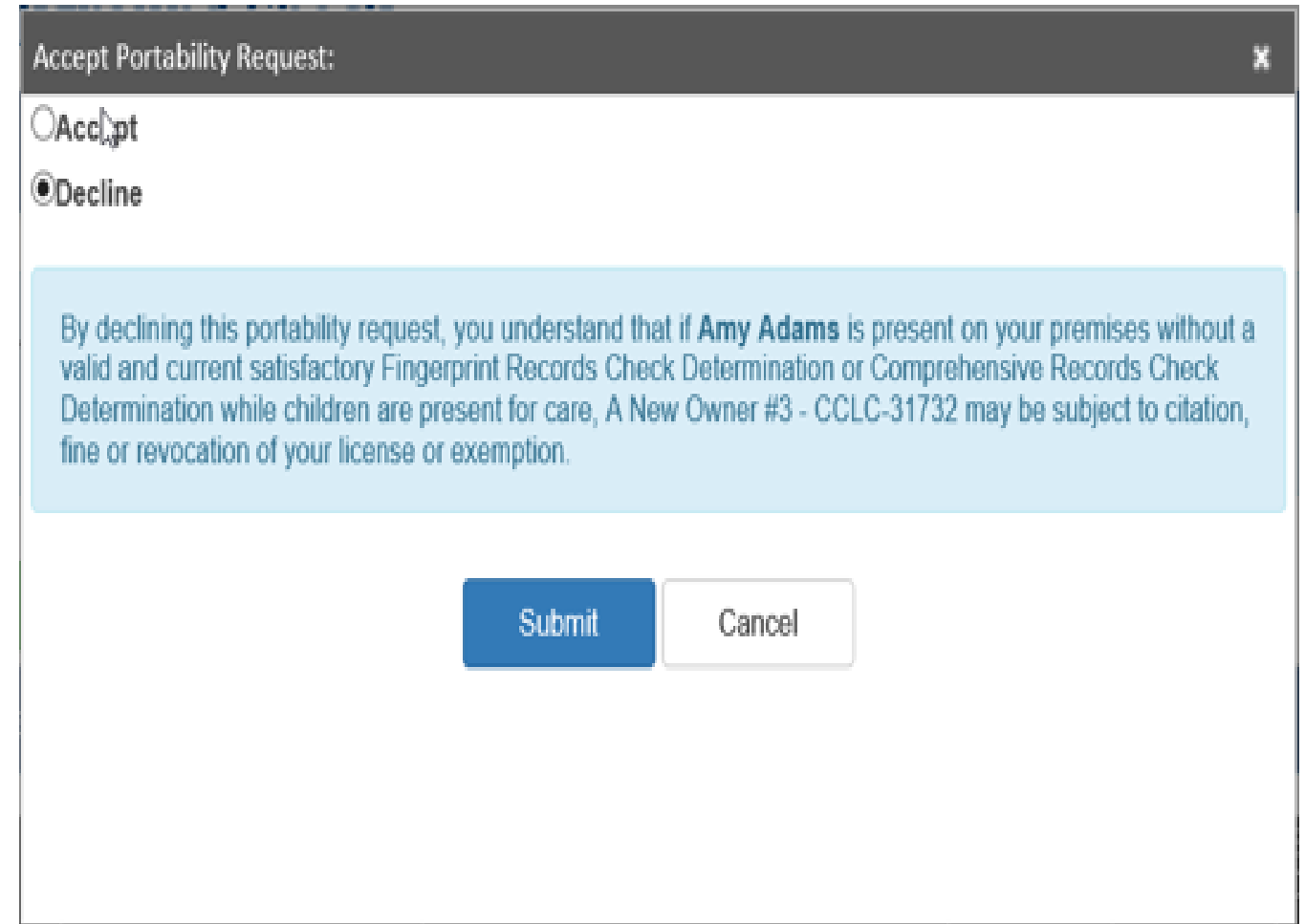
Cancel



Additional Information: Mass Porting - Push Porting to your Program

- This method for mass porting for an individual is used by Owner Accounts and or by Support Centers.
- If someone is mass ported - push ported to your program, you will have only 10 days to accept or decline the request in your Koala account. If you do not accept them in your Koala account, they disappear.

Or Select Decline



Accept Portability Request: ✕

☐ Accept

☒ Decline

By declining this portability request, you understand that if **Amy Adams** is present on your premises without a valid and current satisfactory Fingerprint Records Check Determination or Comprehensive Records Check Determination while children are present for care, A New Owner #3 - CCLC-31732 may be subject to citation, fine or revocation of your license or exemption.

Spam Mail

- DECAL communicates primarily by e-mail. Forty percent (40%) of e-mail is flagged by Internet providers as Spam.
- Internet providers are not supposed to flag government e-mail as Spam, but it is happening.
- If you do not check your Spam or Junk mail every day, you may miss critical information from DECAL.
- If you enter the 11 e-mails listed on the right into your center's e-mail directory, you will receive all communications from DECAL's CCS and Legal units. If you have lottery funded Pre-K, contact your Pre-K consultant for their e-mail addresses.
- You can find the letter at:
<http://www.decal.ga.gov/documents/attachments/CBCEmailContacts.pdf>

1. ChildCareServices@decal.ga.gov
2. feepayment@decal.ga.gov
3. CCSAffidavit@decal.ga.gov
4. QualityRated@decal.ga.gov
5. CRC@decal.ga.gov
6. CRCHelpDesk@decal.ga.gov
7. CCSEnforcement@decal.ga.gov
8. CCSComplaints@decal.ga.gov
9. DoNotReply@decal.ga.gov
10. decalkoala@decal.ga.gov
11. outofstate@decal.ga.gov

New Security Procedure

- You must change your DECAL Koala password every 90 days. If you have recently changed your password, the clock will start the countdown on the day you changed it.
- You can not reuse the last 10 passwords.





If you have any questions, contact
the CRC unit.

CRC@dec.al.ga.gov

or

[1-855-884-7444](tel:1-855-884-7444)