

# Background Check Determination Letter Procedure

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Following are instructions for obtaining a background check from Georgia Department of Early Care and Learning (DECAL) for employees and volunteers in Georgia's childcare facilities.

- **NOTE FOR PORTABILITY:**

- Any applicant with a current satisfactory background check processed within the past 12 months may "port" that background check to as many facilities as they wish during that first year.
- Please do not obtain a new background check if you have a portable background check so that DECAL will have funds to continue paying for background checks as long as possible.

**THREE STEPS are required to receive a background check determination letter:**

## **STEP 1:**

1. **Complete a Criminal Background Check (CBC) Application in DECAL KOALA.** This gives DECAL the information and authority to conduct all parts of the comprehensive background check and issue the determination letter. After the application is submitted the child care facility or Support Center will receive an email requiring that they approve the application; a program or Support Center may also approve an application by logging into its DECAL KOALA account. The background check application process is:
  - a. Go to [www.dec.al.ga.gov](http://www.dec.al.ga.gov) and click the green link "criminal records check" on the right side of the page.
    - **Child care owners and directors** will click on the link under "providers" that says "Click here to submit an online records check application in DECAL KOALA for your facility." Child care owners and directors may also submit applications directly from their KOALA account.
    - **Support Center owners and managers** will click the link under support centers.
    - Child care and support center **employees** will click the link under "potential employees"
      - After opening the background check application use the search fields to choose the name of the facility that the applicant will work for. Enter information into any combination or all of the fields (Provider Number, Facility Name, Facility City, or Facility Zip).
      - Select the specific facility from the list of locations that appears from the search.
  - b. Complete the CBC application.
  - c. After the applicant enters the required information, the verification statement at the bottom of the form must be completed by checking the box in the green field and typing the applicant's name into the name field to indicate that the applicant agrees for DECAL to obtain applicant's criminal history and other records and that applicant has reviewed the applicant's privacy rights contained at <http://www.dec.al.ga.gov/documents/attachments/ApplicantsPrivacyRights.pdf>.
  - d. When the applicant has completed their application from the Bright from the Start website they should click "Authorize Comprehensive Background Check Application".
    - i. After the application is submitted by the applicant the employer will receive an email asking them to approve the application.
    - ii. The **owner/director** of the center (the employer) can approve the application by clicking the link provided in the email or by logging into their DECAL KOALA account.
  - e. Employers (owner/director) approve the application by clicking the box in the blue field, typing their name into the field and submitting the application. Employers must enter the name of the **director** approving the application and not the name of the center to avoid being required to resubmit the application.
  - f. When the completed background check application is submitted to DECAL, the person submitting the application will see instructions at the bottom of the screen stating that the application has been successfully submitted and an application number will be provided.
  - g. An email confirmation from DECAL will be sent to the director and applicant, informing them to expect an email from "Identogo by Idemia", the GBI fingerprint contractor.

Continue to Step 2:

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## STEP 2:

1. **Complete the IDEMIA enrollment process** – After the application has been submitted by the applicant and approved by the employer in DECAL KOALA the system will send the information to **IDEMIA**, the fingerprint processor for the Georgia Bureau of Investigation (GBI). The system will also email the applicant and Director informing both to expect an email from IDEMIA.
  - a. The applicant will receive an email from IDEMIA with a link allowing them to schedule an appointment online to visit an Identogo by IDEMIA location for fingerprinting.
    - i. If you do not receive an email from Idemia please use the link in the email from DECAL to go directly to the Idemia scheduling website. Please remember that Applicants can only print at a 'IdentoGo location that shows 'State Agency Enrollment' location not one that lists 'IdentoGo – TSA, Precheck, TWIC, Haxmat enrollment' only.
  - b. After clicking the *SCHEDULE APPOINTMENT* link in the email the applicant will be directed to the Identogo by IDEMIA website where they will see a box containing the applicant's UEID number assigned by IDEMIA.
    - i. The UEID will be automatically populated if using the link in the email. If you go to the website you may be asked to enter the UEID, phone number **OR** email address.
    - ii. Applicant will enter their last name and Date of Birth in the appropriate boxes. Then click continue.
      1. If a message appears saying “**Incorrect credentials**” applicants must verify that they entered the correct name and date of birth in both the DECAL background check application and the Idemia registration box.
    - iii. After clicking **Continue** you will see the Idemia appointment screen where you may choose a location, date and time to go to the fingerprint location and print. The screen will show locations near your address. You may look for locations from a different address by following directions on the screen to enter a new address.
    - iv. You will also have the option to search by soonest appointment available from this screen. After selecting a location applicants may choose a date and time and click “confirm”, after which they will see a second screen showing the appointment for applicants to reaffirm. **Applicants should not be required to make any payment as DECAL is currently paying for background checks.**
  - c. Applicants will get an email confirming the fingerprint appointment. Please print a copy to bring to the fingerprint location as well as one form of acceptable identification; this may be a drivers' license or other official government ID. Please see below following these instructions a list of appropriate forms of identification.

Continue to Step 3:

## **STEP 3:**

1. **Go to the Identogo by IDEMIA location you choose at the appointment time and date chosen to submit fingerprints**
  - a. Travel to the fingerprint location to have your fingerprints scanned. **Take the copy of your Idemia email to the fingerprint location. Applicant must also bring a driver's license or official government ID to the Identogo by IDEMIA location to obtain fingerprints; please see below for acceptable forms of identification.**

If you have any questions regarding the background check process please contact the DECAL's Criminal Records Unit at 1 (855) 884-7444 or at [CRC@decalfga.gov](mailto:CRC@decalfga.gov).

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## Applicants Who Have Lived Outside Georgia During Last Five Years

1. If you indicated on your background check application that you lived outside the state of Georgia at any time during the last five years you will be required to obtain background check information and child abuse registry information from the other state(s) where you resided. This will not be required for applicants who have already obtained the out of state records for a previous DECAL background check letter and have not lived outside of Georgia since that time. Applicants can determine exactly what is required from each state and detailed instructions for acquiring the information at the following link:  
[http://www.dec.al.ga.gov/CCS/CriminalRecordsCheck\\_StateContacts.aspx](http://www.dec.al.ga.gov/CCS/CriminalRecordsCheck_StateContacts.aspx).
2. After entering the background check application, the applicant and director will receive an email from DECAL reminding applicant to contact the other state(s) and including an attached verification form. An application from an applicant who resided out of state within the past five years is not complete and will not be processed until the signed verification form is received by DECAL.
3. After following the instructions on the [DECAL.ga.gov](http://www.dec.al.ga.gov) website to request the documents and paying any fees required by the other state(s) applicant must complete and sign the verification form attached to the email.
  - a. This form verifies under oath that you have followed the DECAL instructions to request the information from the other state(s) or have previously provided these documents to DECAL within the past five years.
  - b. You should choose only one of these options on the verification form.
  - c. After requesting the information you must sign and return the verification form to DECAL using the email address on the form.
  - d. If you are unable to find the verification form you may contact the records check unit for a new one.
4. After DECAL receives the verification form and after you have fingerprinted you will receive a national background check determination that may allow you to work under close supervision by another employee with a comprehensive background check. When the information requested from the other state(s) is provided to DECAL your background check determination may be upgraded from a national determination to a comprehensive determination which will allow you to work without supervision. You should forward to DECAL any response you receive from the other state(s) as soon as possible.

If you have any questions regarding the out of state process please contact the DECAL's Criminal Records Unit at 1 (855) 884-7444 or at [Outofstate@dec.al.ga.gov](mailto:Outofstate@dec.al.ga.gov).

**You will be required to bring one of the following documents to the fingerprint location. Legal Name must match exactly on all identification documents brought to enrollment.**

- Driver's License issued by a State or outlying possession of the U.S
- Driver's License PERMIT issued by a State or outlying possession of the U.S
- Driver's License PAPER/TEMPORARY issued by a State or outlying possession of the U.S
- Enhanced Driver's License (EDL)
- Commercial Driver's License issued by a State or outlying possession of the U.S
- Commercial Driver's License PERMIT issued by a State or outlying possession of the U.S
- ID card issued by a federal, state, or local government agency or by a Territory of the United States
- Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
- Department of Defense Common Access Card
- Uniformed Services Identification Card (Form DD-1172-2)
- U.S. Military Identification Card
- U.S. Coastguard Merchant Mariner Card
- Military Dependent's Identification Card

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- U.S. Passport
- Foreign Passport
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Card/Document (I-766) that contains a photograph
- Canadian Driver's License
- Foreign Driver's License (Mexico and Canada Only)
- U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States.