

**If you are asked for a Fieldprint code for DECAL when registering for a fingerprint appointment, take the following action:**

- 1) Enter the following provider Fieldprint code in the box when asked: **FPDECALProviders** with the letters capitalized and lower-case as shown here. This should take you to the correct demographic screen.**

If you have taken the correct steps, you will see a screen containing your 6-digit DECAL application number populated and asking for your last name and DOB. If your 6-digit DECAL application number is not populated, you will find it on the email DECAL sent when you submitted your CRC application; your employer can find it in their KOALA account; or you may call DECAL at (855) 884-7444 to get the number.

**At this time, you should not be asked to pay for fingerprints; DECAL pays this cost for you. If you are asked to pay at the fingerprint location, you have likely made an error and should contact DECAL at the number above.**

**If you receive a message saying an error has occurred after entering the code:**

Scroll to the bottom of the webpage where you are being asked for the code:

If the disclosure information at the bottom of the page is in **purple/pink ink**, go to step 1 below.

If the disclosure information at the bottom of the page is in **black ink**, go to step 2 below.

- 2) You have previously fingerprinted with Fieldprint or have otherwise set up a national account; you need a Georgia Fieldprint account to fingerprint for DECAL. Call Fieldprint at 888-472-8918 and ask them to cancel your national account. Once cancelled, you can **use the link in the email sent to you from DECAL** to set up a new Georgia account and make a fingerprint appointment. **Use ONLY the link emailed to you from DECAL to set up the Fieldprint account and the fingerprint appointment.****