

COGENT-GAPS Frequently Asked Questions FAQ

Fingerprints

- **How do I submit fingerprints?**

For more information and to learn how to submit electronic fingerprints, refer to the Criminal Records GAPS/COGENT Instructions.

- **How much does electronic fingerprints cost?**

- State and Federal Check \$51.00
- State Check \$36.25

- **How long does it take to get State and Federal results back?**

On an average, it takes 24-48 hours to receive a response from the GBI and FBI.

- **How long will it take DCH to issue a determination letter once I am finger printed?**

It normally takes 48 hours for DCH to receive the fingerprint results from the GBI and FBI. Once the fingerprint results are received, you should receive a determination letter within the next five to seven days.

- **Can I submit my fingerprint cards directly to the GBI/FBI?**

No. You must be fingerprinted per the GAPS/COGENT Instructions.

- **Can I get fingerprinted at my local law enforcement agency or Police Department?**

No. You must get fingerprinted at a Cogent/GAPS location.

- **Do I have to schedule an appointment to be fingerprinted?**

In most cases, no appointments are required. Simply walk-in during established fingerprint hours. In all cases applicants should check the 3M Cogent web page for the fingerprint times of all sites as hours may change. It's recommended to call the print location to verify the print locations business hours. You must be registered with 3M Cogent before being fingerprinted. Fingerprint collection sites work on a first come, first serve basis.

- **What Should I Bring To The Fingerprinting Site?**

You must bring the following to the fingerprinting site:

- Registration ID
- Payment (If not paid for online or by the Agency)
 - Money Order or Cashier's Check Checks (money orders must be made out to 3M Cogent for the exact amount)
- One Form of Valid Photo ID
 - State Issued Driver's License
 - State Issued Identification Card
 - US Passport
 - US Active Duty/Retiree/Reservist Military ID Card (000 10-2)with Photograph

- Government Issued Employee Identification Card with Photograph
- Tribal Identification Card with Photograph

- **Credit Card Payments**

Credit card payments are accepted online during registration only or by calling the Call Center at 1-877-862-2425. Fingerprinting sites will not accept credit card payments at the time of fingerprinting

- **How do I print a receipt for proof of fingerprinting?**

- Visit <https://www.ga.cogentid.com>
- Click on “Reprint Registration Receipt” located under “Helpful Links”
- Enter in your last name, first name and Date of Birth

- **What should I do if I register and pay the incorrect amount for fingerprinting?**

If you registered yourself incorrectly in the Cogent-GAPS system and have already been fingerprinted, you will need to re-register and pay all applicable fees.

Changes to incorrect registration data MAY be corrected online or by contacting Cogent-GAPS prior to fingerprint submission.

It is the applicant’s responsibility to verify that the registration information is correct prior to being fingerprinted. Rejections due to improper registration will require re-registration, re-payment and re-fingerprinting.

- **What happens if my fingerprints are rejected by the FBI?**

Poor fingerprint detail may be caused by age, trade, or some other environmental/physical condition. In the case of a fingerprint rejection by the FBI, applicants are requested by the FBI to submit a second set of fingerprints, at no charge to the applicant. This second submission must occur before alternative means of conducting a federal background can be initiated.

If an applicant is rejected they will be contacted by DCH to submit a second set of fingerprints. Individuals should take their new TCN number (provided by 3M Cogent-GAPS) and proper identification to the nearest Cogent-GAPS Fingerprint location. Individuals do not need to re-register for their second fingerprinting session if they received a rejection call. If an individual’s fingerprints are rejected a second time by the FBI, notification is forwarded to employer/licensing agency to then conduct a name based check based on the demographic information on the initial application. Results of the FBI name based record check are also forwarded by the FBI to employer/licensing agency.

- **How do I contact 3M Cogent-GAPS?**

Phone Registration and Customer Service:

1-888-439-2512 COGENT

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