

GUIDANCE RELATED TO FOLLOWING FIELDPRINT PROCESS/PROCEDURES

CONTRACT/SET-UP

Service Agreement/Contract:

- Provider will receive a "Fieldprint Service Agreement/Contract" to review, sign and return.
- Provider should carefully review the "Fieldprint Service Agreement/Contract" prior to signing. If there are any questions/concerns, please contact Malinda Roberts.
- Provider, at the time they are reviewing contract, should also review types of payment options (see "Fieldprint Account Set-up") and choose which method of payment will work for them.
- A final version of the contract will be sent back from Fieldprint with all required signatures (Provider and Fieldprint). Contract will include a "Schedule A – Statement of Work" and Schedule B – Fees". Note: A fee is charged for missed appointments.
- Provider will need to identify one or two employees within the organization that will serve as main Fieldprint contacts.

Fieldprint Account Set-up:

- Provider will need to choose method of payment. **Two methods are offered:**
 1. Provider makes employee responsible for payment, which will require employee having access to a personal credit card to make payment at the time he/she makes the Fieldprint appointment.
 2. Provider provides information for a company credit card. That card will then be charged each time an appointment is made, (immediately at the time the appointment is made) and any charges for missed appointments.

Additional Account Set-up Information:

- During the set-up process, provider will need to provide their Code that has been issued to them by DBHDS.
- Provider will need to provide an e-mail that will be used to gain access to the account.
- Provider will receive a confirmation from Fieldprint when the account has been established. Provider will need to set-up a Password to gain access to the account. Note: Fieldprint will notify the provider on a regular basis of the need to update the Password.

FIELDPRINT APPOINTMENTS

Scheduling Fieldprint Appointments:

1. Fieldprint will provide specific, written instructions for Providers to follow for employees to schedule Fieldprint appointment.
2. Providers should decide if they will allow employees to complete that process from home or in the Provider's office.
3. Provider should be aware of all the information that the employee will need to complete the appointment process and be aware of what documents the employee will need to take to the appointment. A list is provided by Fieldprint.

Employee will be asked:

Name
Phone number and email
Current Address
Social Security Number
Citizenship
Place of Birth
Fieldprint Code
Provider/Organization ID/Code (Specific to the Organization).

4. When the employee makes the appointment, (either from home or in the Provider's office), they need to provide all information, (i.e. disclosure forms will be completed and need to be done **in full and accurately**).
5. A list of Fieldprint locations, dates and times that appointments are available, will appear on the screen and the employee makes his/her choices.
6. Once the appointment is made, the Provider needs to be sure that the employee has printed the "**Confirmation Page**" and receives a copy of the "**Privacy Notice**". "Confirmation Page includes a list of the two (2) forms of ID that the employee must bring to the appointment, (one item from each of two lists). Appointment will be cancelled by Fingerprint if employee arrives without required documents.
7. The Provider may print a copy of the Disclosure Page, either at the time the appointment is made or later, (Fieldprint can provide instructions as to how to do that).
8. If there are questions about scheduling appointments, Fieldprint can be contacted at **(877-614-4364)**.
9. If the Provider has questions about fingerprint-based background checks, they should contact their licensing specialist.

REPORTS AND ASSISTANCE

Fieldprint Reports:

1. Provider may obtain Fieldprint reports at **reports.myfieldprint.com** Provider may track status of all Fieldprint appointments, (i.e.name of employee; date appointment is made; when fingerprinting has been completed; missed appointments; rescheduled appointments, etc.)

Fieldprint Assistance/Questions:

- Customer Service: **customerservice@myfieldprint.com**.
- Contacts:
 - Suzanne Sorge
888-472-8918 x 2411
ssorge@fieldprint.com
 - Thomas Harrison
888-432-8918 x 2192
tharrison@fieldprint.com
- A second "Administrative" Customer Service is available (Fieldprint can explain the difference in the two)