GAPS COGENT SYSTEMS
Georgia Applicant Processing Services

Agency Enrollment – See steps 1 & 2 below

An agency or business must first enroll with Cogent Systems in order to register applicants and have app fingerprinted at a GAPS Print Location.

To enroll your agency or business with Cogent Systems follow the steps below.

There is no cost to your agency/business to enroll. For assistance with any of the steps provided below or questions regarding the GAPS website you may contact Cogent Systems or the Georgia Bureau of Investigation GCIC Computerized Criminal History (CCH) Unit at:

Email: **gahelp@cogentsystems.com** or 1-888-439-2512 (Cogent Helpdesk)

Email: **GAApplicant@gbi.ga.gov** or 404-244-2639, select option 1 or 2 (CCH Helpdesk)

STEP 1 Complete the GCIC Service Agreement

This entire form may be downloaded by clicking here. Your **agency head** should **read** the GCIC Service Agreement **in its entirety before signing**. Return the signature page to GCIC. If you have any questions regarding the information in the GCIC Service Agreement, an email can be sent to GAApplicant@gbi.ga.gov.

Please **complete** the information on the last page of th service agreement. **Print** only the **signature page** of the GCIC Service Agreement by clicking here. Mail the last page of the GCIC Service Agreement to GBI at the address shown at the bottom of the form. [**Note**: If your agency/business does not have or you do not know your ORI/OAC number then leave the Agency ORI or OAC # field blank and GBI will provide this number with the signed GCIC Service Agreement that will be returned to your agency.]

Once you receive an ORI or OAC number from GBI (typical response time is within 10 business days) you may proceed to **Step 2**.

If your agency **already** has an ORI/OAC number and you have included it on the GCIC Service Agreement, you may now proceed to **Step 2**.

ORI numbers are assigned by the FBI and it may take up to six (6) weeks before the GBI receives the ORI number from the FBI and is able to provide this number to you. OAC numbers are assigned by the GBI and you should receive this number within 10 business days of the request being received. If after the designated time periods (6 weeks for ORI and 10 business days for OAC) you have not received your ORI or OAC number, send an email to GAApplicant@gbi.ga.gov and include your agency/business name, address and contact information.

STEP 2 Complete the GAPS Agency Enrollment Form

This form must be completed online and must include your ORI or OAC number. If you do not have an ORI or OAC, see STEP 1 and return to complete this online form once you have either an ORI or OAC number.

Note: The **Contact Person** entered on the On-Line Enrollment must be the same person entered as the Contact Person on the GCIC Service Agreement.

The **Authorized Person** entered on the On-Line Enrollment must be the same person entered as the Agency Head on the GCIC Service Agreement.

Enroll online by clicking here.

Once you complete the information on the On-Line Enrollment screen, click **Save**, **PRINT** the form that is displayed and have your agency head **SIGN** the form. If your On-Line Enrollment form did not print, click here View Agency Enrollment Form to print the form and manually complete it..

The form with the Authorized Person's signature must be faxed to Cogent Systems: 614-718-9694.

If you do not have access to a fax machine, you may mail the form to the following address:

Cogent Systems
GAPS Enrollment
5450 Frantz Road, Suite 250
Dublin, OH 43016

The form must be faxed or mailed to Cogent Systems within seven (7) days of online enrollment.

You should receive a GAPS Agency Enrollment Confirmation and Instructions email from Cogent within ten (10) business days (provided you faxed and mailed the copy of the on-line form). If after the 10-day period you have not received a confirmation email, please contact Jay Clark of Cogent Systems at jclark@cogentsystems.com. Please include your ORI/OAC number in the e-mail.
You **cannot** register an individual for a background check until you receive the GAPS Agency Enrollment Confirmation & Instructions email from Cogent. For information on items contained in the Enrollment Confirmation Email refer to the Enrollment Confirmation Info. link located under the **AGENCY USE** tab.

Home Page

Enrollment Confirmation Information

Once your enrollment has been successfully processed you will receive a confirmation email from Cogent Systems with the following information:

Billing Code and Billing Password

- The Billing Code and Billing Password are assigned by Cogent at the time of enrollment in the GAPS program.
- Cogent will include the Billing Code and Billing Password in the enrollment confirmation email.
- The Billing Code and Billing Password should be considered sensitive information and **should not** be given out to applicants. This information should only be used by agency personnel.
- The Billing Code and Billing Password are to be entered on the registration screen when Agency is selected as the form of Payment.
- The Billing Code and Billing Password should not be entered if the applicant is responsible for payment of services.

NOTE: If you did not establish a billing account with Cogent during the enrollment process, you will not receive a Billing Code and Billing Password.

ORI Number
An ORI number is assigned by the Federal Bureau of Investigation (FBI) to governmental and private agencies that are authorized by Georgia and Federal law to obtain a national criminal history record check. Federal law, commonly referred to as Public Law (pub. L.) 92-544, requires that a state enact a statute authorizing the check of national criminal history records.

OAC Number
An OAC number is assigned by the Georgia Bureau of Investigation (GBI) to agencies that are only authorized to obtain a Georgia criminal history record check.

Agencies may obtain an OAC number from the GBI by completing the GCIC Service Agreement under the How to Enroll Your Agency/Business link.

Agency Verification Code
- The Agency Verification Code is created by agency/business at time of enrollment in the GAPS program.
- The Agency Verification Code is entered on the registration screen by the applicant to ensure that the correct ORI/OAC has been entered.
- Cogent will include the Agency Verification Code that is created by the agency/business in the enrollment confirmation email.

User Name and Password
- The User Name and Password is assigned by Cogent at the time of enrollment in the GAPS program.
- The User Name and Password is used to access the **View Results/Administration** link under AGENCY USE tab.
- Cogent will include the User Name and Password in the enrollment confirmation email. .