



**Georgia Department
of Human Services**
Office of Inspector General

Identity History Summary (IDHS)

Provider Training

Background Investigations Unit



stronger families

FOR A STRONGER GEORGIA



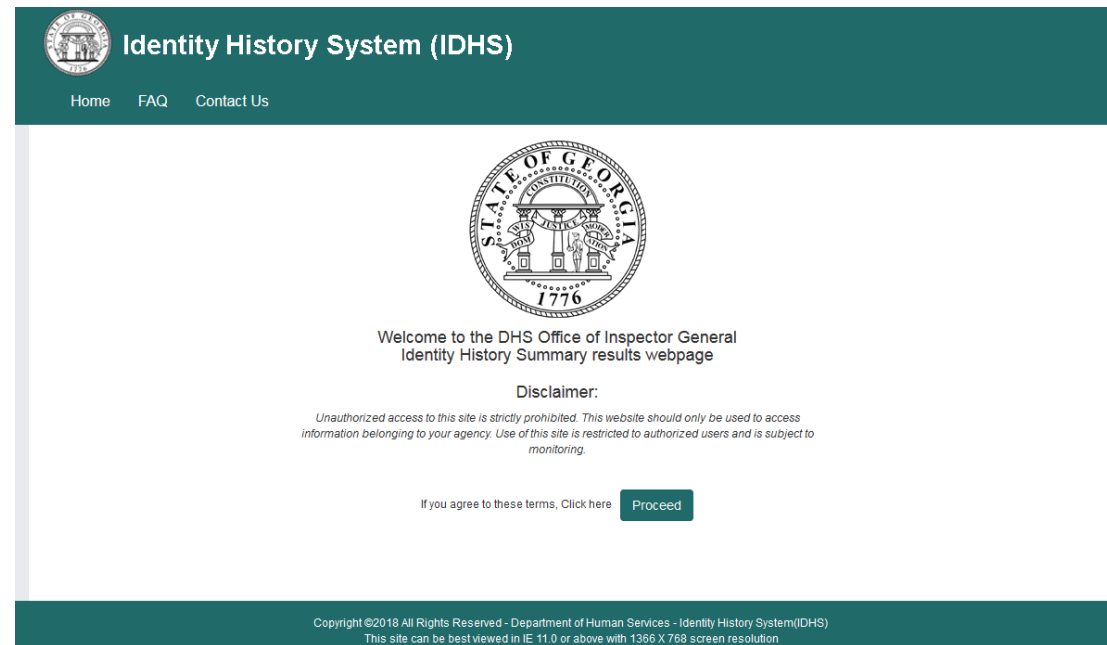
Identity History Summary (IDHS)

- A new application to assist the Department of Human Services, Office of Inspector General, Background Investigations Unit in retaining background checks requested by the Office of Human Resources and DHS providers.
- Providers will retrieve their applicant's determination letters via the IDHS website. Letters are accessible 24/7.
- Provider Go-Live Date: July 1, 2018



Accessing IDHS

- Access to Identity History Summary (IDHS) can be obtained through the following link: <https://idhs.dhs.ga.gov/> The link will not work properly if using Internet Explorer. It is highly recommended that providers use the Google Chrome or Mozilla Firefox internet browsers for access. The link will also be accessible via the Office of Inspector General main website: <https://dhs.georgia.gov/office-inspector-general>.



Accessing IDHS

The Home screen will appear once the provider accesses the link.

- **Unauthorized access to the site is strictly prohibited. This website should only be used to access information belonging to your agency. Use of this site is restricted to authorized users and subject to monitoring.**

Once the provider has read and accepted the disclaimer, click Proceed to enter the site.

Identity History System (IDHS)

Home FAQ Contact Us

STATE OF GEORGIA
1776

Welcome to the DHS Office of Inspector General
Identity History Summary results webpage

Disclaimer:
Unauthorized access to this site is strictly prohibited. This website should only be used to access
information belonging to your agency. Use of this site is restricted to authorized users and is subject to
monitoring.

If you agree to these terms, Click here [Proceed](#)

Copyright ©2018 All Rights Reserved - Department of Human Services - Identity History System(IDHS)
This site can be best viewed in IE 11.0 or above with 1366 X 768 screen resolution



Retrieval of Determination Letter

- Once providers are in the site, letters can be searched by either the GAPS Registration ID number or the Requesting Agency GAC/GAP number . Enter either number into the appropriate field.
 - A Registration ID is 15 digits consisting of letters and numbers that is assigned when an applicant is registered through Gemalto for fingerprinting.
 - Example: GA00a0a0a00a000
 - The Agency GAC/GAP number is the Requesting Agency number
 - Example: GACXXXXX or GAPXXXX

Search Letter - Identity History

oit.adminapps02.dhs.ga.gov/Cases/CaseMaster/SearchLetter

Identity History System (IDHS)

Home FAQ Contact Us

Search Letter

Enter TCN/ Registration ID

VMDO

Enter Captcha

Search

Copyright ©2018 All Rights Reserved - Department of Human Services - Identity History System(IDHS)
This site can be best viewed in IE 11.0 or above with 1366 X 768 screen resolution



Retrieval of Determination Letter

Click on the Document to open the determination letter. Providers may print the letter for the applicant's file.

Letters can only be used for the agency specified. Sharing of letters between agencies is prohibited. For every new position or agency of employment, a fingerprint-based background check must be performed.

Identity History System (IDHS)

Home FAQ Contact Us

Search Letter

abc123 YyVF DnxR Search

Document	TCN Number	First Name	Last Name
	abc123	test	test



Registration ID

- The Office of Inspector General will not provide the provider or applicant with the applicant's Appointment number if misplaced. It will be the provider's responsibility to maintain the Registration ID or GAC/GAP number once the applicant is registered through Fieldprint.
- If the Registration ID or Agency GAP/GAC number is misplaced, it can be obtained from contacting Fieldprint:
 - Field Print Customer Service (For Agencies)
 - Gacustomerservice@myfieldprint.com
 - 888-472-8918 x2440
 - Field Print Customer Service (For Applicants)
 - customerservice@fieldprint.com
 - 800-799-1067



Determination Letters

Clearance Letter: Applicant is eligible to provide services



Georgia Department of Human Services
Identity History System (IDHS)

Date: 5/21/2018 10:21:18 AM

To: [REDACTED]

From: Department of Human Services
Office of Inspector General, Background Investigation Unit

Re: [REDACTED]

GAPS/TCN: GA [REDACTED]

The above-named applicant is **ELIGIBLE** for further consideration of employment with or to provide services to the Georgia Department of Human Services. This Eligibility status is not a guarantee of employment with the department or its contractors.

This letter is valid only for the named agency or entity listed above and is not transferrable.

5/21/2018 10:21:20 AM



Determination Letters

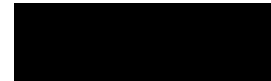
Disposition Letter: Additional documentation is needed from the applicant before a determination can be made Applicant's needing further evaluation will have a final determination uploaded no later than 15 business days from their initial input unless extension granted by CJIS.



Georgia Department of Human Services
Identity History System (IDHS)

Date: 5/22/2018 9:41:59 AM

To:



From: Department of Human Services
Office of Inspector General, Background Investigation Unit

Re:



GAPS/TCN:



The above named applicant *needs further evaluation*. Once a final determination has been made, the correct status letter will be posted to the system no later than 15 business days from the date of this letter.

This letter is valid only for the named agency or entity listed above and is not transferrable.

5/22/2018 9:42:00 AM



Determination Letters

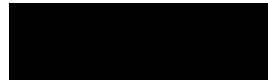
Disqualification Letter: Applicant is disqualified to provide services to DHS or an agency with a contract with DHS based on DHS Policy #504. If the applicant is currently employed with the agency, termination from employment requires immediate action.



Georgia Department of Human Services
Identity History System (IDHS)

Date: 5/24/2018 1:39:41 PM

To:



From: Department of Human Services
Office of Inspector General, Background Investigation Unit

Re:



GAPS/TCN:



The above-named applicant is **Not ELIGIBLE** for further consideration of employment with or to provide services to the Georgia Department of Human Services. This Eligibility status is not a guarantee of employment with the department or its contractors.

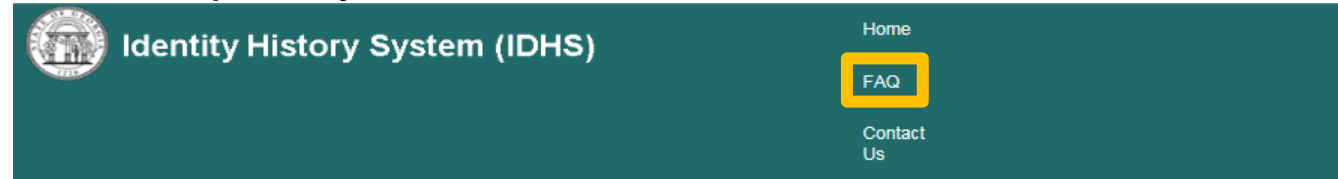
This letter is valid only for the named agency or entity listed above and is not transferrable.

5/24/2018 1:39:42 PM



Frequently Asked Questions (FAQ)

For Frequently Asked Questions, click on the FAQ tab.



Identity History System (IDHS)

Home
FAQ
Contact Us

Frequently Asked Questions

What Reason Code do I select on the Cogent system for DHS Contractors/Providers?

*If the applicant has direct child care, they would select: DHS-Health Agencies/Contractors Providing Direct Child Care.
If the applicant has direct elder care, they would select: DHS Health Care Agencies Contractors Providing Direct Elder Care.
If the applicant does not have direct care, custodial, or treatment of a client, they would select: DHS - Employment Contractors Providing Non - Direct Care .*

What happens if I select the incorrect Reason Code?

Criminal Records received with an incorrect Reason Code cannot be processed. Your agency will be notified that the applicant must be re-registered and pay again.

When I select the DHS as the agency making my determination, what ORI Number do I use to ensure DHS receives the results for review?

The only approved DHS ORI # for Cogent is GA920280Z. The ORI is automatically populated into the Reviewing Agency ID field and should not be altered.

What happens if I select the incorrect agency to make the determination?

The Criminal Record would not be processed because DHS did not receive it. Also, you would then have to re-register the applicant, have them fingerprinted and pay again.

Can I get copies of the Result Letter if I need it?

You can retrieve as many copies of the letters as you need through the IDHS system. Letters prior to July 1st, 2018 cannot be retrieved, and the applicant must be reprinted. Also, the letters are not transferable from provider to provider.

Can I cancel or change an applicant registration in Cogent?

If the applicant has not been fingerprinted yet, you can cancel or change a registration. Visit: <https://www.aps.gemalto.com/ga/index.htm>. Under Helpful Links, select Cancel Existing Registration or Modify Existing Registration.

Where can an applicant find a Cogent fingerprint location?

Visit: <https://www.aps.gemalto.com/ga/index.htm>. Under Helpful Links, select Find A Fingerprint Location.

How does an agency obtain a GAP/GAC ID?

The agency must Become a Requesting Agency. Providers will be assigned a GAP/GAC ID which must be entered into the Requesting Agency ID field when registering.

Copyright ©2018 All Rights Reserved - Department of Human Services - Identity History System(IDHS)
This site can be best viewed in IE 11.0 or above with 1366 X 768 screen resolution



Contact Information

For questions or concerns, select the Contact Us tab to email the Background Investigations Unit. A Criminal Justice Specialist will respond within 1 business day.



Identity History System (IDHS)

Home

FAQ

Contact Us

Contact Us

Identity History System (IDHS)

2 Peachtree St, NW

Atlanta, GA 30303

If you need to contact our office or have questions, please e-mail: askoigbiu@dhs.ga.gov

Copyright ©2018 All Rights Reserved - Department of Human Services - Identity History System(IDHS)
This site can be best viewed in IE 11.0 or above with 1366 X 768 screen resolution



Policy

- Applicant's background checks will be processed within 72 business hours from when the Department of Human Services receives the results from the state approved vendor.
- A clearance determination letter will be accessible by the provider immediately upon the Criminal Justice Specialist entering it into IDHS.
- Applicant's needing further evaluation will have a final determination uploaded no later than 15 business days from their initial input.

