

Procedures for Fieldprint Site Closures

The Office of Background Investigations (OBI) and Fieldprint Administrative Offices are working together to maintain a smooth and timely delivery of services during the state of emergency in response to the spread of the novel coronavirus, or COVID-19.

The following procedures will be utilized when a facility, program, or individual encounters a closed Fieldprint site and requires fingerprinting. These procedures should be used to handle temporary Fieldprint site closures:

1. When the applicant registers online with Fieldprint and the applicant chooses a Fieldprint site that is closed, the applicant should continue making the appointment for fingerprints at another location. **The location does not matter as long as the applicant is registered.** Registering provides the information to Fieldprint of who is being fingerprinted and for what purpose.
2. When making the appointment, the applicant **MUST** make the appointment **at least two weeks** out to ensure there is adequate processing time. Please remember that charges are incurred for missed appointments.
3. The applicant will notify the OBI Unit **immediately** of the appointment date and time and **request hard copy fingerprint card packets** by using the following email address backgrounds@dss.virginia.gov.

Note: During this time, all requests for hard copy fingerprint card packets should be made to backgrounds@dss.virginia.gov.

4. When OBI receives the applicant's email, OBI will inform Fieldprint of the request and a hard copy fingerprint card packet will be mailed to the applicant the same day, when the request is received before 3 p.m. After 3 p.m., the fingerprint card packet will be mailed the next business day.
5. The applicant will receive **two** fingerprint cards with prepopulated information. The applicant **must take both fingerprint cards to their local law enforcement agency to be fingerprinted.** The applicant must follow all instructions contained in the packet.
6. The hard copy fingerprint cards **are mailed by the applicant back to Fieldprint** for processing, following all instructions in the packet. A return envelope is included in the fingerprint card packet. This allows the information to be maintained and review for eligibility determination by OBI.
7. The process that follows submission of fingerprint cards back to Fieldprint is the same as normal processing. Fieldprint has not changed the procedure of processing fingerprint cards and it will remain the same as if the fingerprints were printed at a Fieldprint site.

All questions and concerns should be submitted to Kristen Eckstein, Program Manager, kristen.eckstein@dss.virginia.gov or 804-726-7099.