

National Service Criminal History Checks Assisting Applicants with Truescreen and Fieldprint Interim Instructions for Grant Recipients

Created April 18, 2024

Overview

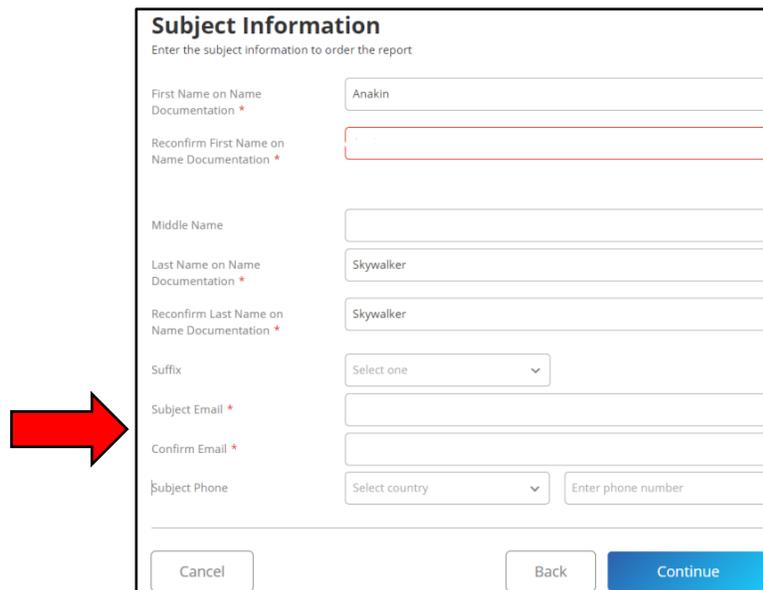
These interim instructions will be updated summer 2024 to accommodate the merge of the Truescreen and Fieldprint systems. These instructions describe the current use of Truescreen and Fieldprint as separate systems.

Truescreen and Fieldprint include online components that require applicants to enter information and sign consent forms electronically. In addition, the applicant must have their own email address to schedule FBI check fingerprinting through Fieldprint. This is due to consumer protections around privacy and consent for fingerprint information. Grant recipient or program staff ("you") may assist applicants to complete their Truescreen and Fieldprint checks. Use these instructions along with the *Truescreen User Guide* and *Truescreen Applicant Guide* in [Litmos](#), to assist applicants when needed.

Ordering Checks through Truescreen

You may use a centralized organization or staff email to receive the applicant invitation when starting check orders in Truescreen. The applicant must be present when you open the invitation email to complete their part.

1. When starting the check order in Truescreen, you may enter an organization email for the applicant on the Subject Information page, shown below (also see p. 8 of *Truescreen AmeriCorps User 2.0 Guide*, available in [Litmos](#)). The email inviting the applicant to complete their part will be sent to that email address.



Subject Information
Enter the subject information to order the report

First Name on Name Documentation *	Anakin
Reconfirm First Name on Name Documentation *	
Middle Name	
Last Name on Name Documentation *	Skywalker
Reconfirm Last Name on Name Documentation *	Skywalker
Suffix	Select one
Subject Email *	
Confirm Email *	
Subject Phone	Select country Enter phone number

Cancel Back Continue



This allows you to initiate the check order without an applicant email address and save time for when the applicant is present. And, you will receive any notifications about issues with the state check, if ordered. You may start the check order without the applicant present as long as you have taken their first and last name from an allowable name document. The applicant must be present to complete their part of the application.

2. Meet with the applicant to complete their part. Locate the Truescreen application invitation email for the applicant. **Important:** if you send all applicant invites to the same email address, be sure you open the correct email invitation. Completing an order for the wrong person than is on the application will result in a noncompliant check. Follow the *Truescreen Applicant Guide* in [Litmos](#) to complete the applicant part with the applicant.
3. Use the *Truescreen User Guide* in [Litmos](#) and *Using AmeriCorps Approved Vendors Truescreen and Fieldprint Manual* on the [NSCHC webpage](#) to complete your review and adjudication of the check through your organization account at <https://mytruescreen.com>.
4. Contact Truescreen Customer Service team at 800-803-9042 or CNCShelp@truescreen.com if you have any questions or problems while ordering your check.

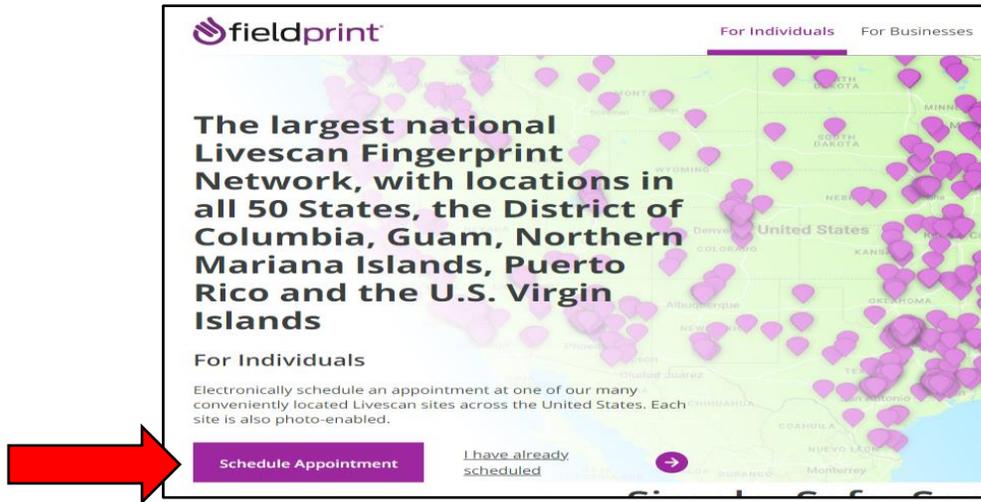
Scheduling Fingerprint Appointments through Fieldprint

Applicants must have their own email address to set up a user account with Fieldprint before scheduling their fingerprint appointment. You cannot reuse the same email address to schedule FBI fingerprinting appointments with Fieldprint. However, once their Fieldprint user account is setup, you can list an organization or staff email as the preferred contact.

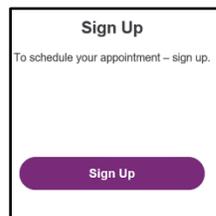
1. If the applicant does not have an email account, assist them to create one. This email is only needed to setup the fingerprinting appointment. If you list an organization email as the preferred contact during scheduling (see step 8 below), the applicant will not need to return to this email account later. The email account may be deactivated after the Fieldprint check result is completed.



2. Once the applicant has an email account, assist them to schedule the fingerprinting. With the applicant present, visit fieldprintcncs.com and select "Schedule an Appointment."



3. Then select "Sign Up" to create the applicant's account as a New User.



4. Assist the applicant to agree to the consent agreement and provide the necessary information, which includes entering their unique email address and creating a username and password for the Fieldprint account. Be sure the applicant writes down their username, password, and security question answers.

Create Account	
Please fill in the following fields to create an account.	
Email*	<input type="text" value="e.g. example@domain.com"/>
Username*	<input type="text"/>
Password*	<input type="password"/> show
Confirm Password*	<input type="password"/> show
First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Mobile Phone Number	<input type="text"/>



- The applicant will be sent a "Fieldprint Account Verification" email containing an eight-digit code that must be entered on the "Verify Account" page. Assist the applicant to locate the code in their email account. After entering the Verification Code select "Complete Registration."

Verify Account

An email has been sent to your provided email address. The subject of the email will be "Fieldprint Account Verification" and will arrive from email sender auth@fieldprint.com.

Please follow the directions in the email to continue creating your account. You may need to check your Junk or Spam folder.

ⓘ Please do not close your browser.
If your browsing session closes, please log back in using your username and password and enter the 8-digit Verification Code emailed to you at the email address provided during account creation. This Verification Code will expire after 30 minutes.

Verification Code *

Didn't receive an email? Click [here](#) to resend email.

Complete Registration

- Once the account is verified, assist the applicant to log in with their username, password, and security questions created in step 4 above.

Your account has been verified
You have successfully verified your account, please log in.

Log in

Username

Password

[Forgot username?](#) [Forgot password?](#)

- Next, enter your organization's Fieldprint Code.

Reason

A Fieldprint code is required to continue. If you don't have a Fieldprint code, please contact the employer or organization that sent you to this website.

Fieldprint Code *



- On the Personal Information page, the applicant may use an organization or staff email address as the contact email. This will allow you to receive updates about the appointment on behalf of the applicant and prevent the applicant from needing to check their email for appointment changes.

The screenshot shows a form with the following fields:

- Country* (USA)
- State* (Select one)
- Zip Code* (text input)
- Month (dropdown), Day (dropdown), Year (dropdown)
- Text input fields for birth date
- Email* (text input with placeholder "e.g. example@domain.com")
- Preferred Contact Method* (Radio buttons for Email and Phone)
- Appointment Reminder* (Radio buttons for Email and No)

A red arrow points to the Email field. A tooltip above it reads: "Please enter an email address by which we can readily contact you about scheduling changes and other possible issues concerning the appointment process."

- At the end of the process, print the Confirmation Page. The applicant should take the Confirmation Page with them to their fingerprint appointment, along with two forms of identification.
- Contact the Fieldprint Customer Service team at 877-614-4364 or customerservice@fieldprint.com if you have any questions or problems with the scheduling process.
- Use the *Fieldprint AmeriCorps Grantee Guide* in [Litmos](#) and *Using AmeriCorps Approved Vendors Truescreen and Fieldprint Manual* on the [NSCHC webpage](#) to complete your review and adjudication of the check through your organization account at <https://reports.myfieldprint.com>.