



ILLEGIBLE PRINTS – NEXT STEPS

In the event that an individual's criminal background check (CBC) results are returned "illegible," the individual must submit a new CBC request via the Individual (MU4) Form and schedule another fingerprint appointment via Fieldprint. The instructions below will walk you through the process of authorizing a subsequent criminal background check request after your first results have come back illegible.

Submitting a Subsequent Criminal Background Check (CBC) Request

1. Open the [NMLS Resource Center](#) website.
2. Click the **Log in to NMLS** button in the upper right corner.

NOTE: If given the option, click the **State** button.

3. Click the **Filing** tab.
4. Click **Individual** on the submenu.
5. Click the **Request New/Update** button.

NOTE: If you do not see the **Request New/Update** button, you may already have a pending filing and will need to select the **Edit** button to continue editing your pending MU4 filing or the **Delete** button to delete the pending filing that is outstanding.

6. Click **Criminal Background Check** on the navigation panel.
7. Select the *I am requesting a Federal Criminal Background Check* checkbox.
8. Select **Submit New Prints** to confirm the background check method.
9. Review the demographic information for accuracy and click the **Save** button.
10. Click **Attest and Submit** on the navigation panel.
11. Attest and click the **Submit Filing** button at the bottom of the page.

Viewing a Criminal Background Check (CBC) Request

1. Click the **Composite View** tab.
2. Click **View Individual** in the submenu.
3. Click **View Criminal Background Check Requests** on the navigation panel.
4. The status must display “Pending Fingerprints” in order to proceed with next steps identified below.

View Criminal Background Check Requests

John Alvarado (44617) ?? HELP

I A criminal background check request is pending until fingerprints have been submitted. [Schedule your fingerprinting appointment.](#)

Criminal Background Check Requests

4 Status	Reason Closed	Status Date	Method	Fingerprints Taken Date	TSN
Pending Fingerprint		12/17/2013	Fingerprint		

Figure 1: View Criminal Background Check Requests

Next Steps

Once a new CBC request is submitted via the Individual (MU4) Form, another fingerprint appointment is required. To schedule the fingerprint appointment, proceed to the [Fieldprint](#) site. If previous fingerprints were taken on paper cards provided by Fieldprint, the individual can contact Fieldprint at 877-614-4361 to have the second paper cards submitted.

For further assistance, please contact the NMLS Call Center at 1-855-NMLS-123 (1-855-665-7123).