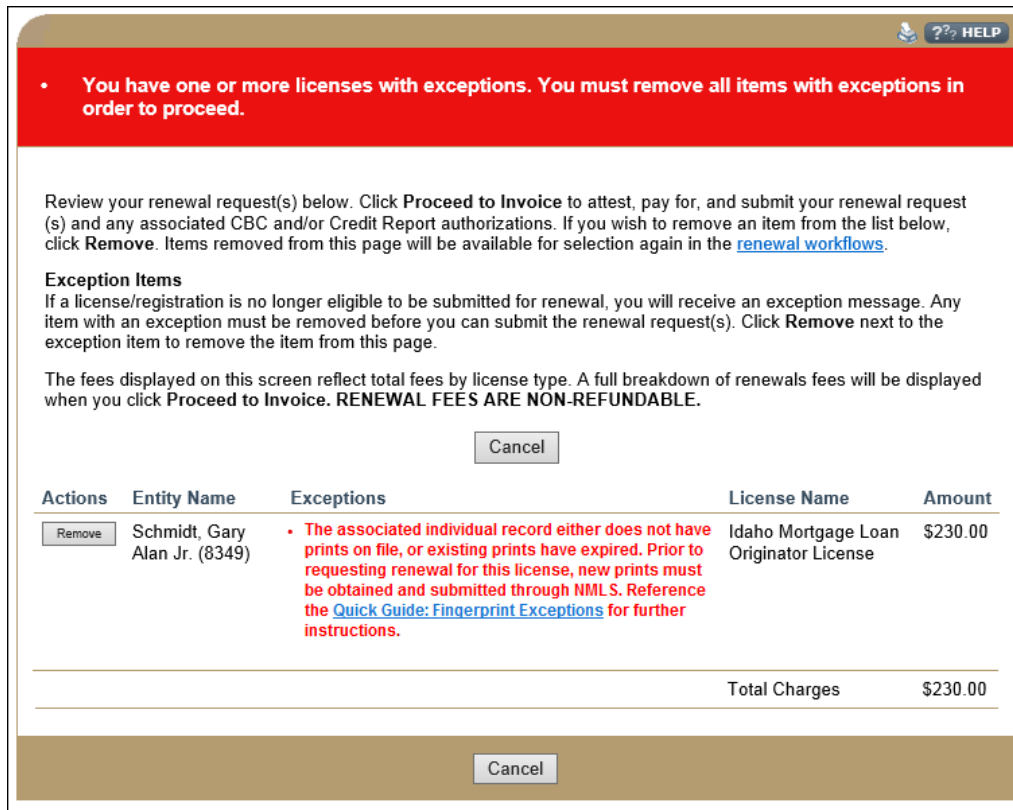




FINGERPRINT EXCEPTIONS

This quick guide is designed only for those individuals required to request a Criminal Background Check (CBC) with a renewal request and receive the following exception message: “The associated individual record either does not have prints on file, or existing prints have expired. Prior to requesting renewal for this license, new prints must be obtained and submitted through NMLS...”



The screenshot shows a web interface with a red header bar containing a message: "You have one or more licenses with exceptions. You must remove all items with exceptions in order to proceed." Below this is a section for reviewing renewal requests, followed by an "Exception Items" section. A table lists an exception for "Schmidt, Gary Alan Jr. (8349)" with a fee of \$230.00 for an "Idaho Mortgage Loan Originator License". The exception text states: "The associated individual record either does not have prints on file, or existing prints have expired. Prior to requesting renewal for this license, new prints must be obtained and submitted through NMLS. Reference the Quick Guide: Fingerprint Exceptions for further instructions." The table also shows a "Total Charges" of \$230.00. There are "Cancel" buttons at the top and bottom of the main content area.

Actions	Entity Name	Exceptions	License Name	Amount
<input type="button" value="Remove"/>	Schmidt, Gary Alan Jr. (8349)	<ul style="list-style-type: none">The associated individual record either does not have prints on file, or existing prints have expired. Prior to requesting renewal for this license, new prints must be obtained and submitted through NMLS. Reference the Quick Guide: Fingerprint Exceptions for further instructions.	Idaho Mortgage Loan Originator License	\$230.00
Total Charges				\$230.00

There are three reasons why an individual or company user would receive this exception message:

- **The individual listed under *Entity Name* has an expired fingerprint record.**
 - Due to FBI rules, individuals will need to provide new fingerprints when requesting a new CBC if previously submitted fingerprints (archived prints) are more than 3 years old. Follow the instructions below for [Workflow A and B](#).
- **The last CBC result for the individual listed under *Entity Name* was Name Check.**
 - Follow the instructions below for [Workflow A and B](#).
- **The individual listed under *Entity Name* has already paid for a CBC and needs to be fingerprinted.**
 - Follow the instructions below for [Workflow C](#).

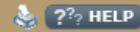
Workflow A and B

1. Click the **Filing** tab.
2. Click the **Individual** link on the submenu.
3. Click the **Request New/Update** button.
4. Click the **Continue** button.
5. Click the **Criminal Background Check** link on the left navigation panel.
6. Select the **checkbox** next to *I am requesting a Federal Criminal Background Check*.
7. Select the **Submit New Prints** radio button as the background check method.
8. Click the **Save** button.
9. Click the **Attest and Submit** link on the left navigation panel.
10. After reviewing the attestation language, select the **checkbox** next to I verify that I am the named person above and agree to the language as stated.
11. Click the **Submit Filing** button to remit payment.
12. After the payment screens are completed, your filing is submitted and a message displays indicating the filing is processing. Processing may take a few moments. **DO NOT NAVIGATE AWAY FROM THIS PAGE.**
13. After processing is complete, follow the instructions on the Fieldprint scheduling site (<https://nmls.fieldprint.com>) to schedule an appointment at a convenient location to have your fingerprints captured.
14. After fingerprints are captured and results are reflected in NMLS, the renewal process needs to be completed. Reference the [Quick Guides](#) located on the NMLS Resource Center for instructions on how to successfully submit a renewal request.

Workflow C

1. Click the **Composite View** tab.
2. Click the **View Individual** link on the submenu.
3. Click the **View Criminal Background Check Requests** link on the left navigation panel.
4. From the *View Criminal Background Check Requests* page, click the **Schedule your fingerprinting appointment** link.

View Criminal Background Check Requests



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

Criminal Background Check Requests

Status	Reason Closed	Status Date	Method	Fingerprints Taken Date
Pending Fingerprint		11/1/2014	Fingerprint	

5. After fingerprints are captured and results are reflected in NMLS, the renewal process needs to be completed. Reference the [Quick Guides](#) located on the NMLS Resource Center for instructions on how to successfully submit a renewal request.

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