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…”

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](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.
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).