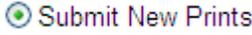




ILLEGIBLE PRINTS – NEXT STEPS

In the event that an individual's criminal background check results are returned "illegible", the individual will need to request a new CBC through NMLS and have their prints taken again. 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 Criminal Background Check Request (CBC Request):

1. Open the [NMLS Federal Registry Resource Center](#) website.
2. Select  in the upper right corner.
3. Select the appropriate context: Federal, if applicable, and Log into NMLS.
4. Select  in the top right corner.
5. Select the  sub-menu option.
6. Click **Request New/Update**
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 MU4R filing or the **Delete** button to delete the pending filing that is outstanding.
7. On the left navigation panel, click **Criminal Background Check**.
8. Select the "I am requesting a Federal Criminal Background Check" checkbox.
9. Confirm the following background check method: 
10. Review the demographic information for accuracy and click **Save**.
11. Click **Attest and Submit** on the left navigation panel or the **Next** arrow at the bottom of the screen. A legal attestation will appear.
12. Click **Submit Filing** at the bottom of the page to agree to the attestation and submit the filing.
13. Once the filing is submitted you will see the following processing screen:

Filing Submission

 Your filing is being processed.
Thank you for your submission.

This filing will be submitted to your employer for review and/or confirmation. If you authorized a new **criminal background check** and selected "Submit new fingerprints" as part of that authorization, you will need to complete the fingerprinting process as instructed by your employer. Otherwise, your employer will notify you if any further action is required.

14. For further instructions regarding the criminal background check and fingerprinting process please contact your institution.

NOTE: If fingerprints were taken on cards provided to the MLO by Fieldprint the MLO can contact Fieldprint at 877-614-4361 to have the second set of prints submitted.

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