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 Log in to NMLS in the upper right corner.

3. Select the appropriate context: Federal, if applicable, and Log into NMLS.

4. Select FILING in the top right corner.

5. Select the MU4R 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: Submit New Prints

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:
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).