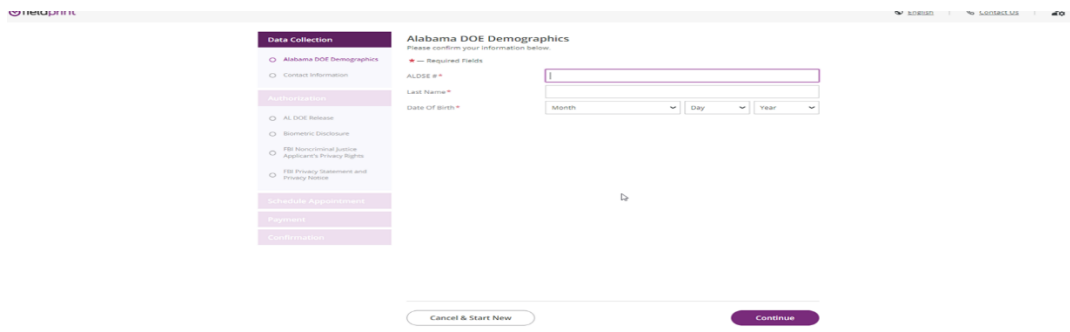
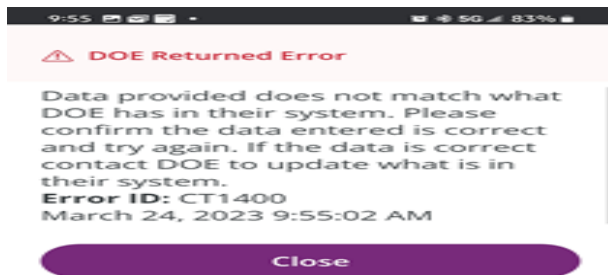


A small number of applicants are finding an error message when they reach this screen in the Fieldprint environment during registration. The issue is actually occurring in AIM. The applicant has inadvertently added a space behind one or more of the name fields during registration. Example: Instead of “AMY” the name is being interpreted as “AMY “. Fieldprint is looking for “AMY” and considering it a non-match and displaying the error message. The applicant should simply return to AIM to update and save the name fields and return to Fieldprint to continue registration. Please see the screen shots below for assistance in overcoming the error message. We have reported the issue to our IT team, and we hope to have a permanent solution soon.



The screenshot shows a mobile application interface for "Alabama DOE Demographics". On the left, a "Data Collection" sidebar lists several steps: "Alabama DOE Demographics" (selected), "Contact Information", "Identification", "AL DOE Release", "Biometric Disclosure", "HIP Nonmedical Justice Applicant's Privacy Rights", and "HIP Privacy Statement and Privacy Notice". Below these are buttons for "Schedule Appointment", "Payment", and "Confirmation". The main content area is titled "Alabama DOE Demographics" and includes a sub-header "Please confirm your information below." and a legend "Required Fields". The form contains fields for "ALDSE #", "Last Name", and "Date of Birth" (with dropdowns for Month, Day, and Year). At the bottom, there are two buttons: "Cancel & Start New" and "Continue".



Go back to your AIM Account and log-in.

**Logout successful!** ✕  
Thank you. reginakelly5215@gmail.com is now logged out. [LogoutComplete]

## Log into AIM Help ?

ALSDE ID (or Email address):


Password:  👁️

[Log in ➔](#) [Forgot password?](#)

[Need an account?](#)

Select the dropdown arrow and choose "User Profile".

Thu, 23 Mar 2023 1:25 PM Stage (STAGWEB1) IDEM Stage Idem (alsdestagesqli1)(1 IDEM) reginakelly5215@gmail.com ⌵ Logout

 **Services Portal**  
STAGEAIM.ALSDE.EDU/

My Services ▾ Help ▾

- Alabama Joint Purchasing (ALJP) E-Rate
- Child Nutrition Program (CNP) Child Nutrition Programs
- Courses Instructional Services
- Fieldprint Background Check Educator Certification
- Pupil Transportation Certification Pupil Transportation
- Registered School Information Admin and Financial Support

**REGINA KELLY**  
ALSDE ID: RXK-0124-4247

- My Applications
- User Profile
- EdDir Positions
- Logout

Version 2021.0826.4.1-beta

Select the "Edit Name Button".

**ALSDE Identity Management**  
STAGEAIM.ALSDE.EDU/

### User Profile

Name	ALSDE ID	Demographic Details
Regina Kelly <a href="#">Edit</a>	R/KK-0124-4247 <a href="#">i</a>	SSN: xxx-xx-9595 Sex: Female Date of birth: Thursday, Oct 10, 1996 Work phone: 334.694.4557 <a href="#">Edit</a> View additional demographic details

Remove and re-enter all name fields. Be sure not to enter a space before or after each name and select 'Save.'

## User Profile

**Name**

Title:

Legal first name:

Legal middle name:

Maiden name:

Legal last name:

Suffix:

Your name has been updated in AIM.

## User Profile

The screenshot shows a 'User Profile' page. On the left, under the 'Name' section, a green notification box states 'Name has been updated.' with a close button (X). Below this, the name 'ReginaKelly' is displayed in a grey box. An 'Edit' button is located at the bottom of this section. On the right, the 'ALSDE ID' is shown as 'RXK-0124-4247' in a grey box, with an information icon (i) below it.

Click "My Applications" and select the Fieldprint Background Check Tile.

The screenshot shows the 'Services Portal' interface. The top navigation bar includes the date 'Thu, 23 Mar 2023', time '1:25 PM', and user information 'Stage (STAGEWEB1) IDEM' and 'Stage Idem (alsdestagesqli\1\1 IDEM)'. The user's email 'reginakelly5215@gmail.com' and a 'Logout' link are also visible. The main content area features a grid of service tiles: Alabama Joint Purchasing (ALJP), Child Nutrition Program (CNP), Courses, Fieldprint Background Check, Pupil Transportation Certification, and Registered School Information. A dropdown menu is open, showing 'My Applications' circled in red, along with 'User Profile', 'EdDir Positions', and 'Logout'. The 'Fieldprint Background Check' tile is highlighted in the grid.

Return to Fieldprint, log-in and continue registration.

The screenshot shows the 'fieldprint' login page. The header includes the 'fieldprint' logo and links for 'English' and 'Contact Us'. The main content area is divided into two sections: 'Sign Up' for new users and 'Returning User Login' for existing users. The 'Log In' button in the 'Returning User Login' section is circled in red. The page also includes a welcome message and a URL: 'Welcome to Fieldprint® This is a testing environment, if you are not a test user go to https://schedule2.fieldprint.com'.