

Helping CHL Applicants Stay on Target

Texas DPS continues efforts to **STREAMLINE** the application process. In the latest rounds of **IMPROVEMENTS** we have made the CHL application, Law Book and the supplemental documents available to the general public.

We have updated and **SIMPLIFIED** many of the forms, but most importantly the forms are downloadable from our website making it **EASIER** for instructors and applicants, to get what you need **QUICKER!**

By providing direct access to resources, customers are able to apply online or download application materials **24/7**.



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“Three Ways To Apply!” When it comes to applying, CHL applicants have options

Option 1 – Apply Online

Applicants can take full control of the application process, from beginning to end.

From the CHL website applicants can:

- Complete & submit the CHL web application
- Submit the application fee
- Schedule electronic fingerprints with L1
- Find a CHL instructor

Then complete the application process by mailing in supplemental documents and proof of CHL course.

Option 2 – Download Application & Forms

Applicants who aren't sure about applying online can still take advantage of our online resources.

From the CHL website applicants can:

- Download, print and fill out the application and supplemental forms
- Find a CHL Instructor

Then complete the application process by mailing in the paper application, supplemental documents, any applicable fee, fingerprints (electronic or paper) and proof of CHL course.

Option 3 – “One Stop Shopping” With CHL Instructors

For applicants who want the convenience of “one stop shopping,” instructors can still offer the full array of application services by printing applicant packets.

Since DPS is making the application and forms available to the public on the CHL website, DPS will **discontinue mailing packets** to instructors. However, if the student chooses the convenience of “one stop shopping,” instructors can opt to pass on the cost of printing to their students.

Our Goal

Make Concealed Handgun Licensing information and materials readily available, easy to access and current.

Download the CHL forms by:

Logging onto the TX DPS website

Then click on "Concealed Handgun", under Top DPS Links

Then select "Downloadable Forms" at the top left, under Licensing Links

Select the form you need and either save the file and then print

Or print it directly from the website

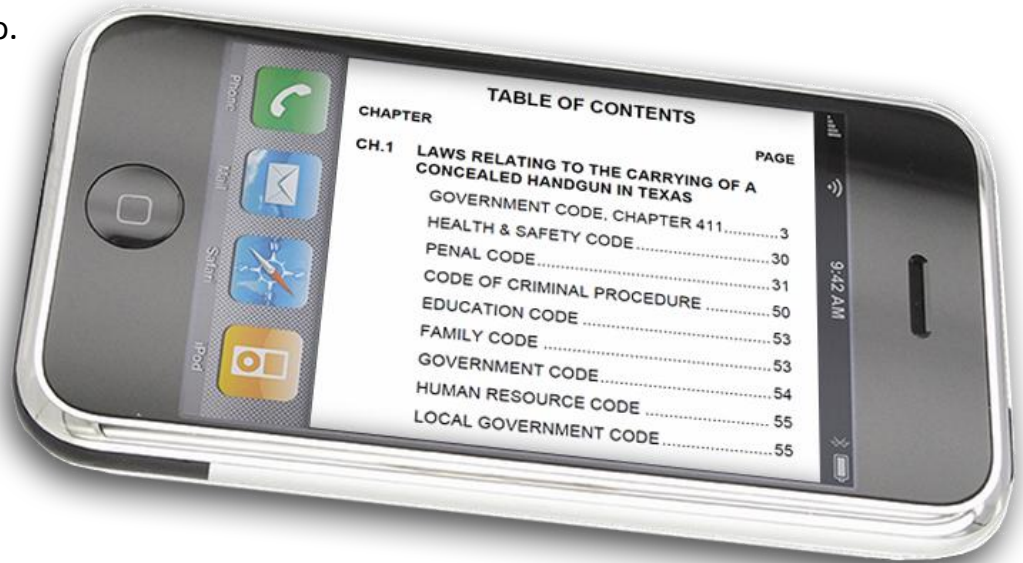
Downloadable forms are:

- Printer Friendly
- Up-to-date, to ensure your students have the latest information
- Easier to read, understand and complete
- Complex forms have been broken out into supplemental forms, so you only use what you need.

CHL "e-Law Book" On Your Mobile Device

Have the Law Book at your fingertips... anywhere!

Download the CHL Law Book PDF to your mobile device for viewing and easy referencing. Instead of printing the Law Book, now you can take it wherever you go.



COMING SOON! In October, the department will offer the CHL-16 "CHL Law Book" for purchase through the DPS General Services department. Consumers and instructors will have the option to purchase the CHL-16 directly from the state.

KEEP IN MIND that the entire publication is available now as a free download on the CHL website. You can print the Law Books yourself on single or double sided paper in booklet form. Alternatively, print shops (e.g. FedEx Kinko's or other vendors) offer services for booklet printing.

All "Photo Holders" are NOT created equal.

We've seen an increase in the rejection of incomplete applications, mainly because of confusion with the term **Photo Holder**.

It appears that some merchants place the passport photos in a protective sleeve labeled "Photo Holder."

Then when applicants submit their passport photos, they submit them with the merchant's Photo Holder sleeve instead of the required **CHL-6 Photo Holder/ID Signature form**. This results in a delay in the CHL application process.



The CHL-6 form is available on the CHL website.



“The Proof Is In The Printing”

We’ve seen the results, and applicants are learning about the benefits of submitting **ELECTRONIC FINGERPRINTS!**

For those students who choose not to use the L1 service, they will need to provide fingerprints on an applicant fingerprint card. Keep in mind:

- DPS will **no longer be providing** applicants or instructors with applicant fingerprint cards.
- If a customer chooses the convenience of “one stop shopping” (i.e. getting fingerprints from the instructor), instructors will have the option to pass on the cost of **purchasing the fingerprint cards** to their students.

Online Resources to purchase FD-258 applicant fingerprint cards:

- Websites such as www.amazon.com have the fingerprint cards readily available.
- OR *Google* the keywords: FBI Fingerprint Cards or FD-258 to find other online vendors.

FINGER TIPS

If L1 is available in your area, encourage your students to have their fingerprints digitally scanned. The benefits are worth the trip.

- Cost to applicants - **\$9.95**
- Applicants that have their fingerprints digitally scanned, means **LESS ADMINISTRATIVE OVERHEAD** for instructors and more time for instruction.
- Digital fingerprints have a 98% accuracy rate, which means **FEWER REJECTS** and the inconvenience of reprinting for applicants.
- L1 Digital fingerprints are uploaded to the state’s computer **AUTOMATICALLY**, while other prints have to be submitted through the mail.
- **QUICKER** fingerprinting processing times
- Accurate fingerprint classification **ENSURES** a good criminal history check.

To find an L1 location or to get more details regarding their service visit the CHL website.

“An ounce of prevention is worth a pound of cure.”

-Benjamin Franklin

Before your students come to class, make them aware of the online resources at the CHL website.

- Please encourage your students to do some research (**ensuring their eligibility and getting familiar with information on the TX DPS website**) prior to making the decision to apply for a CHL.
- Suggest that students apply for a CHL online or that they download and complete the forms prior to class arrival.

TIPS To Help Customers Locate Online Resources

A few suggestions to assist students who may not have access to the internet or who may need a little help with computers:

- Suggest a family member assist them with downloading the forms or helping them apply online.
- Familiarize yourself with local internet access points, such as public libraries.
- Give the applicants the CHL Customer Service number for assistance with downloading and/or with completing forms
1.800.224.5744



Howdy Y'all!

A "Big Texas Welcome" to the **428** new CHL instructors that were certified during the **2010 summer** instructor training. You are now part of an extensive network of highly motivated & prestigious CHL instructors.

Get to know other instructors in your area and tap into the wealth of knowledge that resides in this great **CHL community**.

Your Two Cents...

In our continual efforts to improve our service, we welcome questions, feedback and input from our customers.

General questions from the public:
CHL@txdps.state.tx.us

General questions from instructors:
CHLinstructors@txdps.tx.us

All questions by phone:
1.800.224.5744

Don't Get Left Off The List!

Certified CHL instructor contact information is listed in the CHL's Opt-In list, for potential CHL applicant's to see. CHL instructors are required to give us permission before we can post your information onto our website.

To have your Concealed Handgun Instructor contact information published, e-mail us at CHLinstructors@txdps.state.tx.us and be sure to include:

- Name
- Instructor Number
- Web Address
- E-mail Address
- Phone Number
- County (where you provide service)

Working Together To Bring You Better Services

Our Call Center gets hundreds of calls from instructors and we frequently hear "Why don't you hold more instructor classes?"

Our Solution: [Quarterly Training for CHL Instructors](#)

Our firearm trainers and instructor licensing group worked together and developed a strategy to provide CHL instructor training on a quarterly basis so that new instructors wouldn't have to wait for the summer enrollment period to get licensed.

Here's how it works:

- Quarterly classes will be available to the first 100 applicants.
- Space is filled on a first come-first served basis upon receipt of an instructor's completed application packet.
- Instructors that don't make it onto the training list that quarter can be scheduled for the following quarter.

We have had such great success scheduling for the Instructor classes, that the next two sessions are already FULL. Your **next opportunity to get certified** will be Summer enrollment of 2011. Please continue to look on our website for specific dates. Don't miss out!



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