If I understood you correctly, then you have written next equation:
$y^{||} + 4y^{|} + 3y = 12$
Solution:

Let's write the characteristic equation of ODE:
$x^2 + 4x + 3 = 0$
$D = b^2 - 4ac = 16 - 4 * 3 = 4$
$x_1 = \frac{-b + \sqrt{D}}{2a} = \frac{-4 + 2}{2} = -1$
$x_2 = \frac{-b - \sqrt{D}}{2a} = \frac{-4 - 2}{2} = -3$

The general solution of the given differential equation is
$y = y_{particular} + C_1 * e^{-t} + C_2 * e^{-3t}$
Now find $y_{particular}$ which have such form:
$y_{particular} = A$
$y^{|}{}_{particular} = 0$
$y^{||}{}_{particular} = 0$
Now substitute these roots into the ODE:
$0 + 4 * 0 + 3 * A = 12$
$A = 4$

Now general solution is:
y=4+$C_1 * e^{-t} + C_2 * e^{-3t}$

Answer: y=4+$\boldsymbol{C_1 * e^{-t} + C_2 * e^{-3t}}$