

# FINGERPRINT APPLICATION PROCEDURE:

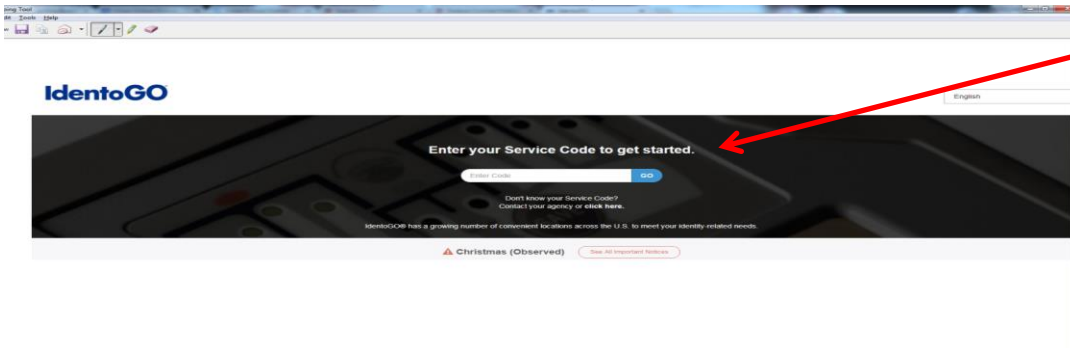
## REGISTRATION:

- Applicant must register prior to going to the fingerprint site.
- Walk-in services are available, however, all applicants are required to complete the pre-enrollment process.
- **2 ways to pre-enroll:** <https://uenroll.identogo.com> or 1-844-321-2101
  - Available online 24 hours/day 7 days/week
  - Available by phone Monday through Friday 8:00AM-6:00PM
  - During pre-enrollment, you will enter all demographic data (name, address, etc.)
- When registering on-line, you must use the appropriate agency specific **Service Code:**
  - **1KG6XN FOR EMPLOYEES**
  - **1KG6Y3 FOR VOLUNTEERS**

\*\*\* Using the correct service code ensures the background check is submitted for the correct purpose.

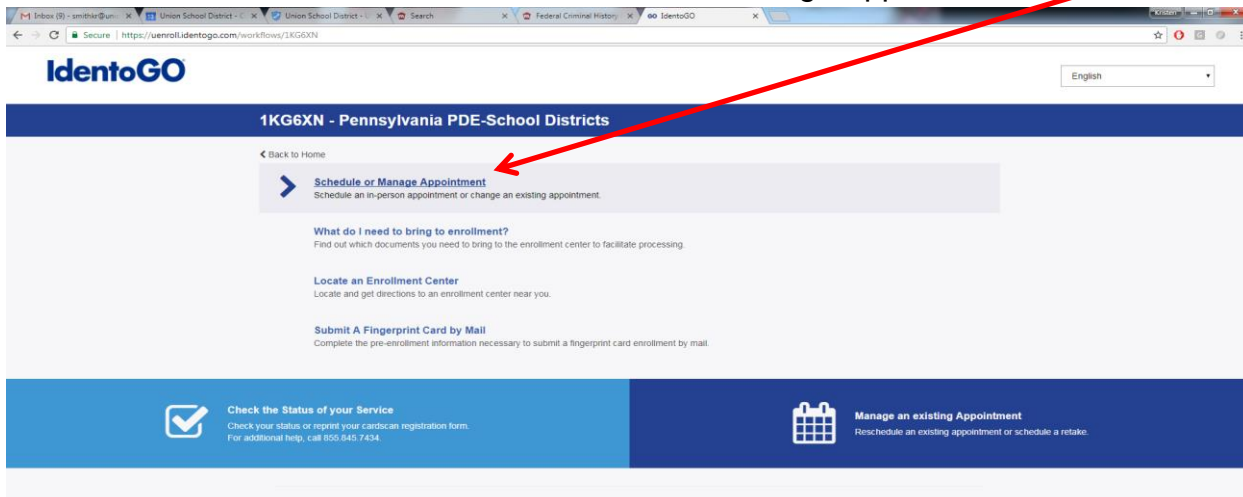
\*\*\*If an applicant enters the wrong code by mistake, the incorrect applicant type will appear at the top of the screen. The applicant should select the “Back to Home” button and begin the process again, by reentering the correct Service Code.

\*\*\*If the applicant proceeds with the process under the incorrect code, the pre-enrollment and/or results cannot be transferred to another state agency and the applicant will have to start the process over and pay for the background check again.



ENTER SERVICE CODE  
HERE AND CLICK GO

- At the next screen, select Schedule or Manage Appointment:



- Fill out the Demographics Information, select method of ID and select a Fingerprint Site. **(Riverview IU6 is still a fingerprint site)**
- You will receive a Confirmation and UE ID Number (Universal Enrollment ID Number)
- When obtaining fingerprints, be sure to use the method of ID listed in the demographic information section of the pre-application.
- **Payment** - The applicant will pay a fee of \$22.60 for the fingerprint service and to secure an unofficial copy of the Criminal History Record. Major Credit Cards as well as Money orders or cashier's checks payable to **MorphoTrust** will be accepted on site for those applicants who are required to pay individually.
- After registration, the applicant proceeds to the fingerprint site of your choice.
  - The location of the fingerprint sites and days and hours of operation for each site are posted on IDEMIA's website at <https://uenroll.identogo.com>.
- After the identity of the applicant has been established, all ten fingers are scanned to complete the process. The entire fingerprint capture process should take no more than three to five minutes.
- Applicants must present their **UEID** to the Central Office (as shown on the receipt provided after fingerprint capture).
  - Applicant may visit the UEP website (<https://uenroll.identogo.com/>) and simply check status of their file by providing alternate personal information. Applicants will enter their personal information after clicking in the lower portion of that screen to obtain their receipt with the UEID.
- Applicants will receive an unofficial copy of their report.

## **FINGERPRINT CORRECTIONS AND RESUBMISSIONS**

In some cases, a classifiable fingerprint record cannot be obtained. Immediately upon indication, IDEMIA will take corrective action to notify the applicant of the need to re-print the applicant at no cost to the applicant. This corrective action will be completed at the earliest possible time that is convenient for the applicant. IDEMIA will contact the applicant directly via email should a re-print be necessary. NOTE: Reprinting can be applied to each applicant one time only.

If the applicant's fingerprints are unable to be transmitted electronically by IDEMIA to the FBI a second time, the applicant will be notified that a "name check" process will be instituted. The name check is a manual review of records completed by the FBI, with the results being sent to PDE. Upon receipt of name check results from the FBI, PDE mails a letter directly to the applicant. The letter contains the applicant's name check results and may be presented to schools in lieu of the electronic report. This process takes 4 – 6 weeks; please allow ample time for fingerprinting.