IdentoGO
By IDEMIA

Florida Non-Resident Live Scan Processing Procedures

Applicants who reside outside the State of Florida are required to use IdentoGO Card Scan Processing Program. This program utilizes advanced scanning technology to convert a *traditional fingerprint card* (hard card) into an electronic fingerprint record. The section below details the procedures for submitting fingerprints to the Live Scan Processing Unit.
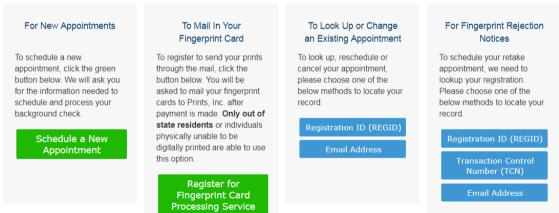
> Applicants MUST REGISTER AND PAY via www.identogo.com OR by calling 800-528-1358.
> **NOTE:** Cards that are submitted without being registered and paid for will be delayed and/or sent back to the Applicant.

Applicants must go online to the IdentoGO website (www.identogo.com) or call the toll free registration center at 1-800-528-1358 and complete the registration process. You will be asked to provide basic information about yourself and what agency you will be fingerprinted for. Follow online instructions until you get to the Appointment Details page. Select the **"Register for Fingerprint Card Processing Service"** option (see below).

Fingerprinting & Enrollment Services

For Licensing, Certification or Employment requirements in Florida

For New Appointments

To schedule a new appointment, click the green button below. We will ask you for the information needed to schedule and process your background check.

[Schedule a New Appointment]

To Mail In Your Fingerprint Card

To register to send your prints through the mail, click the button below. You will be asked to mail your fingerprint cards to Prints, Inc. after payment is made. **Only out of state residents** or individuals physically unable to be digitally printed are able to use this option.

[Register for Fingerprint Card Processing Service]

To Look Up or Change an Existing Appointment

To look up, reschedule or cancel your appointment, please choose one of the below methods to locate your record.

[Registration ID (REGID)]
[Email Address]

For Fingerprint Rejection Notices

To schedule your retake appointment, we need to lookup your registration. Please choose one of the below methods to locate your record.

[Registration ID (REGID)]
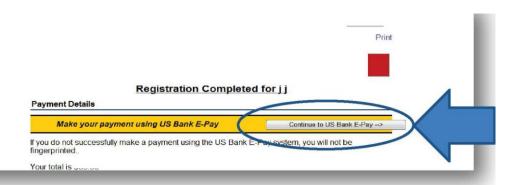[Transaction Control Number (TCN)]
[Email Address]

When you get to the end of providing your personal and agency information, your registration is complete but your payment has not yet been processed.

Click on the link to complete the US BANK E-PAY Payment process.

You <u>may not</u> send fingerprint cards without a <u>Payment Confirmation Number</u>. YOU MUST CONTINUE TO

THE PAYMENT SCREEN TO COMPLETE YOUR PAYMENT.

- Applicants registering for the Department of Financial Services will receive a fingerprint card packet with specific instructions. IdentoGO mails the card packet within 2 days of registration. Per US Postal Service guidelines, it may take up to 14 calendar days to receive your cards. DFS applicants must use the fingerprint cards provided by IdentoGO. All other applicants should obtain a fingerprint card from their requesting agency or from your local law enforcement agency.

- Applicants must be fingerprinted by a local law enforcement agency or other agency authorized to collect fingerprints. Many security companies provide this service. These fingerprints may be either traditional ink rolled fingerprints or Live Scan fingerprints.

- Applicants need to make sure the fingerprint card is completely filled out and matches what has been submitted during the registration process. Required information includes: ORI number, full name, social security number (if required by agency), date of birth, home address, sex, height, weight, hair color, eye color, place of birth (state or country only), citizenship, and reason fingerprinted.

- The ORI number that should be used on the fingerprint card is usually available on the processing instructions provided by the state agency.

- Reason fingerprinted should specify what type of license the applicant is applying for (construction, elder affairs, bar applicant, etc.)

- **Failure to completely fill out the information on the fingerprint card will result in the card being returned to the applicant, which will delay the licensing process.** If there is a discrepancy between the information provided in the IdentoGO registration system and the information provided on the card, the IdentoGO registration system information will be used.

- The fully completed card should be mailed to the following address:

Department of Management Services applicants **ONLY** please follow the directions provided by your agency for submitting your hard card for processing. **Do not send your cards directly to IdentoGO;** they will be returned to you unprocessed resulting in a delay in your background check processing.

All other applicants (including Florida Bar Association), please send your completed hard cards to:

Prints, Inc.
Florida Card Scan
336 East College Ave.,
Suite 301
Tallahassee, FL 32301

DO NOT FOLD CARDS

Please note: The ORI number and reason fingerprinted must be supplied to you by the Agency requiring you to be fingerprinted. Fingerprint cards will be processed for the submission type indicated and paid for by the applicant at the time of registration. Additional processing fees will apply if the applicant registers for the wrong submission type.