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CO CABS Frequently Asked Questions (FAQ)

Q: **What is CABS?**
A: The Colorado Applicant Background Services (CABS) is the name of the statewide vendor serviced applicant fingerprint based background check program contracted by the State of Colorado and overseen by the Colorado Bureau of Investigation (CBI) and is being implemented in response to Senate Bill 17-189. For more information about the CABS program, you may visit the CBI Employment Background Check page.

Q: **What is the cost for fingerprinting?**
A: The CBI has awarded contracts with a vendor-processing fee of **$10.00** per applicant plus the state and FBI fees (if required). The amount of the state and FBI fees vary by applicant type and other factors determined by the CBI. This $10.00 fee is used by the vendor to provide the contractually required statewide service offering that includes all equipment, enrollment centers, staffing, secure infrastructure, data center, call center, help desk, etc.

Q: **Can I continue to use paper cards for employment or licensing purposes?**
A: The stated policy of CBI is that physical fingerprint cards will not be accepted thirty days after the CABS program rollout, which is scheduled for September 24, 2018. IDEMIA has a process for accepting paper cards from out of state applicants for digitizing and electronically submitting this information to the CBI as a part of the state contract. Contact your state employing or licensing agency for details on how to complete this process.

Q: **As a Colorado electronically submitting agency, can I continue to use my current livescan equipment?**
A: The stated policy of CBI is that agencies who currently complete electronic live scan fingerprinting and submission of those prints to the CBI for their applicants in-house will have until July 1, 2021 to participate in the program to allow for end-of-lifespan of their current live scan machines.

Q: **What is a Service Code and how do I get one?**
A: The IDEMIA Service Code is a simple 6-character value that is assigned to various combinations of Reason for Fingerprinting, CBI SDDS account, fee, and other unique data requirements for the applicant groups that need to have their fingerprints processed for employment and licensing. Use of Service Codes virtually eliminates the issues normally encountered when applicants have to choose these various options on their own. These errors create the need for re-printing due to the applicant choosing the wrong values. Service Code values have been communicated to each employing and licensing agency.

Q: **The UEP system says my Service Code is not valid. Why is that?**
A: If you are trying to use a Service Code for Colorado prior to the September 7 activation of Service Codes, then all Service Codes for Colorado with show this error. If you are attempting to use a service code after that date, you should double check that you are entering the value correctly. If you are receiving this error when using an agency service code hyperlink, you should check with your employing/licensing agency about the Service Code you are attempting to use and enter the value directly into the registration system.

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Q: **How can I find a fingerprinting location near me?**

A: Since enrollment center locations and the days/hours of operation for those centers are being adjusted over time in response to contractual requirements, volume, and convenience, posting any fixed location list for reference outside of the pre-enrollment site is not available to avoid confusion. The best way to check this information is to use your service code on the https://uenroll.identogo.com site, and then click on the "Find a Location" link. Prior to the go-live date and Service Code activation for CABS, IDEMIA has posted a general list of city and days/hours of operation of our initial enrollment center locations at https://www.identogo.com/locations/colorado.

Q: **Will I need to know any specific agency information before I schedule an appointment?**

A: Applicants should check with their employing/licensing agency about any information required for their enrollment process. Having the IDEMIA Service Code is a key value. Some applicant groups can simply use their service code, which will allow the IDEMIA system to complete the remainder of the information used by CBI to process and return results to the agencies. Other applicant groups will need to supply their CBI Account Number. That number is the key value that lets the transaction be processed and results returned to the proper SDDS account location where the proper agency sees the criminal history results. Daycare and similar entities will also need to provide a Daycare License Number as a part of the prompting during pre-enrollment.

Q: **The registration system says my agency CBI Account Number or Daycare Licensing Number is invalid or not found. Why is that?**

A: Applicants should verify the CBI Account Number or Daycare Licensing Number with their employing/licensing agency. The data for new CBI Account Numbers and Daycare Licensing Numbers are loaded in each day into the registration system from a file delivered by CBI. If the account or Daycare is a recent addition to this list, it is possible there could have been an issue with the timing of the data load, or account creation by CBI, and should be added to the system in a relatively short time.

Q: **As an applicant requiring fingerprinting for the first time, do I need to pre-register and schedule an appointment?**

A: Yes, applicants need to pre-register and schedule an enrollment time before going to an IdentoGO site to be fingerprinted. This pre-enrollment and scheduling process collects critical information ahead of time to create a successful and quick processing experience when you reach the enrollment center. Contact your agency or employer for more information about your service code and fingerprinting process requirements.

Q: **Will the vendor have access to my criminal history results?**

A: The CABS program will not affect the way the results of the background checks are currently administered. All background check results will continue to be provided to the respective agency accounts via the CBI's Secure Document Delivery System (SDDS) as they are today. IDEMIA will not have access to any applicant Criminal History result data at any time.

Q: **What is the first day for an applicant to be fingerprinted at an IdentoGO site?**

A: Appointments will be available for scheduling as new sites are deployed beginning during the month of September, with the full group of initial sites being available by September 24th, 2018.

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Q: **What is a UEID?**
A: UEID is the IDEMIA tracking number for each applicant record. This identification number is used by IDEMIA and is NOT exchanged with CBI. This value is not a replacement for the PCN (transaction number). Both the UEID and the PCN are included on the receipt provided to the applicant at the time of fingerprinting along with a web link for the applicant to use in tracking transaction status.

Q: **Is there be an option for mobile fingerprinting services?**
A: Yes, the contract with IDEMIA allows for mobile fingerprinting services for large groups (defined as 30 or more) as scheduled by the agency for a designated location.

Q: **Can I be re-printed following a fingerprint quality rejection at an IdentoGO center if I was originally printed by another method/vendor?**
A: No, once an applicant begins a fingerprint cycle with a method/vendor, they must be re-processed without charge by continuing to use that method/vendor. Part of the reprinting process includes use of the previously used PCN value, and only the original submitting method/vendor would have access and the ability to use that value for reprinting.

Q: **What if I do not yet have a CBI issued SDDS Billing Account?**
A: CBI directs any agency/entity that has not yet set up a CBI SDDS billing account for the purposed of having a new applicant group set up for processing to contact the CBI at 303-239-4208.

Q: **What is 'IdentoGO'?**
A: IdentoGO is a brand name used by IDEMIA for Enrollment Services. All website and location signage will include this brand name for consistency in name and logo. The company name will continue to be IDEMIA.

Q: **How do I become a fingerprinting site?**
A: Contact IDEMIA about becoming an IdentoGO center by visiting their website and complete the online Partner Inquiry Form at https://www.IdentoGO.com/partners.