

Digital Fingerprint & Electronic Criminal Background Check Services Frequently Asked Questions (FAQ's)

MISCELLANEOUS:

Q: What is PASafeCheck?

A: PASafeCheck is the name of the background check system that will be used by IDEMIA to process applicant digital fingerprint background checks for the Commonwealth of Pennsylvania.

Q: What does the acronym 'UEP' represent?

A: The acronym 'UEP' represents the Universal Enrollment Platform, and is the innovative solution provided by IDEMIA (MorphoTrust LLC) to simplify and reduce costs.

PRE-ENROLLMENT (REGISTRATION) PROCESS

Q: As an applicant, requiring fingerprinting, do I need to pre-register?

A: Yes, applicants need to pre-register.

Q: Do I need to make an appointment before showing up at an IdentoGO site?

A: Appointments are not required, but pre-registration is required. Once registered, applicants may walk-in during a location's posted hours of operation but scheduling an appointment may lead to lesser/no wait times.



Q: Am I able to have multiple pre-enrollments for the same service code?

A: If the applicant needs to be printed twice under the same Service Code, they must be printed on the first pre-enrollment BEFORE they pre-enroll and get printed again.

SERVICE CODES:

Q: What is a Service Code?

A: The Universal Enrollment Platform, UEP, assigns a unique Service Code for each unique combination of Agency and Applicant Type. This six-character Service Code is used to accurately identify the Agency, Reason for Fingerprinting, price for the transaction, and other applicant-type specific items.

Q: How do I obtain my service code to register for my background check?

A: Obtaining a service code will vary by agency. It may be shared by visiting your agency website or by mail/fax communication. If a Commonwealth agency pre-authorization is required to register for a background check, the agency will provide the service code. Please contact your employer, potential employer, agency contact, or licensing agency to find out how to obtain your Service Code. IDEMIA staff are not permitted to provide the Service Code onsite or to callers. [Links to the commonwealth agency websites are available by clicking here.](#)

FINGERPRINT SITES/SERVICE:

Q: Where are the IdentoGO sites located?

A: Applicants should use <https://www.IdentoGO.com/locations> to find a location. Applicants will also be able to find the nearest location from the UEP registration.

Q: Will there be an option for mobile fingerprinting services?

A: Yes, the contract with IDEMIA allows for mobile fingerprinting services for large groups (defined as 20 or more) as scheduled by the agency for a designated location. The Contractor (IDEMIA) shall acknowledge all mobile service requests within 48 hours and provide mobile services within two (2) weeks of the request. This two (2) week timeline begins once the requestor and IDEMIA agree to all arrangements.

Q: How do I request mobile fingerprinting service?

A: To request a mobile fingerprint event, a request must be sent to the Contractor, IDEMIA, at: statemobileservices@us.idemia.com

Mobile event service requests must include as much information regarding your specific needs. Information should include, at a minimum, the Point of Contact name (and contact information), facility and address that will be hosting the event, the approximate volumes for the mobile service, and the timeline or requested date(s) for the on-site session.

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>.

BACKGROUND CHECK SERVICES

Q: Is there a waiver process for an applicant who has a physical condition which makes obtaining fingerprints difficult?

A: There is no waiver that can be granted. Obtaining prints, whatever the quality due to physical incapacity, is required. If prints are unusable they will be rejected and processed as a name-based check. See name-based check for additional information.

Q: What is the standard process for a name-based check?

A: Prints must be taken and submitted twice and be rejected both times to initiate a name-based search. The second rejection triggers an automatic name-based search. The standard turn-around time to receive the results from the FBI, for a name-based search, is four (4) to six (6) weeks. Once the results are received from the FBI, they will be processed in accordance with the applicable agency policy and process.

ARCHIVED QUESTIONS AND ANSWERS:

- Q: How long will it take for me to receive my refund from the Commonwealth's current supplier?
- A: Refunds by the Commonwealth's current supplier are to be processed on 11/29/17. Please contact the previous supplier if you have not received a refund for pre-payments made.
- Q: What is the first day for an applicant to register with IDEMIA (MorphoTrust) and be fingerprinted at an IdentoGO site?
- A: The first day for an applicant to register with IDEMIA (MorphoTrust) and be printed at an IdentoGO site will be 11/28/17.
- Q: If I registered and was fingerprinted with the Commonwealth's former supplier, but need reprinted after 11/28, what should I do?
- A: If a re-fingerprint is required and was not completed with the Commonwealth's former supplier before 11/27/2017, the applicant will be contacted by IdentoGO and will be issued a payment coupon. Registration with IDEMIA (MorphoTrust LLC) and re-fingerprinting at IdentoGO sites will be available as of 11/28/17. If you have not been reprinted, please contact Customer Service at (844) 321-2101 to speak to a representative about your reprint needs.
- Q: How long will the coupon for re-fingerprinting be valid?
- A: Coupon for re-fingerprint will be valid for 90 days.
- Q: Where/how do I get my coupon for re-fingerprinting with IDEMIA?
- A: Applicants who were fingerprinted and rejected under the Commonwealth's prior supplier will need to contact IDEMIA by phone, toll free at (844) 321-2101. Once the applicant is verified as reprint necessary, a payment waiver/coupon code will be provided to the applicant. Applicants should check emails for notice from IDEMIA regarding use of a coupon code or may call Customer Service at (844) 321-2101 to find out more information.