



## Fingerprint Background Check Services – State of Missouri Frequently Asked Questions (FAQ's)

- Q: What is the latest news on the Missouri Fingerprint vendor and program?  
A: The State of Missouri recently awarded the Applicant Fingerprint Services contract to IDEMIA. IDEMIA will begin fingerprint services for Missouri on August 6, 2018. The Criminal Justice Information Services (CJIS) Division of the Missouri State Highway Patrol is working with IDEMIA to implement the new fingerprint services contract. The CJIS Division, in conjunction with IDEMIA, will have changes and enhancements with the registration and fingerprint process. Enhancements include improved document verification prior to fingerprinting and capturing the applicant's signature electronically at the time of fingerprinting. Since we are currently working under a narrow implementation timeline, the CJIS Division and/or IDEMIA will be providing additional correspondence, via letters and through Email, regarding contract implementation and other enhancements as we move forward. Please view the CJIS Division's Home page as well as the MACHS website for additional information.
- 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: As an applicant, requiring fingerprinting for the first time, do I need to pre-register?  
A: Yes, applicants need to pre-register on the MACHS website. See your agency or employer for more information about registering with MACHS.
- Q: What is the first day for an applicant to be fingerprinted at an IdentoGO site?  
A: The first day for an applicant to register in MACHS and be printed at an IdentoGO site will be Aug 6, 2018.
- Q: Do I need to make an appointment before showing up at an IdentoGO site?  
A: Pre-registration through MACHS is required, but appointments are not required. Applicants may elect to schedule an appointment, but will also have the ability to see a list of nearby IdentoGO Centers and the hours of operation.
- 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 after registering on the MACHS website.
- Q: What is MACHS?  
A: MACHS (Missouri Automated Criminal History Site) is the name of the background check registration system that is used to collect applicant information and create a file for them to enroll for digital fingerprint capture in the state of Missouri.

Q: Will there be changes to the MACHS system or process?

A: It is important to note that the MACHS registration process will not change and the MACHS registration agency code(s) will not change. MACHS will be updated to direct applicants to the IDEMIA solution much the same that occurs with current supplier. It is also important to note that website and screen changes should be expected with IDEMIA, but the overall process will remain relatively the same. MACHS will begin exchange applicant data with IDEMIA's system starting August 6, 2018.

Q: What is the last day for an applicant to register in MACHS in order to be fingerprinted at former supplier site?

A: In order to be fingerprinted at the former supplier site, the last day for an applicant to complete MACHS registration is August 1, 2018. Any applicants that registered in MACHS prior to this transition date and are unable to complete fingerprinting by August 3, 2018, will need to register again.

Q: What is the last day for an applicant to be fingerprinted at former supplier site?

A: The last day for an applicant to complete printing with the outgoing/former supplier is August 3, 2018. Any applicants that registered in MACHS prior to this transition date and are unable to complete fingerprinting prior to or on the last day, will need to register again beginning on August 6, 2018.

Q: If I'm an applicant, and have registered in MACHS with the State's current supplier and was not fingerprinted by close of business on August 3, 2018, what do I need to do?

A: Any applicants that registered in MACHS prior to this transition date and are unable to complete fingerprinting prior to or on August 3, 2018 will need to register again in MACHS beginning on August 6, 2018.

Q: If I'm an applicant, and have registered with the State's current supplier and have not yet been fingerprinted, will I receive a refund?

A: Yes, the State's current supplier will handle refunds as requested for all those applicants that have registered, but have not been fingerprinted. The applicant will then have to register with IDEMIA and be printed at an IdentoGO site, beginning Aug 6, 2018.

Q: How long will it take for me to receive my refund from the State's current supplier?

A: Refunds and expected processing times will be handled by the State's current supplier.

Q: What is the MACHS Registration Code?

A: The MACHS website uses a 4 digit code to pre-register applicant data, and is provided by the requesting agency only. This code is used to accurately identify the Agency, Reason for Fingerprinting, price for the transaction, and other applicant-type specific items. The data is then transitioned to our UEP workstation for applicant printing.



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 MSHP. This value is not a replacement for the TCN, or MSHP tracking number.

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 30 or more) as scheduled by the agency for a designated location. The Contractor (IDEMIA) shall acknowledge all mobile service requests within 48 hours and can provide mobile services within 30 days of the request.

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>.