

Tennessee Non Resident Card Scan Instructions

Applicants who reside out of state, or are physically unable to go to a location to be fingerprinted may use the Card Scan Processing service. This program utilizes advanced scanning technology to convert a traditional fingerprint card (hard card) into an electronic fingerprint record. Converting a "hard card" into an electronic record enables an applicant to have their fingerprint record processed as quickly as if they had traveled to an electronic fingerprint processing location. The section below details the procedures for submitting fingerprints to the Card Scan Processing Unit.

Tennessee Licensing and Certification

- Applicants must go online to the enrollment website at (www.identogo.com) or call our customer service center at (855) 226-2937 and complete the registration process. During the registration process, applicants should select "Register for Fingerprint Card Processing Services" on the Fingerprint & Enrollment Services page. This will identify that a hard card will be mailed in for conversion to an electronic fingerprint record which will then be submitted to the Tennessee Bureau of Investigation.
- Applicants should complete the entire registration process; a confirmation number will be supplied at the end of the registration process. This number should be retained by the applicant for tracking purposes. This confirmation number must be recorded on the fingerprint card when it is submitted to ensure proper processing.
- Fingerprints must be submitted on standard FBI applicant cards (FD-258); use of other types of fingerprint cards will delay your processing. FBI applicant cards are available from your employing *or licensing agency*. Due to agency specific information, we do not provide fingerprint cards to applicants.
- Applicants should obtain a set of fingerprints from a local law enforcement agency or other entity that provides fingerprinting services. These fingerprint cards may be either traditional ink rolled fingerprints or electronically captured and printed fingerprint cards.
- Applicants need to make certain the following information is completed on the finger print card: Full name, Date of Birth, and the confirmation number provided at the end of the registration process.
- Applicants for **Department of Children's Services (DCS)** must have approval from the DCS Central Office Internal Affairs Division (IAD) to submit a hard card for processing via this method. Applicants must include a copy of their email from DCS/IAD authorizing the submission of a hard card. Failure to include a copy of the email from DCS/IAD will result in the card being returned to the applicant and will delay the process.

- If paying by Cashier's Check or Money Order, include the full name of the applicant on each check or money order. If one Cashier's Check or Money Order is being used as payment for more than one applicant, please include a list of all applicant names. Personal checks are not accepted. *Cashier's checks and money orders should be made payable to MorphoTrust USA LLC.*
- The fingerprint card along with the appropriate fee, if required and not paid by a Billing Account or Credit Card at the end of registration, should then be sent to the following address (for tracking security reasons, it is recommended that a shipping service with tracking service be utilized):

*IDENTOGO
Cardscan Department
6840 Carothers Parkway, Suite 650
Franklin, TN 37067-9929*

Please include at least two (2) means of contact for each applicant for which a fingerprint is submitted where the applicant can be reached if there are any questions related to the processing of the fingerprint card (for example, a daytime and evening telephone number or a cell phone number and email address, etc.).

- Applicants wishing to verify that a fingerprint card has been processed may call the call center at (855) 226-2937 and speak with a customer service representative. Please allow 5-7 business days from date of mailing.