

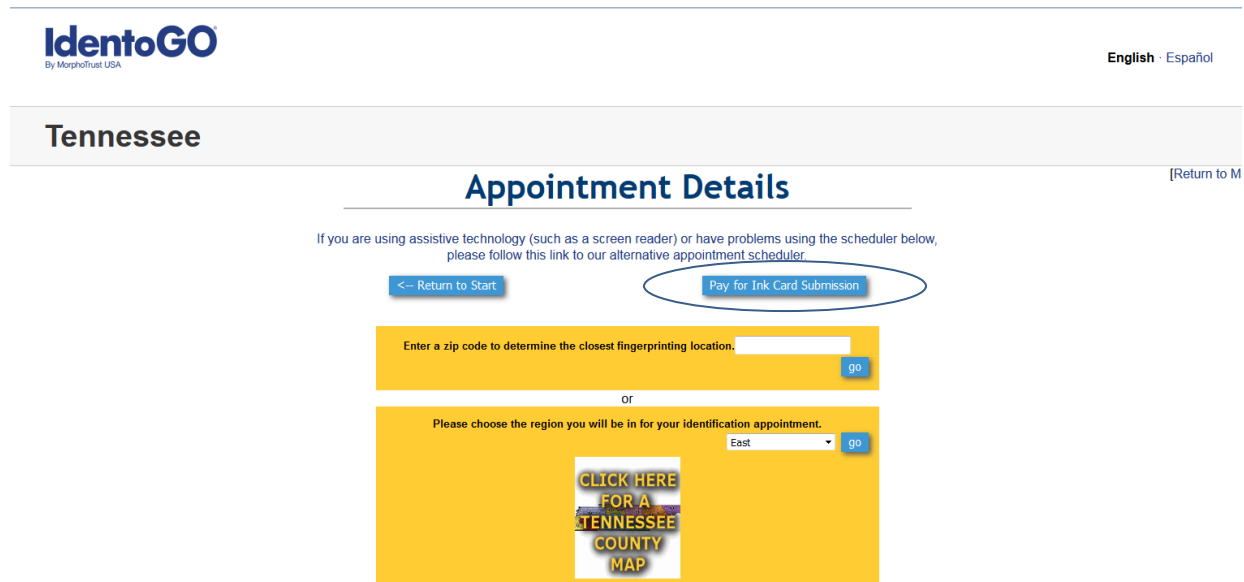
Tennessee Non Resident Card Scan Instructions



Applicants who reside out of state, or are physically unable to go to a location to be fingerprinted may use MorphoTrust's Card Scan 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 IdentoGO by MorphoTrust website (www.identogo.com) or call the toll free registration center at (855) 226-2937 and complete the registration process. During the registration process, applicants should select **"Pay for Ink Card Submission"** on the Appointment Details page. This will identify to MorphoTrust 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.



The screenshot shows the IdentoGO website interface for Tennessee. At the top, the IdentoGO logo and 'By MorphoTrust USA' are on the left, and 'English · Español' is on the right. Below this is a grey bar with 'Tennessee'. The main heading is 'Appointment Details' with a '[Return to M...]' link. A note states: 'If you are using assistive technology (such as a screen reader) or have problems using the scheduler below, please follow this link to our alternative appointment scheduler.' Below this are two buttons: '<-- Return to Start' and 'Pay for Ink Card Submission' (which is circled in blue). The next section has a yellow background and contains two options: 'Enter a zip code to determine the closest fingerprinting location:' with a text input and a 'go' button; or 'Please choose the region you will be in for your identification appointment.' with a dropdown menu showing 'East' and a 'go' button. At the bottom of the yellow section is a button that says 'CLICK HERE FOR A TENNESSEE COUNTY MAP'.

- 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 MorphoTrust for 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, MorphoTrust does 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 sure the following information is completed on the fingerprint card. **Required information includes: 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.
- The fingerprint card along with the appropriate fee, if required and not paid by Escrow 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):

*MorphoTrust USA
Tennessee Processing
3051 Hollis Drive, Suite 310
Springfield, IL 62704*

- Please include at least two (2) means of contact for each applicant for which a fingerprint card 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 (855) 226-2937 and speak with a customer service representative. Please allow 3 days from date of receipt before contacting MorphoTrust regarding processing status.

Card Scan Applicant Reprint Instructions

Applicants that are processed the first time as a Card Scan and receive a Rejection Notice from Tennessee Bureau of Investigation or the FBI will need to follow the instructions below to complete the fingerprinting process.

- Mail an additional fingerprint card to MorphoTrust along with a copy of the Rejection Notice.
- Please make sure to write the TCR number from the Rejection Notice on the actual fingerprint card in the field labeled **FBI No FBI**.
- The Applicant will **not** need to pre-register for the processing of a Reprint.
- The fingerprint card along with the copy of the Rejection Notice, should then be sent to the following address (for tracking & security reasons, it is recommended that a shipping service with tracking service be utilized):

*MorphoTrust USA
Tennessee Processing
3051 Hollis Drive, Suite 310
Springfield, IL 62704*

- Please include at least two (2) means of contact for each applicant for which a fingerprint card 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 (855) 226-2937 and speak with a customer service representative. Please allow 3 days from date of receipt before contacting MorphoTrust regarding processing status.

Failure to complete the process as stated on these instructions will result in the card being returned to the applicant, which will delay the process.