

## Universal Enrollment Platform Overview

### Tennessee Non-Resident Processing Instructions

Cardscan processing is available for those applicants residing outside of Tennessee or who are physically unable to visit an IdentoGo location. In order to complete the process, applicants must complete the following steps.

1. An Applicant should obtain a set of fingerprints from a local law enforcement agency or other entity that provides fingerprinting services. These fingerprints may be either traditional ink rolled fingerprints on a FBI (FD-258) fingerprint card or LiveScan fingerprints printed to a FBI (FD-258) fingerprint card.

**\*Please provide the following information to the technician capturing the fingerprints\***

- **Capturing Four-Finger Slaps:**

- Fingers must be placed vertically, straight up-and-down, when capturing the four-finger slaps as depicted to the right:



- **Capturing Individual Fingers:**

- Each finger and thumb will need to be rolled completely from one side of the fingernail to the other side of the fingernail.

- **Submitting Fingerprint Cards:**

- Fingerprints may be submitted on standard FD-258 FBI applicant cards.
- The fingerprint card must be completely filled-out in legible print. The following information must be included or the Fingerprint Card will not be processed:

- ✓ Full name
- ✓ Date of birth
- ✓ Social Security Number
- ✓ Home address
- ✓ Sex
- ✓ Height
- ✓ Weight
- ✓ Hair color
- ✓ Eye color
- ✓ Place of birth (state or country only)

2. Pre-enroll for cardscan submission at <https://identogo.com/locations/tennessee>. All processing fees will be collected during the pre-enrollment process. A pre-enrollment confirmation page will be provided once registration is complete.
3. Print and sign the completed pre-enrollment confirmation page, which includes the barcode printed on the top right of the page. Mail the signed pre-enrollment confirmation page and the completed fingerprint card to the mailing address provided by your agency or during the pre-enrollment process. For further instructions, each applicant should contact their employer or agency contacts for those details.

**\*NOTE - Cards received without completed and signed form will not be processed and will be returned for completion and re-submission.**

Please review the following pages for more detailed instructions regarding the Universal Enrollment Platform Pre-Enrollment process.

**Directions for Pre-enrollment and Payment – Required for ALL Fingerprint Cards**

1. Visit <https://identogo.com/locations/tennessee>. Select “Digital Fingerprinting”.

The screenshot shows the IdentoGO website for Tennessee. At the top, there is a navigation bar with the IdentoGO logo and links for Services, Solutions, Locations, News, and Partners. The main heading is "Tennessee". Below this, there is introductory text about IdentoGO Centers in Tennessee. A section titled "Important Notice regarding ePay Options" states that credit card payments online are no longer accepted as of April 15, 2019. Another section provides contact information for the Billing Department regarding NCAC accounts. The "Enrollment Services" section is titled "Select an Option Below to Get Started" and features five service cards: Digital Fingerprinting, TSA PreV®, HAZMAT, TWIC®, and FBI History Check. Each card includes a brief description of the service.

**IdentoGO** Services Solutions Locations News Partners

## Tennessee

Supporting the state of Tennessee, IdentoGO Centers are operated by IDEMIA, the global leader in trusted identities. Today, the company partners with many federal, state and local government agencies as well as businesses covering a variety of industries that count on us for the secure capture and transmission of applicants' fingerprints. We proudly serve millions of customers each year in our nationwide network of locations.

IdentoGO Centers provide convenient, professional environments for live scan (electronic) fingerprinting services, which are delivered by trained Enrollment Agents. IdentoGO is the preeminent live scan fingerprinting provider for the state of Tennessee and is a certified FBI Channeling Agent.

### Important Notice regarding ePay Options

Please be advised that effective April 15, 2019, we will no longer be accepting credit card payments online when scheduling appointments. All credit card payments must be made onsite at the time of the fingerprinting session.

Applicants, Employers, or Facilities wishing to provide a credit card in advance and not onsite should contact our Billing Department and complete paperwork to establish a NCAC account. [Click here for more information about NCAC accounts](#).

### Enrollment Services

Select an Option Below to Get Started

- Digital Fingerprinting**  
Fingerprinting for state and federal agency or employment requirements. Schedule a New Appointment, Change an Existing Appointment or Check your Status.
- TSA PreV®**  
An expedited security screening program connecting travelers departing from the United States with smarter security and a better air travel experience.
- HAZMAT**  
A threat assessment for any driver seeking to obtain, renew and transfer a hazardous materials endorsement on a state-issued commercial driver's license.
- TWIC®**  
A threat assessment for the Transportation Worker Identification Credential (TWIC®) program which includes workers who access secure areas of the nation's maritime facilities and vessels.
- FBI History Check**  
As an approved FBI Channeler, IdentoGO Centers can securely capture and transmit your individual information to the FBI and safely allow you to access your Federal background check results. NOTE: This information is for personal use only, NOT for employment or licensing submission.

- The next screen is where you are going to select that you would like to submit a fingerprint card for processing.

**For Licensing, Certification or Employment requirements in Tennessee**

**Important!** You must finish the registration process to be fingerprinted. You will receive an email or a confirmation number when registration is complete.

<p><b>For New Appointments</b></p> <p>To schedule a new appointment, click the green button below. We will ask you for the information needed to schedule and process your background check.</p> <p style="text-align: center;"><b>Schedule a New Appointment</b></p>	<p><b>To Mail In Your Fingerprint Card</b></p> <p>To register to send your prints through the mail, click the button below. You will be asked to mail your fingerprint cards to IdentoGO after payment is made. <b>Only out of state residents</b> or individuals physically unable to be digitally printed are able to use this option.</p> <p style="text-align: center;"><b>Register for Fingerprint Card Processing Service</b></p>	<p><b>To Look Up or Change an Existing Appointment</b></p> <p>To look up, reschedule or cancel your appointment, please choose one of the below methods to locate your record.</p> <p style="text-align: center;">Registration ID (REGID)</p> <p style="text-align: center;">UEID</p> <p style="text-align: center;">Email Address</p>	<p><b>For Fingerprint Rejection Notices</b></p> <p>To schedule your retake appointment, we need to lookup your registration. Please choose one of the below methods to locate your record.</p> <p style="text-align: center;">Transaction Control Referral (TCR)</p>	<p><b>Check the Status of your Service</b></p> <p>To check the status of your fingerprint background check, please choose one of the methods below to locate your record.</p> <p style="text-align: center;">Registration ID (REGID)</p> <p style="text-align: center;">Transaction Control Referral (TCR)</p> <p style="text-align: center;">Email Address</p> <p style="text-align: center;">UEID</p>
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- You will need to confirm that you are wanting to proceed with submitting a fingerprint card for processing. Click 'Yes' to proceed to the next page.

Please note, due to COVID-19 we are taking the precautionary measure to quarantine all incoming mail for 1 day before we begin our Card Scan Processing steps.

To submit Fingerprint Cards for a Tennessee state background check please complete the following steps:

- Complete the online registration process.** This ensures we have your individual information and allows us to submit your fingerprints for the required background check without delays.
- Pay for Service.** At the end of the online registration, you will be directed to the ePayment site to complete payment. *Please Note:* Fingerprint cards without payment will not be processed.
- Mail in your completed fingerprint cards to be processed.** Mailing address will be on your registration completed form.

By continuing this registration process, you are affirming that you are either:

- An out of state resident, or
- Physically unable to be digitally fingerprinted.

no    yes

- The next few screens will collect essential information such as name, date of birth, address, etc. You will need to complete all required information.
- Pay for your service using an Authorization Code, Credit Card or e-check. If the Service is Auto-Billed to your Agency, payment will not be required.

**Tennessee** **Payment Collection**

Your total is \$35.15. Please choose a payment method below.

**Important Notice regarding ePay Options**

Please be advised that effective April 15, 2019, we will no longer be accepting credit card payments online when scheduling appointments. All credit card payments must be made onsite at the time of the fingerprinting session. Applicants, Employers, or Facilities wishing to provide a credit card in advance and not onsite should contact our Billing Department and complete paperwork to establish a NCAC account. Click here for more information about NCAC accounts.

**Pay Online Now**

eCheck

Credit Card

Billing Account

- Once you have submitted your payment, you will be directed to the final registration page. You will need to complete sections 2 and 3 and submit this page along with your fingerprint card for processing. An example of the final screen is shown below.

## IdentoGO<sup>®</sup>

### Tennessee

#### Step 1 (of 4) - REVIEW INFORMATION

<b>Date</b>	Sample Date
<b>RegID</b>	Applicant's Reg ID
<b>Service</b>	Service Scheduled For
<b>Total Due</b>	Total Amount Due
<b>Payment Method</b>	Method used to pay for card scan processing



RegID: SAMPLE VALUE

If your payment has not been made through US Bank E-Pay, your fingerprint card will not be processed." - Idemia will no longer accept mailed in payments for cardscan.

#### Step 2 (of 4) - SIGN WAIVER

IMPORTANT-READ CAREFULLY BEFORE SIGNING

Fingerprint-Based Criminal History Record Request Authorization and Notification Form

By signing this authorization, I hereby acknowledge that I consent to the collection and retention of my fingerprints as part of the application/employment/licensing process.

I acknowledge and understand that my fingerprints will be searched against the fingerprint databases maintained by the Federal Bureau of Investigation and the Tennessee Bureau of Investigation for the purpose of assessing and reviewing state and national criminal history that may pertain to me directly, pursuant to 28 CFR, Sections 16.30-16.34.

I acknowledge that I have been notified of the procedures to challenge the accuracy or completeness of my record, set forth in Title 28 CFR 16.34. I am aware that a copy of these procedures may be downloaded from FBI.gov.

I AGREE and affirm that I have read and fully understand the above and consent to this background check and to the results being released to the Qualified Entity with which I am or am seeking to be employed or to serve as a volunteer. My signature indicates agreement with the terms and conditions of the background investigation.

X \_\_\_\_\_  
Signature Date

#### Step 3 (of 4) - PROVIDE APPLICANT CONTACT INFORMATION

\_\_\_\_\_  
Applicant Name (Last, First, Middle) Applicant Date of Birth (MM/DD/YYYY)

\_\_\_\_\_  
Phone Number Email or Phone 2

#### Step 4 (of 4) - MAIL DOCUMENTS

Please mail the following documents to the address provided below:

- This printed and signed document. Unsigned forms will not be processed and will be returned for signature.
- Completed fingerprint card

**NOTE:**

Your social security number is required and must be included on the fingerprint cards. Failure to provide social security number will result in cards being returned to you unprocessed. If you do not have a social security number, please reach out to your requesting agency for further instructions.

**IdentoGO**  
**Cardscan Department - TN Program**  
**340 Seven Springs Way, Suite 250**  
**Brentwood, TN 37027**

If you have any questions, please call 855-226-2937.

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