



Universal Enrollment Platform Overview

Colorado Non-Resident Processing Instructions

Card Scan and Out-of State Livescan Procedures

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

1. Pre-enroll for cardscan submission at UEnroll.identogo.com. All processing fees will be collected during the pre-enrollment process. A pre-enrollment confirmation page will be provided once registration is complete.
2. Print and sign the completed pre-enrollment confirmation page, which includes the barcode printed on the top right of the page.
3. Obtain fingerprints on FBI (FD-258) fingerprint card and complete personal information fields on fingerprint card.
4. 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.

Please review the following pages for more detailed instructions regarding the Universal Enrollment Platform Pre-Enrollment process for non-resident cardscan. For an alternate process, we also offer out-of-state livescan processing at select locations throughout the United States. Please see Section 2 for further details.

Section 1 - Directions for Fingerprint Cardscan Processing

Please Note: Pre-enrollment and pre-payment is REQUIRED for ALL Fingerprint Card submissions.

1. Visit <http://uenroll.identogo.com> and enter your 6-character Service Code assigned to the agency you plan to submit prints for, then click the **GO** button.

The screenshot shows the IdentoGO website interface. At the top left is the IdentoGO logo, and at the top right is a language dropdown menu set to 'English'. The main heading is 'Enter your Service Code to get started.' Below this is a text input field labeled 'Enter Code' and a blue 'GO' button. A red rectangle highlights the input field and the button. Below the input field, there is a link: 'Don't know your Service Code? Contact your agency or [click here.](#)'. At the bottom of the main section, a note states: 'IdentoGO® has a growing number of convenient locations across the U.S. to meet your identity-related needs.' Below this are two service tiles: 'Check the Status of your Service' with a checkmark icon and 'Manage an existing Appointment' with a calendar icon. At the bottom, a section titled 'We provide the following additional services:' lists three services: 'State History Check' (with a magnifying glass icon), 'Fingerprint Cards' (with a fingerprint icon), and 'Photo Services' (with a camera icon).

If you have **not yet** been provided a Service Code by the requesting agency, follow the link labeled "Don't know your Service Code? [Click Here](#)" to select from a list of agency names or use the agency ORI or contact your agency for assistance.

This is a close-up screenshot of the service code entry form. It features the heading 'Enter your Service Code to get started.' followed by a text input field labeled 'Enter Code' and a blue 'GO' button. A red rectangle highlights the text 'Don't know your Service Code? Contact your agency or [click here.](#)' located below the input field.

Please note: Not all agency ORI's may be available with this look up tool.

Please check with your agency, contributor, employer, or licensing administrator for specific information about Service Codes.

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

The image shows the IdentoGO main menu with four options: 'Schedule or Manage Appointment', 'What do I need to bring to enrollment?', 'Locate an Enrollment Center', and 'Submit A Fingerprint Card by Mail'. The 'Submit A Fingerprint Card by Mail' option is highlighted with a red rectangular border.

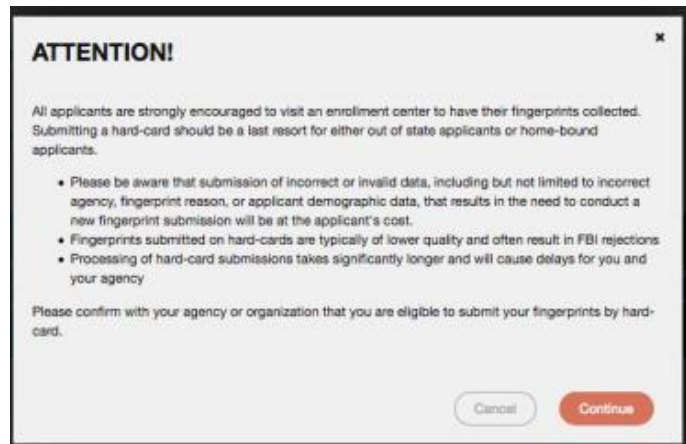
Schedule or Manage Appointment
Schedule an in-person appointment or change an existing appointment.

What do I need to bring to enrollment?
Find out which documents you need to bring to the enrollment center to facilitate processing.

Locate an Enrollment Center
Locate and get directions to an enrollment center near you.

Submit A Fingerprint Card by Mail
Complete the pre-enrollment information necessary to submit a fingerprint card enrollment by mail.

You will need to confirm that you are wanting to proceed with submitting a fingerprint card for processing. Click 'Continue' to proceed to the next page.

The image shows a warning box titled 'ATTENTION!' with a close button in the top right corner. It contains text encouraging applicants to visit an enrollment center and lists three bullet points about the risks of submitting a hard-card. At the bottom, it asks for confirmation and provides 'Cancel' and 'Continue' buttons.

ATTENTION!

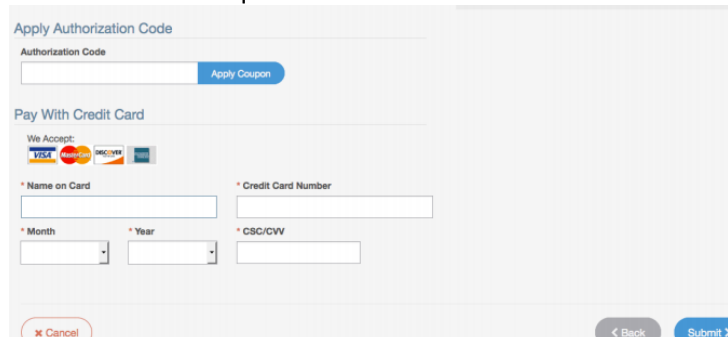
All applicants are strongly encouraged to visit an enrollment center to have their fingerprints collected. Submitting a hard-card should be a last resort for either out of state applicants or home-bound applicants.

- Please be aware that submission of incorrect or invalid data, including but not limited to incorrect agency, fingerprint reason, or applicant demographic data, that results in the need to conduct a new fingerprint submission will be at the applicant's cost.
- Fingerprints submitted on hard-cards are typically of lower quality and often result in FBI rejections
- Processing of hard-card submissions takes significantly longer and will cause delays for you and your agency

Please confirm with your agency or organization that you are eligible to submit your fingerprints by hard-card.

Cancel Continue

- 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 or Credit Card. If the Service is Auto-Billed to your Agency, payment will not be required.





The image shows the payment screen with two options: 'Apply Authorization Code' and 'Pay With Credit Card'. The 'Pay With Credit Card' section includes logos for Visa, Mastercard, American Express, and Discover, followed by input fields for Name on Card, Credit Card Number, Month, Year, and CSC/CVV. At the bottom are 'Cancel', 'Back', and 'Submit' buttons.

Apply Authorization Code

Authorization Code **Apply Coupon**

Pay With Credit Card

We Accept:

* Name on Card * Credit Card Number

* Month * Year * CSC/CVV

Cancel < Back Submit >

- 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.

1 (of 4) - REVIEW INFORMATION :

Date:	04/10/2018	 U2VV-12VNX9
UE ID:	Unique Applicant UE ID	
Applicant:	Applicant Name	
Service:	Service Code and Sample Agency	
Total Due:	\$0.00	
Payments:		
Card (1111)	Total Charged to Credit Card	
Auth Number:	Credit Card Authorization Number	
Amount Paid as of x/xx/xx	Amount Paid	

2 (of 4) - SIGN AUTHORIZATION:

I hereby request a record check be made to find any police record on the herein named individual and by submitting this request, I understand that the submitted information will be retained by the West Virginia State Police and/or the FBI in the Automated Fingerprint Identification System and that my fingerprint images will be stored electronically on site in a secure manner for Rap Back purposes. I certify that this is for official business and I am authorizing the below named agency/individual to obtain any record found.

PRIVACY ACT STATEMENT

Authority: The FBI's acquisition, preservation, and exchange of fingerprints and associated information is generally authorized under 28 U.S.C. 537c. Depending on the nature of your application, supplemental authorities include Federal statutes, State statutes pursuant to Public Law 102-534, Presidential Executive Orders, and Federal Privacy laws. Your fingerprints and associated information is voluntary; however, failure to do so may affect completion or approval of your application.

Social Security Account Number (SSAN). Your SSAN is needed to keep records accurate because other people may have the same name and birth date. Pursuant to the Federal Privacy Act of 1974 (5 USC 552a), the requesting agency is responsible for informing you whether disclosure is mandatory or voluntary, by what statutory or other authority your SSAN is solicited, and what uses will be made of it. Executive Order 9397 also asks Federal agencies to use this number to help identify individuals in agency records.

Principal Purpose: Certain determinations, such as employment, licensing, and security clearances, may be predicated on fingerprint-based background checks. Your fingerprints and associated information/biometrics may be provided to the employing, investigating, or otherwise responsible agency, and/or the FBI for the purpose of comparing your fingerprints to other fingerprints in the FBI's Next Generation Identification (NGI) system or its successor systems (including civil, criminal, and latent fingerprint repositories) or other available records of the employing, investigating, or otherwise responsible agency. The FBI may retain your fingerprints and associated information/biometrics in NGI after the completion of this application and, while retained, your fingerprints may continue to be compared against other fingerprints submitted to or retained by NGI.

Routine Uses: During the processing of this application and for as long thereafter as your fingerprints and associated information/biometrics are retained in NGI, your information may be disclosed pursuant to your consent, and may be disclosed without your consent as permitted by the Privacy Act of 1974 and all applicable Routine Uses as may be published at any time in the Federal Register, including the Routine Uses for the NGI system and the FBI's Blanket Routine Uses. Routine uses include, but are not limited to, disclosures to: employing, governmental or authorized non-governmental agencies responsible for employment, contracting licensing, security clearances, and other suitability determinations; local, state, tribal, or federal law enforcement agencies; criminal justice agencies; and agencies responsible for national security or public safety.

Additional Information: The requesting agency and/or the agency conducting the application investigation will provide you additional information pertinent to the specific circumstances of this application, which may include identification of other authorities, purposes, uses, and consequences of not providing requested information. In addition, any such agency in the Federal Executive Branch has also published notice in the Federal Register describing any systems(s) of records in which that agency may also maintain your records, including the authorities, purposes, and routine uses for the system(s).

X _____

Signature _____ Date _____

3 (of 4) - PROVIDE APPLICANT CONTACT INFORMATION:

Print Applicant Name (Last, First, Middle)	Applicant Date of Birth (MM/DD/YYYY)
Phone Number	Email or Phone 2

4 (of 4) - MAIL DOCUMENTS:

Please mail the following documents per your specific agency instructions:

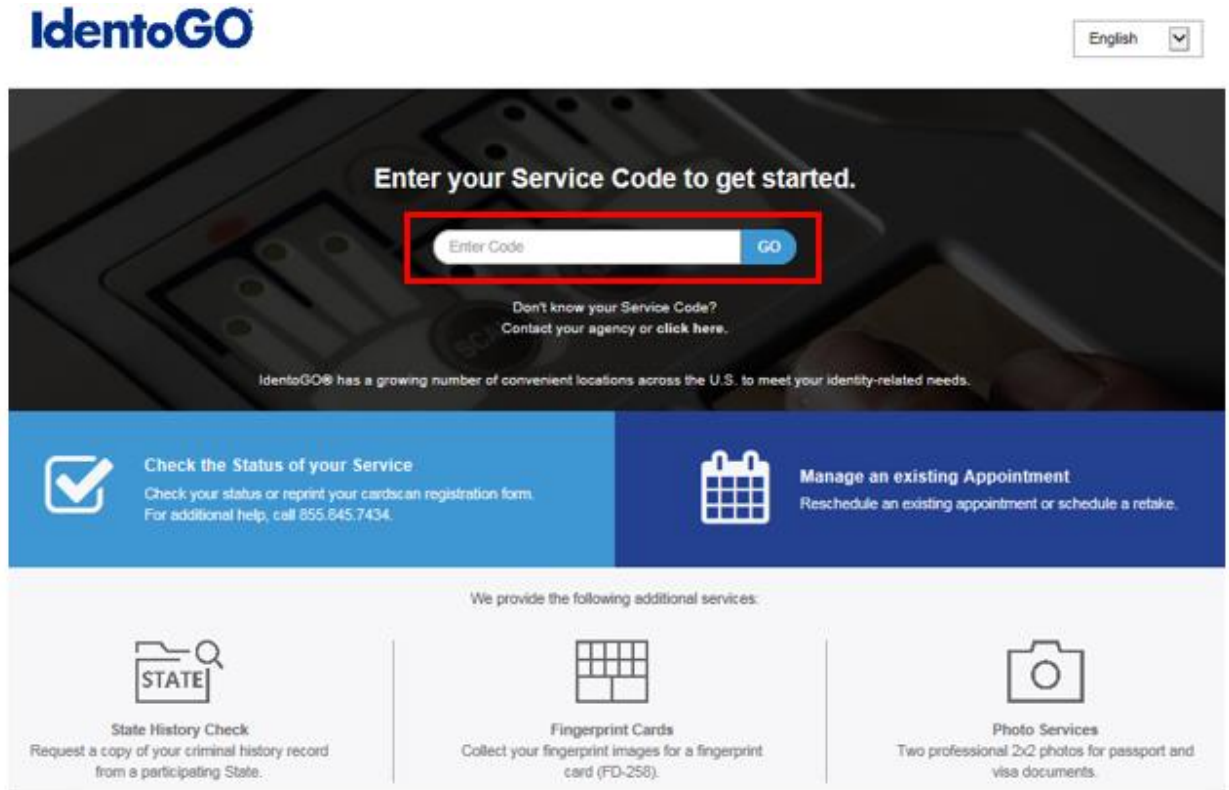
- This printed and signed document.
- Completed fingerprint card

NOTE: If your agency requires a Social Security number, please be sure to write the number on the fingerprint card or your fingerprints will not be processed and the packet will be returned

IDENTOGO
CARDSCAN DEPARTMENT
6840 CAROTHERS PKWY STE 650
FRANKLIN, TN 37067-9929

Section 2 - Directions for Out-of-State Livescan Processing

1. Visit <http://uenroll.identogo.com> and enter your 6-character Service Code assigned to the agency you plan to submit prints for, then click the **GO** button.



IdentoGO®


English


Enter your Service Code to get started.

Enter Code **GO**


Don't know your Service Code?
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
IdentoGO® has a growing number of convenient locations across the U.S. to meet your identity-related needs.


**Check the Status of your Service**
Check your status or reprint your cardscan registration form.
For additional help, call 855.845.7434.

**Manage an existing Appointment**
Reschedule an existing appointment or schedule a retake.

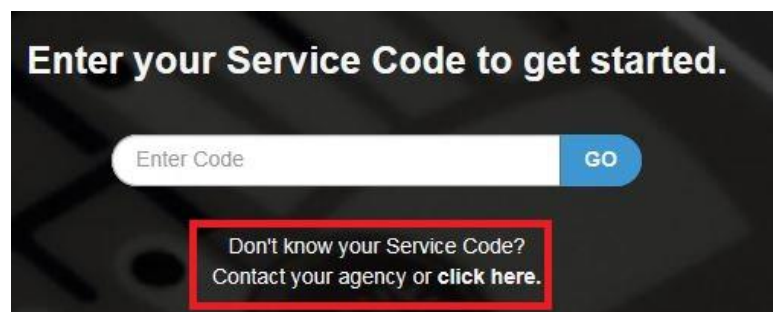
We provide the following additional services:

**State History Check**
Request a copy of your criminal history record from a participating State.

**Fingerprint Cards**
Collect your fingerprint images for a fingerprint card (FD-258).

**Photo Services**
Two professional 2x2 photos for passport and visa documents.

If you have **not yet** been provided a Service Code by the requesting agency, follow the link labeled “Don’t know your Service Code? [Click Here](#)” to select from a list of agency names or use the agency ORI or contact your agency for assistance.



Enter your Service Code to get started.

Enter Code **GO**

Don't know your Service Code?
Contact your agency or [click here.](#)

Please note: Not all agency ORI's may be available with this look up tool.

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2. The next screen is where you can select 'Submit a Fingerprint Card by Mail'.

Schedule or Manage Appointment
Schedule an in-person appointment or change an existing appointment.

What do I need to bring to enrollment?
Find out which documents you need to bring to the enrollment center to facilitate processing.

Locate an Enrollment Center
Locate and get directions to an enrollment center near you.

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You will need to confirm that you are wanting to proceed with submitting a fingerprint card for processing. Click 'Continue' to proceed to the next page.

ATTENTION!

All applicants are strongly encouraged to visit an enrollment center to have their fingerprints collected. Submitting a hard-card should be a last resort for either out of state applicants or home-bound applicants.

- Please be aware that submission of incorrect or invalid data, including but not limited to incorrect agency, fingerprint reason, or applicant demographic data, that results in the need to conduct a new fingerprint submission will be at the applicant's cost.
- Fingerprints submitted on hard-cards are typically of lower quality and often result in FBI rejections
- Processing of hard-card submissions takes significantly longer and will cause delays for you and your agency

Please confirm with your agency or organization that you are eligible to submit your fingerprints by hard-card.

Cancel Continue

3. The next few screens will collect essential information such as name, date of birth, etc. You will need to complete the required information to progress.



- Once you arrive on the below screen, you will need to click 'Yes' on "Would you like to locate the IdentoGO Enrollment Center nearest you?" question. This will allow you to proceed with viewing the closest IdentoGO Enrollment Center to you.

* Have you ever used an alias? ☐ Yes ☐ No

* Is your mailing address the same as your residential address? ☐ Yes ☐ No

* Do you have an Authorization Code (Coupon Code) that you will be using as a method of payment?
NOTE: Please have Authorization Code available to enter on the website later in the scheduling process. ☐ Yes ☐ No

Prefer to visit an IdentoGO Enrollment Center in-person? We have locations nationwide, ready to complete your biometric enrollment. Select 'Yes' below to search for the location nearest you. You will still have the option to complete your pre-enrollment and mail your fingerprint card to it.

* Would you like to locate the IdentoGO Enrollment Center nearest you? This will not interrupt your current progress. ☒ Yes ☐ No

[Cancel](#) [Back](#) [Next >](#)

- Continue the registration process by clicking on the Next button. You will continue to provide essential information such as height, weight, address, etc.
- Once you arrive at the Location screen, you can enter your zip code and click on Search to find the nearest IdentoGO Enrollment Center to you.

* Required Fields

Enter a Postal Code, City, Airport Code or Special Location Access Code to search for a location to schedule your appointment. After selecting a location, click 'Next' to continue or 'Cancel' to exit.

Note: Your registration is not yet complete. You must select a location, as well as a date/time on the following pages prior to receiving your appointment confirmation.

Search for an Enrollment Center by Postal Code, City and State, or Airport Code. Number of Results: 5

[Use My Location](#) [Search](#)

[Cancel](#) [Back](#) [Next >](#)



7. If you wish to proceed with scheduling an appointment at the nearest IdentoGO Enrollment Center, select the Enrollment Center and proceed with scheduling. If there is not an Enrollment Center in your area, you can click on the option to 'Mail a Fingerprint Card'.

Location	Address	Next 7 Days	Distance
> Mail a Fingerprint Card			
> Any Town, USA	Center Address	Appointments Available	XX mi
> Any Town, USA	Center Address	Appointments Available	XX mi

Selecting 'Mail a Fingerprint Card' will route you to the payment collection screen and provide you with your fingerprint card submission confirmation page. (See Section 1 above for further details and instructions.)

- If you choose an Enrollment Center, you will then select a date and time for your appointment. Once you have selected your appointment details, you will then be routed to your appointment confirmation page. Please note that there is an additional fee for utilizing the Out-of-State LiveScan submission process.

Service Summary

SERVICE CODE – SAMPLE AGENCY and/or REASON

Print Status


Status as of 3/7/2018

Pre-Enrolled
 You have successfully pre-enrolled.

Service Details:

Date:	Date Pre-Enrolled
UE ID:	Sample UE ID
Applicant:	Applicant Name
Service:	Service Code – Sample Agency and/or Reason
Estimated Amount Due:	\$ Estimate Amount Due

Note: Estimated Amount Due is an estimated total, based on selected services and the scheduled appointment time and location. If paying by business check or money order at the scheduled appointment time and location, the total above accurately reflects the Amount Due. This total does not include any credit card convenience fees, changes to applicable sales tax if enrolling outside the state of Texas, or additional purchases made during the appointment. If you have additional questions about the total amount due, please call our Customer Service team at 855.845.7434.

We accept the following methods of payment:
 Authorization Code, Business Check, Money Order, Credit Card
 

Credit Card payments may be subject to a service fee of up to 2.1%.

Important!
 YOU WILL BE REQUIRED TO BRING THE FOLLOWING DOCUMENTS TO YOUR ENROLLMENT.
 Legal Name must match exactly on all identification documents brought to enrollment.
 1. Passport Book or Card

Service Code – Sample Agency and/or Reason

Appointment City

Sample Address

Sample City, State, Zip Code

Appointment Time:

Appointment Date and Appointment Time

View Map

Please provide 24 hours notice when canceling/rescheduling an appointment.

Cancel Appointment

Reschedule Appointment

Done