



Universal Enrollment Platform Overview

Delaware Non-Resident Processing Instructions

Card Scan and Out-of State Livescan Procedures

Cardscan processing is available for those applicants residing outside of Delaware. In order to complete the process, applicants must complete the following steps.

1. Obtain fingerprints on FBI (FD-258) fingerprint card and complete the personal information fields on fingerprint card.
2. 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.
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.

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.



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

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 reads "Enter your Service Code to get started." Below this is a text input field labeled "Enter Code" and a blue "GO" button, both enclosed in a red rectangular box. Underneath the input field, there is a link: "Don't know your Service Code? Contact your agency or [click here.](#)". A small line of text at the bottom of the main section states: "IdentoGO® has a growing number of convenient locations across the U.S. to meet your identity-related needs." Below this is a two-column section with service options. The left column, titled "Check the Status of your Service" with a checkmark icon, includes the text: "Check your status or reprint your cardscan registration form. For additional help, call 855.845.7434." The right column, titled "Manage an existing Appointment" with a calendar icon, includes the text: "Reschedule an existing appointment or schedule a retake." Below these is a section titled "We provide the following additional services:" which contains three items: "State History Check" (with a folder icon) described as "Request a copy of your criminal history record from a participating State."; "Fingerprint Cards" (with a grid icon) described as "Collect your fingerprint images for a fingerprint card (FD-258)."; and "Photo Services" (with a camera icon) described as "Two professional 2x2 photos for passport and visa documents."

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

2. 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. The option 'Submit A Fingerprint Card by Mail' is highlighted with a red rectangular border.

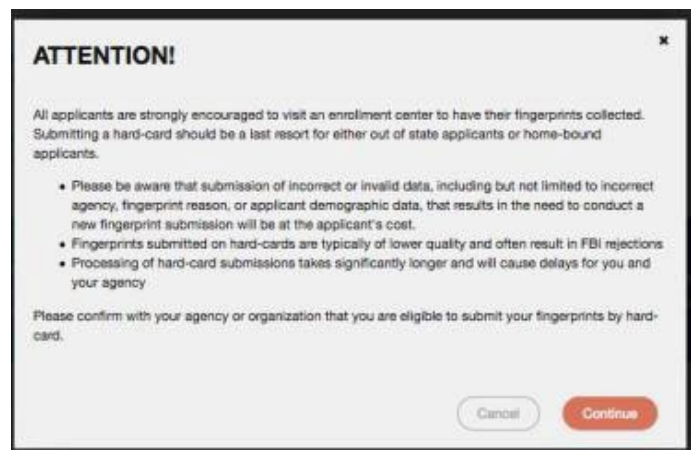
Schedule or Manage Appointment
Schedule an in-person appointment or change an existing appointment.

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 screen titled 'ATTENTION!'. It contains text advising applicants to visit an enrollment center and lists three bullet points about hard-card submissions. At the bottom, there are 'Cancel' and 'Continue' buttons.

ATTENTION!

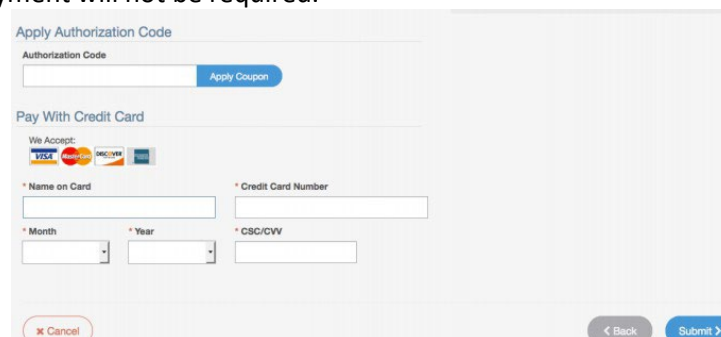
All applicants are strongly encouraged to visit an enrollment center to have their fingerprints collected. Submitting a hard-card should be a last resort for either out of state applicants or home-bound applicants.

- 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

3. The next few screens will collect essential information such as name, date of birth, address, etc. You will need to complete all required information.
4. 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 a payment screen with two main sections: 'Apply Authorization Code' and 'Pay With Credit Card'. The 'Pay With Credit Card' section includes fields for Name on Card, Credit Card Number, Month, Year, and CSC/CVV. At the bottom, there 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 to the address listed on the form. An example of the final screen is shown below.

1 (of 4) - REVIEW INFORMATION :

Date: 04/10/2018
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


UZV-12VNX9

2 (of 4) - SIGN AUTHORIZATION:

Important - Read Carefully

I hereby request a record check for my fingerprints and associated information. I understand that the submitted information will be retained by the New Jersey State Police and that I am responsible for ensuring that the information is accurate. I understand that the submitted information will be retained by the New Jersey State Police and that I am responsible for ensuring that the information is accurate.

Privacy Act Statement

The FBI's collection, storage, and use of your fingerprints and associated information is governed by the Privacy Act of 1974 (5 USC 552a). The FBI's collection, storage, and use of your fingerprints and associated information is governed by the Privacy Act of 1974 (5 USC 552a).

Your SSAN is needed to help records accurately 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 collected, 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 applications, such as employment, licensing, and security clearance, may be predicated on fingerprint-based background checks. Your fingerprints and associated information/biometrics may be provided to the employer, 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 database 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 the 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 your application, all of your fingerprints and associated information are retained in NGI. Your information may be disclosed pursuant to your request, and may be used for the purposes of the Privacy Act of 1974 and all applicable laws. Your information may be disclosed pursuant to your request, and may be used for the purposes of the Privacy Act of 1974 and all applicable laws.

Additional Information

This requesting agency, Department of Justice, Federal Bureau of Investigation, is responsible for ensuring that the information is accurate. This requesting agency, Department of Justice, Federal Bureau of Investigation, is responsible for ensuring that the information is accurate.

Retention of Information

As an applicant who is the subject of a federal fingerprint-based criminal history record check for a noncriminal justice purpose (such as an application for employment, licensing, or immigration or naturalization matter, security clearance, or adoption), you have certain rights which are discussed below.

You must be provided written notification (1) that your fingerprints will be used to check the criminal history records of the FBI.

You must be provided, and acknowledge receipt of, an addressable Privacy Act Statement when you submit your fingerprints and associated personal information. This Privacy Act Statement should explain the authority for collecting your information and how your information will be used, retained, and shared. (2)

The official must advise you that the procedures for obtaining a change, correction, or update of your criminal history record are set forth at Title 28, Code of Federal Regulations (CFR), Section 16.34. If you have a criminal history record, you should be afforded a reasonable and timely opportunity to request a change, correction, or update of your criminal history record. (3)

You have the right to request that officials ensuring the results of the criminal history record check be accurate. If you request a change, correction, or update of your criminal history record, you must submit a copy of the record by submitting fingerprints and a request for a change, correction, or update of your criminal history record. (4)

If agency policy permits, the official may provide you with a copy of your criminal history record. If agency policy does not permit it to provide you a copy of the criminal history record, the official must provide you with a copy of the criminal history record. (5)

If you decide to challenge the accuracy or completeness of your FBI criminal history record, you must submit a copy of the record by submitting fingerprints and a request for a change, correction, or update of your criminal history record. (6)

Alternatively, you may need your challenge directly to the FBI. The FBI will then review the challenged information and request the agency to verify or correct the challenged entry. Upon receipt of an official communication from that agency, the FBI will make any necessary corrections to your record in accordance with the information supplied by that agency. (See 28 CFR 16.30 through 16.34)

Written notification includes electronic notification, but excludes oral notification.

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 _____

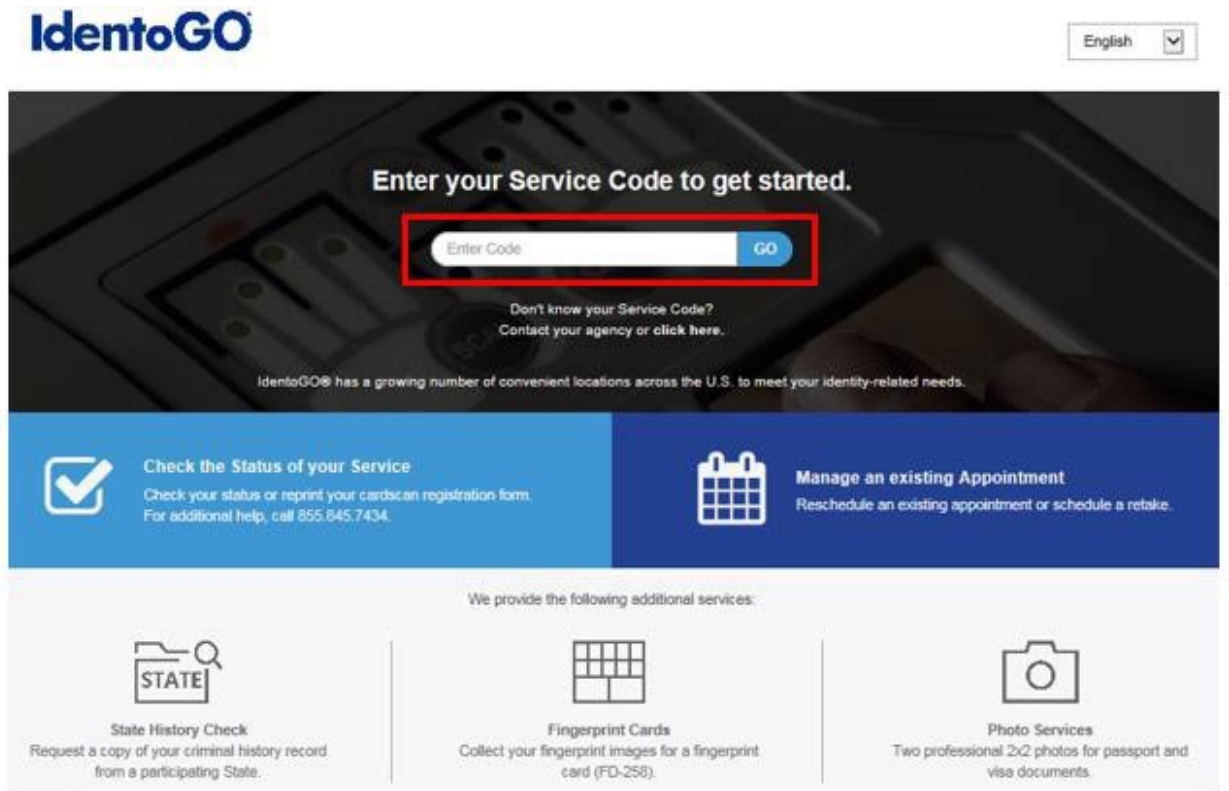
4 (of 4) - MAIL DOCUMENTS:

Please mail the following documents per your specific agency instructions:
1. This printed and signed document.
2. 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

Prints Inc IdentoGO
Card Scan Operations – Delaware
100 Salem Court
Tallahassee, FL 32301

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.



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

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.

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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.

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

Last updated: March 2026

<http://uenroll.identogo.com>