



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 content area has a dark background with the text "Enter your Service Code to get started." and a white input field labeled "Enter Code" with a blue "GO" button to its right. Below the input field, there is a link: "Don't know your Service Code? Contact your agency or click here." At the bottom of this section, it says "IdentoGO® has a growing number of convenient locations across the U.S. to meet your identity-related needs." Below this is a navigation bar with two main options: "Check the Status of your Service" (with a checkmark icon) and "Manage an existing Appointment" (with a calendar icon). Below the navigation bar, there is a section titled "We provide the following additional services:" with three columns: "State History Check" (with a folder icon), "Fingerprint Cards" (with a grid icon), and "Photo Services" (with a camera icon).

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.

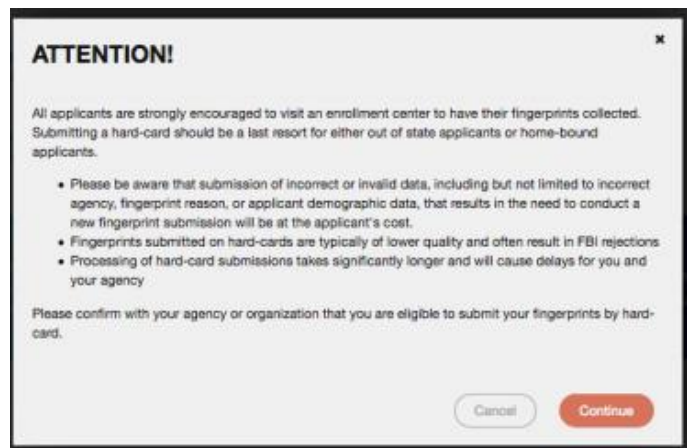
Schedule or Manage Appointment
Schedule an in-person appointment or change an existing appointment.

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 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.

Apply Authorization Code

Authorization Code

Pay With Credit Card


We Accept:

* Name on Card * Credit Card Number

* Month * Year * CSC/CVV

- 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	UZVV-12VNX9
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:

Important - Read Carefully

Privacy Act Statement

Waiver Image Only

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:

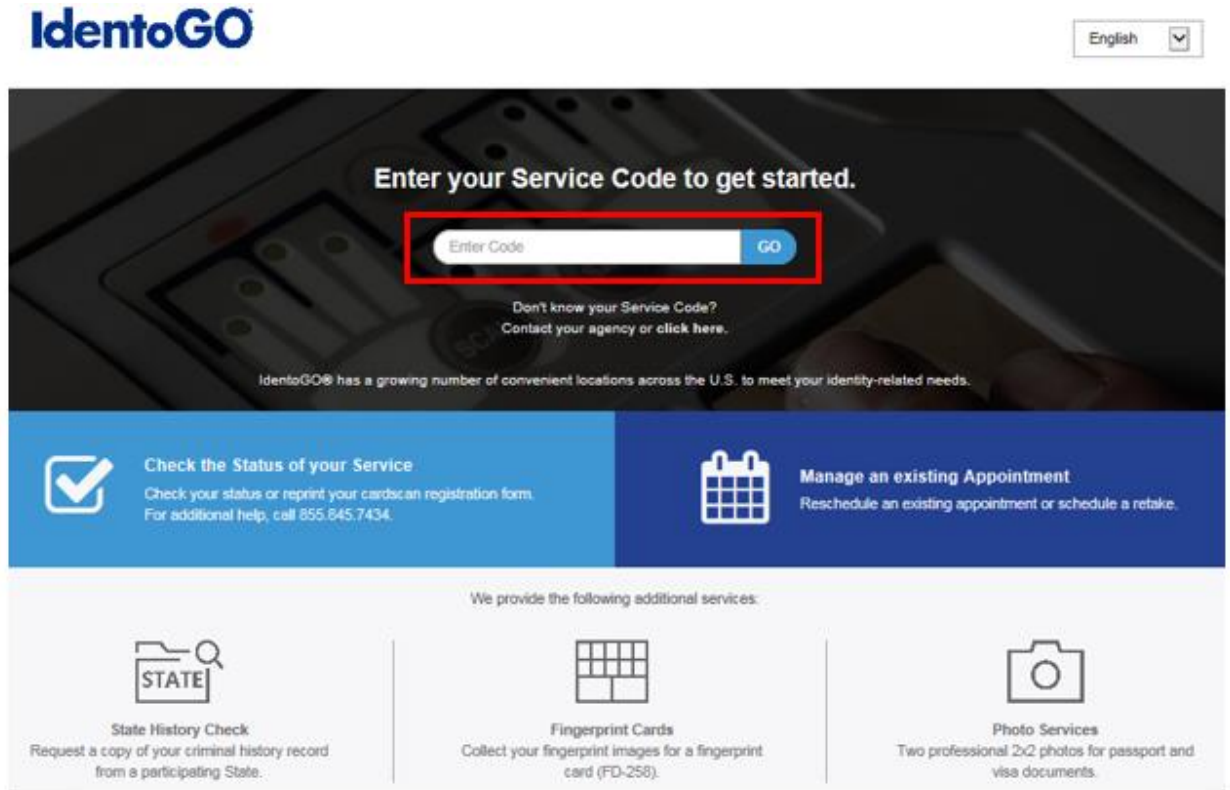
- This printed and signed document.
- Completed fingerprint card

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

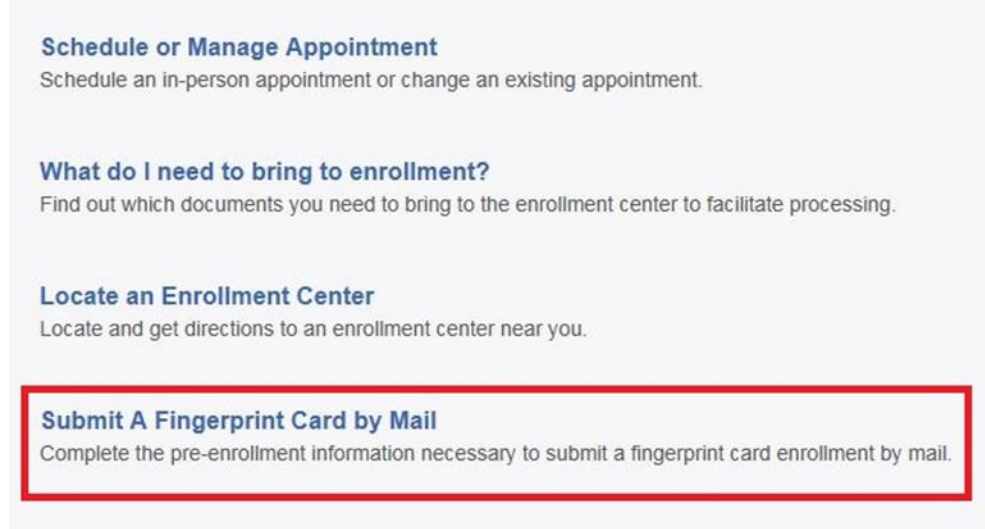
1. Visit <http://uenroll.identogo.com> and enter your 6-character Service Code assigned to the agency you plan to submit prints for, then click the **GO** button.



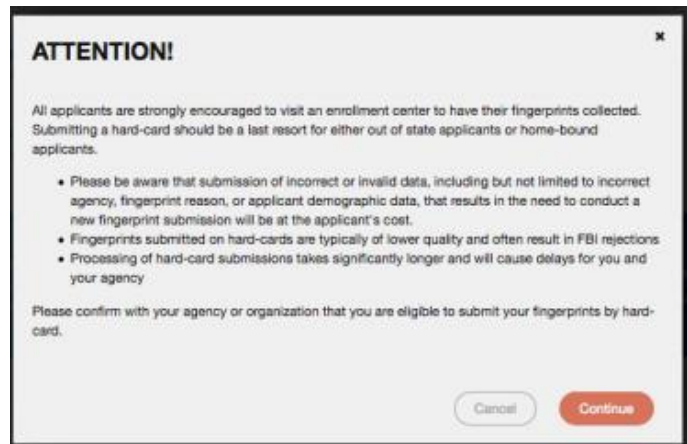
The screenshot shows the IdentoGO website interface. At the top left is the IdentoGO logo, and at the top right is a language dropdown menu set to "English". The main content area has a dark background with the text "Enter your Service Code to get started." and a text input field labeled "Enter Code" with a blue "GO" button to its right. A red rectangle highlights the input field and 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 area, a blue banner contains two service categories: "Check the Status of your Service" (with a checkmark icon) and "Manage an existing Appointment" (with a calendar icon). Below this banner, a section titled "We provide the following additional services:" lists three services: "State History Check" (with a folder icon), "Fingerprint Cards" (with a grid icon), and "Photo Services" (with a camera icon).

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'.



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.



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

- 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 ▾



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.

- 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
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[View Map](#)

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

[Cancel Appointment](#) [Reschedule Appointment](#)

[Done](#)