

#### Massachusetts Non-Resident Fingerprint Process Overview

Applicants who reside outside of the Commonwealth of Massachusetts and who are unable to travel to Massachusetts, have two options for completing their enrollment:

**Option 1: Out-of-State Digital Fingerprinting Services (Live Scan)** - Complete an Out-of-State (OOS) enrollment at one of our 600+ nationwide UEP enrollment centers. The same pre-enrollment process is utilized for applicants as if they were in Massachusetts.

- Utilizing an Out of State facility improves the fingerprint quality and is more secure due to the same ID documents being required at an in-state enrollment site. It also makes the process much more streamlined when compared to completing hard cards, mailing them in, and waiting for them to be processed.
- Important: An OOS Livescan Processing Fee of \$39.95 is required to be paid by the applicant at the Enrollment Center, along with any other fees associated with the enrollment. Applicants will see this additional fee prior to completing scheduling during the registration process.

**Option 2: Mail in Your Fingerprint Card** - Send fingerprint hard cards to our Cardscan Conversion facility, where IDEMIA will convert the cards into an electronic submission and transmit through the same process as if the applicant visited an enrollment center. Mailing instructions are provided to the applicant once their pre-enrollment registration is complete.

The following pages provide a full set of instructions for each of the processes, *Mail in Your Fingerprint Card* or *Out-Of-State Digital Fingerprinting Services (Live Scan)*:

- Page 2: **Out-Of-State Digital Fingerprinting Services (Live Scan)**
- Page 5: **Mail in Your Fingerprint Card**

#### Out of State Digital Fingerprinting Registration Process

The OOS Digital Fingerprinting option is available to applicants who do not live in Massachusetts and/or are not able to travel to a Massachusetts fingerprinting location. During registration, applicants will have the ability to change to the Mail in Your Fingerprint Card option if a suitable enrollment center location is not able to be identified.

1. Go to <https://ma.ibtfingerprint.com/>
2. Select the **Register for Out of State Digital Fingerprinting Services (Livescan)** option

#### Massachusetts

#### Fingerprinting & Enrollment Services

##### INCLEMENT WEATHER DELAYS

Due to inclement weather, fingerprint cards mailed to our Brentwood TN facility for processing may be delayed. Thank you for your patience.

##### COVID-19 DELAYS

To our IDEMIA customers,

Due to the impact of the COVID-19 epidemic we are experiencing a temporary reduction in the number of enrollment centers available for fingerprint appointments. We understand that this may result in a temporary inconvenience to our customers due to enrollment center proximity and appointment availability. IDEMIA is committed to providing our services which allow continuity for many critical community and government services, such as healthcare, foster care, and other essential services that protect and serve our population. We ask for your support and understanding as we navigate this challenging time together.

##### Enrollment Center Health and Wellness

ENROLLMENT CENTER STAFF AND CUSTOMERS MUST WEAR A FACE COVERING TO ENTER OUR CENTERS UNLESS EXEMPTED DUE TO AGE OR A MEDICAL CONDITION

Health and wellness are critical to our ability to provide essential services to the public. If you are feeling sick and have scheduled an appointment with us, we ask that you visit us online or call to reschedule your appointment. Be aware that if you are exhibiting symptoms while at an enrollment center, we may kindly ask to reschedule your appointment. Our staff are trained to sanitize their hands between customer interactions, and to disinfect surfaces that customers come in contact with regularly. In response to the Coronavirus, we have increased cleaning protocols related to high-touch surfaces like door handles, keyboards, counters, chairs, etc. We have directed our team to stay home and see a doctor when they are not feeling well.

Please print the confirmation statement at the end of your enrollment and follow all published safety guidelines we have implemented based on CDC and WHO recommendations.

#### For Licensing, Certification or Employment requirements in Massachusetts

**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>In-State Digital Fingerprinting Services (Live Scan)</b></p> <p>To register for digital fingerprint services at an in-state IdentoGO enrollment center, click the button below.</p> <p><b>Register for In-State Digital Fingerprinting Services</b></p>	<p><b>Out-of-State Digital Fingerprinting Services (Live Scan)</b></p> <p>To register for digital fingerprint services at an out-of-state IdentoGO enrollment center, click the button below.</p> <p>Please note: an additional \$39.95 fee will be applied at time of service at Out-Of-State facilities.</p> <p><b>Register for Out-of-State Digital Fingerprinting Services</b></p>	<p><b>To Mail in Your Fingerprint Card - Out of State Applicants Only</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> eligible for this option.</p> <p><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><b>Registration ID (REGID)</b></p> <p><b>Email Address</b></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><b>Transaction Control Number (TCN)</b></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><b>Registration ID (REGID)</b></p> <p><b>Transaction Control Number (TCN)</b></p> <p><b>Email Address</b></p> <p><b>UID</b></p>
---	--	--	--	---	--

- ❖ *An additional \$39.95 Convenience Fee will be charged at the time of service at the Out of State location. This fee is the responsibility of the applicant and is not covered by the requesting agency.*

1. Applicant will enter the required information just as they would if they were scheduling an appointment for a local Massachusetts Enrollment Center today.

Massachusetts	Application Details
<p>Please select agency/sector from the list below.</p> <p>agency/sector *</p> <p>This field cannot be empty</p> <p>Go &gt;</p> <p>Reset ↺</p>	

2. Applicant will enter the area zip code they would like searched for the closest enrollment center.
  - Enrollment Centers will display based on proximity the zip code entered.
  - If there is not an Enrollment Center in your area, you have the option to stop the pre-enrollment for OOS and begin a pre-enrollment to complete the CardScan process - Mail in Your Fingerprint Card.

IdentoGO	Massachusetts	Appointment Details
<p>Enter a zip code to determine the closest fingerprinting location.</p> <p>Go &gt;</p>		
<p>If you have any questions with the website, please call (866) 349-8130.</p> <p>© POLICY / PRIVACY STATEMENT</p> <p>2017 © IDENTOGO. ALL RIGHTS RESERVED.</p>		

- Locations and Days of Operation will appear
  - Applicant should select the location, date, and time they would like to schedule an appointment.

**IdentoGO** Start Over

Massachusetts Appointment Details

Commercial Centers (CC) offer a variety of additional products and services. Please refer to the service icon for availability by location.

Zip Code 01570 Change

	Wednesday 12/1/2021	Thursday 12/2/2021	Friday 12/3/2021	Saturday 12/4/2021	Sunday 12/5/2021	Monday 12/6/2021	Tuesday 12/7/2021
<b>ABC Enrollment Center</b> ABC Enrollment Center Building 301 Falls Blvd Quincy, MA 02169	<a href="#">Directions</a> <a href="#">Schedule</a>	<a href="#">Schedule</a>	<a href="#">Schedule</a>	<a href="#">Schedule</a>	<a href="#">Schedule</a>	<a href="#">Schedule</a>	<a href="#">Schedule</a>
<b>Boston, MA Drydock Ave</b> IdentoGO 5-11 Drydock Ave Ste 2040 Boston, MA 02210	<a href="#">Directions</a> <a href="#">Schedule</a>	<a href="#">Schedule</a>	<a href="#">Schedule</a>			<a href="#">Schedule</a>	<a href="#">Schedule</a>

[Next Week](#)

If you have any questions with the website, please call (866) 349-8130.

© POLICY | PRIVACY STATEMENT 2017 © IDENTOGO®. ALL RIGHTS RESERVED.

- A Summary Page is displayed requesting applicants to verify the information collected. This process remains the same as what would occur for in-state applicants.

[Save PDF](#) [Print](#)

**Registration Completed for John Q Public**

**APPOINTMENT DETAILS**

<b>location</b> Benton Harbor - Coffax Ave Rover Security 276 Coffax Ave Benton Harbor, MI 49022 United States <a href="#">Get directions from Google Maps</a>	<b>appointment</b> Date: 04/02/2021 Time: 09:40 AM <b>registration id</b> 0A21901048E
--	---

**PAYMENT DETAILS**

Please remember to bring your payment with you to the processing site. If paying by Money Order or Cashier's Check please make payable to IDEMIA for the exact amount. The following payment methods are accepted on site: Credit Card, Certified Check or Money Order, and Coupon Code. Your total is \$15.00.

Please note: an additional \$39.95 fee will be applied at time of service at Out-Of-State facilities.

**REMINDERS**

**ENROLLMENT CENTER STAFF AND CUSTOMERS MUST WEAR A FACE COVERING TO ENTER OUR CENTERS UNLESS EXEMPTED DUE TO AGE OR A MEDICAL CONDITION.**

**COVID-19 Precautionary Measures**

- Do not enter the enrollment center if you have symptoms, are awaiting the results of a COVID-19 test, or have been advised to self-quarantine
- If you are exhibiting symptoms, have a cold, or suspect you have the flu, we ask that you reschedule and fingerprint at a later date
- Please have identification documents and payment in your hand
- Do not place personal items (purses, hats, cell phones, etc.) on the counter or desk
- Practice social distancing, please maintain a 6' distance between other customers.

Wait times may be longer than normal due to sanitizing protocol of equipment and furniture between appointments.

#### Mail in Your Fingerprint Cards – Cardscan Process

Applicants who reside out of the Commonwealth of Massachusetts may use the IdentoGO Card Scan Processing Program. The Card Scan Processing Program utilizes advanced scanning technology to convert a traditional fingerprint card (hard card) into an electronic fingerprint record. The section below details the procedures for submitting fingerprints to the Card Scan Processing Unit.

#### ***Massachusetts Fingerprint Card Requirements:***

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 an FBI (FD-258) fingerprint card or LiveScan fingerprints printed to an FBI (FD-258) fingerprint hard card.

#### **\* 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 below:



- Massachusetts State Police will reject and refuse to process any fingerprint cards that have the four finger slap prints at an angle.

- **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.
- Massachusetts State Police will reject and refuse to process any fingerprint card that contains non-rolled fingerprints.

- **Submitting Fingerprint Cards:**

- Fingerprints must be submitted on standard FBI (FD-258) fingerprint hard card. IDEMIA will not process any other state or local government agency's fingerprint card, we can only accept the standard FBI (FD-258) fingerprint hard card (white with light blue trim). 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     | ✓ Weight                                 |
| ✓ Date of Birth | ✓ Hair color                             |
| ✓ Home Address  | ✓ Eye color                              |
| ✓ Sex           | ✓ Place of birth (state or country only) |
| ✓ Height        | ✓ Citizenship                            |

#### ***Process to Mail in Your Fingerprint Cards:***

1. Fingerprints must be submitted on standard FBI applicant cards (FD-258). To obtain an FBI applicant card (FD-258), send an email to [safis@mass.gov](mailto:safis@mass.gov) with the email subject line: FD-258 Request and include in the email the following details:
  - First and Last Name
  - Mailing Address
  - Telephone Number
  - Email Address
  - Name of Massachusetts Agency Requesting Fingerprints (i.e., Dept. of Elementary and Secondary Education, Dept. of Revenue)
2. The SAFIS Unit will provide applicants with two (2) FD-258 cards. Applicants must retain the second FD-258 card in the event the first submission is rejected due to a quality issue. Applicants will be contacted by email (if provided) or phone if the initial fingerprint submission is rejected.
3. Applicants should obtain a set of fingerprints from a local law enforcement agency or an IdentoGO location that offers "Print-n-GO!" retail services (<https://uenroll.identogo.com/workflows/1111G2>). These fingerprint cards may be either traditional ink rolled fingerprints or electronically captured and printed on fingerprint cards.
  - Applicants may be charged an additional fee to have fingerprints taken.
  - Applicants will be required to show identification at the time of fingerprint. Check with the location for their specific identification requirements.

Once fingerprints are captured on a fingerprint hard card and the individual's demographic data is filled out completely, follow these steps to pre-enroll:

1. Go online to the IdentoGO website, <https://ma.ibtfingerprint.com/>, or call the toll-free registration center at 1-866-349-8130.

## 2. Select the option **To Mail in your Fingerprint Cards- Out of State Applicants Only**

### Massachusetts

#### Fingerprinting & Enrollment Services

##### INCLEMENT WEATHER DELAYS

Due to inclement weather, fingerprint cards mailed to our Brentwood TN facility for processing may be delayed. Thank you for your patience.

##### COVID-19 DELAYS

To our IDEMIA customers,

Due to the impact of the COVID-19 epidemic we are experiencing a temporary reduction in the number of enrollment centers available for fingerprint appointments. We understand that this may result in a temporary inconvenience to our customers due to enrollment center proximity and appointment availability. IDEMIA is committed to providing our services which allow continuity for many critical community and government services, such as healthcare, foster care, and other essential services that protect and serve our population. We ask for your support and understanding as we navigate this challenging time together.

##### Enrollment Center Health and Wellness

ENROLLMENT CENTER STAFF AND CUSTOMERS MUST WEAR A FACE COVERING TO ENTER OUR CENTERS UNLESS EXEMPTED DUE TO AGE OR A MEDICAL CONDITION

Health and wellness are critical to our ability to provide essential services to the public. If you are feeling sick and have scheduled an appointment with us, we ask that you visit us online or call to reschedule your appointment. Be aware that if you are exhibiting symptoms while at an enrollment center, we may kindly ask to reschedule your appointment. Our staff are trained to sanitize their hands between customer interactions, and to disinfect surfaces that customers come in contact with regularly. In response to the Coronavirus, we have increased cleaning protocols related to high-touch surfaces like door handles, keyboards, counters, chairs, etc. We have directed our team to stay home and see a doctor when they are not feeling well.

Please print the confirmation statement at the end of your enrollment and follow all published safety guidelines we have implemented based on CDC and WHO recommendations.

#### For Licensing, Certification or Employment requirements in Massachusetts

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

<b>In-State Digital Fingerprinting Services (Live Scan)</b> To register for digital fingerprinting services at an in-state IdentoGO enrollment center, click the button below. <a href="#">Register for In-State Digital Fingerprinting Services</a>	<b>Out-of-State Digital Fingerprinting Services (Live Scan)</b> To register for digital fingerprinting services at an out-of-state IdentoGO enrollment center, click the button below. Please note: an additional \$39.95 fee will be applied at time of service at Out-Of-State facilities. <a href="#">Register for Out-of-State Digital Fingerprinting Services</a>	<b>To Mail in Your Fingerprint Card - Out of State Applicants Only</b> 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. ONLY OUT OF STATE RESIDENTS eligible for this option. <a href="#">Register for Fingerprint Card Processing Service</a>	<b>To Look Up or Change an Existing Appointment</b> To look up, reschedule or cancel your appointment, please choose one of the below methods to locate your record. <a href="#">Registration ID (REGID)</a> <a href="#">Email Address</a>	<b>For Fingerprint Rejection Notices</b> To schedule your retake appointment, we need to look up your registration. Please choose one of the below methods to locate your record. <a href="#">Transaction Control Number (TCN)</a>	<b>Check the Status of your Service</b> To check the status of your fingerprint background check, please choose one of the methods below to locate your record. <a href="#">Registration ID (REGID)</a> <a href="#">Transaction Control Number (TCN)</a> <a href="#">Email Address</a> <a href="#">UID#</a>
--	---	---	---	--	--

3. Select **OK** when the disclaimer pops-up asking to confirm that you truly want to submit a Hard/ Ink Card to IdentoGO.
4. On the next page, select the appropriate Agency/Sector from the dropdown lists. This information is provided by your Agency regarding the reason you need to complete the fingerprint-based background check.
5. Next, enter complete demographic information. Make sure the information entered is an **EXACT** match to the data fields filled-out on the fingerprint hard card.
6. Complete payment using a credit card or NCAC coupon code.
7. Print the barcode sheet that is displayed when registration is complete.
8. Sign the Barcode confirmation page and include in your submission to be mailed.


### **Shipping Fingerprint Hard Card for Massachusetts Processing**

Ship the fully completed fingerprint hard card along with the barcode sheet (example below) signed by the applicant to the following address:

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

**Important: always utilize the shipping address located on your Bar Code confirmation page.**

#### Sample Bar Code Confirmation Page



[← Start Over](#)  
 English · Español

Massachusetts
Registration Complete

**Important!**

YOU ARE REQUIRED TO PRINT, SIGN, AND MAIL THIS DOCUMENT WITH YOUR FINGERPRINT CARD.


[Save PDF](#)
[Print](#)

**Status as of 12/6/21**

**Pre-Enrolled**  
 You have successfully pre-enrolled.

---

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

Name	Jane Doe	 <small>UE ID: UZ5K111VZN</small>
Date	12/1/2021	
UE ID		
RegID		
Service		
<b>Payment Method</b> Credit Card <b>Payment ID</b> 001W5366H9 <b>Paid in Full</b> 35.00		

---

**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 Massachusetts 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 TO IDENTOGO**

Please mail the following documents to the address provided below:

1. This printed and signed document. Unsigned forms will not be processed and will be returned for signature.
2. 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 - Massachusetts Program  
 340 Seven Springs Way, Suite 250  
 Brentwood, TN 37027

#### **Important Reminders**

- Include a daytime telephone number or email address where the applicant can be reached if we have a question about the fingerprint card.
- Failure to completely fill out the information on a fingerprint card will result in the card being returned to the applicant and delay the process.
- Applicants wishing to verify that a fingerprint card has been processed can call the toll free IdentoGO Customer Service Call Center at (866) 349-8130 and speak with a customer service representative. Allow at least 10 business days from shipment before checking status.