Massachusetts Non-Resident 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 outside of Massachusetts. The same pre-enrollment process is utilized as if they were in the Commonwealth.

- 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.
- Please note, there is an Out-Of-State Livescan Processing Fee of $39.95 which 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**.**

Option2: 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 they visited an enrollment center. Mailing instructions are provided to the applicant once their pre-enrollment registration is complete.

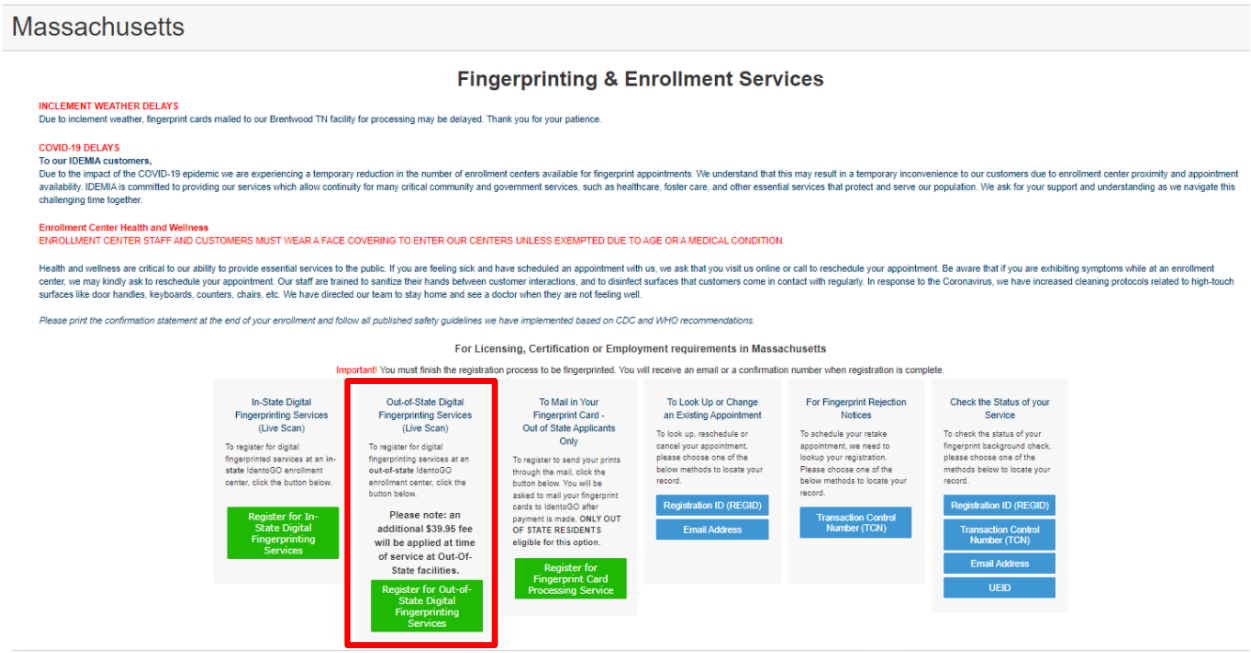
The following pages provides a full set of instructions for each of the processes, *Mail in Your Fingerprint Card or Out-Of-State Digital Fingerprinting Services (Live Scan). Refer to the following pages, for the detailed instructions*

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

Out of State Digital Fingerprinting Registration Process

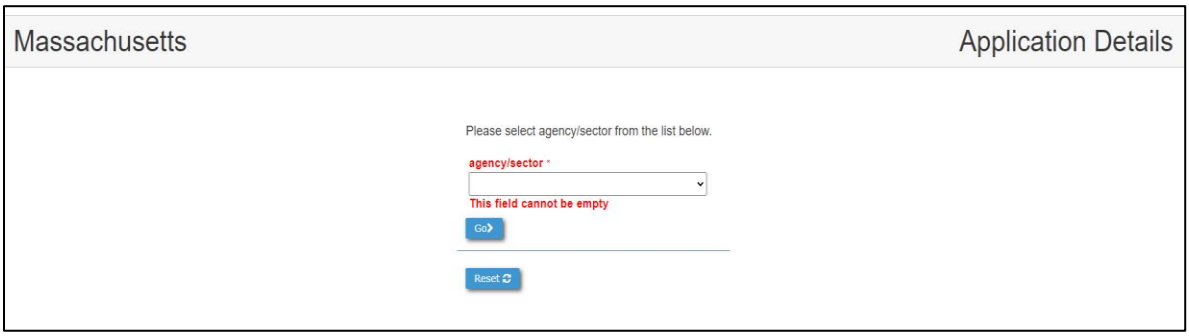
The Out of State Digital Fingerprinting option is available to applicants who do not live in Massachusetts and/or are not able to travel to a Massachusetts fingerprinting location. During registration, applicants will have the ability to change to the Mail in Your Fingerprint Card option if a suitable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

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

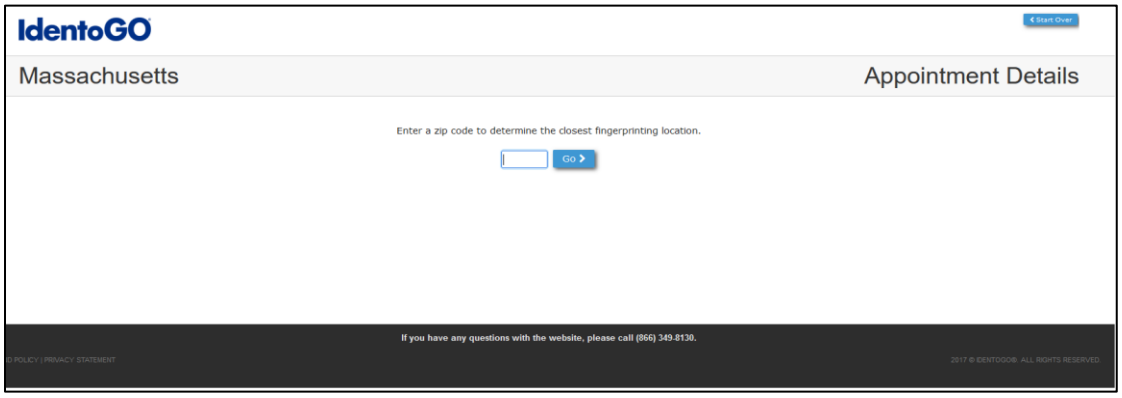


- *Please Note: There will be an additional $39.95 Convenience Fee charged at the time of service at the Out of State location. This fee is the responsibility of the applicant, and is not covered by the requesting agency.*

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



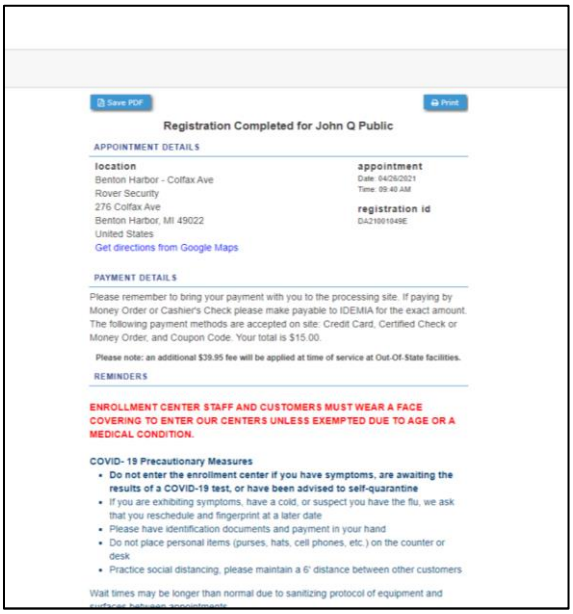
2. Applicant will enter the area zip code they would like searched for the closest enrollment center.
    - Enrollment Centers will display based on proximity the zip code entered.
    - If there is not an Enrollment Center in your area, you have the option to stop the pre-enrollment for OOS and begin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



3. Locations and Days of Operation will appear
    - Applicant should selected the location and the date they would like to schedule an appointment. Make selection for time of appointment as well.



4. 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.



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.

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 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
    - ✓ Date of Birth
    - ✓ Home Address
    - ✓ Sex
    - ✓ Height
    - ✓ Weight
    - ✓ Hair color
    - ✓ Eye color
    - ✓ Place of birth (state or country only)
    - ✓ Citizenship

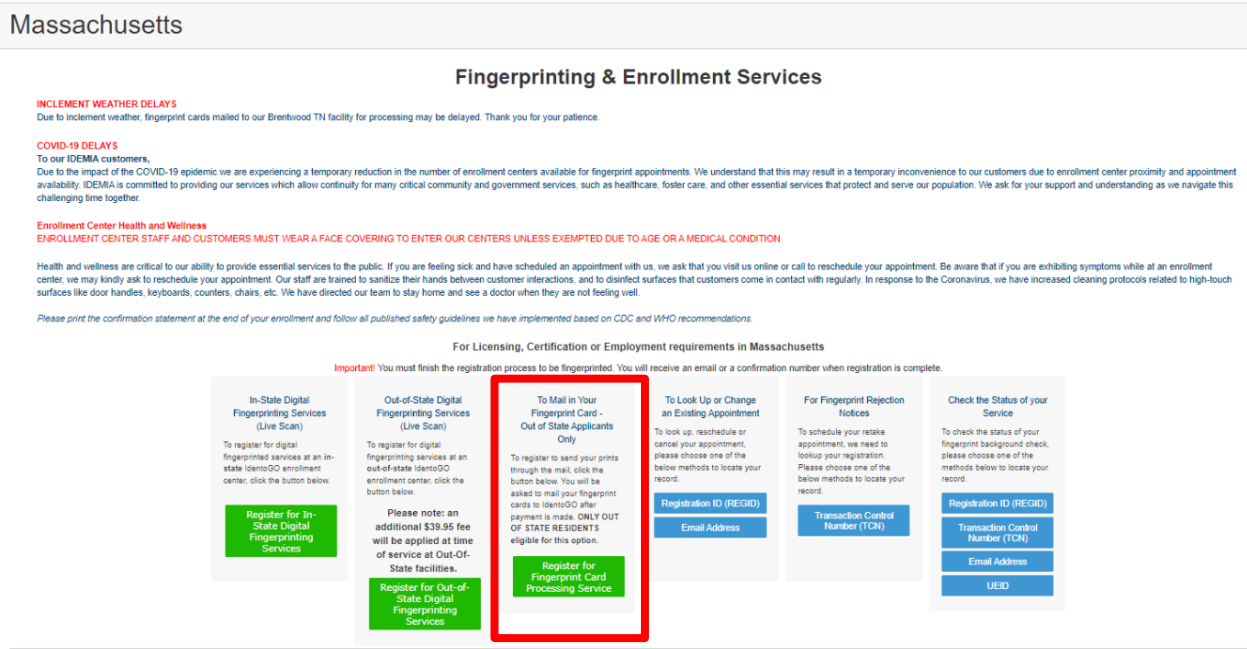
Process to Mail in Your Fingerprint Cards

1. *Fingerprints must be submitted on standard FBI applicant cards (FD-258). In order to obtain an FBI applicant card (FD-258), please send an email to 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. Please 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 completely filled-out, please follow these steps to pre-enroll:

1. Applicants must go online to the IdentoGO website, **https://ma.ibtfingerprint.com/** website, 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**



3. Please 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. Please 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.

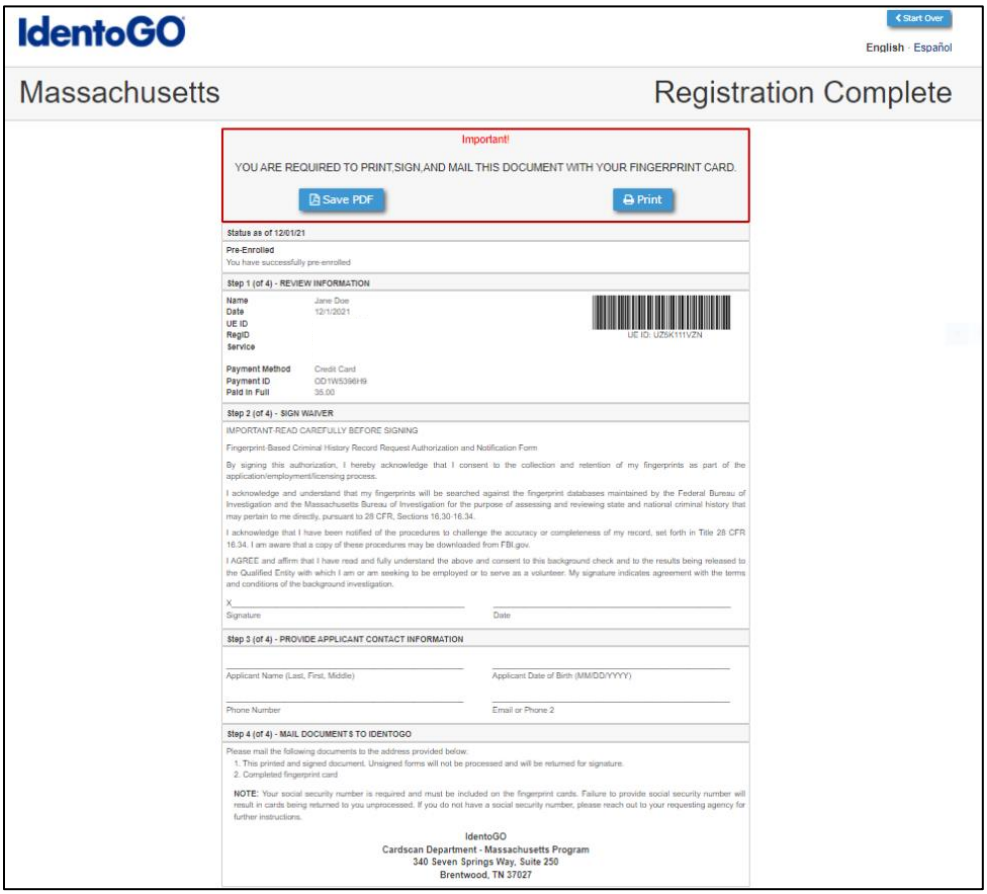
<u>Shipping Fingerprint Hard Card for Massachusetts Processing</u>

Please 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

- ***Note, always utilize the shipping address located on your Bar Code confirmation page.***

Sample Bar Code Confirmation Page



<u>Important Reminders</u>

- Please 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 may call the toll free IdentoGO Customer Service Call Center at (866) 349-8130 and speak with a customer service representative. Please allow at least 10 business days from shipment before checking status.