



## Universal Enrollment Platform Overview

### West Virginia Non-Resident Processing Instructions

#### Card Scan and Out-of State Livescan Procedures

For those applicants residing outside of West Virginia 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](http://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. Please note that the fingerprint card must be signed by the applicant or it will not be processed.
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 content area has a dark background with the text "Enter your Service Code to get started." Below this is a white input field labeled "Enter Code" with a blue "GO" button to its right. A red box 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, there is a blue banner with two sections: "Check the Status of your Service" (with a checkmark icon) and "Manage an existing Appointment" (with a calendar icon). Below the banner, there is a section titled "We provide the following additional services:" with three icons: "State History Check" (with a magnifying glass over a document labeled "STATE"), "Fingerprint Cards" (with a grid 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 text "Enter your Service Code to get started." at the top. Below this is a white input field with the placeholder text "Enter Code" and a blue "GO" button. A red box highlights the text "Don't know your Service Code? Contact your agency or [click here.](#)" located below the input field.

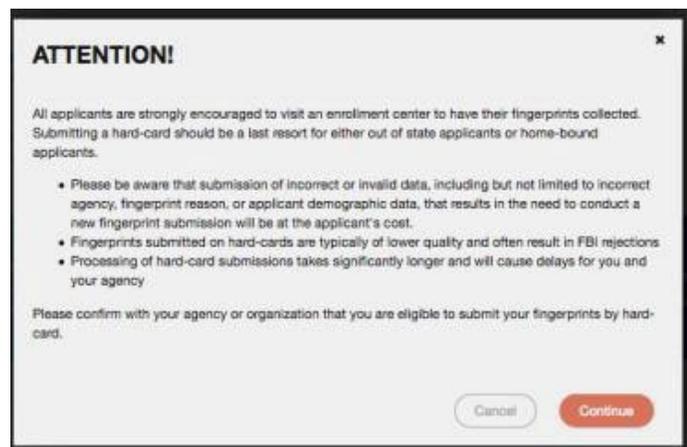
Please note: Not all agency ORI's may be available with this look up tool.

**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.



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. 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

  
UZVV-12VNX9

2 (of 4) - SIGN AUTHORIZATION:	
<p>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.</p>	
<p><b>PRIVACY ACT STATEMENT</b></p> <p>Authority: The FBI's acquisition, preservation, and exchange of fingerprints and associated information is generally authorized under 28 U.S.C. 534. Depending on the nature of your application, supplemental authorities include Federal statutes, State statutes pursuant to Pub. L. 92-544, Presidential Executive Orders, and federal. Providing your fingerprints and associated information is voluntary; however, failure to do so may affect completion or approval of your application.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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).</p>	
<u>X</u>	_____
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:	
<p>Please mail the following documents per your specific agency instructions:</p> <ol style="list-style-type: none"><li>This printed and signed document.</li><li>Completed fingerprint card</li></ol> <p><b>NOTE:</b> 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</p>	
<p>Prints Inc IdentoGO Card Scan Operations – West Virginia 100 Salem Court Tallahassee, FL 32301</p>	

## 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 heading reads "Enter your Service Code to get started." Below this is a text input field labeled "Enter Code" with a blue "GO" button to its right. A red box 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 content area, there is a blue banner with two service options: "Check the Status of your Service" (with a checkmark icon) and "Manage an existing Appointment" (with a calendar icon). Below this banner, there is a section titled "We provide the following additional services:" with three icons and descriptions: "State History Check" (with a magnifying glass over a state map icon), "Fingerprint Cards" (with a fingerprint card 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 IdentoGO service code entry form. It features the heading "Enter your Service Code to get started." and a text input field labeled "Enter Code" with a blue "GO" button. A red box highlights the link: "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.

**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'.

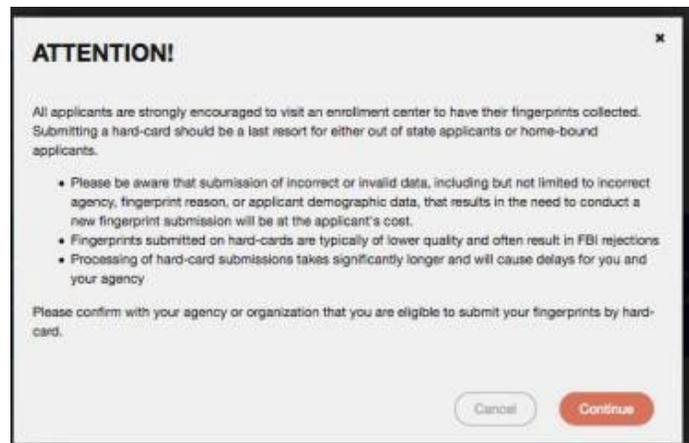
**Schedule or Manage Appointment**  
Schedule an in-person appointment or change an existing appointment.

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

**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.



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](#)