



West Virginia Fingerprint and Background Check Services Frequently Asked Questions (FAQ's)

MISCELLANEOUS:

Q: When will the new IDEMIA fingerprint system be effective?

A: IDEMIA has scheduled the new solution to go live October 1, 2018. The legacy website and workstations in our Identogo centers will be taken offline after close of business on September 28, 2018. Location schedules and availability in the old system and website will end as of that date, not allowing applicants to schedule any future appointments in that system after that date. Appointment registration and location information is available at this time in the new UEP system, allowing applicants to begin scheduling using the new Service Code for each agency/fingerprint reason. The new UEP Public Website is available at <https://uenroll.identogo.com/> and will be fully available for scheduling use no later than September 24, for appointment dates AFTER October 1, 2018 and reflecting the date each location will go live with the new workstation. Please be advised that some locations may not be available immediately due to the equipment transition, but schedules and go lives will be posted within the UEP registration system/website as well as on the Identogo West Virginia website.

Q: What does the acronym 'UEP' represent?

A: The acronym 'UEP' represents the Universal Enrollment Platform, and is the innovative solution provided by IDEMIA (formerly MorphoTrust LLC) to simplify and reduce costs.

Q: Will there be any change to the delivery of West Virginia background check results?

A: No, there will not be any changes to the delivery of fingerprint results.

SERVICE CODES:

Q: What is a Service Code?

A: IDEMIA has assigned a unique Service Code for each unique combination of Agency and Reason for Fingerprinting. This six character Service Code is used to accurately identify the Agency (ORI), Reason for Fingerprinting (RFP)/Civil Type Code, and Price for the transaction. Service Code is a required field for all pre-authorization/pre-enrollment transactions.

1. Service Codes are not sequential numbers. Therefore, it is highly improbable that an applicant accidentally enrolls for the wrong Agency or service.
2. Applicants will be required to enter the assigned Service Code to begin registration and appointment setup. The new website will offer the ability to lookup Service Code for some fingerprint reasons, but NOT ALL Service Codes or Agencies will be listed in the lookup tool. This restriction is due to requirements to confirm applicants are using the correct fingerprint reason. All agencies are expected to provide applicants with the new Service Code, so any inquiries to Customer Service will be directed back to the Agency for more information.



- Q: How do I obtain my service code to register for my background check?
A: Obtaining a service code will vary by agency. It may be shared by visiting your agency website or by mail/fax communication. Please contact your employer, potential employer, agency contact, or licensing agency to find out how to obtain your Service Code. IDEMIA staff are not permitted to provide the Service Code onsite or to callers.

PRE-ENROLLMENT (REGISTRATION) PROCESS

- Q: As an applicant, requiring fingerprinting, do I need to pre-register?
A: Yes, applicants need to pre-register. The new registration website is found at: <https://uenroll.identogo.com/>
- Q: Do I need to make an appointment before showing up at an IdentoGO site?
A: Appointments are not required, but pre-registration is required. Once registered, applicants may walk-in during a location's posted hours of operation, but scheduling an appointment may lead to lesser/no wait times. Applicants that choose to use an appointment will also be signed up for automatic notifications regarding the location and date in case of any emergency closure.
- Q: As a non-resident applicant, are there any changes to the Cardscan process?
A: Applicants residing outside of West Virginia (or physically unable to visit an IdentoGo center in West Virginia) will be required to complete pre-enrollment and pre-payment in the UEP system. The new Pre-enrollment/Pre-Payment procedure will be available online starting September 24, 2018. Your Service Code homepage will include a link for applicants to pre-enroll for cardscan service by selecting this option under "Submit A Fingerprint Card by Mail". Please see the WV Non-Resident Cardscan instructions posted on the IdentoGO West Virginia website. Additionally, applicants will be offered a new service to complete an Out-Of-State livescan enrollment instead of hard card scanning. See below for more information.
- Q: As a non-resident applicant, can I visit other IdentoGO centers outside of West Virginia for service?
A: Applicants residing outside of West Virginia will be able to complete a livescan enrollment in select UEP locations not located in West Virginia. For an additional fee, applicants will have an option to visit an IdentoGO center to have fingerprints digitally scanned along with standard identification verification. This onsite service mirrors the service provided in West Virginia with the added convenience of not getting hard cards and wait for mail and processing. UEP does require pre-enrollment and appointments in most OOS locations.

FINGERPRINT SITES/SERVICE:

- Q: Where are the IdentoGO sites located?
A: Applicants should use <https://www.IdentoGO.com/locations> to find a location. Applicants will also be able to find the nearest location from the UEP registration.



Q: When will the IdentoGO sites have the new UEP workstation? Are there any location closure dates?

A: Appointment registration and location information is available at this time in the new UEP system, allowing applicants to begin scheduling using the new Service Code for each agency/fingerprint reason. Locations may not be available immediately due to the equipment transition, but schedules and go lives will be posted within the UEP registration system/website as well as on the IdentoGO West Virginia website. Please check <https://www.identogo.com/locations/west-virginia> for a listing of locations, scheduled closure dates, and UEP System Go Live Dates

Q: Will there be an option for mobile fingerprinting services?

A: Yes, the contract with IDEMIA allows for mobile fingerprinting services for large groups (defined as 30 or more) as scheduled by the agency for a designated location. The Contractor (IDEMIA) shall acknowledge all mobile service requests within 48 hours and provide mobile services within two (2) weeks of the request. This two (2) week timeline begins once the requestor and IDEMIA agree to all arrangements.

Q: How do I request mobile fingerprinting service?

A: To request a mobile fingerprint event, a request must be sent to IDEMIA at: statemobileservices@us.idemia.com

Mobile event service requests must include as much information regarding your specific needs. Information should include, at a minimum, the Point of Contact name (and contact information), facility and address that will be hosting the event, the approximate volumes for the mobile service, and the timeline or requested date(s) for the on-site session.

Q: How do I become a fingerprinting site?

A: Contact IDEMIA about becoming an IdentoGO center by visiting their website and complete the online Partner Inquiry Form at <https://www.identogo.com/partners>.

PAYMENT OPTIONS:

Q: What payment options are available with the UEP system?

A: The UEP system supports the below payment options:

- Credit card (cardholder must be the applicant or present at the time of enrollment with proper identification)
- Money order/Cashier's Check in the exact amount of service
- Business Check in the exact amount of service
- No Charge Authorization Coupon (NCAC) Account

Q: What is a NCAC Account?

A: The NCAC account, a credit card backed payment option, will replace the current payment options of escrow/draw and invoice accounts. The NCAC payment option involves establishing an account backed by a major credit card (VISA, Master Card,



Discover, or AMEX) in which NCACs can be issued. Effective at close of business on September 28, 2018 we will NOT recognize current account payment options as valid in UEP. Any account holders wishing to continue to pay for the applicant service must complete the No Charge Authorization Code (NCAC) credit card backed package. If you have not already established a new NCAC account with us, please do so as soon as possible. Information regarding the NCAC Account setup can be found on the IdentoGO West Virginia website, or at the below URL:
https://www.identogo.com/uploads/general//WV_NCAC_Credit_Card_Account_PAC_KAGE_5.2018.pdf