



## New Jersey Fingerprint and Background Check Services

### Frequently Asked Questions (FAQ's)

#### **MISCELLANEOUS:**

Q: What does the acronym 'UEP' represent?

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

Q: Will there be any change to the delivery of New Jersey 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, Doc Type, 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.

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: Pre-registration and appointments are required.

## FINGERPRINT SITES/SERVICE:

Q: Where are the IdentoGO sites located?

A: Applicants should use <http://www.IdentoGO.com/locations> to find a location. Applicants will also be able to find the nearest location from the UEP registration.

Q: What do I need to bring with me to my appointment?

A: You will need to bring your ID and method of payment with you to your fingerprinting appointment. Identification must be valid, not expired, and contain a photograph of the applicant. The list of acceptable documentation required for identification purposes is listed below:

- Driver's License issued by a State or outlying possession of the U.S.
- Driver's License PERMIT issued by a State or outlying possession of the U.S.
- Driver's License PAPER/TEMPORARY issued by a State or outlying possession of the U.S.
- Enhanced Driver's License (EDL)
- Commercial Driver's License issued by a State or outlying possession of the U.S.
- Commercial Driver's License PERMIT issued by a State or outlying possession of the U.S.
- ID card issued by a federal, state, or local government agency or by a Territory of the United States
- Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
- U.S. Coastguard Merchant Mariner Card
- U.S. Passport
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Card/Document (I-766) that contains a photograph
- Canadian Driver's License
- Foreign Driver's License (Mexico and Canada Only)
- U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States



#### Juveniles

- Approved Document list as shown above; or
- Photo ID Waiver for Minors (Only needed in special circumstances)
  - Required Secondary document if Photo ID Waiver for Minors is selected (only needed in special circumstances)
    - Birth Certificate bearing an official seal or certified copy) issue by State, county, municipal authority (or outlying possession of the U.S.)
    - Social Security Card

Q: What type of payments are accepted? Can I pay when I schedule my appointment?

A: All payments will be made at the time of fingerprinting. We will accept the following payments at the time of your appointment:

- Credit Card onsite (Card holder must be present)
- Money Order per individual fingerprinting applicant, made out for exact amount due
- Personal or Business Check per individual fingerprinting applicant, made out for exact amount due
- No Charge Authorization Coupon (NCAC) Account

Q: Do I need to bring my Universal Fingerprint Form (UFF) with me to my appointment?

A: No, the UFF is no longer necessary and applicants are longer required to provide onsite as they will be completing their pre-enrollment steps by use of the Service Code. The current UFF will still be acceptable to use by the applicants and bring to their fingerprint appointment if they choose. The UFF does contain the minimum information needed to identify the intended Service Code, but it will no longer be necessary for applicants to enter their own information on the form as that data will instead be entered online or provided over the phone to our Customer Service team, who will complete the pre-enrollment for the applicant.

Q: How do I request mobile fingerprinting services?

A: To request a mobile fingerprint event, a request must be sent to the Contractor, IDEMIA, at: [statemobileservices@us.idemia.com](mailto:statemobileservices@us.idemia.com).

#### Additional FAQ's:

Q: How long will it take to be fingerprinted?

A: Approximately 10 minutes. Please be on time for your scheduled appointment.

Q: How do I cancel/reschedule my appointment?

A: You can cancel or reschedule your appointment by visiting <https://uenroll.identogo.com/> or by contacting our Customer Service Call Center toll-free at 1-877-503-5981.

Q: Is an out-of-state driver's license an acceptable form of identification?

A: A list of acceptable identification documents can be found above in the Fingerprint Sites/Services section of this FAQ.



Q: I do not have a picture on my identification. What other form of identification will be accepted?

A: The identification you provide must contain a photo. For a full list of acceptable identifications, please see the Fingerprint Sites/Services section of this FAQ.

Q: I have a County ID. Will that be sufficient identification?

A: An acceptable County ID will have the New Jersey state seal on the ID, and must meet all of the ID requirements. For a list of ID requirements along with a list of acceptable identifications, please see the Fingerprint Sites/Services section of this FAQ.

Q: Is a Military ID an acceptable form of identification?

A: Most Military IDs do not meet the identification requirements. Please refer to the Fingerprint Sites/Services section of this FAQ for a full list of acceptable identifications.

Q: I have a charge on my credit card from IdentoGO-NJ Enrollment. What is it for?

A: The charge is for fingerprint services related to licensing or employment in the state of New Jersey. If you have further questions, please call us toll-free at 1-877-503-5981.

Q: What are the costs associated with fingerprinting?

A: Payment collected for fingerprint services cover the cost of the state and/or federal background check fees as well as the IdentoGO service fee.

Q: Can I get a duplicate copy of my receipt?

A: Yes, you can obtain a copy of your receipt by visiting <https://uenroll.identogo.com/> or by contacting our Customer Service Call Center toll-free at 1-877-503-5981.

Q: How do I use my fingerprints on file for a new position or purpose?

A: In most cases, you must be fingerprinted again for a new position or purpose. However, you may contact your state agency to determine whether your previous fingerprint submission can be used to satisfy your new fingerprint requirement.

Q: Why do I need to be fingerprinted again?

A: State and federal laws determine the need to be fingerprinted or the need to be re-fingerprinted for certain background check purposes. Contact your governing agency for additional information. .

Q: I received notification stating I need to be fingerprinted again. Why?

A: The physical condition of your fingerprint determines the quality of the fingerprint images. If the image quality is too poor, your state agency may request you to be fingerprinted again to obtain a better quality print.

Q: I received notification stating I need to be fingerprinted again. How do I make that appointment?

A: Reprinting must occur within a specified period of time. Appointments for reprints can be scheduled by visiting <https://uenroll.identogo.com/> or by contacting our Customer Service Call Center toll-free at 1-877-503-5981.



Q: When should I receive my results for my fingerprinting?

A: IdentoGO is not authorized to receive your background check results. Contact your state agency or your employer to obtain more information.

Q: Will I get my results in the mail?

A: Contact your governing agency to determine who will be notified of your results.

Q: Why can't you squeeze me in today or this week?

A: Appointments are available on a first come, first service basis. We will schedule you for the first available appointment at the location of your choice.

Q: Are any of the locations open on Saturdays or evenings?

A: Please refer to the schedules listed on <https://uenroll.identogo.com/>, and note that all schedules are subject to change.

Q: How long will it take me to get an appointment?

A: In the absence of extenuating circumstances, IdentoGO will provide fingerprint appointments within 10 business days of the date you inquire to schedule.

Q: Where can I get my Process Control Number (PCN)?

A: Your PCN will not be on the receipt provided to you at the time of fingerprinting. You can obtain your PCN by visiting <https://uenroll.identogo.com/> or by contacting our Customer Service Call Center toll-free at 1-877-503-5981.

Q: Is there a direct number to the site where I am being fingerprinted?

A: All communication regarding your IdentoGO fingerprint appointment should be directed to our call center at 1-877-503-5981.

Q: I live outside the state of New Jersey and need to be fingerprinted for the state of New Jersey. What do I do?

A: Contact the state agency requiring you to be fingerprinted to determine what you will need to do to satisfy the fingerprint requirement.

Q: Where can I get directions to my fingerprint appointment?

A: Directions are available on this website. Our call center can also provide directions to our fingerprint site locations. Please call 1-877-503-5981.

Q: Do you have assistance for the hearing impaired?

A: Please use the nationwide Telecommunications Relay Service (TRS) by dialing 711 and providing the operator with our call center number, 1-877-503-5981.