

Digital Fingerprint & Electronic Criminal Background Check Services Frequently Asked Questions (FAQ's)

- Q: What is the last day for an applicant to register with and be fingerprinted by the Commonwealth's current supplier?
- A: The last day to register and be fingerprinted with the Commonwealth's current supplier is 11/18/17.
- Q: If I'm an applicant, and have registered with the Commonwealth's current supplier and have not yet been fingerprinted, will I receive a refund?
- A: Yes, the Commonwealth's current supplier will issue a refund on 11/29/17 for all those applicants that have registered, but have not been fingerprinted. The applicant will then have to register with IDEMIA (MorphoTrust) and be printed at an IdentoGO site, beginning 11/28/17.
- Q: How long will it take for me to receive my refund from the Commonwealth's current supplier?
- A: Refunds by the Commonwealth's current supplier are to be processed on 11/29/17.
- Q: What is the first day for an applicant to register with IDEMIA (MorphoTrust) and be fingerprinted at an IdentoGO site?
- A: The first day for an applicant to register with IDEMIA (MorphoTrust) and be printed at an IdentoGO site will be 11/28/17.
- Q: If I've registered and have been fingerprinted with the Commonwealth's current supplier, but need reprinted after 11/28, what should I do?
- A: If a re-fingerprint is required and was not completed with the Commonwealth's current supplier prior to 11/27/2017, the applicant will be contacted by IdentoGO and will be issued a payment coupon. Registration with IDEMIA (MorphoTrust LLC) and re-fingerprinting at IdentoGO sites will be available as of 11/28/17.
- Q: How long will the coupon for re-fingerprinting be valid?
- A: Coupon for re-fingerprint will be valid for 90 days.
- Q: Where/how do I get my coupon for re-fingerprinting with IDEMIA?
- A: Applicants who were fingerprinted and rejected under the Commonwealth's current supplier will need to contact IDEMIA by phone, toll free at (844) 321-2101. Once the applicant is verified as reprint necessary, a payment waiver/coupon code will be provided to the applicant. Further details on that process will be available once the transition begins to occur.
- 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: What does the acronym 'UEP' represent?
- A: The acronym 'UEP' represents the Universal Enrollment Platform, and is the innovative solution provided by IDEMIA (MorphoTrust LLC) to simplify and reduce costs.

Q: As an applicant, requiring fingerprinting, do I need to pre-register?

A: Yes, applicants need to pre-register.

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.

Updated 11/20/17

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 20 or more) as scheduled by the agency for a designated location. The Contractor shall acknowledge mobile service requests within 48 hours and provide mobile services within 2 weeks of the request. More information will be provided soon about this request process.

Q: How do I become a mobile 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>.

Q: What is PASafeCheck?

A: PASafeCheck is the name of the background check system that will be used by IDEMIA to process applicant digital fingerprint background checks for the Commonwealth of Pennsylvania.

Q: What is a Service Code?

A: The Universal Enrollment Platform, UEP, assigns a unique Service Code for each unique combination of Agency and Applicant Type. This six-character Service Code is used to accurately identify the Agency, Reason for Fingerprinting, price for the transaction, and other applicant-type specific items.

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. A service code lookup tool will also be available on the UEP website (uenroll.IdentoGO.com) on 11/28/17 by following the registration question prompts. If an Commonwealth agency pre-authorization is required to register for a background check, the agency will provide the service code.