

New York City Department of Investigation
Fingerprint Unit Frequently Asked Questions

Q: How do I schedule a fingerprinting appointment?

A: Contact IDEMIA by going to their website at <https://uenroll.identogo.com> or by calling (877) 472-6915. Appointment scheduling via the website is available 24/7/365, and appointment scheduling via the call center is available 9am-9pm Monday through Saturday. An appointment is required for service, walk-in service is not available. Please arrive on time for your scheduled appointment, an enrollment center may not be able to accommodate early or late arrival for an appointment.

Q: IDEMIA requires me to provide a "Service Code". What is a Service Code and what is it used for?

A: The Service Code is a unique number that is assigned to DOI/DOHMH to ensure the fingerprint results are sent to us once the fingerprint process is complete.

Q: What is the Service Code for DOHMH Childcare service provider fingerprinting through DOI?

A: The Service Code is 157XX3.

Q: Will service providers be able to pay for fingerprinting on behalf of their employees if they elect to do so?

A: Yes. Service providers have several payment options including Credit Card, Business Checks or a No Charge Authorization Code (NCAC) account established with the vendor, IDEMIA. The instructions to register an NCAC account are located on the IDEMIA website.

Q: How do I pay my fingerprint application fee?

A: The fingerprinting fee will be paid on-site, at the time of the applicant's fingerprinting, using a credit/debit card, business check or NCAC.

Q: Does IDEMIA charge a fee for their services?

A: Yes. This fee is in addition to any required government search fees. The total of all required fees are to be included in one payment to IDEMIA at the Identogo center when you are fingerprinted. The current total cost to be fingerprinted within New York State is **\$102.50**. Any future changes in the total fee rate would be conveyed by DOI or DOHMH to providers. Several locations outside of New York State can process fingerprints for DOI; however, there may be an additional service fee.

Q: What is the cost to be fingerprinted to work with a DOHMH regulated Childcare provider?

A: As of May 1, 2024, the total cost to be fingerprinted within New York State is **\$102.50**.

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Q: Where are the IDEMIA Identogo center locations?

A: Centers are located throughout the city, state, and country. A list of currently available locations can be found at www.identogo.com/locations. Enter your city or zip code to view available locations. You can schedule an appointment at any location that lists “**State Agency Enrollment**” under “**Available Services.**”

Q: Are photos required to be submitted?


A: Yes. IDEMIA takes a photograph at the time the applicant is processed.

Q: Am I required to submit my social security number to be fingerprinted?

A: Yes. You will need to provide your social security number at an Identogo center when you are fingerprinted.

Q: Do I need to keep my receipt?

A: Yes. The applicant will receive a receipt (sample below) from the Identogo center when they are fingerprinted, and they must submit an electronic copy of the receipt to DOHMH with their online comprehensive background check request.

IdentoGO Center (4200120) 702 Stowersville Rd Lewis, New York 12950	
IdentoGO	
Date:	05/05/2020@09:37 AM
Customer:	[REDACTED]
UE ID:	[REDACTED]
Services	
NY - Dept of Education - Employee	\$102.50
SubTotal:	\$102.50
Total:	\$102.50
Payment	
Credit Card Ending in (7331)	\$102.50
Amount Paid:	\$102.50
Credit Card Authorization By signing, I authorize IDEMA and/or their agents to charge my credit card for service(s) performed and/or products purchased. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement	
	
Signature	
Service status is available at http://venroll.identogo.com	
We want to hear from you! 844.538.5541	