

*Updated as of February 2, 2026*

**New York City Department of Citywide Administrative Services (DCAS)  
Investigation Fingerprint Unit**

**Frequently Asked Questions**

**Q: How do I schedule a fingerprinting appointment?**

**A: Starting July 16, 2024, to schedule an appointment, please 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 an agency to ensure the fingerprint results are sent to DCAS once the fingerprint process is complete. Please note that IDEMIA will not provide the service code to applicants. The service code is to be supplied by the provider as part of any instructions given to the applicant.

**Q: What is the Service Code for your Agency when fingerprinting through Idemia?**

**A:** The Service Code is a unique code assigned to the service for which you will be performing. Service codes are broad categories of services, for example, Exam Applicant. This is a service code that encapsulates multiple jobs across several agencies. A service code is a six-digit code, i.e., **157XXX (this is a sample)**.

**Q: What safety measures do the Identogo centers have in place in light of the COVID-19 pandemic?**

**A:** Please visit the IDEMIA Identogo website for additional COVID-19 related information [www.identogo.com](http://www.identogo.com).

**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/Debit Card, Business Checks or a No Charge Authorization Code (NCAC) account established with the vendor, IDEMIA.

**Q: How do I pay my fingerprint application fee?**

**A:** The fingerprinting fee will be paid online by Credit/Debit card, or at the time of the applicant's fingerprinting, using a credit/debit card, business check or No Charge Authorization Code.

**Q: Does IDEMIA charge a fee for their services?**

**A:** Yes. Idemia charges a processing fee of \$17.50. If the candidates choose to use Identogo locations outside of New York State, there is an additional \$30 service fee.

**Q: What is the cost to be fingerprinted to work with a DCAS agency?**

**A:** As of July 16, 2024, the total cost to be fingerprinted within New York State for civilian employees is **\$104.50** and is **\$92.50** for law enforcement employees.

**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](http://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? And, what do I do with them?**

**A:** Yes. If DCAS is requiring your fingerprints for your position, you must submit one receipt to DCAS. Please send your receipt to [dcasfingerprints@dcas.nyc.gov](mailto:dcasfingerprints@dcas.nyc.gov). If your agency is requiring you to be fingerprinted, you must contact your agency HR Representative. Keep the remaining receipt for your records.

**Q: What does my Agency do when the fingerprint receipt is received from the candidate?**

**A:** DCAS requests that you email a copy of the candidates Identogo receipt and a completed copy of the TPE Live Scan Fingerprint Information Form to DCAS at: [DCAS\\_TPE\\_receipts@dcas.nyc.gov](mailto:DCAS_TPE_receipts@dcas.nyc.gov).

**Q: What does my Agency do to verify if an employee was or needs to be fingerprinted?**

**A:** Please send your inquiry to DCAS by email to [DCASFingerprints@dcas.nyc.gov](mailto:DCASFingerprints@dcas.nyc.gov).

**Sample Identogo Receipt**



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 - Employees	\$101.75
SubTotal:	\$101.75
Total:	\$101.75
Payment	
Credit Card ending in (7331)	\$101.75
Amount Paid:	\$101.75

**Credit Card Authorization**  
By signing, I authorize IDEMIA 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://uenroll.identogo.com>

**We want to hear from you!**  
Tell us about your Identogo Enrollment Center Service  
**844.539.5541**