

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. 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 DOHMH Childcare service provider fingerprinting through DOI?

A: The Service Code is **157XX3**.

Q: When will I be able to contact IDEMIA to start a new fingerprint application?

A: IDEMIA will be accepting new fingerprint applications/appointments starting June 1, 2020.

Q: Why is there a gap in service between the end of the current process and start of the new process?

A: Due to public safety concerns from the COVID-19 pandemic, the DOI Fingerprint Unit has been closed to the public. The IDEMIA Identogo centers will be able to process fingerprints as of June 1, 2020.

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

A: Identogo centers have advanced standards and safety measures in place. Their fingerprinting staff sanitize their hands between customers and disinfect surfaces that come in contact with customers regularly. They have increased cleaning protocols related to high-touch surfaces like door handles, keyboards, counters, and chairs. They are observing Social Distancing in their centers and, where required

by local law, they require face coverings to enter the location. If required by local law, the centers will deny admittance to anyone who is not wearing a face covering when they arrive for their appointment. Please visit the IDEMIA Identogo website for additional COVID-19 related information 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 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 and have been sent to service providers.

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 \$102.00.** Any future changes in the total fee rate would be conveyed by DOI or DOHMH to providers. The IDEMIA website displays the current fee required when applicants schedule a fingerprinting appointment. Several locations outside of New York State are able to process fingerprints for DOI; however, there is an additional service fee.

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

A: As of July 1, 2020, the total cost to be fingerprinted within New York State is **\$102.00.**

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 two receipts (sample below) from the IdentoGo center when they are fingerprinted and they **must** submit one receipt to DOHMH with their A-Series Packet.

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	\$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