

**IdentoGO Card Scan
Processing Procedures and Frequently Asked Questions
For Indiana**

Applicants who reside out of state, or are physically unable to go to a location to be fingerprinted may use IdentoGO Card Scan Processing Program. This program utilizes advanced scanning technology to convert a traditional fingerprint card (hard card) into an electronic fingerprint record. Converting a “hard card” into an electronic record enables an applicant to have their fingerprint record processed as quickly as if they had traveled to an electronic fingerprint processing location. The section below details the procedures for submitting fingerprints to the Card Scan Processing Unit.

Indiana Licensing and Certification

Applicants must go online to the IdentoGO® website (www.identogo.com) or call the toll free registration center at 1-877-472-6917 and complete the registration process. During the registration process, applicants should select “**Pay for Ink Card Submission**” on the Appointment Details page. This will identify to IdentoGO that a hard card will be mailed in for conversion to an electronic fingerprint record which will then be submitted to the Indiana State Police. Applicants should complete the entire registration process; a confirmation number will be supplied at the end of the registration process. This number should be retained by the applicant for tracking purposes. The confirmation number must be included in with your fingerprint card when it is submitted to IdentoGO for proper processing.

Appointment Details

[If you are using assistive technology \(such as a screen reader\) or have problems using the scheduler below, please follow this link to our alternative appointment scheduler.](#)

[<-- Return to Start](#)

[Pay for Ink Card Submission](#)

Enter a zip code to determine the closest fingerprinting location.

go

or

Please choose the region you will be in for your identification appointment.

go



Fingerprints must be submitted on standard FBI applicant cards (FD-258); use of other types of fingerprint cards may delay your processing. FBI applicant cards are available from your employing or licensing agency. Applicants should obtain a set of fingerprints from a local law enforcement agency or other entity that provides fingerprinting services. These fingerprint cards may be either traditional ink rolled fingerprints or electronically captured and printed fingerprint cards.

Applicants need to make sure the following information is completed on the fingerprint card. Required information includes: Full name, Date of Birth, and Address. You do not need an ORI or FBI number. Please include the payment confirmation number provided at the end of making your payment with your card (if you pre-paid).

Department of Children's Services (DCS)

Applicants must have approval from DCS COBCU to submit a hard card for processing via this method. Applicants must include a copy of their email from COBCU authorizing the submission of a hard card. Failure to include a copy of the email from COBCU will result in the card being returned to the applicant and will delay the process.

Applicants for Professional Licensing Agency

The board may only review a Compete Background Check (CBC) record for a person applying for a license. If a person has not applied for a license, the board and its staff are prohibited by law from reviewing the record. Since we are prohibited from reviewing the CBC, the CBC report is closed upon receipt without review and may not be accessed again by staff. The boards also require the most recent criminal history available; as such, a CBC occurring days or weeks before an application is incomplete. Boards will disregard a criminal record with a date prior to the application submission date and you will be required to resubmit your fingerprints and pay the CBC fee again. There are no exceptions to this rule even if there is only a short amount of time between the criminal record check and the application submission date. Once you receive the email notice from the board that your application has been processed, you are eligible to submit to the CBC.

Juveniles

The State of Indiana does allow juveniles to be fingerprinted for a State Criminal Record Search. This is called a Criminal Record Review Challenge.

Payments

If paying by Business Check or Money Order, include the full name of the applicant on each check or money order. If one Business Check or Money Order is being used as payment for more than one applicant, please include a list of all applicant names covered by the check. Make Business Checks and Money Orders out to Identogo. Personal checks are not accepted.

Mailing Fingerprint Cards

Mail the fingerprint card along with the appropriate fee, if required and not paid by Escrow Account or Credit Card at the end of registration, should then be sent to the following address (for tracking & security reasons, it is recommended that a shipping service with tracking service be utilized):

IdentoGo
Cardscan Department – Indiana Program
340 Seven Springs Way, Suite 250
Brentwood, TN 37027

Please include at least two (2) means of contact for each applicant for which a fingerprint card is submitted to allow Identogo to ask any questions related to the processing of the fingerprint card (for example, a daytime and evening telephone number or a cell phone number and email address, etc.).

Applicants wishing to verify that a fingerprint card has been processed may call 877-472-6917 and speak with a customer service representative. Please allow 3 days from date of receipt before contacting Identogo regarding processing status.

Failure to complete the process as stated on these instructions will result in the card being returned to the applicant, which will delay the process.

Frequently Asked Questions about Criminal Background Check Process

Can you share my criminal background information with the public?

No. The record is confidential and may not be disclosed to the public

Will juvenile records appear on my record?

No. Juvenile records are sealed and will not appear on your record

What happens if my fingerprints are rejected?

Approximately two percent (2%) of all applicants will have a fingerprint "rejection". Rejections occur when the fingerprints captured were of a low or poor quality. Upon your first rejection, an automatic email will be sent to you notifying you of the rejection and provide instructions for resubmission at no additional charge. If you receive two FBI rejections within the last three months, the State will submit a "name search" in lieu of the fingerprint search. A name search may require six (6) weeks or more to process. If you receive a State rejection, you will get an email instructing you to be re-fingerprinted.



Indiana

Fingerprinting & Enrollment Services

Please allow a minimum of 15 – 30 Business Days for Indiana State Police processing before contacting your Requesting Agency for the results status.

COVID-19 DELAYS

To our IDEMIA customers,

Due to the impact of the COVID-19 epidemic we are experiencing a temporary reduction in the number of enrollment centers available for fingerprint appointments. We understand that this may result in a temporary inconvenience to our customers due to enrollment center proximity and appointment availability. IDEMIA is committed to providing our services which allow continuity for many critical community and government services, such as healthcare, foster care, and other essential services that protect and serve our population. We ask for your support and understanding as we navigate this challenging time together.

Enrollment Center Health and Wellness

ENROLLMENT CENTER STAFF AND CUSTOMERS MUST WEAR A FACE COVERING TO ENTER OUR CENTERS UNLESS EXEMPTED DUE TO AGE OR A MEDICAL CONDITION.

Health and wellness are critical to our ability to provide essential services to the public. If you are feeling sick and have scheduled an appointment with us, we ask that you visit us online or call to reschedule your appointment. Be aware that if you are exhibiting symptoms while at an enrollment center, we may kindly ask to reschedule your appointment. Our staff are trained to sanitize their hands between customer interactions, and to disinfect surfaces that customers come in contact with regularly. In response to the Coronavirus, we have increased cleaning protocols related to high-touch surfaces like door handles, keyboards, counters, chairs, etc. We have directed our team to stay home and see a doctor when they are not feeling well.

Please print the confirmation statement at the end of your enrollment and follow all published safety guidelines we have implemented based on CDC and WHO recommendations.

For Licensing, Certification or Employment requirements in Indiana

Important! You must finish the registration process to be fingerprinted. You will receive an email or a confirmation number when registration is complete.

For New Appointments

To schedule a new appointment, click the green button below. We will ask you for the information needed to schedule and process your background check.

in.ibtfingerprints.com

To Look Up or Change an Existing Appointment

To look up, reschedule or cancel your appointment, please choose one of the below methods to locate your record.

Registration ID (REGID)
Email Address

For Fingerprint Rejection Notices

To schedule your retake appointment, we need to lookup your registration. Please choose one of the below methods to locate your record.

Transaction Control Referral (TCR)

For Travel Security Screening and Transportation Threat Assessments:



HAZMAT



TSA Pre✓®



TWIC

If you have any questions with the website, please call 877-472-6917.