# Kentucky Fingerprint and Background Check Services

# Frequently Asked Questions (FAQ's) from Agencies

**MISCELLANEOUS:**

**Q: What does the acronym 'UEP' represent?**

A: The acronym 'UEP' represents the Universal Enrollment Platform, and is the innovative solution provided by IDEMIA to simplify and technologize the enrollment process across all agencies throughout the Commonwealth.

**Q: When does the new registration and fingerprinting process begin?**

A: Implementation of the UEP program is tentatively set to occur in October 2020. Additional communications related to the launch will be sent as we move closer to implementation.

**Q: How should we proceed with applicants who need processed prior to the transition?**

A: Agencies should continue to use their current processes until the UEP program has been implemented across the Commonwealth.

**Q: What will the cost be for applicants to get printed?**

A: Applicants will continue to pay the State and FBI fees associated with their agency based needs as well as an $18 fingerprint processing fee. The table below details the total fees assessed for the completion of the process depending on your agency needs.

| Services to be printed | State Fee | FBI Fee | IDEMIA Fee | Total |
|---|---|---|---|---|
| State and FBI | $20.00 | $13.25 | $18.00 | **$51.25** |
| State and FBI (Volunteer Rate) | $20.00 | $11.25 | $18.00 | **$49.25** |
| FBI Only | $0.00 | $13.25 | $18.00 | **$31.25** |
| FBI Only (Volunteer Rate) | $0.00 | $11.25 | $18.00 | **$29.25** |
| State Only | $20.00 | $0.00 | $18.00 | **$38.00** |
| Criminal Justice Rate | $0.00 | $0.00 | $18.00 | **$18.00** |

**Q: Can Criminal History (CHRI) results be shared?**

A: Possibly, if certain criteria are met.   Results sharing shall be in accordance with Federal and State guidelines.  For instructions on CHRI sharing policy requirements, contact KSP Audit Supervisor Joilee Hall at Joilee.hall@ky.gov or cjistraining@ky.gov.

**Q: Does this new process apply to the Child Abuse & Neglect Check (CAN checks) or other name based registry checks?**

A: No. CAN checks and other name based registry checks are not part of the fingerprint supported criminal record check, and the current process for that will remain the same.

**Q: My facility has purchased a livescan workstation and is currently submitting fingerprints. Will this system be able to be used or will we be able to purchase another workstation?**

A: IDEMIA's new UEP solution will not receive fingerprints from any other currently active or legacy fingerprint device. Only UEP workstations can be utilized to submit fingerprints with the new solution. IDEMIA will focus on establishing the overall solution and the public IdentoGo centers for the initial program launch. After the implementation, UEP Enroll-Your-Own (EYO) workstations may be available for purchase. Purchase agreement and requirements have not been finalized at this time but when complete they will be made available to those entities that request this additional information. You may submit your request to the EnrollmentDelivery@us.idemia.com email address and be sure to include all contact information, facility information, and average annual fingerprint volume.

**SERVICE CODES:**

**Q: What is a Service Code?**

A: IDEMIA has assigned a unique Service Code for each unique combination of Agency and Reason for Fingerprinting. This six character Service Code is used to accurately identify the Agency (ORI), Reason for Fingerprinting (RFP)/Civil Type Code, Doc Type, and Price for the transaction. Service Code is a required field for all pre-authorization/pre-enrollment transactions.

> 1. Service Codes are not sequential numbers. Therefore, it is highly improbable that an applicant accidentally enrolls for the wrong Agency or Service.

> 2. Applicants will be required to enter the assigned Service Code to begin registration and appointment setup. Note: this is provided to the applicant ONLY by your agency, and will not be available through the call center or our website.

**Q: How to I obtain the Service Code(s) for my agency?**

A: Service Code(s) creation is currently in development, and will be sent to you at least 30 days prior to program implementation.


**PRE-ENROLLMENT (REGISTRATION) PROCESS:**

**Q: Do applicants need to pre-register in order to get their fingerprinting complete?**

A: Yes, applicants will need to pre-register using the instructions provided on their service code form. Pre-registration can be completed either on the IdentoGO online portal or by contacting the call center.


**Q: Will applicants need to make an appointment before showing up at an IdentoGO site?**

A: Yes.  All applicants will need to create an appointment during their pre-registration.  The appointment creation is part of the process, and will not complete the pre-registration if not complete.  The registration portal will also have an option to reschedule appointments if needed.


**FINGERPRINT SITES/SERVICES:**

**Q: Were are the IdentoGO sites located?**

A: We are currently in the process of onboarding locations across the Commonwealth of Kentucky. Agencies and applicants will be able to view locations at http://www.IdentoGO.com/locations after program launch.  Proposed locations were also listed in the second communication sent to agencies. Previous communications can be found at www.kentuckystatepolice.org/background-changes/


**Q: What do applicants need to bring with them to their appointment?**

A: Applicants will need to bring their ID and method of payment with them to the fingerprinting appointment.  Identification must be valid, not expired, and contain a photograph of the applicant.  The list of acceptable documentation required for identification was sent in the second communication to agencies.

**Q: What type of payments are accepted? Can the applicant pay when they schedule their appointment?**

A: All payments will be made at the time of fingerprinting.  Locations will accept the following payments at the time of the appointment:

- Credit Card onsite (Card holder must be present)
- Money Order per individual fingerprinting applicant, made out for the exact amount due
- Certified/Business Check per individual fingerprint applicant, made out for exact amount due
- No Charge Authorization Coupon (NCAC) Account

**ADDITIONAL FAQ'S:**

**Q: How long does it take to be fingerprinted?**

A: Between 5 and 10 minutes. Sites will have appointments available at least every 10 minutes.