



**IdentoGo/IDEMIA by MorphoTrust USA  
ELECTRONIC FINGERPRINT SUBMISSION**

**ATTENTION ALL APPLICANTS**

-Security Guard Registration and Contract Security Company License-  
*This notice does not apply to certified trainer applicants.*

All applicants are required to utilize electronic fingerprint submission and must make an appointment with IdentoGO/IDEMIA by MorphoTrust USA. Results will be processed by TBI/FBI then received by this office. Applicants will submit payment of **thirty-nine dollars and fifteen cents (\$39.15)** for fingerprint processing to IdentoGO/IDEMIA by MorphoTrust USA. Attach a copy of the signed receipt from the electronic fingerprint session to your application.

**Required information when making appointment:**

**Agency Name:** Commerce and Insurance  
**Applicant Types:** Private Investigators  
**Agency ORI #:** TN920130Z

**Steps on how to complete the fingerprinting process: Resident of Tennessee**

- Go to [www.identogo.com](http://www.identogo.com) and choose Tennessee then Digital Fingerprinting
- Click schedule a new appointment and choose the language you wish to use for scheduling
- Enter your first and last name and click “go”
- Choose the proper employing or licensing agency as your Agency Name and click “go”
- Choose the proper Applicant Type and click “go”
- Enter your ORI, OCA, or other identifying numbers required by your employing or licensing agency clicking “go” after each
- Select the location where you want to be fingerprinted. You may choose a region of the state, click on the map, or enter a zip code to get a list of locations in a specific area. Press “go”
- Click on the words “Click to Schedule” across from the location you want, under the day you wish to be fingerprinted. If you want a date further in the future, click the “Next Week>>” link to display more dates. Once you select the location/date combination, select the time for your appointment and click “go”
- Complete the demographic information page. Required fields are indicated by a red asterisk (\*)
- When complete, click “Send Information”
- Confirm the information. Follow the on screen directions to make any changes necessary. Once you see the data is correct, click “Send Information”.
- If you are required to pay for your own fingerprinting, then you will be presented with payment options. Complete your payment process and click “Send Payment Information”
- Print your confirmation page
- Bring approved identification documents with you to the appointment. These approved document options are identified on your confirmation of your appointment
- Arrive at the facility at your appointed date and time
- The Enrollment Officer at the site will check your ID, verify your information, verify or collect payment, capture your fingerprints, and submit your data. This normally takes less than five minutes
- You will receive a signed receipt at the end of your fingerprinting session

**If you do not have access to the internet, you may call us toll-free at (855) 226-2937 Monday-Friday, 8:30 A.M – 4:30 P.M. (Central) to schedule an appointment. If you call, you will be asked the following questions instead of completing these steps yourself.**

## **Steps on how to complete the card scan process: Non Resident of Tennessee**

Applicants who reside out of state, or are physically unable to go to a location to be fingerprinted may use the Card Scan Processing service. 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.

- Applicants must go online to the enrollment website at [www.identogo.com](http://www.identogo.com) during the registration process; applicants should select "Register for Fingerprint Card Processing Services" on the Fingerprint & Enrollment Services page. This will identify that a hard card will be mailed in for conversion to an electronic fingerprint record which will then be submitted to the Tennessee Bureau of Investigation.
- 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. This confirmation number must be recorded on the fingerprint card when it is submitted to ensure proper processing.
- Fingerprints must be submitted on standard FBI applicant cards (FD-258); use of other types of fingerprint cards will delay your processing. FBI applicant cards are available from your employing *or licensing agency*. Due to agency specific information, we do not provide fingerprint cards to applicants.
- 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.
- If paying by Cashier's Check or Money Order, include the full name of the applicant on each check or money order. If one Cashier's Check or Money Order is being used as payment for more than one applicant, please include a list of all applicant names. Personal checks are not accepted. *Cashier's checks and money orders should be made payable to MorphoTrust USA LLC.*
- The fingerprint card along with the appropriate fee, if required and not paid by a Billing 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  
6840 Carothers Parkway, Suite 650  
Franklin, TN 37067-9929

Please include at least two (2) means of contact for each applicant for which a fingerprint is submitted where the applicant can be reached if there are 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.).