

Digital Fingerprint & Electronic Criminal Background Check Services
Frequently Asked Questions (FAQ's)

Q – What is the last day for an applicant to register with and be fingerprinted by Gemalto (Cogent)?

A – The last day to register and be fingerprinted with Gemalto (Cogent) is 11/18/17.

Q - If I'm an applicant, and have registered with Gemalto (Cogent) and have not yet been fingerprinted, will I receive a refund?

A – Yes, Gemalto (Cogent) will issue a refund on 11/29/17 for all those applicants that have registered, but have not been fingerprinted. The applicant will then have to register with Idemia (MorphoTrust) and be printed at an Identogo site, beginning 11/28/17.

Q – How long will it take for me to receive my refund from Gemalto (Cogent)?

A – Refunds by Gemalto (Cogent) are to be processed on 11/29/17.

Q – What is the first day for an applicant to register with Idemia (MorphoTrust) and be fingerprinted at an Identogo site?

A – The first day for an applicant to register with Idemia (MorphoTrust) and be printed at an Identogo site will be 11/28/17.

Q – If I've registered and have been fingerprinted with Gemalto (Cogent) once, but need reprinted after 11/28, what should I do?

A – If a re-fingerprint is required and was not completed with Gemalto (Cogent) prior to 11/27/2017, the applicant will be contacted by Identogo and will issue a payment coupon. Registration with Idemia (MorphoTrust LLC) and re-fingerprinting at Identogo sites will be available as of 11/28/17.

Q - How long will the coupon for re-fingerprinting be valid?

A – Coupon for re-fingerprinting will be valid for 90 days.

Q – Where/how do I get my coupon for re-fingerprinting with Idemia?

A - Applicants who were fingerprinted and rejected under the former solution will need to contact IDEMIA by phone toll free at (844) 321-2101. Once the applicant is verified as reprint necessary, a payment waiver code will be provided to the applicant. Further details on that process will be available once the transition begins to occur.

Q – Where are the Identogo sites located?

A – Applicants should use <https://www.identogo.com/locations> to find a location. Applicants will also be able to find the nearest location from the UEP registration

Q – As an applicant, requiring fingerprinting, do I need to pre-register?

A – Yes, applicants need to pre-register.

Q – Do I need to make an appointment before showing up at an Identogo site?

A – Appointments are not required with the new solution, but pre-registration is required. One registered, applicants may walk-in during posted hours of operation at a location, but scheduling an appointment may lead to lesser/no wait times.