

Instructions for Fingerprint/Criminal History/Background Check
Tennessee Applicant Processing Services
IdentoGO by MorphoTrust USA

- ✓ Go to www.identogo.com and choose *Tennessee*. You may also call (855) 226-2937 to schedule an appointment.
- ✓ Click *Online Scheduling* and choose the language you wish to use for scheduling (English or Spanish).
- ✓ Enter your first and last name, choose the proper licensing agency as your **Agency Name (Non-DCS Child Care Providers)**, choose the proper **Applicant Type (Child Related Worker Private)**, and enter your **ORI number, TNCC47076** and click "*go*" after each entry.
- ✓ 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*".
- ✓ To pay, you will be presented with payment options. Complete your payment process and click "*Send Payment Information*". The cost is \$42.00. (Effective March 1, 2015 the cost will be \$38.00)
- ✓ Print your confirmation page.
- ✓ Take approved identification documents with you to the appointment. These approved document options are identified on your confirmation of your appointment.
- ✓ At the facility, the Enrollment Officer will check your ID, verify your information, verify or collect payment, capture your fingerprints, and submit your data. Usually takes about 5 minutes.
- ✓ You will receive a signed receipt at the end of your fingerprinting session.

Rescheduling An Appointment
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Applicants paying for fingerprinting fees via credit card online must keep their originally scheduled appointment or be rescheduled within two (2) weeks of that original appointment date. Failure to do so will result in forfeiture of paid fees. Applicants paying via credit card are encouraged to call the scheduling office at (855) 226-2937 to reschedule their appointment. If you wish to reschedule on-line, please use the following instructions.

- ✓ Log on as you would to schedule an appointment, but click the link "*I have an existing appointment I would like to change*" near the bottom of the screen.
- ✓ You may enter either the email address you used on registration or your Registration ID that is shown on your scheduling confirmation and click "*go*".
- ✓ You will then be prompted to choose either *Edit* or *Cancel* by clicking your choice.
- ✓ If you are changing your appointment, you will be shown your existing appointment information and will then be able to select the button that reads "*Change Appointment Details*".
- ✓ You will then be prompted to select the location where you want to be fingerprinted and follow the instructions as you did when you originally scheduled.

Note: If you are cancelling your appointment, you will be prompted to verify you are sure you want to cancel. If you choose "yes", your appointment will be cancelled.