



Instructions for Fingerprinting at an IdentoGO Scan Location for NYC Department of Education (NYCDOE)

All candidates for employment with the NYCDOE or with a NYCDOE vendor, or volunteering through the GoPass program, are required to be fingerprinted as part of the background check/security clearance process. As of 05/05/2022, fingerprints will **NO LONGER** be completed at a NYCDOE facility. Instead, all fingerprinting for NYCDOE and/or vendor positions will now be completed by IdentoGO.

- 1) All fingerprinting is done by appointment only. You can schedule an appointment for fingerprinting by going to IdentoGO's website at <https://uenroll.identogo.com> or by calling the toll-free call center at (877) 472-6915. Appointment scheduling via website is available 24/7 and is the fastest and easiest way to schedule an appointment. Appointment scheduling via call center is available 9am-9pm Monday through Saturday.

STEPS FOR WEBSITE SCHEDULING

- 2) Once you access the IdentoGO website, please enter the following service code when prompted:
Service Code: 1588JG
- 3) During the appointment scheduling process, you will be asked to enter a ZIP Code, City and State, which will create a list of available fingerprinting locations. Please select a convenient location to get fingerprinted. NYCDOE buildings will **NOT** be an option for fingerprinting.

The fingerprinting fee will be \$101.75, which can be paid online when you set your appointment or in-person when you appear for your appointment. You will not be fingerprinted if you fail to provide payment. Payment options:

- Debit/Credit cards are accepted online in advance of your fingerprint appointment.
- Business check, government check, certified check, bank check, money order or credit cards are accepted on-site at the time of the fingerprinting appointment.

(*PLEASE NOTE THAT CASH IS NOT ACCEPTED AS A FORM OF PAYMENT AT ANY FINGERPRINTING LOCATION***)**

- IdentoGO may charge an additional \$30 fee if you schedule an appointment at an IdentoGO site located outside of NY State, plus any applicable sales tax. The additional \$30 fee and taxes must be paid at the time of your out-of-state fingerprint appointment.

STEPS FOR SCHEDULING BY PHONE

For expedited service, it is recommended that appointments are scheduled online. However, appointments can be made by speaking with an agent at the toll-free call center at (877) 472-6915.

FINGERPRINTING APPOINTMENT DAY

- 4) Bring a government-issued photo identification to your fingerprint appointment (e.g., driver's license, US Passport, Permanent Resident Card, etc.). If you did not already pay online when you scheduled your appointment, you will also need to bring your approved form of payment.
- 5) At the fingerprinting location, you will be required to enter your valid Social Security Number (SSN) TWICE in a double blind key entry. If you are unable to confirm your SSN, you will NOT be fingerprinted. Next, the photo identification confirmation page will be reviewed, fingerprints rolled, and photo taken. Once you have been fingerprinted, IdentoGO transmits the fingerprint transaction and photo to the New York State Division of Criminal Justice Services (DCJS) for processing. A search is then completed by the New York State and the FBI.
- 6) You will be provided with two receipts indicating your name, fingerprinting site location, date, time, fee paid and reason for fingerprinting. **Retain these receipts as proof you were fingerprinted.**
- 7) Should DCJS or the FBI reject your fingerprints due to image quality and require a reprint, IdentoGO will contact you and advise that you must schedule an appointment for reprinting. There is no additional cost for reprinting. The DOE will not contact you to be reprinted.

Next Steps:

- 8) Upon completion of the DCJS and FBI fingerprint search process, the results will be delivered electronically to the NYCDOE and can be viewed in Applicant Gateway.



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- 9) We strongly suggest you complete all other online forms in Applicant Gateway before scheduling your fingerprinting with IdentoGO to avoid delays in your nomination process.
- 10) Feel free to reach out to your hiring manager for follow up if needed.