

# Frequently Asked Questions - Fingerprint Scheduling

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## **1. Where do I go to get fingerprinted?**

If you live, work or attend school in the state of New Jersey, or in certain nearby communities surrounding the New Jersey boarder, you will be required to schedule a fingerprinting appointment directly with MorphoTrust, a private company under contract with the State. If your residence, work or school appears on the zip code list for nearby communities, you must schedule a fingerprinting appointment directly with MorphoTrust in New Jersey. The MorphoTrust fingerprinting sites are branded as "IdentoGo." However, you cannot schedule an appointment with MorphoTrust until you receive the IdentoGo New Jersey Universal Fingerprint Form from your respective Board/Committee/Unit.

## **2. Where do I get fingerprinted if I do not live in New Jersey?**

If you live beyond the New Jersey border and your zip code does not appear on the nearby community zip code list, you will be sent fingerprint cards which can be used by your local police department, another local law enforcement agency, a state police department or by your own states electronic fingerprinting company to record your fingerprints. Fingerprint cards and instructions will arrive with your IdentoGo Universal Fingerprint Form.(There may be a slight delay in the process of the criminal history background check when using manual fingerprint cards.)

## **3. How do I schedule an appointment with MorphoTrust?**

The primary way to schedule an appointment is through the scheduling Web site [www.bioapplicant.com/nj](http://www.bioapplicant.com/nj). Before you can schedule an appointment you must wait to receive the IdentoGo Universal Fingerprint Form from the Division of Consumer Affairs. There is information on the form that you will need, in order to schedule.

## **4. What if I do not have a computer?**

For applicants who do not have Web access, scheduling is available through the MorphoTrust Call Center at the toll-free number (877) 503-5981. Spanish-speaking operators are available upon request.

## **5. What if I need to reschedule or cancel my appointment?**

You may change/cancel your appointment through the MorphoTrust scheduling Web site. From the main home page, select Edit Transaction and proceed by entering the Applicant ID number that was provided when you scheduled your appointment. You must obtain a new appointment and new Applicant ID number if you have missed your appointment date. Rescheduling and cancellations are also available through the Call Center at (877) 503-5981.

## **6. I am having difficulty reaching MorphoTrust on the telephone. What should I do?**

If you are unable to reach a MorphoTrust operator, please try to utilize their website at: [www.bioapplicant.com/nj](http://www.bioapplicant.com/nj) or you may call back after business hours and leave a message including:

- First and last name
- Reason for the call
- Daytime telephone number where you can be contacted. MorphoTrust will attempt to contact you within 24 hours.

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**7. What are the computer requirements to use [www.bioapplicant.com/nj](http://www.bioapplicant.com/nj)?**

The Applicant Fingerprint Scheduler site currently supports only Internet Explorer for Windows and is not accessible for Macintosh Apple systems. The site is best viewed with Microsoft Internet Explorer 5 and up. Additionally, cookies must be enabled or supported.

**8. What do I do if I lost my IdentoGo Universal Fingerprint Form?**

You must contact your licensing board/committee/unit to request another IdentoGo Universal Fingerprint Form. If you have made an appointment for fingerprinting please be sure to cancel it so you will receive your refund. The IdentoGo Universal Fingerprint Form is required and must be presented at the time of your appointment; otherwise, you will not be fingerprinted and will need to reschedule. Applicants who appear for their appointment and fail to present the IdentoGo Universal Fingerprinting Form are subject to a ten dollar (\$10) plus tax (\$10.66) no-show fee. You will be responsible to make another appointment when you receive your new IdentoGo Universal Fingerprint Form.

**9. I missed my appointment with MorphoTrust. How can I reschedule?**

You will be charged \$10 plus tax (\$10.66) for your missed appointment, which will be charged against your original payment. MorphoTrust will refund the remaining payment back to your credit card (or other method of payment). You will be refunded the full amount, if you canceled your appointment before noon the day prior to your missed appointment. Please refer to MorphoTrust's refund policy for further information. You can use the same IdentoGo Universal Fingerprint Form to reschedule your appointment. If rescheduling on line, you will log in as a new applicant. Be sure to write your new applicant ID number, scheduled site, date, time and payment authorization in the spaces provided at the bottom of the Universal Form. The statement, "Applicants Must Not Alter, Share, or Reuse This Form" is intended for the information provided at the top half of the page. When scheduling your appointment you will be asked for payment once again.

**10. I have been fingerprinted for the New Jersey Division of Consumer Affairs and have received a receipt. What is the next step?**

Please retain your IdentoGo Universal Fingerprint Form and receipt for your records as proof that you have been fingerprinted.

**11. What if I lost my receipt?**

Unfortunately, no receipts will be provided by MorphoTrust after the date of printing.

**12. What type of payment is acceptable for fingerprinting fees?**

When an applicant is responsible for payment, payment is required at the time of scheduling. The following forms of payment are accepted: Visa, MasterCard, or prepaid debit cards, or electronic debit (ACH) from a checking account. Accounts will be debited immediately.

**13. What if I need an evening or Saturday appointment?**

MorphoTrust does offer evening and Saturday appointments at many of its sites throughout New Jersey but these slots are subject to availability. Please refer to the site list to check which sites offer these appointment options.

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## **14. What should I do if an appointment at the closest site is not available?**

If the closest site to your home/employment is not available for the day/week you would prefer, you are given the option to select another site or another week when scheduling online. Call Center operators will also provide the next closest site and/or the next available appointment at your preferred IdentoGo site.

## **15. How do I get directions to the IdentoGo fingerprint site(s)?**

Automated directions are available through the Call Center by selecting the option as directed or by going to the Directions to Fingerprinting Locations on the MorphoTrust scheduling website.

## **16. What do I do if there is a severe weather condition (hurricane, snow state of emergency)?**

In cases of severe weather, please contact the MorphoTrust Call Center to be sure that the site where you are scheduled to appear will be open or to reschedule your appointment.

## **17. What if I arrived late and the fingerprinting site was closed?**

Applicants who arrive late and are not fingerprinted because the site has closed for the day must schedule a new appointment. A fee of \$10 plus tax (\$10.66) is charged to cover the cost of a scheduled appointment for applicants who do not cancel by noon on the business day prior to their scheduled appointment (Saturday noon for Monday appointments). The \$10 plus tax (\$10.66) fee also applies to applicants who are turned away from the fingerprinting sites due to their inability to present the proper ID, as defined in the IdentoGo Universal Fingerprint Form, or who fail to present the Universal Fingerprint Form. State and federal search fees will be refunded. State agencies are notified regarding applicants who fail to appear for their fingerprinting appointments.

## **18. I forgot my IdentoGo Universal Fingerprint Form and/or Photo Identification. What should I do now?**

Applicants who are turned away from the fingerprinting sites due to their inability to present proper identification, or who fail to present the IdentoGo Universal Fingerprint Form, must schedule a new appointment via the Call Center or Web scheduler.

If you do not have acceptable ID, please acquire it prior to scheduling your new appointment. Acceptable identification requirements are listed in the IdentoGo Universal Fingerprint Form.

## **19. What is the refund policy?**

Any applicant or licensee who cancels an appointment before noon, one (1) business day prior to the scheduled appointment, will receive a full refund.

For appointments rescheduled after noon, one (1) business day prior to the originally scheduled appointment, a processing fee of \$10.00 plus tax (\$10.66) will be charged to reschedule the appointment.

For more information, please see the MorphoTrust Refund policy.

## **20. What is the PCN?**

The Process Control Number (PCN) is a confirmation/tracking number that is issued at the IdentoGo site after fingerprinting has been completed. This number is recorded on your Universal Form and is located on your receipt.