



**Statewide Applicant Fingerprint
Identification Services (SAFIS) Program**

Registration Guide

Massachusetts Department of Developmental Services (DDS)



Contents

About the Statewide Applicant Fingerprint Identification Services (SAFIS) Program	3
Overview of the Fingerprinting Process	3
Important Requirements	4
Registering with MorphoTrust USA for a Fingerprinting Appointment	5
MorphoTrust USA IdentoGO™ Massachusetts Registration Website	5
Registering Online.....	6
Registering by Phone	21
Rescheduling an Appointment.....	21
Cancelling an Appointment.....	23
Missed Appointments.....	23
Rejection Notification	23
Acceptable Forms of Identification.....	26
Primary Identification Documents.....	26
Applicants Under 18 Years of Age	26
Fingerprint Appointment.....	27
Contacting Customer Service	28

About the Statewide Applicant Fingerprint Identification Services (SAFIS) Program

Massachusetts Law and Federal Law require the Department of Developmental Services (DDS) to fingerprint persons who support individuals with intellectual/developmental disability in DDS-licensed, funded, or approved services, or who are otherwise required to receive a fingerprint-based check of the state and national criminal history databases in accordance with General Law c. 19B, §§ 19-20. DDS has partnered with the Executive Office of Public Safety and Security (EOPSS) and MorphoTrust USA to use the Statewide Applicant Fingerprint Identification Services (SAFIS) program to take fingerprints for all current and prospective employees of DDS and DDS-contracted vendor programs licensed, funded, or approved by DDS, or any other person required by General Law c. 19B, §§ 19- 20 and Department regulations (115 CMR 12.00) to undergo fingerprint-based checks. This program was established by EOPSS in partnership with the Department of Criminal Justice Information Services (DCJIS) and Massachusetts State Police (MSP), to support **non-criminal justice** fingerprint based state and national criminal history record information (CHRI) checks. This program has convenient applicant fingerprinting enrollment centers throughout the Commonwealth of Massachusetts. Applicants must register for an appointment via the IdentoGO™ by MorphoTrust USA registration system. Fingerprints are captured and submitted electronically for processing by the MSP and Federal Bureau of Investigation (FBI). State and national CHRI results are disseminated to authorized organizations by the DCJIS.

Overview of the Fingerprinting Process

The following is an overview of the SAFIS fingerprinting process:

- Upon receipt of notification from DDS an applicant registers for a fingerprinting appointment via either the MorphoTrust USA IdentoGO™ registration website or the MorphoTrust Massachusetts Customer Service (telephone) Center;
- An applicant goes to a MorphoTrust USA IdentoGO™ enrollment center on the date and time selected by him/her and has his/her fingerprints taken;

- The applicant's fingerprints are sent electronically to the Massachusetts State Police (MSP) for a statewide criminal history record check and to the Federal Bureau of Investigation (FBI) for a nationwide criminal record check;
- The results of both the State and National fingerprint-based criminal history record checks are returned to the MSP; and
- The State and National fingerprint-based criminal history record check results are returned to DDS for review. DDS will then determine if the applicant is suitable or not suitable for the position sought.

Important Requirements

1

Information Required at Registration

To register for an appointment to have your fingerprints taken at one of the MorphoTrust USA IdentoGO™ enrollment centers, the following information is required:

DDS Person Identification Number - DDS will provide you with your DDS Person Identification Number once you have been CORI-cleared following a Criminal Offender Record Information (CORI) check pursuant to 101 CMR 15.00 and a fingerprint-based check has been requested by your hiring authority.

2

Your Registration Confirmation and an Acceptable Form of Identification are Required at Your Fingerprint Appointment

You must bring your **Registration Confirmation Number** with you to your fingerprinting appointment. You must also bring an acceptable form of identification (see page 25). The MorphoTrust USA IdentoGO™ enrollment center staff will match the information in the registration system with the identification provided to confirm your identity. **Fingerprints will not be taken without acceptable form of identification.**

Registering with MorphoTrust USA for a Fingerprinting Appointment

To get your fingerprints taken, you must register for an appointment. There are two methods available: 1). Register on-line on the MorphoTrust USA IdentoGO™ registration website; or 2). Register by phone.

MorphoTrust USA IdentoGO™ Massachusetts Registration Website

- Go to <http://www.identogo.com/FP/Massachusetts.aspx>
- Click the **Online Scheduling** link.
- To see a complete list of MorphoTrust USA IdentoGO™ enrollment centers in Massachusetts, click on the **Locations** link.
- To access online resources, click on **Forms and Links**

Formerly known as L-1 Enrollment

Login

IdentoGO

By MorphoTrust USA

[About Us](#) | [Business Solutions](#) | [Products/Services](#) | [Partners](#) | [Book an Appointment](#) | [Resources](#) | [News & Events](#) | [Contact Us](#) |

Services

- Live Scan Fingerprinting Mobile or Fixed
- Fingerprint Card
- FBI Identity History Check
- State Identity History Check
- Notary Services
- Photo Services
- TSA Pre✓
- Child ID Kits

Massachusetts

Supporting the Massachusetts Executive Office of Public Safety and Security (EOPSS), Identogo Centers are operated by MorphoTrust USA, the nation's leading identity solutions provider. Today, the company partners with many federal, state and local government agencies, as well as businesses covering a variety of industries, that count on us for the secure capture and transmission of applicant fingerprints. We proudly serve over 2.5 million customers each year in our nationwide network of locations.

Please check back frequently as locations and start dates may change. Any questions about the fingerprint process can be directed to your licensing agency or facility.

IdentoGO Centers provide convenient, professional environments for live scan (electronic) fingerprinting services, delivered by trained Enrollment Agents. Identogo by MorphoTrust is the exclusive live scan fingerprinting provider for the Massachusetts Executive Office of Public Safety and Security (EOPSS) and is a certified FBI Channeling Agent.

If you have any questions, please call us at (866) 349-8130.

- Online Scheduling**
Starts the appointment process in Massachusetts.
- Locations**
Provides a list of locations in Massachusetts for you to browse before starting the appointment process.
- Forms and Links**
Provide access to forms relating to the fingerprint background check process and links for information on this process.

Useful DHS Links:

- DHS Cyber Security Awareness Month
- Preventing & Responding to Identity Theft
- Why is Cyber Security a Problem?
- Staying Safe on Social Network Sites
- Cyber Security for Electronic Devices

Useful Stay Safe Online Links:

- Stay Safe Online homepage
- Tips & Advice
- Online Safety Posters
- Free Security Check-ups
- Get Involved

Have You Opted In?

↑↑↑ Expedited Screening

TSA Pre✓

- Dedicated TSA Pre✓ lanes
- Keep your shoes, coat and belt on
- Leave your laptop and liquids in your bag

Registering Online

To begin the registration process:

- Go to <http://www.identogo.com/FP/Massachusetts.aspx>
- Click the **Online Scheduling** link.

APPLICATION DETAILS

- Enter **First Name** and **Last Name**.

Welcome

Welcome. The following pages will ask you for information needed to schedule and process your background check. If you have problems or questions, feel free to call us at **(866) 349-8130**

First Name	<input type="text"/>
Last Name	<input type="text"/>
<input type="button" value="Go"/>	

For Existing Appointments

I received a rejection notification and need to schedule an appointment.
 I have an existing appointment I would like to change.

If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130.

[REFUND POLICY](#) | [PRIVACY STATEMENT](#)
COPYRIGHT © 2004-2015 MORPHOTRUST USA

- Click the **Go** button on the page.
- In the Agency/Sector drop-down list, Select **Department of Developmental Services (DDS)**.
- Click **Go**

Application Details

Please select agency/sector from the list below.

Agency/Sector

- Please choose an item from the list. --
- Department Of Children and Families (DCF)
- Department Of Developmental Services (DDS)**
- Department Of Early Education and Care (EEC)
- Pre-K-12th Grade Education (ESE)

If you have any questions

Trust USA at (866) 349-8130.

Confirm Agency

This will require that a search of Massachusetts and/or FBI records be conducted. If you are not sure that this is the right type, please contact DDS or your agency.

Please confirm your agency is
Department Of Developmental Services (DDS)
Applicant

(By selecting No, you will be returned to the previous screen to make another choice. Selecting Yes will continue on.)

Need to start over?

If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130.

REFUND POLICY | PRIVACY STATEMENT
COPYRIGHT © 2004-2015 MORPHOTRUST USA

- Based on your Applicant Type selection, Click **Yes** to confirm your Agency as the Department of Developmental Services (DDS).

- Enter the **DDS Person ID (PID)** you obtained from DDS and your **Date of Birth (DOB)** and click **Go**.

The screenshot shows the IdentoGO website interface for Massachusetts Registration. The page title is "DDS Person ID Details". Below the title, there is a prompt: "Please enter your DDS Person ID and Date of Birth in the box below." The form contains two input fields: "DDS Person ID:" and "Date of Birth (mm/dd/yyyy)". A "Go" button is located to the right of the date field. Below the form, there is a link "Need to start over?" and a "Return to Start" button. At the bottom of the page, there is a footer with the text: "If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130." and "REFUND POLICY | PRIVACY STATEMENT | COPYRIGHT © 2004-2015 MORPHOTRUST USA".

- The **First and Last Name** associated with the **DDS Person ID** and **DOB** you entered will be displayed. Please verify that the **First and Last Name** is correct.
- If correct, click the **Correct** button.

Confirm DDS Person ID

Please confirm the person being fingerprinted below:

Name: ALEXIS PEYTON HARRIS

Need to start over?

If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130.

REFUND POLICY | PRIVACY STATEMENT
COPYRIGHT © 2004-2015 MORPHOTRUST USA

- If not correct, click the **Incorrect** button and reenter the **DDS Person ID and DOB**.

NOTE: If the First and Last Name displayed on the screen, does not match the DDS Person ID and DOB entered, please contact the DDS Criminal Background Check Unit at (617) 624-7780 to verify your DDS Person ID.

APPOINTMENT DETAILS

- To find the location of the nearest MorphoTrust USA IdentoGO™ enrollment center, enter Zip Code in the box provided and click **Go**.
- To see a list of all MorphoTrust USA IdentoGO™ locations in a particular region of the state, select the region in the Region drop-down list and click **Go**.

The screenshot shows the 'Appointment Details' page on the IdentoGO website. The page has a blue header with the 'IdentoGO' logo and a green sub-header for 'Massachusetts Registration'. The main content area is white and features the title 'Appointment Details' in blue. Below the title, there is a small text block: 'If you are using assistive technology (such as a screen reader) or have problems using the scheduler below, please follow this link to our alternative appointment scheduler.' This is followed by a 'Return to Start' button. The main form area contains two options: a text input field for a zip code with a 'go' button, and a dropdown menu for selecting a region (currently set to 'CENTRAL') with a 'go' button. Below the dropdown is a map of Massachusetts divided into colored regions. At the bottom of the form, there is a 'Need to start over?' section with another 'Return to Start' button.

- Available appointments during the next seven (7) days will be presented.
- To view future dates, click the **Next Week** link.
- Click on the **Click to Schedule** link for the date and location you want.
- Select the preferred time.
- Click, **Go**.

Appointment Details

If you are using assistive technology (such as a screen reader) or have problems using the scheduler below, please follow this link to our alternative appointment scheduler.

[← Return to Start](#)

Commercial Centers (CC) offer a variety of additional products and services. Please refer to the service icon for availability by location.

Showing locations in the Central of MA in alphabetical order

December 10 - December 16 Next Week >>

[Select Another Region or Zip Code]

	Thursday 12/10/2015	Friday 12/11/2015	Saturday 12/12/2015	Sunday 12/13/2015	Monday 12/14/2015	Tuesday 12/15/2015	Wednesday 12/16/2015
Leominster Archer Security 20 Main St Suite 2C Leominster, MA 01453 Directions	Schedule Full	Click to Schedule	Click to Schedule	Closed	Click to Schedule	Click to Schedule	Click to Schedule
Milford Golden Investigation Services, Inc. 255 Main St., Suite 120 Milford, MA 01757 Directions	Click to Schedule	Click to Schedule	Click to Schedule	Closed	Click to Schedule	Click to Schedule	Click to Schedule
Natick IdentoGo by MorphoTrust 211 West Central St. Bldg. D Suite 35 Back of Bldg Natick, MA 01750 Directions	Closed	Click to Schedule	Click to Schedule	Closed	Click to Schedule	Click to Schedule	Click to Schedule
Southbridge Books and Beans Coffee Shop 100 Central Street Southbridge, MA 01550 Directions	Schedule Full	Click to Schedule	Click to Schedule	Closed	Click to Schedule	Click to Schedule	Click to Schedule
Worcester IdentoGo by MorphoTrust 490 Lincoln Street Unit 8 Worcester, MA 01605 Directions	Schedule Full	Click to Schedule	Click to Schedule	Closed	Closed	Click to Schedule	Click to Schedule

A consent form to authorize the fingerprint-based background check will be presented for review by the applicant.

- If you agree to the terms and conditions, select **I Affirm that I have read and fully understand the above and consent to the aforementioned background check.**
- If you do not agree to the Terms and Conditions, select **I DO NOT Agree to the terms and conditions of the Massachusetts background check** and the registration process will be cancelled.
- If the applicant is less than eighteen (18) years of age, a parent or legal guardian will also need to review and electronically provide consent.
 - ✓ Enter **First Name** and **Last Name** of the parent or legal guardian.
 - ✓ Select, **I Affirm that I have read and fully understand the above and consent to the aforementioned background check.**
- Click **Go**.

Acknowledgement/Release

IMPORTANT - PLEASE READ CAREFULLY BEFORE SIGNING

Fingerprint-Based Criminal History Record Request Authorization and Notification Form

By signing this authorization, I consent to the collection and retention of my fingerprints as part of the application/employment/licensing process.

I acknowledge and understand that my fingerprints will be searched against the fingerprint databases maintained by the Federal Bureau of Investigation and the Massachusetts State Police.

I acknowledge that I have been notified of the procedures to challenge the accuracy or completeness of my record, which are set forth in Title 28 CFR 16.34. I am aware that a copy of these procedures can be downloaded from FBI.gov and the DCJIS website at mass.gov/cjis.

I do NOT agree to the terms and conditions of the Massachusetts background check. By checking this box, the registration process will be terminated.

I am 18 years of age or older and affirm that I have read and fully understand the above and consent to the aforementioned background check. By checking this box, you are electronically signing this document and indicating your agreement with the terms and conditions of the background investigation.

I am under 18 years of age, and affirm that I have read and fully understand the above and consent to the aforementioned background check. By checking this box, you are electronically signing this document and indicating your agreement with the terms and conditions of the background investigation.

Go

Need to start over?

APPLICANT DETAILS

- You will be required to provide standard demographic data, including Name, Date of Birth, Home Address, and Contact Information. Please note MSP and FBI require information such as gender, height, weight, race, hair, eye color, and place of birth.
- Enter the required information and click the **Send Information** button.

The screenshot shows the 'Applicant Information' section of the IdentoGO Massachusetts Registration form. The form is titled 'Applicant Information' and includes an 'Instructions' box stating that items marked with an asterisk are required and that a red exclamation mark will appear next to any field with an error. The form is divided into several sections: 'Applicant Name', 'Applicant Alias or Maiden Name', 'Applicant Home Address', and 'Methods of Contact'. The 'Applicant Name' section includes fields for Prefix, First Name (with 'Alexis' entered), Middle Name, Last Name (with 'Harris' entered), and Suffix. The 'Applicant Alias or Maiden Name' section includes similar fields for Prefix, First Name, Middle Name, Last Name, and Suffix, with an 'Add Alias (up to 5)' link. The 'Applicant Home Address' section includes fields for Number, Direction, Street Name, Unit Designator, Country (with 'United States' selected), City, State, and Zip Code. The 'Methods of Contact' section includes fields for Phone 1, Phone 1 Type, Phone 2, and Phone 2 Type, as well as Email and Confirm Email fields. There are also dropdown menus for Preferred Contact Method and Preferred Contact Time, and a text field for Contact Notes/Instructions. At the bottom, there is a checkbox labeled 'Yes, please email me educational materials, special offers and information about other MorpheTrust USA products and services' which is checked.

IdentoGO
By MorphoTrust USA

Massachusetts Registration

Applicant Information

Instructions
Items marked with an * are required. A red exclamation mark will appear to the right of any field that has an error. Click on the exclamation mark for a description of the error.

Applicant Name

Prefix	First Name *	Middle Name	Last Name *	Suffix
	Alexis		Harris	

Applicant Alias or Maiden Name

Prefix	First Name	Middle Name	Last Name	Suffix

[Add Alias \(up to 5\)](#)

Applicant Home Address

Number *	Direction	Street Name *	
Unit Designator			
Country *	City *	State *	Zip Code *
United States			

Methods of Contact

Phone 1 *	Phone 1 Type *	Phone 2	Phone 2 Type
#####		#####	
Email		Confirm Email	
Preferred Contact Method	Preferred Contact Time	Contact Notes/Instructions	

Yes, please email me educational materials, special offers and information about other MorpheTrust USA products and services.

Add Alias (up to 5)

Applicant Home Address

Number *	Direction	Street Name *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Unit Designator			
<input type="text"/>			
Country *	City *	State *	Zip Code *
United States	<input type="text"/>	<input type="text"/>	<input type="text"/>

Methods of Contact

Phone 1 *	Phone 1 Type *	Phone 2	Phone 2 Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email		Confirm Email	
<input type="text"/>		<input type="text"/>	
Preferred Contact Method	Preferred Contact Time	Contact Notes/Instructions	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Yes, please email me educational materials, special offers and information about other MorphoTrust USA products and services.

Applicant Demographic Data

Date of Birth (MM/DD/YYYY) *	Gender *	Height *	Weight *	Race *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hair Color *		Eye Color *	Place of Birth *	
<input type="text"/>		<input type="text"/>	<input type="text"/>	
Citizen Country *	Social Security Number			
United States	<input type="text"/>			

After You Have Entered All Required Information ----> [Send Information](#)

Need to start over?

[<- Return to Start](#)

If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130.

REFUND POLICY | PRIVACY STATEMENT
COPYRIGHT © 2004-2015 MORPHOTRUST USA

- You will then be required to verify the information provided for the registration process.

The screenshot shows the 'Information Verification' page for a Massachusetts registration. The page header includes the 'IdentoGO' logo and 'By Morphichart USA'. Below the header is a green bar with the text 'Massachusetts Registration'. The main heading is 'Information Verification'. A central message states 'YOUR APPOINTMENT IS NOT YET COMPLETE' and asks the user to review the information, with a 'go' button. Below this are three sections: 'Application Details', 'Appointment Details', and 'Applicant Details'. Each section contains specific information and a 'Change' button.

IdentoGO
By Morphichart USA

Massachusetts Registration

Information Verification

YOUR APPOINTMENT IS NOT YET COMPLETE

Please review all of the following information.
If any of this information is incorrect, please click the change button at the bottom of each section to make any needed changes to that section.

If All Information Appears Correct ---->

Application Details

Agency/Sector: Department Of Developmental Services (DDS)
Fingerprint Reason: Applicant

To change any information in this section >>>>

Appointment Details

Location: Leominster
Archer Security
20 Main St Suite 2C
Leominster, MA 01453
United States

Appointment Date: 12/15/2015
Appointment Time: 10:15 AM

To change any information in this section >>>>

Applicant Details

Name: Alexis Harris
Alias:

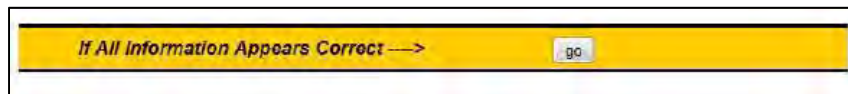
Alias
Home Address: 555 State Street Anytown, MA 45678 United States
Phone 1: 111-111-1111
Phone 1 Type: Cell
Phone 2:
Phone 2 Type:
Email:
Preferred Contact Method:
Preferred Contact Time:
Contact Notes/Instructions:
Date of Birth : 09/15/1977
Gender: Unknown
Height: 05 ft. 09 in.
Weight: 150 lbs.
Race: Unknown/Other
Hair Color: Bald or Unknown
Eye Color: Unknown
Place of Birth: Georgia
Citizen Country: United States
To change any information in this section >>>>> <input type="button" value="Change Applicant Details"/>
If All Information Appears Correct ----> <input type="button" value="go"/>

Need to start over?

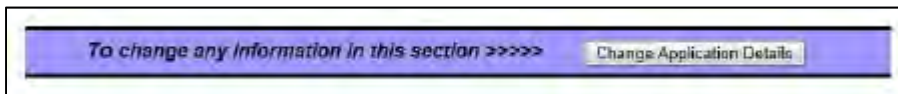
If you have any questions with the website,
please contact MorphoTrust USA at (866) 349-8130.

REFUND POLICY | PRIVACY STATEMENT
COPYRIGHT © 2004-2015 MORPHOTRUST USA

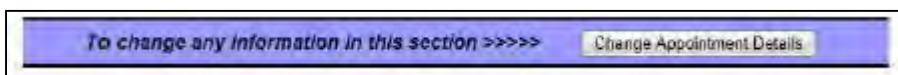
- If all of the information provided is correct, click the **GO** button at the top of the page.



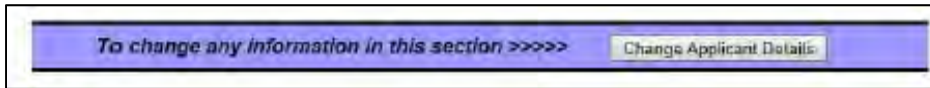
- If any of the Application Details are incorrect, click the **Change Application Details** button.



- If any of the Appointment Details are incorrect, click the **Change Appointment Details** button.



- If any of the Applicant Details are incorrect, click the **Change Applicant Details** button.



PAYMENT

- Select the **Method of Payment**.
- Click the **Send Payment Information** button.

The screenshot shows the 'Payment Collection' page on the IdentoGO website. At the top left, the IdentoGO logo is displayed with 'By MorphoTrust USA' underneath. Below the logo, a green banner reads 'Massachusetts Registration'. The main heading is 'Payment Collection'. A message states: 'Your total is \$45.00. Please choose a payment method below.' Below this, there is a section titled '1) Method of Payment' with a dropdown menu currently set to 'select'. The dropdown menu is open, showing the following options: 'Money Order (pay onste)', 'Personal Check (pay onste)', 'American Express (pay now)', 'Discover (pay now)', 'Visa (pay now)', and 'Mastercard (pay now)'. To the right of the dropdown, there is a link that says 'did to start over?'. Below the dropdown menu, there is a button labeled '<- Return to Start.'. At the bottom of the page, there is a footer with the text: 'If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130.' and 'REFUND POLICY | PRIVACY STATEMENT | COPYRIGHT © 2004-2015 MORPHOTRUST USA'.

COMPLETE REGISTRATION

- If Onsite Payment is selected, please bring a business check, personal check or money order in the exact amount with you to your appointment, along with an acceptable form of identification.
- If Online Payment is selected, click the **Continue to Make Payment** button. You will be routed to a secure e-Payment portal provided by MorphoTrust USA partner, US Bank. All payment information is collected on the US Bank e-Payment portal and only transaction reference numbers are provided to MorphoTrust USA by US Bank. The reference number is attached to the fingerprint appointment to ensure no collections will be required onsite.
- Print a copy of the **Registration Confirmation** and bring the Registration Confirmation with you to your appointment.

Registering by Phone

Although online registration is the best way to register for a fingerprinting appointment, you may also register by calling the MorphoTrust Massachusetts Customer Service Center toll free at (866) 349-8130. You will be asked the same information as required by the online registration process, so please have all information available to provide to MorphoTrust Massachusetts Customer Service Representative. Please note you will be provided with a **Registration ID number**, so please be prepared to record this number for future reference.

Rescheduling an Appointment

If you need to reschedule your fingerprinting appointment, you must do the following:

- Go to <http://www.identogo.com/FP/Massachusetts.aspx>
- Select **I have an existing appointment I would like to change** link at the bottom of the page.

Welcome

Welcome. The following pages will ask you for information needed to schedule and process your background check. If you have problems or questions, feel free to call us at **(866) 349-8130**

First Name	<input type="text"/>
Last Name	<input type="text"/>
<input type="button" value="Go"/>	

For Existing Appointments

I received a rejection notification and need to schedule an appointment.
I have an existing appointment I would like to change.

- Enter either your **email address** or your **Registration ID**. If you don't have either or the website does not locate your record, please contact the MorphoTrust Massachusetts Customer Service Center at (866) 349-8130 for assistance.
- Click **Go**.

Edit Appointment

To change your appointment, please follow the instructions below.

Method 1

Enter the email address provided during scheduling of the original appointment. The system will send you an email with a link to continue this process.

Please Enter the Email Address:

OR

Method 2

Enter your registration id (regid). Your registration id was provided on the last screen when your appointment was scheduled.

Please Enter Your Registration ID (regid):

Cancelling an Appointment

To cancel an appointment, you must call the MorphoTrust Massachusetts Customer Service Center toll free at (866) 349-8130. Before cancelling, you should be certain you do not need an alternate appointment.

Missed Appointments

If you miss your appointment, you can schedule a new appointment by visiting the MorphoTrust USA Identogo™ registration web site and selecting the option to change your existing appointment. The website allows applicants to change appointment locations and times as necessary. Please follow instructions presented on the website. You may also contact the MorphoTrust Massachusetts Customer Service Center at (866) 349-8130 to schedule a new appointment.

If you wish to cancel your appointment completely, please follow the instructions in the Cancelling an Appointment section above.

Rejection Notification

In some instances, an applicant's fingerprints are rejected by either the Massachusetts State Police or Federal Bureau of Investigation due to poor fingerprint quality.

If you receive a reject notification, you must do the following:

- Go to <http://www.identogo.com/FP/Massachusetts.aspx>
- Click **I received a rejection notification and need to schedule an appointment** link at the bottom of the page.

Welcome

Welcome. The following pages will ask your for information needed to schedule and process your background check. If you have problems or questions, feel free to call us at **(866) 349-8130**

First Name	<input type="text"/>
Last Name	<input type="text"/>
<input type="button" value="Go"/>	

For Existing Appointments

[I received a rejection notification and need to schedule an appointment.](#)

[I have an existing appointment I would like to change.](#)

- Enter your **email address**, **Registration ID**, or **Transaction Control Number (TCN)** in one of the boxes provided. Please note the TCN is a unique thirteen (13) character alphanumeric field which is assigned to each civil fingerprint submission and is printed on the receipt provided at the conclusion of the fingerprint appointment. If you do not have the required information, or if the web site does not locate your record, please contact MorphoTrust Massachusetts Customer Service Center at (866) 349-8130 for assistance.
- Click **Go**.

Retake Appointment

To process a retake appointment follow the instructions below.

Method 1

Enter the email address provided during scheduling of the original appointment. The system will send you an email with a link to continue this process.

Please Enter the Email Address:

Go

or

Method 2

Enter your registration id (regid). Your registration id was provided on the last screen when your appointment was scheduled.

Please Enter Your Registration ID (regid):

Go

or

Method 3

Please enter your Transaction Control Number (TCN). The number must be entered exactly.

Please Enter Your TCN:

Go

Acceptable Forms of Identification

All applicants will be required to present an acceptable form of identification at the time of fingerprint capture at a MorphoTrust USA IdentoGO™ Center. Acceptable forms of identification are as follows:

Primary Identification Documents

The following documents are acceptable forms of identification:

- Driver's License from any U.S. state or territory
- Valid State Identification Card from any U.S. state or territory
- U.S. Passport or U.S. Passport Card
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Foreign Passport with temporary I-551 stamp or temporary I-551 printed notation on a machine readable immigrant visa
- Foreign Passport and Form I-94 or Form I-94A
- Employment Authorization Document which contains a photograph (Form I-766)
- U.S. Military Card with identifiable photograph.
- U.S. Coast Guard Merchant Mariner Document or Merchant Mariner Credential
- Transportation Worker Identification Credential
- Enhanced Tribal Card

All documents must include an identifiable photo, the applicant's full name, and date of birth. All documents must be verifiable and unexpired.

Applicants Under 18 Years of Age

If you are under eighteen (18) years of age and unable to present one of the primary identification documents listed above, you must provide an original or certified copy of a Birth Certificate issued by an authorized U.S. agency with an official seal or Certification of Birth Abroad (issued by U.S. Department of State) **AND** one of the following documents:

- School Identification Card (Public or Private School)
- School Record or Report Card
- Home Schooling Education Plan
- U.S. Social Security Card

Fingerprint Appointment

You are expected to visit a MorphoTrust USA IdentoGO™ enrollment center at the scheduled date and time. You should be sure to have all required documentation and identification with you, and should expect the fingerprinting process to take from 5-10 minutes. The Enrollment Agent onsite will verify your identity with the provided identification document, scan your identification to verify authenticity, verify all of your demographic data, and then proceed to fingerprint you using electronic scanning equipment. Any questions prior to or after the fingerprint appointment should be directed to the MorphoTrust Massachusetts Customer Service Center at (866) 349-8130 or to DDS.

At the conclusion of your fingerprint appointment, you will be provided with a receipt. Please provide a copy of the receipt to the DDS Criminal Background Check Unit at 500 Harrison Avenue, Boston, MA 02118. A single receipt will be provided to the applicant; please be sure to retain the copy and make an extra copy for your own files. Multiple copies will not be provided.

Contacting Customer Service

<p>For assistance with scheduling, rescheduling, or cancelling an appointment, refunds, or directions to a MorphoTrust USA Identogo™ enrollment center. Monday-Friday 7:00 a.m. – 6 p.m. EST</p>	<p>Phone: (866) 349-8130</p>
<p>For assistance with obtaining a status or interpretation of your fingerprint-based criminal history check results. (NOTE: Please do not contact DDS until 72 hours has passed since your fingerprints were taken at a MorphoTrust USA Identogo™ enrollment center.) Monday-Friday 9:00 a.m.-5:00 p.m. EST</p>	<p>Phone: (617) 624-7780 Email: dds.nationalbackgroundunit@massmail.ma.us</p>