



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

# Registration Guide

**Massachusetts Department of Children and Families (DCF)**



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## About the Statewide Applicant Fingerprint Identification Services (SAFIS) Program

Massachusetts Law and Federal Law require the Department of Children and Families to fingerprint persons seeking to become foster or adoptive parents during the initial licensing process, and requires foster and adoptive parents of the Department to be fingerprinted during the bi-annual re-licensing process. The Department of Children and Families has partnered with MorphoTrust USA and the Executive Office of Public Safety and Security (EOPSS) to use the EOPSS Statewide Applicant Fingerprint Identification Services (SAFIS) program to take fingerprints for Department Foster and Adoptive parent applicants and parents. 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:

- 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 DCF for review. DCF 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:

**Person Identification Number (PID)** - DCF will provide you with your Person Identification Number (PID) once you have been deemed suitable based on a preliminary background check.

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 23). 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 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

Identogo  
By MorphoTrust USA

About Us Business Solutions Products/Services Partners Book an Appointment Resources News & Events Contact Us Search

**Services**  
Company Overview  
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

IDWISE

### 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**.

The screenshot shows the IdentoGO website interface for Massachusetts Registration. At the top left is the IdentoGO logo with the text "By MorphoTrust USA" below it. A green banner across the top contains the text "Massachusetts Registration". The main heading is "Welcome". Below this, a paragraph states: "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". There is a form with two input fields labeled "First Name" and "Last Name", and a "Go" button to the right. Below the form, a section titled "For Existing Appointments" contains two links: "I received a rejection notification and need to schedule an appointment." and "I have an existing appointment I would like to change." At the bottom of the main content area, a line of text reads: "If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130." The footer contains the text "REFUND POLICY | PRIVACY STATEMENT" and "COPYRIGHT © 2004-2015 MORPHOTRUST USA".

- Click the **Go** button on the page.
- In the Agency/Sector drop-down list, Select **Department of Children and Families (DCF)**.
- Click **Go**

IdentoGO

by MorphoTrust USA

Massachusetts Registration

Application Details

Please select agency/sector from the list below.

Agency/Sector

-- Please choose an item from the list --

DCF Caregiver (Foster Parent) 15 or older

Department Of Children and Families (DCF)

Department Of Early Education and Care (EEC)

Pre-K-12th Grade Education (ESE)

Go

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

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- Based on the position for which you are being fingerprinted, select **DCF Caregiver (Foster Parent) or DCF Household Member 15 or older**.
- Click **Go**

7 | Page





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

The screenshot shows the IdentoGO website interface for Massachusetts Registration. At the top, there is a blue header with the IdentoGO logo and a green banner with the text "Massachusetts Registration". Below this, the main heading is "DCF Person ID Details". A sub-heading reads "Please enter your DCF Person ID and Date of Birth in the box below." Below this text is a form with two input fields: "DCF 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, a footer contains the text "If you have any questions with the website, please contact MorphoTrust USA at (866) 349-8130." and a small link for "REFUND POLICY | PRIVACY STATEMENT" with the copyright notice "COPYRIGHT © 2004-2015 MORPHOTRUST USA."

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

**IdentoGO**  
By MorphoTrust USA

**Massachusetts Registration**

## Confirm DCF Person ID

Please confirm the person being fingerprinted below:

Caregiver/Household Member Name:

Need to start over?

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

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- If not correct, click the **Incorrect** button and reenter the **PID and DOB**.

**IdentoGO**  
By MorphoTrust USA

**Massachusetts Registration**

## DCF Person ID Details

Please enter your DCF Person ID and Date of Birth in the box below.

**You have entered an invalid DCF Person ID**

DCF Person ID:

Date of Birth (mm/dd/yyyy):

Need to start over?

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

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**NOTE:** If the First and Last Name displayed on the screen, does not match the PID and DOB entered, please contact your DCF Family Resource Worker to verify your PID.

## 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 for IdentoGO Massachusetts Registration. At the top, the IdentoGO logo and 'Massachusetts Registration' are displayed. The main heading is 'Appointment Details'. Below this, a note states: '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.' There are two options for scheduling: 1) A text input field for 'Enter a zip code to determine the closest fingerprinting location.' with a 'go' button. 2) A 'Please choose the region you will be in for your identification appointment.' section with a map of Massachusetts divided into four colored regions (blue, green, yellow, red) and a dropdown menu currently set to 'CENTRAL', with a 'go' button. At the bottom, there is a 'Need to start over?' link and 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](#)

 is a Commercial Center location offering passport, id theft protection and more.

Locations sorted by distance from  
62711

**April 22 - April 28** [Next Week >>](#)

[\[Select Another Region or Zip Code\]](#)

	Wednesday 4/22/2015	Thursday 4/23/2015	Friday 4/24/2015	Saturday 4/25/2015	Sunday 4/26/2015	Monday 4/27/2015	Tuesday 4/28/2015
<b>Pittsfield</b> Quest Connect 160 North St, 1st Floor, Suite 101 Pittsfield, MA 01201 <a href="#">Directions</a>	<a href="#">Schedule Full</a>	<a href="#">Click to Schedule</a>	<a href="#">Click to Schedule</a>	<a href="#">Click to Schedule</a>	<a href="#">Closed</a>	<a href="#">Click to Schedule</a>	<a href="#">Click to Schedule</a>
<b>North Adams</b> The Massachusetts College of Liberal Arts (MCLA) 375 Church Street, Library Lower Level Rm. 803 North Adams, MA 01247 <a href="#">Directions</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Click to Schedule</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Closed</a>
<b>Southampton</b> The Package Store Shipping and Supplies 12 College Highway Southampton, MA 01073 <a href="#">Directions</a>	<a href="#">Schedule Full</a>	<a href="#">Click to Schedule</a>	<a href="#">Click to Schedule</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Click to Schedule</a>	<a href="#">Click to Schedule</a>
<b>Springfield</b> Brookdale Drive Strategic Information Resources, Inc. 155 Brookdale Drive Springfield, MA 01104 <a href="#">Directions</a>	<a href="#">Schedule Full</a>	<a href="#">Click to Schedule</a>	<a href="#">Click to Schedule</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Click to Schedule</a>	<a href="#">Click to Schedule</a>
<b>Greenfield</b> IdentoGO by MorphoTrust 400 Main Street, Suite 87 <a href="#">Directions</a>	<a href="#">Schedule</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Closed</a>	<a href="#">Click to Schedule</a>	<a href="#">Closed</a>

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.

[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.

## 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 *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Applicant Alias or Maiden Name

Prefix	First Name	Middle Name	Last Name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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 *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Methods of Contact

Daytime Phone Number *	Daytime Phone Type *	Evening Phone Number *	Evening Phone Type *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email *		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 send me educational materials, special offers and information about other MorphoTrust USA products and services.

### Applicant Demographic Data

Date of Birth (MM/DD/YYYY)	Gender *	Race *	Weight *	Height *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hair Color *	Eyes Color *	Place of Birth *		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Current Country *	Social Security Number			
<input type="text"/>	<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) 343-8130.

- IdentoGO

By Morphnet 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 ---->

go

Application Details

Agency/Sector: Department Of Children and Families (DCF)  
Fingerprint Reason: DCF Caregiver (Foster Parent)

To change any information in this section >>>>>

Change Application Details

Appointment Details

Location: Pittsfield  
Quest Connect  
160 North St. 1st floor, Suite 101  
Pittsfield, MA 01201  
United States

Appointment Date: 04/28/2015

Appointment Time: 09:40 AM

To change any information in this section >>>>>

Change Appointment Details

Applicant Details

Name

Alias

Home Address: 555 State Street  
Boston, MA 45678  
United States

Daytime Phone Number: 123-456-7890

Daytime Phone Type: Cell

Evening Phone Number:

Evening Phone Type:

Daytime Email:

Evening Email:

Preferred Contact Method:

Preferred Contact Time:

Contact Notes/Instructions:

Date of Birth : 09/15/1977

Gender: Female

Height: 05 ft. 04 in.

Weight: 130 lbs.

Race: White

Hair Color: Brown

Eye Color: Brown

Place of Birth: Georgia

Citizen Country: United States

Employer Name:

Employer Phone:

Employer Address:

Employer Contact Name:

Occupation:

To change any information in this section >>>>>

Change Applicant Details

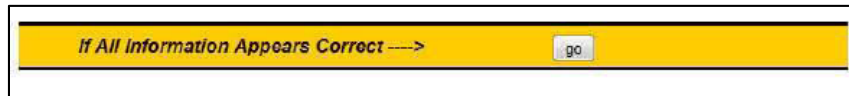
If All Information Appears Correct ---->

go

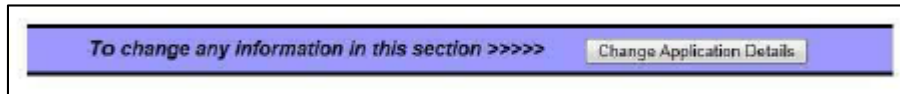
Need to start over?



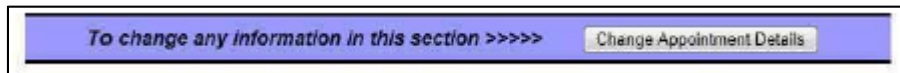
- If all of the information provided is correct, click the **GO** button at the top of the page.



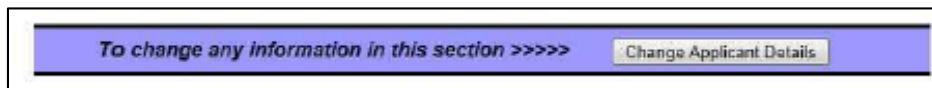
- If any of the Application Details are incorrect, click the **Change Application Details** button.



- 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.



## COMPLETE REGISTRATION

- Print a copy of the **Registration Complete screen** and bring the Registration Confirmation with you to your appointment.

**IdentoGO**  
By MorphoTrust USA

**Massachusetts Registration**

# Registration Complete

[Register Another Applicant](#) [Print](#)

**Registration Completed for Joe Tester**

Appointment Details	
<b>Location</b> Leominster Archer Security 20 Main St Suite 2C Leominster, MA 01453 United States	<b>Appointment</b> Date: 05/22/2015 Time: 07:45 AM  <b>Registration ID</b> B115000004H

**Payment Details**  
Not applicable - No payment is required from DCF Caregivers (Foster Parents) and Household Members.

**Reminders**  
You will be required to show identification at your Fingerprinting appointment. Acceptable forms of personal identification must be current and valid.  
  
A [Driver's License](#) (issued by any state), [Passport](#), or [Photo Identification Card](#) (issued by a state in lieu of a driver's license or military ID) are acceptable forms of identification.  
  
If an applicant is under 18 years of age and unable to present a primary identification document, an original or certified copy of a U.S. Birth Certificate and a School Identification Card or U.S. Social Security card are acceptable forms of identification.  
  
For a complete list of accepted identification documents and requirements see the Forms & Links section, or follow this link:  
<http://www.i1enrollment.com/state/forms/ma/52f276b2e662d.pdf>

**Application Details**  
**Agency/Sector:** Department Of Children and Families (DCF)  
**Fingerprint Reason:** DCF Caregiver (Foster Parent)

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

## 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.

The screenshot shows a web page titled "Welcome" in large blue font. Below the title, a horizontal line separates it from the main content. The text reads: "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". Below this text is a light gray form box containing two input fields labeled "First Name" and "Last Name", a "Go" button on the right, and a section titled "For Existing Appointments" with two links: "I received a rejection notification and need to schedule an appointment." and "I have an existing appointment I would like to change." The second link is highlighted with a red rectangular border.

- 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:

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

## 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.

- 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 DCF.

At the conclusion of your fingerprint appointment, you will be provided with a receipt. Please provide a copy of the receipt to your DCF Family Resource Worker. 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

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	Phone: (866) 349-8130
For assistance with obtaining a status or interpretation of your fingerprint-based criminal history check results. ( <b>NOTE:</b> Please do not contact your DCF Family Resource Unit 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	Contact your Family Resource Worker