

## Indiana Non-Resident Card Scan Processing Overview

Applicants, who reside out of the State of Indiana, may use the IdentoGO Card Scan Processing Program. The Card Scan Processing Program utilizes advanced scanning technology to convert a traditional fingerprint card (hard card) into an electronic fingerprint record. The section below details the procedures for submitting fingerprints to the Card Scan Processing Unit.

### Indiana Licensing and Certification

- Applicants must go online to the IdentoGO® website ([www.identogo.com](http://www.identogo.com)) or call the toll free registration center at 1-877-472-6917 and complete the registration process. During the registration process, applicants should select “**Pay for Ink Card Submission**” on the Appointment Details page. This will identify to IdentoGO that a hard card will be mailed in for conversion to an electronic fingerprint record which will then be submitted to the Indiana State Police.

The screenshot shows the IdentoGO website interface for the Indiana section. At the top left is the IdentoGO logo, and at the top right is a language selector for 'English - Español'. Below this is a navigation bar with 'Indiana' selected. The main heading is 'Appointment Details' with a '[Return to Main]' link. 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.' Below this note is a button labeled 'Pay for Ink Card Submission' which is circled in red. Underneath are two input options: a zip code field with a 'go' button, and a region selection dropdown menu currently set to 'CENTRAL REGION' with a 'go' button. At the bottom of the form area is a map of Indiana with the text 'Click here for a map of Indiana' overlaid.

- Applicants should complete the entire registration process; a confirmation number will be supplied at the end of the registration process. This number should be retained by the applicant for tracking purposes.
  - The confirmation number must be included in the package with your fingerprint card when it is submitted to IdentoGO for proper processing.**
- Fingerprints must be submitted on standard FBI applicant card (FD-258). **Please note, use of other types of fingerprint cards will not be accepted, resulting in your fingerprint card being returned to you without processing.** FBI applicant cards are available from your employer or licensing agency. *Due to agency specific information, IdentoGO does not provide fingerprint cards to applicants.*



- Applicants should obtain a set of fingerprints from a local law enforcement agency or other entity that provides fingerprinting services. These fingerprint cards may be either traditional ink rolled fingerprints or electronically captured and printed to a FBI (FD-258) fingerprint card.
- Applicants need to make sure to complete the following information on the fingerprint card. **Required information includes: Full name, Date of Birth, and Address. Please include the payment confirmation number provided at the end of making your payment with your fingerprint card (if you pre-paid).**
- Applicants for Department of Children's Services (DCS) must have approval from DCS COBCU or DCS CSB to submit a hard card for processing. Applicants must include a copy of their authorization email or letter from COBCU or CSB authorizing the submission of a hard card. Failure to include a copy of the email from COBCU or CSB will result in the card being returned to the applicant without being processed.
- If paying by Business Check or Money Order, include the full name of the applicant on each check or money order. If you are issuing one Business Check or Money Order as payment for more than one applicant, please include a list of all applicant names covered by the check.
- Business Checks and Money Orders must be made payable to IDEMIA
- **Personal checks are not accepted.**
- The fingerprint card along with the appropriate fee, if required and not paid by Escrow Account or Credit Card at the end of registration, should then be sent to the following address (for tracking & security reasons, it is recommended that a shipping service with tracking service be utilized):

*IdentoGO  
Cardscan Department - Indiana Program  
340 Seven Springs Way, Suite 250  
Brentwood, TN 37027*

- Please include at least two (2) means of contact for each applicant for which a fingerprint card is submitted to allow IdentoGO to ask any questions related to the processing of the fingerprint card (for example, a daytime and evening telephone number or a cell phone number and email address, etc).
- Applicants wishing to verify that a fingerprint card was processed may call the IdentoGO Customer Service Call Center at (877) 472-6917 and speak with a customer service representative. Please allow 3 days from date of receipt before contacting IdentoGO regarding processing status.

**Failure to complete the process as stated on these instructions will result in the return of the card to the applicant without processing.**