

# DHS selects new fingerprinting vendor IDEMIA and their product IdentoGO

## Frequently Asked Questions



Additional questions and answers from the Department of Human Services can be found here: <https://mn.gov/dhs/general-public/background-studies/fingerprints-and-photo/faq-idemia/>

### What instructions does a background study subject receive to be fingerprinted with this new vendor?

Background study subjects (employees) will receive an email from IDEMIA/IdentoGO that includes an individual specific tracking number called a **Universal Enrollment Identification (UE ID)**. The email will be sent within a few minutes of the background study application being submitted in NETStudy 2.0 by Lifeworks. The email includes instructions for employees to use IdentoGO's pre-enrollment system and information on locating a fingerprint location.

### Do study subjects need to complete the fingerprint pre-enrollment process?

Yes. It is strongly recommended that employees complete the online pre-enrollment process. The online pre-enrollment process provides an opportunity to be sure that data needed is correct, provides information about acceptable forms of identification that they must have, and lets them schedule an appointment.

Appointments will be required in response to the COVID-19 pandemic and at least until fingerprinting service volumes return to pre-pandemic levels.

### What is IDEMIA's pre-enrollment process?

It is important to note that IDEMIA/IdentoGO's pre-enrollment process replaces the Fingerprint Authorization Form. The new pre-enrollment process is an online system used by employees to:

1. Confirm that their first name and date of birth are correctly entered in NETStudy 2.0.
2. Select what type of identity document they will use at the fingerprint and photo service location to verify their identity.
3. Locate an IDEMIA/IdentoGo fingerprint and photo service location using their ZIP code.
4. Schedule an appointment at an IDEMIA/IdentoGo fingerprint and photo service location.

If the employee's name or date of birth does not match their identity document, they will be turned away at the fingerprint and photo service location.

## What documents can be used to verify ID?

All state-issued driver's licenses and identity cards are accepted. All passports are accepted. IDEMIA/IdentoGO's pre-enrollment process provides a list of acceptable forms of identification. The list applies to employees regardless of age. Employees select which one they will bring to the fingerprint and photo service location.

If an employee does not have one of the acceptable forms of identification, Lifeworks may contact the DHS Background Studies Division by email to request an exception.

Acceptable forms of Identification can be found here:

[https://mn.gov/dhs/assets/acceptable-forms-id\\_tcm1053-336020.pdf](https://mn.gov/dhs/assets/acceptable-forms-id_tcm1053-336020.pdf)

## How long do employees have to be fingerprinted and photographed?

The transition to IDEMIA/IdentoGO does not change the time frame for how long employees have to be fingerprinted and photographed. In most cases, employees have 14 days to be fingerprinted from the date the application was submitted in NETStudy 2.0.

IDEMIA/IdentoGO's pre-enrollment process will limit fingerprint scheduling options to dates that match the employee's fingerprint deadline.

**More information about this transition can be found on the Minnesota Department of Human Services website, here:**

<https://mn.gov/dhs/general-public/background-studies/faqs/idemia-transition/>

and

<https://mn.gov/dhs/general-public/background-studies/fingerprints-and-photo/faq-idemia/>

**If you have additional questions, we are here for you. Reach out by calling 651-454-2732 and we'll be happy to talk you through this new process.**