

## **FINGERPRINT REJECT GUIDANCE**

If fingerprints are rejected by NYS Division of Criminal Justice Services or the Federal Bureau of Investigation, the CBC system will generate an email to the Provider's Authorized Person(s) advising that either DCJS or the FBI rejected the fingerprints and the applicant will need to be reprinted.

If this occurs, it is very important to register the Applicant for a **re-take** appointment.

DO NOT register the applicant again as a new applicant. This will delay processing time if the prints are rejected.

To register for a re-take appointment, the Provider's Authorized Person will need to go to [www.identogo.com](http://www.identogo.com) and after selecting New York, click on the link for:

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

which appears at the bottom of the Welcome screen under "For Fingerprint Rejection Notices".

Then you will see a choice of 3 methods on how to process a re-take appointment by providing either: 1) email address; 2) registration id; or 3) TCN number.

*The registration id number appears on the enrollment confirmation page generated after registering an applicant for fingerprinting.*

If you call to schedule an appointment with MorphoTrust, you must indicate that they wish to schedule a **re-take** appointment.

MorphoTrust USA Enrollment Services - Windows Internet Explorer provided by the New York State Justice Center

https://my.ibtfingerprint.com/

File Edit View Favorites Tools Help

Google Search Share More >>

Favorites MorphoTrust USA Enrollment Services

Page Safety Tools

New York

## 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 (877) 472-6916 or for TTY/TTD applicants, please call (877) 219-0199.

For New Appointments

First Name

Last Name

Go

For Existing Appointments

I have an existing appointment I would like to change.

For Fingerprint Rejection Notices

I received a rejection notification and need to schedule an appointment.

If you have any questions with the website, please contact L-1 Enrollment Services at (877) 472-6916. For TTY/TTD applicants, please call (877) 219-0199

REFUND POLICY | PRIVACY STATEMENT  
COPYRIGHT © 2004-2014 MORPHOTRUST USA, FORMERLY L-1 ENROLLMENT

Internet | Protected Mode: On

1:03 PM  
7/31/2014