

Instructions to Request a Criminal History Report For

Non-Louisiana Resident Applicants

This process is for applicants outside of Louisiana but in the United States, or from a country that has an Idemia/Identogo office with the Livescan technology.

1. If you reside in a state with Identogo services, you can schedule a Livescan print, please reference the information as noted above for in-state applicants. The fee for state and federal Livescan is \$55.75 plus an additional \$39.99 convenience fee.
2. Pre-enroll for processing at <https://uenroll.identogo.com/>, and enter the unique service code **27N4S2**.
3. Use the zip-code lookup to find the most convenient location for your fingerprinting process. (see last page for acceptable forms of identification).

If no location is available within 100 miles or you do not wish to visit the identified location, there is an option to switch to card scan processing.

4. You are required to pay Identogo at the time of service. Applicants may pay by credit/debit card, check or money order. Checks can be made out to either IDEMIA or IDENTOGO.
5. If your state (or country) does not have Idemia/Identogo services you must obtain a printed fingerprint card from a local law enforcement agency and mail your prints in for card scan processing. This process is completed through the same website <https://uenroll.identogo.com/>. To mail in cards you must pay for the service online and use the shipping label provided. The Card scan service fee is \$55.75.
 - a. Choose the “Submit a Fingerprint by Mail” selection.
 - b. You will be required to pay before you can proceed. Complete the instructions, print and mail as directed.

6. Livescan results should be available results will be viewable by the Bureau of EMS through the secure interface within 3 days. Results for mailed-in cards should be available within 7 days.

7. Occasionally the fingerprints are unclear and are rejected by the FBI and LSP's system and LSP's system. If this occurs, you will receive an email from Identogo/Idemia letting you know that you must reschedule an appointment and be fingerprinted again. You must use the link provided in the email to reschedule another appointment within 30 days to avoid being charged again for the fingerprinting service.

8. This new system is easy to use, however **if you have any questions, please call Identogo for assistance or to schedule an appointment at 1-844-539-5543, 6:00 am – 6:00 pm.**



Emergency Medical Services (BEMS) -USE ONLY

Fingerprint Service Code Form

Service Name: Bureau of Emergency Medical Services (BEMS)

To Schedule your ten-minute fingerprint appointment, simply visit <https://uenroll.identogo.com> and enter the following Service Code

27N4S2

*Service Code is unique to your hiring/licensing agency. **Do not use this code for another purpose.***

Please bring one of the identification documents from the list below to your enrollment appointment. Identification must be valid, not expired, and contain a photograph of the applicant.

- Driver's License issued by a State or outlying possession of the U.S.
- Driver's License PERMIT issued by a State or outlying possession of the U.S.
- Driver's License PAPER/TEMPORARY issued by a State or outlying possession of the U.S.
- Enhanced Driver's License (EDL)
- Commercial Driver's License issued by a State or outlying possession of the U.S.
- Commercial Driver's License PERMIT issued by a State or outlying possession of the U.S.
- ID card issued by a federal, state, or local government agency or by a Territory of the United States
- Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
- Department of Defense Common Access Card
- Uniformed Services Identification Card (Form DD-1172-2)
- U.S. Military Identification Card
- U.S. Coastguard Merchant Mariner Card
- Military Dependent's Identification Card
- U.S. Passport
- Foreign passport
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Card/Document (I-766) that contains a photograph
- Canadian Driver's License
- Foreign Driver's License (Mexico and Canada Only)
- U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States



Don't have access to the Internet? You can still schedule an appointment by calling 844-539-5543.