

Charles W. Drago, Secretary

Charlie Crist, Governor

## ELECTRONIC FINGERPRINTING FREQUENTLY ASKED QUESTIONS

### 1. How do I make an appointment for electronic fingerprinting at one of the Florida electronic fingerprinting sites and are there any restrictions?

You may make a reservation by visiting the Pearson VUE at <http://www.pearsonvue.com> and selecting "Digital Fingerprinting Services", or contacting the Pearson VUE reservation center at 1.888.274.2020 (TTY 1.800.274.2617) and selecting a date and time that is convenient for you. [There are over 60 locations where electronic finger printing is administered including the Florida Keys. Locate the site nearest you and schedule to complete the prints.](#)

If you are an applicant seeking a license for any profession regulated by the DBPR, which requires a criminal background search as a condition of licensure, you must provide accurate demographic information at the time your fingerprints are taken, **including your Social Security number**. The department, except for AB&T customers, will not be able to process a submission that does not include your Social Security number.

Please make sure that you clearly identify the **profession** that you are seeking to be licensed and submit your finger print payment to the vendor. Any inaccurate information that you provide could cause a delay in processing your request

### 2. Who is required by Law to submit Electronic Finger Print to the Department of Business and Professional Regulation?

July 1, 2006, Pursuant to chapter 475, Florida Statutes, electronic fingerprinting is mandatory for the following license types:

- Sales Associates,
- Broker Associates,
- Brokers,
- Instructors,
- School Chief Administrators,
- Registered Trainee Appraisers,
- Certified Residential Appraisers, and
- Certified General Appraisers.

November 1, 2007, electronic fingerprinting became mandatory for all Construction Initial License, Initial Business, Additional Business, Transfer (Change of Status), and Endorsement applications.

**Note:** Criminal results for construction applicants will only be valid for a period of six months from the date the fingerprints were rolled. Applicants should submit their applications **soon** after submitting their fingerprints in order to afford themselves an opportunity to resolve any application deficiencies prior to the expiration of the criminal history.

**AB&T Additions:** May 21, 2008, electronic fingerprinting became mandatory for all Alcoholic Beverage and Tobacco applications.

**Other Professions:** March 11, 2009, electronic fingerprinting became mandatory for Community Association Manager, Athlete Agent, Talent Agency and Employee Leasing Company applicants.

### **3. Why should I use electronic fingerprinting?**

Electronic fingerprinting is required by Law and reduces processing time.

In the traditional method of fingerprinting, a fingerprint card was submitted to the Department of Business and Professional Regulation. The card was then sent to the Florida Department of Law Enforcement and the Federal Bureau of Investigation for processing. Now, applicants' fingerprints will be scanned and electronically submitted directly to the Florida Department of Law Enforcement and Federal Bureau of Investigation.

Electronic fingerprinting reduces the likelihood of illegible fingerprints or missing information on the fingerprint card and may reduce the overall application processing time.

### **4. How does the electronic fingerprinting process actually work ?**

In the traditional method of fingerprinting, ink is applied to each of your fingers which are then "rolled" across a fingerprint card to obtain your prints. With electronic fingerprinting, there is no ink or card. Your fingerprints are "rolled" across a glass plate and scanned. It is faster and cleaner than the traditional method.

### **5. How long will it take to have my fingerprints scanned?**

It should only take approximately 5-10 minutes.

### **6. How much does electronic fingerprinting cost?**

As of July 1, 2008 the total fee charged is **\$57.25**. The cost for the Florida Department of Law Enforcement and the Federal Bureau of Investigation to process your fingerprints is **\$43.25**.

There is an additional **\$14.00** processing charge to have your fingerprints scanned and submitted electronically by Pearson VUE.

### **7. Who is Pearson VUE?**

Pearson VUE is the examination and an electronic fingerprinting contracted vendor for the Department of Business and Professional Regulation. For more information, please visit Pearson VUE website, <http://www.pearsonvue.com/> and select "Digital Fingerprinting Services", or contact the Pearson VUE reservation center at **1.888.274.2020 select option #7** (TTY 1.800.274.2617).

### **8. What do I need to bring with me to the Florida electronic fingerprinting site?**

All applicants will be required to bring two (2) forms of identification to the electronic fingerprinting site on the day of fingerprinting. One of the two types of identification **must** bear your picture and signature such as a driver's license, state identification card, passport or notarized photograph bearing your signature. Applicants **will NOT be** permitted to be fingerprinted without proper identification.

### **9. What forms of payment are accepted?**

If you will be visiting one of the electronic fingerprint sites in Florida, you must make payment during the reservation process by MasterCard, Visa, American Express, Discover, debit card or electronic check (*or by Pearson VUE credit voucher which may be pre-purchased, see the following paragraph for more information*) Please make sure your credit card/debit card has not expired prior to calling the Pearson VUE reservation center or applying online.

Prepaid vouchers for electronic fingerprinting sessions may be purchased by mailing in a check, company check, or money order, payable to Pearson VUE, to: Pearson VUE Voucher Program, P.O. Box 41508, Philadelphia, PA 19101. You will then receive Pearson VUE credit vouchers which may be used the same as a credit/debit card or electronic check. The applicants can then make a reservation online or by telephone to pay for the electronic fingerprinting by using the voucher number.

### **10. Can another individual make payment for me on their credit card or by electronic check?**

Yes. You will still be asked to provide accurate demographic information at that time.

**11. I am currently residing outside of the State of Florida and cannot get to one of the Florida electronic fingerprinting sites listed above. How can I participate in electronic fingerprinting?**

**A- Sales Associate and Real Estate Broker applicants:** You should request that a Division of Real Estate Sales Associate/Broker fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. . Other information will be completed at the local law enforcement agency.

**B- Appraiser and Appraiser Instructor applicants:**

You should request that a Division of Real Estate Appraisers fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. Other information will be completed at the local law enforcement agency.

**C- Construction Applicants:**

You should request that a Construction Industry Licensing Board fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. Other information will be completed at the local law enforcement agency.

**D- Alcoholic Beverage and Tobacco Applicants:**

You should request that an Alcoholic Beverage fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting the Division of Alcoholic Beverages and Tobacco at 850.488.8284 or one of the division's district offices. A listing of the district offices on the web can be found at [http://www.myflorida.com/dbpr/abt/district\\_offices/licensing.html](http://www.myflorida.com/dbpr/abt/district_offices/licensing.html) Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. Information specific to the Division of Alcoholic Beverages and Tobacco will be preprinted on the fingerprint card. Other information will be completed at the local law enforcement agency.

**E- Community Association Manager Applicants:**

You should request that a Community Association Manager fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. Other information will be completed at the local law enforcement agency.

**F- Athlete Agent Applicants:**

You should request that a Athlete Agent fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. Other information will be completed at the local law enforcement agency.

**G- Talent Agency Applicants:**

You should request that a Talent Agency fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting

our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. Other information will be completed at the local law enforcement agency.

#### **H- Employee Leasing Company Applicants:**

You should request that a Employee Leasing Company fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. Other information will be completed at the local law enforcement agency.

**Please Note:** Certain States have the electronic finger printing available at their Law Offices. However, the Law Office can scan your prints electronically but must print them on the card provided which must be mailed to Pearson VUE at the above mentioned address. Other States electronic fingerprinting equipment does not communicate with DBPR when the results are available.

For all programs, the completed card must be mailed to: FLDBPR, c/o Pearson VUE, Florida Fingerprinting Program, 3131 South Vaughn Way, Suite 205, Aurora, CO 80014 where the fingerprint card will be scanned. You will need to enclose a money order (**personal checks are not accepted**) for the total amount of **\$57.25**, payable to Pearson VUE, with your card. Your fingerprints will then be sent electronically to the Florida Department of Law Enforcement and the Federal Bureau of Investigation.

#### **12. What if I miss my reserved time and arrive late to the Florida electronic fingerprinting site?**

Test Center Managers will review the daily schedule for that particular day to determine if you can be accommodated. If the tardiness is due to an emergency, (i.e., car trouble, traffic accident, etc.), you must provide documentation of the event. If you cannot be accommodated due to unexcused tardiness, you will be liable for the processing fee of **\$14.00** for that day and will be classified as a "No Show." The Florida Department of Law Enforcement and Federal Bureau of Investigation fee of **\$43.25** for fingerprint fees will automatically be refunded to you within 24-48 hours. You must call the Pearson VUE reservation center at 1.888.274.2020 (TTY 1.800.274.2617), or visit the Pearson VUE website at <http://www.pearsonvue.com/> to make a new reservation. **The total fee will be \$57.25** processing fee will be incurred

#### **13. What if I need to reschedule my appointment at a Florida electronic fingerprinting site?**

Simply contact the Pearson VUE reservation center at 1.888.274.2020 (TTY 1.800.274.2617) or go to the Pearson VUE website at <http://www.pearsonvue.com/> to change your fingerprint reservation date/time without monetary penalty, you must notify Pearson VUE at least **48 hours prior to your reserved date/time**. Your **\$57.25** payment will then be applied to your new reservation date/time. If you do not call the Pearson VUE reservation center at 1.888.274.2020 (TTY 1.800.274.2617) to change your appointment at least 48 hours prior to your reserved date/time, you will be liable for the processing fee of **\$14.00** for that day. However, the Florida Department of Law Enforcement and Federal Bureau of Investigation **\$43.25** fingerprint fees may be either applied to an alternate reservation date or will be refunded.

#### **14. What if I need to cancel my appointment?**

Contact the Pearson VUE reservation center at 1.888.274.2020 (TTY 1.800.274.2617) and advise them that you need to cancel your reservation. To cancel your reservation date/time without monetary penalty, you must notify Pearson VUE at least **48 hours prior to your reserved date/time**. Your **\$57.25** payment will then be refunded. If you do not call Pearson VUE to cancel your reservation date/time at least 48 hours prior to your reserved date/time, you will be liable for the processing fee of **\$14.00** for that day. However, the Florida Department of Law

Enforcement and Federal Bureau of Investigation the **\$43.25** fingerprint fee may be applied to an alternate reservation date or will be refunded.

**15. Why have I received a deficiency letter regarding my fingerprints?**

As of the date of the mailing of the deficiency letter, your electronic fingerprinting results had not been transmitted to the Department of Business and Professional Regulation and we are notifying you that you will need to have your fingerprints electronically processed.

**16. What should I do if I am notified by the Department of Business and Professional Regulation that the Florida Department of Law Enforcement or the Federal Bureau of Investigation determined my electronic fingerprints were illegible?**

The electronic fingerprint scanning machines are equipped to determine if your fingerprints scanned successfully. However, there is a remote chance that once they are electronically received by the Florida Department of Law Enforcement or the Federal Bureau of Investigation, it may be determined they were not legible. The Department of Business and Professional Regulation (DBPR) will attempt to resend the prints again for the second time and if returned illegible, then DBPR will request a name search.

If you currently reside outside of the State of Florida, you may be notified by the Department of Business and Professional Regulation that you must have your fingerprints taken again at a local law enforcement agency. The appropriate fingerprint card will be included with the letter. Specific information on what you need to do will be contained in the letter. Information such as the TCN (Transactions Control Number) must be identified and used at that time.

**17. How long are my finger prints valid for?**

The prints are retained and are valid for 180 calendar days from the date your digital fingerprints were electronically received by the Florida Department of Law Enforcement. If your prints have expired at the time your application is being processed, you will be required to submit your prints again.

**The Electronic Fingerprinting sites cannot accommodate children or animals. Special assistance dogs or persons assisting a disabled applicant will be accommodated.**

November 17, 2009