Contract Requirements

Under the contract executed between IBT and TX DPS, there are several areas that are mandated:

- Scheduling services must be available via a toll-free number, the Internet and hearing impaired device compatibility.
- Appointments must be scheduled in a timely manner.
- Inform applicants born before 1940 that their submissions will be delayed as it must go through a different process within the TX DPS system.
- Collect a fingerprint authorization form and submit them weekly to the TX DPS.
- Verify applicant identification with information provided in the appointment scheduling.
- Submission of fingerprint capture must happen within 24 hours for mobile sites and on a real or near real time for fixed sites.
Program Overview

1. **Agency**
   - Identifies applicant
   - Gives applicant Contact/ORI information

2. **Applicant**
   - Schedules appointment by web or phone

3. **TX DPS**
   - Processes fingerprint-based background check

4. **LSO**
   - Submits applicants prints

5. **Results**
   - Sent to requesting agency

6. **Printed**
   - Printed
Agency to Applicant

Information your Agency will need to provide to the Applicant:

- **ORI number** – This is your Agency’s unique ID assigned by the FBI or the TX DPS number that will allow the TX DPS to return your Applicant’s results to you.

- **Reason Fingerprinted** – Required by the TX DPS and FBI to identify what type of applicant is being printed. If you are unclear about this information, please contact the TX DPS.

- **Draw Account Number** – Draw accounts are a convenient tool for employers who pay for their applicant’s transaction. It allows you to pay into an escrow account against which your applicants will be charged. It saves time and effort by not having to cut a separate check for each applicant and gives you an easy account reconciliation with a monthly, detailed draw statement.

- **Fingerprint Authorization Form** – The Agency must provide this form to the Applicant complete with the Agency ORI and reason fingerprinted indicated on it. The Applicant is required to fill out the form and bring it to the fingerprinting appointment. These forms will not be available at the fingerprint site. IBT is required to forward these forms to the TX DPS after the fingerprinting appointment is completed.
Making an Appointment

On-line Scheduling
Available 24 hours a day, 7 days a week.
1. Go to www.ibtfingerprint.com
2. Click on the “Texas” link and then begin scheduling the appointment
3. Follow the on-screen instructions

Call Center Scheduling
Available Monday-Friday, 8am-5pm.
1. Call 1-888-467-2080 and speak to one of our experienced, friendly, bilingual operators
2. Operators will collect the necessary information to schedule the appointment
Step 1: Agency Information

The entry point into the application process is the Agency ORI.

When this is entered, either on-line or in the Customer Service Center, the applicant will be asked to confirm the Agency name.
Step 2: Location Listing

The next step an Applicant will take is to find a list of nearby fingerprinting locations.

By providing a zip code or choosing a particular region, they will be provided with a list of fingerprinting locations in their area.

Keep in mind that Applicants can be fingerprinted anywhere throughout the Statewide Network. So if they live in Brownwood but are going to be visiting Aunt Jane in El Paso, they can make an appointment to be fingerprinted in El Paso.
Step 3: Choose a Location

By clicking on the hyperlinked location name, the Applicant can choose the location most convenient for them.
Step 4: Date/Time

Once a location has been chosen, the Applicant will be able to choose from available dates and times.

Although major cities will have permanent, full-time locations, more rural areas will have specific days and times assigned.
Spanish Option

Spanish speaking Applicants are accommodated by both a Spanish-language version of the web scheduling process and with bilingual operators in the Customer Service Center.
The identification information is used by the Live Scan Operator to check the identity of the person presenting him/herself for fingerprinting.

The personal information collected is used by the TX DPS for identity purposes. It aids them in processing the background check.

Personal information collected includes how the applicant will pay for the transaction.
Step 6: Verify Information

In Step 6, Applicants will be able to review the information they entered or gave to the operator. At this point, they can change any of the information they have entered.
Step 7: Final Confirmation

Applicants will now come to the final confirmation page.

If they are scheduling by web, they can print out this page which contains their appointment information including the location chosen, directions to the location and any final instructions about what to bring to the appointment.

If they are scheduling by phone, the operator will give them directions to the location and any final instructions about what to bring to the appointment.
Email Confirmation

If the Applicant provided an email address during the appointment process, they will receive an email copy of their confirmation page.

This email will also contain a link that will allow them to see a map of the location, should they want it.
Changes and cancellations can be made anytime before the day of the appointment by calling toll-free 1-888-467-2080.
Directions

Applicants will always be able to find an updated list of locations and maps to the locations on our web site:

www.L1id.com/IBT
When the Applicant arrives at the fingerprinting location the day of their appointment, the Live Scan Operator (LSO) will:

- Confirm their identification from the pre-loaded data provided at the time the appointment was made.
- Confirm personal information entered and collect the fingerprinting fee.
- Take the digital image and fingerprints of the Applicant using a state-of-the-art Identix Live Scan and camera system.
- Give the Applicant a receipt with their unique tracking number. This tracking number can be used by the Applicant or Agency for any future enquiry about the transaction.
- Our LSOs undergo an extensive training process to ensure that accurate, high quality prints are taken the first time.
Information Path

- IBT makes the fingerprinting appointment, prints the applicant, collects the fee and forwards the transmission to the TX DPS
- Once the transmission is submitted to the TX DPS, IBT has no access to the criminal history information. All data associated with the background check is processed by TX DPS staff.
- Any enquiries received by IBT after the Applicant has been fingerprinted will be directed to the originating Agency for background results
Hosting a Site

One of the ways IBT is able to provide convenient fingerprinting locations is to partner with those who have a stake in the Network.

In other Statewide Networks, we have partnered with:

- School Districts
- Security Companies
- Police Departments
- State Government offices
- Community Centers
- Testing/Training Centers
- School Bus Companies

Particularly, high volume agencies such as School Districts often find it most convenient to host a site. The only things we need are a room with a table and a few chairs that has access to an electric outlet.
On-Site Specials

There may be certain times of the year when you have large numbers of applicants to process in a short period of time.

IBT can accommodate you with an On-Site Special. If you have 30 or more applicants, we will send a Live Scan Operator to your site. All we need is two week’s notice and, on the day of fingerprinting, a table, a few chairs, and access to an electrical outlet.