



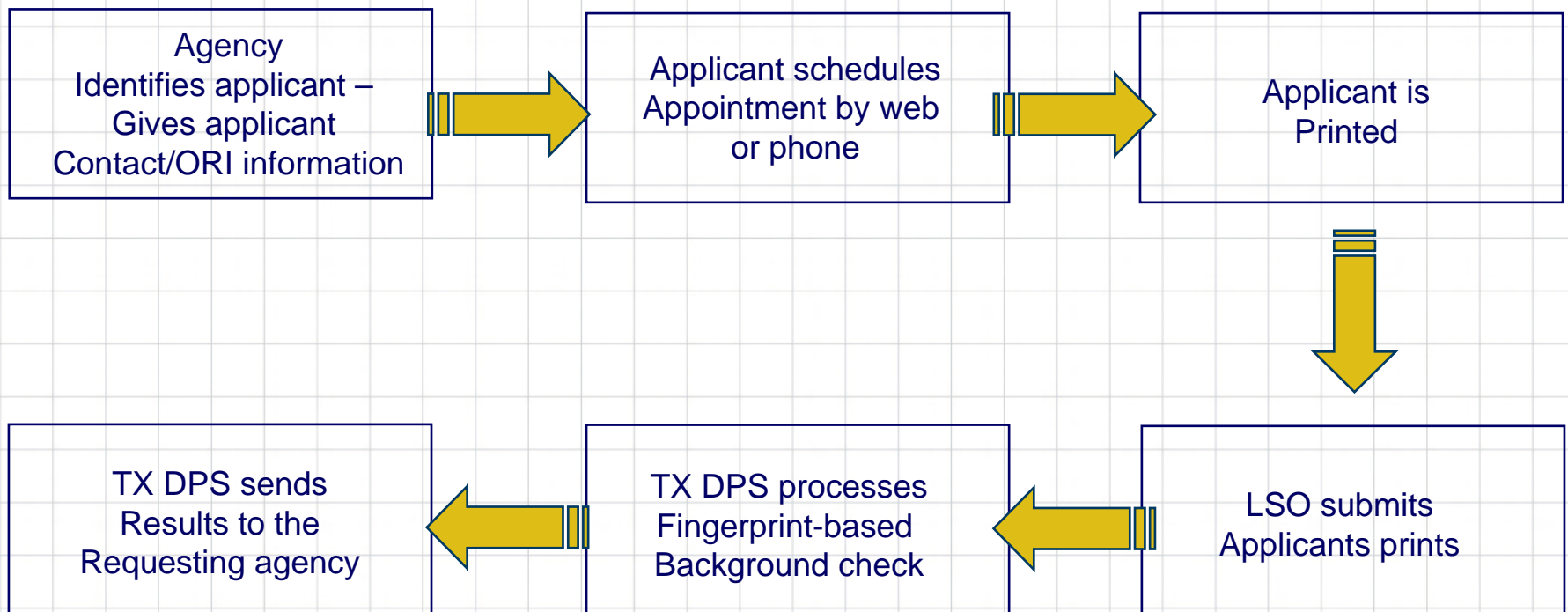
# Texas Agency Guide

# 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



# 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](http://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

1 2 **3 Location** 4 5 6 7

Please choose a location. You are viewing **TX** [Change to Another State](#)

Locations	City	Hours
<a href="#">Fingerprint1</a> 123 Anystreet	Dallas	Monday 8 AM - Noon Wednesday 1 PM - 5 PM
<a href="#">Fingerprint2</a> 123 Main St.,	Fort Worth	Thursday 8 AM - 5 PM
<a href="#">Fingerprint3</a> 145 North Ave.	Houston	Friday 8 AM - 5 PM

By clicking on the hyperlinked location name, the Applicant can choose the location most convenient for them.

# Step 4: Date/Time

1 2 3 4 **Date/Time** 5 6 7

## Available Times for DALLAS CENTER

January 2005 go

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2005

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

Wednesday, January 19, 2005  
Pick an available time:

08:00 AM  
08:05 AM  
08:10 AM  
08:15 AM  
08:20 AM  
08:25 AM  
08:30 AM  
08:35 AM  
08:40 AM  
08:45 AM  
08:50 AM  
08:55 AM  
09:00 AM  
09:05 AM  
09:10 AM

Submit Date

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.

1 2 3 4 5 **Datos Personales** 6 7

I. SU INFORMACION			
Primer Nombre JUAN	Apellido GARCIA	Segundo Nombre F	Sufijo
Direccion 1432 PRAIRE		Numero de Apartamento 311	
Ciudad HOUSTON	Estado TEXAS	Codigo Postal 77002 - 1432	Pais USA
Telefono de su Casa 832-211-5555	Telefono del trabajo 832-323-5555	Extension 55	Telefono Celular
II. INFORMACION PERSONAL			
Fecha de nacimiento ex:09/26/72 09/01/1955	Sexo M	Estatura 5 ft. 11 in.	Peso 220 lbs.
Raza HISPANIC	Color de Pelc NEGRO	Color de Ojos CAFÉ	Estado donde nacio TEXAS
Pais de Ciudadania ESTADOS UNIDOS	Status Migratorio ESTADOS UNIDOS CIUDADANO	Fecha de Entrada ex:09/26/72	Numero de registro de extranjero
Miitar Marines	Fecha de retiro 01/01/1980	Tipo de retiro Honorable	
Numero de Identificacion 321-92-0091	Estado de Identificacion TEXAS	Posicion de Identificacion VALIDO	
III. DATOS de PAGO			
Metodo de Pago Cheque	Numero de la Tarjeta	Fecha de vencimiento	
<input type="button" value="Someter Peticion"/>			

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# Step 5: Personal Information

1 2 3 4 5 Personal Info 6 7

I. CONTACT INFORMATION			
First Name JUAN	Last Name GARCIA	Middle Name F	Suffix
Street Address 1432 PRAIRE		Apt. Number 311	
City HOUSTON	State TEXAS	Zip 77002 - 1432	Country USA
Home Phone 832-211-5555	Work Phone 832-323-5555	Ext. 55	Cell Phone
II. PERSONAL INFORMATION			
Date of Birth ex. 09/26/1972 09/01/1955	Gender Male	Height 5 ft. 11 in.	Weight 220 lbs.
Ethnicity HISPANIC	Hair Color Black	Eye color Brown	Birthstate TEXAS
Citizen Country United States	Immigration Status U.S. Citizen	Immigration Date (09/26/1972)	Alien Registration Number
Military Marines	Discharge Date 01/01/1980	Discharge Type Honorable	
CDL Number 321-92-0091	CDL State TEXAS	CDL Status Valid	
III. BILLING INFORMATION			
Payment Method Check	Card Number	Exp. Date	
<input type="button" value="Send Data"/>			

The identification information is used by the Live Scan Operator to check the identify 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/Cancellations

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](http://www.L1id.com/IBT)**

# Day of Appointment

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.