



**TEXAS DEPARTMENT OF PUBLIC SAFETY  
CRIME RECORDS SERVICE  
Access & Dissemination Bureau**



**Procedure for Review of Personal Criminal History Record Information for:  
PERSONAL REVIEW**

It is the policy of the Texas Department of Public Safety (DPS) that an individual or their authorized representative have access to and may receive a copy of their criminal history record information (CHRI). This policy is in compliance with the Texas Government Code, Section 552.023.

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**Fingerprints Submitted Electronically to DPS:** The DPS has entered into an exclusive contract with MorphoTrust USA to provide statewide electronic fingerprinting through their Identogo enrollment centers. Fingerprint Applicant Services of Texas (FAST) are available by scheduling an appointment on-line at <https://uenroll.identogo.com/servicecode/11FT12>. Identogo centers are committed to a 98% classifiable rate which means quality prints, less rejections, and quick responses. The cost of this service is \$10.00 plus a \$15.00 fee for the CHRI. The results will be mailed to the address provided by the individual.

**1. Schedule your Fingerprint Appointment**

Appointments may be scheduled on-line or by telephone

**Online Scheduling (preferred)**

- a) Begin the process now by clicking on this link: <https://uenroll.identogo.com/servicecode/11FT12>
- b) Select **Schedule Appointment**.
- c) Complete Personal Information and **Designated Recipient** screens
- d) Select a location nearest to you and a convenient date and time
- e) Once you have scheduled your appointment you are not required to bring the service code form to your appointment.

**Telephone Scheduling**

- a) Have the Texas Fingerprint Service Code form before calling 1-888-467-2080.
- b) MorphoTrust will prompt you for the service code.
- c) The service code for a personal review is **11FT12**
- d) The call center operator will ask you for your demographic information, i.e. Date of Birth, Sex, Race, Ethnicity, Height, Weight, Eye Color, Hair Color, Place of Birth and Home Address.
- e) You will select a location nearest to you for your fingerprint appointment.
- f) Once you have scheduled your appointment you are not required to bring the service code form to your appointment.

## 2. Complete your Fingerprint Appointment

- a) Arrive at your scheduled appointment with your photo identification and fee payment
- b) If you plan on bringing a form of identification other than a valid (unexpired) TX Driver License, please refer to the Department of Public Safety's acceptable document types here:  
[https://www.txdps.state.tx.us/administration/crime\\_records/docs/ProveIdForFingerprinting.pdf](https://www.txdps.state.tx.us/administration/crime_records/docs/ProveIdForFingerprinting.pdf)
- c) MorphoTrust accepts Visa/MasterCard/Discover/American Express, business checks, money orders and coupon codes (employer accounts) at the time of service.

*i)Please note that personal checks and cash will not be accepted.*

- d) Your fingerprints will be submitted electronically to DPS and the FBI. You will not receive a printed fingerprint card.
- e) At the conclusion of your appointment, the MorphoTrust enrollment agent will provide you with an IdentoGo receipt stating that you were fingerprinted.
  - a. Do not throw away the receipt
  - b. You may check status on your submission by clicking on this link:  
<https://uenroll.identogo.com/servicecode/11FT12>

Fingerprints provided for this application shall be used to check criminal history records of the Texas Department of Public Safety and the Federal Bureau of Investigation, in accordance with applicable statutes.

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### **Alternate Option: Fingerprint Cards Submitted by Mail**

Use of hard cards should be **limited to out-of-state applicants without access to an IdentoGO electronic enrollment center**. The following process must be followed to submit fingerprint hard cards to MorphoTrust. Traditional hard cards have a higher rejection rate and take longer to process. The results will be mailed to the designated recipient provided by the individual. If you have any questions, please call (512) 424-5079.

#### **1. Pre-Enroll Your Hard Fingerprint Card Submission**

##### **Online Pre-Enrollment**

- a) Begin the process now by clicking on this link: <https://uenroll.identogo.com/servicecode/11FT12>
- b) Choose "Submit a Fingerprint Card by Mail"
- c) Complete Personal Information and Designated Recipient screens
- d) Complete Payment screen
- e) Print the confirmation document (contains bar code), sign the waiver and fill in the contact information

### **Telephone Pre-Enrollment:**

- a) Contact MorphoTrust at 888.467.2080
- b) Please have the TX Fingerprint Service Code form before you call –MorphoTrust will prompt you for the Service Code:**11FT12**
- c) Inform the MorphoTrust representative that you wish to pre-enroll for a “hard card submission”
- d) Once payment is complete a summary confirmation document will be emailed to you
- e) Print the confirmation document (contains bar code), sign the waiver and fill in the contact information

### **2. Complete the Fingerprint Card**

The following information, regarding the person whose record is to be searched, must be completed on the fingerprint card:

- a) Printed last name, first name, middle name of individual, including all alias names.
- b) Sex, race, date of birth, Social Security Number.
- c) Complete, legible set of fingerprints on a DPS approved fingerprint card which may be obtained from a law enforcement agency or FAST provider near you. Visit <https://uenroll.identogo.com/servicecode/11FT12> or call 1-888-467-2080 to locate a FAST provider near you. **Individual’s signature must be on the fingerprint card.**

### **3. Submit the Fingerprint Card and Necessary Forms:**

Mail the Personal Review Service Code Form, completed fingerprint card and payment (if applicable) to the address located on the MorphoTrust confirmation document (contains a bar code)

*The cost for obtaining an ink card may vary and is not included in the Texas Background check fingerprint registration process or fee. Cards **must** be mailed to the vendor, fingerprints cannot be submitted electronically from outside the State of Texas.*



# IdentoGO

By MorphoTrust USA

Texas Fingerprint Service Code Form

PERSONAL REVIEW

**Service Name: PERSONAL REVIEW**

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

**11FT12**

### Background Check Waiver

I certify that all information I provided in relation to this criminal history record check is true and accurate. I authorize the Texas Department of Public Safety (DPS) to access Texas and Federal criminal history record information that pertains to me and disseminate that information to the designated Authorized Agency or Qualified Entity with which I am or am seeking to be employed or to serve as a volunteer, through the DPS Fingerprint-based Applicant Clearinghouse of Texas and as authorized by Texas Government Code Chapter 411 and any other applicable state or federal statute or policy.

I authorize the Texas Department of Public Safety to submit my fingerprints and other application information to the FBI for the purpose of comparing the submitted information to available records in order to identify other information that may be pertinent to the application. I authorize the FBI to disclose potentially pertinent information to the DPS during the processing of this application and for as long hereafter as may be relevant to the activity for which this application is being submitted. I understand that the FBI may also retain my fingerprints and other applicant information in the FBI's permanent collection of fingerprints and related information, where all such data will be subject to comparisons against other submissions received by the FBI and to further disseminations by the FBI as may be authorized under the Privacy Act of 1974 (5 USC 552a). I understand my fingerprints will be searched by and against civil, criminal and latent fingerprints in the Next Generation Identification (NGI) system. I understand I am entitled to obtain a copy of any criminal history record check and challenge the accuracy and completeness of the information before a final determination is made by the Qualified Entity. I also understand the Qualified Entity may deny me access to children, the elderly, or individuals with disabilities until the criminal history record check is completed. If a need arises to challenge the FBI record response, you may contact the agency that submitted the information to the FBI, or you may send a written challenge request to the FBI's Criminal Justice Information Services (CJIS) Division at FBI CJIS Division, Attention: Correspondence Group, 1000 Custer Hollow Road, Clarksburg, WV 26306.



Don't have access to the Internet? You can still schedule an appointment by calling 888.467.2080