



## Fingerprint Background Check Services – State of New Mexico Frequently Asked Questions (FAQ's)

Q: What is the latest news on the New Mexico fingerprint vendor and program?

A: The State of New Mexico recently awarded an Applicant Fingerprint Services contract to IDEMIA. IDEMIA will begin fingerprint services for New Mexico on May 1, 2023.

The New Mexico Department of Public Safety will be transitioning to a new fingerprint supported background checks provider, IDEMIA, effective this May 2023. DPS is pleased to partner with IDEMIA to transform and streamline the background check process to better serve the residents of New Mexico. The project schedule includes a transition from the current vendor solution to the IDEMIA solution starting in May.

IDEMIA will provide information and updates regarding the new solution on the Identogo® website at <https://www.identogo.com/locations/new-mexico>.

DPS offers additional information on the state website at <https://www.dps.nm.gov/law-enforcement-records-bureau/fingerprinting-and-background-checks/>.

Q: What is 'IdentoGO®'?

A: Identogo® is a brand name used by IDEMIA for Enrollment Services. All website and location signage will include this brand name for consistency in name and logo. The company name will continue to be IDEMIA.

Q: What is the first day for an applicant to be fingerprinted at an Identogo® site?

A: The first day for an applicant to register and be printed at an Identogo® site will be May 1, 2023.

Q: As an applicant, requiring fingerprinting for the first time, do I need to pre-register?

A: Yes, applicants need to register, schedule an appointment, and arrange payment on the IDEMIA website. See your agency or employer for more information about registration. Example registration process screens can be found on the Identogo® website at [https://www.identogo.com/uploads/general/IDEMIA\\_New-Mexico-Applicant-Registration-Process\\_Final.pdf](https://www.identogo.com/uploads/general/IDEMIA_New-Mexico-Applicant-Registration-Process_Final.pdf).

Q: Do I need to make an appointment before showing up at an Identogo® site?

A: Registration and appointment scheduling is required during the available days and hours of operation. The registration website will be available starting May 1, 2023. Appointments are required.

Q: Is there anything that I need to bring to my fingerprint appointment?

A: The applicant may bring their appointment confirmation email or print out, but those are not required. Applicant is required to bring proof of identify with one of the Acceptable Forms of Identification. The list of acceptable identification can be found on the Identogo® website at [https://www.identogo.com/uploads/general/Acceptable-Identification\\_New-Mexico.pdf](https://www.identogo.com/uploads/general/Acceptable-Identification_New-Mexico.pdf).



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- Q: As a non-resident of New Mexico, is there an option to mail in a completed fingerprint card to complete my background check for New Mexico agencies?
- A: Yes, applicants need to complete the cardscan registration process and arrange payment on the IDEMIA website. At the completion of that process, you will need to mail in the fingerprint cards to the provided IDEMIA address. Instructions regarding the non-resident/cardscan process can be found on the Identogo® website at [https://www.identogo.com/uploads/general/NM\\_NonResident-Cardscan-Instructions\\_final.pdf](https://www.identogo.com/uploads/general/NM_NonResident-Cardscan-Instructions_final.pdf).
- Q: Where are the Identogo® sites located?
- A: Applicants may use <https://www.Indentogo.com/locations> to find a location. Please note, Applicants will be able to find the nearest location during registration on the IDEMIA website.
- Q: What is the IDEMIA registration website?
- A: The IDEMIA registration website will be available on May 1, 2023. The URL has not been publicly release, but will be provided on April 28, 2023. Please check the Identogo® website at <https://www.identogo.com/locations/new-mexico> for more up to date information and links.
- Q: What forms of payment are allowed?
- A: Payment is required to be entered or arranged at the time of pre-enrollment. Acceptable forms of payment include:
- Credit card (American Express, Discover, Mastercard, Visa)
  - Debit card (Mastercard or Visa logo)
  - Electronic check payment
  - Invoice Account for state agencies
- Q: What is the last day for an applicant to register or be fingerprinted at former supplier site?
- A: The last day for an applicant to complete printing with the outgoing/former supplier is April 28, 2023. Any applicants that registered prior to this transition date and are unable to complete fingerprinting prior to or on the last day, will need to register again beginning on May 1, 2023.
- Q: If I'm an applicant, and have registered with the State's current supplier and was not fingerprinted by close of business on April 28, 2023, what do I need to do?
- A: Any applicants that previously registered prior to this transition date and were unable to complete fingerprinting prior to or on April 28, 2023 will need to register again in the IDEMIA system beginning on May 1, 2023.



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- Q: If I'm an applicant, and have registered with the State's current supplier and have not yet been fingerprinted, will I receive a refund?
- A: Yes, the State's current supplier will handle refunds as requested for all those applicants that have registered, but have not been fingerprinted. The applicant will be required to register with IDEMIA and be printed at an IdentoGO® site, beginning May 1, 2023.
- Q: How long will it take for me to receive my refund from the State's current supplier?
- A: Refunds and expected processing times will be handled by the State's current supplier.
- Q: Why are limited locations available with the IDEMIA solution?
- A: In order to ensure a vendor transition with no shut down or "black out" days for fingerprinting services, The Department of Public Safety have selected an initial 10 IdentoGo® fingerprint locations to be available starting on the first day of service with IDEMIA (May 1). DPS is planning a phased approach with IDEMIA to open additional locations during the months of May and June, with up to 50 total locations available upon completion to serve the constituents of New Mexico.
- Q: Will there be an option for mobile fingerprinting services?
- A: At this time, IDEMIA does not offer a mobile fingerprinting solution. All applicant fingerprinting will be completed in a public IdentoGO® Enrollment Center, available through the scheduling website.
- Q: How do I become a fingerprinting site?
- A: Contact IDEMIA about becoming an IdentoGO® center by visiting their website and complete the online Partner Inquiry Form at <https://www.IdentoGO.com/partners>.
- Q: Am I able to use my existing equipment from the previous vendor with the IDEMIA solution?
- A: The IDEMIA solution does not support any previous or third party equipment. Any previous equipment or hardware from a different vendor is not compatible with the IDEMIA solution.
- Q: What can I do with my old equipment?
- A: The IDEMIA solution does not support any external equipment. You should contact the previous supplier for instructions or guidance on the old equipment. IDEMIA cannot offer guidance on what to do with or alternate use of the old equipment.



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Q: How can I purchase fingerprinting equipment?

A: At the present time, IDEMIA is not yet offering LiveScan System equipment purchases for private sites. Once the IDEMIA public network of locations has been installed, or scheduled for installation, we anticipate the LiveScan System equipment purchases will launch. If you would like to be contacted once we are ready to offer public purchases, please email your request to [EnrollmentDelivery@us.idemia.com](mailto:EnrollmentDelivery@us.idemia.com) with the subject Line "LiveScan System equipment purchase request" and we will add your company name to the list to be passed on to the IDEMIA Sales team.