Florida Frequently Asked Questions

*Why can't I take cash to my appointment as payment?
None of our locations accept payment of any kind. Payment must be made in advance at the time of scheduling the appointment.

*How can I pay if I do not have a credit card?
We do accept prepaid debit/credit cards that can be used after you have activated the card.

*Where do I get my ink cards and where do I send my ink cards once they are completed?
There are varying requirements based on what agency is requiring you to submit fingerprints. The MorphoTrust Florida Non Resident Fingerprint Procedures document, located in the Florida Forms and Links section of our website will give you more detailed information about the non-resident fingerprint process.

*What do I need to take with me to my appointment?
You will need to make sure that you have a valid State or Federal photo ID with you.

*What forms of ID are accepted?
Any valid State or Federal photo ID are accepted, such as a Drivers License or U.S. passport. For any other types of ID, please contact customer service at 1-800-528-1358 to find out if your specific ID is acceptable.

*How long does it take to get results back?
Generally, it takes FDLE 1-3 business days to send results to the requesting agency. Each agency has their own internal processes once they've received fingerprint-based background check results so completion times vary according to agency.

*Where are my results sent and can I get a copy?
Because of FDLE and FBI rules, FDLE sends the results of your background check directly to the agency that is requiring you to be fingerprinted. You may contact FDLE to find out how to receive a copy of your FDLE background check.

*Why do you have to get all of my information over the phone? Can't I take it to the location with me?
Collecting your information in advance means that we can expedite your fingerprinting session and ensure that all of the information required by your agency, the FDLE and the FBI is collected and formatted accurately for submission. If you prefer to register without interacting with a Customer Service Representative, you may use our secure online registration portal, www.identogo.com.

*I need to be printed on fingerprint cards. Which of your locations provides this service?
While we don't currently provide this service in the State of Florida, you can generally obtain fingerprint card services from your local law enforcement agency.