

Requirements for On-site Fingerprinting in Massachusetts

Please contact our Customer Service Call Center at **(866)349-8130** to discuss.

- A. There is a minimum of 30 applicants per session. If a significantly larger group needs to be processed, then we may have to set up multiple dates to be onsite or arrange to have multiple Enrollment Agents onsite at the same time. Please allow at least a 2 week notice when requesting a session, since we have to verify the availability of a mobile Enrollment Agent.
- B. We will need to know the hours and address where the on-site fingerprinting session would be held; contact information for the site and a volume estimates will also be needed.
- C. All applicants must pre-register in our system through the scheduling website. Preregistration allows for faster processing time onsite so applicants can return to work quicker. Applicants should be aware that they will be required to present valid identification to verify their identity at the time of fingerprinting.
- D. Facility Requirements:
 - a. A room with an electrical outlet and ethernet connection with access to the internet so that the Enrollment Agent can access our VPN network & central server;
 - b. A 6' or 8' table to set up the laptop, fingerprint scanner, and misc equipment – this should be placed as close to electrical/network outlets as possible;
 - c. A few chairs for applicants waiting to be processed;
 - d. If the location does not have internet available, please advise upon session setup so we can determine suitability for the onsite request in Offline mode. Without hard-wired access to internet, Enrollment Agent cannot:
 - i. Provided Real Time fingerprint submission to Massachusetts State Police. In Offline Mode fingerprint records will be synced to the MSP system by the Enrollment Agent once they return to a location that offers an internet connection;
 - ii. Access any late schedule additions. In Offline mode, only applicants registered and downloaded before the Enrollment Agent is onsite can be processed. Walk-ins or late schedule additions cannot be downloaded to the kiosk, and will not be able to be fingerprinted.
 - iii. Onsite payment processing via check or money order will not be available in Offline Mode. Applicant fees will need to be paid during registration via credit card or check order at the time of registration. In Offline mode, no payments can be taken onsite.

Onsite Session required information (will be collected at time of session setup):

- Contact person for the date of the Session (name, phone, email & office location)
- Contact person in IT Dept (to verify internet connectivity)
 - Information about network access and required network ports can be provided separately
- Facility Address and Hours of Operation
 - Where should the Enrollment Agent(s) park and what Room/Bldg number should they report to on the day of the session
- Approximate number of Applicants to Process
- Applicant Method of Payment
- Date(s) Requested / Available for session

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