



**Child Care Criminal
Background Check (CCCBC)
IDEMIA Registration and
Payment Process**

Objectives

This session will provide instructions for the IDEMIA fingerprinting and payment process, including creating a No Charge Authorization Code (NCAC) account. Participants will learn recent changes in CCCBC fingerprinting processes.

By the end of this session, participants will be able to:

- pre-enroll for fingerprinting
- schedule a fingerprinting appointment with IDEMIA
- create an NCAC account with IDEMIA

Agenda

- I. Important Transition Dates
- II. IDEMIA Introduction
- III. Pre-Enroll with IDEMIA
- IV. Pre-Enroll: Service Code
- V. Pre-Enroll: Schedule an Appointment
- VI. Pre-Enroll: Select a Fingerprint Location
- VII. Pre-Enroll: Service Summary
- VIII. Current Fingerprint Locations with IDEMIA
- IX. Proposed Fingerprint Location
- X. IDEMIA Fingerprint Fees
- XI. IDEMIA Fingerprint Payment Methods
- XII. No Charge Authorization Code Account

Commonly Used Terms

CCCBC System- Child Care Criminal Background Check System

IDEMIA - fingerprint vendor replacing the formerly used Gemalto

UE ID- Unique Identification

No Charge Authorization Code (NCAC)- also referred to as coupon codes. This service will allow sites to establish an account that is backed by a major credit card (currently VISA, MasterCard, Discover and AMEX).

Important Dates for Fingerprint Vendor Transition

Fingerprinting for the CCCBC System will transition from fingerprint vendor Gemalto/Thales to IDEMIA.

- Gemalto/Thales discontinued fingerprint scanning operations which required the Department to transition to a new fingerprint vendor.
- On **Monday, May 8, 2023**, fingerprinting for Child Care Criminal Background Check System transitioned from Gemalto to IDEMIA.
- Fingerprinting with Gemalto concluded at the end of the day Thursday, May 4.
- If fingerprinting fees were submitted to Gemalto but the applicant was not able to fingerprint by the end of business on May 4, you will a reimbursement by May 18, 2023.
- **Please note: the CCCBC application process will remain the same. New applications and renewal application will continue to be completed in the CCCBC System.**

IDEMIA

IDEMIA is an Universal Enrollment Platform (UEP). UEP is the most modern and secure biometric enrollment platform in the industry today.



Mobile-Friendly
Scheduling



Onsite Payments
and NCAC Codes



Automatic
Notifications



Self-Service Status
Checking

Pre-Enroll with IDEMIA

After completing the LDOE CCCBC application, applicants are emailed a link from IDEMIA to pre-enroll. The service code: **27N4H8** for Early Learning Centers should be entered.

Applicants are **required** to pre-enroll and schedule a fingerprint appointment **before** fingerprinting.

The screenshot shows the IdentoGO website interface. At the top left is the 'IdentoGO' logo, and at the top right is a language dropdown menu set to 'English'. The main content area has a dark background with the text 'Enter your Service Code to get started.' Below this is a white input field labeled 'Enter Code' with a blue 'GO' button to its right. A red arrow points to the 'GO' button. Underneath the input field, there is a link: 'Don't know your Service Code? Contact your agency or click here.' Below this, a small line of text reads: 'IdentoGO has a growing number of convenient locations across the U.S. to meet your identity-related needs.' The page is divided into two main sections: a light blue section on the left and a dark blue section on the right. The light blue section contains a checkmark icon and the text 'Check the Status of your Service' with a sub-link 'Check your status or report your card-on-regulation issue. For additional help, call 800.943.1434.' The dark blue section contains a calendar icon and the text 'Manage an existing Appointment' with a sub-link 'Reschedule an existing appointment or schedule a future.' Below these sections, a heading reads 'We provide the following additional services:' followed by four service cards: 'State History Check' (with a 'STATE' icon), 'FBI History Check' (with an 'FBI' icon), 'Fingerprint Cards' (with a grid icon), and 'Photo Services' (with a camera icon). Each card includes a brief description of the service.

Pre-Enroll Service Code

The specific service code for Department of Education Early Learning Center is **27N4H8**.

- Applicants will schedule a fingerprint appointment with a location convenient for them on the IDEMIA website <https://uenroll.identogo.com/>.
- Providers will be able access the [Service Code](#) document on Louisiana Believes Child Care Criminal Background Check page.

IdentoGO
Fingerprint Service Code Form

LA Department of Education-USE ONLY

Service Name: LDOE Early Learning Centers

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

27N4H8

Service Code is unique to your hiring/licensing agency. Do not use this code for another purpose.

Please bring one of the identification documents from the list below to your enrollment appointment. Identification must be valid, not expired, and contain a photograph of the applicant.

- Driver's License issued by a State or outlying possession of the U.S.
- Driver's License PERMIT issued by a State or outlying possession of the U.S.
- Enhanced Driver's License (EDL)
- Commercial Driver's License issued by a State or outlying possession of the U.S.
- ID card issued by a federal, state, or local government agency or by a Territory of the United States
- Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
- Department of Defense Common Access Card
- Uniformed Services Identification Card (Form DD-1172-2)
- U.S. Military Identification Card
- U.S. Coastguard Merchant Mariner Card
- Military Dependent's Identification Card
- U.S. Passport
- Foreign passport
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Card/Document (I-766) that contains a photograph
- Canadian Driver's License
- Foreign Driver's License (Mexico and Canada Only)
- U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States

Don't have access to the internet? You can still schedule an appointment by calling 844-539-5543.

Pre-Enroll

Schedule a Fingerprint Appointment

Once the service code is entered, you'll be directed to the page below.

IdentoGO English

Service Code – Service Name

[← Back to Home](#)

- Schedule or Manage Appointment**
Schedule an in-person appointment or change an existing appointment.
- What do I need to bring to enrollment?**
Find out which documents you need to bring to the enrollment center to facilitate processing.
- Locate an Enrollment Center**
Locate and get directions to an enrollment center near you.
- Submit A Fingerprint Card by Mail**
Complete the pre-enrollment information necessary to submit a fingerprint card enrollment by mail.

Check the Status of your Service
Check your status or report your car/cam registration item.
For additional help, call 855.845.7434.

Manage an existing Appointment
Reschedule an existing appointment or schedule a retake.

Pre-Enroll

Select a Fingerprint Location

View the IDEMIA fingerprinting locations near you.

- Location Selection displays fingerprinting locations by city or zip code, online maps, and appointments available over the next 7 days.
- **Applicants will need a hard copy of their identification card. LA Wallet or a digital driver's licence is not acceptable.**

The screenshot shows the IdentoGO website interface for selecting a fingerprint location. The page title is "Service Code — Service Name". Below the title, there are navigation tabs: "Address", "Appointment Request", "Documents", "Locations", and "Days and Time". The "Locations" tab is currently selected. The main content area contains a search bar with the placeholder text "Enter a Postal Code, City, Airport Code or Special Location, Access Code to 'Search!' for a location to schedule your appointment. After selecting a location, click 'Next' to continue or 'Cancel' to exit." Below the search bar, there is a note: "Note: Your registration is not yet complete. You must select a location, as well as a date and time on the following pages prior to receiving your appointment confirmation." The search results are displayed in a table with the following columns: "Location", "Address", "Next 7 Days", and "Distance".

Location	Address	Next 7 Days	Distance
Any City, Any State	Sample Address	100 appointments available	0.01 mi
Any City, Any State	Sample Address	1011 appointments available	0.2 mi
Any City, Any State	Sample Address	684 appointments available	0.28 mi
Any City, Any State	Sample Address	275 appointments available	10 mi
Any City, Any State	Sample Address	140 appointments available	18.24 mi

At the bottom of the page, there are three buttons: "Cancel", "Back", and "Next".

Pre-Enroll Service Summary

Once the online pre-enrollment is complete, the Service Summary will appear.

- Registration details
- Payment information
- Address to the Enrollment Center
- ID and document requirements
- Link to online maps

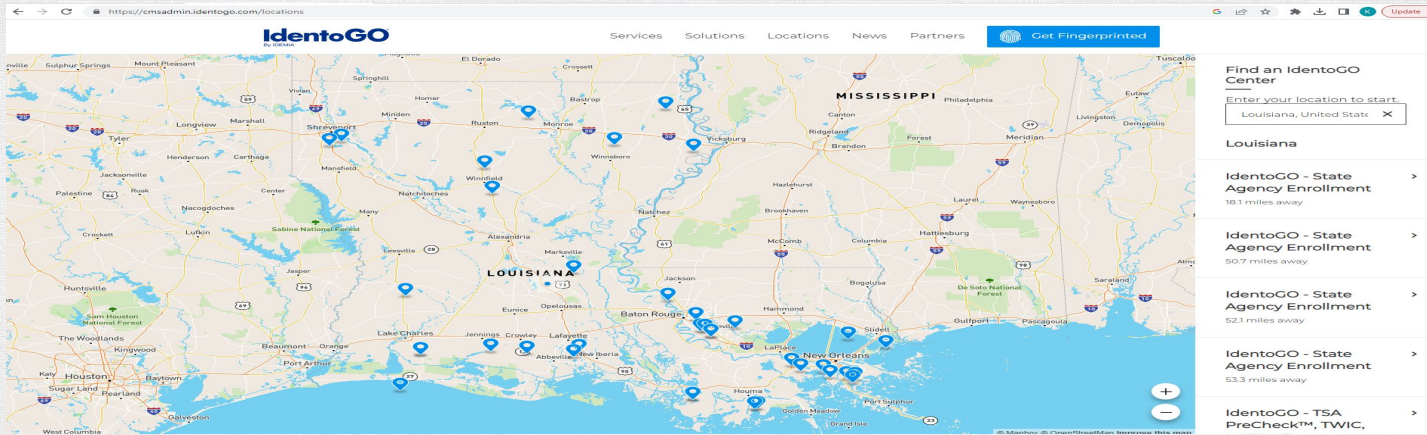
The screenshot displays a 'Service Summary' page with the following sections:

- Service Code — Service Name** (with a 'Print Status' link)
- Status as of 2/20/2015**
- Pre-Enrolled:** This form has not yet been processed.
- Service Details:**
 - Case: Date pre-enrollment updated
 - Applicant: Applicant ID #
 - Agency: Applicant Name
 - Number: Service Code — Agency Name
 - Estimated Amount Due: Estimated Amount Due
- Notes:** Estimated amount due to enrollment fees, based on selected services and the enrollment appointment time and location. Payment by business check or money order at the enrollment appointment/center location. The fee shown represents the amount due. There are other fees not included in this amount such as changes to appointment date or extending the date of the test, or additional appointments made during the appointment if you have additional questions about the test amount due, please call our Customer Service team at 800-822-2224.
- We accept the following methods of payment:** Authorization Code, Business Check, Money Order, Credit Card (with logos for Visa, Mastercard, American Express, and Discover).
- Credit Card applicants may be subject to a service fee of up to 2.1%.**
- Important:** YOU WILL BE REQUIRED TO BRING THE FOLLOWING DOCUMENTS TO YOUR ENROLLMENT:
 - Legal Name (must match name on pre-enrollment document brought to enrollment)
 - Passport Book or Card
- Service Code — Service Name**
- Appointment City:** Appointment Time:
 - Example City, State, Zip Code
 - Appointment Date and Appointment Time
- [View Map](#)
- Please provide 24 hours notice when cancelling/rescheduling an appointment.
- Buttons:
-

Current Fingerprint Locations with IDEMIA

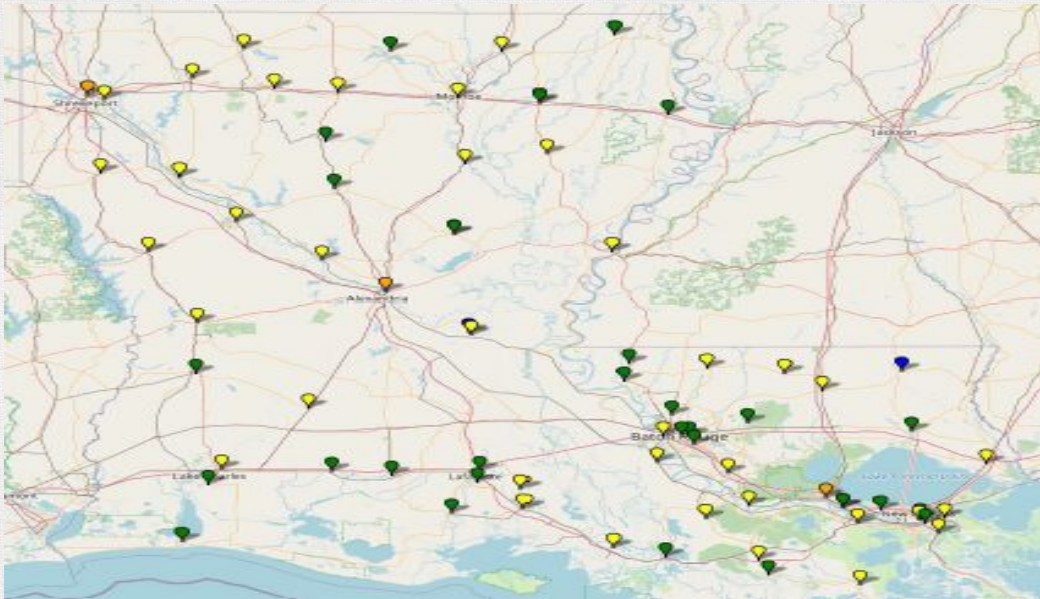
Active fingerprinting sites as of May 9, 2023.

Current fingerprinting locations with IDEMIA can be viewed using the link below:
<https://cmsadmin.identigo.com/locations>



Proposed Fingerprint Locations

Proposed sites are subject to change. IDEMIA projects to have about 50 fingerprinting locations statewide, allowing applicants to schedule an appointment with 30 miles of their residence.



Status	Color
Live	Green
Scheduled	Blue
Deployed Pending	Orange
Partner Search	Yellow

IDEMIA Fingerprint Fees

IDEMIA's fingerprinting fees differs from former vendor, Gemalto fingerprinting fees.

The fees for services going forward are as follows:

State and Federal Livescan	\$55.75 or \$60.75 depending on the site selected for appointment
State and Federal Hard Card-for former-Louisiana residents	\$55.00
Former-Louisiana Residents Livescan	Same as above with an additional \$39.99 convenience fee.

IDEMIA Fingerprint Payment Methods

There are two payment options available from IDEMIA. Cash is NOT an acceptable payment option.

1. **Payment at the time of service** – Applicants can pay by credit card, business check, or money order at the time of the appointment.
Checks and money orders should be made payable to IDEMIA.
2. **No Charge Authorization Codes** – This service is offered to agencies/entities that are paying for their applicants background checks. The agency utilizing this service will provide a credit card and a minimum of 150 unique authorization codes will be issued to the agencies. These codes are good for one year and the credit card is only charged after the applicant completes the fingerprint appointment. If codes aren't used they will expire and the credit card will not be charged.

No Charge Authorization Code Account

IDEMIA offers “No Charge Authorization Codes” (NCAC), also referred to as coupon codes.

- The benefit of a NCAC account is that providers are ONLY charged once their applicants are fingerprinted.
- This service will allow providers to establish an account that is backed by a major credit card (currently VISA, MasterCard, Discover, and AMEX).
- If applicants are using NCAC account when completing a fingerprint registration applicants should select “coupon code” as a payment method.
- Reminder: Under [La. R.S. 23:897](#), employers are prohibited from asking applicants to pay for the costs of fingerprints, background checks, drug tests, or medical exams that are required for hiring decisions.

No Charge Authorization Code Account

IDEMIA offers “No Charge Authorization Codes” (NCAC), also referred to as coupon codes.

- Please visit Louisiana Believes Child Care Criminal Background Check page for [Louisiana No Charge Authorization Codes form](#). You will find detailed instructions needed to complete an NCAC account and steps to redeem an NCAC.
- Completed Authorization forms should be faxed or emailed to IDEMIA Billing Department: 952-945-3326 or LAUEPACCOUNTS@US.IDEMIA.com.
- If there is a problem with with the information submitted to IDEMIA, an IDEMIA team member will follow up with the point of contact listed on the NCAC Authorization form.

CONTACT US

Child Care Criminal Background Check Unit

General Processing Email

LDOECCBCprocessing@la.gov

Out-of-State Processing Email

LDEChildcareCBC@la.gov

Password Reset/Locked Account Email

ldeccbcprocessing@la.gov

General CCCBC Phone Numbers: **(225)342-2716** or
(225)342-5311 for out-of-state inquiries

Fax Number: (225) 376-6035

