**IdentoGO Background Check Terms &Procedures**

# TERMS

**Applicant -** The individual who is required to submit to a fingerprint based background check.

**Agency -** The entity that is responsible for licensing Applicants. Agencies must be registered with the Tennessee Bureau of Investigation (TBI) and have a valid ORI number.

**Registration -** Applicants or Agencies may schedule an appointment for fingerprinting by registering at [www.identogo.com.](http://www.identogo.com./) You can also schedule an appointment by registering by phone at **1-855-226-2937**. Make sure that your Social Security number is collected correctly. Prior to registration you must have a valid ORI Number.

**Payment -** If the Agency allows, your fingerprinting may be paid for already. In this case, no payment is necessary. Otherwise, Applicants must pre-pay their fingerprint services during the registration process. Acceptable forms of payment: Credit/debit cards, cashiers checks, and money orders. Checks and money orders should be made out to “IdentoGO”. **Cash is NOT accepted.**

**ORI Number -** The Originating Agency Identifier (ORI) is a nine-character identifier assigned by the State and designates each Agency that is allowed to submit data to TBI. You must know your ORI Number before attempting to register online or by phone. Contact your originating Agency, NOT TBI or IdentoGO for your ORI Number.

# CONTACT INFORMATION

**Website -** [www.identogo.com](http://www.identogo.com)

**Customer Feedback:** (844) 539-5541

# PROCEDURES

1. Contact your **Agency** to receive your **ORI Number.** Handgun carry permits and HAZMAT license **Applicants** must contact a license bureau to be issued the appropriate **ORI Number**. Questions regarding issuance of **ORI numbers** must be directed to the appropriate **Agency**, not TBI or IdentoGO. Handgun carry permits pay the license bureau in advance for their fingerprinting.
2. Schedule an appointment by registering online at [www.identogo.com](http://www.l1enrollment.com/) or call 855-226-2937.
3. Payment for your fingerprint service must completed or arranged when you schedule your appointment at [www.identogo.com](http://www.identogo.com) or by calling 1-855-226-2937.
4. Proceed to the scheduled fingerprint location at the time of your appointment. **You must have an appointment and be registered and have made arrangements for payment.**
5. At the fingerprint service site the **Applicant** must provide a valid State or Federal photo identification, and submit a set of fingerprints.
6. Fingerprints will be electronically forwarded to the Tennessee Bureau of Investigation and all results of the fingerprint background check will be provided to the **Agency.**

*Background checks take time. IdentoGO does not have access, nor does it involve itself with the summary execution of an applicant background check. To this extent IdentoGO cannot provide you information regarding the background check process, or when it will be completed.*