

FINGERPRINT OVERVIEW AND INSTRUCTIONS
For License Issuance or Renewal on or after January 1, 2019

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If you have any questions during this process, please contact IdentoGO at (855) 845-7434.

Overview for all Applicants and Licensees

In order **to obtain or renew** a Texas physical therapist (PT), physical therapist assistant (PTA), occupational therapist (OT), or occupational therapy assistant (OTA) license, an individual must submit fingerprints for state and national criminal history background checks.

This is required by statutory amendments concerning criminal background checks that were made to the PT and OT Practice Acts during the 85th Legislative Session.

Note that licensees renewing their license on inactive status, or changing their status from active to inactive, will need to comply with the fingerprinting requirement when reinstating their license to active or retired status.

Prior fingerprinting for any other purpose will not satisfy this requirement as other entities are not allowed to share criminal history background check results with us.

Once an applicant or licensee has satisfied this requirement for the issuance or renewal of their license, the individual will not be required to submit fingerprints as part of the renewal of their license in the future.

Results of the fingerprinting will be sent directly to the Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE) both from the Texas Department of Public Safety Criminal Records and the Federal Bureau of Investigation.

You will not be given a copy of your fingerprinting results by ECPTOTE. You may check the status of your submission through IdentoGO (not ECPTOTE) by following the instructions written below.

Make sure your physical, mailing, and email addresses are up to date. Follow this link for any updates/corrections: https://www.ptot.texas.gov/forms/public/change_contact_info

If you have any questions during this process, please contact IdentoGO at (855) 845-7434.

Instructions for Live Scan Fingerprinting – Available in Texas

If you are in Texas, or reside out of state but can schedule a time to be in Texas, you may make an appointment for a live scan (a process that captures fingerprints without the use of ink), at locations throughout the state of Texas.

AGENCY SERVICE CODE INFORMATION:

- The agency's service code is required when scheduling/registering for your fingerprint requirement.
- Individuals must use ECPTOTE's service code, which is specific to our agency. Fingerprints submitted using any other code cannot be used. For example, a code for a Texas Review of Personal Criminal History cannot be used.
- Access our agency's service code from select emails received from our agency, areas on our website that require a login, and/or by email request to exam@ptot.texas.gov.
- Applicants for initial licensure should not submit fingerprints for review until after they receive their email from our agency containing their applicant password information. This email will include the agency's service code.

- 1) Schedule an appointment to be electronically fingerprinted at one of the Identogo enrollment centers.

Internet based scheduling is the quickest and most convenient way to obtain a fingerprint appointment:

- You may begin the process now by clicking on this link:
<https://uenroll.identogo.com/>
- Enter the agency's **Service Code**;
- Click **Schedule or Manage Appointment**;
- Complete all required fields on the following page(s).

NOTE: Identogo's website shows appointment availability within 7 days; however, when you select a location, you are able to view further out.

If you prefer to schedule over the telephone, you must:

- Obtain the agency's **Service Code**;
- Call **(855) 845-7434**.

- 2) Arrive at your scheduled appointment with your photo identification and fee.

- If you plan on bringing a form of identification other than a valid (unexpired) TX driver license, please refer to the Department of Public Safety's acceptable document types here:

https://www.dps.texas.gov/administration/crime_records/docs/ProvelIdForFingerprinting.pdf

If you have any questions during this process, please contact Identogo at (855) 845-7434.

- Identogo accepts Visa/MasterCard/Discover/American Express, business check, money order, and coupon codes (employer accounts) at the time of service.
 - Please note that personal checks and cash are **not accepted**.
- 3) Your fingerprints will be submitted electronically to DPS and the FBI. You will not receive a printed fingerprint card.
- 4) At the conclusion of your appointment, the enrollment agent will provide you with an Identogo receipt stating that you were fingerprinted.
- Do not throw away the receipt.

You may check the status of your submission by:

- Clicking on this link: <https://uenroll.identogo.com/status-check>;
- Check status by Name/Method of Contact OR by UE ID/Date of Birth.

Fingerprints provided for this application shall be used to check criminal history records of the Texas Department of Public Safety and the Federal Bureau of Investigation, in accordance with applicable statutes.

If you choose to schedule fingerprinting online, please ensure that you use the ECPTOTE service code as, by law, we cannot use fingerprint results that were sent to another agency.

If you have accidentally selected another agency prior to your appointment, you will need to visit www.identogo.com and select the following:

- The state where you would like to schedule your fingerprinting session;
- Online Scheduling;
- Begin Registration; then select
- I have an existing appointment I would like to change.

NOTES:

- Important! You must finish the registration process to be fingerprinted. You will receive an email or confirmation number when registration is complete.
- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the phone numbers and/or email address provided, as they will be used to retrieve your information during your in-person enrollment.
- A photograph is required at the time of fingerprinting.

COST OF FINGERPRINTING: As of 01/01/2019, the fee for fingerprinting is \$38.25. This fee includes the fingerprint vendor processing fee, DPS processing fee, and FBI processing fee.

If you have any questions during this process, please contact Identogo at (855) 845-7434.

Instructions for Out-of-State / Out-of-Country Fingerprinting (Hard-Copy Fingerprint Collection)

NOTE: All applicants are strongly encouraged to visit an enrollment center to have their fingerprints collected. Submitting a hard-card should be a last resort for either out of state applicants or home-bound applicants. If you reside outside of Texas and are unable to be fingerprinted at an approved IdentoGO enrollment center near you, you must follow the instructions below to register a hard card submission with IdentoGO **before** mailing a hard card of your fingerprints to IdentoGO.

READ FIRST: Only cards provided by ECPTOTE are acceptable. Hard card ink fingerprints must meet specific criteria in order to be converted into an electronic format and processed by IdentoGO. After receiving the cards provided by ECPTOTE and completing registration with IdentoGO using the instructions below, you may obtain your hard card ink fingerprints from a local law enforcement agency and/or another fingerprint official. The card must be signed by you and the official taking the fingerprints. Mail your fingerprint card and confirmation document to IdentoGO (the address is on the confirmation document). **Do not mail your fingerprint card and confirmation document to ECPTOTE; they will be destroyed.**

AGENCY SERVICE CODE INFORMATION:

- The agency's service code is required when scheduling/registering for your fingerprint requirement.
- Individuals must use ECPTOTE's service code, which is specific to our agency. Fingerprints submitted using any other code cannot be used. For example, a code for a Texas Review of Personal Criminal History cannot be used.
- Access our agency's service code from select emails received from our agency, areas on our website that require a login, and/or by email request to exam@ptot.texas.gov.
- Applicants for initial licensure should not submit fingerprints for review until after they receive their email from our agency containing their applicant password information. This email will include the agency's service code.

FINGERPRINT CARDS MUST BE REQUESTED:

- 1) Request fingerprint cards by emailing don@ptot.texas.gov if you are an applicant or licensee by providing the following information **ONLY**:
 - Subject line:
Fingerprint Card Request
 - Body:
License Number OR Applicant Number
Full Name
Address Number and Street
Apartment/Unit (if any)
City, State & ZIP Code
 - If you reside out of the country, please type your address as it should be labeled.

If you have any questions during this process, please contact IdentoGO at (855) 845-7434.

DO NOT SUBMIT QUESTIONS TO THIS EMAIL: ECPTOTE receives your fingerprint results and nothing more. For all questions, please refer to Identogo.

NOTE: You will receive confirmation that the request was received. The fingerprint cards will be mailed within 10 business days via USPS. You will receive (2) cards; only (1) card is necessary.

2) Pre-enroll with Identogo to submit fingerprint cards provided by ECPTOTE. Internet based pre-enrollment is the quickest and most convenient way to submit fingerprint cards:

- Click on this link: <https://uenroll.identogo.com/>
- Enter the agency's **Service Code**;
- Select **Submit a Fingerprint Card by Mail**;
- Complete all required fields on the following page(s);
- Complete payment screen;
- Print the confirmation document containing a bar code and complete by signing the waiver and filling in contact information;
- Once you have obtained your fingerprint cards and had your hard card ink fingerprints taken by local law enforcement or other fingerprinting official, you will mail your fingerprint card and confirmation document to Identogo (the address is on the confirmation document).

If you prefer to pre-enroll over the telephone, you must:

- First have the agency's **Service Code**;
- Call **(888) 467-2080**;
- Identogo will prompt you for the Service Code;
- Inform the Identogo representative that you wish to pre-enroll for a **hard card submission**;
- Once payment is complete, a summary confirmation document will be emailed to you (or mailed);
- If emailed, print the confirmation document and complete by signing the waiver and filling in contact information;
- Once you have obtained your fingerprint cards and had your hard card ink fingerprints taken by local law enforcement or other fingerprinting official, you will mail your fingerprint card and confirmation document to Identogo (the address is on the confirmation document).

As stated in **read first** above, obtain a copy of your ink fingerprints by a criminal law enforcement agency or fingerprint official on the fingerprint cards provided by ECPTOTE. ALL requested information must be provided on the fingerprint card. You and the official taking the fingerprints must sign the card.

If you have any questions during this process, please contact Identogo at (855) 845-7434.

NOTE: It is suggested you call the criminal law enforcement agency/fingerprint official first as not all agencies perform ink fingerprinting services. Rolled ink fingerprints may only be taken at a law enforcement agency by an employee of that agency or a trained fingerprint official. The fee for this service will vary by law enforcement agency/official and is in addition to the cost of processing your fingerprints.

You may check the status of your submission by:

- Clicking on this link: <https://uenroll.identogo.com/status-check>;
- Check status by Name/Method of Contact OR by UE ID/Date of Birth.

COST OF FINGERPRINTING: As of 01/01/2019, the fee for fingerprinting is \$38.25. This fee includes the fingerprint vendor processing fee, DPS processing fee, and FBI processing fee.

If you have any questions during this process, please contact Identogo at (855) 845-7434.