



West Virginia Applicant Fingerprinting Frequently Asked Questions (FAQ)

What agencies can MorphoTrust print for in WV?

MorphoTrust is currently printing for the following agencies and applicant types:

- NCPA/VCA (National Child Protection Act / Volunteers with Children Act)
- WV CARES
- WV Department of Alcohol Beverage Control (ABC)
- WV Department of Education (WVDE)
- WV Division of Banking
- WV Division of Motor Vehicles
- WV Division of Personnel
- WV Division of Protective Services
- WV Emergency Medical Services (EMS)
- WV Insurance Commission
- WV LPN Board of Examination
- WV Racing Commission
- WV Real Estate Appraisal Board
- WV Registered Professional Nurses' Board of Examination
- WV State Tax Division
- WV Employer Record Check
- WV Personal Record Check

Does MorphoTrust perform state and FBI background checks?

Yes, MorphoTrust can service customers that need a WV state only background check as well as those that need both WV state and FBI. State only reference checks can be processed with results of the criminal history going back to either the agency or to the applicant directly (Employer Record Review or Personal Record Review). FBI checks require legislative approval for the authorized agency to submit criminal history checks under an approved state statute and an ORI must be granted or exist for the agency that permits submissions to the FBI AFIS. Applicants printed for both state/FBI submissions will have criminal history results returned to the requesting agency. Applicants processed under these ORI's cannot have the results returned to the applicant or facility directly.

West Virginia Applicant Fingerprinting Frequently Asked Questions (FAQ)

What is an ORI and how do I obtain one?

ORI stands for Originating Agency Identifier. An ORI is assigned by the FBI to an Authorized Government Agency to allow their applicants to be fingerprinted for an FBI background check. MorphoTrust is currently authorized to use the following agencies that have ORI's:

- NCPA/VCA (National Child Protection Act / Volunteers with Children Act)
- WV CARES
- WV Department of Alcohol Beverage Control (ABC)
- WV Department of Education (WVDE)
- WV Division of Personnel
- WV Division of Banking
- WV Division of Motor Vehicles
- WV Division of Protective Services
- WV Emergency Medical Services (EMS)
- WV LPN Board of Examination
- WV Pharmacy Board
- WV Racing Commission
- WV Real Estate Appraisal Board
- WV State Tax Division

What if I need an FBI background check and I'm not authorized to use one of the agency ORI's that MorphoTrust has listed?

MorphoTrust can offer WV applicants a hard card of their prints for a fee of \$12.50. The applicant will be given 2 cards back for them to submit directly to the FBI. For more information on how to submit directly to the FBI please visit the FBI website - <http://www.fbi.gov/about-us/cjis/background-checks>.

How do I schedule an appointment with MorphoTrust?

Applicants can schedule an appointment at any of the MorphoTrust West Virginia sites online via the MorphoTrust website at www.identogo.com or by calling (855) 766-7746.



West Virginia Applicant Fingerprinting Frequently Asked Questions (FAQ)

What method of payment does MorphoTrust accept for fingerprinting?

MorphoTrust accepts the following methods of payment:

- Prepayment options: e-check and credit card (Visa and MasterCard);
- Onsite payment options: personal check, credit card (Visa and MasterCard) and money order;
- Account options: prepaid or credit billing accounts for private agencies and employers, credit billing accounts for governmental agencies are available.

What is a facility number and how do I obtain one?

A facility number is assigned by DHHR and pertains to the WV program called Central Abuse Check. This program provides a reduction of the WV State check fee from \$20 to \$10.

How do I know if I require a WV state check or both a WV State and FBI check?

The applicant needs to check with the agency that is requesting a background check to obtain the correct reason for fingerprinting prior to making an appointment with MorphoTrust. MorphoTrust is not responsible if an applicant does not select the correct reason for fingerprinting.

Does MorphoTrust perform on-site special finger printing sessions?

Yes, MorphoTrust does perform on-site fingerprinting for groups of 25 or more. MorphoTrust requires 2 weeks' notice to set up these special print sessions. For very large groups or for events where the schedule is known in advance, MorphoTrust recommends arranging the mobile session as far in advance as possible. For more detailed information regarding the special session fingerprinting, please call visit (855) 766-7746 or visit the MorphoTrust website www.identogo.com.

How can I find out where the WV MorphoTrust sites are located?

Applicants can find WV sites by going online via the MorphoTrust website www.identogo.com or by calling (855) 766-7746.



West Virginia Applicant Fingerprinting Frequently Asked Questions (FAQ)

If I cannot make it to a MorphoTrust WV site can I submit an ink and roll hard card of my prints?

Yes, MorphoTrust accepts hard cards and converts them into an electronic submission which is sent to WVSP for processing. Cards are converted within two business days of receipt. MorphoTrust cannot process cards that have missing data, unclassifiable fingerprints, or incorrect payment. These cards can be sent to:

MorphoTrust WV Card Scan Dept
6840 Carothers Parkway
Suite 650
Franklin TN 37067

Complete instructions can be found here:

<https://wv.l1enrollment.com/OpenNetworkPortal/customer/documents/wv-manual-card-process.pdf>

What forms of ID's are accepted?

Acceptable forms of personal identification must be current and valid and include Driver's licenses issued by any state, passport, photo identification card issued by a municipality, County or state in lieu of a driver's license or a military ID.

How and when will I receive the results of my fingerprinting session?

The standard method of delivering results is in a confidential letter sent by the US Mail. Typical turnaround time for MorphoTrust to receive the results from WVSP is within 36 hours upon submission. FBI results may take longer. MorphoTrust mails out results within one business day of response receipt.

What are the fees for fingerprinting?

The fees for having MorphoTrust perform the fingerprinting services in WV are:

- | | |
|--|---------|
| ➤ Regular Background Check (WV state check only) | \$32.50 |
| ➤ Central Abuse Background Check (with DHHR facility number, state check only) | \$22.50 |
| ➤ NCPA / VCA Background Check (WV state and FBI check) | \$33.25 |
| ➤ State and Federal Background (authorized entities only) | \$44.50 |



West Virginia Applicant Fingerprinting Frequently Asked Questions (FAQ)

- State and Federal with DHHR facility number (Central Abuse) \$34.50

Who do I need to contact if I need clarification or want to challenge the results received?

After an individual has obtained a background check result and has questions related to the data they can contact challenge by going to the statepolice.wv.gov website and under the tab “Popular Forms” will be instructions on how to obtain and complete a challenge form (form #136A) to challenge the background results.

Can an agency schedule an appointment on behalf of an applicant?

Yes, any agency can schedule an appointment for their applicants at any of the West Virginia sites online via the MorphoTrust website at www.identogo.com or by calling (855) 766-7746. The agency scheduler will need to have the applicant’s demographic information available in order to properly complete the appointment.

Do I need an appointment or can I walk-in to a MorphoTrust site?

MorphoTrust does accept walk-ins at each location on a first come first serve basis. It is strongly recommended that the applicant schedule an appointment prior to going to the site in order to avoid long waits due to prime appointment slots being taken or having no appointment times available.