

**ODYSSEY CHARTER SCHOOL**  
**State of Delaware Employment and Volunteer Criminal**  
**Background Check**  
**Frequently Asked Questions (FAQs)**

**PRE-ENROLLMENT (REGISTRATION) PROCESS:**

**Q: Do applicants need to pre-register to get their fingerprinting complete?**

A: Yes, applicants will need to pre-register using the instructions provided on their service code form. Pre-registration can be completed either on the **IdentoGO®** online portal or by contacting the call center at 866-761-8069.

**Q: Will applicants need to make an appointment before showing up at an IdentoGO® site?**

A: Yes. All applicants will need to create an appointment during their pre-registration. The appointment creation is part of the process and will not complete the pre-registration if incomplete. The registration portal will also have an option to reschedule appointments if needed.

**FINGERPRINT SITES/SERVICES:**

**Q: What is 'IdentoGO®'?**

A: IdentoGO® is a brand name used by IDEMIA for Enrollment Services. All website and location signage will include this brand name for consistency in name and logo.

**Q: Where are the IdentoGO® sites located?**

A: IdentoGO® is currently in the process of onboarding locations across the State of Delaware. The three current SBI locations as well as 6 additional sites are in the process of being setup. Agencies and applicants will be able to view locations at <http://www.IdentoGO.com/locations> as they become available.

**WHAT TO BRING TO APPOINTMENT:**

**Q: What do applicants need to bring with them to their appointment?**

A: Applicants will need to bring their ID and method of payment with them to the fingerprinting appointment. Identification must be valid, not expired, and contain a photograph of the applicant.

The list of acceptable documentation required for identification was sent in the second communication to agencies and is also included on the Service Code Forms.

### **PAYMENT REQUIREMENT and FORMS OF PAYMENT ACCEPTED:**

**Q: Can the applicant pay when they schedule their appointment?**

A: All payments will be made at the time of fingerprinting.

**Q: What type of payments are accepted?**

A: Locations will accept the following payments at the time of the appointment:

- Credit Card onsite (Card holder must be present)
- Money Order per individual fingerprinting applicant, made out for the exact amount due
- Certified/Business Check per individual fingerprint applicant, made out for exact amount due
- No Charge Authorization Coupon (NCAC) Account o NOTE: Payment types cannot be combined

**Q: What is the cost to be printed Out of State?**

A: Applicants that utilize an Out of State enrollment center are required to pay a \$39.95 Out of State processing fee.

### **ADDITIONAL FAQ'S:**

**Q: How long does it take to be fingerprinted?**

A: Between 5 and 10 minutes. Sites will have appointments available at least every 10 minutes.

**Q: Is the enrollment process self-service?**

A: No, applicants will interact with an Enrollment Agent when verifying their information and collecting fingerprints/payment.

**Q: If an applicant needs reprinted, how long is the option available?**

A: If an applicant's prints are rejected due to quality, the option to get reprinted is available for 90 days. After 90 days, they will need to re-register.

### **RESULTS DELIVERY FAQ'S:**

**Q: Who can access, and view results and receive token sheets?**

A: Odyssey Charter School results are accessible by the Human Resources Director, who was assigned their own token sheet. The token sheets are not interchangeable between people, as they are a second factor authentication for each person accessing results. Anyone who is assigned access to view results must complete CJIS Security Awareness training. All results are kept confidential and maintained in accordance with State Regulations.

**Q: Can applicants be notified that results are available in the portal?**

A: Yes, there is an option to “opt in” to receive e-mail notifications when an applicant has been printed, as well as a notification when the results are available.

**Q: How long can applicants view results in the portal?**

A: Applicant results are available for viewing for 60 days. After 60 days, the results will no longer be accessible, and will only show that they were printed. This is to comply with Federal Security Standards.

**Q: Who do applicants contact with questions regarding the process?**

A: Employees please contact the Human Resources Department. Volunteers please contact the Front Office Administrator in your student’s respective building @ 302/516-8000.

All applicants may also contact DSP directly via [DSP\\_BackgroundCheckInquiries@delaware.gov](mailto:DSP_BackgroundCheckInquiries@delaware.gov).