

Fingerprinting Instructions for New Hires

- 1.) All new hires must undergo both the DCJS and FBI fingerprint process. Under no circumstances will the fingerprint process be waived except as noted in the Pre-Employment Background Investigation Policy.
- 2.) You need to schedule an appointment for fingerprinting by going to the uenroll.identogo.com website or calling the toll free call center at (877) 472-6915. Appointment scheduling via the website is available 24 hours/7days a week. Appointment scheduling via the call center is available 9am-9pm Monday through Saturday. If the appointment is scheduled through IdentGo, it is recommended that the confirmation page is printed and brought to the fingerprint appointment.
- 3.) You may choose the most convenient IdentGo location. A list of available locations can be found at the IdentGo site by selecting “Locate an Enrollment Center” on the scheduling page. The closest location is at the Cortland Community Center, 90 Central Ave, Cortland, NY 13045. Please note that the Cortland Regional Medical Center is no longer an active location.
- 4.) When scheduling an appointment by phone or via the website, you will need to provide the appropriate Service Code number for your department & position (*refer to the list on page 2*).
- 5.) Payment – the Personnel/Civil Service Office will give you a voucher authorization code for payment. On the Personal Questions tab when asked if you have an *Authorization Code being used for payment* select “YES”. You will be prompted to enter/give this code to schedule your appointment.
- 6.) Once you have completed scheduling your appointment, you will receive an IdentGo Service Confirmation email. You will need to forward this confirmation email to pers-dept@cortland-co.org.
- 7.) At the fingerprint service location, you will be asked to produce **2 forms of identification**, at least one of which must have a photo. (When scheduling an appointment by phone or via the website, you will be given a list of all acceptable forms of identification [which include Driver’s License, US Passport and Social Security Card].)

*** PLEASE BE SURE TO PROVIDE YOUR SOCIAL SECURITY NUMBER TO THE IDENTGO FINGERPRINT TECHNICIAN WHEN YOU ARE BEING FINGERPRINTED SO THAT IT CAN BE RECORDED IN THE SYSTEM.***
- 8.) At the service location, identification documents will be reviewed, fingerprints rolled and photo taken. Once you have been fingerprinted, IdentGo immediately launches the fingerprint transaction and photo to DCJS for processing.
- 9.) You will receive two receipts which contain your name, fingerprinting location site, date and time, fees paid, and reason for fingerprinting. You must provide one of the receipts to the Personnel/Civil Service Office.
- 10.) Upon completion of the fingerprint search process, DCJS and FBI responses will be delivered electronically (emailed) via an “eJustice” (civil) inbox. Typically, electronic fingerprint responses are delivered within 24-72 hour timeframe. Any “hits” (criminal history information) are provided to the Inspector General’s office for review and investigation.

Enter your Service Code to get started.

Don't know your Service Code?
Contact your agency or [click here](#).

uenroll.identogo.com

Enter one of the following Service Code Numbers to get started. If you do not know which code to select, contact your hiring manager or the Personnel/Civil Service Office for assistance.

LIST OF SERVICE CODE NUMBERS

❖ **Probation Office**

- 151J61 – New York Cortland Co Probation - Probation Officer

❖ **County Clerk's Office & Department of Motor Vehicle**

- 151HKS – New York Cortland Co – REAL ID/CMVSE Act

❖ **Sheriff's Department**

- 151JF8 – New York Cortland Co Sheriff Dept – Correction Officer
- 151JGS – New York Cortland Co Sheriff Dept – Deputy Sheriff

❖ **Emergency 911 Center & Sheriff's Civillian Unit**

- 151JJQ – New York Cortland Co Sheriff Dept – Emp

❖ **All other County Departments**

- 156KKZ – New York Cortland Co Personnel Office - Emp