



**TEXAS DEPARTMENT OF PUBLIC SAFETY  
CRIME RECORDS SERVICE  
Access & Dissemination Bureau**



**PROCEDURE TO ACCESS CRIMINAL HISTORY RECORD INFORMATION (CHRI) FOR  
(DSHS – EMS CENTRAL GROUP-11BSBH)**

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**FINGERPRINTS SUBMITTED ELECTRONICALLY TO DPS:** The DPS has entered into an exclusive contract with MorphoTrust USA to provide statewide electronic fingerprinting through DPS FAST locations operated by Identogo. Fingerprint Applicant Services of Texas (FAST) are available by scheduling an appointment on-line at <https://uenroll.identogo.com/servicecode/11BSBH> or by calling 1-888-467-2080. DPS FAST locations operated by Identogo are committed to a 98% classifiable rate which means quality prints, less rejections, and quick responses.

**1. SCHEDULING YOUR FINGERPRINT APPOINTMENT:**

Fingerprint Applicant Services of Texas (FAST) are available by scheduling an appointment on-line at <https://uenroll.identogo.com/servicecode/11BSBH> or by calling 1-888-467-2080.

**When Scheduling Online:**

- a) Select **Schedule Appointment**.
- b) Follow the prompts to enter requested information.
- c) Select a location nearest to you and a convenient date and time.
- d) Once you have scheduled your appointment you are not required to bring the service code form to your appointment.

**When Scheduling Over The Phone:**

- a) Have the Texas Fingerprint Service Code form before calling.
- b) MorphoTrust will prompt you for the service code.
- c) The service code for a personal review is **11BSBH**
- d) The call center operator will ask you for your demographic information, i.e. Date of Birth, Sex, Race, Ethnicity, Height, Weight, Eye Color, Hair Color, Place of Birth and Home Address.
- e) You will select a location nearest to you for your fingerprint appointment.
- f) Once you have scheduled your appointment you are not required to bring the service code form to your appointment.

## 2. YOUR FINGERPRINT APPOINTMENT:

- a) Arrive at your scheduled appointment with your photo identification and fee payment
- b) 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:  
<http://www.11enrollment.com/state/forms/tx/55fc619a7f7aa.doc>
- c) MorphoTrust accepts Visa/MasterCard/Discover/American Express, business checks, money orders and coupon codes (employer accounts) at the time of service.  
*\*Please note that personal checks and cash will not be accepted.*
- d) Your fingerprints will be submitted electronically to DPS and the FBI. You will not receive a printed fingerprint card.
- e) At the conclusion of your appointment, the MorphoTrust enrollment agent will provide you with an Identogo receipt stating that you were fingerprinted.
  - a. Do not throw away the receipt
  - b. You may check status on your submission by clicking on this link:  
<https://uenroll.identogo.com/servicecode/11BSBH>

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.

**FINGERPRINTS SUBMITTED BY MAIL THROUGH MORPHOTRUST:** The following process must be followed to submit fingerprint hard cards to MorphoTrust. The results will be mailed to the designated recipient provided by the individual. If you have any questions, please call (512) 424-5079.

## 3. PRE-ENROLL YOUR FINGERPRINT HARD CARD SUBMISSION:

### **Online Registration:**

- a) You may begin the process now by clicking on this link:  
<https://uenroll.identogo.com/servicecode/11BSBH>
- b) Choose "Submit a Fingerprint Card by Mail"
- c) Complete Person Information and Designated Recipient screens
- d) Complete payment screen
- e) Print the confirmation document (contains bar code)
- f) Sign the waiver and fill in contact information

### **Telephone Registration:**

- a) You may contact MorphoTrust at 888.467.2080
- b) Please have the TX Fingerprint Service Code form before you call –MorphoTrust will prompt you for the Service Code
- c) Your Service Code is **11BSBH**
- d) Inform the MorphoTrust representative that you wish to pre-enroll for a "hard card submission"

- e) Once payment is complete a summary confirmation document will be emailed to you
- f) Print the confirmation document, sign the waiver and fill in the contact information
- g) Once you have obtained your fingerprint cards, follow mail-in directions on the confirmation page.

**PAY BY CREDIT CARD, BUSINESS CHECK OR MONEY ORDER:**

- During your registration you will be provided an opportunity to make your payment by credit card or to elect to mail in your payment by business check or money order made out to MorphoTrust USA with your submission.

*\* No Personal Checks will be accepted*

**4. COMPLETE THE FINGERPRINT CARD:**

Following information regarding person whose record is to be searched, must be completed on the fingerprint card:

- a) Printed last name, first name, middle name of individual, including all alias names.
- b) Sex, race, date of birth, Social Security Number.
- c) Complete, legible set of fingerprints on a DPS approved fingerprint card which may be obtained from a law enforcement agency or FAST provider near you. Visit <https://uenroll.identogo.com/servicecode/11BSBH> or call 1-888-467-2080 to locate a FAST provider near you. **Individual's signature must be on the fingerprint card.**

*The cost for obtaining an ink card may vary and is not included in the Texas Background check fingerprint registration process or fee. Cards **must** be mailed to the vendor, fingerprints cannot be submitted electronically from outside the State of Texas.*

**5. SUBMISSION:**

Mail the completed Personal Review Service Code Form, completed fingerprint card and payment (if applicable) to:

**IDENTOGO  
CARDSCAN DEPARTMENT  
6840 CAROTHERS DRIVE STE 650  
FRANKLIN, TN 37067-9929**