

FAQs

WHAT IS LIVE SCAN FINGERPRINTING?

Live Scan fingerprinting is the technique and technology used to electronically capture fingerprints. It has replaced the more traditional method, the use of ink and paper for fingerprinting. The captured fingerprints are electronically transmitted to the Department of Justice (DOJ) for a criminal record check. The response is sent to the agency requesting the Live Scan. If required, the DOJ forwards the captured fingerprints to the Federal Bureau of Investigations (FBI). Live Scan fingerprinting is used to reveal criminal history information for identification, employment and licensing purposes by matching fingerprints and other identifying information to existing data files for an individual. In California, fingerprinting must be performed by a certified fingerprint roller or qualified law enforcement personnel.

WHO NEEDS LIVE SCAN?

Volunteers working with children, school staff, foster parents, medical professionals, care givers, attorneys, realtors, notaries, stock brokers, contractors, DMV licensed professionals, appraisers, security personnel and many others.

HOW DOES THE PROCESS WORK?

The agency or employer requesting the Live Scan fingerprint will provide the applicant with the Request for Live Scan Form.

At the Live Scan location a trained and certified technician will scan your fingerprints with a Live Scan fingerprint scanner. The scanning process takes around 10 to 15 minutes. Once fingerprints are captured and applicable fees are collected, the fingerprints are electronically transmitted to the Department of Justice (DOJ) for background processing.

WHAT DO I NEED TO BRING TO A LIVE SCAN SESSION?

- 2 copies of the completed “Request for Live Scan Service” form. The form is given to the applicant by the agency requesting the Live Scan and must be completed by the agency and applicant. We cannot provide the form or assist in filling it out. This form should contain an ORI code. This code will determine what level of service is required by the requesting agency.
- A valid, current ID. Valid forms of identification include U.S. Passport, CA issued Driver’s License, out-of-state Driver’s License, Military ID Card, Alien Registration/ Immigration Green Card, Mexican Consulate ID Card.
- Payment for the Live Scan service. These include: exact cash, VISA, MasterCard, Discover, PayPal, CashApp, Zelle, and invoice billing accounts. Billing accounts may be available for requesting agencies who require more frequent service.

WHERE CAN I GET THE REQUEST FOR LIVE SCAN SERVICE FORM?

The agency or employer requesting the Live Scan fingerprint will provide the applicant with the Request for Live Scan form. Elite Live Scan Fingerprinting Services LLC is not allowed to assist applicants in filling out their Request for Live Scan Service form. The California Department of Justice rules forbid us from assisting you on your application. In addition, if your information is incomplete or you have a question, we must refer you back to your employment or licensing agency.

HOW MUCH DOES IT COST?

We charge a rolling fee of \$32. The background investigation fee depends on the level of service and is charged by the Department of Justice (DOJ). If your requesting agency asked for an FBI background check, an FBI fee will be due. Your total fee will be given to you before your fingerprints are scanned. A travel time and/or after hours fee may be applied. For a quote, please visit www.elitelivescanfingerprinting.com.

HOW DO I CHECK MY LIVE SCAN RESULTS?

You can check your fingerprinting results by calling the Department of Justice’s 24-hour automated telephone service at (916) 227-4557. Or you can check your status online by visiting <https://applicantstatus.doj.ca.gov/>. You will need your birth date and the 10-digit

Automated Transaction (ATI) number which is located at the bottom of the Applicant Live Scan Request Form. The ATI number always appears in the following sequence: 1 letter; 3 numbers; 3 letters and 3 numbers.

HOW LONG DOES IT TAKE TO GET MY LIVE SCAN RESULTS?

The Department of Justice (DOJ) usually processes Live Scan fingerprinting within 72 hours. Delays may occur. For any significant delays the DOJ will contact the requesting agency. The results are either emailed or sent to the requesting agency listed on the Request for Live Scan Service Form. Once the Live Scan process has been completed, please contact the agency handling your employment or licensing with all inquiries.

HOW DO I GET AN ORI CODE?

The ORI code is assigned by the DOJ (Department of Justice). In order to get an ORI code the organization/agency has to apply with the DOJ to become an authorized applicant agency. California law authorizes certain governmental and private organizations to conduct criminal record background checks to help determine the suitability of a person applying for a license, employment or as a volunteer working with children, the elderly or disabled. Law enforcement agencies, public and private schools, non-profit organizations and in-home supportive care agencies are some of the agencies authorized to conduct fingerprint background checks. Follow the detailed step by step instructions on the DOJ website,

<https://oag.ca.gov/fingerprints/agencies> which explain the complete process an agency needs to follow to get authorization and submit fingerprints. They also have links to the forms that need to be filled out. This process can take six weeks to complete, sometimes longer if FBI approvals are required. You will be notified in writing when you can begin sending applicants to be fingerprinted. You will also receive your ORI code.

WHERE CAN I GET MORE INFORMATION ABOUT FINGERPRINT BACKGROUND CHECKS?

The State of California Department of Justice provides detailed information about [Fingerprint Background Checks](#).

What is a Notary Public

A Notary Public is an official appointed by the Secretary of State and authorized to serve the public as an unbiased witness when performing many legal formalities relating to the drafting or certifying of contracts, deeds, and other official documents. These official acts are called notarizations or notarial acts. A Notary Public screens signers of official documents to establish their true identity, their awareness of the contents of the official transaction or document, and their willingness to sign without intimidation. **WE WOULD NOT DIRECT ON THE ADVISIBILITY OF SIGNING ANY DOCUMENT!**

Some notarizations require the Notary Public to place the signer under oath, declaring that under penalty of perjury, all the information listed is valid. A Notary must remain impartial to gain the public's trust. Furthermore, they must not act according to their personal interests. When impartiality is established, the public can trust that the Notary's tasks have not been compromised. A Notary cannot refuse to serve a person due to nationality, religion, race, political preference, sexual orientation, or status as a non-customer.

What forms of identification is acceptable to present to the Notary

You will need one of the following for your Notary Appointment...

- A California driver's license or nondriver's ID issued by the CA DMV,
- U.S. Passport book or card,
- A Foreign passport stamped by the U.S. Citizenship and Immigration Service,
- A Driver's license or nondriver's ID issued by another U.S. state,
- A Driver's license issued by Mexico or Canada
- An Employee ID Card issued by an agency of the state of California or any city within the state.
- US Military ID card (but not CAC card)
- Inmate ID issued by the CA Department of Corrections (if the person is in custody)
- An ID issued by the USCIS.

What if I do not have the proper forms of identification

If you do not have the proper form of identification, you can bring two (2) credible witnesses unknown to the notary or one (1) credible witness if the notary knows them. Please note the witness (es) must...

1. Have Valid Identification
2. Must Know the signer of the document.
3. Not have any interest in the document being signed.

What is the cost for Notary services?

NOTARY FEES VARY. [CONTACT US](#) FOR MORE INFO

What Payment Method do you accept?

Payment for Notary services include: exact cash, VISA, MasterCard, Discover, PayPal, CashApp (4% transaction fee), Zelle, Company Checks, and no personal checks will be accepted. Billing accounts may be available for requesting agencies who require more frequent service.

Can I have a document Notarized online?

Under California law, every signer must personally appear before the Notary at the time of the notarization. This means that you and the Notary must both be physically present, face to face in the same room, when the notarization takes place

What is an Apostille?

An Apostille is a certificate that authenticates the signature of a public official on a document for use in another country. An Apostille certifies:

- the authenticity of the signature of the public official who signed the document,
- the capacity in which that public official acted, and
- when appropriate, the identity of the seal or stamp which the document bears; a notary public seal. The Apostille does not validate the contents of the document.

Does the California Secretary of State issue an Apostille or Authentication Certificate?

- The California Secretary of State issues a single Apostille for documents to be used outside of the United States, regardless of the country of destination.

I have multiple documents that need an Apostille, So I need an Apostille for each one or will one Apostille work?

- You will need an Apostille for each document.

Can an Apostille be given for a territory within the United States? e.g., Puerto Rico?

- No. Apostilles can only be issued for documents to be used outside the United States of America. Accordingly, we do not issue Apostilles for Puerto Rico, Guam, United States Virgin Islands, Northern Mariana Islands, American Samoa, or any other American territories or possessions. The notarial act is sufficient for use in any American territory or possession.

Can I receive an Apostille for a document that is in a language other than English?

- Yes. If the notarization of the document is in English, the California Secretary of State can issue an Apostille. The rest of the document can be in any other language.

What is the Hague Convention?

- You can learn more about the Hauge Convention by Clicking here visiting the following website: <https://travel.state.gov/content/travel/en/Intercountry-Adoption/Adoption-Process/understanding-the-hague-convention.html>

Returned Company Check Policy

The return of a check (electronic or paper) issued to Elite Live Scan Fingerprinting Services LLC will result in a \$50.00 returned check fee and a \$40 returned check fee for each additional check, no matter the reason and payment by check will no longer be accepted by the company. This includes returned electronic payments.

Written notification on how to resolve the returned check will be sent to the maker of the check. All Services will be placed on hold until the issue has been resolved.

If the returned check has not been redeemed within the stated time frame on the notification, Elite Live Scan Fingerprinting Services LLC will begin its collection proceedings which may also include legal action taken against the company issuing the check.

Important Note: A returned check may automatically result in a hold on the account affected, which may delay the submission of your fingerprints to the government entities.

Returned Check Payment Methods

1. Cash. Pay in person at the Bursar's Office. Obtain a cash register receipt for your records. DO NOT MAIL CASH.

2. Certified Funds. Make cashier's check, money order, or other certified funds payable to William & Mary. Include your name, ID#, current address, and phone number on the face of the check.
3. Deliver in person (contact to arrange a date and location to meet).
4. Mail certified funds to the following address: PO Box 4522 La Puente, CA 91747