

ELECTRONIC FINGERPRINTING FREQUENTLY ASKED QUESTIONS

Applicants can use any Livescan vendor that has been approved by the Florida Department of Law Enforcement to submit their fingerprints to the department. Please ensure that the Originating Agency Identification (ORI) number is provided to the vendor when you submit your fingerprints. If you do not provide an ORI number or if you provide an incorrect ORI number to the vendor, the Board of Pharmacy will not receive your fingerprint results. The applicant is fully responsible for selecting the vendor and ensuring submission of the prints to the Department.

1. **How do I find a Livescan vendor in order to submit my fingerprints to the department?**
The Department of Health accepts electronic fingerprinting service offered by Livescan device vendors that are approved by the Florida Department of Law Enforcement and listed at their site. You can view the vendor options and contact information at www.doh.state.fl.us/mqa/pharmacy, select Repermitting, select Livescan vendor list.
2. **What information must I provide to the Livescan vendor I choose?**
 - a) If you are an applicant seeking a license for any profession regulated by the Department of Health, which requires a criminal background search as a condition of licensure, you must provide accurate demographic information at the time your fingerprints are taken, **including your Social Security number**. The Department will not be able to process a submission that does not include your Social Security number
 - b) You must provide the correct ORI number.
3. **Where do I get the ORI number to submit to the vendor?**
The ORI number for the pharmacy profession is FL924190Z
4. **How does the electronic fingerprinting process actually work?**
In the traditional method of fingerprinting, ink is applied to each of your fingers which are then “rolled” across a fingerprint card to obtain your prints. With electronic fingerprinting, there is no ink or card. Your fingerprints are “rolled” across a glass plate and scanned. It is faster and cleaner than the traditional method. Electronic fingerprinting reduces the likelihood of illegible fingerprints and will reduce the overall application processing time.
5. **How long will it take to have my fingerprints scanned?**
It should only take approximately 5-10 minutes.
6. **How much does electronic fingerprinting cost?**
The total fee charged by each vendor varies. Please contact the vendor to obtain this information. The fingerprint results are usually received by the department two to four days after your fingerprints are scanned. You can view the vendor options and contact information at [Livescan Device Vendors](#) List.
7. **What do I need to bring with me to the Florida electronic fingerprinting site?**
All applicants will be required to bring two (2) forms of identification to the electronic fingerprinting site on the day of fingerprinting. One of the two types of identification **must** bear your picture and signature such as a driver’s license, state identification card or passport.
8. **I submitted my fingerprint through an FDLE approved vendor, but I have now received a deficiency letter regarding my fingerprints? What should I do?**
As of the date of the mailing of the deficiency letter, your electronic fingerprinting results have not been transmitted to the Board of Pharmacy. We will not be able to process your application until we have received this information. You should contact your fingerprint vendor to determine if they have submitted the prints to the FDLE for processing.
Vendor contact information can be viewed at [Livescan Device Vendors](#) List.

9. What should I do if I am notified by the Department of Health that the Florida Department of Law Enforcement or the Federal Bureau of Investigation determined my electronic fingerprints were illegible?

The electronic fingerprint scanning machines are equipped to determine if your fingerprints scanned successfully; however, if it is determined by the Federal Bureau of Investigation that your prints were not legible, we will send you a notification letter asking you to go back to the same vendor that did your initial prints and schedule a re-roll of your prints. You will be required to bring the notification letter with you as information such as the TCN (Transaction Control Number) and TCR (Transaction Control Reference) must be identified and used at the time of the reroll. You will be responsible for any costs associated with the re-roll of your fingerprints.

10. How long are my fingerprints valid for?

FDLE retains the prints for 12 months from the date your digital fingerprints were electronically received by the Florida Department of Law Enforcement. If your prints have expired at the time your application is submitted to the department, you will be required to submit new prints again.

11. Can I use my recent prints to apply for another professional license?

The prescription department manager may submit prints that are on file with the Agency For Health Care Administration if they were ran within the last year. All officers and owners must submit new prints.

12. What kind of assistance can the DOH provide if I have problems with a Livescan vendor?

As an applicant, you have the choice to select a vendor approved by the FDLE. Since DOH does not approve or regulate Livescan vendors, you will be fully responsible for the fingerprint submission and for ensuring that the prints have been timely submitted to the FDLE. The DOH retrieves the fingerprint results from the Department of Law Enforcement through a secure web site. We suggest that you ask the vendor for a receipt showing payment date and other pertinent information in case you need to go back to them for assistance.

In addition to compliance with FDLE transmission requirements, the LiveScan sites will need the following information in order for DOH to receive the results appropriately. Failure to submit this information may result in the provider's inability to obtain screening results:

- Full Name
- Individual's Address
- Social Security Number (if the SSN is not included, the results will not appear on the Agency's Results website)
- Date of Birth
- Race
- Sex
- Height
- Weight
- Pharmacy Name
- Pharmacy Address (address information should be separated by commas: street, city, state, zip)

FDLE will only retain the criminal results from applicants for a period of one year from the date the fingerprints were rolled. Applicants should submit their applications soon after submitting their fingerprints in order to afford themselves an opportunity to resolve any application deficiencies prior to the expiration of the criminal history results.