

Fingerprint requirements and instructions

An application for a license must be sent with a fingerprint background check. Fingerprints are used to check criminal history records of the Texas Department of Public Safety (DPS) and the Federal Bureau of Investigation (FBI).

We use IdentoGO electronic fingerprinting services, which has locations throughout the country.

Steps for getting your fingerprints at IdentoGO:

1. Schedule a visit online or by phone:

Online:

1. Go to the IdentoGO website. Click on "Schedule or Manage Appointment."
2. Select "Digital Fingerprinting."
3. Enter service code **11G6QF**.
4. Click on "Schedule or Manage Appointment."

Phone: Call 888-467-2080 to find an IdentoGO location and schedule an appointment. Use service code **11G6QF**.

2. Take your photo ID and payment to IdentoGO.
 - See the DPS memo (PDF) or a list of documents you can use to prove your identity.
 - IdentoGO accepts:
 - Credit cards: Visa, MasterCard, Discover, and American Express
 - Business checks
 - Money orders
 - Coupon codes (employer accounts)

Personal checks and cash are not accepted.
3. Your fingerprints will be sent electronically to the DPS and the FBI. You won't get a printed fingerprint card.
4. The IdentoGO agent will give you a receipt upon completion of your appointment.
 - Don't throw away the receipt.
 - Attach a copy of the receipt to the application you send to us. **You will get this receipt after your appointment.** We can't accept a copy of your online payment confirmation page or enrollment form.
 - Keep the original receipt for your records.
5. You can check the status of your background check by going to the IdentoGO website and clicking "Check the Status of your Service."

Steps for getting hard card ink fingerprints

If electronic fingerprinting isn't available, you can get hard card ink fingerprints.

1. To ask for a hard card, you can fill out a form online or call IdentoGO. You will need to give service code **11G6QF**.

Online: Go to [IdentoGO](#) website. Click on "Submit a Fingerprint Card by Mail."

Phone: Call 888-467-2080. Let them know you want to use a hard card. You will need to give service code **11G6QF**.

2. IdentoGO will email you the confirmation document.
3. Get a copy of your fingerprints from a criminal law enforcement agency.
 - You will need to show your photo ID.
 - Get your fingerprints on a FBI card that includes "Texas Department of Insurance ORI TX920540Z." You can get fingerprinted on hard FBI cards at a Department of Public Safety office, sheriff's office, or police station.
 - Fill out the FBI fingerprint card. The card must be signed by you and the official taking the fingerprints.
4. Mail your fingerprints and confirmation document to IdentoGO. The address is on the confirmation document. Don't mail your fingerprints and confirmation document to TDI with your application.
5. IdentoGO will mail a receipt to you. You can check the status by going to the [IdentoGO](#) website and clicking "Check the Status of your Service."
6. Attach a copy of the receipt to the application you send us. Keep the original receipt for your records.