



**Marin County Sheriff's Office
Documentary Services – Fingerprint/Live Scan Services
3501 Civic Center Drive, Room 145
San Rafael, CA 94903**

Q. Who should I make the check payable to?

A. The Marin County Sheriff's Office.

Q. What constitutes a valid photo identification card?

A. A valid photo identification card is any current Id issued through the United States government. A couple of examples are: state driver's license (DMV issued), state identification card (DMV issued), United States passport, United States issued VISA, United States issued Alien Registration/Immigration/Green Card, or United States Military ID Card. **We can not accept identification from other countries or expired identification!**

Q. How can I obtain a valid Id?

A. You can obtain a California driver's license or state identification card from the Department of Motor Vehicles. Additional info can be found on their web site at [California Department of Motor Vehicles](http://www.dmv.ca.gov) or by contacting them at 1-800-921-1117 or 1-800-777-0133.

Q. What is Live Scan?

A. Live Scan is the electronic process used to obtain fingerprints. Fingerprints previously were obtained using ink and cardstock quality cards. In the past ink cards took months or even years to analyze. Technological advances now enable us to digitally obtain prints, and then electronically transmit the images to the Department of Justice for review.

Q. Do I need an appointment?

A. Yes. Our San Rafael office does advance appointments only and can be reached at 415/499-7286. Our Marin City substation has same day appointments and is contingent on staff availability. The Marin City substation offers same day appointments; subject to staff availability can be reached at 415/332-5422.

Q. What do I need to bring to my appointment?

A. You must bring a completed live scan request form (triplicate form or three copies with at least one original), a valid identification card, and fee payment. The fees can be paid by an agency billing number (established by DOJ prior to appointment), cash, or check.

Q. Where do I get the Live Scan Request form?

A. The agency requesting the background check will provide this form to you. A [generic Live Scan form](#) can be downloaded from the Attorney General's web site. However, the agency information must be completed. *Since some licenses or certificates require a specific form, you should contact the requesting agency prior to being fingerprinted.*

Q. Why do I need to bring three copies of the Live Scan Request form?

A. The first copy will be kept by the live scan operator (MCSO), the second should be returned (by the applicant) to the agency that requested it, and the third is for the applicant to keep. *Due to the number of applicants we print, we are unable to make copies for you.*

Q. What does the Live Scan service cost?

A. The fees are composed of a rolling fee, Department of Justice (DOJ) fees, and if applicable Federal Bureau of Investigation (FBI) fees. The DOJ and FBI fees vary depending on the level of service requested and range from \$0-120. Our rolling fee is \$20. We accept cash or check.

Q. Can my agency be billed directly?

A. Yes. An agency can request a billing number from DOJ that will bill both the DOJ and FBI fees. Please contact DOJ at (916) 227-3828. Our office can bill the rolling fees to agencies located within Marin County only.

Q. What is a rolling fee?

A. A rolling fee is the fee that the fingerprint provider charges to take (roll) the fingerprints. Each agency determines their fee.

Q. I have been printed before, why do I need to be printed again?

A. There are two main reasons why an individual needs to be printed more than once. First, a criminal background check is performed each time a person is printed. Once that background check is complete and sent to the requesting agency, it is no longer valid. Second, state and federal laws prevent a government agency from saving and sharing an individual's fingerprints without their consent. This is a constitutionally protected civil liberty. The only exception to this would be prints taken for the purposes of certain licenses and in criminal arrest, conviction, or law enforcement investigations. Certain licenses require that fingerprints be saved with the agency issuing the license. However, neither the justice department nor the agency that obtained those prints is legally permitted to share the prints. Fingerprints that are taken for a criminal arrest, conviction, or investigation can be saved for use in the justice department only. In both situations, they cannot be shared without the consent of the individual, judicial intervention, or next of kin notification through the coroners' office in the event of an individual's death.

Q. I received notification that the DOJ or FBI has rejected my prints. What does this mean?

A. A persons prints can be rejected for a variety of reasons. The most common reasons are due to the quality of the prints or clerical errors. The notification should contain an explanation for the rejection or you may contact the DOJ for clarification.

In most instances, you will need to resubmit your prints for evaluation. If we performed the original printing, and the rejection is due to poor ridge detail or a clerical error on our part, we will waive our rolling fee for the reprint. In order to waive our fee, we must have a copy of the original completed live scan form, the rejection letter from the DOJ or FBI, and new live scan request forms.

If the rejection is due to poor ridge detail, you may need to be reprinted up to three times, before it will be accepted. A fingerprint technician at the DOJ or FBI will review and compare the prints to ensure that they have been obtained from the same individual.

Q. Do I have to pay for reprints?

A. The DOJ and FBI generally waive the fees for reprints. We will waive our rolling fee in the event that 1) we performed the original print, and 2) the error was due to poor ridge detail or error on our part. **In order for our office to waive our rolling fee, we will need a copy of the rejection notification from the State or FBI, a copy of the original live scan request form containing the original ATI number, a copy of the original payment receipt (if applicable), and a new live scan request form.**

Q. Can I do anything to improve my fingerprint quality?

A. In many cases, yes. The most common solution is hydrating the skin. We suggest using *water based lotion*, such as Corn Huskers, for several consecutive days prior to being printed. However, on the day of the appointment, do not use any lotion. *Oil based lotion leaves an oily residue that prevents us from obtaining usable prints.*

Q. I will be applying to multiple agencies. Do I need to be printed for each one?

A. In most circumstances, yes. You will need forms, payment information, and an appointment for each agency that is requesting the information.

Q. How can I obtain/view the information provided to my requesting agency?

A. For information on how to obtain a copy of your criminal record, please refer to our [Record Review Process](#).

Q. Do I automatically get a copy of my Live Scan background report?

A. No. For information on how to obtain a copy of your criminal record, please refer to our [Record Review Process](#).

Q. Do you provide fingerprint services for ink cards?

A. Yes. However, we can only provide cards for the FBI. Availability of the cards should be confirmed when scheduling an appointment. For all other states, the applicant must obtain the ink cards for the state requesting the prints. Although many states provide Live Scan services, the systems can not communicate due to either technological or legislative differences.

Q. Why can't the Marin County Sheriff's Office provide ink cards for other states?

A. As of June 2005, the state of California no longer accepts ink prints. California now uses the Live Scan service exclusively. Since California does not accept ink prints any longer, we do not have the ink cards for applicants.

Q. We are a new agency and would like to be set up to have our employees and volunteers fingerprinted. How do I do this?

A. You will need to download and complete the [Applicant Live Scan packet](#) from the Department of Justice web site. If you have additional questions, please contact the Applicant Program division of the DOJ at (916) 227-3828.