

Required Background Check for Licensure

In-State Applicants

Non-Louisiana Resident Applicants

REGISTER

1. Visit <http://uenroll.identogo.com> and enter your 6-character Service Code assigned to the Bureau of EMS **27N4S2** then click the GO button. You must enter this code when registering. **If you fail to enter the code, you will not be able to proceed.**
2. On the next screen, select "Schedule or Manage an Appointment." Enter the requested information and select an appointment at an office location and time that is convenient for you. Enter required information and then select a date, time, and location for your appointment.

1. If you reside in a state with Identogo services, you can schedule a Livescan print, please reference the information as noted above for in-state applicants. The fee for state and federal Livescan is \$55.75 plus an additional \$39.99 convenience fee.
2. Pre-enroll for processing at <https://uenroll.identogo.com/>, and enter the unique service code **27N4S2**
3. Use the zip-code lookup to find the most convenient location for your fingerprinting process. (see last page for acceptable forms of identification).
 - a) If no location is available within 100 miles or you do not wish to visit the identified location, there is an option to switch to card scan processing.

DAY OF APPOINTMENT

3. When you arrive at the Identogo office, your identity will be verified and your fingerprints obtained via the Livescan technology
4. **You are required to pay Identogo at the time of service.** Applicants may pay by credit/debit card, check or money order. Checks can be made out to either IDEMIA or IDENTOGO. The fee for state and federal Livescan is \$55.75 plus an additional \$39.99 convenience fee.
5. Once you have completed the appointment, the fingerprints are electronically submitted to Louisiana State Police (LSP) and the criminal history report request will be processed.

4. **You are required to pay Identogo at the time of service.** Applicants may pay by credit/debit card, check or money order. Checks can be made out to either IDEMIA or IDENTOGO
5. If your state (or country) does not have Idemia/Identogo services you must obtain a printed fingerprint card from a local law enforcement agency and mail your prints in for card scan processing. This process is completed through the same website <https://uenroll.identogo.com/>. To mail in cards you must pay for the service online and use the shipping label provided. The Card scan service fee is \$55.75
 - a) Choose the "Submit a Fingerprint by Mail" selection.
 - b) You will be required to pay before you can proceed. Complete the instructions, print and mail as directed.

Livescan results should be available results will be viewable by the Bureau of EMS through the secure interface within 3 days. Results for mailed-in cards should be available within 7 days. if you have any questions, please call Identogo for assistance or to schedule an appointment at 1-844-539-5543, 6:00 am – 6:00 pm.

Frequently Asked Questions

Q: How long does it take for the background check to be processed?

A: Livescan results should be available results will be viewable by the Bureau of EMS through the secure interface within 3 days. Results for mailed-in cards should be available within 7 days. Occasionally the fingerprints are unclear and are rejected by the FBI and LSP's system and LSP's system. If this occurs, you will receive an email from Identogo/Idemia letting you know that you must reschedule an appointment and be fingerprinted again. You must use the link provided in the email to reschedule another appointment within 30 days to avoid being charged again for the fingerprinting service.

Q: I completed a background check for my employer, is that the same thing?

A: No, background checks required for employment cannot be used for the purpose of licensure. All initial applicants, license advancements, and licenses that have previously expired, and are now considered initial, are required by Louisiana law ([RS 40:1141](#)) to obtain and submit a state and federal criminal background check.

Q: I mailed my documents in, how will I know if my background check has been completed?

A: This new system is easy to use, however if you have any questions, please call Identogo for assistance or to schedule an appointment at 1-844-539-5543, 6:00 am – 6:00 pm.

Q: I completed my background check but I still have questions. What do I do?

A: For applicants with affirmative answers to the legal questionnaire, please contact Stacy Barbay, 225-925-3840/ Stacy.Barbay@la.gov . For all other licensing questions, please contact Katherine Robillard, 225-925-7216/ ems.credentialing@la.gov .

**For assistance with your license application, please
contact the Louisiana Bureau of EMS.**



Katherine Robillard, NREMT
Credentialing Coordinator
7273 Florida Blvd., Baton Rouge, LA 70806
Office phone: 225.925.7216
Email: katherine.robillard@la.gov

**For questions regarding your background check please
contact Identogo/Idemia by calling
1-844-539-5543, 6:00 am – 6:00 pm**