



New Mexico

Department of Public Safety

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Dear Valued Partners,

Recently, New Mexico Department of Public Safety (DPS), shared information regarding a new fingerprint supported background checks solution provided by IDEMIA. The introductory message also outlined critical information about the transition to the IDEMIA solution. As we move towards the new program, we want to provide you with specific program information regarding Applicant Registration, Non-Resident/Cardscan Process, and available Payment Options. Additional information will be forthcoming in the next few weeks.

The new IDEMIA service will be available on Monday, May 1, 2023. On Friday, April 7, 2023, you received a communication that outlines the deadlines to access THALES supported information. *To avoid any interruptions in your service, please review all documents associated with this transition.*

Applicant Registration/Appointment Scheduling:

All applicants who will require fingerprinting service must first register via the IDEMIA scheduling website (URL to be provided at a later date) by simply using the agency or applicant type-specific ORI and fingerprint reason. (Please Note: ORI and fingerprint reasons will match the current values that each agency or applicant type uses with the current system as assigned by DPS.)

The new website will collect all necessary personal data for the applicant and allow appointment scheduling at one of the many Identigo® centers throughout the State of New Mexico utilizing an easy-to-use search tool. Once the registration is completed, the applicant will receive a Service Summary detailing their appointment time along with items they will need to bring to their appointment. For applicants that provide an e-mail address as their method of contact, this information is also e-mailed to the applicant at the personal e-mail address provided during registration. All applicants are required to pre-enroll and schedule an appointment. A Registration System screenshot review detailing this entire process webpage by webpage is attached for your review.

Non-Resident/Cardscan Process:

Applicants outside of New Mexico can submit completed fingerprint cards to our Cardscan Conversion facility, where we will scan the cards and complete the enrollment, submitting it through the same process as if they were completed on a livescan workstation. Each applicant

must register in the same manner as the appointment scheduling process described above, except the applicant will use the "To Mail In Your Fingerprint Card" option on the registration website. Instructions are provided to the applicant during registration regarding how to send the completed fingerprint cards, including the address for mailing, once complete with the registration. A Non-Resident/Cardscan Process instruction document is attached for your review.

Payment Options:

During the registration process, applicants are required to pay in advance online using a credit card or eCheck to complete the registration process. For agencies that require to pay for their applicants, account options may be available with certain eligibility requirements being met. For information about the agency account option, please contact the IDEMIA billing team at ESD-Billing@US.IDEMIA.COM.

Launch:

Please be on the lookout for the next communication. Information regarding fingerprint locations, fingerprint capture, and identification requirements is scheduled for distribution next week. If you have any questions regarding the attached content or upcoming transition to the IDEMIA solution, please let us know. Additional information will be delivered by IDEMIA from EnrollmentDelivery@us.idemia.com. Please adjust any email spam settings as necessary to ensure you are receiving these important updates. IDEMIA will monitor their email box for any questions that arise.

Sincerely,



Jessica Rodarte
Technical Support Staff Manager
Deputy CJIS Security Officer (CSO)
Law Enforcement Records Bureau

PC: FILE