New Mexico
Department of Public Safety

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April 21, 2023

Dear Valued Partners,

Effective Monday, May 1, 2023, IDEMIA will be the new fingerprint supported background checks solution for the State of New Mexico.

During the inaugural week of the IDEMIA solution, 11 sites, dispersed geographical throughout New Mexico will be available with more than 2,600 appointment slots open. Additional fingerprinting sites and appointment slots will open each subsequent week until 50 sites are available by June 30, 2023.

To ensure a smooth transition to IDEMIA, here are some specifics regarding access to background check results and setup of authorized users:

Background Check Results Viewing:
The IDEMIA Civil Adjudication and Response Solution (CARES) web portal for New Mexico Agencies will provide record status and viewable results for New Mexico fingerprinting services. The CARES portal will provide status and results of all fingerprints captured and submitted at an IDEMIA IdentoGO® Enrollment Center.

CARES is designed so the system differentiates the results by Agency ORI, Fingerprint Reason, and / or Applicant Type. Through the CARES portal, you will be able to review recently completed and pending transactions from the status bar, as well as see previous results through the search feature. You can search records individually or by any set of varying criteria. Applicant information will provide details on their enrollment as well as the background check results from their prints. The CARES portal also offers access to printable result letters, if allowed or needed for your agency.

Authorized Users:
All agencies or authorized contacts will be provided with login credentials to view results of the criminal record check on the CARES portal. Only those users with permission to view the selected applicant group will have access, and no other agency or entity will be able to view the results of your applicants. All current / active users in the current solution Thales, will be migrated to the new IDEMIA solution. If you have any questions about your individual user account setup, please contact DPS at nmaps.dps@dps.nm.gov.

Multi-Factor Authentication and Access:
After logging into the CARES system for the first time, users will be required to enable multi-factor authentication (MFA). Users will set up multi-factor authentication by scanning the displayed QR code with an authenticator application from a smart phone.

An authenticator application is a software-based tool that provides an additional layer of security to protect your online accounts from unauthorized access. It generates time-based one-time passwords (TOTP) or event-based codes that are used as a second factor in multi-factor authentication (MFA) process, alongside your regular password. This means that even if someone manages to obtain your password, they will still need the unique code generated by the authenticator app to gain access to your account. Getting an authenticator application is simple and easy. More information about the MFA setup process and authenticator applications is included as an attachment to this notice.

Launch:
The IDEMIA CARES web portal is currently in final testing steps for the State of New Mexico, and we will provide additional information regarding the system, user guides, and login credentials closer to the public network launch.

Attached please find additional information, including example screens from the CARES portal along with helpful information regarding the MFA process. Soon, we will share answers to common or frequently asked questions we have received to date from agencies, as well as more information regarding the IDEMIA solution launch.

If you have any questions regarding the attached content or upcoming transition to the IDEMIA services, 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.

Be on the lookout for more information coming your way!

Sincerely,

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

Attachments: MFA information
                CARES Portal slides
                Rollout Location Map

PC: FILE