

Louisiana Applicant Processing System (LAPS) Fingerprint Quality Rejections

The Louisiana State Police (LSP) Bureau of Identification and Information (Bureau) strives to ensure that the results of non-criminal background checks are as accurate as possible. A key component of that process is to ensure the fingerprints that are accepted and stored are as high quality as possible. In the LAPS system, there is a process for LSP to reject bad fingerprints and to prompt applicants to reschedule a fingerprint appointment. The details of the rejection process are below.

1. Fingerprints of questionable quality are queued up for review by personnel in the Bureau. They will make a determination and if necessary will reject the prints for quality reasons. When that occurs an email will be sent to the applicant and the agency notifying them of the rejection.

Agency Email

Reply Reply All Forward IM

Tue 1/9/2024 9:05 AM

TSC (TEST) <status@dev.flexcheck.us.idemia.io>

Resend: Fingerprint Rejection Notification

To: Adam Albright

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Dear Sarah B. Stevens,

This email notice is being sent by the Louisiana Applicant Processing System (LAPS) to notify you that the fingerprints for the applicant **NYLAH L VITALPREDIUM** have been rejected. This is only a notification. You do not need to do anything. The applicant is being notified of this rejection and will be given instructions on providing a second set of prints. You will be notified if/when these new prints have been received by LAPS.



LAPS Coordinator
Louisiana Department of Public Safety and Corrections
Louisiana State Police Criminal Records
P.O. Box 66614 Mail Slip A-6, Baton Rouge, LA 70896

Applicant Email

Further Action Required

NR no-reply@enroll.identogo.com
To: [Redacted]

Reply Reply All Forward ...
Wed 10/20/2021 3:03 PM

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.



Further Action Required

Your enrollment application could not be processed due to an issue with the quality of your fingerprint capture. In order to reprocess your enrollment as conveniently for you as possible, please make a recapture appointment via the Identogo website using the link below or by calling the Identogo Call Center at [Redacted] 5. There is no additional charge to you for this process. Please remember to bring the same identity documents for your recapture appointment as you did during your original enrollment.

[Schedule your reprint appointment.](#)

Service Details:

Customer:	TEST O.
UE ID:	[Redacted]
TCN:	[Redacted]
Services:	\$0.00

This message is only for the use of the intended recipient and may contain information that is CONFIDENTIAL and PROPRIETARY to IDEMA USA, Inc. If you are not the intended recipient, please erase all copies of the message and its attachments and notify the sender immediately.

- It is imperative that applicants use the link provided in the email to schedule their reprint in order to avoid being charged. If they lose/delete the email, the following web address can be used to find the reprint and schedule an appointment. <https://uenroll.identogo.com/manage-appointment>

Manage Appointment

* Required Fields

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to check the status of your service or 'Cancel' to exit.

Name / Method of Contact UE ID / Date of Birth

Notes:

- Important! You must finish the registration process to be fingerprinted. You will receive an email or confirmation number when registration is complete.
- Information provided below must match information provided during enrollment.

Legal Name

* First Name

* Middle Name (or NMN if no middle name)

* Last Name

Date of Birth

* Date of Birth

* Method of Contact (at least one method is required)

Email

Country Code

Country Code

Phone 1

Phone 2

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- If the Bureau gets a second set of prints on an individual that are still of low quality, they may intervene with the agency and the applicant to try to get better prints. Our protocol for that intervention will be to contact both the applicant and the agency and have the applicant schedule a reprint at a designated location so we can work with the print site to try to get the best prints possible. The designated sites for reprint intervention are:

Louisiana State Police HQ – 7919 Independence Blvd. Baton Rouge, LA 70806

Lafayette Parish Sheriff's Office – 303 West Vermillion St. Lafayette, LA 70501

Rapides Parish Sheriff's Office – 2005 Vandeveld Ave Alexandria, LA 71303

Caddo Parish Sheriff's Office – 501 Texas St. Shreveport, LA 71101

Ouachita Parish Sheriff's Office – 400 St. John St. Monroe, LA 71201

Lafourche Parish Sheriff's Office – 200 Canal Blvd. Thibodaux, LA 70301

- Once the Bureau receives prints that are accepted, the prints are then forwarded to the FBI (for applicants that require federal checks only). The FBI also has a quality control process and may reject the prints. The applicant and the agency will receive the same type of emails notifying of the rejection. They will only be required to reprint one time for the FBI and if the prints are rejected again the Bureau will work with the FBI to do a name based check if necessary.
- The worst case scenario for an applicant is four reprints. This is a very rare scenario and the Bureau will work to ensure that the majority of applicants do not have this experience.