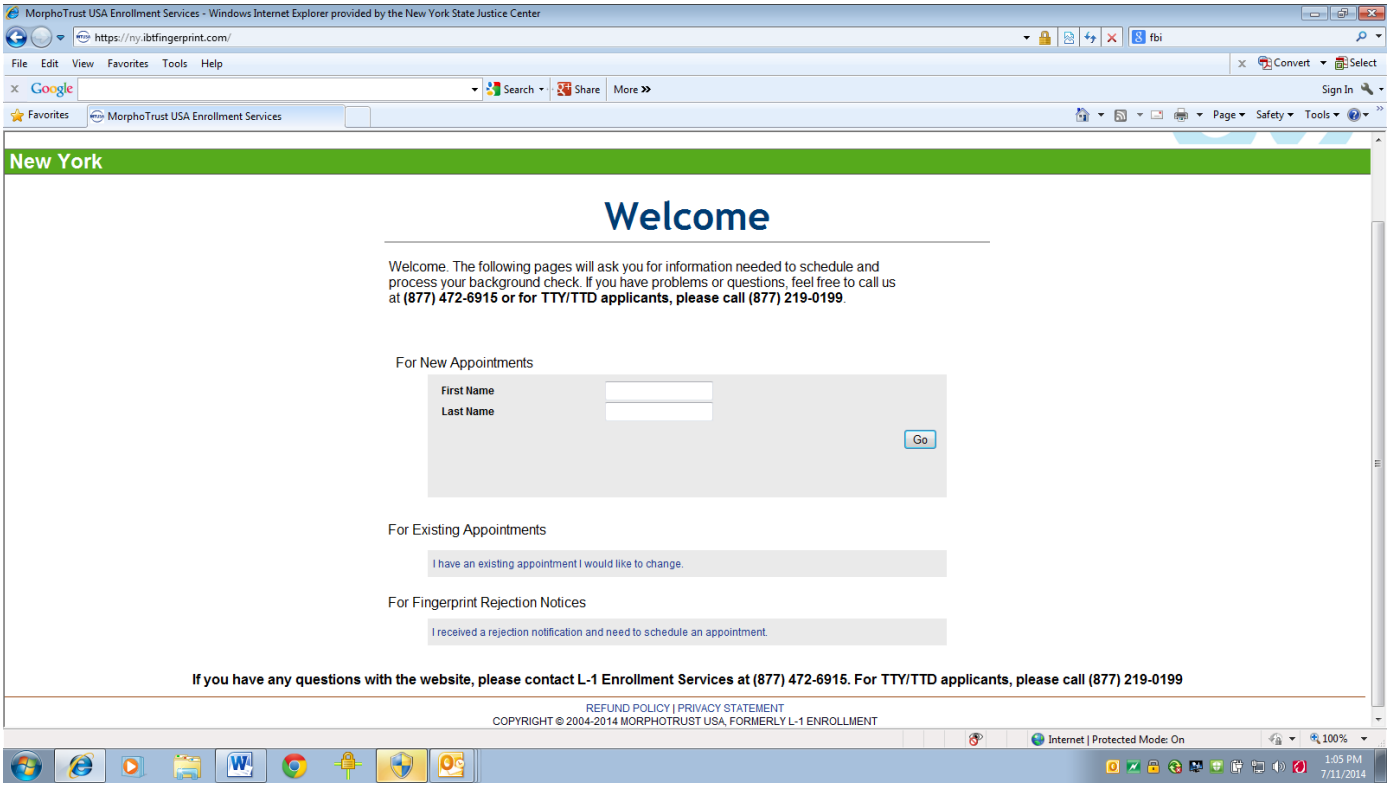
FINGERPRINT REJECT GUIDANCE

Fingerprints may be rejected by DCJS or the FBI for data quality or fingerprint quality reasons. A data quality rejection may result from required data being omitted or incomplete. A fingerprint quality rejection will result when prints are smudged, taken in the wrong order or otherwise not able to be read. However, MorphoTrust has a very low rejection rate. This is one of the reasons OPWDD decided to transition its fingerprint-taking process to MorphoTrust.

If a fingerprint does get rejected the Justice Center will determine if the rejection is due to data quality or fingerprint quality. If it is a data quality issue, Justice Center staff will attempt to correct and may reach out to the OPWDD provider for additional information. If it is a fingerprint quality issue, the CBC system will generate an email to the Provider's Authorized Person(s) advising that either DCJS or the FBI rejected the fingerprint and the applicant will need to be reprinted. It this occurs, the Provider or Applicant will need to go to www.identogo.com and after selecting New York, the bottom of the Welcome Screen has an option "For Fingerprint Rejection Notices", please see below, click on the I received a rejection notification and need to schedule an appointment. link and you will see a choice of 3 methods on how to process a retake appointment by providing either email address, registration id or TCN number.
If the Provider or Applicant calls to schedule an appointment with MorphoTrust, they must indicate that they wish to schedule a **retake** appointment.

DO NOT register the applicant again as a new applicant. This will delay processing time if the prints are rejected.