

**FLORIDA DEPARTMENT OF ELDER AFFAIRS
ONLINE FINGERPRINT REGISTRATION INSTRUCTIONS**

EFFECTIVE: AUGUST 1, 2010

TO MAKE FINGERPRINT RESERVATIONS ONLINE:

1. GO TO: [HTTP://WWW.PEARSONVUE.COM/](http://www.pearsonvue.com/)
2. LOCATE QUICK LINKS ON THE LEFT SIDE OF THE PAGE AND SELECT BOOK DIGITAL FINGERPRINTING APPOINTMENTS.
3. FROM THE DROPDOWN MENU, SELECT FLORIDA APPLICANT FINGERPRINTING SERVICES.
4. SELECT EITHER "MAKE YOUR FINGERPRINTING RESERVATIONS ON-LINE" OR SCROLL DOWN THE PAGE TO THE FLDOEA EMPLOYER OR VOLUNTEER APPLICANT FINGERPRINTING SECTION.

NOTE: IF YOU SELECT TO MAKE YOUR FINGERPRINTING RESERVATION ON-LINE, YOU WILL BE AUTOMATICALLY REDIRECTED TO [HTTP://WWW.CATGLOBAL.COM/CATGLOBAL8/FLREF2.ASP](http://www.catglobal.com/CATGLOBAL8/FLREF2.ASP) ONCE THERE, FOLLOW THE NEXT STEPS IN ORDER TO COMPLETE THE ON-LINE RESERVATION PROCESS.

5. YOU MUST "CREATE A NEW ACCOUNT". THE MANDATORY FIELDS ARE INDICATED IN BOLD. ONCE THAT IS COMPLETE, YOU WILL RECEIVE A USER IDENTIFICATION AND PASSWORD.
6. SELECT "LOG IN" LOCATED ON THE RIGHT PART OF THE SCREEN. COMPLETE THE ID WITH THE USER IDENTIFICATION YOU RECEIVED AND THE PASSWORD. SELECT "CONTINUE".
7. GO TO THE LEFT OF THE SCREEN UNDER "MY TASKS" AND SELECT "SCHEDULE A TEST".
8. "SELECT A TEST" APPEARS. UTILIZING THE DROP-DOWN MENU, SELECT "FLORIDA FINGERPRINTING" FROM THE DROP-DOWN LIST ENTITLED "COMPANY/ASSOC. SPONSOR".
9. SELECT ONE OF THE FOLLOWING FROM THE DROP-DOWN LIST ENTITLED "PROGRAM": SHINE, LTCOP, CDC+, AREA AGENCIES ON AGING (AAA PROVIDER NETWORK), OR DOEA EMPLOYER OR VOLUNTEER.
10. COMPLETE ALL OF THE REQUIRED FIELDS FOR FINGERPRINTING; I.E., OCCUPATION:
 - a. SHINE
 - b. LTCOP
 - c. CDC+
 - d. AAA PROVIDER NETWORK
 - e. DOEA EMPLOYER OR VOLUNTEER

THEN COMPLETE GENDER, RACE, HEIGHT, WEIGHT, EYE COLOR AND HAIR COLOR. SELECT "CONTINUE".

11. "SELECT A TEST" APPEARS. SELECT "CONTINUE" TO CONFIRM.
12. "SELECT A TEST CENTER" APPEARS. UTILIZING THE DROP-DOWN MENU, SELECT THE CITY NAME OF THE TEST CENTER YOU WOULD LIKE TO HAVE THE SERVICE PERFORMED. SELECT "CONTINUE".
13. A CALENDAR WILL APPEAR. ANY DATE THAT FINGERPRINT SERVICES ARE AVAILABLE IS UNDERSCORED. (___).

14. SELECT THE DATE YOU WANT AND THE TIMES AVAILABLE ON THAT DATE WILL APPEAR ON THE RIGHT OF THE SCREEN. SELECT THE TIME THAT YOU WOULD LIKE.
15. THE NEXT SCREEN WILL ALLOW YOU TO "REVIEW YOUR SELECTIONS". SELECT "PROCEED TO CHECKOUT".

ELECTRONIC FINGERPRINTING FREQUENTLY ASKED QUESTIONS AND ANSWERS

1. WHY IS THE DEPARTMENT OF ELDER AFFAIRS REQUIRING BACKGROUND SCREENING/FINGERPRINTING?

THE LONG-TERM CARE OMBUDSMAN PROGRAM (LTCOP) ADVOCATES ON BEHALF OF THE RESIDENTS OF LONG-TERM FACILITIES THROUGH A STATEWIDE SYSTEM OF 17 DISTRICT COUNCILS OF VOLUNTEER OMBUDSMEN. OMBUDSMEN IDENTIFY, INVESTIGATE AND RESOLVE COMPLAINTS MADE BY OR ON BEHALF OF RESIDENTS OF NURSING HOMES, ASSISTED LIVING FACILITIES AND ADULT FAMILY CARE HOMES. AS PROVIDED IN SECTION 430.0402, FLORIDA STATUTES, DIRECT SERVICE PROVIDER MEANS A PERSON 18 YEARS OF AGE OR OLDER, WHO PURSUANT TO A PROGRAM TO PROVIDE SERVICES TO THE ELDERLY, HAS DIRECT, FACE-TO-FACE CONTACT WITH A CLIENT WHILE PROVIDING SERVICES TO THE CLIENT OR HAS ACCESS TO THE CLIENT'S LIVING AREAS OR TO THE CLIENT'S FUNDS OR PERSONAL PROPERTY. THE TERM INCLUDES COORDINATORS, MANAGERS, AND SUPERVISORS OF RESIDENTIAL FACILITIES AND VOLUNTEERS.

THE SHINE PROGRAM IS AUTHORIZED BY SECTION 430.07, FLORIDA STATUTES AND THE OMNIBUS BUDGET RECONCILIATION ACT OF 1990, SECTION 4360. THROUGH A STATEWIDE NETWORK OF TRAINED VOLUNTEER COUNSELORS, THE SHINE PROGRAM PROVIDES THE ONLY SOURCE OF ONE-ON-ONE PERSONAL AND CONFIDENTIAL MEDICARE-RELATED COUNSELING ASSISTANCE FOR FLORIDA'S MEDICARE BENEFICIARIES, THEIR FAMILIES AND CAREGIVERS. SHINE IS PART OF THE NATIONAL STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP).

CDC+ IS AUTHORIZED BY SECTIONS 409.221, AND 430.0402(1)(A), FLORIDA STATUTES, TO SCREEN CONSUMERS EMPLOYEES AND REPRESENTATIVES AT LEVEL 2 (STATE AND FEDERAL CRIMINAL HISTORY BACKGROUND CHECK). BOTH OF THESE SECTIONS REQUIRE DOEA EMPLOYER OR VOLUNTEER'S CDC+ PROGRAM TO FOLLOW LEVEL 2 SCREENING STANDARDS IN CHAPTER 435, FLORIDA STATUTES.

AREA AGENCIES ON AGING (AAA PROVIDER NETWORK) IS AUTHORIZED BY SECTION 430.0402, FLORIDA STATUTES, PROVIDES FOR LEVEL 2 BACKGROUND SCREENING PURSUANT TO CHAPTER 435, FLORIDA STATUTES, FOR ALL "DIRECT SERVICE PROVIDERS", AND FURTHER CLARIFIES THAT VOLUNTEERS ARE CONSIDERED DIRECT SERVICE PROVIDERS. SPECIFIC LEVEL 2 SCREENING STANDARDS IN SECTION 435.04(1)(A), FLORIDA STATUTES, READ "[A]LL EMPLOYEES REQUIRED BY LAW TO BE SCREENED PURSUANT TO THIS SECTION MUST UNDERGO SECURITY BACKGROUND INVESTIGATIONS AS A CONDITION OF EMPLOYMENT AND CONTINUED EMPLOYMENT WHICH INCLUDES, BUT NEED NOT BE LIMITED TO, FINGERPRINTING FOR STATEWIDE CRIMINAL HISTORY RECORDS CHECKS THROUGH THE DEPARTMENT OF LAW ENFORCEMENT, AND NATIONAL CRIMINAL HISTORY RECORDS CHECKS THROUGH THE FEDERAL BUREAU OF INVESTIGATION, AND MAY INCLUDE LOCAL CRIMINAL RECORDS CHECKS THROUGH LOCAL LAW ENFORCEMENT AGENCIES.

DOEA EMPLOYER OR VOLUNTEER IS AUTHORIZED IN SECTION 430.0402, FLORIDA STATUTES, DIRECT SERVICE PROVIDER MEANS A PERSON 18 YEARS OF AGE OR OLDER, WHO PURSUANT TO A PROGRAM TO PROVIDE SERVICES TO THE ELDERLY, HAS DIRECT, FACE-TO-FACE CONTACT WITH A CLIENT WHILE PROVIDING SERVICES TO THE CLIENT OR HAS ACCESS TO THE CLIENT'S LIVING AREAS OR TO THE CLIENT'S FUNDS OR PERSONAL PROPERTY. THE TERM INCLUDES COORDINATORS, MANAGERS, AND SUPERVISORS OF RESIDENTIAL FACILITIES AND VOLUNTEERS. FURTHER, SECTION 110.1127, FLORIDA STATUTES, PROVIDES THAT EACH EMPLOYING AGENCY SHALL DESIGNATE THOSE EMPLOYEE POSITIONS THAT, BECAUSE OF THE SPECIAL TRUST OR RESPONSIBILITY OR SENSITIVE LOCATION OF THOSE POSITIONS, REQUIRE THAT PERSONS OCCUPYING THOSE POSITIONS BE SUBJECT TO A SECURITY BACKGROUND CHECK, INCLUDING FINGERPRINTING, AS A CONDITION OF EMPLOYMENT.

2. WHY SHOULD I USE ELECTRONIC FINGERPRINTING?

ELECTRONIC FINGERPRINTING IS REQUIRED AND REDUCES PROCESSING TIME.

IN THE TRADITIONAL METHOD OF FINGERPRINTING, A FINGERPRINT CARD WAS SUBMITTED TO THE DEPARTMENT OF ELDER AFFAIRS. THE CARD WAS THEN SENT TO THE FLORIDA DEPARTMENT OF LAW ENFORCEMENT AND THE FEDERAL BUREAU OF INVESTIGATION FOR PROCESSING. NOW, APPLICANTS' FINGERPRINTS WILL BE SCANNED AND ELECTRONICALLY SUBMITTED DIRECTLY TO THE FLORIDA DEPARTMENT OF LAW ENFORCEMENT AND FEDERAL BUREAU OF INVESTIGATION.

ELECTRONIC FINGERPRINTING REDUCES THE LIKELIHOOD OF ILLEGIBLE FINGERPRINTS OR MISSING INFORMATION ON THE FINGERPRINT CARD AND MAY REDUCE THE OVERALL APPLICATION PROCESSING TIME FOR NEW VOLUNTEERS.

3. IS ELECTRONIC FINGERPRINTING MANDATORY? YES

4. DOES ELECTRONIC FINGERPRINTING HURT?

NO. IN THE TRADITIONAL METHOD OF FINGERPRINTING, INK IS APPLIED TO EACH OF YOUR FINGERS WHICH ARE THEN "ROLLED" ACROSS A FINGERPRINT CARD TO OBTAIN YOUR PRINTS. WITH ELECTRONIC FINGERPRINTING, THERE IS NO INK OR CARD. YOUR FINGERPRINTS ARE "ROLLED" ACROSS A GLASS PLATE AND SCANNED. IT IS FASTER AND CLEANER THAN THE TRADITIONAL METHOD.

5. HOW LONG WILL IT TAKE TO HAVE MY FINGERPRINTS SCANNED?

IT SHOULD ONLY TAKE APPROXIMATELY 5-10 MINUTES.

6. HOW MUCH DOES ELECTRONIC FINGERPRINTING COST?

FOR VOLUNTEERS OF THE SHINE, LTCOP, AND DOEA EMPLOYER OR VOLUNTEER PROGRAM, DEPARTMENT OF ELDER AFFAIRS WILL PAY THE FEE ON YOUR BEHALF.

FOR CDC+ AND AREA AGENCIES ON AGING (AAA PROVIDER NETWORK) CONSUMER EMPLOYEES AND REPRESENTATIVES, YOU WILL BE REQUIRED TO PAY \$41.25 AT THE TIME OF RESERVATION. IF YOU FAIL TO CHANGE OR CANCEL THIS RESERVATION WITHIN THE TWO BUSINESS DAYS PRECEDING THE RESERVATION, YOU WILL BE LIABLE FOR A \$14 NON-REFUNDABLE FEE.

7. WHO ARE PEARSON VUE AND L-1 SOLUTIONS?

PEARSON VUE IS AN ELECTRONIC FINGERPRINTING VENDOR FOR THE DEPARTMENT OF ELDER AFFAIRS. FOR MORE INFORMATION, PLEASE VISIT PEARSON VUE'S WEBSITE, [HTTP://WWW.PEARSONVUE.COM/](http://www.pearsonvue.com/) AND SELECT "DIGITAL FINGERPRINTING SERVICES", OR CONTACT PEARSON VUE RESERVATION CENTER AT 1-877-234-6106 SELECT OPTION #7 (TTY 1.800.274.2617).

PEARSON VUE HAS SUBCONTRACTED WITH L-1 SOLUTIONS, THE LARGEST ELECTRONIC FINGERPRINTING VENDOR IN THE UNITED STATES. L-1 SOLUTIONS HAS PROVIDED ALL OF THE TRAINING TO THE FINGERPRINT OPERATORS AS WELL AS PROVIDING ADDITIONAL SITES IN THE STATE OF FLORIDA.

8. WHERE ARE THE ELECTRONIC FINGERPRINTING SITES LOCATED?

VISIT PEARSON VUE IN PARTNERSHIP WITH L-1 SOLUTIONS HAS 50+8 LOCATIONS THROUGHOUT THE STATE OF FLORIDA INCLUDING THE FLORIDA KEYS – GO TO PEARSON VUE WEB SITE ([WWW.PEARSONVUE.COM](http://www.pearsonvue.com)) OR CALL THE PEARSON VUE RESERVATION CENTER AT 1.877-234-6106 (TTY 1.800.274.2617) FOR THE LOCATION NEAREST YOU.

9. WHAT DO I NEED TO BRING WITH ME TO THE FLORIDA ELECTRONIC FINGERPRINTING SITE?

ALL APPLICANTS WILL BE REQUIRED TO BRING TWO (2) FORMS OF SIGNATURE IDENTIFICATION TO THE ELECTRONIC FINGERPRINTING SITE ON THE DAY OF FINGERPRINTING. ONE OF THE TWO TYPES OF IDENTIFICATION MUST BE A GOVERNMENT ISSUED, PHOTO BEARING IDENTIFICATION WITH A SIGNATURE SUCH AS A DRIVER'S LICENSE, STATE IDENTIFICATION CARD, PASSPORT OR NOTARIZED PHOTOGRAPH BEARING YOUR SIGNATURE. EXAMPLES OF THE SECOND PIECE OF SIGNATURE BEARING IDENTIFICATION INCLUDE, CREDIT/DEBIT CARD, SOCIAL SECURITY CARD, MILITARY IDENTIFICATION, ETC. APPLICANTS WILL NOT BE PERMITTED TO BE FINGERPRINTED WITHOUT PROPER IDENTIFICATION.

10. HOW DO I MAKE AN APPOINTMENT FOR ELECTRONIC FINGERPRINTING AT ONE OF THE FLORIDA ELECTRONIC FINGERPRINTING SITES?

YOU MAY MAKE A RESERVATION BY VISITING PEARSON VUE AT [HTTP://WWW.PEARSONVUE.COM](http://www.pearsonvue.com) AND SELECTING "DIGITAL FINGERPRINTING SERVICES", OR CONTACTING THE PEARSON VUE RESERVATION CENTER AT 1.877-234-6106 (TTY 1.800.274.2617) AND SELECTING A DATE AND TIME THAT IS CONVENIENT FOR YOU. YOU WILL BE REQUIRED TO BE PROVIDE DEMOGRAPHIC INFORMATION AT THE TIME OF THE RESERVATION EITHER ON-LINE OR BY TELEPHONE.

11. WHAT IF I MISS MY RESERVED TIME AND ARRIVE LATE TO THE FLORIDA ELECTRONIC FINGERPRINTING SITE?

TEST CENTER MANAGERS WILL REVIEW THE DAILY SCHEDULE FOR THAT PARTICULAR DAY TO DETERMINE IF YOU CAN BE ACCOMMODATED. IF THE TARDINESS IS DUE TO AN EMERGENCY, (I.E., CAR TROUBLE, TRAFFIC ACCIDENT, ETC.), DOCUMENTATION OF THE EVENT MUST BE PROVIDED WITHIN 14 DAYS OF THE APPOINTMENT AND SHOULD BE SENT TO:

PEARSON VUE
ATTENTION: CANDIDATE SERVICES
3 BALA PLAZA WEST, SUITE 300
BALA CYNWYD, PA 19004

IF YOU CANNOT BE ACCOMMODATED DUE TO UNEXCUSED TARDINESS, THE FLORIDA DEPARTMENT OF ELDER AFFAIRS WILL BE CHARGED FOR THE MISSED APPOINTMENT. BE SURE TO NOTIFY YOUR LOCAL VOLUNTEER MANAGER OR SHINE OR LTCOP CONTACT IMMEDIATELY IF YOU MISS AN APPOINTMENT IN THE EVENT OF AN EMERGENCY. WE WILL ASSIST YOU WITH SUBMITTING APPROPRIATE DOCUMENTATION AND VERIFY THAT THE DEPARTMENT IS CHARGED ACCORDINGLY.

IN ORDER TO BE RESCHEDULED, YOU MUST EITHER CALL PEARSON VUE RESERVATION CENTER AT 1-877-234-6106 (TTY 1.800.274.2617), OR VISIT THE PEARSON VUE WEBSITE AT [HTTP://WWW.PEARSONVUE.COM/](http://www.pearsonvue.com/) TO MAKE A NEW RESERVATION.

12. WHAT IF I NEED TO RESCHEDULE MY APPOINTMENT AT A FLORIDA ELECTRONIC FINGERPRINTING SITE?

SIMPLY CONTACT THE PEARSON VUE (RESERVATION CENTER AT 1-877-234-6106 (TTY 1-800-274-2617) OR GO TO THE PEARSON VUE WEBSITE AT [HTTP://WWW.PEARSONVUE.COM/](http://www.pearsonvue.com/) TO CHANGE YOUR FINGERPRINT RESERVATION DATE/TIME WITHOUT MONETARY PENALTY, YOU MUST NOTIFY PEARSON VUE AT LEAST 48 HOURS PRIOR TO YOUR RESERVED DATE/TIME.

13. WHAT IF I NEED TO CANCEL MY APPOINTMENT?

CONTACT THE PEARSON VUE (RESERVATION CENTER AT 1-877-234-6106 (TTY 1-800-274-2617) AND ADVISE THEM THAT YOU NEED TO CANCEL YOUR RESERVATION. TO CANCEL YOUR RESERVATION DATE/TIME WITHOUT MONETARY PENALTY, YOU MUST NOTIFY PEARSON VUE AT LEAST 48 HOURS PRIOR TO YOUR RESERVED DATE/TIME.

14. WHAT SHOULD I DO IF I AM NOTIFIED BY THE DEPARTMENT OF ELDER AFFAIRS THAT THE FLORIDA DEPARTMENT OF LAW ENFORCEMENT OR THE FEDERAL BUREAU OF INVESTIGATION DETERMINED MY ELECTRONIC FINGERPRINTS WERE ILLEGIBLE?

THE ELECTRONIC FINGERPRINT SCANNING MACHINES ARE EQUIPPED TO DETERMINE IF YOUR FINGERPRINTS SCANNED SUCCESSFULLY. HOWEVER, THERE IS A REMOTE CHANCE THAT ONCE THEY ARE ELECTRONICALLY RECEIVED BY THE FLORIDA DEPARTMENT OF LAW ENFORCEMENT OR THE FEDERAL BUREAU OF INVESTIGATION, IT MAY BE DETERMINED THEY WERE NOT LEGIBLE.

IF YOU HAD YOUR ELECTRONIC FINGERPRINTS TAKEN AT ONE OF THE FLORIDA ELECTRONIC FINGERPRINT SITES, YOU WILL BE NOTIFIED BY THE DEPARTMENT OF ELDER AFFAIRS THAT YOU MUST RETURN TO THE SAME ELECTRONIC FINGERPRINT SITE TO HAVE YOUR FINGERPRINTS SCANNED AGAIN. SPECIFIC INFORMATION ON WHAT YOU NEED TO DO WILL BE CONTAINED IN THE LETTER. THERE IS NO CHARGE TO YOU FOR HAVING YOUR FINGERPRINTS ELECTRONICALLY PROCESSED AGAIN.

15. HOW SOON MUST I HAVE MY FINGERPRINTS SCANNED AGAIN BECAUSE THEY WERE ILLEGIBLE THE FIRST TIME?

YOU WILL HAVE 180 CALENDAR DAYS FROM THE DATE YOUR ELECTRONIC FINGERPRINTS WERE ELECTRONICALLY RECEIVED BY THE FLORIDA DEPARTMENT OF LAW ENFORCEMENT. THIS DATE WILL APPEAR ON THE LETTER YOU RECEIVE FROM THE DEPARTMENT OF ELDER AFFAIRS NOTIFYING YOU THAT YOU MUST HAVE YOUR FINGERPRINTS SCANNED AGAIN. THERE IS NO CHARGE TO YOU FOR HAVING YOUR FINGERPRINTS ELECTRONICALLY PROCESSED AGAIN.

16. CAN I BRING MY SPOUSE, PARENTS, CHILDREN, AND/OR PETS WITH ME TO THE FINGERPRINTING FACILITY?

NO. THE ELECTRONIC FINGERPRINTING SITES CANNOT ACCOMMODATE CHILDREN OR ANIMALS. HOWEVER, SPECIAL ASSISTANCE DOGS OR PERSONS ASSISTING A DISABLED APPLICANT WILL BE ACCOMMODATED.