



**ELECTRONIC FINGERPRINTING  
CUSTOMER INFORMATION SHEET  
WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION  
EFFECTIVE NOVEMBER 1, 2007**



**Effective November 1, 2007, Pearson VUE will be partnering with IBT to perform fingerprinting services in the State of Wisconsin.**

Pearson VUE currently provides electronic fingerprinting services for DPI license candidates in Wisconsin. For more information please visit the Pearson VUE's website located at [www.pearsonvue.com](http://www.pearsonvue.com) and select "Fingerprinting Services", or contact the IBT reservation center at **866-416-4896**. For additional information you may also visit DPI's website at [dpi.wi.gov/tepd](http://dpi.wi.gov/tepd). Below are the answers to frequently asked questions.

**Is electronic fingerprinting mandatory?**

No.

**How much does the fingerprint service cost?**

The fee is \$18.00.

Fees must be paid at the time the appointment is made by credit card or debit card.

**How are my fingerprints collected?**

The process is free of ink and painless. A candidate will be requested to place their fingers on a piece of equipment called a Livescan device. The finger will be rolled and a picture will appear to ensure that the quality of the print is satisfactory; then a digital picture is taken. The process takes less than 10 minutes and ensures that less than 1% of all prints are returned because they are illegible, which is contrary to the ink process where 33% of all prints were returned.

**How do I make an appointment?**

You should visit [www.wisconsinfingerprinting.com](http://www.wisconsinfingerprinting.com), where you will be prompted with step-by-step instructions on making a real-time reservation. You **MUST** have a reservation; walk-in candidates are not accepted.

You may also make an appointment by telephoning Pearson VUE/IBT at **866-416-4896**.

The call center is open Monday through Friday, 8:00 a.m.-5:00 p.m. CT.

**How do customers who are deaf or hearing impaired make a phone appointment?**

Pearson VUE/IBT is equipped with TDD (Telecommunication Devices for the Deaf) to assist deaf and hearing-impaired customers. You may receive assistance by calling **866-416-4896**.

**How do I change or cancel an appointment?**

You should telephone Pearson VUE/IBT at **866-416-4896** at least twenty-four (24) hours before the appointment to change or cancel an appointment. You may not change or cancel an appointment by fax. **If you change or cancel your appointment without proper notice, you will forfeit \$18 of the fee that was previously paid.**

**What if I am late to or absent from the appointment?**

If you are late to or absent from an appointment, you may be excused for the following reasons:

- Illness (yours, or that of an immediate family member)
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

If you are otherwise late to or absent from an appointment, and have not changed or canceled the appointment with proper notice, you will be responsible for the appointment fee. You must send documentation for excused absences to Pearson VUE within fourteen (14) days of the appointment you missed.

### What if there is severe weather?

If severe weather makes the test center inaccessible or unsafe, Pearson VUE may delay or even cancel the appointment. You should call Pearson VUE/IBT at **866-416-4896** for information regarding weather delays or cancellations.

### What do I bring to the fingerprint appointment?

Bring with you to the test center the following:

**2 forms of signature ID one of which MUST be a government issued photo ID.  
PLEASE NOTE: Photo Driver License or other government-issued photo ID card is mandatory.**

**If you do not bring these items, your fingerprints will not be taken. *The Test Center staff is not permitted to make any exceptions.***

Contact our Customer Support facility at **866-416-4896** with any questions.

### When do I report to the test center?

Please plan to arrive at the test center *fifteen (15) minutes before the scheduled start time* of the appointment for check-in.

### Where are the electronic fingerprinting sites located?

Please see the chart below to locate the center nearest to you.

CITY	ADDRESS	DAYS OF OPERATION	HOURS OF OPERATION
Duluth, MN	Securitas, Inc. 2701 W. Superior Street Duluth, MN 55806	Wed	9:00 am-4:00 pm
Eau Claire	Pearson VUE 3119 Golf Road, Suite 3 Eau Claire, WI 54701	Tues & Thurs Sat	5:30 pm-9:30 pm 8:00 am-5:00 pm
Elm Grove/Milwaukee	Pearson VUE Enterprise Center, 2nd Fl 12700 W. Blue Mound Rd Elm Grove, WI 53122	Wed-Thu Fri-Sat	8:00 am-9:00 pm 8:00 am-5:00 pm
Florence	Florence County Resource Center 3977 US Highway 2 Florence, WI 54121	Tues	9:30 am-3:30 pm
Green Bay	Pearson VUE 2350 University Avenue #100 Green Bay, WI 54302	Mon Tues Wed-Thurs Sat	5:00 pm-9:00 pm 8:00 am-5:00 pm 5:00 pm-9:00 pm 8:00 am-5:00 pm
LaCrosse	Pearson VUE 811 Monitor Street, Suite 206 LaCrosse, WI 54601	Tues Sat	12:00 pm-8:00 pm 8:00 am-12:00 pm
Kenosha	ESI Associates 723 58th Street, Suite 101 Kenosha, WI 53140	Tues	10:00 am-4:00 pm
Madison	Pearson VUE 582 Grand Canyon Drive Madison, WI 53719	Mon Tues-Wed Sat	5:30 pm-9:30 pm 8:00 am-5:00 pm 8:00 am-5:00 pm
Marinette	Comfort Inn 2180 Roosevelt Road Marinette, WI 54401	Thurs	11:00 am-5:00 pm

CITY	ADDRESS	DAYS OF OPERATION	HOURS OF OPERATION
Oshkosh	A Wisconsin Investigation & Process Services, LLD 1212 North Main Street Oshkosh, WI 54901	Tues	9:30 am-3:30 pm
Park Falls	Northway Motor Lodge 1113 4th Avenue South Park Falls, WI 54552	Tues	9:30 am-3:30 pm
Platteville	Country Inn & Suites 630 South Water Street Platteville, WI 53818	Thurs	9:00 am-4:00 pm
Portage	Best Western Resort Hotel 2701 County Road CX Portage, WI 53901	Thurs	9:30 am-4:00 pm
Racine	Microtel Inns & Suites 5419 Durand Avenue Racine, WI 53406	Wed	9:30 am-3:30 pm
Rhineland	Holiday Inn Express Crescent Room 668 W. Kemp Street Rhineland, WI 54501	Mon	9:30 am-3:30 pm
Rice Lake	Microtel Inn & Suites 2771 Decker Drive Rice Lake, WI 54868	Tues	9:30 am-3:30 pm
Tomah	Microtel Inn & Suites 115 W. Andres Street Tomah, WI 54660	Tues	9:00 am-4:00 pm
Wausau	Pearson VUE 2620 Stewart Avenue, Suite 118 Wausau, WI 54401	Wed Sat	12:30 pm-5:00 pm 8:00 am-5:00 pm
West Bend	Country Inn & Suites 200 Gateway Court West Bend, WI 53095	Thurs	9:30 am-3:30 pm