

## Certification Process

- You must call the ISP Help Desk at (866) 532-3700 or use the following email address [livescan@isp.state.il.us](mailto:livescan@isp.state.il.us) to request a certification test date be scheduled. ISP Technical Support staff will contact you to schedule a time and date for certification testing. A representative will contact you again on the scheduled day of testing.
- You must submit "test" inquiries using supplied test data.
- The ISP Technical Support representative will check the validity of each inquiry type, informing you of any problems.
- Once the equipment has been successfully tested, you will be informed that your equipment has passed certification.
- You will be contacted by a representative from the ISP Quality Assurance Unit in order to conduct a data quality audit.
- Once the data quality audit has been successfully completed, you will be informed that the data records have passed certification.

If you encounter problems with your live scan equipment, contact your live scan equipment vendor for service. If problems arise with your live scan transactions after certification, contact ISP BOI Customer Support Unit

## Resources

The **Guide to Understanding Criminal History Record Information** can be obtained from the Illinois State Police website at

[www.isp.state.il.us/media/docdetails.cfm?DocID=508](http://www.isp.state.il.us/media/docdetails.cfm?DocID=508)

Other criminal history related information on the Illinois State Police website:

[www.isp.state.il.us/crimhistory/crimhistoryhome.cfm](http://www.isp.state.il.us/crimhistory/crimhistoryhome.cfm)



Print using Ink & Roll



Print using Live Scan



Illinois State Police  
Bureau of Identification  
260 North Chicago Street  
Joliet, Illinois 60432

Phone: (815) 740-5160  
Fax: (815) 740-4401

### E-mail:

Live scan Technical Support:  
[livescan@isp.state.il.us](mailto:livescan@isp.state.il.us)

Customer Support:  
[boi\\_customer\\_support@isp.state.il.us](mailto:boi_customer_support@isp.state.il.us)



State of Illinois  
Illinois State Police

# Live Scan Technology for Non-criminal Justice Use



Printed by the Authority of the State of Illinois  
ISP Central Printing Section  
Printed on Recycled Paper  
ISP 9-044 (4/10) .4M  
[www.illinois.gov](http://www.illinois.gov) [www.isp.state.il.us](http://www.isp.state.il.us)



Illinois State Police

## What is Live scan?

Live scan is an inkless electronic system designed to capture an individual's fingerprint images and demographic data (name, sex, race, date of birth, etc.) in a digitized format that can be transmitted to the state central repository (Illinois State Police) for processing. The data is forwarded to the Illinois State Police (ISP), Bureau of Identification (BOI) over a Virtual Private Network (VPN) and then processed by the ISP's Automated Fingerprint Identification System (AFIS). Once received at the BOI for processing, the inquiry can then be forwarded to the FBI electronically for processing. All of this occurs within minutes and results in a biometric identification of an individual with little or no human intervention.

There have been a number of advancements in livescan technology over the last ten years. Live scan fingerprint technology provides a fast, easy way of capturing fingerprint images and transmitting them to get a quick criminal history record response. Live scan operators do not require in depth training in order to roll a good set of fingerprints and do not have to be versed in the science of fingerprinting to successfully utilize live scan equipment. Today's live scan devices are equipped with error checking software that reduces potential fingerprint quality errors. Live scan technology is widely used among criminal justice as well as many non-criminal justice agencies that submit fingerprints to the state and/or FBI for processing. The overwhelming majority of fingerprint submissions received by the ISP and FBI are submitted electronically utilizing live scan technology.

Major advantages of utilizing a live scan system include the ease of use and the speed in which fingerprint images and demographic data can be captured and transmitted and positive identifications made. Fingerprint impressions are taken by placing an individual's fingers against a glass platen and scanning them. The scanned images are digitized and packaged with the demographic information that must be keyed into the system. Both sets of data are then electronically forwarded to the ISP's AFIS system for processing. Most live scan submissions are processed and results returned within 48 hours. The criminal history response is returned to the requesting agency based on their

Originating Identification Number (ORI), not the live scan vendor capturing and transmitting the fingerprint submission. Another benefit of live scan technology is its built-in quality assurance component. As fingerprints are scanned, the device determines if the fingerprint images are rolled completely and in the proper sequence to meet minimum quality control processing standards. When using the old ink and roll method, poor quality prints could not be determined until they had been sent through the mail to the BOI and processed by a fingerprint technician. The manual submission and processing of fingerprint cards always increases the potential of errors and results in increased response times.

## Getting Started

Private and commercial entities as well as police agencies seeking to submit live scan fingerprint inquiries to the ISP for non-criminal justice purposes must comply with certain rules and regulations before being authorized to connect live scan devices to the ISP livescan network. **Please note that on July 1, 2007, SB1424 was signed into law amending 225 ILCS 447. This bill requires all commercial live scan fingerprinting vendors to be licensed in order to operate in the State of Illinois. Please contact the Illinois Department of Financial and Professional Regulation, Division of Professional Regulation Technical Assistance Unit at (217) 782-8556 to get more information on commercial live scan fingerprinting vendor licensing requirements and the associated licensing fees.**

Before being authorized to submit live scan fingerprint inquiries to the ISP, you must:

- Contact ISP for equipment purchase requirements by calling the ISP Help Desk at (866) 532-3700 or using the following email address [livescan@isp.state.il.us](mailto:livescan@isp.state.il.us). A list of live scan equipment manufacturers will also be provided upon request.
- Sign an ISP Live Scan Users Agreement. Once the agreement has been executed, the live scan equipment owner will be assigned:
  - A Live scan Device ID Number (DID)
  - An account Cost Center number
  - An Originating Agency ID Number (ORI)
  - A Virtual Private Network (VPN) ID and password
- The live scan device must comply with all Electronic Fingerprint Submission Specifications (EFSS). A copy of the EFSS transmission requirements can be obtained via the Illinois State Police website at [www.isp.state.il.us/crimhistory/livescan.cfm](http://www.isp.state.il.us/crimhistory/livescan.cfm).

- Live scan equipment must be certified by the ISP Technical Support Unit. You must contact the ISP Help Desk to request a certification test date to be scheduled. A Technical Support Unit representative will then contact you to schedule a date and time for testing and certification.
- You must establish a draw down account with the ISP to cover the costs of fingerprint inquiries transmitted to the ISP for processing.

## User Agreements

In order to forward inquiries to the ISP BOI for processing, you must have a current user's agreement on file with the ISP. To establish a new (or updated) users agreement, you must;

- Contact the ISP BOI Customer Support supervisor by calling (815) 740-5160 or send a request via email to [boi\\_customer\\_support@isp.state.il.us](mailto:boi_customer_support@isp.state.il.us) to determine which type of agreement(s) is needed to fulfill your requirements.
- There are various types of user agreements that may be required depending on the type of fingerprint inquiries that will be transmitted to the ISP for processing. Types of Agreements include:
  - Uniform Conviction Information Act (UCIA) Agreement: general public
  - Adam Walsh Act Agreement: private/public schools; governmental social service agencies; child welfare agency
  - Live Scan Vendor Agreement: commercial live scan fingerprinting services
  - Interagency Agreement: state or local governmental agency use
- If you are acting solely as a commercial live scan fingerprinting vendor, the Live Scan Vendor Agreement is the only agreement required.
- Return the completed agreement form containing an original signature along with a check or money order sufficient to cover the ISP and FBI processing fees for the estimated number of inquiries to be transmitted during a 12 month period of time.
- Once the agreement is processed, the ORI, Cost Center, and Device ID are issued.
- A copy of the executed agreement will then be mailed to you and the certification process can proceed.

