

Fingerprint FAQ

Where can I go to get my fingerprints taken (rolled)?

Local law enforcement agencies and sheriff's offices often provide this service for a small fee. This fee is separate from the fingerprint processing fee you will pay to Pearson VUE when you schedule an appointment to mail your fingerprint hard card.

Prior to going to a local law enforcement agency or sheriff's office to have your fingerprints taken, please check with them to find out whether they accept walk-ins or require appointments. You will also need to print a fingerprint hard card using this link:

Please note that the correct ORI and reason for fingerprinting must be listed on the hard card. If these fields are left blank or if incorrect information is entered, your fingerprint card may have to be sent back to you for correction and/or will severely slow down the fingerprint processing for you.

The ORI must be entered as **ID920050Z** and the reason for fingerprint must exactly state **IdC 54-2012-Real Estate License**. The OCA field must be left blank.

Who can I contact to get a status update on my fingerprints?

The only status updates you will receive are pushed through the fingerprint tab on your Online Services account with the Real Estate Commission. No updates will be given over the phone by Pearson VUE or their data processing vendor.

If it has been more than 21 days since a SENT 1 record was added to your fingerprint tab, you may contact the Real Estate Commission for further directions.

Nothing is showing on my fingerprint tab, does that mean I need to be re-fingerprinted?

This likely means that your fingerprints have not been received at the data processing site in Texas. Please allow sufficient time from the date you mailed your fingerprint hard card and payment confirmation proof from the Pearson VUE website as directed. Pearson VUE estimates that typical mailing time is between

2-5 business days, however this can take longer at times based on postal worker staffing and typical mail times for your area.

Sending a second submission is an additional unnecessary expense for you and slows down processing time as Pearson VUE staff must spend extra time reviewing hard cards to ensure they are not sending duplicate hard cards on to ISP for processing.

Should I send my fingerprints via expedited mail, next day delivery or some other method so I can confirm they were received?

We do not recommend this option due to the increased cost to candidates. Sending your hard card via regular USPS mail is sufficient and posting of the Sent-1 record to your IREC Online Service's fingerprint tab serves as proof that the fingerprints were received at Pearson VUE and sent on to Idaho State Police for processing.

My fingerprint tab shows "Sent-1" on 10/26, 10/28, or 11/1. What is the status of my fingerprints?

The Sent-1 record indicates the date Pearson VUE transmitted the fingerprint hard card to Idaho State Police (ISP). Once the record is received at ISP, they typically take between 7-21 days for processing; however, the timeline can be shorter or longer depending on how many fingerprint cards they are currently processing for all of the many background check programs they handle.

Why wasn't my fingerprint hard card processed?

Fingerprint card processing can be delayed for many reasons. Here are some of the most common things we see:

1. The ORI was missing or entered incorrectly on the card. The ORI must be entered as **ID920050Z**.
2. The Reason for fingerprint was missing or entered incorrectly on the card. The reason for fingerprint must exactly state **IdC 54-2012-Real Estate License**.
3. Something was entered in the OCA field in error. The OCA field must be left blank.

4. You sent a copy of the fingerprint card rather than the original. The original hard card must be sent to Pearson VUE.
5. You did not make an appointment with Pearson VUE which is how you are able to pay for the fingerprint processing fee. Please review the fingerprint instructions for information on how to schedule an appointment.
6. You did not include your fingerprint hard card and/or payment confirmation. Your submission must include your original fingerprint hard card that has been completely and correctly completed and a copy of the payment confirmation from Pearson VUE. Do not send payment with your hard card. You must schedule an appointment through Pearson VUE's scheduling system first.

How can I tell when my fingerprints have been processed and cleared?

Once you see an entry on your fingerprint tab that says **RES-OK**, your fingerprints have been cleared and are good for six months. If you fail to complete the licensing requirements **AND** submit your application to the Real Estate Commission within that six month timeframe, your fingerprints will expire and you will be required to go through the fingerprinting process again.

My fingerprint record shows an ENFORC. What does this mean?

If you see this entry on your fingerprint tab, it means that something came up on your background check that requires some additional research. The fingerprint review staff will look at the results and determine if there is enough information to either mark your results as **RES-OK**, enter a note of **FOLLOW UP**, which indicates a letter advising you that more information is needed has been sent, or **EXEMPT**, which means that a felony exemption review is required. You will receive a letter advising you of the process that will need to be followed.

I have a misdemeanor on my record, but it has been more than 5 years or it is not a disqualifying misdemeanor. Why am I receiving a more information letter?

The information that came back on your background check did not contain sufficient information for staff to mark your background check as clear or ok. Please refer to the more information letter for directions on how to proceed.