**Poor or Rejected Fingerprints?**

Livescan applicants often tell us that they have previously been told they have either “no fingerprints” or very poor quality fingerprints. Many have also experienced fingerprint quality rejections from the FBI and had to redo their fingerprinting numerous times. Given an industry average fingerprint rejection rate of between 7 to 10%, our less than ½ of 1% fingerprint rejection rate speaks volumes of the skills of our highly trained Livescan fingerprinting technicians. In truth, even with the high tech fingerprint scanners in use today, obtaining great electronic fingerprints is 50% technology and 50% technique. This is why you should always choose to go to professional, as opposed to retail, background screeners. Given the thousands of applicants we’ve fingerprinted, we have yet to find one person who truly has “no fingerprints” – which is, basically, one of those “Hollywood myths.”

Fingerprint quality is determined by many factors, some of which are beyond your control, but others which you can greatly influence before being fingerprinted. Examples of factors you can’t control that effect skin health and dryness include age, medications you’re taking, and genetics. Factors you can control include hydration (drinking water) and the applications of oil-free lotion to your fingertips starting a day or two before your appointment. Surprisingly, the single, most important thing you can do to help with your fingerprint quality is to **NOT wash your hands or use hand sanitizer immediately prior to your fingerprinting appointment!** Dryness or excess moisture (sweat) and heat are the biggest challenges to obtaining good fingerprints, so it is always recommended to come to your appointment with cool and dry, but hydrated hands.

**How to prepare for fingerprinting if you believe you have poor quality fingerprints:**

1.) Drink lots of water starting the day prior to your fingerprinting appointment and minimize caffeine and alcohol.
2.) Apply oil-free moisturizing lotion to your hands a couple of times the day prior to the appointment and again the morning of the appointment; especially each time after you wash your hands.
3.) Do not swim or have your hands in water (especially salt water) prior to the fingerprinting appointment.
4.) Do not wash your hands or use hand sanitizer immediately prior to your fingerprinting appointment.
5.) Cool your hands before coming in for your fingerprinting appointment, especially on hot humid days.

**Note:** If you are one of the very few unlucky applicants who still has poor quality fingerprints after the above, for an additional $10 at the time of the initial fingerprinting, we will collect a “second set” of fingerprints. By doing this, you will not need to return for re-fingerprinting should your fingerprints be rejected by the FBI. Simply provide us with the T.C.R. # from the FBI rejection notice and we will immediately submit the second set of prints.

**What to do if your organization and/or you have received an FBI fingerprint rejection notice:**

1.) Do not panic or worry and know that there is a **rejection process** -- Livescan prints are required to be submitted twice, following which a “name only” check is conducted by the F.B.I.
2.) Within the fingerprint rejection notice is a very important number called a Transaction Control Reference (T.C.R.) number. Forward this rejection notice to us so we understand the rejection reason and so we will have the T.C.R. #. **With this T.C.R. #, there is no 2nd charge from FDLE.**
3.) If we did not previously capture a second set of fingerprints for you, **Schedule** a second Livescan session with us. **With the T.C.R. #,** your total price for a second fingerprinting session is only $15.
4.) If the FBI rejects the 2nd Livescan fingerprints submission, **call your O.R.I. (regulatory) Agency** to verify their automatic submission of the "name only" request form to the FBI.
5.) If, and only if, the submission is a **VECHS submission** to FDLE CWCS, then your organization will be required to complete and FAX in the FBI "name only" check request form.
6.) Call us at Atlantic Personnel & Tenant Screening with any further questions.
7.) Please note: **Livescan service providers, such as us, are prohibited by law from submitting "name only" check request forms for applicants.**