

## **INSTRUCTIONS FOR LIVE SCAN FINGERPRINTS**

- 1) Please visit this website:  
<https://www.nhsp.dos.nh.gov/> and click on the schedule fingerprint appointment in the Quick Links at the bottom of the webpage.
- 2) Attached are instructions for the request portal. Choose Agent: Pembroke SAU Office.
- 3) Once you have a confirmation email sent to you of your appointment and payment, please have a copy of both sent for the purpose of reimbursement to [cbrochu@sau53.org](mailto:cbrochu@sau53.org) Colleen Brochu, SAU 53 HR Coordinator.
- 4) Provide the name of the person who made the payment and an address to send the reimbursement to.
- 5) The results of your Criminal History check will come back to the Superintendent.
- 6) **You are not able to work or volunteer for the school district until the results of your Criminal History check have been successfully received.**

### **FAQ:**

- 1) How long does it take?  
Approximately 20 minutes
- 2) Do I get reimbursed?  
Yes. A check will be mailed to you in approximately 3-4 weeks.
- 3) Do I need to bring anything with me to the Livescan appointment?  
Photo ID only.
- 4) Do I have to get my Livescan done in Concord?  
Livescans are also done at the following locations:

**Manchester DMV Substation, 377 South Willow Street, Manchester, NH**

**Dover Point DMV Substation 50 Boston Harbor Road (off Route 4), Dover, NH**

**State Police Barracks Troop C, 15 Ash Brook Court, Keene, NH**

**State Police Barracks Troop E, 1864 Route 16, Tamworth, NH**

**State Police Barracks Troop F, 549 Route 302, Twin Mountain, NH**

## **Welcome to the New Hampshire State Police Criminal Records Request Portal**

This online site provides you with the ability to schedule and pay for a fingerprint based criminal records check for the purpose of employment, licensure or certification with participating state agencies at a state LiveScan site of your choice. By scheduling your fingerprint appointment through this site, you will have your prints taken digitally with a LiveScan machine and submitted electronically to the State Criminal Record Unit and the FBI. The results will then be delivered electronically to the employment or licensing agency you requested. Note that this background check includes all criminal conviction history from both the State of New Hampshire and the FBI unless otherwise authorized by statute. Results are point of time, based on information available to the NH Criminal Record Unit and FBI at the time of processing the request. Results released to the applicant agency are considered certified and are watermarked with a state seal.

Scheduling your appointment through this site is the most efficient way to process an applicant requiring fingerprints. Results from the State are near real time and generally released to the applicant agency the same day the fingerprint appointment is scheduled, depending on the time the applicant submits the appointment request. Results from the FBI are usually released to the applicant agency within one to two business days. Note: FBI results are dependent upon processing times of the FBI, which are subject to change.

Delays can occur however, and can be caused by a number of things including poor fingerprint quality, incorrect information on the request or items on a person's record that require additional research. In the event that a request requires additional processing, the applicant agency will be notified electronically.

### **Scheduling an Appointment**

Click the Schedule a New Appointment link to begin the process to schedule an appointment. You will be able to select a preferred LiveScan location, view open appointments in the LiveScan location schedule and select the time that works best for you. To schedule an appointment, you will need to provide First Name, Last Name, Maiden Name (if applicable), any Alias, such as maiden names, or legal name changes (if any), Date of Birth, e-mail address, phone number and optional cell phone number. You will also be asked to specify a contact preference of e-mail or text message. The e-mail or text message will be used to contact you in the event that the LiveScan site needs to cancel or reschedule your appointment for any reason.

You will also need to indicate the State Agency that you are applying to that will receive the results of your record check. Applications to some agencies, such as School Transportation Providers allow you to request that results be delivered to additional agencies for an additional fee.

You will also need to provide payment for your appointment at the time of scheduling with a credit card or debit card that can be processed as a credit card. Once payment is confirmed, you will be able to print a receipt or have one emailed to you. The receipt will contain a confirmation number, the selected LiveScan location and address, date and time of your appointment and a contact number at the State Criminal Records Unit. Be sure to retain this receipt, as the confirmation number will be needed if you need to access the website to reschedule or cancel your appointment for any reason.

## **Attending Your Appointment**

Please arrive 10 minutes prior to your scheduled appointment time and expect the process to take approximately 15 minutes. Be sure to bring a Valid Photo identification (Driver's License; Real ID; Non-Driver's License; Passport) as well as your appointment confirmation.

## **Rescheduling**

Click the Reschedule an Appointment link to begin the process to reschedule an existing appointment. If for any reason, you need to reschedule your appointment you may do so 24 hours in advance of your scheduled time by going back to this website. You will need to provide your confirmation number or email address to reschedule the appointment. You may reschedule your appointment only two times. To reschedule an appointment a third time, you will need to pay the fee again. If you do not appear for a scheduled appointment (without rescheduling or canceling), you will need to pay the fee to schedule another appointment.

The LiveScan site may need to reschedule your appointment due to unforeseen circumstances. In that case you will be notified by e-mail or text of the need to reschedule your appointment. You will be allowed to reschedule the appointment for no charge and the rescheduling will not count as an applicant requested rescheduling.

## **Cancelations**

Click the Cancel an Appointment link to begin the process to cancel an existing appointment. You may cancel your appointment 24 hours in advance of the scheduled appointment. You will need to provide your confirmation number or email address to cancel the appointment.

## **Refunds**

All fees submitted will be considered non-refundable as the State record check is near real-time and some record results will be available to a requesting agency on the same day a payment is received.

## **Fingerprint Rejection**

In some cases, the FBI will reject the fingerprints for quality issues. If the prints are rejected, the Criminal Record Unit staff will contact either the applicant agency or the applicant directly to schedule a second fingerprint at a reduced fee.

If the fingerprints are rejected:

- **A second time**, the Criminal Record Unit staff will notify the applicant to contact their applicant agency to determine the next step. Which is to attempt a third submission at a reduced fee or to obtain a letter of good standing from each city, town or county where the applicant has lived during the last five years. This is determined by the applicant agency, not the Criminal Record Unit.
- **A third time**, the Criminal Record Unit staff will notify the applicant to contact their applicant agency to determine the next step. Which is to begin the fingerprinting process over again, including full payment, or to obtain a letter of good standing from each city, town or county where the applicant has lived during the last five years. This is determined by the applicant agency, not the Criminal Record Unit.