



Washington State Department of Early Learning

Portable Background Check

Frequently Asked Questions

Q. Why is the background check process required by the Department of Early Learning (DEL)?

A. [RCW 43.215.215 and 43.215.425](#) establish that DEL must conduct background check process for individuals that may have unsupervised access to children in licensed child care and Early Childhood Education and Assistance Program (ECEAP). Background checks are important to protect the safety and welfare of Washington's children. All applicants associated with or applying to work or volunteer in a licensed child care facility, ECEAP site or who reside in a child care setting and may have unsupervised access to children must submit a completed background check within 7 days of hire.

Q. What does "unsupervised access" mean?

A. Washington Administrative Code ([WAC 170-06-0020](#)) defines unsupervised access as follows: (a) A subject individual will or may have the opportunity to be alone with a child receiving early learning services at any time for any length of time; and (b) Access that is not within constant visual or auditory range of the licensee, an employee authorized by DEL, nor a relative or guardian of the child receiving early learning services."

Questions regarding the Fingerprint Process

Q. What is the difference between a Washington (WA) State name and date of birth background check and a fingerprint based background check?

A. A WA state name and date of birth background check is performed through the Washington State Patrol (WSP). The results will identify if the applicant has a criminal history in Washington State.

A fingerprint based background check is required for individuals who apply for the first-time to have a DEL background check clearance. Fingerprints are sent to the Federal Bureau of Investigation (FBI) for a nationwide criminal history background check. Applicants who are fingerprinted will also have the basic WSP criminal history background check performed.

Q. If a person does not live in Washington, but works in Washington; do they need to have a fingerprint check?

A. Yes, if a person is living in another state, but will have unsupervised access to children in a licensed child care or ECEAP program in Washington, a fingerprint check must be completed, regardless of how long they have worked in Washington ([RCW 43.215.215](#)).

Q. How will an individual be notified if the fingerprint process is required?

A. After the individual's background check application is received by DEL and it is determined that a fingerprint check is required, the applicant will be sent an email with a fingerprint appointment form attached. If the applicant does not have an email address on the background check application the fingerprint appointment form will be sent through US postal service.

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Q. Where can an individual go to complete the fingerprint process?

A. DEL contracts with Identogo by MorphoTrust USA to complete this process.

Q. How can an appointment be scheduled with Identogo by MorphoTrust USA?

A. After receiving the fingerprint appointment form, the applicant must then contact Identogo by MorphoTrust either online or by calling the toll free number listed on the fingerprint appointment form.

- The applicant must make payment at the time the appointment is scheduled.
- The applicant must take the fingerprint appointment form and their current non-expired government issued ID to their fingerprint appointment. Acceptable forms of ID are:
 - US Driver's License, or any Federal, State, or Local Government issued ID (Including a Washington State Learner's Permit)
 - Any US Armed Services ID (Army, Air Force, Navy, Marines, etc...)
 - US Passport
 - Foreign Passport (with photo and signature)
 - Federally Recognized Tribal ID
 - Student ID is acceptable for applicants under age 18

The Identogo by MorphoTrust USA technician will not accept any form of expired identification by itself.

Q. Does the applicant receive a confirmation once the appointment is completed?

- An email confirmation will be sent to the applicant from Identogo by MorphoTrust USA after the appointment confirmation is completed.
- The applicant may need to check their spam/junk mail accounts as many email providers filter emails that appear to be system generated. Email confirmations will be from the following email address: noreply@morphotrust.com

Q. How long will a fingerprint appointment take?

A. Appointments take about 15 minutes and must be scheduled in advance. Online appointment scheduling is available at [Identogo By MorphoTrust USA Washington Registration](#). Applicants must be on time for their appointment. If an applicant walks in without an appointment or shows up late, Identogo By MorphoTrust will not complete the fingerprint process. Some of the fingerprinting sites **do not** allow children to be in the printing facility. Please call Identogo BY MorphoTrust USA for more information: 1.888.771.5097.

Q. Can an applicant make a same day appointment with Identogo by MorphoTrust USA?

A. No. Same day appointments are not available. The applicant's personal information must be sent to Identogo By MorphoTrust USA for validation from DEL before an appointment can be scheduled.

Q. Is personal information safe?

A. Identogo by MorphoTrust USA encrypts data before sending it over a secure network. In addition, Identogo by MorphoTrust USA utilizes industry standard full disk encryption to insure that personal information is secure on all LiveScan devices. Unused information is deleted from the system.

Q. How will I know when my prints have been rejected by the WSP or the FBI?

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A. If either the WSP or FBI rejects your fingerprints, DEL will be informed. When fingerprints are rejected, the applicant will need to schedule a new fingerprint appointment. There is no charge for this appointment as long as the applicant uses the **Fingerprint Check Reject Notice** to schedule the appointment. This notice will be sent to the applicant when DEL is informed of the reject.

Q. What should an applicant do when fingerprints are rejected?

A. When fingerprints are rejected by the WSP or the FBI, call the Identogo by MorphoTrust USA scheduling call center to make an appointment to be re-fingerprinted: 1.888.771.5097. An appointment for reprinting cannot be scheduled online. Tell the call center staff that you are calling to schedule an appointment for reprints, and provide them with the OCA (Inquiry ID) and TCN numbers listed on the **Fingerprint Check Reject Notice**. There is no charge for re-fingerprinting.

Q. How many times can my fingerprints be rejected?

A. There is no limit to the number of times that prints can be rejected by the WSP. The WSP will continue to reject fingerprints until they determine they have the best set of fingerprints possible. The FBI will only reject prints two times before they will complete a national name and date of birth check. Contact the DEL Background Check Unit office for more information.

Q. What type of fingerprint process does Identogo by MorphoTrust utilize?

A. Identogo by MorphoTrust uses LiveScan Machines. It scans your fingerprints and creates electronic copies without the mess of ink and paper cards. The prints are then electronically sent to WSP and FBI for processing. A benefit of LiveScan fingerprinting is it helps to reduce the number of fingerprint rejections and speeds up the process by allowing fingerprints to be sent electronically rather than through the mail.

Q. If an individual has had an FBI check completed for an agency other than DEL, are new fingerprints required?

A. Yes. The FBI does not allow sharing of fingerprint results between different agencies.

Q. Can an applicant's prints be reused for other background checks or be resubmitted to the WSP if they were accepted the first time but rejected by the FBI?

A. No. Once fingerprints have been processed by the WSP, they cannot be used again. If your fingerprints are rejected by either WSP or the FBI, you will need to be printed again.

Q. Is there anything an applicant can do to improve the fingerprint scan?

A. The most common reason for rejected fingerprints is a lack of ridge detail in the scanned image. As people get older, fingerprints become lighter and more difficult to capture. Ridge detail can be affected by many things such as continued use of paper products, chemical use, gardening, pottery, or continued exposure to water. To help combat this problem, the applicant needs to hydrate their skin for several consecutive days before their appointment with a water-based lotion. On the day of the appointment, do not use the lotion.

Q. Where can I find more information regarding the background check or fingerprinting process?

A. Contact the DEL Background Check Unit at:

- Email: backgroundcheck@del.wa.gov
- Call: 1.866.482.4325 option 4

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- Website: <https://www.del.wa.gov/requirements/info/background.aspx>

Related rules:

- [RCW Chapter 43.215](#)
- [RCW 43.43.830](#)
- [RCW 43.43.832](#)
- [WAC Chapter 170-06](#)