

Background Check Procedures for In-State Applicants

As of March 1, 2024, the Louisiana Physical Therapy Board will be using a new statewide applicant processing system for criminal background checks. As a part of the new process, applicants will be required to schedule a fingerprint appointment at a location of their choosing with the Identogo/Idemia company.

For in-state applicants:

1. To do this, please go to <https://uenroll.identogo.com/> use the following unique service code **27N3X2** which allows the system to identify which agency is requesting the background check. You must enter this code when registering. If you do not do so you will not be able to proceed. You are requesting a state and federal background check.
2. Select "Schedule or manage an appointment." Make an appointment at an office location and time that is convenient for you. This is a very simple process where you enter basic information and then select a date, time, and location for your appointment.
3. When you go to an Identogo office, your identity will be verified and your prints obtained via the Livescan technology.
4. You will pay Identogo directly for this service. Applicants may pay by credit/debit card, check or money order. Checks can be made out to either IDEMIA or IDENTOGO.
5. Once you have completed the appointment, the fingerprints are electronically submitted to LSP and the background check will be processed.
6. LSP will send the results via a secure interface within approximately 3 days.
7. The fee for State and Federal Livescan will be \$60.75.
8. Occasionally the fingerprints do not go through well and are rejected by the FBI and LSP's system. If this occurs, you will receive an email from Identogo/Idemia letting you know that you must reschedule an appointment and be fingerprinted again. You must use the link provided in the email to reschedule another appointment to avoid being charged again for the fingerprinting service.
9. A list of identification documents is provided on the Fingerprint Service Code Form.

This new system is easy to use, but if you have any questions, you can call Identogo for assistance or to schedule an appointment at 1-844-539-5543, 6:00 am – 6:00 pm.