Q: WHAT FORMS OF PAYMENT ARE ACCEPTED?
A: MorphoTrust accepts business checks, cashier’s checks, money orders, credit cards (American Express, Discover, MasterCard, or Visa), debit cards (which display the MasterCard or Visa logo and do not require a pin code for usage), and coupon codes.

Q: ARE PERSONAL CHECKS OR CASH ACCEPTED FOR PAYMENT?
A: No.

Q: WHAT IF THE CREDIT CARD I AM USING IS NOT IN MY NAME?
A: If the credit card being presented as form of payment is not in the applicant’s name, the cardholder must be present to sign for the transaction.

Q: ARE THERE ANY ADDITIONAL FEES ASSOCIATED WITH THE TYPES OF PAYMENT ACCEPTED?
A: There are no fees assessed with business checks, cashier’s checks or money orders. A 2.1% processing fee is assessed when using a credit card.

Q: IF NOT PAYING BY CREDIT CARD OR DEBIT CARD, WHO SHOULD I MAKE MY PAYMENT PAYABLE TO?
A: All business checks, cashier’s checks and money orders must be made payable to: **MorphoTrust, USA**. The check or money order must be in the exact amount of the single fingerprinting transaction. **Bulk or group payments are not accepted.**

Q: WHAT FORMS OF ID ARE ACCEPTED?
A: A valid (current) government issued photo I.D.
Examples: State ID
State Driver’s License
Passport

Q: HOW DO I REGISTER FOR AN APPOINTMENT?
A: Applicants are required to know their service code in order to register for an appointment. Registration may be completed online at [https://www.identogo.com](https://www.identogo.com) or by contacting the MorphoTrust Call Center at 855-845-7434.

Q: WHAT IF I HAVE DIFFICULTY SCHEDULING AN APPOINTMENT?
A: For help in scheduling appointments and for any questions or assistance, please call the MorphoTrust Call Center at 855-845-7434.

Q: I AM TRYING TO SCHEDULE A FINGERPRINTING APPOINTMENT BUT I DO NOT HAVE THE ACCESS CODE. WHERE DO I OBTAIN THE CODE?
A: Please contact your HR representative to obtain your access code.
Q: **IS THERE A TRANSLATOR AVAILABLE?**
A: No, translators are not available on site although applicants may arrange for and bring a translator to the appointment. Our site is able to accommodate both English and Spanish speaking applicants.

Q: **WHAT IF I USE AN ALIAS AND IT DOES NOT MATCH MY ID?**
A: Applicants **must** register under the **exact** name as it appears on the valid (current) government issued photo I.D. being presented at the time of fingerprinting.

Q: **WHAT IF I HAVE NOT CHANGED MY ID TO MY CURRENT NAME?**
A: Applicants **must** register under the **exact** name as it appears on the valid (current) government issued photo I.D. being presented at the time of fingerprinting.

Q: **I AM A CFISD EMPLOYEE AND NEED TO BE FINGERPRINTED FOR ANOTHER REASON OTHER THAN BEING A NEW HIRE, MAY I USE THE DISTRICT SITE?**
A: No. The district fingerprinting site is only for fingerprinting new hire applicants.

Q: **WHERE IS THE OFFICE LOCATED?**
A: CFISD Fingerprinting Office is inside the Windfern Admin. Annex building located at 12510 Windfern Road, Houston, TX 77064.

Q: **WHAT ARE THE FINGERPRINTING HOURS OF OPERATION?**
A: Fingerprinting hours of operation are Monday thru Friday, 8am to 4pm.

Q: **IS THE FINGERPRINTING OFFICE OPEN ON HOLIDAYS?**
A: The fingerprinting office will be closed on the following dates:
   - November 23rd & 24th
   - December 23rd – January 7th
   - January 15th
   - March 30th
   - May 28th
The Fingerprinting office will also be closing early on:
   - November 22nd – closes at 3:00pm
   - December 22nd – closes at 12:00pm