

**CFISD FINGERPRINTING
FREQUENTLY ASKED QUESTIONS**

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> 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