Department of Business & Professional Regulation

ELECTRONIC FINGERPRINTING
FREQUENTLY ASKED QUESTIONS AND ANSWERS
REVISED SEPTEMBER 19, 2007

New Fee of $56.25 will be effective as of October 1, 2007

1. Who is required by Law to submit Electronic Finger Print to the Department of Business and Professional Regulation?
By Statute, Real Estate Sales Associates, Brokers and Appraisers applying to take the State licensure examination, shall provide fingerprints in electronic format.
Effective November 1, 2007, electronic fingerprinting will be mandatory for all Construction Initial License, Initial Business, Additional Business, Transfer (Change of Status), and Endorsement applications.

Note: Criminal histories for construction applicants will only be valid for a period of six months from the date the fingerprints were rolled. Applicants should submit their applications no later than three months after submitting their fingerprints in order to afford themselves an opportunity to resolve any application deficiencies prior to the expiration of the criminal history.

2. Why should I use electronic fingerprinting?
Electronic fingerprinting is required by Law and reduces processing time.
In the traditional method of fingerprinting, a fingerprint card was submitted to the Department of Business and Professional Regulation. The card was then sent to the Florida Department of Law Enforcement and the Federal Bureau of Investigation for processing. Now, applicants' fingerprints will be scanned and electronically submitted directly to the Florida Department of Law Enforcement and Federal Bureau of Investigation.

Electronic fingerprinting reduces the likelihood of illegible fingerprints or missing information on the fingerprint card and may reduce the overall application processing time.

3. Is electronic fingerprinting mandatory?
Yes. Beginning July 1, 2006, electronic fingerprinting became mandatory for all Real Estate Sales Associate (SL), Real Estate Broker (BK), Real Estate Appraisers (RH), and Appraiser Instructor (GA) applicants.

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4. Does electronic fingerprinting hurt?
No. In the traditional method of fingerprinting, ink is applied to each of your fingers which are then "rolled" across a fingerprint card to obtain your prints. With electronic fingerprinting, there is no ink or card. Your fingerprints are "rolled" across a glass plate and scanned. It is faster and cleaner than the traditional method.

5. How long will it take to have my fingerprints scanned?
It should only take approximately 5-10 minutes.

6. How much does electronic fingerprinting cost?
Currently $61.00. The cost for the Florida Department of Law Enforcement and the Federal Bureau of Investigation to process your fingerprints is $42.25 (as of October 1, 2007). There is an additional $14.00 processing charge to have your fingerprints scanned and submitted electronically by Promissor. The total cost is **$56.25**, effective October 1, 2007.

7. Who is Promissor/Pearson Vue?
Promissor is the examination and an electronic fingerprinting vendor for the Department of Business and Professional Regulation. For more information, please visit the Promissor website located at http://www.promissor.com/ and select "Digital Fingerprinting Services", or contact the Promissor reservation center at **1.877.238.8232** (TTY 1.800.274.2617).

8. Where are the electronic fingerprinting sites located?
Please see the chart below to locate the center nearest to you. Additional sites locations will be announced in the near future.

Promissor - Florida Electronic Fingerprint Sites

T1025 Orlando
Orlando Promissor Center
Westwood Corporate Center
6751 Forum Drive, Ste. 225
Orlando, FL 32821
Tue. – Sat.: 8am - 5pm

T1026 Boynton Beach
Boynton Beach Promissor Center
Woolbright Professional Bldg.
2240 Woolbright Rd Ste# 401
Boynton Beach, FL 33426
Tue. – Sat.: 8am - 5pm

T1027 Ft. Lauderdale
Ft. Lauderdale Promissor Center
Oakland Commerce Center
3317 NW 10th Terr, Ste # 401
Ft. Lauderdale, FL 33309
Tue. – Sat.: 8am - 5pm

T1028 Ft. Myers
Ft. Myers Promissor Center
Bank of America Building
11691 Gateway Blvd, 2nd Floor - Suite 200
Ft. Myers, FL 33913
Tue. – Sat.: 8am - 5pm

T1029 Gainesville
Gainesville Promissor Center
Northwood Park
5000 NW 34th St. Unit # 10
Gainesville, FL 32605
Tue. – Sat.: 8am - 5pm

T1030 Jacksonville
Jacksonville Promissor Center
Centurion Square
8380 Baymeadows Rd. Ste #11
Jacksonville, FL 32256
Tue. - Sat.: 8am - 5pm

T1031 Miami
Miami Promissor Center
Atrium Office Park
3900 NW 79th Ave.
Building 5 - Suite 543
Miami, FL 33166
Tue. – Sat.: 8am - 5pm

T1032 Pensacola
Pensacola Promissor Center
Eastgate Plaza
7143 A. North 9th Ave
Pensacola, FL 32504
Tue., Wed., Fri.: 8am-1:30pm
Saturday 8am - 5pm

T1033 Tallahassee
Tallahassee Promissor Center
Capitol Circle Commerce Center
508 B Capital Circle SE, Suite D-1
Tallahassee, FL 32301
Tue. – Fri.: 1pm - 5:30pm
Saturday: 8am - 5pm

T1034 Tampa
Tampa Promissor Center
Carrollwood Crossings
4012 Gunn Highway Building,
Suite 110
Tampa, FL 33624
Tue. – Sat.: 8am - 5pm

T1035 Hollywood
Hollywood Promissor Center
3475 Sheridan Street
Sheridan Executive Centre, Suite 314
Hollywood, FL 33021
Tue. – Sat.: 8am - 5pm

T1036 St. Petersburg
St. Petersburg Promissor Center
9400 4th Street North
Lake Building, Suite 211
St. Petersburg, FL 33702
Tue. – Sat.: 8am - 5pm

T1037 Miami II
1320 S. Dixie Highway
Gables One Tower/Suite 240
Coral Gables, FL 33146
Tues. – Sat.: 8am - 5pm

T1038 Ormond Beach
Ormond Beach Promissor Center
305 Clyde Morris Blvd, Building A, Suite 100
Ormond Beach, FL 32174
Tues., Thurs., Sat. 8am - 5pm

T1040 Lake Mary
Lake Mary Promissor Center
725 Primera Boulevard, Suite 210
Lake Mary, FL 32746
Tue.- Sat.: 8am -5pm

9. What do I need to bring with me to the Florida electronic fingerprinting site?
All applicants will be required to bring two (2) forms of identification to the electronic fingerprinting site on the day of fingerprinting. One of the two types of identification **must** bear your picture and signature such as a driver's license, state identification card, passport or notarized photograph bearing your signature. Applicants **will NOT be** permitted to be fingerprinted without proper identification.

10. How do I make an appointment for electronic fingerprinting at one of the Florida electronic fingerprinting sites?
You may make a reservation by visiting the Promissor/Pearson Vue web site at http://www.promissor.com/ and selecting "Digital Fingerprinting Services", or contacting the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) and selecting a date and time that is convenient for you. You will be asked to provide your demographic information and make your payment at that time.

11. What forms of payment are accepted?
If you will be visiting one of the electronic fingerprint sites in Florida, you must make payment during the reservation process by MasterCard, Visa, American Express, Discover, debit card or electronic check *(or by Promissor credit voucher which may be pre-purchased, see the following paragraph for more information)* Please make sure your credit card/debit card has not expired prior to calling the Promissor reservation center or applying online.

Prepaid vouchers for electronic fingerprinting sessions may be purchased by mailing in a check, company check, or money order, payable to Promissor, to: Promissor Voucher Program, P.O. Box 41508, Philadelphia, PA 19101. You will then receive Promissor credit vouchers which may be used the same as a credit/debit card or electronic check. The applicants can then make a reservation online or by telephone to pay for the electronic fingerprinting by using the voucher number.

12. Can another individual make payment for me on their credit card or by electronic check?
Yes. You will still be asked to provide demographic information at that time.

13. I am currently residing outside of the State of Florida and cannot get to one of the Florida electronic fingerprinting sites listed above. How can I participate in electronic fingerprinting?

A- For Sales Associate and Real Estate Broker applicants: You should request that a Division of Real Estate Sales Associate/Broker fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. In the “Reason Fingerprinted” section of the fingerprint card, please ensure that "Florida Real Estate License F.S. 475.175" is entered, and in the “ORI” section of the card please ensure that “FL920010Z FL Real Estate Comm Orlando, FL” is entered. All other information will be completed at the local law enforcement agency.

B- For Appraiser and Appraiser Instructor applicants:
You should request that a Division of Real Estate Appraisers fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. In the “Reason Fingerprinted” section of the fingerprint card, please ensure that "Real Estate Appraisal License F.S. 475.615(3)" is entered, and in the “ORI” section of the card please ensure that “FL922050Z DIV OF REAL ESTATE, ORLANDO FL” is entered. All other information will be completed at the local law enforcement agency.

The completed card must be mailed to **Florida Division of Real Estate, c/o Promissor, Inc., Post Office Box 173679, Denver, CO 80217-0679** where the fingerprint card will be scanned. You will need to enclose a money order (personal checks are not accepted) in the amount of $56.25, payable to Promissor, with your card. Your fingerprints will then be sent electronically to the Florida Department of Law Enforcement and the Federal Bureau of Investigation.

C- For Construction Applicants:
You should request that a Construction Industry Licensing Board fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. In the **“Reason Fingerprinted”** section of the fingerprint card, please ensure that "Construction Industry Licensing Board F.S. 489.Part I" is entered, and in the “ORI” section of the card please ensure that “FL923400Z Construction Industry Licensing Board, FL” is entered. All other information will be completed at the local law enforcement agency.

The completed card must be mailed to **Florida Construction Industry Licensing Board, c/o Promissor, Inc., Post Office Box 173679, Denver, CO 80217-0679** where the fingerprint card will be scanned. You will need to enclose a money order (personal checks are not accepted) in the amount of $56.25 (as of October 1, 2007), payable to

Promissor, with your card. Your fingerprints will then be sent electronically to the Florida Department of Law Enforcement and the Federal Bureau of Investigation.

14. What if I miss my reserved time and arrive late to the Florida electronic fingerprinting site?
Test Center Managers will review the daily schedule for that particular day to determine if you can be accommodated. If the tardiness is due to an emergency, (i.e., car trouble, traffic accident, etc.), you must provide documentation of the event. If you cannot be accommodated due to unexcused tardiness, you will be liable for the processing fee of $14.00 for that day and will be classified as a "No Show." The Florida Department of Law Enforcement and Federal Bureau of Investigation $42.25 fingerprint fees will automatically be refunded to you within 24-48 hours. You must call the Promissor reservation center at 1.877.238.8323 (TTY 1.800.274.2617), or visit the Promissor website at http://www.promissor.com/, to make a new reservation. A new $56.25 processing fee will be incurred for the new reservation.

15. What if I need to reschedule my appointment at a Florida electronic fingerprinting site?
Simply contact the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) or go to the Promissor website at www.promissor.com. To change your fingerprint reservation date/time without monetary penalty, you must notify Promissor at least 48 hours prior to your reserved date/time. Your $56.25 payment will then be applied to your new reservation date/time. If you do not call the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) to change your appointment at least 48 hours prior to your reserved date/time, you will be liable for the processing fee of $14.00 for that day. However, the Florida Department of Law Enforcement and Federal Bureau of Investigation $42.25 fingerprint fees may be either applied to an alternate reservation date or will be refunded.

16. What if I need to cancel my appointment?
Contact the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) and advise them that you need to cancel your reservation. To cancel your reservation date/time without monetary penalty, you must notify Promissor at least 48 hours prior to your reserved date/time. Your $56.25 (as of October 1, 2007) payment will then be refunded. If you do not call Promissor to cancel your reservation date/time at least 48 hours prior to your reserved date/time, you will be liable for the processing fee of $14.00 for that day. However, the Florida Department of Law Enforcement and Federal Bureau of Investigation $42.25 fingerprint fee may be applied to an alternate reservation date or will be refunded.

17. Why have I received a deficiency letter regarding my fingerprints?
As of the date of the mailing of the deficiency letter, your electronic fingerprinting results had not been transmitted to the Department of Business and Professional Regulation and we are notifying you that you will need to have your fingerprints electronically processed.

18. What should I do if I am notified by the Department of Business and Professional Regulation that the Florida Department of Law Enforcement or the Federal Bureau of Investigation determined my electronic fingerprints were illegible?
The electronic fingerprint scanning machines are equipped to determine if your fingerprints scanned successfully. However, there is a remote chance that once they are electronically received by the Florida Department of Law Enforcement or the Federal Bureau of Investigation, it may be determined they were not legible.

If you had your electronic fingerprints taken at one of the Florida electronic fingerprint sites, you will be notified by the Department of Business and Professional Regulation that you must return to the same electronic fingerprint site to have your fingerprints scanned again. Specific information on what you need to do will be contained in the letter. There is no charge to you for having your fingerprints electronically processed again.

If you currently reside outside of the State of Florida, you will be notified by the Department of Business and Professional Regulation that you must have your fingerprints taken again at a local law enforcement agency. The appropriate fingerprint card will be included with the letter. Specific information on what you need to do will be contained in the letter. There is no charge to you for having your fingerprints processed again.

19. How soon must I have my fingerprints scanned again because they were illegible the first time?
You will have 180 calendar days from the date your electronic fingerprints were electronically received by the Florida Department of Law Enforcement. This date will appear on the letter you receive from the Department of Business and Professional Regulation notifying you that you must have your fingerprints scanned again. There is no charge to you for having your fingerprints electronically processed again.

20. Can I bring my children and/or pets with me to the fingerprinting facility?
No. The Electronic Fingerprinting sites cannot accommodate children or animals. However, special assistance dogs or persons assisting a disabled applicant will be accommodated.