sureID
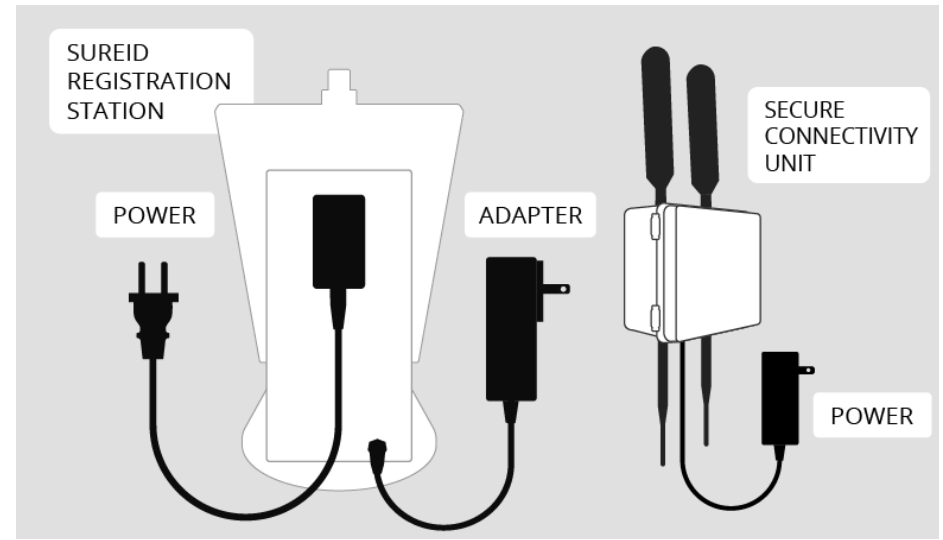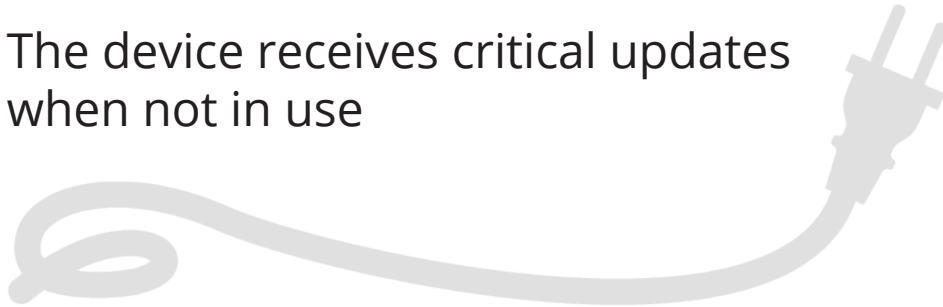
Keep system plugged in and powered on!
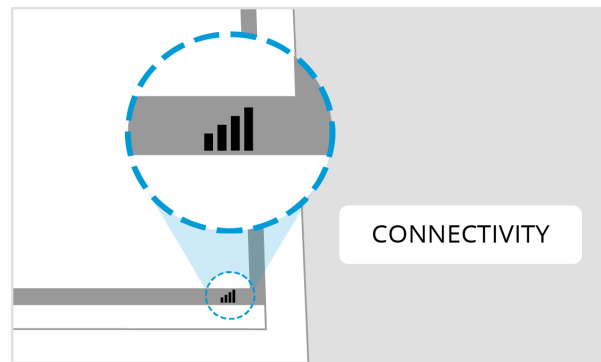
The device receives critical updates when not in use

SUREID REGISTRATION STATION

POWER

ADAPTER

SECURE CONNECTIVITY UNIT

POWER

System Troubleshooting

STATION START BUTTON
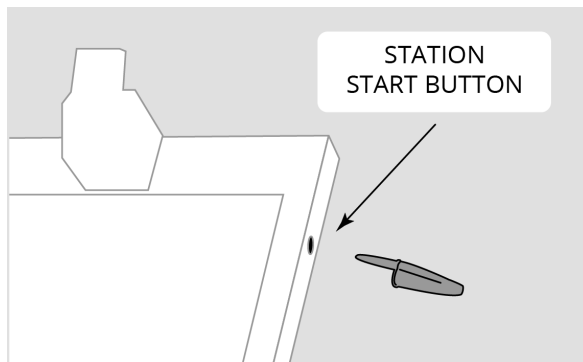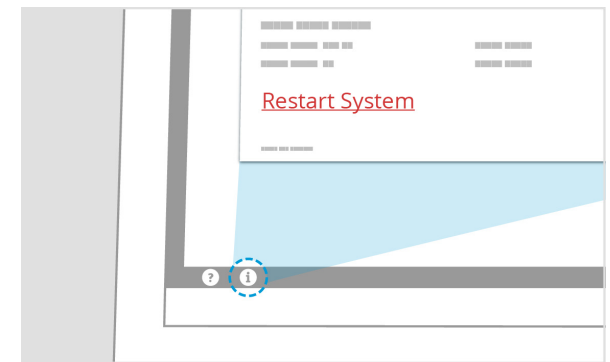
Press the start button with a non-sharp, non-pointed tool like a pen cap to turn on the station

CONNECTIVITY

Connectivity should be at least 3 bars. If less, call support (844-787-3431)

Restart System

Tap the Info button, then Restart System to reboot the station

SureID

Your Responsibilities

1 Keep all plugs on the SureID Registration Station and the connectivity unit plugged in to install software updates

2 Make sure all associates assisting customers have been fully trained on the equipment and finger-printing processes

3 Properly ID all fingerprint-ing customers *and assist them* in capturing their fingerprints (no appoint-ment required)

4 Keep the Station and the fingerprint scanner clean according to directions provided

5 Reach out to Support with any issues as soon as possible

Programs We Support

Individual Applicant

Also called Departmental Orders or DOs, this program allows individuals to get copies of their own FBI record. Reasons include

- Personal review
- Travel or student visas
- Adoptions

Note: These copies cannot be used for employment or licensing purposes!

Financial Services

These programs allow financial organizations to get copies of FBI records for specific employees for background screening. Programs include

- FINRA (Financial Industry Regulatory Authority)

Employment Background Check

These programs allow companies that have permissable purpose to screen employment candidates. Programs include

- Authorized Recipient federal criminal history background checks

SWFT

The Secure Web Fingerprint Transmission (SWFT) program supports fingerprinting for people who need security clearance background checks per government regulations.

Call for assistance if fingerprinting takes more than 8 minutes
SureID Support 844.787.3431