FREQUENTLY ASKED QUESTIONS

1. **How do I report equipment or system problems?**

   -Check to ensure all of your agency systems and power are working properly.
   -Check all connections for the Livescan system.
   -Shut down the Livescan system and restart it. Make sure you wait 15 minutes before restarting.
   -Call IDENTIX Help Desk at 1-888-435-7439. Select options #1. You will need to know your Livescan model, which should be on a small sticker next to or under the keyboard.

2. **Fingerprint images are printing too dark on the card.**

   -Make sure hands are wiped clean of dirt, oil and perspiration.
   -Apply less pressure on the fingers while rolling.
   -Check printer settings per the operations guide.

3. **Fingerprint images are printing on the back of the fingerprint card.**

   -Cards are not loaded in the printer correctly.

4. **We had a power interruption and the Livescan is not printing.**

   -After any power disruption the Livescan unit may need to be rebooted. If you have still having issues after rebooting, then call the IDENTIX Help Desk and request guidance.

5. **Booking for another arresting agency, whose ORI do I use in the "CONTROLLING AGENCY ORI" field?**

   -For PD arrests use PD ORI.

   -NO OTHERS!
      --If the arresting agency is Highway Patrol, Division of Criminal Investigations (DCI), or Game and Fish, then you WILL NOT put their ORI in the "CONTROLLING AGENCY ORI" field. In this situation, the ORI will be the Sheriff's Office (Booking Agency) ORI. However, in the comments section of the "Arrest Segment Literal" you will enter the comment "WHP Arrest", "DCI Arrest", or "Game and Fish Arrest". The reason for using YOUR ORI in both fields is so that the disposition that automatically generates is mailed to the appropriate court of jurisdiction.

6. **When should I use the charge comments field in the Arrest Segment?**

-**You may use the charge comments field anytime you feel there needs to be further explanation on an arrest.**

7. **How should I submit a warrant arrest?**

-**There are various types of arrest warrants. Below are the types of warrants that DCI tracks with instructions on how to enter these warrants in the Arrest Segment on your agency's livescan:**

-**LOCAL OR IN-STATE WARRANT: Enter the charge of the warrant as the offense code if the charge is trackable. Then, in the charge comments add where the warrant was out of. For example, if a subject is arrested on a warrant for a felony burglary out of Laramie County, then you would enter the offense code 22010 for felony burglary-simple. In the charge comments you would type "Laramie County warrant".**

-**OUT OF STATE WARRANT: Enter the offense code 99999 (Fugitive from Justice) offense code. Then, in the charge comments add the state that issued the warrant and the charge or charges associated with the warrant. If your livescan does not have offense code 99999 listed, then enter the charge of the warrant as the offense code. Then, in the charge comments add the state that issued the warrant and any additional charges associated with the warrant. For example, if a subject is arrested for a Colorado issued warrant for felony burglary, then you would enter 99999 as the offense code and in the comments type "Colorado warrant for felony burglary". If your livescan does not have offense code 99999, then you would enter offense code 22010 for felony burglary-simple and in the comments state "Colorado warrant".**

-**FEDERAL WARRANT: Enter the offense code 99998 (Federal arrest). Then in the charge comments add the charge of the federal warrant. If your livescan does not have offense code 99998 listed, then enter the charge of the federal warrant as the offense code. Then, in the charge comments add that it was a federal warrant arrest. For example, if a subject is arrested for a federal warrant for felony burglary, then you would enter 99998 as the offense code and in the comments state "for felony burglary". If your livescan does not have offense code 99998, then you would enter offense code 22010 for felony burglary-simple and in the comments state "Federal warrant".**

-**PROBATION VIOLATION: Enter the offense code 50500 (Probation Violation--felony) if the original charge was a felony or 50501 (Probation Violation—misdemeanor) if the original charge was a misdemeanor. Then in the charge comments enter the original charge and if available the court docket number. Submit Probation violations only if the original charge was a trackable offense. For example, if a subject was arrested**

for a probation violation with an original charge of felony burglary, then you would enter 50500 as the offense code and in the comments state "original charge burglary".

-FAILURE TO APPEAR: Enter the offense code 50515 (Failure to Appear). Then in the charge comments enter the original charge or offense. Submit FTAs only if the original charge was a trackable offense. For example, if a subject was arrested for a failure to appear with an original charge of felony burglary, then you would enter 50515 as the offense code and in the comments state "original charge burglary".

-ANY OTHER TYPE OF WARRANT NOT LISTED ABOVE IS NOT TRACKED BY DCI AND DOES NOT NEED TO BE SUBMITTED TO DCI.

8. **How do I make corrections on an arrest that has been transmitted to DCI?**

   -DO NOT RETRANSMIT the arrest to DCI, unless you are asked to do so by the Fingerprint Unit. Retransmitting an arrest card will cause the record to duplicate and stop processing.

   -TO CHANGE DATA AT DCI:
   --Fax changes to DCI at 307-777-7301
      --Please provide the subject's NAME, DOB, Date of Arrest, and what changes are needed.

9. **What code should I use for domestic violence?**

   -Use code 38170 for probable cause arrest for family/domestic violence or code 38175 for probable cause arrest for family/domestic violence protection order violation.

10. **What if I cannot locate a charge on the offense list?**

    - Pick the closest code or statute to what is explained in the arrest information and in the charge comments describe the statute and offense that was given in the arrest information.

    --DO NOT use offense code 98010 or 98020 (offense not listed)!