



## FAQ's for Applicants

### **How do I register online for a background check?**

Please visit <https://access.dtis.com/> and follow the instructions on the website.

### **How long does it take to register online?**

Five to ten minutes, depending on how quickly you type.

### **What do I need to register for a background check?**

1. An internet connection (see below) and a valid email address.
2. A valid, government-issued photo ID.
3. If your organization or agency is not paying, a credit or debit card is necessary.

### **What if an organization or agency wants to pay for my background check?**

That's great. They can either reimburse you or a representative can call the Support Line (703-575-2474) to use a credit or debit card to apply payment after you complete all the other information on the website (i.e., filling in your legal name, address, date of birth, etc.).

### **How long will my fingerprinting appointment take?**

It varies depending on the type of background check, but the typical time to complete the process at the Sheriff's Office is about ten minutes.

### **What if I do not have a Social Security Number or Tax ID?**

Please call the Support Line (703-575-2474) for help. If the organization or agency is aware of this, it's likely you can be background checked without an SSN, although the results may take longer.

### **Are there walk-in appointments?**

No, ACCESS is not set up for walk-in appointments, but same-day appointments are usually available. Please check online at <https://access.dtis.com/>. If you've made a mistake and gone to the Sheriff's Office without an appointment, you can use a smartphone to make one and most will fingerprint you ASAP.

### **Can I receive a refund?**

If you need to cancel your appointment, you may receive a refund prior to being fingerprinted. Please call the Support Line (703-575-2474) to discuss.

### **Can I reschedule an appointment?**

Yes, by calling the Support Line (703-575-2474).

**What if my fingerprints are rejected by FDLE due to poor print quality?**

This is rare but happens sometimes through no fault of anyone. Please call the Support Line (703-575-2474) to schedule a new appointment to be re-printed at no additional cost.

**When will my results be sent?**

Times for background checks vary. However, if the results seem to be taking an overly long time (more than a few weeks, except for concealed weapons permits, which often take longer), please call the Support Line (703-575-2474) for an update.

**My ORI is not in the ACCESS system. What should I do?**

Please call the Support Line (703-575-2474) and they'll add it in about one business day, if not sooner.

**What happens if the Sheriff's Office needs to shut down fingerprinting services unexpectedly (e.g., due to COVID-19)?**

You'll receive an email with instructions explaining how to reschedule your appointment or you may request a refund?

**Does the ACCESS system print fingerprint cards?**

No. All fingerprints are submitted electronically through an approved FBI Channeler and results are sent directly to the agency, organization, or business in Florida. If you need a fingerprint card (for out-of-state employment, for example), it's possible your local Sheriff's Office can assist. Please ask them.

**What if I don't have a credit or debit card?**

Many prepaid debit cards are widely available and can be used to pay for your background check.