



FAQ's for Sheriff's Offices

How do applicants register online for a background check?

They 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 one types.

What does one 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 an applicant's organization or agency is not paying, a credit or debit card is necessary.

What are the fingerprinting hours?

Although ACCESS is closed statewide on weekends and national holidays, each Sheriff's Office sets its own fingerprinting hours. (Note: ACCESS can be used by prior arrangement on weekends either on or off-site. See below.)

How long does a fingerprinting appointment take?

It varies depending on the type of background check, but ten to fifteen minutes is a good approximation.

What if the information (such as legal name, date of birth, address, etc.) on the background check application does not match what's on the government-issued photo ID?

Unfortunately, the applicant may not be fingerprinted. The Support Line (703-575-2474) is usually able to assist the applicant, so please advise him or her to call.

Can applicants who do not live or work in this county be fingerprinted?

Yes, if they register (using the correct ORI) and schedule an appointment online.

What do I say if applicants ask me about what happens next after being printed?

Please tell them that they (or the organization which needs to receive the results) will get them in due course by secure email. The Sheriff's Office never sees background check results.

What if someone does not have access to the internet?

That's up to each Sheriff's Office. Some choose to have a laptop or tablet available for an applicant to use at their location. Others are willing to help an applicant register by having a staff member walk him or her through the process. Others recommend that the applicant visit a library or ask a family member for help.

What do I do if someone walks in for a background check and does not have an appointment?

Please explain that the ACCESS system is not set up for walk-in appointments, but that same-day appointments are usually available. Please refer the applicant to the website and/or Support Line (703-575-2474). Many can schedule an appointment on their smartphones.

What do I say if someone inquires about the cost of a background check?

Please tell them that the fees are set in conjunction with the FBI and FDLE. Additionally, applicants will not need to pay any additional background check-related fees (to the FBI, FDLE, SO, etc.) as they often have had to do in the past. Lastly, you can mention that the rates for background checks in ACCESS are standardized throughout the state.

Can applicants receive refunds?

If an applicant needs to cancel their appointment, they may receive a refund prior to being fingerprinted. A refund may also be possible in certain other limited circumstances. Please ask them to call the Support Line to discuss.

Can applicants reschedule an appointment?

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

What if an applicant's fingerprints are rejected by FDLE due to poor print quality?

The applicant should call the Support Line (703-575-2474) to schedule a new appointment to be re-printed at no additional cost.

Can we use the ACCESS equipment at locations other than the Sheriff's Office, like a Little League Coach's meeting?

Yes, ACCESS may be used at other locations for all background checks except concealed weapons permits if we are informed ahead of time. However, the equipment must be moved carefully, and the location must have a reliable internet connection.

Does the ACCESS system print fingerprint cards?

No. All fingerprints are submitted electronically to agencies or organizations in Florida through an approved FBI Channeler. Should someone need a fingerprint card, it's up to each Sheriff's Office whether to assist or not based on their policies and guidelines.

How much does the Sheriff's Office make per background check?

The average is about \$9.00. But it varies depending on the kind of background check.