

FINGERPRINT REPRINT INSTRUCTIONS

MUST HAVE REPRINT LETTER FROM THE FBI

(We can not reprint without this form - we need to keep a copy of that form and their drivers license - **THERE IS NO CHARGE FOR REPRINTS**)

FIND APPLICANT IN HISTORY (SEARCH BY NAME)

DOUBLE CLICK THE NAME TO OPEN THE FILE, IT WILL PROMPT YOU THAT **"THIS DOCUMENT HAS BEEN PREVIOUSLY SUBMITTED. DO YOU WANT TO PREPARE IT FOR RESUBMISSION AT THIS TIME"**: **CLICK YES**

THEN IT WILL ASK YOU **"SHOULD LSMS GENERATE A NEW CJIS NUMBER"**: **CLICK NO**

WHEN THE FILE OPENS UP AND YOU ARE ON THE TRANSACTION PAGE,

GO TO THE BOTTOM OF THE PAGE AND ENTER IN THE TRACKING NUMBER FROM THE BOTTOM RIGHT OF THE FBI REJECTION LETTER (Should be something like **245914XXXXXX**).

GO TO THE TOP OF THE PAGE (THE BLANK ABOVE THE DATE - TRANSACTION CONTROL REFERENCE).

ENTER THE TRANSACTION CONTROL NUMBER FROM THE FBI REJECTION LETTER (**IT'S THE LONG NUMBER STARTING WITH "E"**).

GO TO THE PAYMENT SECTION AND **ZERO "0"** OUT THE COST, AND CHANGE THE PAYMENT TYPE TO **"REPRINT"**

GO TO THE FINGERPRINT CAPTURE SCREEN AND CLICK ON **"LEFT HAND FLAT"** AND IT WILL SAY **"DEPENDANT PRINTS WILL BE ERASED"** **CLICK YES.**

FINGERPRINT LEFT HAND FLAT.

DO THE SAME FOR ALL THE OTHER FLATS, AND THEN FINGERPRINT AS NORMAL.

ONCE FINGERPRINTING IS DONE, LOCK RECORD, PRINT RECIEPT, AND TRANSMIT RECORD.