

# Missouri Applicant Processing Services Applicant User Guide for State Agency and MOVECHS Fingerprint Search Requests



Changes Effective July 1, 2012



## Welcome 3M/Cogent

### Missouri's New Fingerprint Services Vendor

3M/Cogent Corp. has won the contract to be Missouri's new fingerprint services vendor. They will be taking the place of L-1 Identity Solutions effective July 1, 2012.

The new contract with 3M/Cogent has many benefits over the old contract including a lower cost, an expanded number of fingerprint services sites and expanded hours of operation to include evening and weekends.

3M/Cogent Fee Schedule:

Fingerprinting Fee	\$8.30
State Fee	\$20.00 (\$14.00 if fingerprinted for foster care pursuant to Section 210.487 RSMo.)
FBI Fee	\$16.50 (\$15.00 for volunteers)
Notarized Letter Fee	\$2.00 (if requested)

**Note: The combined fee for applicants needing a standard State and FBI search is \$44.80 unless you qualify for one of the exceptions above. Your fee will be automatically calculated based on the 4 digit registration number that you provide.**

### The Missouri Automated Criminal History Site

#### MACHS

If you need to be fingerprinted through 3M/Cogent you must first register with the Missouri Automated Criminal History Site (MACHS).

MACHS is located at: [www.machs.mo.gov](http://www.machs.mo.gov)

Individuals without access to the Internet may contact 3M/Cogent directly at **1-877-862-2425** to have a Fingerprint Services Representative conduct this registration on their behalf.

### 4 Digit Registration Number

To register with MACHS for a fingerprint search that includes a check of FBI files your employer/licensing agency must have provided you with a 4 digit registration number. This number ties all agency identifying information together to ensure that your background check response is returned to the correct agency in a timely manner.

### Notarized Letters

Depending on the purpose of your background check you may have the option to request that notarized clearance letters accompany the final results. There is a \$2.00 surcharge if notarized letters are requested.

## Why do I need a Registration Number?

Under the previous contract applicants were required to provide an eight digit Agency ORI Code and another OCA code in order to be fingerprinted for an FBI search. In some cases applicants were required to know a statute for reason fingerprinted as well. To simplify the process, all of the above information has been combined into a simple, easy to remember 4 digit code.

The use of this 4 digit code ensures that you will be conducting the correct type of fingerprint search and that your response is returned to the correct agency in a timely manner. If you do not have a 4 digit code you should contact your employer/licensing agency.



## Registering with MACHS

To begin the registration process with MACHS go to [www.machs.mo.gov](http://www.machs.mo.gov) and click the icon to access the MACHS Fingerprint Portal.

## Reason for Request

Select the option requiring the 4 digit registration number to begin your registration process.

A screenshot of the Missouri State Highway Patrol's MACHS website. The page header includes the Missouri State Highway Patrol logo and the text: "Missouri State Highway Patrol", "Criminal Justice Information Services Division", and "Missouri Automated Criminal History Site". Below the header is a navigation menu with links for "Home", "About MACHS", "Contact Us", "FAQ", and "Related Links". The main content area is titled "Getting Started" and contains the following text: "Please select the Option below that best applies to your reason for visiting this site. If none of these options applies to you or you have further questions please call us at: 1-573-526-6312". There are three radio button options: 1) "I have a 4 digit Registration Number that was provided by my employer or licensing agency." with a sub-note: "-- Results will be returned to employer/agency electronically --" and a blue button that says "You will be forwarded to a form to fill out once you click 'Begin' below." 2) "I am an individual needing a fingerprint based search to be returned to myself -- or -- My employer or licensing agency did not provide me with a 4 digit Registration Number." with a sub-note: "-- Please note: If you are unsure if you need a 4 digit Registration Number please contact your employer or licensing agency. Failure to select the correct option may result in additional fees being assessed if a correction is later needed. --" 3) "I previously scheduled an appointment through MACHS to be fingerprinted and need to re-schedule my appointment." At the bottom of the form are "Begin" and "Clear" buttons. The footer of the page shows logos for "W3C XHTML 1.0" and "W3C CSS".

## MACHS Applicant Registration

At the top of the registration page you should enter your 4 digit registration number in the space provided. Clicking "Populate" will automatically return a message displaying the name and identifying information of the agency for which you are registering. If the agency that populates is incorrect, please contact your employer/licensing agency to verify that you are using the correct registration number.

The screenshot shows the Missouri State Highway Patrol MACHS registration form. At the top left is the Missouri State Highway Patrol logo. The header text reads: "Missouri State Highway Patrol Criminal Justice Information Services Division Missouri Automated Criminal History Site". Below the header is a navigation menu with "Home", "About MACHS", "Contact Us", "FAQ", and "Related Links". A purple box displays the Transaction Control Number (TCN): MH123456, with a note that it will serve as a unique tracking number. The form is divided into "Contact Information" and "Personal Information" sections. The "Contact Information" section includes fields for First Name, Middle Name, Last Name, Suffix, Alias First Name, Alias Middle Name, Alias Last Name, Alias Suffix, Street Address, Apt. Number, City, State, Zip Code, Home Phone, Mobile Phone, and E-mail Address. The "Personal Information" section includes fields for Date of Birth, Gender, Height, Weight, Hair, Eye, Race, Place of Birth, SSN, and Country of Citizenship. At the bottom, there is a "Notarized Letter" section with a checkbox for "Will/Won't Mail Notarized Results: For International Use or Not" and buttons for "Schedule Fingerprinting", "Edit Information", and "Cancel". Logos for WSC XHTML 1.0 and WSC CSS are visible at the bottom.

Once you have verified your agency information you may begin entering your personal demographic data into the spaces provided. Mandatory fields are marked by a red \*. When you are finished click "Register".

At the top of the verification page an 8 digit Transaction Control Number (TCN) will be highlighted. This number will be used to track your fingerprints through the background check process.

Once you have verified that the information that you have entered is correct, click "Schedule Fingerprinting" to schedule an appointment with 3M/Cogent.

## Volunteers

During registration you will be asked if your background check is being conducted for a position as a volunteer. Be sure to answer this question correctly so that MACHS can use the correct search type and fee for your purpose.

## Payment

Before an appointment may be scheduled, you will need to make payment arrangements. You will have the option to pay for your fingerprint search online or at the time of your appointment.

The screenshot shows the Cogent Applicant Fingerprinting Online Services payment page. The header includes the Cogent logo and the text "Applicant Fingerprinting Online Services Step 3 - Credit Card Payment". The registration information shows TCN: MO00011, Name: SANDY SMITH, Transaction Type, and Transaction Fee: \$ 40. A note states: "Fields with the yellow background color are required. Important notice regarding failed payments and google toolbar". The "Credit Card Information" section includes fields for Credit Card Type (VISA), Card Number (4055011111111111), Card Verification Code (CVV2) (456), Expiration Date (01/2015), and Name As It Appears On Card (SANDY SMITH). The "Billing Address" section includes fields for Street Address (806 Second St), City (Jefferson city), State (Missouri), Zip Code (65101), Daytime Phone Number ((314) 569-7896), and Email Address. A "Pay" button is located at the bottom.

## Fingerprint Rejections

3M/Cogent and the Missouri State Highway Patrol will make every effort to ensure that your fingerprints are processed and returned to your employer/licensing agency in a timely manner. Unfortunately there are times where individual fingerprint submissions do not have adequate detail to be processed successfully. If your fingerprint submission is rejected for any reason, 3M/Cogent will contact you directly to schedule a new appointment.

## Re-scheduling Appointments

Should you need to re-schedule your fingerprinting appointment due to a schedule conflict you may do so via the MACHS Fingerprint Portal by selecting the option to re-schedule.



**Missouri State Highway Patrol**  
Criminal Justice Information Services Division  
Missouri Automated Criminal History Site

Home About MACHS Contact Us FAQ Related Links

**Getting Started**  
Please select the Option below that best applies to your reason for visiting this site. If none of these options applies to you or you have further questions please call us at 1-873-526-6312

- I have a 4 digit Registration Number that was provided by my employer or licensing agency.  
- Results will be returned to employer/agency electronically -
- I am an individual needing a fingerprint based search to be returned to myself  
- Or -  
My employer or licensing agency did not provide me with a 4 digit Registration Number.  
- Please note: If you are unsure if you need a 4 digit Registration Number please contact your employer or licensing agency. Failure to select the correct option may result in additional fees being assessed if a correction is later needed. -
- I previously scheduled an appointment through MACHS to be fingerprinted and need to re-schedule my appointment.  
You will be forwarded to Cogent's re-scheduling page once you click "Begin" below.

Begin Clear

Missouri State Highway Patrol logo and other agency logos at the bottom.

## Appointment Scheduling

Once payment arrangements have been completed, you will be required to schedule an appointment at a Cogent fingerprint services site.



**COGENT** **Applicant Fingerprinting Online Services**

MSHP Applicant Registration  
Step 4 - Make an appointment

Fingerprinting service office:

Jefferson City office  
101 Main St.  
Jefferson City, MO 65101  
The first available appointment for this office is on:  
Thursday, February 23, 2012 at 8:30 Am

If you wish to search for a different date or time, enter your selection below:  
Date:  Time:

February 2012							March 2012							April 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3	4					1	2	3	4	5	6	7		
5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
26	27	28	29				25	26	27	28	29	30	31	25	26	27	28	29	30	

After you confirm your appointment you will be provided a receipt that provides your unique transaction control number (TCN) and all appointment information. If possible you should print this page for your records.

## Thank You For Using MACHS

Both the Missouri State Highway Patrol and 3M/Cogent strive to ensure that your entire fingerprinting process is as convenient and hassle-free as possible.

Questions about the fingerprinting process may be directed to:

3M/Cogent: 1-877-862-2425

Or

The Missouri State Highway Patrol: 573-526-6312

Missouri Applicant Processing Services