



Fingerprinting Process for School Districts and Charter Schools

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How to Use This Guide

This guide is designed to help school district and open-enrollment charter school users understand and navigate the fingerprinting processes required for employees, substitutes, and certain contractors. It provides an overview of the applicable statutory framework, key terms, system access points, upload procedures, scheduling steps, review of fingerprint results, and related compliance responsibilities so that authorized users can carry out required screening activities accurately and efficiently. By consolidating this information in one place, the guide is intended to support compliance with state law, promote consistent practices across entities, and strengthen safeguards for student safety.



Relevant Statutes

Texas law requires fingerprint-based national criminal history record information reviews for specified individuals working in Texas public schools. These requirements are primarily found in the Texas Education Code (TEC), Chapter 22, Subchapter C, with additional rules in the Texas Administrative Code (TAC) that address implementation and school entity responsibilities. Districts and charters are strongly encouraged to review the applicable statutes and rules directly to understand their responsibilities and ensure compliance.

Texas Education Code (TEC), Chapter 22, Subchapter C

Fingerprinting requirements for Texas public school districts and open-enrollment charter schools are established in TEC Chapter 22, Subchapter C (Criminal History Records). This subchapter includes provisions that require national fingerprint-based criminal history record information reviews for specified categories of individuals working in or around schools (including many educators, non-certified employees hired on or after January 1, 2008, substitute teachers, and certain contract employees), and it also outlines related criminal history review and access requirements for school entities.

19 Texas Administrative Code (TAC), Chapter 232, Subchapter B

State Board for Educator Certification (SBEC) rules in 19 TAC Chapter 232, Subchapter B address the national criminal history record information review requirements for certificate holders and school entities, including the submission of identifying information and the expectation that certified educators complete required fingerprinting before beginning employment when applicable.

19 Texas Administrative Code (TAC), Chapter 153, Subchapter DD

Commissioner/TEA rules in 19 TAC Chapter 153, Subchapter DD provide additional requirements for school entities related to criminal history record information reviews, including processes and responsibilities associated with completing required reviews for employees, substitutes, and certain contractors, and maintaining compliance with annual certification requirements.



Glossary of Terms

Texas Education Agency Login (TEAL) - Secure login portal used to access TEA applications (including ECOS).

ECOS for Entities (Educator Certification Online System) - TEA's system used to support educator certification and fingerprinting-related submissions, including the fingerprinting file upload process for districts and charters.

DPS (Texas Department of Public Safety) - State agency that provides criminal history record information services and hosts the FACT Clearinghouse used by school entities.

IdentoGO - The Texas DPS-approved fingerprint vendor used for TEA-related fingerprint appointments.

UEID (Universal Enrollment ID) - An enrollment identifier used by the fingerprint vendor for scheduling and tracking fingerprint appointments.

FACT Clearinghouse - DPS's secure portal where authorized school entities review fingerprint-based criminal history results and manage subscriptions/monitoring.

LEE FAST (Local Education Entity Fingerprint Applicant Services of Texas) - A DPS program districts may use to fingerprint certain contractor employees and view results in the FACT Clearinghouse.

Qualified Contractor (QC) / Non-Qualified Contractor (Non-QC) - DPS clearinghouse designations that affect how contractor employees are fingerprinted and how school entities access results.



Useful Links

TEA Fingerprinting, Contractor Fingerprinting, & Registry Webpage

<https://tea.texas.gov/educators/investigations/fingerprinting/fingerprinting-and-do-not-hire-registry-requirements>

TEAL Login

<https://tealprod.tea.state.tx.us/TSP/TEASecurePortal/Access/LogonServlet>

DPS Secure Site

<https://securesite.dps.texas.gov/DpsWebsite/Login.aspx>

IdentoGO scheduling:

<https://uenroll.identogo.com/>

TEA Help Desk

<https://helpdesk.tea.texas.gov/>



Fingerprint Overview

Fingerprinting and background checks are required to help protect student safety, support informed hiring decisions, and ensure school districts and charter schools comply with state law. These checks help identify criminal history information that may affect an individual's eligibility to work in a school setting.

Types of Background Checks

To help ensure student safety, Texas law requires background checks for individuals working in or around schools.

Fingerprint-based background checks

This is a national criminal history check that uses digital fingerprints. It is required for individuals who are likely to have direct and ongoing contact with students.

The following individuals must complete a national fingerprint-based background check before starting work:

- Certified teachers and certificate applicants
- Standard, provisional, probationary, intern, and one-year certificates
- Educational aide certificates
- Emergency permits
- Substitute teachers
- Charter school employees in teaching or professional roles
- Non-certified staff hired on or after January 1, 2008
- Contractors who have direct, ongoing student contact

Fingerprinting is conducted through the Texas Department of Public Safety's approved vendor, IdentoGO, which has locations across the United States.

Name-based background checks

This is a state-level check using a person's name and date of birth. It applies to individuals who are not required to be fingerprinted including:

- Non-certified staff hired before January 1, 2008
- Certain charter school employees
- Volunteers and student teachers

DNHR & SEMARC checks

In addition to fingerprinting and/or name-based checks, districts and charters must verify an individual's status in the **Do Not Hire Registry (DNHR)** and the **Search Engine for Multi-Agency Reportable Conduct (SEMARC)**, as applicable, before allowing the individual to begin work. For instructions on checking DNHR and SEMARC status please see [DNHR & SEMARC Guide](#).

TEA Fingerprint Process

The TEA fingerprint process is used by Texas public school districts and open-enrollment charter schools to initiate fingerprint-based background checks for individuals who are required to be fingerprinted. The district submits the individual's information through TEA systems, the individual completes fingerprinting with the state's approved vendor, and the fingerprint results are returned through DPS systems for the district to review and take any appropriate next steps.



- **Submit Upload:** The district/charter uploads new hires in ECOS to initiate the fingerprint status check.
- **View Upload Results:** Review the upload results to confirm who must be fingerprinted and who has already completed fingerprinting.
- **Pre-Enrollment:** Individuals who still require fingerprinting are pre-enrolled with IdentoGO and receive a scheduling email.
- **Fingerprint Appointment:** The individual schedules and completes a fingerprint appointment with IdentoGO using the pre-enrollment information provided.
- **Review Fingerprint Results:** After fingerprinting is complete, criminal history results are available to the district in the DPS FACT Clearinghouse.
- **Ongoing Monitoring:** Districts maintain required DPS subscriptions/monitoring (as applicable) to support ongoing notifications after the initial fingerprinting is complete.

Contractor/Service Provider Fingerprinting

Contractors or subcontractors must be fingerprinted if they:

- Provide continuing services, and
- Have direct or will have direct contact with students

Continuing services: Work performed regularly or repeatedly.

Direct contact: Opportunity for in-person or verbal/virtual interaction with students. Examples: coaches, tutors, and other recurring service providers.

Most contractors are considered “Non Qualified Contractors” by DPS and districts will use the **LEE FAST (Local Education Entity Fingerprint Applicant Services of Texas) Pass** to fingerprint these contractors, which allows districts to access DPS/FBI fingerprint-based criminal history results through the DPS FACT Clearinghouse.

The LEE FAST Pass may be used for:

- Non-QC contractors with continuing, direct student contact
- Public works contractors who do not meet exemption criteria
- Qualified contractors when districts want access to employee criminal history

Key points:

- Districts request LEE FAST Pass or FACT Clearinghouse access through DPS.
- LEE FAST cannot be used for substitute teachers employed through staffing agencies; these individuals must be fingerprinted through the TEA fingerprint process.
- Contractors fingerprint only once under LEE FAST; results remain available in the Clearinghouse.



Fingerprint Upload

This section provides an overview of the fingerprint upload process for public school districts and open-enrollment charter schools. Fingerprinting is required to support compliance with applicable state law and TEA requirements for individuals who are subject to fingerprint-based background checks. The steps below outline how authorized users can create and submit an ECOS fingerprinting file, review upload results, and monitor fingerprint status through completion.



Prerequisite: TEAL and ECOS Access

Access to the fingerprint upload process requires an active Texas Education Agency Login (TEAL) account with appropriate district permissions.

Users who are new to their district or role must first create a TEAL account, then request access to **ECOS for Entities** and add the **Fingerprint_Update** role before proceeding.

Instructions for completing the required access steps are available here:

[TEAL Quick Reference for Access to the Educator Certification Online System \(ECOS\)](#)

Creating the upload file

- To create a file to upload, populate the following column headings into row 1 of an Excel spreadsheet. (See Figure 1). Column headings must be present on the spreadsheet.
 - **Column A** - Upload Type
 - **Column B** - Last Name
 - **Column C** - First Name
 - **Column D** - Middle Name

- **Column E** - SSN
- **Column F** - Date of Birth
- **Column G** - Email
- **Column H** - Phone
- **Column I** - Role Code

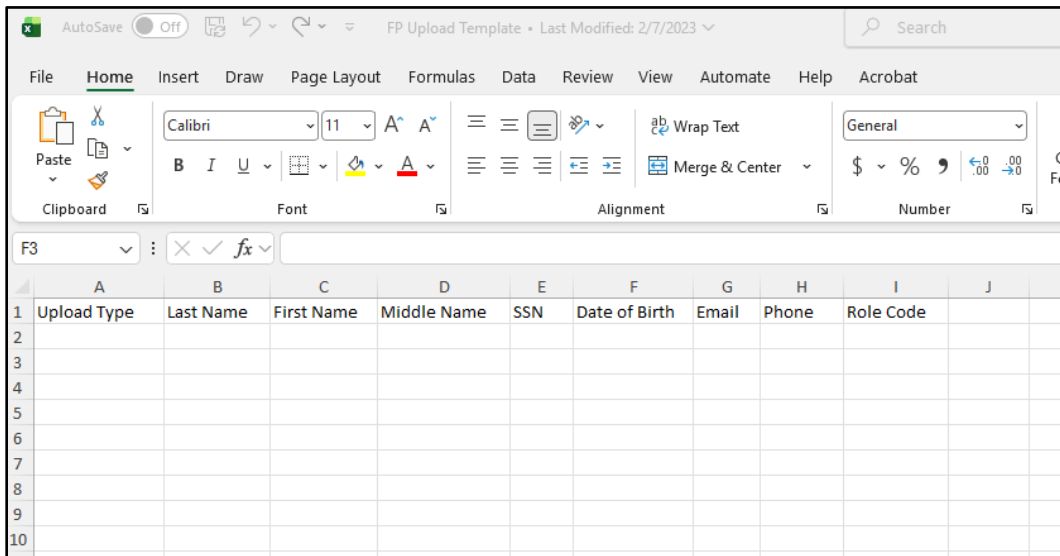


Figure 1

- Beginning with row 2, populate information into the appropriate columns for each individual who needs to be uploaded.
- Format the SSN column to accept leading zeros in the Social Security number. To do this, right click at the top of the SSN column, choose 'Format Cells', followed by 'Text', and then 'OK'.
- Follow the file layout format below when entering information on the spreadsheet:
 - **Column A** - Upload Type (C, CR, NC, or S)
 - C Certified (district only)
 - CR Certified Role (charter only)
 - NC Non-Certified (district and charter)
 - S Classroom Substitute (district and charter)
 - **Column B** - Last Name (25 maximum characters)
 - **Column C** - First Name (20 maximum characters)
 - **Column D** - Middle Name (15 maximum characters) – Optional field

Note: Do not include special characters such as apostrophes or dashes in Columns B, C or D.
 - **Column E** - SSN (9 digits, all numeric, no dashes)
 - **Column F** - Date of Birth (example 12/31/1980)

- **Column G** - Email - **REQUIRED** for all Upload Types C, CR, NC, S (Personal or district email address may be uploaded)
- **Column H** - Phone – Optional field (10 digits, all numeric, no dashes)
- **Column I** - Role Code – Required only when putting 'CR' as the Upload Type
 - 08 Counselor
 - 11 Educational Diagnostician
 - 13 Librarian
 - 20 Principal
 - 27 Superintendent
 - 29 Teacher
 - 33 Educational Aide
- Save the file as .csv (comma delimited) file prior to uploading. Please note, ECOS will not accept a file in .xlsx format. The file must be in the .csv format.

Uploading the file

- To upload a fingerprinting file, access the Educator Certification Online System (ECOS) through your TEAL login. Select 'Fingerprinting File Upload' under the Fingerprinting heading in the Main Menu.
- The upload screen will display file layout information and example file data. Before uploading, click the check box to affirm the information being uploaded is true. Select the file to be uploaded by clicking the 'Browse' button. (See Figure 2)

The screenshot shows the 'Educator Certification Online System (ECOS)' interface. On the left is a sidebar menu with options like 'Main Menu', 'Permits', 'View Payment History', 'Educational Aides', 'Visiting INT Teacher', 'Manage INT-PRO Certs', 'Fingerprinting', 'Career & Technology', 'Approved Programs', 'Educator Information', 'Principal Survey', 'Satisfaction Survey', 'User Profile', 'File Transfer', and 'Switch Back to Admin'. The main content area is titled 'Upload Files for Fingerprinting'. It contains an 'Entity's Affidavit' section with a red circle around a checkbox labeled 'Please check here to indicate you affirm all of the information provided in the upload is true.' Below this is a table with columns 'Name', 'Size', 'Progress', 'Status', and 'Actions'. A 'Browse...' button is circled in red. At the bottom, there are 'Upload Formats' instructions, including a 'File Layout' table with 9 columns: 1. Upload Type (C, NC, or S - required), 2. Last Name (25 maximum characters - required), 3. First Name (20 maximum characters - required), 4. Middle Name (15 maximum characters - optional), 5. SSN (9 digits only, hyphens not allowed - required), 6. Date of Birth (example 12/31/1990 - required), 7. Email (Required for all Upload Types), 8. Phone (Optional), and 9. Role Code (Required for charters only).

Figure 2

- The name of the file chosen to be uploaded will display under the 'Name' heading. Click 'Upload' to upload the file. (See Figure 3)

TEA
Texas Education Agency

Educator Certification Online System (ECOS)

Logged in as: [User Name] Exit ECOS

Upload Files for Fingerprinting

Entity's Affidavit:
I, _____ an authorized representative of _____ do hereby affirm that I have entered on-line, truthfully and correctly, the information about to be uploaded.
☒ Please check here to indicate you affirm all of the information provided in the upload is true.

Click Browse to Select File to Upload

Name	Size	Progress	Status	Actions
Test FP Upload File.csv	52			Upload Reset

Upload Formats
All uploads MUST be in CSV(Comma separated value) format*. Please include the header row. See example below.
File Format Example

*Upload files saved as CSV (Macintosh) file types cannot be processed. Please save your upload files as CSV (Windows) files.
*** Limit of 2500 records per upload ***

File Layout
1. Upload Type (C, NC, or S - required)
2. Last Name (25 maximum characters - required)
3. First Name (20 maximum characters - required)
4. Middle Name (15 maximum characters - optional)
5. SSN (9 digits only, hyphens not allowed - required)
6. Date of Birth (example 12/31/1980 - required)
7. Email (Required for all Upload Types)
8. Phone (Optional)
9. Role Code (Required for charters only)

Example File
Upload Type,Last Name,First Name,Middle Name,SSN,DOB,email,Phone,Role Code

Figure 3

- The file has been successfully uploaded when the progress bar is completely blue and a check mark shows under that Status column. (See Figure 4)

TEA
Texas Education Agency

Educator Certification Online System (ECOS)

Logged in as: [User Name] Exit ECOS

Upload Files for Fingerprinting

Entity's Affidavit:
I, _____ an authorized representative of _____ do hereby affirm that I have entered on-line, truthfully and correctly, the information about to be uploaded.
☒ Please check here to indicate you affirm all of the information provided in the upload is true.

Click Browse to Select File to Upload

Name	Size	Progress	Status	Actions
Test FP Upload File.csv	297		✓	Upload Reset

Upload Formats
All uploads MUST be in CSV(Comma separated value) format*. Please include the header row. See example below.
File Format Example

*Upload files saved as CSV (Macintosh) file types cannot be processed. Please save your upload files as CSV (Windows) files.
*** Limit of 2500 records per upload ***

File Layout
1. Upload Type (C, NC, or S - required)
2. Last Name (25 maximum characters - required)
3. First Name (20 maximum characters - required)
4. Middle Name (15 maximum characters - optional)
5. SSN (9 digits only, hyphens not allowed - required)
6. Date of Birth (example 12/31/1980 - required)
7. Email (Required for all Upload Types)
8. Phone (Optional)
9. Role Code (Required for charters only)

Example File
Upload Type,Last Name,First Name,Middle Name,SSN,DOB,email,Phone,Role Code

Figure 4

Accessing and viewing of uploaded files and results

- After the file has been uploaded, the file will be displayed in ECOS. To view the uploaded file, select 'Upload Status' under the Fingerprinting heading in the Main Menu. The file will display the file name as saved by the district user in the 'Upload File' column. Click on the hyperlink to view the list of employees uploaded. (See Figure 5)

Upload Date/Time	Userid	Upload File (click to view)	Upload Results (click to view)
5/22/2026 2:50:44 PM	ashley pillay	Test FP Upload File.csv	12/10/2025 3:22:32 PM
12/10/2025 3:22:32 PM		FP upload 12.10.25.2.csv	12/10/2025 9:24:19 AM
12/10/2025 9:24:19 AM		ESS FP upload 12.10.25.csv	12/10/2025 9:15:11 AM
12/10/2025 9:15:11 AM		FP upload 12.10.25.csv	12/9/2025 3:33:42 PM
12/9/2025 3:33:42 PM		FP upload 12.9.25.csv	12/9/2025 12:51:02 PM
12/9/2025 12:51:02 PM		ESS FP upload 12.9.25.csv	12/8/2025 5:16:22 PM
12/8/2025 5:16:22 PM		FP upload 12.8.25.2.csv	12/8/2025 10:02:03 AM
12/8/2025 10:02:03 AM		FP upload 12.8.25.csv	12/5/2025 4:16:34 PM
12/5/2025 4:16:34 PM		FP upload 12.5.25.csv	12/4/2025 3:37:27 PM
12/4/2025 3:37:27 PM		FP upload 12.4.25.2.csv	12/4/2025 9:10:01 AM
12/4/2025 9:10:01 AM		FP upload 12.4.25.csv	12/2/2025 4:45:32 PM
12/2/2025 4:45:32 PM		FP upload 12.2.25.2.csv	12/2/2025 11:07:04 AM
12/2/2025 11:07:04 AM		FP upload 12.2.25.csv	12/1/2025 9:56:30 AM
12/1/2025 9:56:30 AM		ESS FP upload 11.21.25.3.csv.csv	11/21/2025 4:16:44 PM
11/21/2025 4:16:44 PM		FP upload 11.21.25.csv	11/21/2025 3:45:52 PM

Figure 5

- Once the file has been processed, results will appear in the 'Upload Results' column. **Please note, results may take up to 24 hrs to populate.** Click on the hyperlink to view the results of the upload. (See Figure 6)

Upload Date/Time	Userid	Upload File (click to view)	Upload Results (click to view)
5/22/2026 2:50:44 PM	ashley pillay	Test FP Upload File.csv	5/22/2026 2:50:44 PM
12/10/2025 3:22:32 PM		FP upload 12.10.25.2.csv	12/10/2025 3:22:32 PM
12/10/2025 9:24:19 AM		ESS FP upload 12.10.25.csv	12/10/2025 9:24:19 AM
12/10/2025 9:15:11 AM		FP upload 12.10.25.csv	12/10/2025 9:15:11 AM
12/9/2025 3:33:42 PM		FP upload 12.9.25.csv	12/9/2025 3:33:42 PM
12/9/2025 12:51:02 PM		ESS FP upload 12.9.25.csv	12/9/2025 12:51:02 PM
12/8/2025 5:16:22 PM		FP upload 12.8.25.2.csv	12/8/2025 5:16:22 PM
12/8/2025 10:02:03 AM		FP upload 12.8.25.csv	12/8/2025 10:02:03 AM
12/5/2025 4:16:34 PM		FP upload 12.5.25.csv	12/5/2025 4:16:34 PM
12/4/2025 3:37:27 PM		FP upload 12.4.25.2.csv	12/4/2025 3:37:27 PM
12/4/2025 9:10:01 AM		FP upload 12.4.25.csv	12/4/2025 9:10:01 AM
12/2/2025 4:45:32 PM		FP upload 12.2.25.2.csv	12/2/2025 4:45:32 PM
12/2/2025 11:07:04 AM		FP upload 12.2.25.csv	12/2/2025 11:07:04 AM
12/1/2025 9:56:30 AM		FP upload 12.1.25.csv	12/1/2025 9:56:30 AM
11/21/2025 4:16:44 PM		ESS FP upload 11.21.25.3.csv.csv	11/21/2025 4:16:44 PM

Figure 6

- If needed, the results may be downloaded either as an Excel or text file. (See Figure 7)

Upload Type	Last Name	First Name	Last 4 SSN	DOB	Certified or Non-Cert	FP Status	Certificate Sanction Status	Registry Status
NC	Kirk	James	5555	10/03/2002	Non-Cert	FP Needed		None Found
NC	Picard	Jean-Luc	1111	05/25/1988	Non-Cert	FP Needed		None Found
C	Uhura	Nyota	5678	02/11/1994	**Contact TEA**	**Contact TEA**		None Found

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[Click Here to download the data in comma delimited format \(Excel sheet\).](#)
[Click Here to download the data in text format \(txt file\).](#)

Figure 7

- The Fingerprint status legend is located at the bottom of the status screen:

Fingerprint Status Legend:

Pre-Enrolled – An individual has been pre-enrolled with the fingerprinting vendor and should schedule an appointment to be fingerprinted.

FP Needed – A non-certified employee has been previously pre-enrolled (usually by another district) and should schedule an appointment to be fingerprinted. A certified educator must submit fingerprinting payment in ECOS to initiate pre-enrollment and then schedule an appointment to be fingerprinted.

FP Complete – An individual has completed the fingerprint process.

Contact TEA – Contact the TEA Fingerprinting Unit at 512-936-8400, Option 3 for assistance.

- Individuals with the status of ‘Pre-Enrolled’ or ‘FP Needed’ are required to be fingerprinted before beginning work.
- Your results also include DNHR status. For an overview of DNHR results please see the [DNHR & SEMARC Guide](#).



Scheduling & Review of Fingerprint Results

Pre-Enrollment

For individuals who need fingerprinting, a pre-enrollment with Identogo is required to schedule an appointment. Once pre-enrolled, an automatic scheduling email will be sent from nobody@uemail.identogo.com and has the link and codes needed to schedule an appointment under TEA codes.

In the event an individual does not receive an email, he or she may obtain all necessary information through ECOS.

- **Non-Certified individuals** – A school district may access the UEID number in ECOS by clicking on “Fingerprinting”, then “Non-Certified”, entering the Social Security number of the individual, and then “Submit”. The UEID will be displayed, and should be given to the individual for appointment scheduling.
- **Certified educators** – An educator may access the UEID number and scheduling information in ECOS by logging on to their educator account through TEAL. Once logged in, the educator should choose “Fingerprint Status” on the “Educator Main Menu” page. This screen will display the UEID number, the service code, and provide a link for appointment scheduling through Identogo.

Appointment Scheduling

Non-certified

- For non-certified individuals the TEA upload process initiates the pre-enrollment with IdentoGO. IdentoGO will send a scheduling email to each non-certified individual so that the employee can schedule a fingerprint appointment. The scheduling email will be sent to the email address that was uploaded by the district. (See Figure 8)

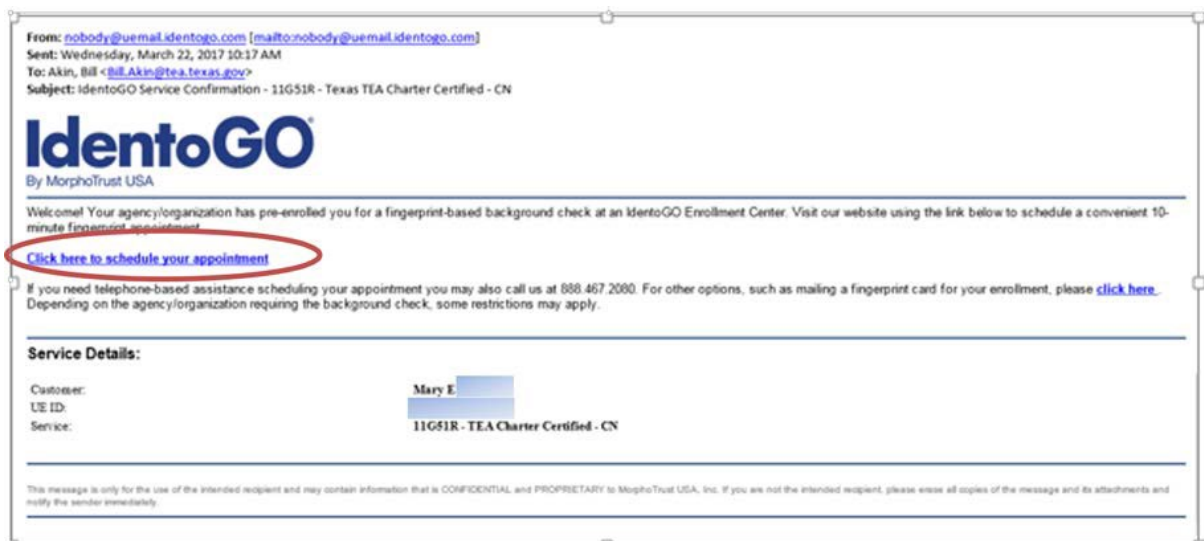


Figure 8

- To schedule a fingerprinting appointment, the individual will click on the hyperlink in the IdentoGO email (See Figure 8), and proceed with appointment scheduling in the IdentoGO scheduling module. (See Figure 9)

Figure 9

Certified

- For existing certified individuals who still need to fingerprint, payment must be made in ECOS to initiate pre-enrollment with IdentoGO. After the upload process, each certified individual will receive an email from TEA advising of the process to make payment. (See Figure 10)

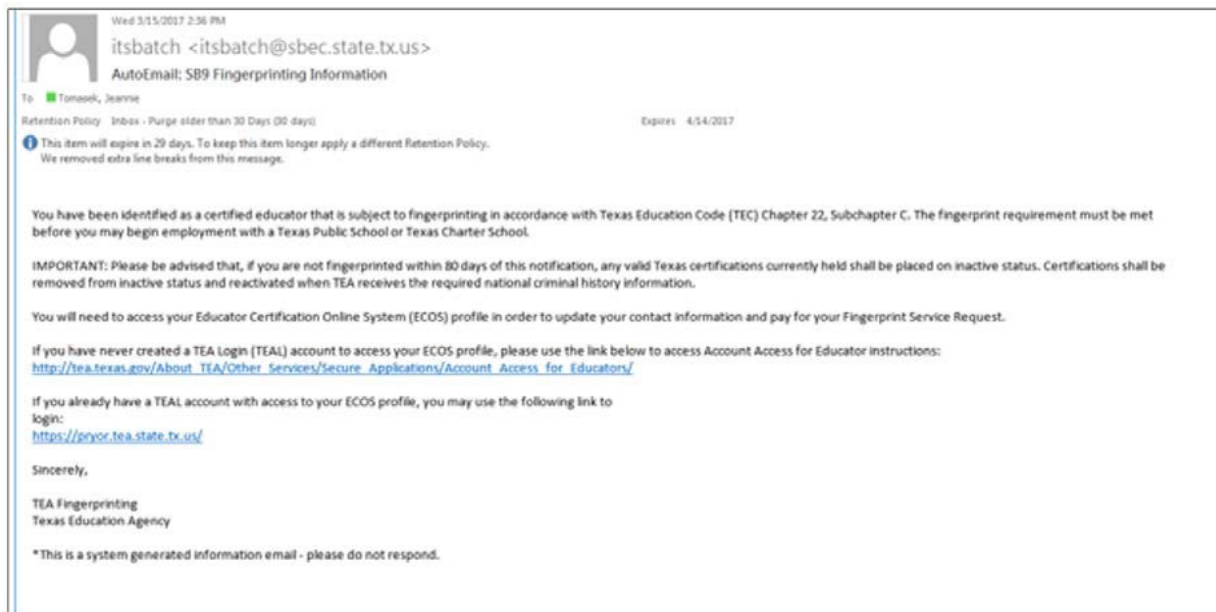


Figure 10

- Once payment has been submitted in ECOS, the certified individual will be contacted by IdentoGO via email to schedule an appointment to be fingerprinted. (See Figure 8)

Important Note: If fingerprint results are not received within 80 days of the district's initial upload, a certified educator's certification status will be rendered 'inactive' until results are received.

Review of Fingerprint Results

Once an individual has fingerprinted, the results will be received by TEA usually within 5-7 days of the appointment. Districts should review these fingerprint results in the **DPS FACT Clearinghouse**.

Districts should maintain subscriptions within the DPS FACT Clearinghouse for **all employees and substitute teachers** to ensure notification by DPS of subsequent arrests.

Annual Certification and Statement of Compliance

The Texas Education Code (TEC) requires the superintendent of a school district or chief operating officer of an open-enrollment charter school to certify annually to the commissioner that all required criminal history checks have been completed and that the district or charter has complied with applicable employment restrictions for individuals convicted of certain offenses. Notice of this requirement is issued through the TEA 'To the Administrator Addressed' correspondence, and entities may subscribe to the TEA listserv at: [TEA Listserv](#)

Districts and charter schools that do not certify and return the required form may be included in a public notice of noncompliance and may face an investigation of the superintendent or chief operating officer for failing to complete the certification required by TEC 11.201(d)(13) or 19 TAC 249.15.

Can an individual start work before fingerprinting is complete?

No - individuals who are required to be fingerprinted must complete the required fingerprint-based background check before beginning work. Districts should also ensure DNHR/SEMARC checks (as applicable) are completed before start dates.

Does the ECOS fingerprint upload include DNHR and SEMARC results?

The ECOS fingerprint upload results includes DNHR status; however, it does not include SEMARC results. Districts must complete SEMARC verification through a separate DNHR upload. Please see the [DNHR & SEMARC Guide](#) for additional information.

I accidentally entered incorrect information on my fingerprint upload. How can I correct it?

If incorrect information is uploaded, please do not resubmit the file, as re-uploading will not resolve the issue. Instead, submit a [Help Desk](#) ticket and include both the incorrect information and the correct details. Our support team will make the necessary corrections, and provide an update through the Help Desk ticket.

My applicant does not have a Social Security Number (SSN), can I still upload them for fingerprinting?

No. The fingerprinting process requires the applicant to have a valid SSN. Applicants without a valid SSN are not eligible to complete the fingerprinting process with TEA.

I uploaded my applicant for fingerprinting, but they didn't receive the scheduling email from IdentoGO. Why?

First, review your upload results to confirm the individual should be receiving a scheduling email. Individuals with a status of "Fingerprint Complete" have already completed fingerprinting with TEA and will not receive another scheduling email.

If the status reflects "FP Needed," this indicates the individual has already been pre-enrolled (typically by another district) and should proceed with scheduling a fingerprinting appointment. Please note that certified educators must first submit fingerprinting payment through ECOS to initiate pre-enrollment before scheduling an appointment.

If the individual's status is "Pre-Enrolled," verify that the correct email address was provided during upload. If an update is needed, submit a [Help Desk](#) ticket to request a correction.

If the email address is correct, instruct the applicant to search for "IdentoGO" in their inbox and check their junk or spam folders.

If the applicant still has not received the email after completing these steps, please submit a [Help Desk](#) ticket, and our support team will assist further.

My applicant's fingerprints were rejected, what do I do next?

If an individual's initial fingerprint submission is rejected due to print quality, IdentoGO will contact the individual to schedule a second appointment.

If a second fingerprint submission is rejected, TEA will initiate an FBI name-based search. Once the name-based search is completed, the results will be reflected in ECOS.

My substitute teachers are contracted through a third-party staffing company. How should they be fingerprinted?

Substitute teachers serving in district classrooms must be fingerprinted through TEA processes (not through the LEE FAST pass). Districts should coordinate with the staffing company to ensure each substitute completes the appropriate TEA fingerprinting requirements before assignment.

When should I use a LEE FAST Pass?

The Local Education Entity (LEE) FAST Pass is issued by DPS and is used to fingerprint certain individuals –

- Contractors not granted access to DPS FACT Clearinghouse under NCPA criteria, “non-qualified” school contractors
- Individuals who have printed through TEA, but have FBI results missing in the DPS Clearinghouse
- Individuals who fingerprinted through TEA before 06/01/2015 who the district requires to be re-printed to be enrolled in FBI rapbacks

The LEE pass should NOT be used to fingerprint an employee or substitute teacher of a district or school that has never been uploaded and printed through the TEA process.

If I have additional questions, who should I contact?

For assistance, contact the Fingerprinting and Registry Support Unit at 512-936-8400 (Option 3), Monday–Friday, 9:00 a.m.–12:00 p.m., or submit a ticket through the TEA [Help Desk](#).

