

California Department of Insurance Frequently Asked Questions

How often do I have to be fingerprinted?

Live Scan Fingerprinting is required for each unlicensed applicant.

If I was fingerprinted before, can you transfer my prints to another agency or employer?

No. A new Live Scan transaction must be completed specifically for the Department of Insurance. Under California state law, each time an agency or organization requires a criminal background check for employment or licensing, a new set of fingerprints must be provided.

What do I need to complete the live scan registration process?

Click the **Get Started** button above to initiate the transaction. You will be prompted to provide your email address and personal information, schedule a fingerprinting appointment at one of the available locations, acknowledge the privacy policies, submit payment, and then attend the fingerprinting session.

What do I bring to the live scan fingerprinting session?

- Be sure to bring either the Quick Response Code (**QR Code**) or the 7-letter **“Payment ID”** from your “Request for Live Scan Form” and Confirmation Email. You can present it either in **printed form** or displayed on your **mobile device**.
- **Non-expired** California Department of Justice (DOJ) Approved Identification (**Bring 1**). Approved ID includes:
 - California Driver’s License
 - Department of Motor Vehicles Identification Card
 - Out-of-State Official Driver’s License
 - U.S Active Duty/Retiree/Reservist Military Identification Card (000 10-2)
 - U.S. Passport
 - Federal government Personal Identity Verification Card (PIV)
 - Department of Defense Common Access Card
 - U.S. Tribal or Bureau of Indian Affairs Identification Card
 - Foreign Passport

How long should the live scan fingerprinting process take?

The online process through this portal typically takes about 5 to 10 minutes, and the fingerprinting appointment itself usually lasts less than 5 minutes. Afterward, the

California Department of Justice (DOJ) and the FBI generally process results within 48 hours for over 90 percent of applicants. However, in some cases, the process can take up to 30 business days, and approximately 2 percent of applicants may experience fingerprint rejections.

How do I check the status of my live scan fingerprints?

You may use the following link to check on California DOJ's transaction processing progress: <https://applicantstatus.doj.ca.gov/> You will need the ATI for your transaction and your Date of Birth. Your ATI will be sent to you in an email after your fingerprinting appointment has been completed.

No results from California Department of Justice after two weeks, what do I do?

If three weeks have passed since your fingerprinting appointment and there is still no status on the DOJ's website, please contact the Capital Live Scan support team at DOIcontact@CapitalLiveScan.com for further assistance. When emailing, please include your Payment ID, ATI number, full name, and the date of your Live Scan transaction.

My transaction was rejected, what do I do?

Approximately 2 percent of the Applicants will be rejected due to poor fingerprint image quality. If you received a rejection notification, please follow the steps below:

1. Click on Transaction History



2. Use your email to access the page (just like how you created the transaction)
3. Click on your transaction (if you don't see it, change the date range)
4. Scroll down a little to the section that says "Available Options for"
5. Then click on the "Resubmit" link to initiate the resubmission process.
6. Select a new appointment date/time with the same Live Scan location (you use the same location)
7. Bring the QR Code.
8. Then go to the appointment to be re-fingerprinted.

Resubmission is free! However, the following policies apply:

1. You must initiate your resubmission through this website by following the steps outlined above.
2. You must complete the resubmission within 30 days (CLS recommends doing so within 14 days).
3. You must return to the same fingerprint location for the resubmission.
4. The rejection must be due to poor fingerprint quality. If the rejection is due to incorrect information being entered, you must create and pay for a new transaction.
5. Before returning for resubmission, we recommend applying lotion to your hands daily for at least one week to help improve fingerprint quality.
6. You must bring your DOJ rejection letter (received from the Department) with you to the appointment.

If you have received two rejection letters from the California DOJ or the Department, your background check will automatically transition to a Name Check. If the FBI rejects your Live Scan results twice, you can download the Name Check Form here:

<https://oag.ca.gov/sites/all/files/agweb/pdfs/fingerprints/fbinamecheck.pdf>

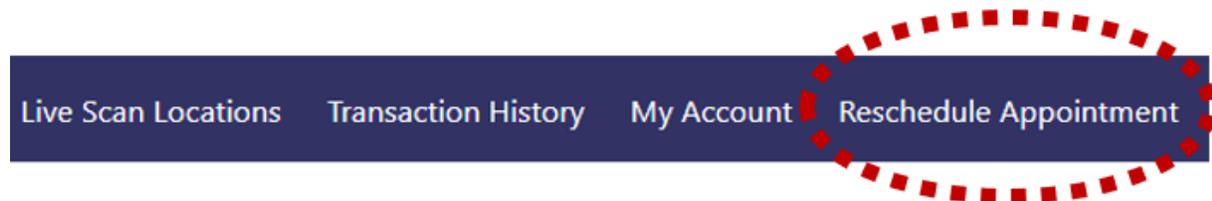
How do I find live scan locations near me?

During the online registration process, you will be shown the nearest Live Scan location. If you would like to find a location beforehand, simply click on the "[Live Scan Locations](#)" option at the top of the page.

How do I reschedule my appointment?

Please use the steps below to Re-schedule your Live Scan Fingerprinting appointment:

1. Select **Reschedule** at the top of the page



2. Select your transaction
3. Scroll down to "**Options Available for**" section
4. Click on "**Reschedule**"

Available Options for **Payment ID:**

Printing

[Print Form](#) [Receipt](#)

Action

[Edit](#) [Cancel](#)

Appointment

[Reschedule](#)

Transaction

[Details](#) [History](#) [Service Center](#)

5. Find the location that you confirmed to be able to process
6. Select a date and time for the appointment
7. Continue until you complete the entire process

What payment methods can I use?

In the **Payment** section, you may pay by credit card or choose PayPal, which offers additional methods such as PayPal Cash, e-Check (bank account withdrawal/ACH), and Venmo.

What are Capital Live Scan's hours of operations?

When the applicant selects a location, its specific operating hours will be displayed, allowing the applicant to schedule an appointment within those available hours.

Why am I unable to select an appointment time within two hours?

To ensure operator availability, the scheduling system does not allow appointments within two hours of creating your transaction.