

## Rescheduling an Appointment Maine Applicant Printing Network



Follow the simple steps outlined below to reschedule or cancel a fingerprinting appointment:

1. Using your computer web browser, go to [www.identogo.com](http://www.identogo.com) and choose Maine
2. If you do not have access to the internet, you may call us toll-free at (855)-667-7422 to schedule an appointment. If you call, you will be asked the following questions instead of completing these steps yourself.
3. Click Online Scheduling and choose the language you wish to use for scheduling (English or Spanish)
4. Click on the link that says "I have an existing appointment I would like to change" near the bottom of the screen.
5. You may enter either the email address you used on registration or your Registration ID that is shown on your scheduling confirmation and click "go".
6. You will then be prompted to choose either Edit or Cancel by clicking on your choice.
7. If you are changing your appointment, you will be shown your existing appointment information and will then be able to select the button that reads "Change Appointment Details"
8. Select the location where you want to be fingerprinted. You may choose a region of the state, click on the map, or enter a zip code to get a list of locations in a specific area. Press "go"
9. Click on the words "Click to Schedule" across from the location you want, under the day you wish to be fingerprinted. If you want a date further in the future, click the "Next Week>>" link to display more dates. Once you select the location/date combination, select the time for your appointment and click "go".
10. Confirm the information. Follow the on screen directions to make any changes necessary. Once you see the data is correct, click "Go".
11. Print your confirmation page.
12. Bring approved identification documents with you to the appointment. These approved document options are identified on your confirmation of your appointment.
13. Arrive at the facility at your appointed date and time.
14. The Enrollment Officer at the site will check your ID, verify your information, verify payment, capture your fingerprints, and submit your data. This normally takes less than five minutes.
15. You will receive a signed receipt at the end of your fingerprinting session which can be provided to your agency for proof of fingerprinting, if needed.
16. All results will be processed and delivered to your employing or licensing agency for processing by the ME SBI. MorphoTrust is never in possession of criminal record data results.

If you are cancelling your appointment, you will be prompted to verify you are sure you want to cancel you appointment. If you choose yes, your appointment will be cancelled and all prepaid monies will be refunded.

If you are unable to cancel your schedule via the internet, the cancelation of your appointment may be done by calling MorphoTrust scheduling center at (855)-667-7422 between 9:00 am and 5:00 pm., Monday through Friday (Eastern Time).