



New Mexico

Department of Public Safety

MICHELLE LUJAN GRISHAM
GOVERNOR

JASON R. BOWIE
CABINET SECRETARY

TIM Q. JOHNSON
CHIEF / DEPUTY SECRETARY

BENJAMIN A. BAKER
DEPUTY SECRETARY

April 17, 2023

Dear Valued Partners,

Recently, New Mexico Department of Public Safety (DPS) shared information regarding a new fingerprint supported background checks solution provided by IDEMIA.

The introductory message on April 6, 2023, outlined critical information about the transition to IDEMIA. Moving towards Monday, May 1, 2023, go live, we want to provide some specifics regarding Identogo® locations, identification documents, and payment options. Additional information will be forthcoming in the next weeks.

Identogo® Locations:

IDEMIA will establish 50 New Mexico Identogo® public enrollment centers to provide fingerprint services to applicants for your agency. Initially, 10 enrollment centers will be go live on Monday, May 1, 2023, with additional enrollment center to follow.

These enrollment centers, deployed under the Identogo® brand name, provide customers with a modern, professional environment with staff that are knowledgeable about the application process. All partner locations are reviewed for ADA compliance as well as the IDEMIA Look and Feel Standard. Consistent signage and branding will help applicants identify these locations. Attached, please find a PDF map of these locations. A list of locations will be available to applicants during the registration process, where they will select the location date and time for their appointment.

Identification Documents:

All applicants are required to show an identification at the time of fingerprint capture at an Identogo® by IDEMIA location. The following is an updated New Mexico State Program list of identification accepted at all Identogo® enrollment centers on Monday, May 1, 2023. Applicants will need to bring one of the following valid and unexpired IDs with them to the enrollment to complete the process.

1. Driver's License issued by a State or outlying possession of the U.S.
2. Driver's License PERMIT issued by a State or outlying possession of the U.S.
3. Driver's License PAPER/TEMPORARY issued by a State or outlying possession of the U.S.
4. REAL ID issued by a state or outlying possession of the U.S.
5. Commercial Driver's License issued by a State or outlying possession of the U.S.
6. Commercial Driver's License PERMIT issued by a State or outlying possession of the U.S.
7. ID card issued by a federal, state, or local government agency or by a Territory of the U.S.
8. Enhanced Tribal Identification Card (for federally recognized U.S. tribes)
9. Department of Defense Common Access Card
10. Uniformed Services Identification Card (Form DD-1172-2)
11. U.S. Military Identification Card
12. U.S. Coastguard Merchant Mariner Card
13. Military Dependent's Identification Card
14. U.S. Passport
15. Foreign passport

16. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
17. Employment Authorization Card/Document (I-766) that contains a photograph
18. Foreign Driver's License (Mexico and Canada Only)
19. U.S. Visa issued by the U.S. Department of Consular Affairs for travel to or within, or residence within, the United States

Fingerprint Capture:

The latest IDEMIA enrollment services technology will be deployed across the State of New Mexico, including a MTopR scanner, a standard PC, and associated peripherals. Images of the equipment applicants can expect to see at Identigo® location are attached (PDF).

Launch:

We will send additional information soon that will describe and clarify information regarding Authorized User and Background Check Result Viewing feature.

If you have any questions regarding the attached content or upcoming transition to the IDEMIA solution, please let us know. Additional information will be delivered by IDEMIA from EnrollmentDelivery@us.idemia.com. Please adjust any email spam settings as necessary to ensure you are receiving these important updates. IDEMIA will monitor their email box for any questions that arise.

Sincerely,



Jessica Rodarte
Technical Support Staff Manager
Deputy CJIS Security Officer (CSO)
Law Enforcement Records Bureau

Attachments: Map
 Equipment images

PC: FILE