





Troubleshooting Common Fingerprint Rejections



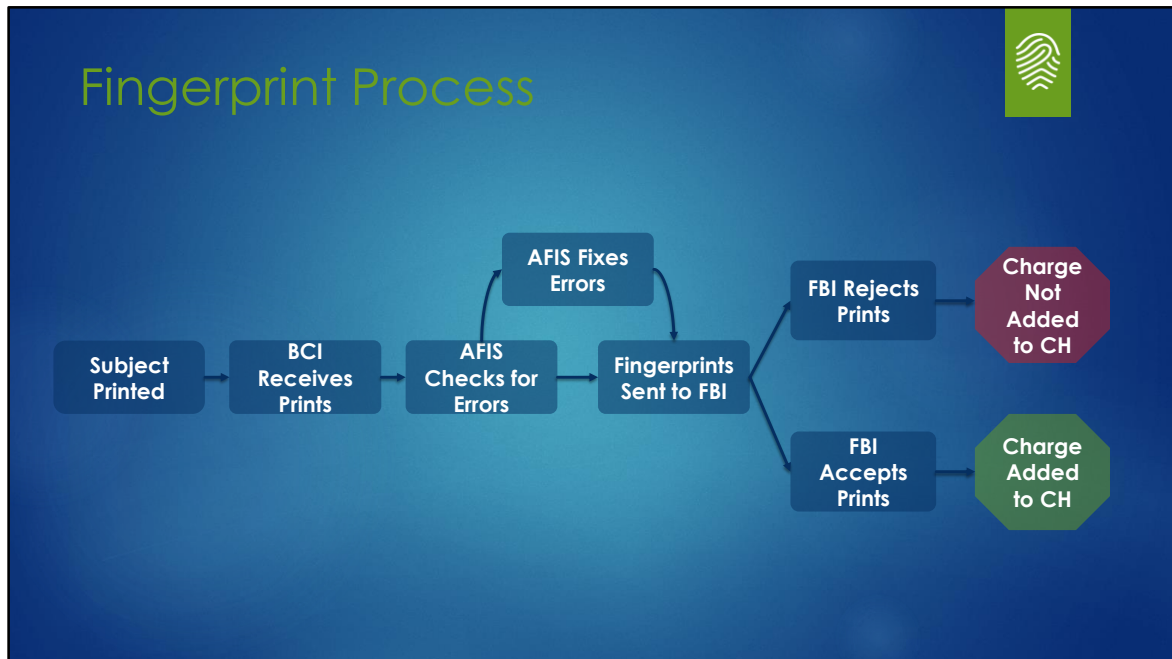


Fingerprint Importance

Rejected prints mean inaccurate criminal history

- ▶ Accurate criminal history
 - ▶ Rejected fingerprints mean charges may not appear on criminal history
 - ▶ Up to date criminal history leads to better background checks
 - ▶ Rap Back relies on charges being added to criminal history quickly
 - ▶ Background checks for CFP
 - ▶ Background checks for gun purchases

Accurate criminal history is dependent on matching people with their fingerprints. Without acceptable fingerprints, criminal histories may not be updated or accurate. We rely on criminal history accuracy when making decisions about gun purchases, or concealed carry permits. Criminal history also affects background checks and how our RAP back system works.



Fingerprint Process:

1. The subject is printed
2. BCI receives prints from the agency through a LiveScan transmission or a physical card sent in
3. Once BCI receives the fingerprints, the AFIS department checks for errors: print quality, sequence errors, problems with the fingerprint card, subject information, etc
4. AFIS tries to fix any errors before the prints are sent to the FBI. Note that some errors are not fixable, and AFIS will reject the fingerprint card at that time.
5. Once errors are fixed (or if no errors are found), the prints are sent to the FBI and checked again for errors
 1. If there are no errors, and the prints are accepted, the criminal charge is added to Criminal History and the fingerprints are kept on file for that person. If the prints were for an applicant, the background check is released to BCI for dissemination.
 2. If there are error found, the prints are rejected and the charge is not added onto criminal history, and sent back to the agency to be redone. If the prints were for an applicant, the prints are rejected and the applicant will need to submit another set of acceptable prints before the background is

released. Note: Backgrounds can be released for an applicant after two fingerprint rejections. This is done through requesting a name search from the FBI. This process used to take weeks, but has been shortened to days, as the FBI starts the process on the first print rejection. Applicants must still submit a second print after their first rejection.

Citations



Problem Citations

- ▶ Citations without an acceptable fingerprint may not be added to CH
 - ▶ Up to 258,511 in 2018 not in CH*
 - ▶ Up to 312,362 in 2019 not in CH*
 - ▶ Includes DV, child abuse, aggravated assault and sex abuse of a minor

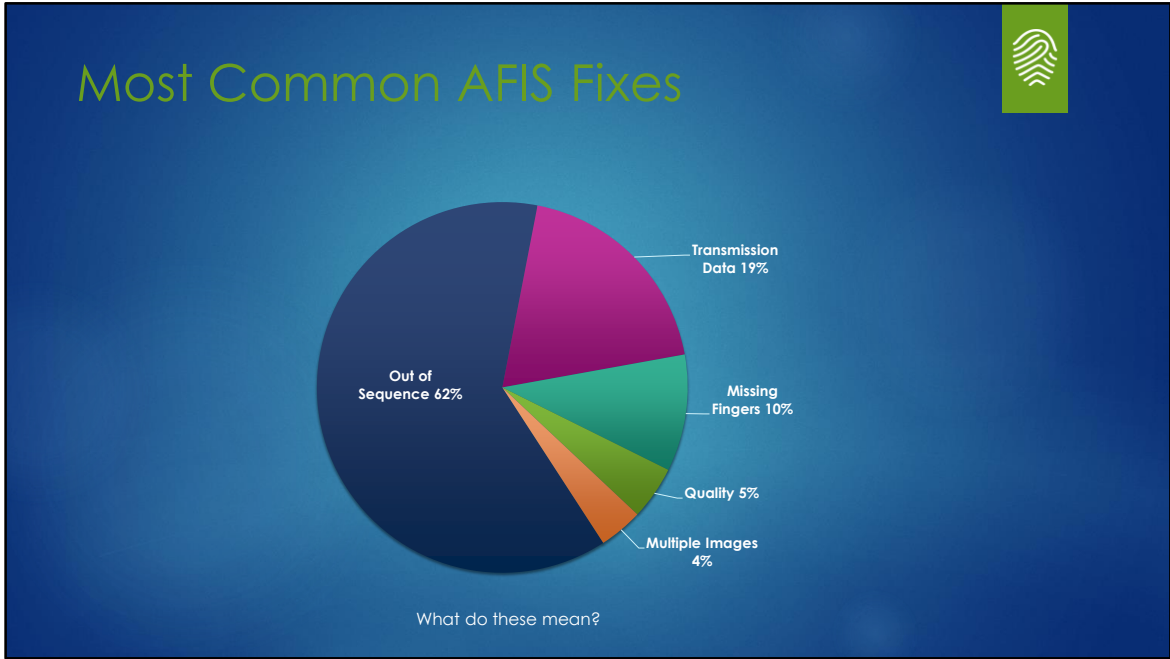
Citation Tips

- ▶ Index print can be taken multiple times on citations
 - ▶ Don't cross out any print
 - ▶ Use the back if necessary
 - ▶ Print any finger
 - ▶ Note finger and hand
- ▶ Use retabs to get a better print on glossy paper

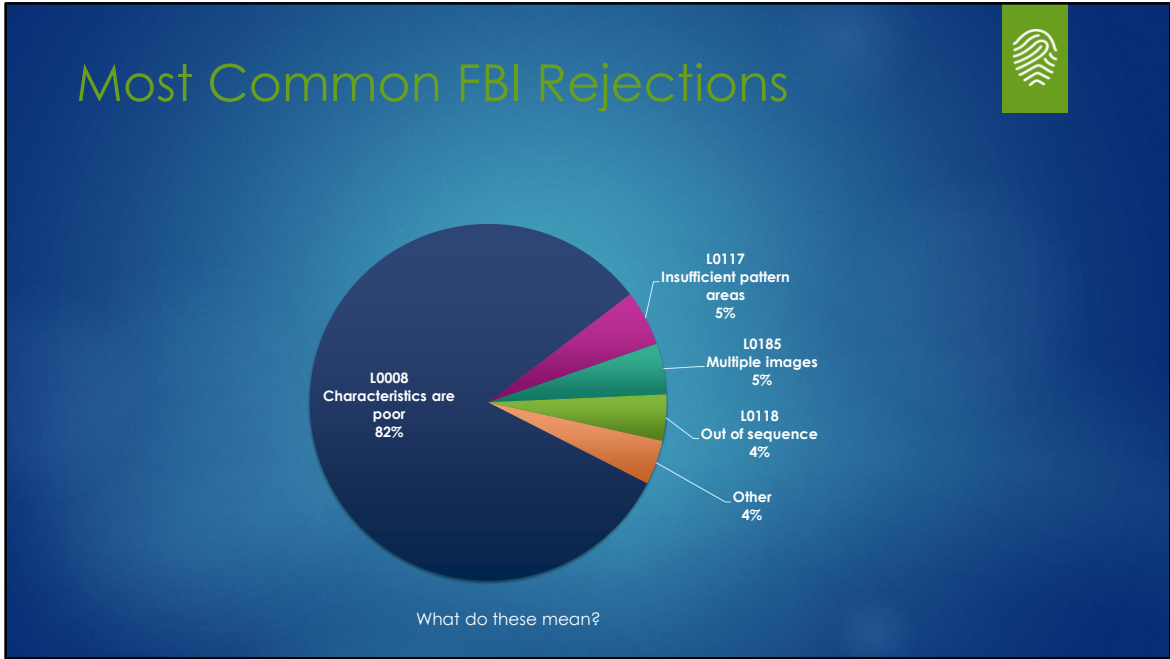
*Not all citations were double checked for appearance in criminal history. Some citations with bad fingerprints do end up in criminal history.

Citations should also be considered when taking good quality prints. Citations can be printed with any finger, not just the right index finger. If a good print is not taken, the citations are not added to criminal history. In Utah, some citations not in criminal history included DV, child abuse and aggravated assault.

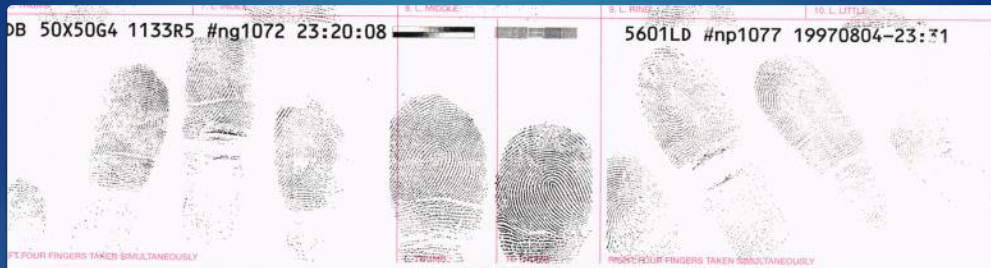
If more than print is taken on the citation, do not cross out prints, let AFIS determine the best print on the citation.



Most common errors from last 6 months of 2019. AFIS fixes many errors in fingerprint cards before they can be rejected by the FBI.



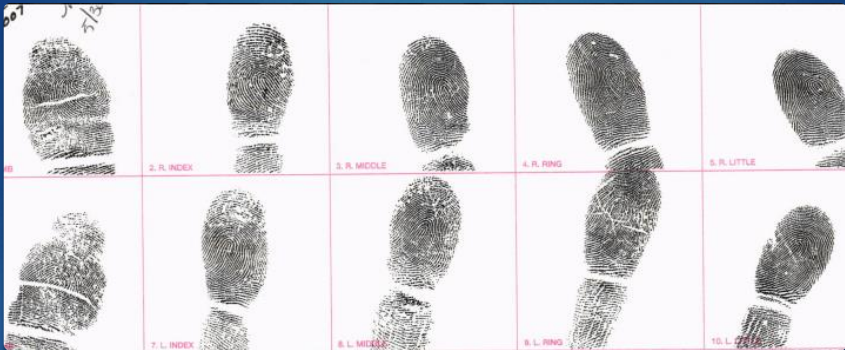
Most common FBI errors for 2019. These errors do not include what AFIS fixed before prints were sent to the FBI. These are errors found in fingerprint cards, in addition to the errors found by AFIS.



Bad Quality Flats

Too light, prints not clear or distinct

Example of bad quality flats: The flats are too light, and not distinct. This is especially true for the right hand flats. Several fingers in the flats have also been cut off. This is an example of bad quality that would likely be rejected by the FBI.



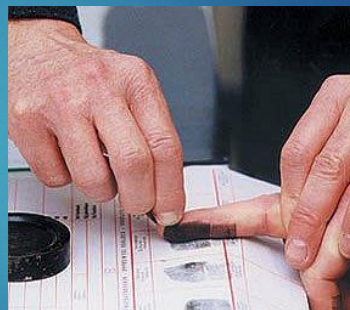
Incorrectly Rolled Impressions
Fingers are not rolled

Incorrectly rolled impressions. The impressions are not actually rolled, just pressed down flat. This does not give enough information about the print, and would be rejected.

Good Technique for Good Prints



- ▶ Hold the base of the finger with right hand
- ▶ Guide finger with left hand
- ▶ Tuck other fingers away
- ▶ Roll thumbs towards the body
- ▶ Roll fingers away from the body



Good techniques are the best way to get good fingerprints the first time around.

Fixes for Bad Quality



- ▶ Dry Skin is the major cause for bad quality prints
- ▶ Hydrating and conditioning the skin will help ridges show up better on LiveScan devices
 - ▶ Wipe fingers down with water
 - ▶ Use an oil free lotion such as Corn Huskers
 - ▶ "Milk" the finger by rubbing water or lotion into the fingertip
- ▶ Can be caused by occupation, lifestyle, general health, medications, drugs, and climate
- ▶ Focus on getting prints on the best fingers
- ▶ Good flats will make for better rolled impressions

Bad quality is generally the result of dry skin or worn prints. Simple fixes with water or lotion will make the difference for most prints to be readable by the LiveScan device and less likely to be rejected.

Note that a small portion of the population will have bad prints, and it is better to focus on the fingers that you can get the best prints from.



Annotations

Incorrect use of annotations can lead to a rejection or error.

Incorrect Annotations



Correct and incorrect annotations.

Annotations



- ▶ Never annotate the slaps – this deletes the slaps from the impressions
 - ▶ LiveScan machines will generally ask for missing fingers during slaps
- ▶ Only annotate missing fingers
 - ▶ If finger is amputated above the first joint, roll the finger as best as possible
 - ▶ If finger is amputated below the first joint, skip the finger and annotate
 - ▶ Use UP annotation for fingers that cannot be printed (movement, disfiguration, etc)

Annotations can cause rejections for the print card if they are not used properly.

Never annotate flats, as this will delete any flats from the LiveScan device, and cause a rejection. Only annotate the rolled impressions.

Annotations




Annotation	Meaning	How to print
AMP	Finger is amputated below the first joint	Do NOT print the finger in the rolled or plain blocks
TA	Fingertip is amputated above the first joint	Print the finger in the rolled and plain blocks
MAB	Finger is missing at birth	Do NOT print the finger in the rolled and plain blocks
BAND	Finger is in a bandage	Do NOT print finger in the rolled and plain blocks
DEF	Finger has some deformity and cannot be rolled properly	Do NOT print the finger, if a clear print cannot be obtained. Note: if using ink, fingerprinting spoon may be used to obtain a print
SCR	Finger is scarred	Print the finger in the rolled and plain blocks – not required to mark as an annotation
	Fingers are webbed or split	Roll finger as completely as possible, or make a notation that fingers are webbed
	Extra fingers on a hand	Print the thumb and first four fingers – do not print the extra finger in the rolled or plain blocks

Table of common annotations that can be used during the fingerprinting process.

Note that fingers that are amputated above the first joint should be rolled as usual, using the TA annotation in that impression block. If the finger is amputated below the first joint, do not roll the finger.

Use the DEF or UP (unable to print) if the subject has limited mobility in their fingers and fingers cannot be rolled fully.



Sequence Error
Left and right slaps reversed

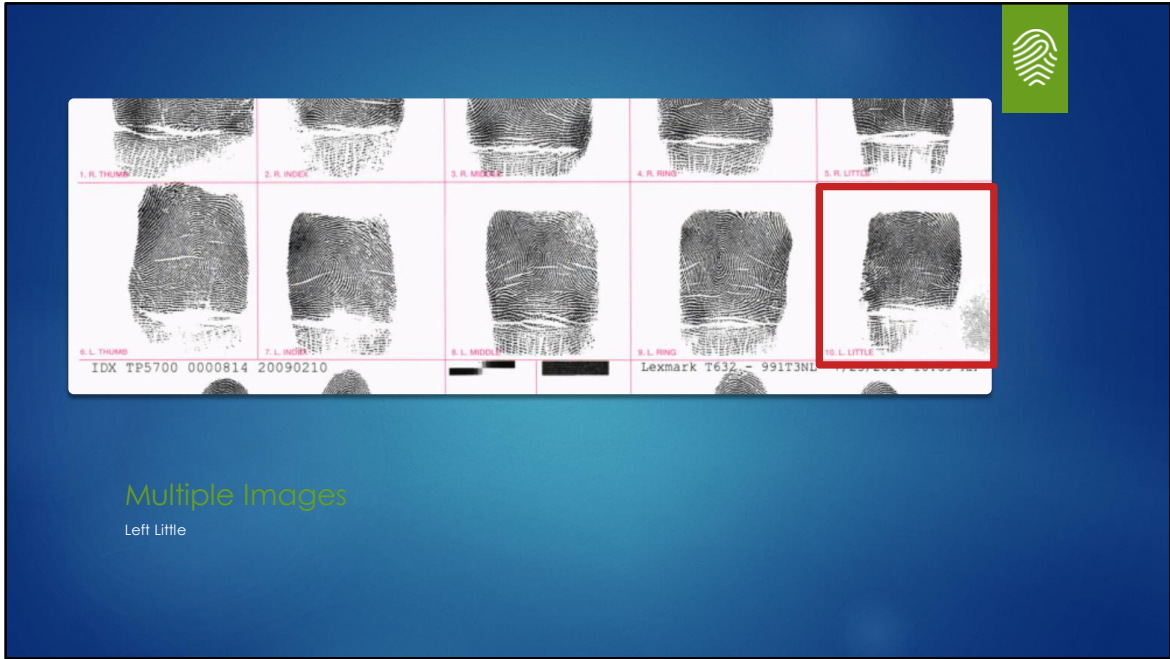
Left and right flats have been switched. The flats are at the wrong angle, and the smallest finger is next to the thumbs, when it should always be the index finger. This is a common error and reason for rejection. Switching left and right is the most common when dealing with out of sequence errors.

Sequence



- ▶ One of the most common
- ▶ Can be caused by rolling the wrong fingers
- ▶ Can also be caused by bad flats
 - ▶ Bad flats can cause fingers to not be recognized while rolling
 - ▶ Retaking flats can cut down on sequence errors
- ▶ Double check finger with what is indicated on screen
- ▶ Switching left and right common

Sequence errors are caused by rolling the wrong fingers, or by bad quality flats. Always double check the correct finger is being printed, according to what the LiveScan device is looking for. If the finger is correct, and there are still sequence errors, the flats are not being matched correctly. The purpose of the flats is to ensure the rolled impressions are being done in the correct order. Redoing the flats will provide a better quality print for the device to check against.



Multiple images, or ghost images found in a fingerprint card.

Multiple Images



- ▶ Multiple images can be the result of:
 - ▶ Not wearing gloves while printing
 - ▶ Not cleaning the platen after each subject
 - ▶ Not properly printing anomalies such as webbed, split or extra fingers
- ▶ Wear gloves, when possible
- ▶ Clean the platen after each subject
 - ▶ Clean the platen more frequently when subject has very sweaty hands
 - ▶ Follow vendor instructions for cleaning platen
- ▶ Follow the annotation rules for printing hands with extra fingers

Multiple images, or ghost images can be caused by the person printing not wearing gloves and their fingers touching the platen during the process. Or they can be caused by previous prints found on the platen that were not cleaned off.

Transmission Data



- ▶ Errors such as
 - ▶ wrong TCN
 - ▶ incorrect NCIC codes
- ▶ Gender codes wrong
 - ▶ Use unknown, don't leave blank
- ▶ Social security number not required – leave blank if needed
- ▶ Double check the personal demographics of person being printed
- ▶ NCIC code errors
 - ▶ Double check statue codes
 - ▶ Update LiveScan Machine tables
 - ▶ Updates should be done daily or weekly
- ▶ Retransmitting cards
 - ▶ Causes duplicate TCN errors
- ▶ Scars, marks, tattoos
 - ▶ Description must contain at least 3 characters

Transmission Data, or fingerprint card information is another common rejection issue. These problems have nothing to do with the quality of the fingerprints, but the information sent with the card. This can be the demographics and information about the subject, incorrect statue codes, incorrect or duplicate TCN numbers, etc.

Some of the more common transmission data is gender code: if unknown, use the unknown code, do not leave field blank as this causes an error. Another common transmission problem is social security number. If unknown, leave the field blank, do not make up a number. Also do not use ITINs (ITINs start with a 9). ITINs are provided to tax payers by the IRS, and are not to be used for identification purposes.



Made a mistake?

AFIS can help!

Someone is available 24/7

- ▶ Don't retransmit prints
 - ▶ Retransmission will create more errors
- ▶ Contact AFIS immediately
 - ▶ 801-965-4569
 - ▶ Have ORI or TCN ready

If you make a mistake and send the card with an error, call AFIS right away. Do not resubmit the prints, as this cause more errors to be fixed by AFIS.

Resources



- ▶ Email Erin Paulsen epaulsen1@Utah.gov for more information and to schedule fingerprint training
- ▶ Visit <http://bit.ly/FingerprintTraining> for training materials and troubleshooting
- ▶ dpsafis@utah.gov or 801-965-4569 for questions for AFIS department

Online Resources

- ▶ <https://www.fbi.gov/services/cjis/fingerprints-and-other-biometrics>
- ▶ <https://www.fbi.gov/services/cjis/fingerprints-and-other-biometrics/recording-legible-fingerprints>