





Troubleshooting Common Fingerprint Rejections



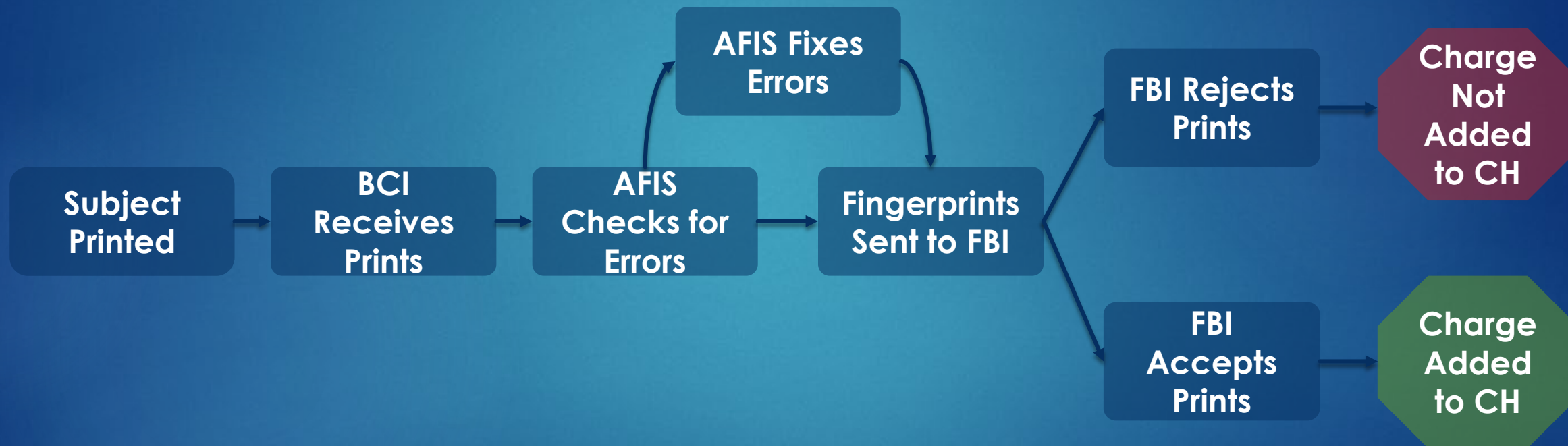


Fingerprint Importance

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

Fingerprint Process



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

- ▶ Fingerprint 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
- ▶ Use fingerprint spoon and retabs

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



Fingerprint Spoon

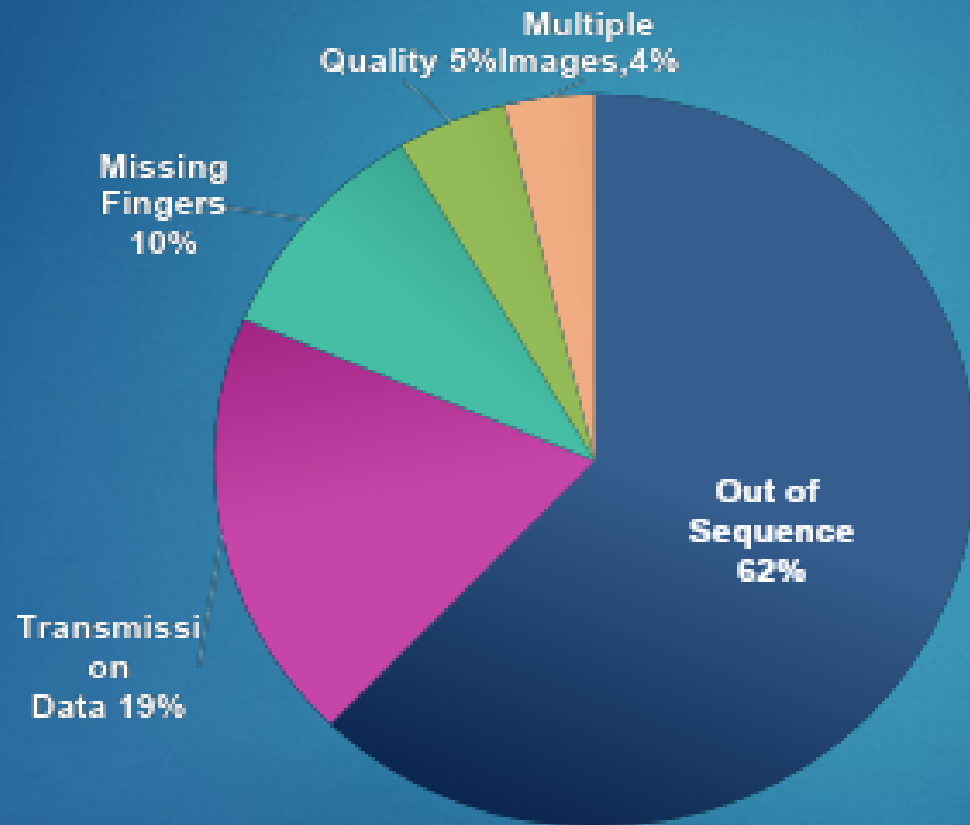
AKA Postmortem Spoon

- Use with Retabs
- Records a lot of detail of the finger
- Use for citations
- Use for fingerprint cards





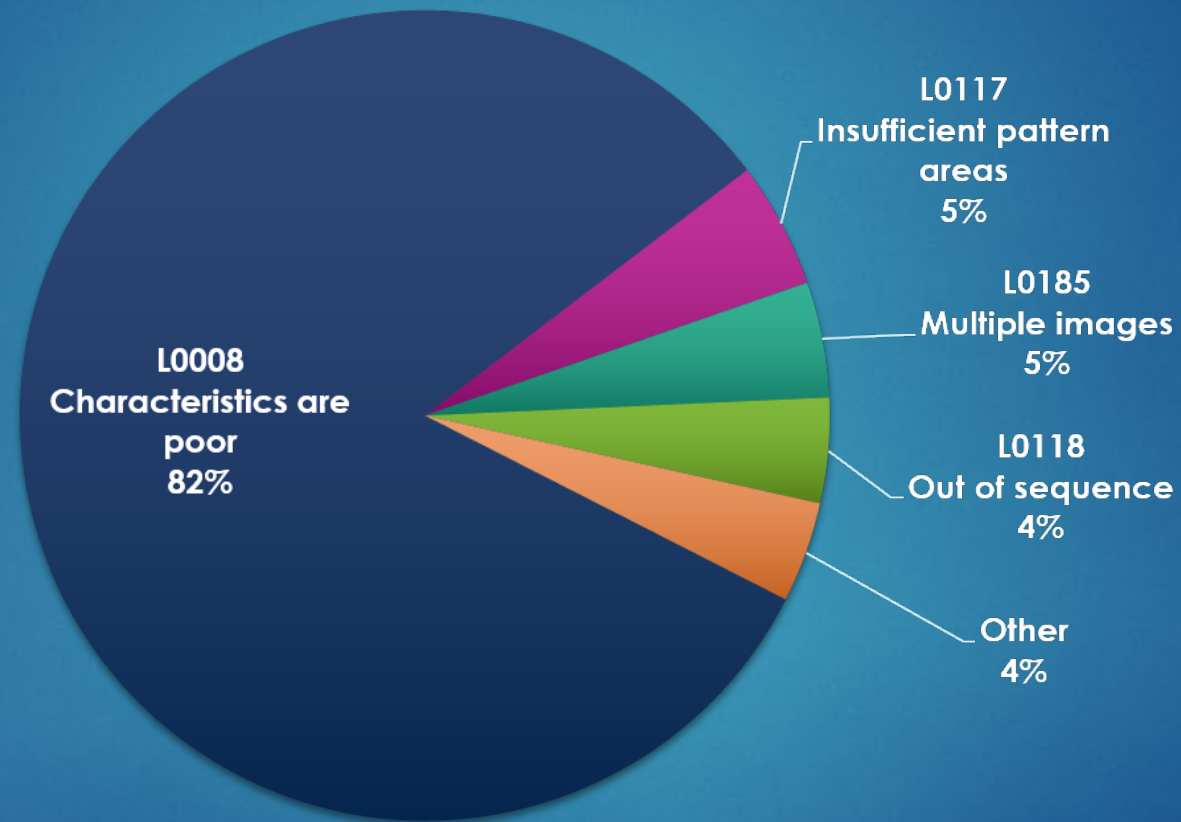
Most Common AFIS Fixes



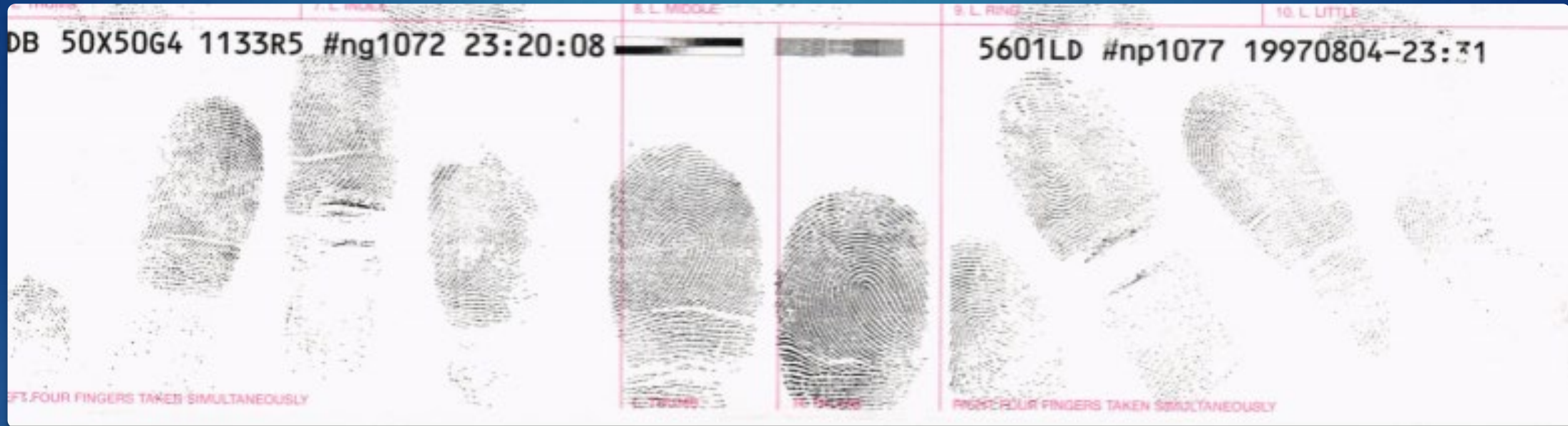
What do these mean?



Most Common FBI Rejections



What do these mean?



Bad Quality Flats

Too light, prints not clear or distinct



Incorrectly Rolled Impressions

Fingers are not rolled



Good Technique for Good Prints

- ▶ Use both hands when printing
 - ▶ Hold the base of the finger with right hand
 - ▶ Guide finger with left hand
- ▶ Tuck other fingers away
- ▶ Work with the body - roll from uncomfortable to comfortable
 - ▶ Roll thumbs towards the body
 - ▶ Roll fingers away from the body





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
 - ▶ Wipe fingers down with small amount of 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



Incorrect Annotations

Annotations

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





Annotations

- ▶ Used for marking any abnormalities with the print
 - ▶ Never annotate the slaps – this deletes the impressions from the slaps
 - ▶ Only annotate the rolled impressions
 - ▶ Use UP annotation for fingers that cannot be printed (movement, disfiguration, etc)
- ▶ Any finger that cannot be printed, should not be included in the slaps
 - ▶ LiveScan machines will generally ask for missing which finger is missing after slaps
- ▶ Can be added to Scars, Marks, and Tattoos

Special Cases



- ▶ Amputated fingers
 - ▶ If finger is amputated above the first joint, roll the finger as best as possible and annotate with TA
 - ▶ If finger is amputated below the first joint, skip the finger and annotate with AMP
- ▶ Extra fingers
 - ▶ Only print the first 5 fingers, skip the extra fingers (no need for an annotation on the card)
- ▶ Webbed fingers
 - ▶ Roll the fingers, if possible, and annotate the fingers that are webbed
 - ▶ If unable to print, skip the fingers (fingers should also not appear in the flats), and annotate the boxes

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
UP	Finger 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
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



Sequence Error

Left and right slaps reversed

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



Multiple Images

Left Little



Multiple Images

- ▶ Multiple images can be the result of:
 - ▶ Not wearing gloves while printing
 - ▶ Not cleaning the platen after each subjects
 - ▶ 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

Transmission Data



- ▶ Errors such as
 - ▶ wrong TCN
 - ▶ Duplicate TCN
- ▶ Gender field left blank
 - ▶ Use unknown, don't leave blank
- ▶ Social security number not required
 - ▶ leave blank if not available
 - ▶ Do not use ITINs
- ▶ Double check the personal demographics of person being printed
- ▶ NCIC code errors
 - ▶ Double check statue codes and charge counts
 - ▶ Update LiveScan Machine tables
- ▶ Retransmitting cards
 - ▶ Causes duplicate TCN errors
- ▶ Scars, marks, tattoos
 - ▶ Description must contain at least 3 characters
- ▶ Aliases need to be full name
 - ▶ no aliases can slow down applicant checks



Made a mistake?

AFIS can help!

Email: dpsafis@utah.gov

Phone: 801-965-4569

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

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>