1. **How do I register for fingerprint services**
   - Obtain your REQUIRED registration code from your employer or licensing agency
   - Register online only through the State of Missouri at [www.machs.mo.gov](http://www.machs.mo.gov)
   - Select Payment Option
   - Print or Write Down TCN Number
   - Find a Fingerprint Site Location ([select Livescan Office Map and Working Hours link at the end of registration](#))

   No scheduling or appointments are required at fingerprint site locations. Service is available at your convenience during the sites’ posted hours of operation.

   **Be advised that fingerprint traffic is typically heavy.** Plan your visit to fingerprint locations accordingly.

2. **What if I do not have a 4 digit registration code?**
   Contact your employer/licensing agency

3. **What should I bring to the fingerprinting site?**
   - TCN Number *(REQUIRED)*
   - One form of valid photo ID
   - Payment (If not paid for online by credit card or by the Agency)

4. **Credit Card Payments**
   Credit card payments are accepted online during registration only or by calling the Call Center at 1-877-862-2425. Fingerprinting sites will not accept credit card payments at the time of fingerprinting.

5. **Checks and Money Orders**
   Checks and money orders must be made out to 3M Cogent for the exact amount.

6. **How do I print a receipt for proof of fingerprinting?**
   - Visit [https://cogentid.3m.com/mo/index.htm](https://cogentid.3m.com/mo/index.htm)
   - Click on “Payments and Receipts” located under registration
   - Enter in your TCN number and Last name
7. **What if I need to cancel my registration?**
   Visit [https://cogentid.3m.com/mo/index.htm](https://cogentid.3m.com/mo/index.htm) and select *Cancel Registration*

8. **I just registered to be fingerprinted and I paid online. How much time do I have to get fingerprinted?**
   We recommend that printing take place within 60 days of registration, but there is no time limit unless required by your employer/licensing agency.

9. **What happens if my fingerprints are rejected by the FBI?**
   Poor fingerprint detail may be caused by age, trade, or some other environmental/physical condition. In the case of a fingerprint rejection by the FBI, applicants are requested by the FBI to submit a second set of fingerprints, at no charge to the applicant. This second submission must occur before alternative means of conducting a federal background can be initiated.

   If an applicant is rejected they will be contacted by 3M Cogent to submit a second set of fingerprints. Individuals should take their new TCN number *(provided by 3M Cogent)* and proper identification to the nearest Missouri Fingerprint location. Individuals **do not** need to re-register for their second fingerprinting session if they received a rejection call. If an individual’s fingerprints are rejected a second time by the FBI, notification is forwarded to employer/licensing agency to then conduct a name based check based on the demographic information on the initial application. Results of the FBI name based record check are also forwarded by the FBI to employer/licensing agency.

10. **What should I do if I register and pay the incorrect amount for fingerprinting?**
    - If you registered yourself incorrectly on the MACHS and have already been fingerprinted, you will need to re-register and pay all applicable fees.
    - If you registered incorrectly and realize prior to getting fingerprinted, call the 3M Cogent Call Center to get re-registered at 1-877-862-2425