

FBI Name Check Instructions

As FBI Name Check requests are time-sensitive and to avoid delays, we encourage agencies to read this document thoroughly in order to understand how to submit these requests.

Overview

The FBI CJIS Division changed their process for FBI Name Checks in September 2019. The CJIS Division will **only** accept Name Check request for prints that were rejected with the specific reject code “L0008 – Candidate(s) Found” reject code. **All other reject codes including L0008 without the “Candidate(s) were found” are considered ineligible for FBI Name Checks.** Any ineligible reject codes will require an agency to make a decision utilizing Texas criminal history record information.

The TX DPS does not have authority over FBI CJIS processes and is unable to require the CJIS Division to process any FBI Name Check requests.

FACT and FACT Volunteer Applicants

The DPS will continue submitting Name Check requests to the FBI CJIS Division on behalf of agencies for applicants fingerprinting under FACT (TXFACT00Z; 11F26K), and FACT Volunteer (TXFACTV0Z; 11F272).

All other Name Check requests must be sent to the FBI CJIS Division as DPS will not forward these requests.

Requirements for FBI Name Check Requests

- Two **different** FBI TCNs for fingerprint submissions
 - The fingerprint submissions **must** be rejected and one of the rejected prints **must** have the “L0008 – Candidate(s) were found” message. An example of what this looks like is in the [L0008 – Candidate\(s\) Were Found](#) section.
- The second FBI-rejected fingerprint submission must have been done within **1 year** of the first FBI-rejected fingerprint submission
- The Name Check request must be submitted to the FBI CJIS Division within **90 days** of the second FBI-rejected fingerprint submission

Checking Eligibility and Gathering Information for Request

Check the Rejection Message in the Clearinghouse

- 1) Log into the DPS FACT Clearinghouse.
- 2) Search the Clearinghouse or use the REJECT_FBI_MULTIPLE worklist to go to the Applicant Detail page for the individual who received the rejection.
- 3) Under the Recent Applicant Submissions section, you will see the submissions for the applicants.
 - a. Note that some submissions may appear to be duplicated, in these cases the information for the submissions will be the same. The same FBI TCN cannot be used for an FBI Name Check.
 - b. If you do not see submissions, it is likely the applicant was not printed for your ORI. The applicant needs to be printed for your ORI to do an FBI Name Check.
- 4) In the submission information, check the FBI TEXT.

SUBMISSION DATE 07/07/2018	
ORI	TXFACTV0Z
NAME	[REDACTED]
BIRTH DATE	[REDACTED]
DL NUMBER	[REDACTED]
MNU	
DPS TCN	[REDACTED]
FBI TCN	E2018 [REDACTED]
SEX	FEMALE
CRS/CRT	<input type="radio"/> NONE/NONE
FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.

- a. If this shows “L0008 - The quality of the characteristics is too low to be used.. Candidate(s) were found. Please resubmit a new set of fingerprints for comparison to the candidate(s).” Go to the section [L0008 – “Candidate\(s\) Were Found”](#).

FRS/FRT	<input checked="" type="radio"/> DONE/REJECT
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.. CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT A NEW SET OF FINGERPRINTS FOR COMPARISON TO THE CANDIDATE(S).

- b. If this shows “L0008 - The quality of the characteristics is too low to be used.” Go to the section [L0008 Without “Candidate\(s\) Were Found”](#).

FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.

- c. If this shows any other reject code, go to the section [Other Rejection Responses from the FBI](#). An example is below, but the error shown is not the only kind of error possible.

FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0117 FINGERPRINT IMAGE DOES NOT CONTAIN SUFFICIENT VISIBLE PATTERN AREA IN ROLLED AND/OR PLAIN IMPRESSION BLOCK(S). SEE FINGER(S). 1-10 CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT FOR COMPARISON TO THE CANDIDATE(S).

- d. If this does not show the FBI TEXT field, the prints were accepted and it cannot be used for an FBI Name Check.

FRS/FRT	<input checked="" type="radio"/> DONE/NOHIT
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Reject Codes

L0008 – “Candidate(s) Were Found”

FRS/FRT	<input checked="" type="radio"/> DONE/REJECT
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.. CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT A NEW SET OF FINGERPRINTS FOR COMPARISON TO THE CANDIDATE(S).

The FBI requires two different rejection TCNs with one of the rejects resulting with the rejection code L0008 with the message stating *“The quality of the characteristics is too low to be used.*

Candidate(s) were found. Please resubmit a new set of fingerprints for comparison to the candidate(s).”

Check that the FBI TCNs with this error code are different from one another.

SUBMISSION DATE 08/13/2019	
ORI	TX [REDACTED]
NAME	[REDACTED]
BIRTH DATE	[REDACTED]
DL NUMBER	[REDACTED]
MNU	
DPS TCN	[REDACTED]
FBI TCN	E2019 [REDACTED]
SEX	FEMALE
CRS/CRT	<input checked="" type="radio"/> DONE/NOHIT
FRS/FRT	<input checked="" type="radio"/> DONE/REJECT
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.. CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT A NEW SET OF FINGERPRINTS FOR COMPARISON TO THE CANDIDATE(S).

Follow the instructions under [Sending the FBI Name Check Request](#) if you already have two **different** FBI TCNs with one reject that includes this reject code and message.

L0008 Without “Candidate(s) Were Found”

FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.

Per the FBI, these records *“should be treated as ‘No record based on descriptive data.’ A name check request should not be submitted as the CJIS staff will no longer process the name check.”*

-July 2019 CJIS Information Letter

Alternatively, contact the FAST vendor to schedule another fingerprinting appointment for the applicant. The FAST vendor will allow for 3 rejections with this reject code. Criminal Justice agencies may also utilize the hard card or live scan processes (if your agency is set up for live scan applicant transmissions) to submit new fingerprints.

Other Rejection Responses from the FBI

Correctable Reject Responses

All of the below reject codes are considered “Correctable Reject Responses” by FBI CJIS.

Per the FBI, *“The CJIS Division will no longer process a name check for the correctable reject responses below. If an agency receives one of the reject codes...the agency should resubmit better quality fingerprints.”*

-July 2019 CJIS Information Letter

Reject Code	Description
L0116	Fingerprint pattern(s) not discernible
L0117	Insufficient pattern area(s) recorded for identification purposes
L0118	Erroneous or incomplete fingerprint(s) on images: fingers or hands out of sequence, printed twice, missing, and no reason given.
L0185	Rolled and/or plain fingerprint block(s) appears to be from multiple subjects. See finger(s):
L0186	Rolled and/or plain fingerprint image appears to be from multiple subjects. See finger(s):
L0187	Plain impressions are not printed simultaneously and/or same hand printed twice in plains. See finger(s):
L0188	Fingerprint image contains shadowing/gray areas with ridge detail throughout or surrounding the pattern area. See finger(s):
L0189	Fingerprint image contains text and/or lines running through the pattern area. See finger(s):
L0191	Fingerprint images not visible/printed in the plain impression block(s). Unable to determine correct sequence. See finger(s):

Contact the FAST vendor to schedule another fingerprinting appointment for the applicant. The FAST vendor will allow for 4 FBI rejections with any of the above reject codes. Criminal Justice agencies may also utilize the hard card or live scan processes to submit new fingerprints.

Reject Codes Not Listed Above

For any reject code not listed above, contact the FAST vendor to schedule another fingerprinting appointment for the applicant. The FAST vendor will allow for 4 FBI rejections with any other reject code than the ones specified previously. Criminal Justice agencies may also utilize the hard card or live scan processes (if your agency is set up for live scan applicant transmissions) to submit new fingerprints.

Sending the FBI Name Check Request

Complete the “CJIS Biographic Verification Request” form and email it to CJISBioVerify@fbi.gov. The form is available through the TX DPS Secure Site FACT Clearinghouse under “Additional Resources.”

The request must be sent from an agency email address (e.g. @policeagency.gov). Other email addresses, such as Yahoo and Gmail, are considered insecure and will not be accepted.

CJIS staff will attempt a comparison manually and return an e-mail response indicating ident, non-ident, or a reject. If positive identification, the Identity History Summary (IdHS/“Rap Sheet”) will be returned as an attachment to the e-mail.