U.S. Army Recruiting Command

Live Scan (LS)

Users Guide
This user guide is written to provide users with instructions on how to use and process Live Scan submissions. This user guide does not discuss commands policy, but demonstrates how to capture and submit prints using the Live Scan and Transmission Manager applications.

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Live Scan Overview

Live Scan (LS) provides USAREC and DOD with expeditious, accurate, and reliable Federal Bureau of Investigation (FBI) background checks on applicants prior to processing at the Military Entrance Processing Station (MEPS). The expectation is to increase the effectiveness of recruiting for military service by reducing the number of fraudulent enlistments, reducing the man-hours conducting background checks, and reducing unproductive time spent processing unqualified applicants due to conduct. Results will return based on information in the FBI database. If the applicant received a speeding ticket from local law enforcement agency and no finger prints were taken or the agency elected not to send prints to national database, the prints may not be in the FBI database. For this reason a comprehensive prequal by the recruiter and hot seat by station/center commander must still be done on every applicant. Any admitted charges must be entered into Recruiter Zone (RZ) Pre-Screening Information prior to administering LS.

Here is a summary of Live Scan procedures:

• All USAREC personnel will use the OPM configuration
• LS will be used after the Army Interview and the applicant has agreed to process
• Complete the RZ Pre-Screening Information link and annotate all information to determine eligibility. If applicant is not qualified do not capture prints
  – If eligible, obtain signature on DD Form 369 and scan document into RZ under EBC Release (DD 369)
  – Create a projection for processing, thereby initiating their ERM file in GCRc
  – Applicants Name and SSN must match the record projected from RZ to GCRc
• LS results will be placed into applicants ERM record based on SSN match
• Required to enter correct SON, SOI, and OPAC/ALC codes on the transaction screen
• Required to enter original Transaction Control Reference (TCR) # when re-submitting for prints returned as “Unclassifiable”
• Must allow a minimum of 48 hours for LS results to be returned before submitting trouble ticket
• Please refer to current USAREC Messages (UM) for all policy guidance

Upon successful installation of the LS application, you will now see two additional icons on your desktop or under All Programs from your start menu. The fingerprint icon will open the LS application to capture the applications fingerprints and the computer screen and dish icon will open the Transmission Manager application that is used to transmit the prints from LS to OPM for processing with the FBI. These applications can also be found under All Programs in the Cross Match Technologies folder. Another location you can locate the application icons is in the System Tray located at the bottom of your screen where the date and time are displayed.

Since this is currently a separate application install, ensure your IMO adds this application if you laptop has to be re-imaged. During the install there is a requirement to enter your station/center four digit RSID. If this is not done, your Transaction Control Number will not be properly formatted causing issues with getting results. If you do not see the Transaction Control Number starting with your station/center four digit RSID, you will need to contact your IMO or CSC for assistance.
Transmission Manager

The Transmission Manager is vital to send prints. It must be running or the prints will never leave the laptop. This manager may be set to automatic start. If you are going to take prints away from office where internet is not available, or you want to wait for SC/CC to verify all data is correct with source documents, do not turn the manager on. As soon as the transmit button is selected and the system recognizes a secure connection, everything in the queue will be sent automatically.

Ensure that you have a secure connection. If not the Transaction Manager application will not send prints. Double click the Transmission Manager icon on desktop to bring up this screen. If manager is not set to automatic start, click the Option link, then Automatic Start, and check Submissions. Reversing these steps will ensure the Transmission Manager will not transmit until you start it manually again.

If you are not using the automatic start, you can manually start the Transmission Manager by clicking the green arrow located in the “Submissions” tab.

If the Transmission Manager is running this screen will appear stating “Running”. This should be verified each time you are ready to send prints.
Getting Started

Locate and double click the LS icon located on your desktop.
Click OPM. (OPM test should only be used when directed by USAREC G3.
This is a onetime use for a new Live Scan machines to be registered with OPM before initial use of the machine.) Do not use the BIMA or FBI.

Transaction Screen

When the OPM screen opens it will default to the #1 Data tab. There are three screens (Transaction, Personal, and Physical Description) that will need to be completed before you capture prints. Once the Transaction screen opens, review the Transaction Control Number (TCN) to ensure the first four characters are your RSID. If it does not reflect, do not submit any prints until the RSID fix has been ran. Always double check to ensure you are in the proper screen by reviewing the Destination and Originating Agency Identifiers. If they do not show WVIAFIS0Z and US0PM000Z respectively, you are on the wrong screen. DO NOT SUMBIT PRINTS USING BIMA OR FBI as you will never get results.
Now that you have verified that you are in the correct screen, you will need to enter three additional codes, the SON, SOI and OPAC/ALC.

These entries are SON: 676G, SOI: A334, OPAC/ALC: DA-EFP. Re-check the entries to ensure they are exact as this will ensure the FBI knows where the prints are coming from and who is paying. Once all entries are complete and verified select Personal from the links on left of screen.

Since your station/center is now known to OPM to process fingerprint submissions, you may be required to fingerprint an Army ROTC Cadets, Army Civilian Personnel, Army Chaplains, and Army Health Care applicants. If this occurs, they should come into your office with an MFR from their security manager. This MFR will have the individuals basic information along with their SON, SOI, and OPAC/ALC codes. If you have any questions involving the processing of their fingerprints, contact the USAREC G-3, Enlistment Eligibility and Processing Division.

Personal Screen

All yellow highlighted fields must be completed on the Personal screen. If clarification is required on what is needed, placing your cursor in the field will activate a dropdown. The dropdown will provide explanations and examples of entries needed. It is highly suggested that source documents be used to ensure accurate data input. Place of Birth field has an arrow field to open for selectable entry. Results will not be placed in ERM if SSN of projected record does not match LS record. If the wrong Name and/or SSN are used within LS it will create an alias Name and/or SSN within the FBI database. Very important to verify all data entries before submitting.
Physical Screen

All yellow highlighted fields must be completed on the Physical Description screen. If clarification is required on what is needed, placing your cursor in the field will activate a dropdown. The dropdown will provide explanations and examples of entries needed. Gender, Race, Eye color, and Hair color field has an arrow field to open field for selectable entry. Once all fields are completed, check the bottom of screen for errors. The only error that should be visible at this point is Date Printed. This error will clear once you have captured the prints. If there are other errors, go to the field and recheck for error(s) specified. Select #2 Fingerprint from the tab on the upper portion of screen.
Capturing Prints

Select #2 Fingerprints from the tab on the upper portion of screen. The fingerprint screen is where fingerprints will be saved for review. The Missing fingers/amputations button should be used if the applicant is missing a finger or if finger cannot be scanned. This is a possibility with an applicant that works with their hands a lot. This process will ensure the machine does not produce unnecessary errors. However, before you start to capture prints, have the applicants wash their hands with soap and cold water. This will stimulate the prints for better quality. You will want to check their fingers to determine if you need to annotate a missing or unprintable finger.

If a finger has been amputated or cannot be scanned, select the Missing fingers/amputations button. Under the hand select either missing or unable to print from the dropdown on that finger depending on which one is more applicable. Once selected the finger will have a red X over it. The system will not look for this print and will not provide an error for missing print.
If no missing fingers, click the **Capture** button on the upper portion of screen. The **LS** machine should beep. Once the machine is ready your screen will change. If you do not hear the beep or if an error appears that say no machine is attached, plug your **LS** machine USB plug into laptop. If it is not recognized, unplug and try another USB slot on laptop.

Be patient as it will take a couple of minutes for this screen to appear. Before taking prints ensure the screen is clean and free of residual prints. Follow directions from screen to determine which prints are to be taken. The screen of the **LS** machine will be referred to as **Platen**. If at this point a finger is not scanning, meaning several attempts have been made to capture the print, you may have to return to the initial capture screen and update the **Missing Fingers/Annotations** screen.

When the **LS** machine recognizes a good print, the corresponding box will turn green with a check mark. A slap is considered all four finger tips at one time laying flat on the screen. A roll is considered rolling finger from left to right or right to left. This is done by rolling finger from edge of nail to other edge. There will be a line in the center of platen to help with centering the print on the screen. The **LS** machine will signal if the fingers are too high, too low or too far to the left or right. A red line will appear to signal the boundaries if necessary.
The machine will attach a number between one and five to each print. The lower the number the higher quality print. The LS machine will prompt for rescan if it does not recognize acceptable quality. It will also provide reason for poor quality such as if the finger shifted during image capturing. If after several attempts, a lower score cannot be attained, submit prints with low score. If prints return as “Unclassifiable” refer to UM pertaining to LS for instructions.

When rolling, left to right, lift in the direction the role is ending. If machine detects error click the re-scan. The error screen will allow you to accept the print after the third try. If you accept that print, you will take a huge chance that your check will be returned as an error and require you to re-print them. Continue capturing the prints of the applicant until all actions on the left are checked and complete. If you go back to an already captured print, it will clear that print and require to you scan the print again. Once you have captured all prints, this screen will close and you will be returned to the LS screen.
After all prints are captured satisfactorily, the initial capture screen will reappear. Please review prints to ensure the prints are not smudged, have shadows, or missing part of the fingerprint such as right and left little finger rolls below. If you find one of these problems, click the Capture button again, and then uncheck the finger that needs to be reprinted.

Once all fingerprints are captured to your satisfaction, click the Lock button. The Lock button will not appear unless all errors from the Transaction, Personal and Physical screens have been corrected. A green check will appear over the button. If there are errors review and correct.

Before you actually try and transmit the prints, you need to ensure that you have a secure connection and that the Transmission Manager application is Running.
Click the **Transmit** button to submit prints. This button will not be available if prints have not been locked.

**Congratulations!** You have just completed the process for capturing and submitting prints. Now all that is left is to wait on the results. While we are working to have the results returned immediately, there is a current turnaround time of 48 hours. You will need to follow the current USAREC guidance and policy on reporting non-receipt of submitted prints after waiting the specified time frame.

**History Screen**

To verify that your prints were submitted you can check either the **History** screen or the **Submissions** screen. While the **History** screen may show more prints than what has been submitted, this is where you can **Delete** previous submissions to keep the application running efficiently. If you want to practice capturing prints, ensure the **Transmission Manager** application is not running, then practice completing the screens and capturing prints. Once you are finished go to the History screen, highlight the row and click the **Delete** button. You will be asked to verify the deletion and once you click **OK** the prints will be deleted.

**Submission Screen**

If you need to provide verification that you submitted prints, click the **Submission** tab to open this screen. The **Submission log**
will be used to show the applicant information, date and time transmitted and the status of that transmission. All submissions should be showing a **State** of “**Transmitted OK**”. If you see **Queued** in this column, then the prints have not been transmitted to **OPM** for processing. This will only happen when the **Transmission Manager** application is not running. As soon as you get a secure connection and have the Transmission Manager running, the status will change from **Queued** to **Transmitted OK** after a couple of minutes.

If you have followed all of the above steps, then you should receive results within 48 hours. If not, follow the guidance in the latest UM. **DO NOT AUTOMATICALLY RESUBMIT PRINTS UNLESS INSTRUCTED BY HIGHER HQ.** There is a cost associated with these print submissions and RSD will be monitoring to ensure there is no abuse of the process.
Live Scan Results

Live Scan results will return to the applicant’s record in ERM with three types of results. The result section that pertains to USAREC is the **FBIF** section. The results will be:

- **No Record**: This applicant has no record within the FBI database.
- **Record**: This applicant has a record within the FBI database. Refer to the RAP sheet for charge(s). Refer to UM to determine if any other documentation is required.
- **Unclassifiable**: This applicant should be reprinted IAW UM.

To review the LS results in RZ, open the applicant’s record and click on the View Electronic Packet link. Click on the Waiver folder and then click on the Live Scan Results document and or Live Scan Rap document to view the actual charges. To view the LS results in GCRs, open the applicants record and click on the ERM/View Packet link. Click on the Waiver folder and then click on Live Scan Results or Live Scan Rap document. If no results are found after waiting the specified time frame, review the LS record again with your RZ record to see if you can find the error. If not follow the instructions in the latest UM to determine why results have not been posted.

**It should be noted that this is a system scanned document and no user can scan the results into a record. This is one of the reasons to ensure the records in RZ match the LS record and that all duplicate records are terminated to ensure these results are not accidentally posted to the wrong record.**

Once you receive results compare the information from LS to your record in RZ. The results will provide you with possible additional information about the applicant. Check Name, DOB, etc., to ensure you no discrepancies with the applicants information. You will want to check the LS results to the Moral Screening questions in RZ to ensure all incidents have been annotated. If the applicant provided information concerning a violation that is not showing on the LS results, the applicant will need to complete a self-admittal statement and scanned into the applicants packet. If there is a LS RAP you may need to complete a UF 1037 to obtain the disposition of the incident. Any incidents listed on the LS RAP but not in RZ, will require justification within RZ.
when adding the new incident. Review regulatory guidance to ensure your applicant is still qualified for enlistment.

When you open the LS Results document you will need to scroll to the bottom of the page to see the status. Locate the Type of FBIF and then check the Results for the status. Again, you may see NO RECORD, UNCLASSIFIABLE, or RECORD. If there is No Record, then continue processing your applicant as normal. If the Results show a Record, you will need to locate the LS RAP document and review the listed incidents. The LS RAP will be in the same Waiver folder. Open the LS RAP document to review the applicants information and incidents. Ensure that the information on the LS RAP matches the responses to the Moral Screening questions. There is no MAX or MIN number of pages with the LS RAP; it all depends on the number of incidents. If you find information that is not matching the responses in RZ, update the information and explain why you are making changes in the Comments section. If the disposition is not shown on the LS RAP, then initiate UF 1037 to get those results.

If the LS Results show Unclassifiable, then you will need to re-print the applicant. **DO NOT RESEND THE PRINTS YOU ALREADY CAPTURED.**
Re-Submitting Prints

If the **LS Results** shows UNCLASSIFIABLE, then you will need to re-print the applicant and submit the new prints for processing. **NEVER RE-SUBMIT THE APPLICANTS ORIGINAL PRINTS.**

You will need the original **TCN number** from the original submission to preclude additional processing costs. Click on the **Submission** button to locate the original record. Double click the **TCN #** to open the record that needs to be re-submitted.

Click **Yes** to start the process of capturing the applicants new prints. If you forgot to get the original **TCN #**, answer **NO** and return to the **Submission** screen to capture that number.

Enter the original **TCN #** in the **Transaction Control Reference** field. You will not need to enter a **SOI, SON** or **OPAC/ALC**. If you need to make corrections to the **Personal** and **Physical** screens, click on that link to update any information. If not, click the **Fingerprints** tab to continue. Once the **Fingerprints** screen appears ignore the original prints and click on the **Capture** button. Now capture the applicants prints again just as before. Pay close attention to the scores you are receiving to ensure they will be accepted. If the prints come back again as Unclassifiable, then you will need to contact your Battalion Operations for further guidance as outline in the current USAREC messages.