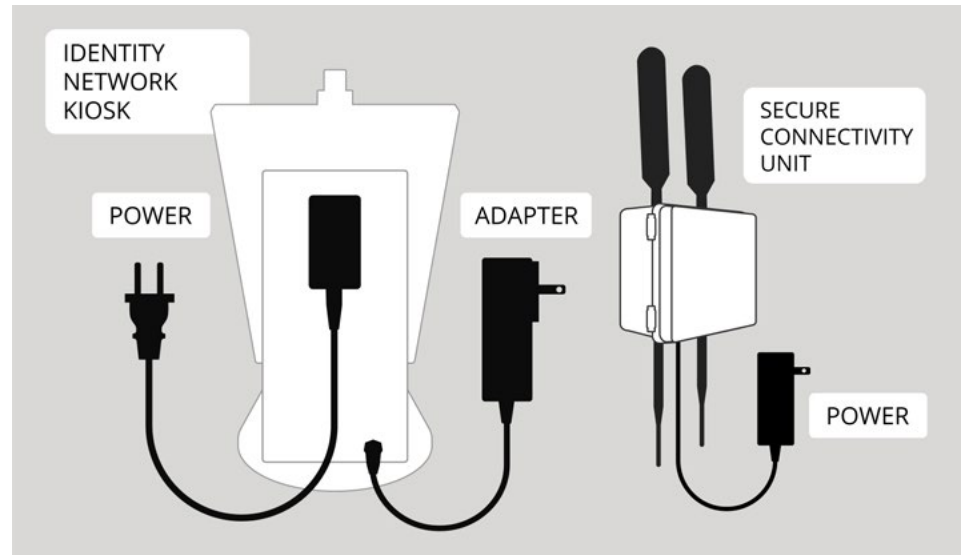
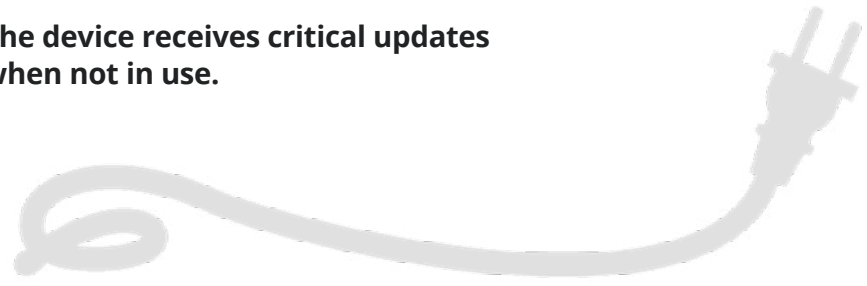


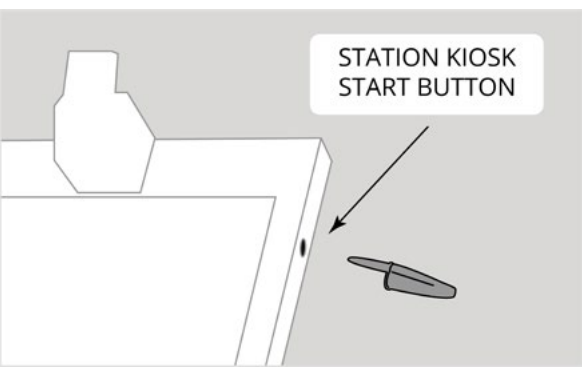
System Quick Guide

Keep system plugged in and powered on.

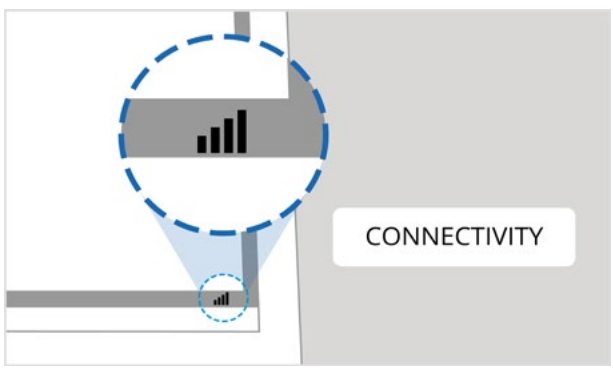
The device receives critical updates when not in use.



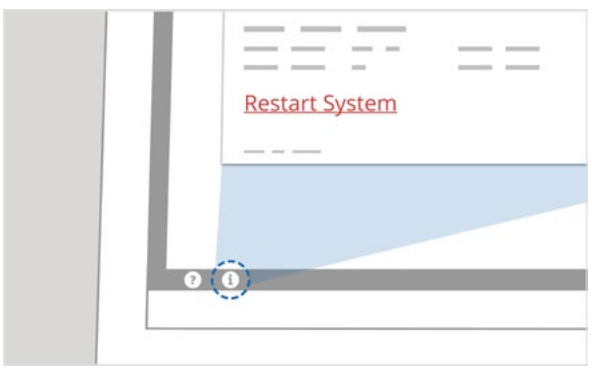
System Troubleshooting



Press the start button with a non-sharp, non-pointed tool like a pen cap to turn on the station.



Connectivity should be at least 3 bars. If less, call Support at 844.787.3431.



Tap the **Info** button, then **Restart System** to reboot the station.

Programs We Support

Individual Applicant

Also called Departmental Orders or DOs, this program allows individuals to get copies of their own FBI record. Reasons include

- Personal review
- Travel or student visas
- Adoptions

Note: These copies cannot be used for employment or licensing purposes.

Financial Services

These programs allow financial organizations to get copies of FBI records for specific employees for background screening. Programs include

- FINRA (Financial Industry Regulatory Authority)

Employment Background Check

These programs allow companies that have permissible purpose to screen employment candidates. Programs include

- Authorized Recipient federal criminal history background checks

SWFT

The Secure Web Fingerprint Transmission (SWFT) program supports fingerprinting for people who need security clearance background checks per government regulations.

Florida State Fingerprinting

This program allows us to capture fingerprints for most Florida state agencies. See select.sterlingidentity.com/floridafingerprints for fingerprinting reasons we support.

Your Responsibilities

1. Keep all plugs on the Identity Network Kiosk and the connectivity unit plugged in to install software updates.
2. Make sure all associates assisting customers have been fully trained on the equipment and fingerprinting processes.
3. Properly ID all fingerprinting customers and assist them in capturing their fingerprints (no appointment required).
4. Keep the Kiosk and the fingerprint scanner clean according to directions provided.
5. Reach out to Support with any issues as soon as possible.

Call for assistance if fingerprinting takes more than 8 minutes.

Sterling Identity Support: 844.787.3431

