

## Clarifications Regarding Fingerprint Requirements



The Veterinary Medical Board has received numerous questions and concerns regarding the Board's "new" fingerprint requirement. The requirement for all Board license applicants to submit a full set of fingerprints for purposes of conducting a criminal history record check was enacted in 1997 in Business and Professions Code section 144. Fingerprints are also required for license renewal pursuant to California Code of Regulations (CCR) [section 2010.05](#), which states, in part, the following:

*As a condition of renewal of a license, a veterinarian who was initially licensed prior to January 1, 1960, a registered veterinary technician who was initially licensed prior to January 1, 2004, or any licensee for whom an electronic record of the submission of fingerprints no longer exists or was never created, shall furnish to the Department of Justice a full set of fingerprints for the purpose of conducting a criminal history record check and to undergo a state and federal level criminal offender record information search conducted through the Department of Justice.*

*This regulation took effect in 2012. Unfortunately, the Board's electronic licensing system was not designed to check for or hold renewals in the absence of fingerprint results at that time.*

The Department of Consumer Affairs (DCA) recently implemented BreZE, the online licensing and enforcement system that allows licensees and license applicants to do business with DCA electronically. All Board license renewals are processed through the BreZE system. BreZE was recently designed to check for and receive Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprint results. If fingerprint results are missing from a licensee's electronic file, licensees are notified on their renewal notices that fingerprints must be submitted to the DOJ, and license renewals are held until fingerprint results are received by the Board. If a licensee previously submitted fingerprints to the DOJ but the BreZE system indicates the need for fingerprint results, *an electronic record of the submission of fingerprints no longer exists or was never created.*

Licensees are encouraged to read their renewal notice carefully. If the notice indicates the need to be fingerprinted, please do so as soon as possible. Do not

wait until right before the license expires. Fingerprint results typically take 48 hours to be sent from the DOJ and FBI to BreZE, but it could take up to two weeks depending on the quality of the fingerprints.

### TO OBTAIN AND SUBMIT ELECTRONIC FINGERPRINTS, YOU MUST DO THE FOLLOWING:

- 1) Download and complete the [Board's Request for Live Scan Service form](#). (If you are renewing from out-of-state, [special conditions](#) may apply.)
- 2) Go to an [authorized Live Scan provider](#) with the completed form, driver's license or other valid form of identification, such as a passport or state DVM I.D., and DOJ processing fee payment.
- 3) Ensure that the Live Scan technician enters your name in the system exactly as it is on file with the Board (including any hyphens).
- 4) If you have a social security number, ensure that the Live Scan technician correctly enters your social security number in the system. The Board has received reports of Live Scan technicians telling individuals that social security numbers are not necessary to submit fingerprints to the DOJ. This is incorrect. If you have a social security number, you must enter it on the form, and the Live Scan technician must enter your social security number into the Live Scan system.
- 5) Once the form is complete, make a copy and email it to [VMB@dca.ca.gov](mailto:VMB@dca.ca.gov) with the subject line of "Live Scan, [license type] [license #]" e.g., "Live Scan, Veterinarian License #123456."



Live Scan will transmit your fingerprints electronically. If this is successful, your license should renew in BreEZe within a few business days.

If you choose not to get fingerprinted and the Board does not have fingerprint results in your electronic licensing file, your renewal application will show “pending” in your “Quick Start Menu.” Your license will not be renewed until you have completed steps 1-5 above.

If, after completing the above steps, you experience issues with renewing a license online, contact the Board at (916) 515-5220.

## FREQUENTLY ASKED QUESTIONS

### **Why did the Board implement this new fingerprinting requirement?**

The requirement to be fingerprinted for license renewal is not a new requirement. Rather, CCR section [2010.05](#) took effect in 2012. Unfortunately, the Board’s electronic licensing system was not designed to check for or hold renewals in the absence of fingerprint results at that time. The Board is now using the BreEZe system for electronic license renewals. The BreEZe system was recently designed to check for and receive DOJ and FBI fingerprint results. If fingerprint results are missing from the licensee’s electronic license file, licensees are notified on their renewal notices that fingerprints must be submitted to the DOJ, and the renewals are held until fingerprint results are received by the Board.

### **How do I know if I need to be fingerprinted?**

Your license renewal notice is sent out 90 days prior to your license expiration. The notice will clearly indicate whether you need to be fingerprinted. If you know you were fingerprinted prior to 2012 or do not recall ever being fingerprinted for the Board, you are encouraged to be fingerprinted again to avoid any license renewal delays.

### **Do I need to wait until I receive my renewal notice to be fingerprinted?**

No. If you know you have not been fingerprinted since 2012, there is no need to wait. You can submit fingerprints at any time. The Board encourages you to submit fingerprints as soon as possible to avoid any delays in renewing your license.

### **I renewed my license online and paid the fee, but my application status shows “pending.” Why did I not get renewed?**

If you were able to complete payment online and your license was not renewed, check your renewal notice or contact the Board to see if you must submit fingerprints to successfully complete your renewal. If you were initially fingerprinted for the Board prior to 2012 and have not been fingerprinted since, you will need to be fingerprinted again.

### **I recently got fingerprinted, but my license is not renewed. Why not?**

If your fingerprint results are not properly applied to your electronic license file in BreEZe, the license will not be renewed. The DOJ, FBI, and the Board match fingerprint



results based on four data sets: first name, last name, date of birth, and social security number. If the information entered by the Live Scan operator does not match the Board’s license information in the BreEZe system, the fingerprint results will not be properly applied to your electronic licensing file. A common problem is the Live Scan operator may transpose or incorrectly enter the numbers for your date of birth or social security number. Another common problem is if you legally changed your name but did not provide notice to the Board of your name change.

Fingerprint results typically take 48 to 72 hours to enter the BreEZe system. If your license has not been renewed after 72 hours from the time your fingerprints are submitted through Live Scan, you may contact the Board for further assistance. Your results may be unmatched in the BreEZe system and require manual intervention.

### **I have already been fingerprinted for another agency. Can I use those to fulfill the fingerprint requirement?**

No. Fingerprint results are only sent to the agency you indicated on your Live Scan application and cannot be transferred. Agencies cannot share fingerprint results with any other agency. In addition, different agencies have authority from the DOJ and FBI to see more information than others. If you were previously fingerprinted and sent your results to another agency, you must be fingerprinted again and have those results sent to the Board.

### **I was informed my fingerprints were rejected. Why was that?**

Poor quality fingerprints will be rejected by the DOJ/FBI. Poor quality fingerprints are often caused by dry fingertips. If you typically have dry skin, be sure to apply some lotion to your fingertips prior to submitting your fingerprints.

