**Frequently Asked Questions**

1. **Where is the most recent TCN (Previously PCN) found?**

The most recent TCN for newly fingerprinted applicants can be retrieved by going to IdentoGo’s website at: [https://uenroll.identogo.com](https://uenroll.identogo.com/). Click the link for ***Check the Status of your Service,***

next select ***UE ID / Date of Birth*** once you’ve entered this information the TCN will be provided; be sure to write this number down as you will need it to retrieve results from FARA.

*For archived applicants the most recent TCN can be found on the completed IdentoGo by IDEMIA archive spreadsheet*.

1. **What is a contributor’s case number?**

The contributor’s case number (also referred to as a cert number, center id number, or cost code number), is the unique number (or alphanumeric) number that identifies your agency and is usually issued by your program’s licensing entity.

1. **How long will fingerprint results be available through FARA?**

Fingerprint results are available on FARA for two years (730 days) from the applicant’s print date. Results older than two years will not be available and the applicant will need to be reprinted.

1. **Why can’t I see results for an applicant?**

Results may not be successfully displayed for a number of reasons. For example:

* The applicant is under 18 years of age.
* There was an invalid entry in one of the fields (incorrect print date, contributor’s case number or TCN).
* You are attempting to enter a UE ID number (found on the IdentoGo receipt) in the TCN field. Please refer to question number 1 on this FAQ page on how to retrieve a TCN.
* You are not accessing FARA through the recommended web browser - Internet Explorer version 11.
* It may take up to 10 business days for results to be available through FARA.
* Results for the applicant have not been approved for retrieval from FARA.
* You are attempting to retrieve results for a program/agency that is not affiliated with ECCU. ECCU only processes result for certain programs/agencies licensed through the New Jersey Department of Human Services and the New Jersey Department of Children and Families.

1. **Why is the name different on the approval notification?**

If an applicant was printed previously using a different name, FARA does not recognize name changes and is unable to automatically update a name change. Please contact the Employment Controls and Compliance Unit (ECCU) for an updated copy at 609-292-0207.

1. **What is the process date?**

For archived applicants, the process date is the date located in the process column of the completed IdentoGo by Idemia spreadsheet.

1. **What I should I do if I have problems accessing FARA?**

You can troubleshoot by referring to question number 4 in this FAQ to be sure that none of the

examples mentioned apply. If trouble persists, please contact the FARA helpline at [ECCU.FARA@dhs.nj.gov](mailto:ECCU.FARA@dhs.nj.gov) or 609-777-2777.

1. **Several applicants went for fingerprinting on the same day but not all of their results are available, why is this?**

Please keep in mind that it can take up to 10 business days for results to process. Although individuals may share the same fingerprinting date, the criminal history background check process is not completed in “batches.” Each person’s fingerprints are processed independently and there are a number of factors during the background check process that could potentially yield results that become available closer to the 10th business day. If after the 10th business day you still cannot retrieve results, please contact the FARA helpline at [ECCU.FARA@dhs.nj.gov](mailto:ECCU.FARA@dhs.nj.gov) or 609-777-2777.