

Q: What is Sterling’s live scan fingerprinting and how does it work?

A: Live scan fingerprinting is the process of capturing fingerprints electronically in the U.S. With live scan fingerprinting at Sterling there is no ink or hard cards, which makes the fingerprinting process easier, faster, cleaner, and more cost-effective. Click [here](#) to see how Sterling’s fingerprinting process works.

Q: How can candidates find a fingerprinting location via Sterling’s Identity Network?

A: Candidates can view Sterling’s Identity Network of live scan fingerprinting locations at sterlingidentity.com/locations.

Q: How much do these fingerprinting service options cost?

A: Please note the following costs and fees that may apply depending on what option best fits your organization’s needs.

Service Options and Additional Costs	Price
Live Scan Fingerprinting via Sterling’s Identity Network	\$20
FBI Fee (additional for Live Scan and Hard Card)	\$11.25
Hard Card Processing	\$30
FINRA Hard Cards (25-pack)	\$10 plus actual shipping
International Shipping Kit (10-pack)	\$45 plus actual shipping

Q: What instructional material will I receive to help me place fingerprinting orders?

A: It doesn’t matter if you choose live scan or hard copy fingerprinting options, your will receive useful resource links in the Welcome email – including [Sterling Fingerprinting User Guide for TA/CAs](#), [U.S. Domestic Hard Card Instructional Guide](#) and/or [International Hard Card instructional Guide](#) – to help you place fingerprinting orders.

Q: What hard cards do I need and where do I buy them?

A: If you use hard cards, you will need to use FINRA-specific hard cards, which can be purchased from Sterling. Instructions for purchasing can be found in the [U.S. Domestic Hard Card Instructional Guide](#) and/or [International Hard Card instructional Guide](#). TA/CAs are required to use FINRA hard cards for the TA/CA program. Please note:

- To order FINRA hard cards, contact Sterling via email at taoclientsupport@sterlingcheck.com or call 1-833-794-2009.
- FINRA hard cards are only available in packets of 25 cards. You can order as many packets as needed for your candidate volume.
- The cost for each FINRA hard card packet is \$10.00 plus actual shipping cost. Sterling will ship using a cost-effective carrier when possible.
- TA/CA will be invoiced monthly by Sterling for FINRA hard card purchases along with the amount due for fingerprinting services and FBI fees.
- Please make sure that you procure FINRA hard cards prior to placing orders in Sterling’s Client Hub.

Q: How do I fill out the FINRA hard card as a TA/CA in the U.S.?

A: If you prefer to continue submitting hardcopy cards (hard cards), you will be able to create hard card processing orders and send your hard cards to Sterling. Please reference the [U.S. Domestic Hard Card Instructional Guide](#) for more information.

Q: How do I send hard cards from outside of the U.S. (internationally)?

A: TA/CA's located outside of the U.S. or its territories, live scan services are not available due to regulatory constraints. You can continue to send your hard cards to FINRA who will forward them to Sterling. Please reference the [International Hard Card instructional Guide](#) for more information.

Q Who do I contact with onboarding or fingerprinting-related questions?

A: It depends on whether your organization is in the U.S. or outside of the U.S.

If you have onboarding or go-live questions and you are located within the U.S., please contact support via phone at 833.794.2009 or email taoclientsupport@sterlingcheck.com.

If you have onboarding or go-live questions and you are located outside of the U.S., please contact support via phone at 844.707.7687 or email taoclientsupport@sterlingcheck.com.

Q Can I make edits to the TA/CA service agreement?

A: No. Sterling does not accept edits to the TA/CA service agreement. TA/CAs must sign the agreement as-is to use Sterling's fingerprinting services.