

# **Capital Live Scan Quick Reference Guide for Portal Applications**

1. Click the link issued by your agency representative.
2. Enter your email, then click “Proceed”.
3. Check your email for the one-time access security code from [support@applicantservices.com](mailto:support@applicantservices.com), type the code into the website (**Do not copy and paste the access code**), then click “Proceed”.
4. Enter all necessary Transaction information into the form, then click “Next”.
5. Enter all necessary Applicant Information into the form, then click “Next”.
6. Enter the city or zip code for the location of the event, then click “Search”.
7. Scroll down and find your event, then click the “Schedule Appointment” button.
8. Select the date of the event on the calendar and a time from the list, then click “Next”.
9. Watch the Instruction Video, if necessary, then click “Next”.
10. Payment is covered by your Agency, click “Next” if necessary.
11. You will receive an email with a **QR Code and/or a Payment ID**. Keep this email with codes available on your phone or other electronic device when you arrive at the live scan fingerprinting location. If you do not have access to a phone or equivalent electronic device, you must print your form by selecting the “Print Form” button.
12. Arrive at the location on the day and time you selected. Present your **QR Code and/or Payment ID** as well as a valid government-issued photo ID to get fingerprinted.
13. Once you have been fingerprinted, the results of your live scan will be sent to your **ORGANIZATION**, not to you. It will take up to **30 business days** for your results to be processed by the California Department of Justice (most clearances are within a week or sooner).
  - a. If you have any questions about your results, please refer to your **organization** for a follow-up, not Capital Live Scan.