State Bureau of Identification Introduces SMART-E Kiosk for Fingerprinting Services

Beginning on October 5, 2026, the State Bureau of Identification (SBI) will transition fingerprinting services at all locations to IDEMIA's new SMART-E Kiosk. The new technology will give customers a modern, secure, and streamlined experience while maintaining remote assistance and supervision throughout the fingerprinting process.

The SMART-E Kiosk shifts customers from traditional, staff-operated fingerprinting to a secure, remote-proctored process. Customers will use the kiosk while a trained agent remotely assists and supervises them using integrated audio and video technology.

What to Expect

The SMART-E Kiosk guides customers through each step of the process and provides:

- Ten-print fingerprint capture
- Facial image capture
- Government-issued identification scanning
- Integrated electronic payment processing
- Real-time remote assistance and supervision

If assistance is needed at any point, a trained remote agent can communicate directly with the customer and offer guidance.

Before Arriving at SBI

Prior to arriving at SBI, customers requiring fingerprinting services should:

- Register and schedule an appointment with IdentoGO.
- Obtain the appropriate service code and any required forms or documentation from the agency, employer, licensing organization, or other entity requesting the background check.
- Bring an accepted form of government-issued identification. You can find additional accepted forms of identification, other than a driver's license or passport, on the IdentoGO website when scheduling an appointment.

Payment Information

The SMART-E Kiosk accepts electronic payments. Customers should have an electronic payment method ready to complete their enrollment at the kiosk.

SMART-E Kiosk Locations

State Bureau of Identification – Dover

600 S. Bay Road, Suite 1

Dover, Delaware 19901

State Bureau of Identification – Georgetown

Thurman Adams Center

546 S. Bedford Street

Georgetown, Delaware 19947

Implementing the SMART-E Kiosk is part of the State Bureau of Identification's ongoing effort, in partnership with IDEMIA and IdentoGO, to modernize Delaware's fingerprinting and background-check services. Customers with questions regarding the new process can contact the State Bureau of Identification at (302) 739-2134 or email dsp_backgroundcheckinquiries@delaware.gov