

# Universal ENROLL

## Workstation

User Interface Mock-Up Appendix



## Revision History

Release Version	Date
R8	6/21/13

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# I. Enrollment (Normal Workflow)

## Customer Search

Service Location: Anchorage, AK (1701)

### Search

\*Date of Birth  
  
December 30, 1972

Search Method

Country Code

Phone

### Appointments

Last Name	MI	First Name	Program	Service	Location	Appointment
New	S	John		Enroll	Current	Walk-In

### Message Center

Date	From	Subject
05/16/11	Operations	[JES] Service..
05/10/11	Bill Moore	[TWIC] Your..

9/25/2012 @ 7:56 AM

## Enter Customer Information

Service Location: Nashville TN (8023)

### Enter Customer Information


Essential		Contact	
*First Name	<input type="text" value="John"/>	*Preferred Language	<input type="text" value="English"/>
*Middle Name	<input type="text" value="Steven"/>	*Primary Method of Contact	<input type="text" value="Method of Contact 1"/>
*Last Name	<input type="text" value="Smith"/>	Method of Contact 1	<input type="text" value="Method of Contact 1"/>
Suffix	<input type="text"/>	*Country Code	<input type="text" value="United States (+1)"/>
*Gender	<input type="text" value="Male"/>	*Phone	<input type="text" value="615-123-4567"/>
*Date of Birth	<input type="text" value="12/30/1972"/>	Method of Contact 2	<input type="text" value="None"/>
	December 30, 1972	*Method	<input type="text" value="None"/>

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## Select Program and Service - Enroll

Universal Enrollment Services

### Select Program



TWIC

### Select Customer Service

- Enroll
- Activate Card
- Reset Card PIN
- Replace Card

← Back

Next →

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## Determine Citizenship

Prove Identity Smith, John S

---

### Determine Citizenship

\*Country of Birth  
United States

\*City of Birth  
Nashville

\*State/Province of Birth  
Tennessee

\*Country of Citizenship  
United States

**Comparability**  
 I would like to apply a [comparable Security Threat Assessment \(STA\)](#) to this enrollment for a reduced fee.

---

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit Next >

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## Determine Required Documents

Prove Identity Smith, John S

---

**Determine Documents**

Documents

- Driver's License issued by a State or outlying possession of the U.S.
- State ID Card (or outlying possession of the U.S.) with a seal or logo from State or State Agency
- Passport Book or Card
- Passport Book or Card (expired within 12 months)
- Transportation Worker Identification Credential (TWIC)
- Military ID card
- Military ID card (retired)
- U.S. Military dependent's card
- Enhanced Driver's License (EDL)
- Merchant Mariner Document (MMD)
- Enhanced Tribal Card (ETC)
- Free And Secure Trade (FAST) Card
- NEXUS Card
- Secure Electronic Network for Travelers Rapid Inspection (SENTRI) Card
- Native American Tribal Document
- Commercial Driver's License issued by a State or outlying possession of the U.S.

Additional Documents

-AND-

Required Identity Documents:  
**Driver's License issued by a State or outlying possession of the U.S.**

Optional Identity Documents:

← BackIdentityFeePaymentBiographicsFingerprintsFaceDisclosureLocationSubmitNext ▶

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# Scan Required Documents/Documents Accepted

Prove Identity Smith, John S

**Accepted**

HME Endorsement location: Front below issuance date:



*Your State*  
**DRIVER LICENSE**  
123456789 Expires **11-24-2015**  
Issued **11-25-2005**  
Class **D** Birthdate **12-30-1972**  
Endorsements **NONE**  
Restrictions **01 02 04 20 28**  
Sex **M** Ht **6' 2"** Eyes **Multi**  
SSN **ON FILE**

**JOHN S. SMITH**  
15 Century Blvd  
Nashville, Tennessee 37214

*John S. Smith*

\*Document Number: 123456789

\*Driver License Class: D

\*Issuance Date: 11/25/2005  
November 25, 2005

\*Expiration Date: 11/24/2015  
November 24, 2015

\*Country of Issue: United States

\*State/Province of Issue: Tennessee

HME Endorsement

Comment:

Scan

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit

**Next**

EN 9/25/2012 @ 7:56 AM



## Calculate Fee

Determine Fee Smith, John S

---

**Calculate Fee**

**\$129.75 - Full Fee** (TWIC expires approximately May 2018) **\$129.75**

**\$105.25 - Reduced Fee** (Comparable expires approximately June 2015)

**Commercial Drivers License with a Hazardous Material Endorsement (HME)**

Coupon Code

---

**Fee: \$129.75**

---

Identity **Fee** Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit

9/25/2012 @ 7:56 AM

## Enter Payment Method

Collect Payment Smith, John S

---

**Choose Payment Method**


Credit Card    Check    Money Order

**Amount Due \$105.25**

---

**Swipe Card**

We Accept



• Name on Card

• Credit Card Number

• Expiration Date   • CSC  
 /   

[Charge](#)

---

[Back](#)   [Identity](#) > [Fee](#) > **[Payment](#)** > [Biographics](#) > [Fingerprints](#) > [Face](#) > [Disclosure](#) > [Location](#) > [Submit](#)   [Next](#)

EN 9/25/2012 @ 7:56 AM

## Payment Accepted

Collect Payment Smith, John S

---

**Choose Payment Method**


Credit Card    Check    Money Order

**Amount Due \$60.00**

---

**Swipe Card**

We Accept



**Credit Card ending in 5012 was successfully charged**

• Name on Card

• Credit Card Number

• Expiration Date   • CSC  
 /

---

Fee   **Payment**   Location   Submit

9/25/2012 @ 7:56 AM

## Answer Personal Questions

Capture Biographics Smith, John S ✕

**Answer Personal Questions**

- Have you ever used a maiden/previous name or alias?  
 Yes  No
- Are you currently serving, or have you ever served, in the Armed Forces of the United States?  
 Yes  No
- Are you, or will you become, a Merchant Mariner within the next five (5) years?  
 Yes  No
- Is your mailing address the same as your residential address?  
 Yes  No
- Have you lived at your current residential address for more than five (5) years?  
 Yes  No

[← Back](#)   [Identity](#) > [Fee](#) > [Payment](#) > **[Biographics](#)** > [Fingerprints](#) > [Face](#) > [Disclosure](#) > [Location](#) > [Submit](#)   [Next ▶](#)

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## Enter Personal Information

**Capture Biographics** Smith, John S

---

**Enter Personal Information**

First Name	Middle Name	Last Name	Suffix	Date of Birth	Gender
John	Steven	Smith		12/30/1972 December 30, 1972	Male

**Maiden/Previous Name**

• First Name	• Middle Name	• Last Name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Alias**

• First Name	• Middle Name	• Last Name	Suffix
Jimmy	Hunter	John	<input type="text"/>

US  Metric

• Height	• Weight	• Hair Color	• Eye Color
06 ft 02 in	205 lbs	Brown	Multi-color

Social Security Number

*****	111-08-5114
-------	-------------

Identity > Fee > Payment > **Biographics** > Fingerprints > Face > Disclosure > Location > Submit

[Next >](#)

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## Enter Mailing Address

Capture Biographics Smith, John S

**Enter Mailing Address**

• Country  
United States

• Address Line 1  
15 Century Blvd

Address Line 2  
Suite 110

• City  
Nashville

• State/Province  
Tennessee

• Postal Code  
37214 - 0129

[Back](#)   Identity > Fee > Payment > **Biographics** > Fingerprints > Face > Disclosure > Location > Submit   [Next](#)

9/25/2012 @ 7:56 AM

## Enter Employer Information

Capture Biographics Smith, John S

---

**Enter Employment Information**


• Employment Status <input type="text" value="Currently Employed"/>	• Occupation or Trade <input type="text" value="Merchant Mariner"/>	
• Current Employer Name <input type="text" value="ACME Supply Company"/>	• Country <input type="text" value="Canada"/>	
Address Line 1 <input type="text" value="123 Great White North Road"/>	Address Line 2 <input type="text"/>	
• City <input type="text" value="Montreal"/>	• State/Province <input type="text" value="Quebec"/>	Postal Code <input type="text" value="37214 - 0129"/>
Country Code <input type="text" value="Canada (+1)"/>	Phone <input type="text" value="408-688-7942"/>	

◀ Back   Identity >   Fee >   Payment >   **Biographics** >   Fingerprints >   Face >   Disclosure >   Location >   Submit   Next ▶

ENI 9/25/2012 @ 7:56 AM


## Capture Fingerprints - Prints 2-5

Capture Fingerprints Smith, John S



A diagram of a right hand with fingers 2, 3, 4, and 5 highlighted with white boxes and numbered circles. A blue arrow points to the palm area.

Place Fingers on Device



Identity > Fee > Payment > Biographics > **Fingerprints** > Face > Disclosure > Location > Submit


[Next](#)

EN 9/25/2012 @ 7:56 AM



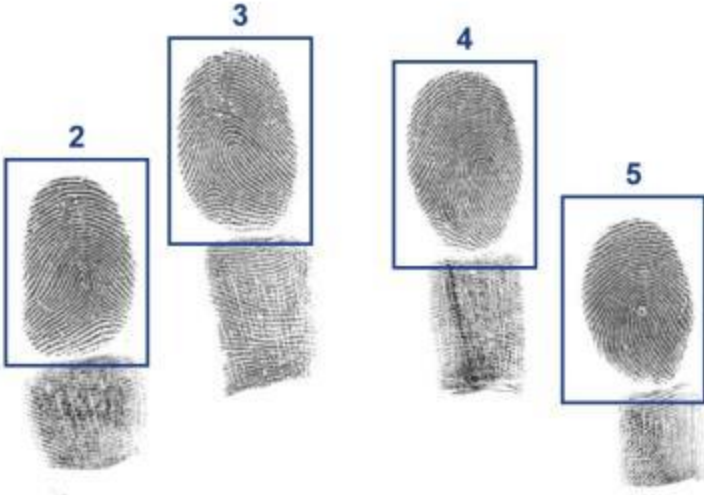
## Fingerprints Accepted - Prints 2-5

Capture Fingerprints Smith, John S



Rescan

✔ Passed

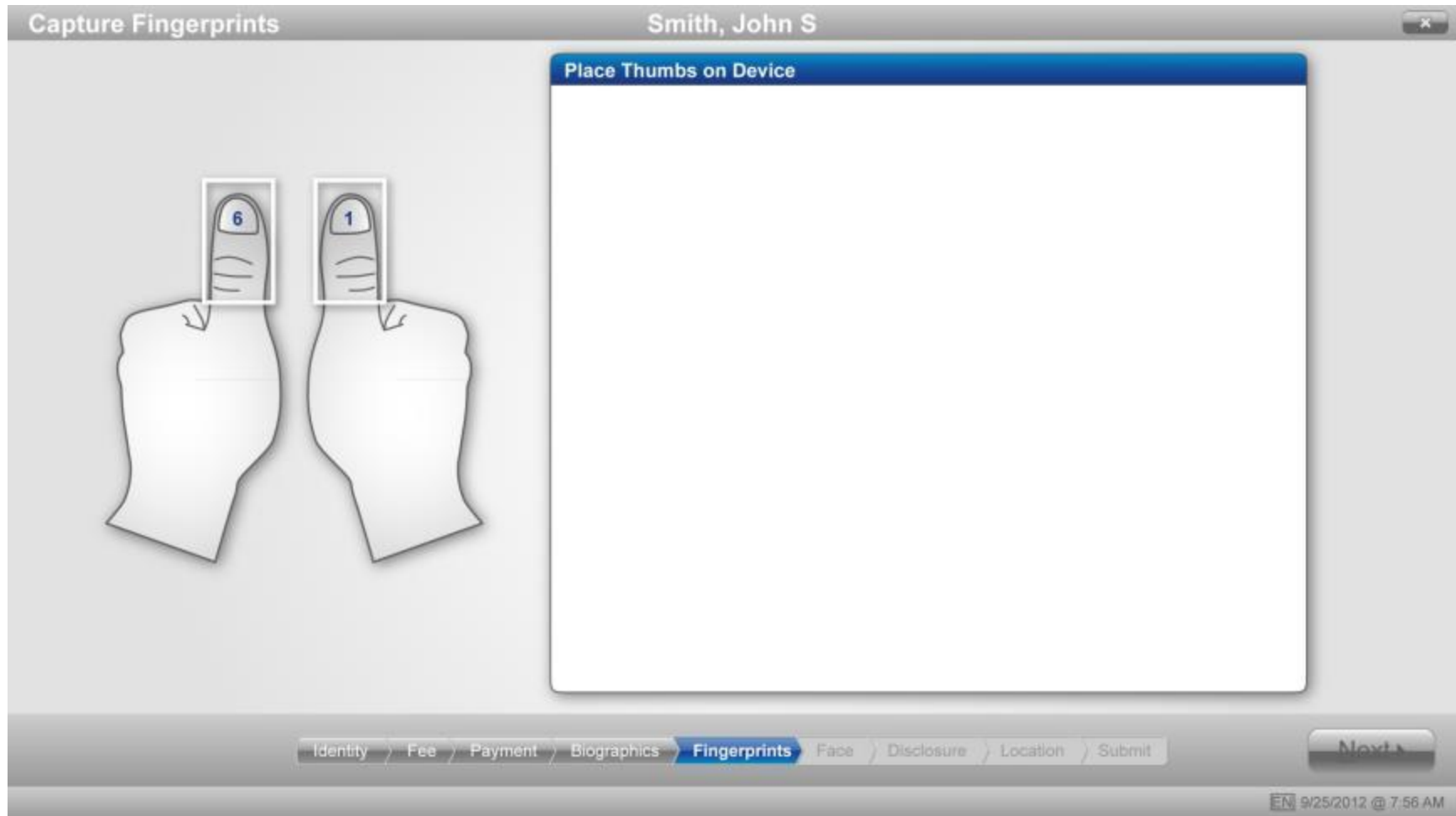


Identity > Fee > Payment > Biographics > **Fingerprints** > Face > Disclosure > Location > Submit

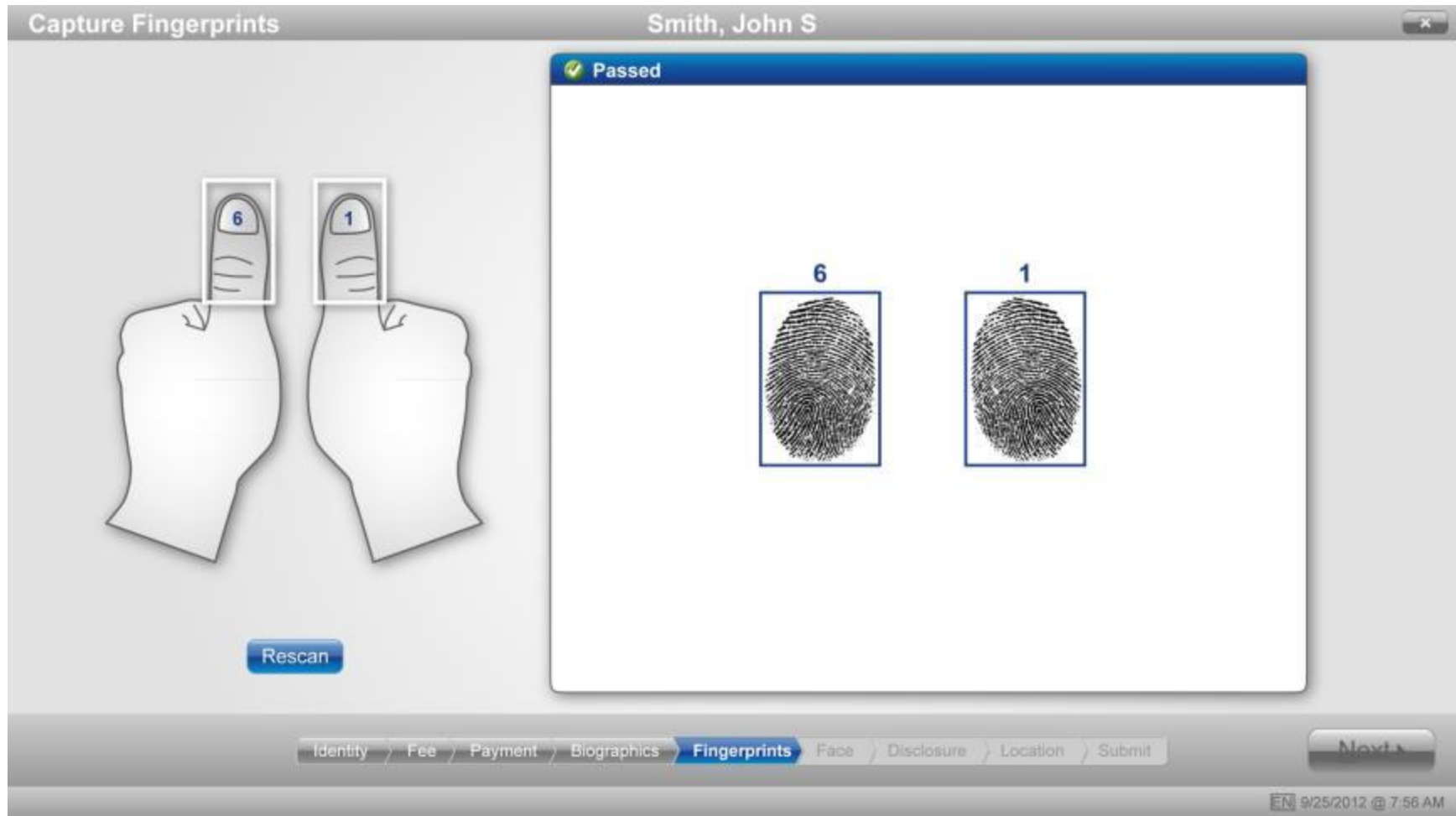
Next >

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## Capture Fingerprints - Prints 1 and 6 (Thumbs)




## Fingerprints Accepted - Prints 1 and 6 (Thumbs)



## Capture Fingerprints - Prints 7-9

Capture Fingerprints Smith, John S ✕



[Scan](#)


**Place Fingers on Device**

Identity > Fee > Payment > Biographics > **Fingerprints** > Face > Disclosure > Location > Submit [Next >](#)

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## Fingerprints Accepted - Prints 7-9


Capture Fingerprints Smith, John S




**Rescan**

✔ Passed


9



8



7




Identity > Fee > Payment > Biographics > **Fingerprints** > Face > Disclosure > Location > Submit **Next**

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## Capture Face

Capture Face Smith, John S ✕

Center Face In Front of Device



Capture

Identity Fee Payment Biographics Fingerprints Face Disclosure Location Submit


Next ▶

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## Face Accepted

Capture Face Smith, John S ✕

Center Face In Front of Device



✔ Passed



Preview

Identity > Fee > Payment > Biographics > Fingerprints > **Face** > Disclosure > Location > Submit

[Next ▶](#)

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## Disclosures (Screen 1 of 3) - Acknowledgments

Capture Disclosure TWIC ✕

**Answer Disclosure Questions (1 of 3)**

**Part A. Acknowledgments** - Review each statement and respond by checking Yes or No as appropriate.

1. I am:

- required to have unescorted access to secure areas of maritime facilities or vessels in which a TWIC is required; or
- applying to be a credentialed merchant mariner; or
- a commercial driver licensed in Canada or Mexico transporting hazardous materials in accordance with 49 CFR 1572.201; or
- authorized by TSA to complete the TWIC security threat assessment and/or apply for a TWIC.

Yes  No

2. I understand that if I plan on applying for or renewing a Coast Guard (CG)-issued merchant mariner credential, but do not provide my Social Security Number and proof of citizenship during enrollment, I will be required to visit a CG Regional Examination Center to provide this information before my application for the CG-issued credential will be considered complete.

Yes  No

3. I acknowledge that if the Transportation Security Administration (TSA) or another law enforcement agency determines that I pose a security threat, my employer may be notified of this information. As such, TSA may provide limited information necessary to reduce the risk of injury or damage to any affected area or facility..

Yes  No

Identity > Fee > Payment > Biographics > Fingerprints > Face > **Disclosure** > Location > Submit Next ▶

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## Disclosures (Screen 2 of 3) - Acknowledgments

Capture Disclosure TWIC

**Answer Disclosure Questions (2 of 3)**

**Part A. Acknowledgments** - Review each statement and respond by checking Yes or No as appropriate.

4. I am:

- a U.S. Citizen or U.S. National; or Yes  No
- not a U.S. Citizen or U.S. National, but fall into a category listed on page 3 and am eligible for a TWIC. Yes  No

5. I understand that when I pick up my renewal/replacement TWIC, I am responsible for turning in my previous TWIC. Yes  No

6. Have you previously applied and/or been approved for another DHS/TSA background check or credential program (e.g. Global Entry, Hazardous Materials Endorsement, Merchant Mariner, etc.)? Yes  No

7. If you answered "Yes" to A6, please provide the name of program/credential (e.g. Global Entry, Hazardous Materials Endorsement, Merchant Mariner, etc) and credential number.

Name of Credential (e.g. Global Entry, Hazardous Materials Endorsement, Merchant Mariner, etc.)

Credential Number

Identity > Fee > Payment > Biographics > Fingerprints > Face > **Disclosure** > Location > Submit

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## Disclosures (Screen 3 of 3) – Criminal History

Capture Disclosure TWIC ✕

**Answer Disclosure Questions (3 of 3)**

**Part B. Criminal History** - Review each statement and respond by checking **Yes** or **No** as appropriate.

Note: If you answered "Yes" to question 4 because you are currently under indictment or have open criminal charges, you should consider waiting to apply until these matters are resolved as enrollment fees are not refunded.

1. Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed in 49 CFR 1572.103 (Disqualifying Criminal Offenses - Part A), in any jurisdiction, military or civilian? **Yes**  **No**
  
2. Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed in 49 CFR 1572.103 (Disqualifying Criminal Offenses - Part B) in any jurisdiction, military or civilian, in the last 7 years before the date of this application? **Yes**  **No**
  
3. Have you been released from incarceration in any jurisdiction, military or civilian, for committing any disqualifying felony listed in 49 CFR 1572.103 (Disqualifying Criminal Offenses - Part B), during the 5 years before the date of this application? **Yes**  **No**
  
4. Are you wanted or under indictment for any disqualifying crime listed in 49 CFR 1572.103 (Disqualifying Criminal Offenses - Parts A and B)? **Yes**  **No**
  
5. Have you ever been found by a court or other lawful authority as lacking mental capacity or involuntarily committed to a mental institution? **Yes**  **No**
  
6. I understand that I must return my TWIC to the address provided on the credential if I:
  - am currently, or become, wanted, under indictment for, convicted, or found not guilty by reason of insanity, of a felony listed in 49 CFR 1572.103 (see below, Disqualifying Criminal Offenses - Parts A and B) ;
  - am found to be lacking mental capacity or involuntarily committed to a mental health facility; or
  - no longer meet the immigration standards as identified on page 3 of this form.**Yes**  **No**

◀ Back

IdentityFeePaymentBiographicsFingerprintsFaceDisclosureLocationSubmit

Next ▶

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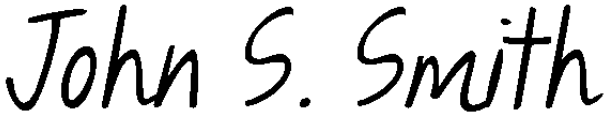
## Disclosure Signature Accepted

Capture Certifications TWIC ✕

Accepted

**For applicants and helpers/translators, a knowing and willful false statement or an omission of a material fact in this form is punishable by fine or imprisonment or both (see 18 U.S.C. 1001), and may be grounds for denial of a TWIC.**


**Applicants:** The information I have provided on this form is true, complete, and correct to the best of my knowledge and belief and is provided in good faith.



Comment:

Translator used to interpret disclosure

**Helpers/Translators:** I certify that I provided assistance in the completion of this form at the request of the named applicant; the responses provided are based on information of which I have knowledge or which was provided to me by the applicant; and I have read the completed form to the applicant in the language he/she speaks fluently for verification before he/she signed the application in my presence.



Comment:

Identity > Fee > Payment > Biographics > Fingerprints > Face > **Disclosure** > Location > Submit

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## Search/Choose Pickup Location

Choose Pickup Location Smith, John S

---

**Search Location**

List locations closest to:

POSTAL CODE - or- CITY

Number of results

Location ID	Location Name	Address	Phone	Distance
8023	Nashville, TN	TWIC Enrollment Center 15 Century Blvd. Suite 500 Nashville, Tennessee 37214-4617		2 miles
8005	Chattanooga, TN	TWIC Enrollment Center Shallowford Commons Business Park 6102 Shallowford Road Ste. 102 Chattanooga, Tennessee 37421-1684		114 miles
8012	Decatur, AL	TWIC Enrollment Center 1436 Shoal Creek Road Decatur, Alabama 42001-6869		115 miles
8043	Paducah, KY	TWIC Enrollment Center 611 Broadway Street Paducah, Kentucky 42001-6869		125 miles
8046	Evansville, IN	TWIC Enrollment Center		136 miles

---

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > **Location** > Submit

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## Customer Survey Questions

### Customer Survey

#### Answer Survey Questions

Each question is viewable only by you and will allow only one (1) answer.

1. Are you satisfied with the your overall experience at the enrollment center today?  Yes  No
2. If you experienced an issue that required a resolution, are you satisfied with the resolution?  Yes  No  NA
3. Did the enrollment center representative(s) conduct themselves in a professional and courteous manner?  Yes  No
4. Are you satisfied with the enrollment center location and appearance?  Yes  No

Thank you for participating. If you would like to provide additional feedback, please contact UES CUSTOMER SUPPORT at 855-DHS-UES1 (855-347-8371) or use the 'Contact Us' link on the UES website at [universalenroll.dhs.gov](http://universalenroll.dhs.gov).

**Key Pad Functions**

**1** = Yes    **2** = No    **3** = Not Applicable (NA)    **7** = Move back to previous question    **9** = Exit Survey

Identity > Fee > Payment > Biographics > Fingerprints > Disclosure > **Survey** > Submit

**Next** ▶


7/16/2013 @ 8:56 AM

**Submit Enrollment - Access Agent Card/Verify TA Fingerprint**

Submit Enrollment Smith, John S

### Access Agent's Card

\*PIN  
 Access



JOHN DOE

### Place Right or Left Finger on Device

By placing my finger on the device,  
I, JOHN DOE, certify that the  
information captured for **John Smith**  
has been reviewed and verified.

Identity / Fee / Payment / Biographics / Fingerprints / Face / Disclosure / Location / Submit

EN 9/25/2012 @ 7:56 AM

## Submit Enrollment - Receipt



Summary

Applicant:	<b>John S. Smith</b>
UE ID:	<b>151HK73X9SX11</b>
Service:	<b>TWIC Enroll</b>
Fee:	<b>\$129.00</b>
Paid:	<b>\$129.00</b>
Method:	<b>Card (3453)</b>
Auth Number:	<b>1860218667</b>

**Credentials will be available for pickup at:**

MorphoTrust  
15 Century Boulevard  
Suite 500  
Nashville, TN 37214

Customer Support:  
**855-DHS-UES1**  
**(855-347-8371)**

Website:  
**universalenroll.dhs.gov**

Date/Time: **06/14/2012 / 8:45 AM**  
Enrollment Location: **MorphoTrust/Nashville**  
Notification Method: **615-239-4125**

Reprint

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location > **Submit**

**Finish**



## II. Enrollment (Alternate UIs)

### 1a: Alternate Prove Identity Documents – Canadian Citizen Example

The screenshot shows a web browser window titled "Prove Identity". The main content area is a form titled "Determine Citizenship" with the following fields:

- \*Country of Birth:
- \*City of Birth:
- \*State/Province of Birth:
- \*Country of Citizenship:
- \*Immigrant Status:

At the bottom of the form, there is a navigation bar with buttons for "Identity", "Fee", "Payment", "Biographics", "Fingerprints", "Face", "Disclosure", "Location", and "Submit". The "Identity" button is highlighted. To the right of the navigation bar is a "Next" button with a right-pointing arrow.

In the bottom right corner of the browser window, there is a timestamp: "EN 9/25/2012 @ 7:56 AM".

## 1b: Alternate Prove Identity Documents – Mexican Citizen Example

**Prove Identity**

**Determine Citizenship**

\*Country of Birth  
Mexico

\*City of Birth  
Monterrey

\*State/Province of Birth  
Nuevo León

\*Country of Citizenship  
Mexico

\*Immigration Status  
[B2] with TWIC Letter Received annotation

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit

Next >

9/25/2012 @ 7:56 AM

## 1c: Alternate Prove Identity Documents – Fast Card Combination

Prove Identity

Determine Documents

Documents

- Canadian Passport Card
- Enhanced Driver's License
- FAST Card**
- NEXUS Card
- SENTRI Card

-AND-

Additional Documents

Required Identity Documents:  
**Official Employer Sponsorship Letter**  
**I-94**  
**FAST Card**

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit


Next >

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# 1d: Alternate Prove Identity Documents – Scan Fast Card

Prove Identity ✕

Accepted



**FAST**

SMITH  
JOHN S.  
30 DEC 1972  
24 NOV 2016  
USA

•Document Number:

Issuance Date:  •Expiration Date:  
  
*November 24, 2015*

Comment:

[Scan](#)

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit

[Next ▶](#)


EN 9/25/2012 @ 7:56 AM

# 1e: Alternate Prove Identity Documents – Scan Visa with Notice

Prove Identity x

**Accepted**

Please ensure document has annotation: "TWIC Letter Received"



•Document Number:

•Issuance Date:   
*November 25, 2005*

•Expiration Date:   
*November 24, 2015*

Comment:

[Identity](#) [Fee](#) [Payment](#) [Biographics](#) [Fingerprints](#) [Face](#) [Disclosure](#) [Location](#) [Submit](#)

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## 2a: Alternate Addresses – Residential Address

*(Appears only if TW answers "No" to "Is your mailing address the same as your residential address?")*

Capture Biographics Smith, John S

---

**Enter Residential Address**

• Country  
United States

• Address Line 1  
15 Century Blvd

Address Line 2  
Suite 110

• City  
Nashville

• State/Province  
Tennessee

• Postal Code  
37214 - 0129

◀ Back   Identity > Fee > Payment > **Biographics** > Fingerprints > Face > Disclosure > Location > Submit   Next ▶

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## 2b: Alternate Addresses – Previous Address

(Appears only if TW answers “No” to “Have you lived at your current residential address for more than five (5) years?”)

Capture Biographics Smith, John S

---

**Enter Previous Address**

• Country

• Address Line 1       Address Line 2

• City       • State/Province       • Postal Code

---

[← Back](#)      Identity > Fee > Payment > **Biographics** > Fingerprints > Face > Disclosure > Location > Submit      [Next ▶](#)

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### 3a: Determine Fee – Valid Coupon

Determine Fee Smith, John S

---

**Calculate Fee**

\$129.75 - Full Fee (TWIC expires approximately May 2018)

**\$105.25 - Reduced Fee (Comparable expires approximately June 2015)** **\$105.25**

**Commercial Drivers License with a Hazardous Material Endorsement (HME)**

Coupon Code

112HKV5511QK95  Coupon Applied (\$105.25)

---

**Fee: \$0.00**

---

Identity **Fee** Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit

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### 3b: Determine Fee – Invalid Coupon

Determine Fee Smith, John S

---

**Calculate Fee**

\$129.75 - Full Fee (TWIC expires approximately May 2018)

**\$105.25 - Reduced Fee (Comparable expires approximately June 2015)** **\$105.25**

**Commercial Drivers License with a Hazardous Material Endorsement (HME)**

Coupon Code

112HKV5511QK95  Coupon Not Valid (\$0.00)

---

**Fee: \$105.25**

---

Identity **Fee** Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit

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## 4: Alternate Payment - Check

### Collect Payment

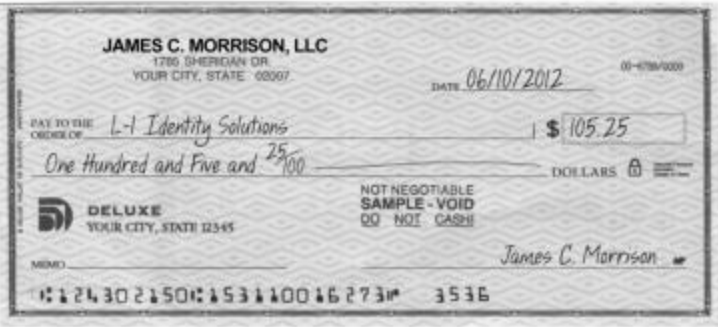
Smith, John S

**Choose Payment Method**  
 Credit Card  Check  Money Order

**Amount Due \$105.25**

**Place Check in Scanner**  

Amount on check must match Amount Due. Potential 1 day processing time for all checks.



• Name on Check

• Routing Number  • Account Number;

• Check Number

Comment

**Scan**

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location > Submit

Next

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## 5: Alternate Biographics – Alien Registration Number (ARN)

Capture Biographics Smith, John S

---

**Enter Personal Information**

First Name	Middle Name	Last Name	Suffix	Date of Birth	Gender
John	Steven	Smith		12/30/1972 <small>December 30, 1972</small>	Male

US  Metric

• Height	• Weight	• Hair Color	• Eye Color
06 ft 02 in	205 lbs	Brown	Multi-color

Social Security Number: [\*\*\*\*\*]      Social Security Number: 111-08-5114

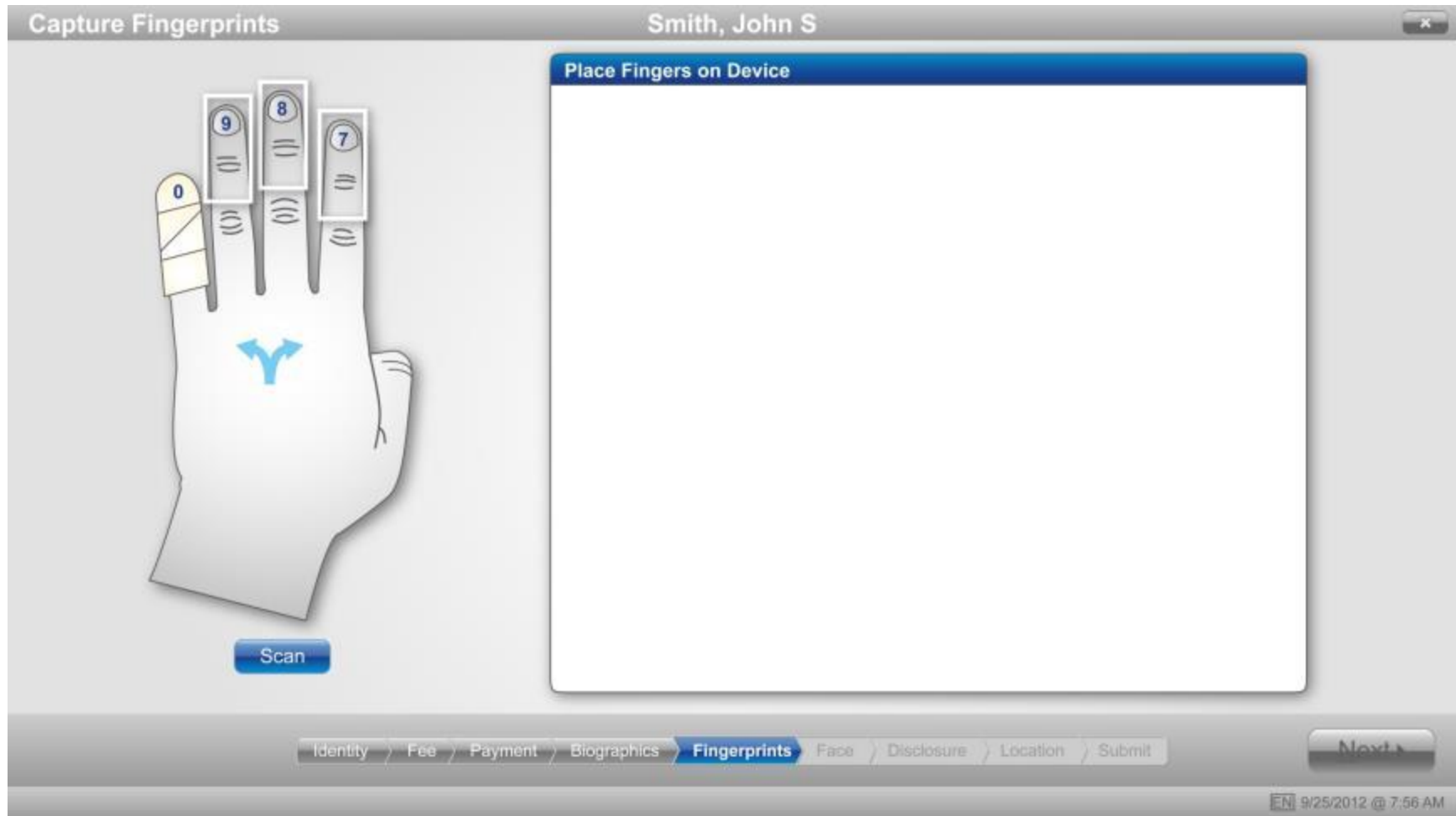
• Alien Registration Number: [\*\*\*\*\*]      • Alien Registration Number: 123456789

---

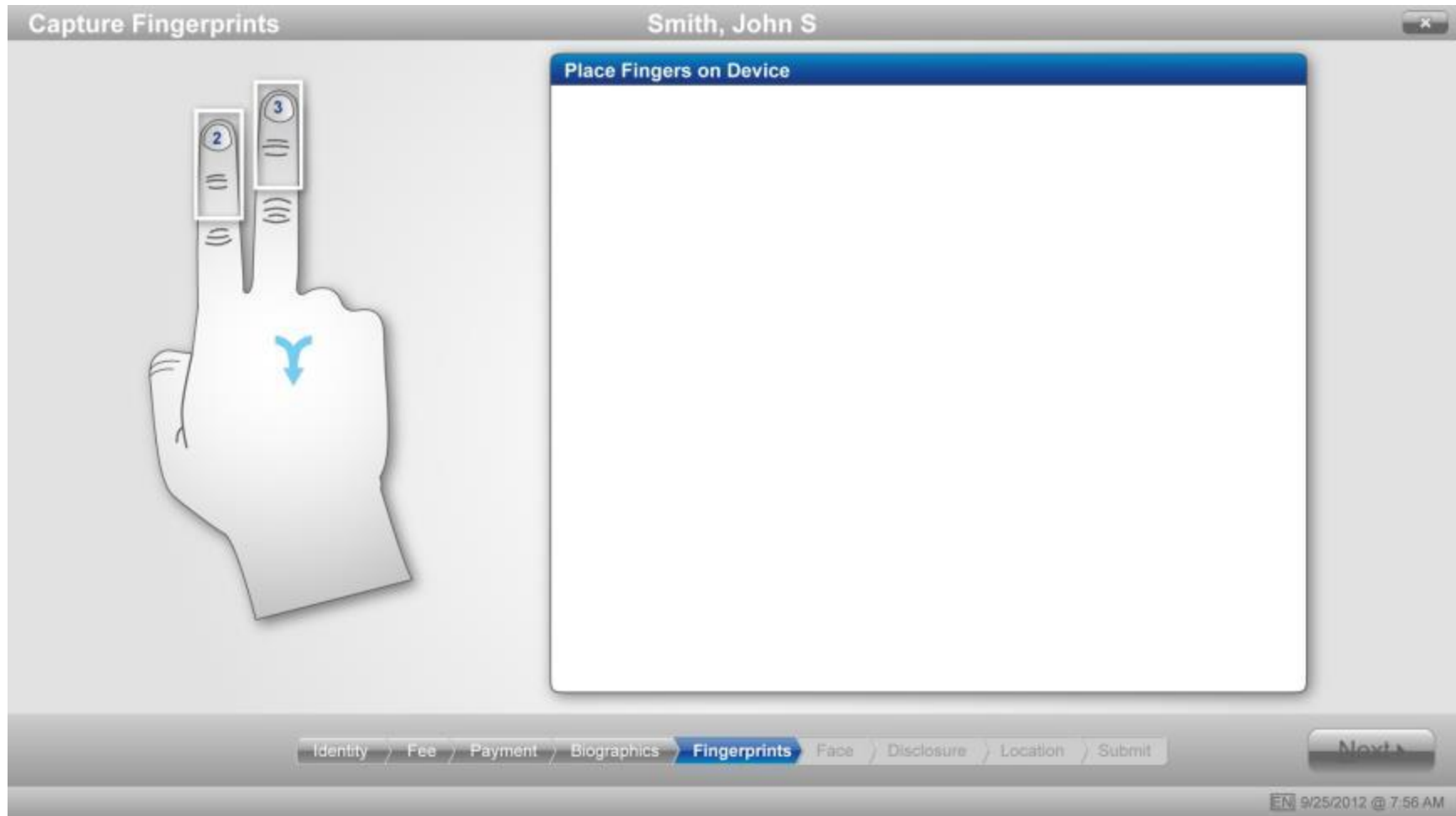
Identity > Fee > Payment > **Biographics** > Fingerprints > Face > Disclosure > Location > Submit Next ▶

9/25/2012 @ 7:56 AM

## 6a: Alternate Fingerprint - Bandaged Finger




## 6b: Alternate Fingerprint – Split Fingers for Large Hands



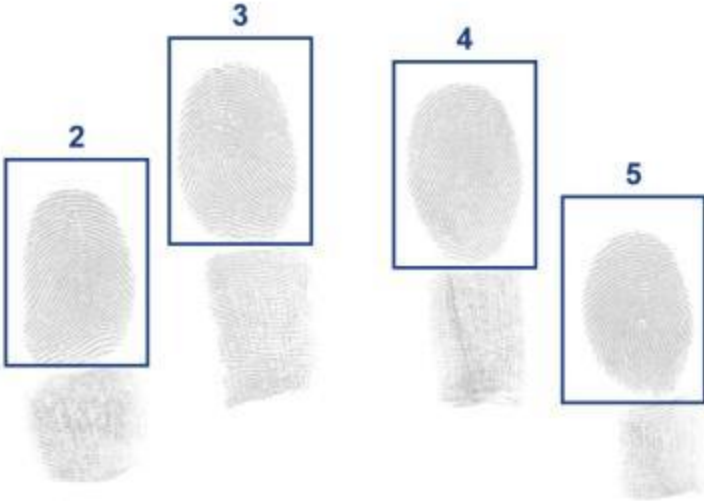
## 6c: Alternate Fingerprint - Capture Fail

Capture Fingerprints Smith, John S



**Rescan**

✖ Failure 3 (Too Light)



Identity > Fee > Payment > Biographics > **Fingerprints** > Face > Disclosure > Location > Submit **Next**


9/25/2012 @ 7:56 AM

## 7a: Miscellaneous Alternate – Verification Fail

Submit Enrollment Smith, John S

### Access Agent's Card

\*PIN  
\*\*\*\*\*



JOHN DOE

### Verification Failed

By placing my finger on the device,  
I, JOHN DOE, certify that the  
information captured for **John Smith**  
has been reviewed and verified.

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > Location >

EN 9/25/2012 @ 7:56 AM

## 7b: Miscellaneous Alternate - All Tray Icons

Service Location: Nashville TN (8023)

**Search**

\*Date of Birth  
12/30/1972  
December 30, 1972

Search Method  
Phone

Country Code  
United States (+1)

Phone  
615-123-4567

Search Clear

**Message Center**

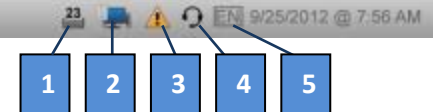
Date	From	Subject
05/16/11	Operations	[JES] Service..
05/10/11	Bill Moore	[TWIC] Your..

**Appointments**

Last Name	MI	First Name	Program	Service	Location	Appointment
New					Current	Walk-In

Admin Next

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- 1: Pending jobs
- 2: Disconnected
- 3: Alerts (See 7c.)
- 4: Bomgar connection (technical help desk)
- 5: Preferred Language toggle



7c: Miscellaneous Alternate - Alerts

3

The screenshot displays a software interface with an 'Alerts' dialog box in the foreground. The dialog box contains a table with the following data:

USB Connection	Device	Software Status	Service Requirement	Action
✓	Camera	Ready	Required	Reset
✓	Fingerprint Scanner	Ready	Required	Reset
✓	Document Authentication Scanner	Ready	Required	Reset
✓	Signature Pad	Ready	Required	Reset
✓	Check Scanner	Error	Required	Reset
✓	Flatbed Scanner	Ready	Required	Reset
✓	Verify Smart Card Reader	Ready	Required	Reset
✓	Pecise 250 Smart Card Reader	Ready	Not Required	Reset
✓	Ten-Key Pad	Ready	Not Required	Reset
✓	Thermal Printer	Ready	Required	Reset
✓	MagStripe Card Reader	Ready	Required	Reset

The background interface includes a search section with fields for Date of Birth (12/30/1972), Search Method (Phone), Country Code (United States (+1)), and Phone (615-123-4567). It also features a Message Center with a list of messages and a 'Next' button at the bottom right.

## 8a: Miscellaneous Modal - Exit

Universal Enrollment Services

### Enter Applicant Information

<b>Essential</b>		<b>Contact</b>	
*First Name John		Preferred Language English	
*Middle Name Steven		Email *****	
*Last Name Smith	Suffix ▼		
*Gender Male		Phone 1 615-239-4125	
*Date of Birth 12/30/1972 December 30, 1972		Phone 2 ▼	
		*Primary Method of Contact Phone 1	

**Exit Service Request**

Reason for exit  
Essential data mismatch

OK

Back Next

ES 9/24/2012 @ 7:58AM

## 8b: Miscellaneous Modal – Pending Transactions

Service Location: Nashville TN (8023)

### Search

\*Date of Birth  
  
December 30, 1972

Search Method

Country Code

Phone

### Appointments

Last Name	MI	First Name	Program	Service	Location	Appointment
New					Current	Walk-In

### Message Center

Date	From	Subject
05/16/11	Operations	[JES] Service
05/10/11	Bill Moore	[TWIC] Your...

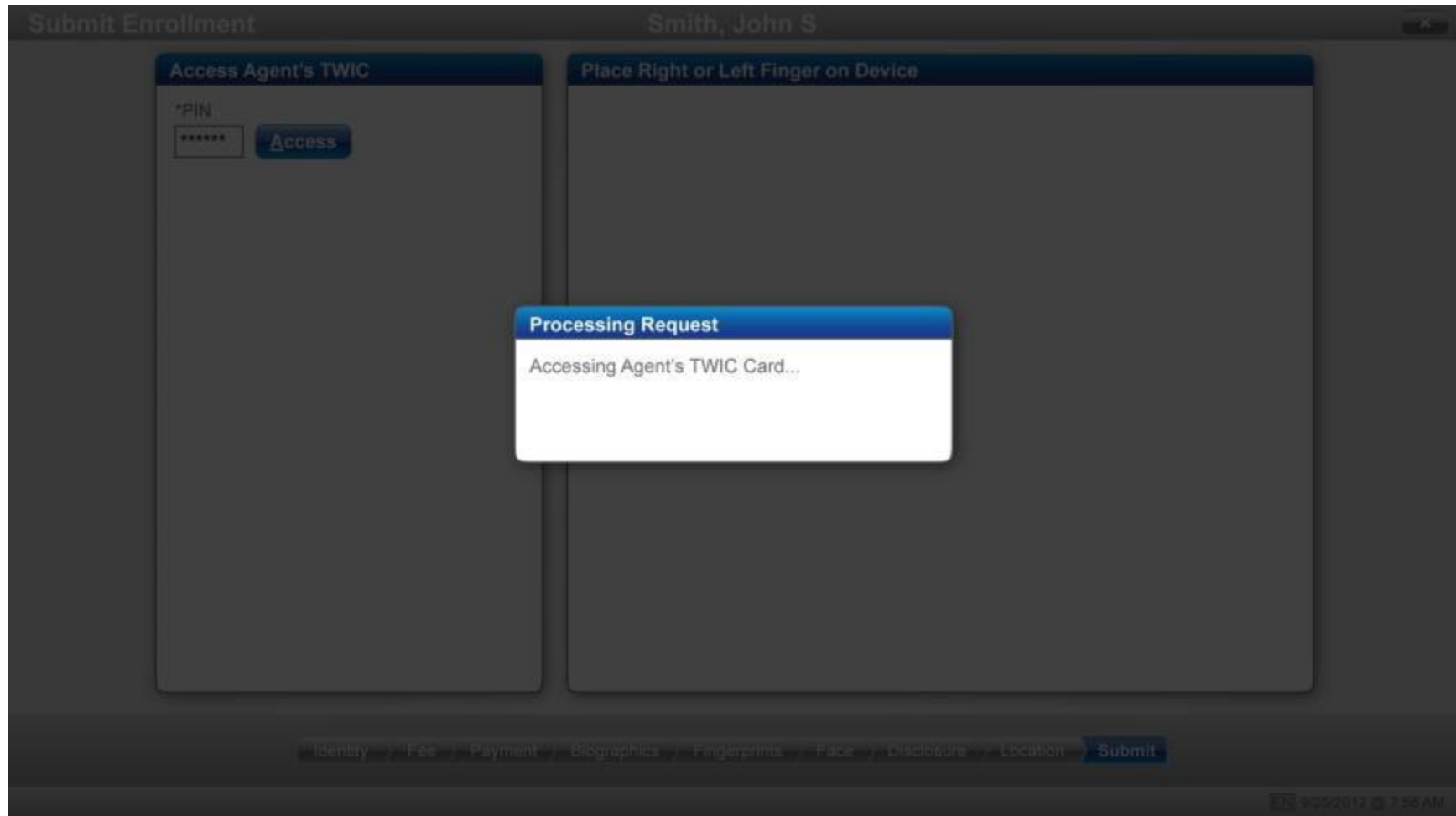
### Pending Transactions

You have 23 transactions waiting to process.

Press 'Cancel' to return to workstation.  
Press 'OK' to continue log-off.

22 5/16/2012 @ 7:58AM

## 8c: Miscellaneous Modal - Processing TA TWIC Card



## 8d: Miscellaneous Modal – Prove Identity Conflict

Prove Identity Smith, John S

Accepted

-Document Number:	-Driver License Class:
<input type="text"/>	<input type="text"/>
-Issuance Date:	-Expiration Date:
<input type="text"/>	<input type="text"/>
November 25, 2005	November 24, 2015

**Resolve Conflict**

Field	Baseline	Captured	Correct
DOB	January 1, 1972	December 30, 1972	Essential Data must match

[Exit](#)

[Scan](#)

[Identity](#) [Fee](#) [Payment](#) [Registration](#) [Fingerprints](#) [Test](#) [Decline](#) [Location](#) [Submit](#) [Next](#)

© 2012 © 7:58AM

### III. Replace Card

#### Customer Search

Service Location: Anchorage, AK (1701)

#### Search

\*Date of Birth  
  
December 30, 1972

Search Method

Country Code

Phone

#### Appointments

Last Name	MI	First Name	Program	Service	Location	Appointment
New	S	John		Enroll	Current	Walk-In

#### Message Center

Date	From	Subject
05/16/11	Operations	[JES] Service..
05/10/11	Bill Moore	[TWIC] Your..

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## Enter Customer Information

Service Location: Nashville TN (8023)

### Enter Customer Information


Essential		Contact	
*First Name	<input type="text" value="John"/>	*Preferred Language	<input type="text" value="English"/>
*Middle Name	<input type="text" value="Steven"/>	*Primary Method of Contact	<input type="text" value="Method of Contact 1"/>
*Last Name	<input type="text" value="Smith"/>	Method of Contact 1	<input type="text" value="Method of Contact 1"/>
Suffix	<input type="text"/>	*Country Code	<input type="text" value="United States (+1)"/>
*Gender	<input type="text" value="Male"/>	*Phone	<input type="text" value="615-123-4567"/>
*Date of Birth	<input type="text" value="12/30/1972"/>	Method of Contact 2	<input type="text" value="None"/>
	December 30, 1972	*Method	<input type="text" value="None"/>

9/25/2012 @ 7:56 AM

## Select Program and Service – Replace Card

Universal Enrollment Services

### Select Program



TWIC

### Select Customer Service

- Enroll
- Activate Card
- Reset Card PIN
- Replace Card**

◀ Back

Next ▶

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## Select Reason/Calculate Fee

Determine Fee Smith, John S

### Select Reason for Replacement

- Card is Lost/Stolen
- Card is Damaged
- Unable to Reset Card PIN
- Extended Expiration Date (EED)

### Calculate Fee

Replace Card (TWIC expiration will be extended by 3 years) **\$60.00**

Coupon Code

---

**Fee: \$60.00**

Fee Payment Location Submit Next ▶

9/25/2012 @ 7:56 AM

## Enter Payment Method/Payment Accepted

Collect Payment Smith, John S

---

**Choose Payment Method**


Credit Card    Check    Money Order

**Amount Due \$60.00**

---

**Swipe Card**

We Accept



**Credit Card ending in 5012 was successfully charged**

• Name on Card

• Credit Card Number

• Expiration Date   • CSC  
 /

---

Fee   **Payment**   Location   Submit

9/25/2012 @ 7:56 AM

## Search/Choose Pickup Location

Choose Pickup Location Smith, John S

---

**Search Location**

List locations closest to:

POSTAL CODE - or- CITY

Number of results

Location ID	Location Name	Address	Phone	Distance
8023	Nashville, TN	TWIC Enrollment Center 15 Century Blvd. Suite 500 Nashville, Tennessee 37214-4617		2 miles
8005	Chattanooga, TN	TWIC Enrollment Center Shallowford Commons Business Park 6102 Shallowford Road Ste. 102 Chattanooga, Tennessee 37421-1684		114 miles
8012	Decatur, AL	TWIC Enrollment Center 1436 Shoal Creek Road Decatur, Alabama 42001-6869		115 miles
8043	Paducah, KY	TWIC Enrollment Center 611 Broadway Street Paducah, Kentucky 42001-6869		125 miles
8046	Evansville, IN	TWIC Enrollment Center		136 miles

---

Identity > Fee > Payment > Biographics > Fingerprints > Face > Disclosure > **Location** > Submit

EN 9/25/2012 @ 7:56 AM

## Submit Card Replacement - Receipt

Submit Smith, John S ✕

**Summary**

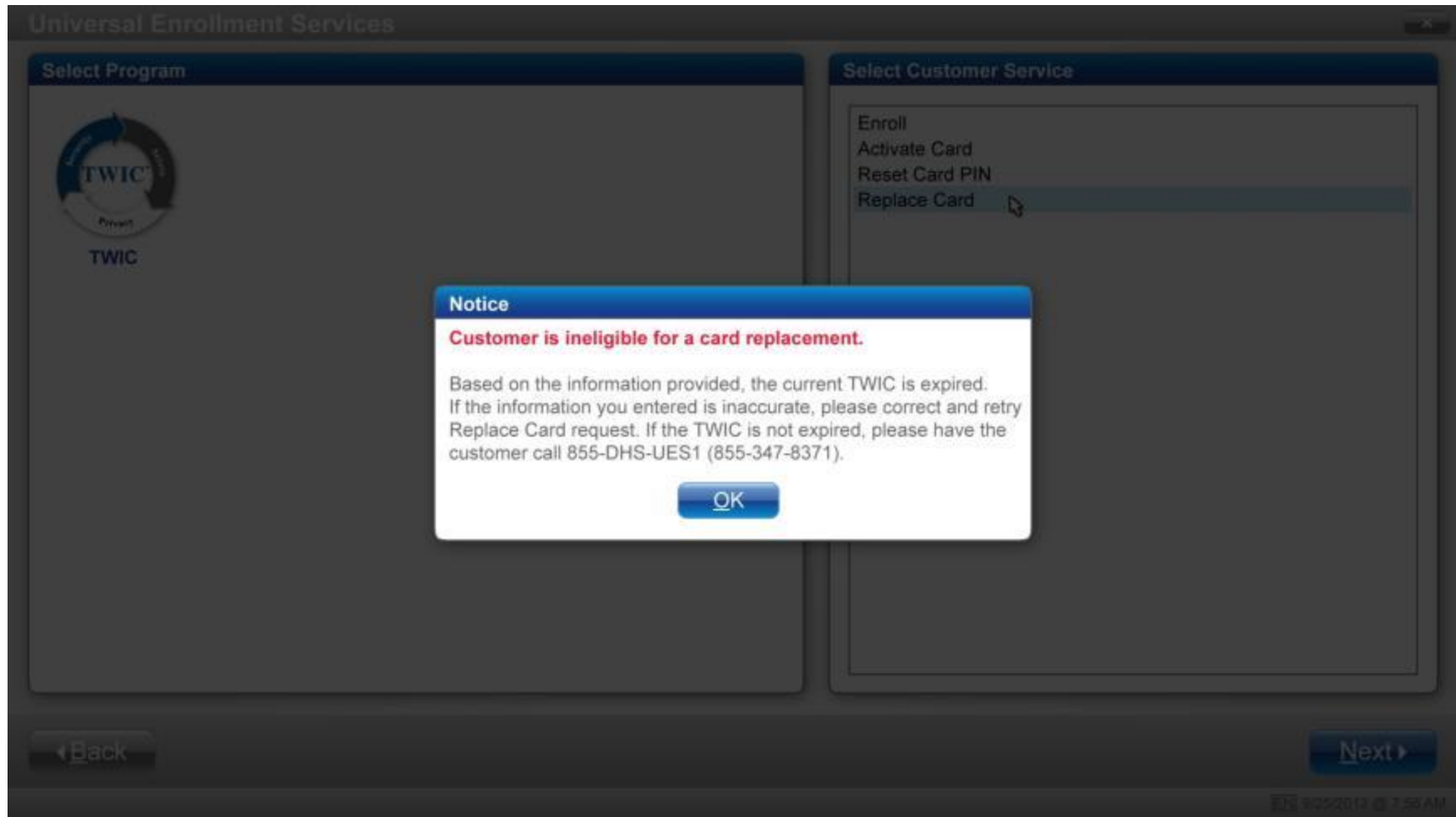
Applicant:	<b>JOHN S. SMITH</b>	<b>Credentials will be available for pick-up at:</b>  MorphoTrust 15 Century Boulevard Suite 500 Nashville, TN 37214  Customer Support: <b>855-DHS-UES1</b> <b>(855-347-8371)</b>  Website: <b>universalenroll.dhs.gov</b>
UE ID:	<b>151HK73X9SX11</b>	
Service:	<b>TWIC REPLACE CARD</b>	
Fee:	<b>\$60.00</b>	
Paid:	<b>\$60.00</b>	
Method:	<b>CARD (1475)</b>	
Auth Number:	<b>1860218667</b>	
Date/Time:	<b>06/14/2012 / 8:45 AM</b>	
Enrollment Location:	<b>MorphoTrust/Nashville</b>	
Notification Method:	<b>615-239-4125</b>	

[Reprint](#)

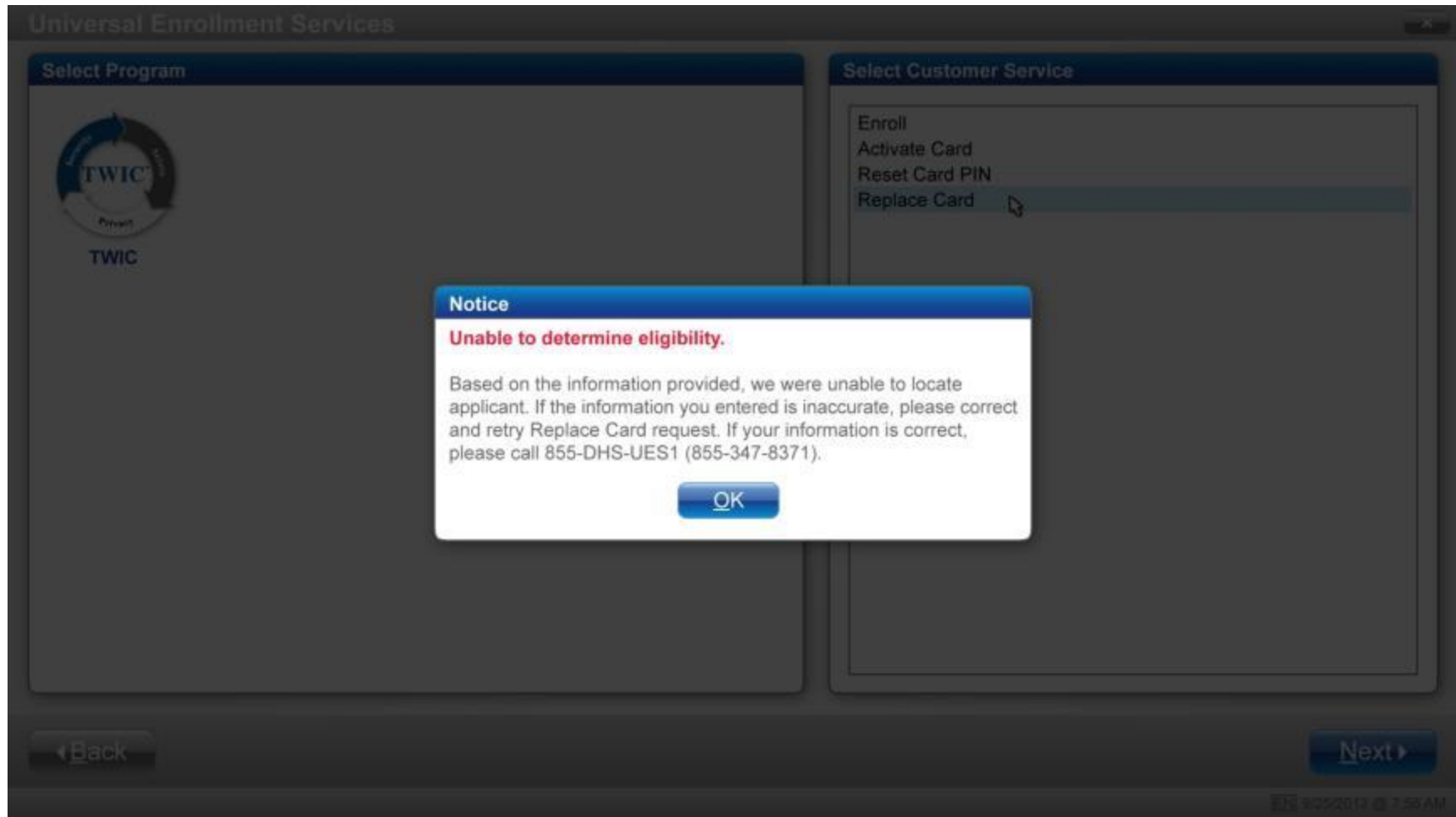
Fee / Payment / Location / **Submit**

EN 9/25/2012 @ 7:56 AM

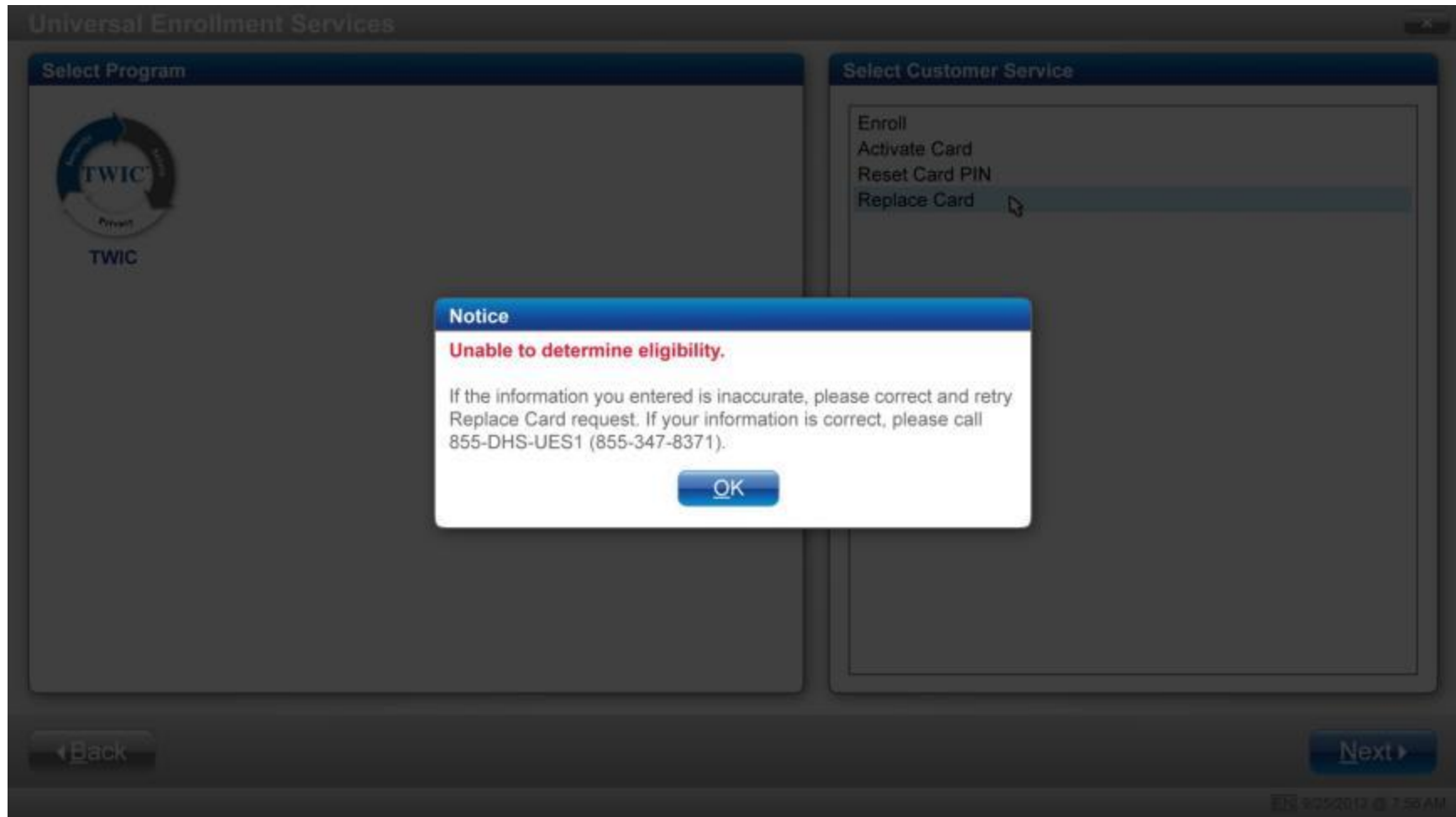
## Card Replacement Modal - Customer Ineligible



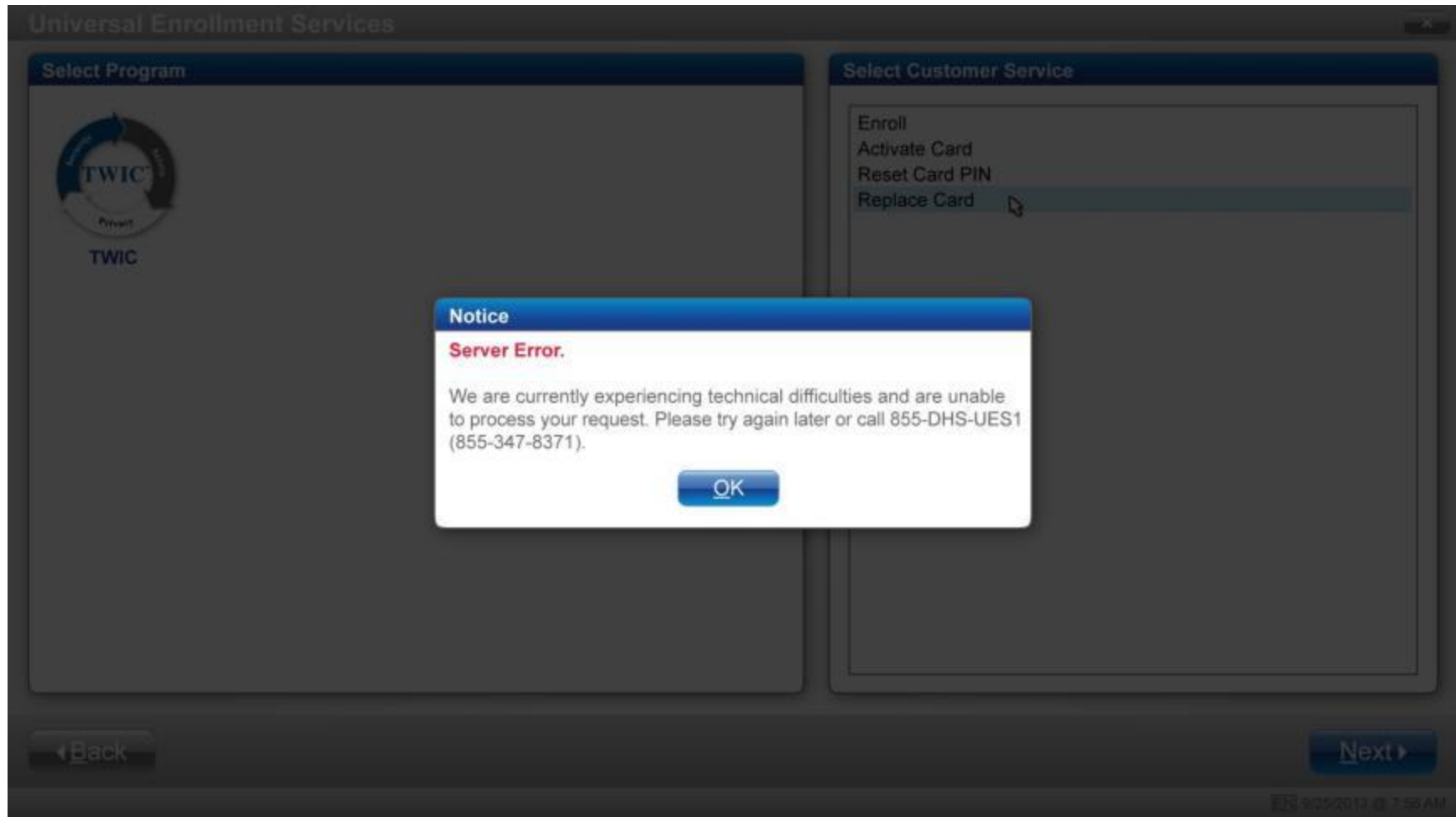
## Card Replacement Modal - Unable to Locate Applicant



## Card Replacement Modal - Unable to Determine Eligibility

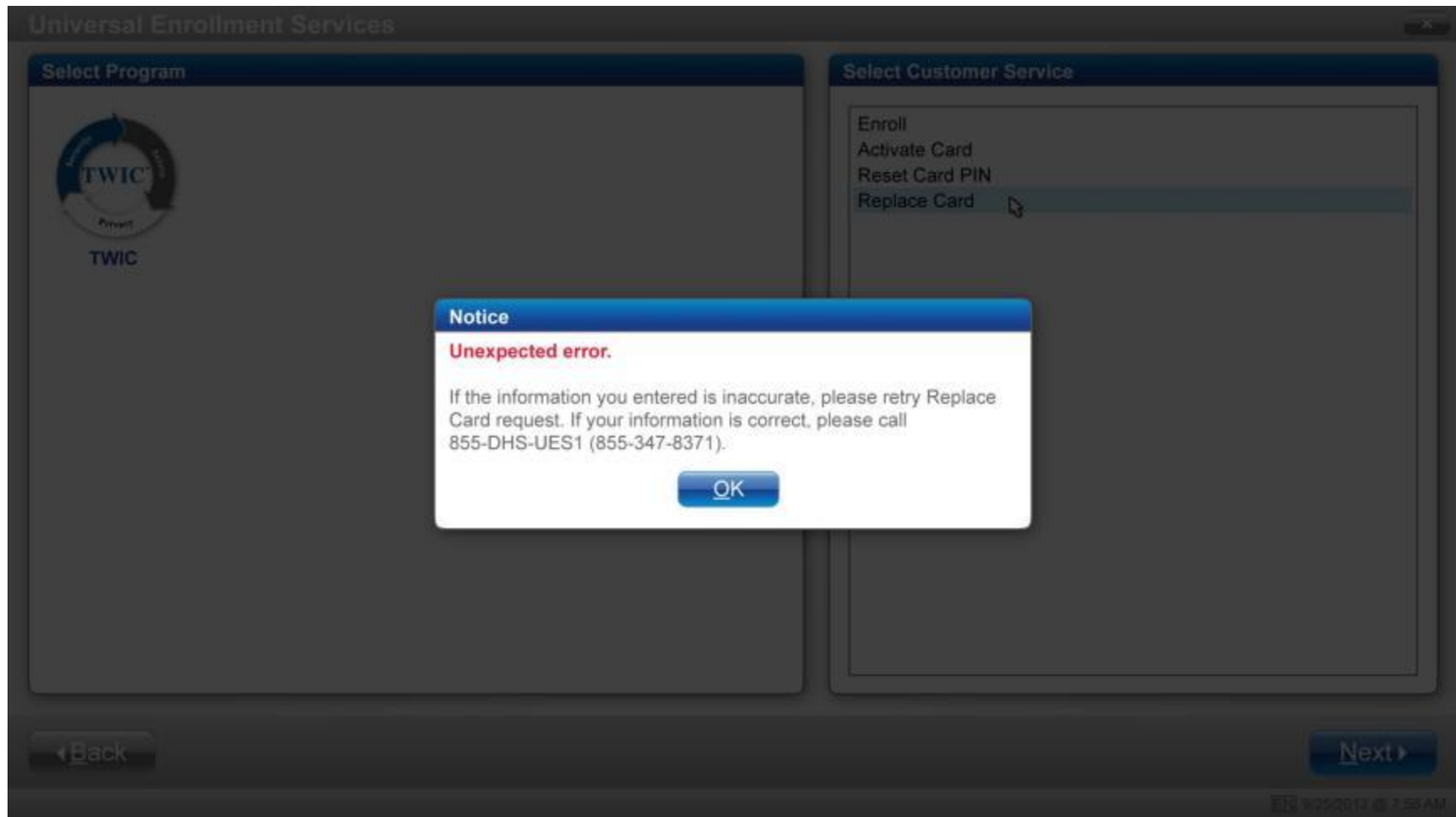


## Card Replacement Modal - Server Error





## Card Replacement Modal - Unexpected Error



## IV. Admin

### 1a: Select Admin

Service Location: Anchorage, AK (1701)

#### Search

\*Date of Birth  
  
December 30, 1972

Search Method

Country Code

Phone

#### Appointments

Last Name	MI	First Name	Program	Service	Location	Appointment
New	S	John		Enroll	Current	Walk-In

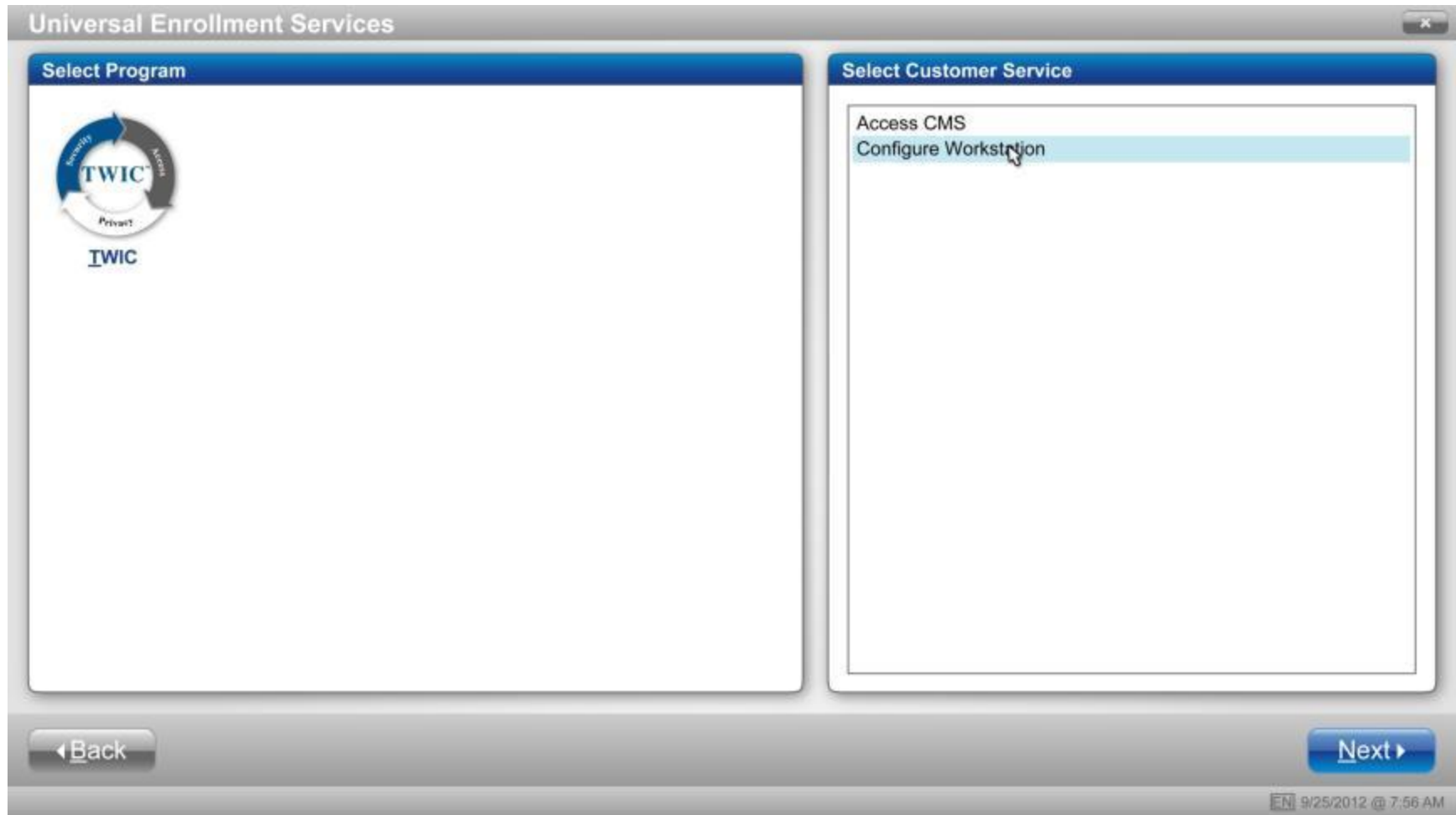
#### Message Center

Date	From	Subject
05/16/11	Operations	[JES] Service..
05/10/11	Bill Moore	[TWIC] Your..

9/25/2012 @ 7:56 AM



## 1b: Configure Workstation



## 2a: Production Mode

Universal Enrollment Services

### Configure Workstation

Attribute	Options
Workstation Location	Nashville, TN (8023) <a href="#">Search location</a>
Workstation Mode	<input checked="" type="radio"/> Production <input type="radio"/> Training
Programs	<input checked="" type="checkbox"/> TWIC <input type="checkbox"/> HME
Customer Services	<input checked="" type="checkbox"/> Enroll <input checked="" type="checkbox"/> Activate Card
Calibrate Fingerprint Device	<input type="button" value="Calibrate"/>
Receipt Copies	1 <input type="button" value="v"/>

9/25/2012 @ 7:56 AM

## 2b: Select Workstation Location

Universal Enrollment Services

### Search Location

List locations closest to:

Postal Code or City

Number of results

Location ID	Location Name	Address	Phone	Distance
8023	MorphoTrust	15 Century Boulevard, Suite 500, Nashville, TN	615-983-5808	3.5 miles
9999	Company A	123 Main Street, Murfreesboro, TN	615-123-4567	35.7 miles
9998	Company B	45 South Blvd, Clarksville, TN	111-222-4444	42.5 miles

ES 1/25/2012 @ 7:58AM

### 3a: Training Mode

Universal Enrollment Services

#### Configure Workstation

Attribute	Options
Workstation Location	Nashville, TN (8023) <a href="#">Search location</a>
Workstation Mode	<input type="radio"/> Production <input checked="" type="radio"/> Training
Programs	<input checked="" type="checkbox"/> TWIC <input type="checkbox"/> HME
Customer Services	<input checked="" type="checkbox"/> Enroll <input checked="" type="checkbox"/> Activate Card
Calibrate Fingerprint Device	<input type="button" value="Calibrate"/>
Receipt Copies	1 <input type="button" value="v"/>

9/25/2012 @ 7:56 AM

## 2c: Training Mode

Service Location: Nashville TN (8023) TRAINING MODE

### Enter Customer Information

Essential		Contact	
*First Name	<input type="text" value="John"/>	*Preferred Language	*Primary Method of Contact
*Middle Name	<input type="text" value="Steven"/>	<input type="text" value="English"/>	<input type="text" value="Method of Contact 1"/>
*Last Name	<input type="text" value="Smith"/>	*Method of Contact 1	
Suffix	<input type="text"/>	Country Code	Phone
*Gender	<input type="text" value="Male"/>	<input type="text" value="United States (+1)"/>	<input type="text" value="615-123-4567"/>
*Date of Birth	<input type="text" value="12/30/1972"/>	*Method of Contact 2	
December 30, 1972		Method	<input type="text"/>

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