



AirTeraSM
Version 1
August 20, 2026

AirTeraSM
Amazon - IDMS

User Guide:
How to Process a Fingerprint Collection User Guide

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Security.
Safety.
Compliance.



Objective

step-by-step overview of the Live Scan fingerprint collection process, including how to review and correct applications, upload documents, and collect two sets of fingerprints for each individual. It emphasizes verifying the person's identity, ensuring fingerprint quality, and checking that both sets are properly ingested before finalizing and transmitting the prints to the DAC and TSA

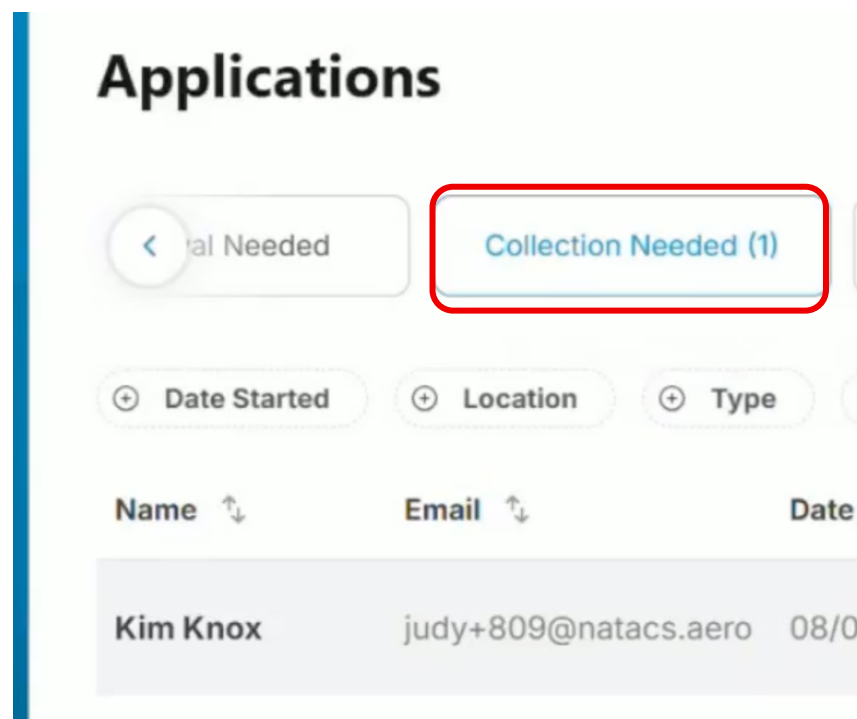
Process Overview

Log into AirTera IDMS Platform

1. [Navigate to app.services.airtera.com](https://app.services.airtera.com)

Locate Applicant

2. Navigate to Applications Tab
3. Select 'Collection needed' Status



4. Click Action menu
5. Select 'Start Collection'

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Collecting the Prints

6. Review Applicant information
7. Click 'Next'
8. Confirm Endorsements
9. Click 'Next'
10. Review PDF application
11. Click 'Next'
12. Upload OR Scan documents
 - a. Document type
 - b. Document Number
 - c. Expiration date
 - d. Comments
13. Click 'Next'
14. Collect Fingerprints
 - a. Click 'Scan'

Collect Fingerprints

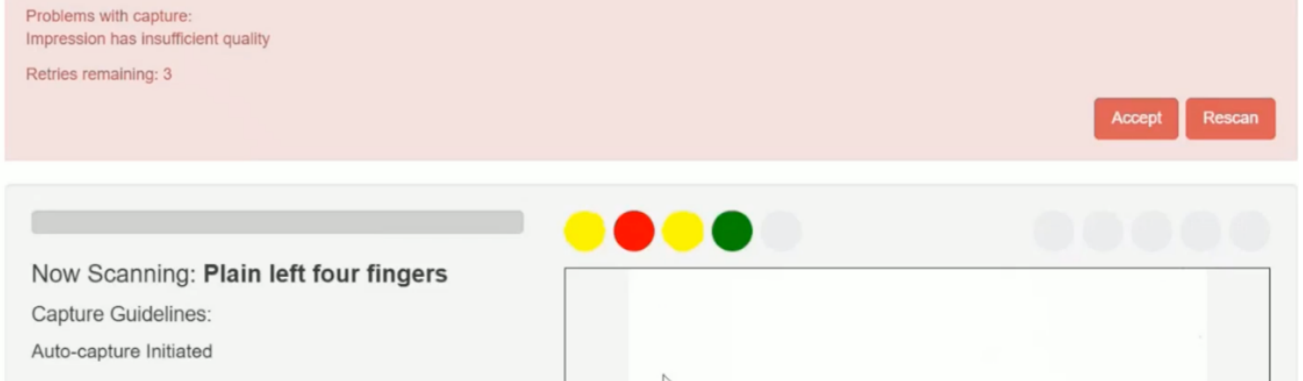
Please click below to be redirected

Scan

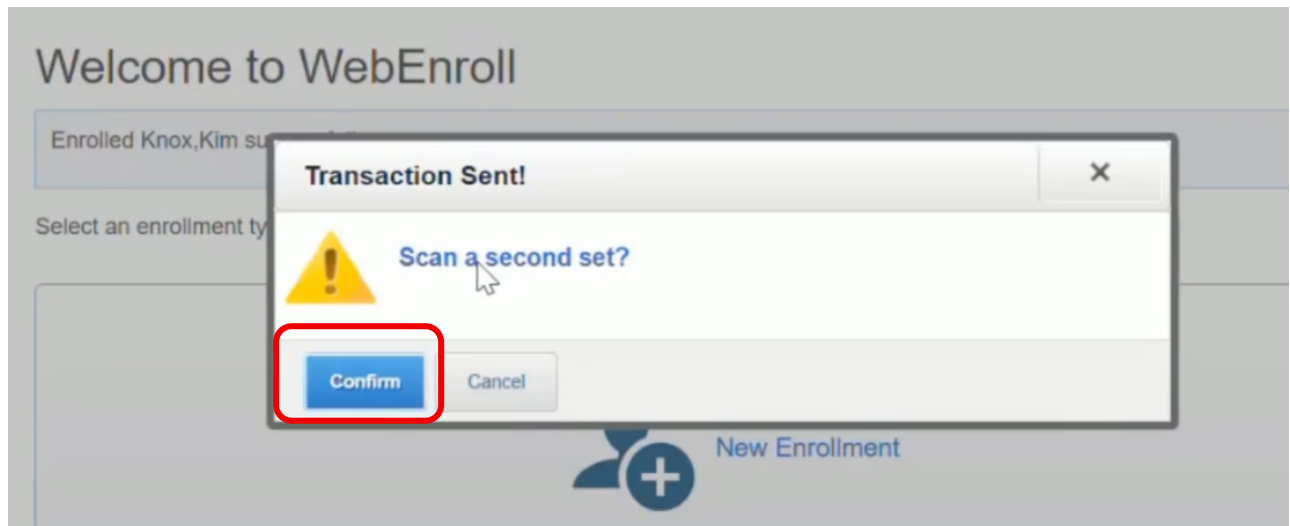
Scan Status: IDLE

- b. You will be redirected to the BioSP server
- c. Verify Applicants information on the Biographic page
- d. Click 'Confirm & Continue'
- e. Follow Prompts for fingerprint collection with scanner

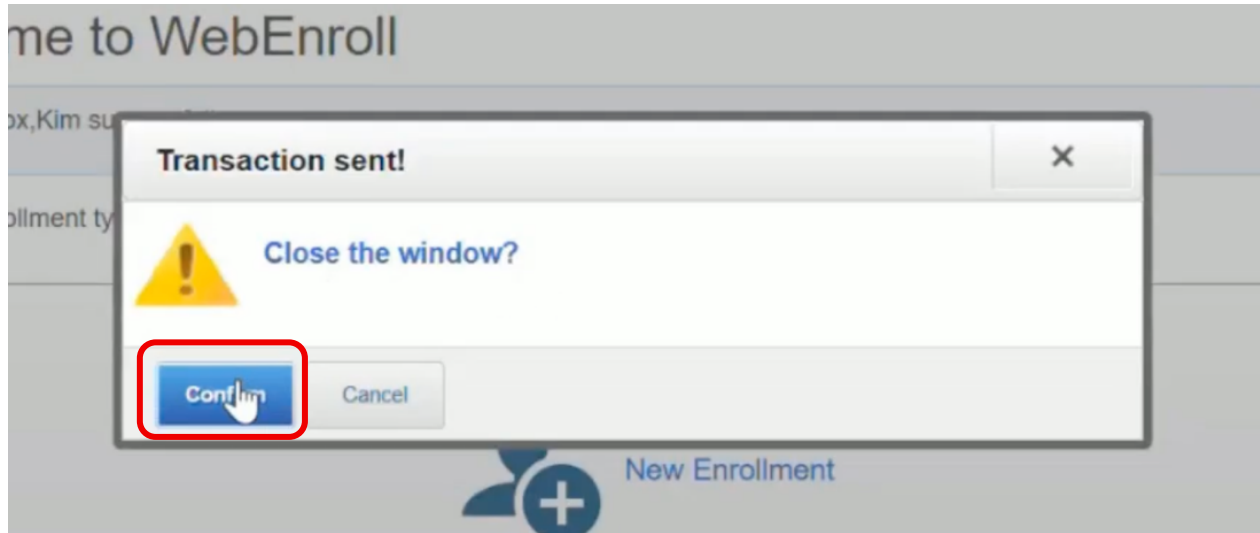
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- f. Click 'Confirm & Continue'
- g. Review the information on screen
- h. Click 'Complete Enrollment'
- i. A prompt for a second set will appear
- j. Click 'Confirm'

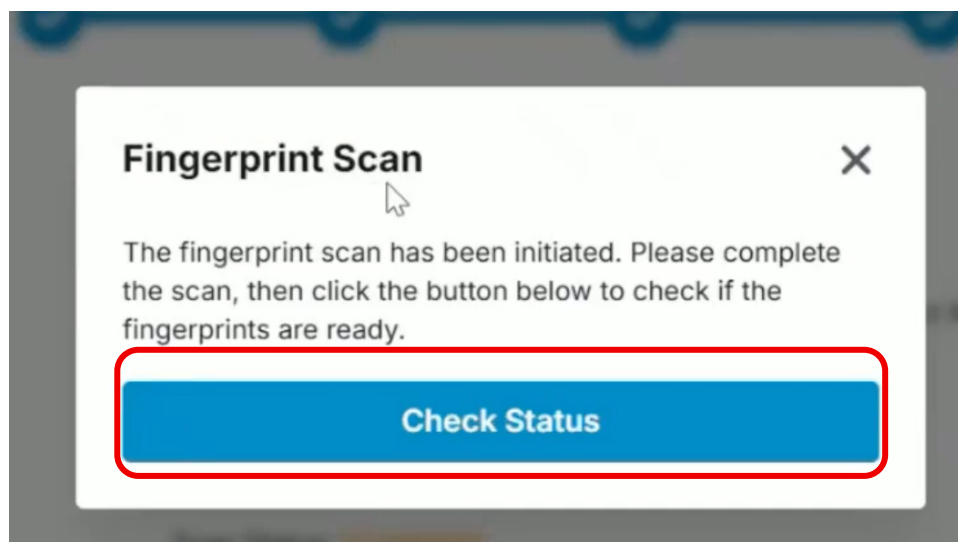


- k. Click 'New Enrollment'
- l. Repeat steps c – h
- m. A status will appear saying to close window
- n. Click 'Confirm'

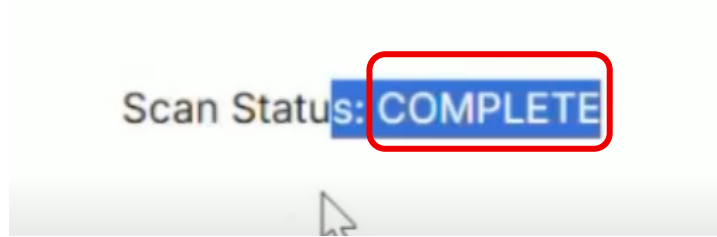


Checking the Status

15. Once collection is complete you will be redirected back to the IDMS platform
16. A notice will appear, click 'Check Status'



17. If both sets of prints were ingested properly into the system, a 'Complete' status message will appear



18. Click 'Next'
19. Sign-off
 - a. Type full legal name
 - b. Click 'Sign'