

Bureau of Security & Investigative Services

Photo Identification Cards Instructions

January 2019

The Bureau of Security and Investigative Services is partnered with Psychological Services Industries (PSI) to issue photo identification cards for the following license types:

- Alarm Company Qualified Manager Certificate
- Alarm Company Employee Registration
- Locksmith Employee Registration
- Private Investigator Company License
- Repossessor Agent Registration
- Repossessor Qualifying Manager Certificate
- Security Guard Registration

Please note, the photo identification card (ID card) is optional for most license types- Private Investigators are required by law to obtain a photo ID (Business and Professions Code Section 7529). The card itself does not list the license, certificate, or registration's expiration date; however, the photo ID card is only valid while the license, certificate, or registration is in a current and clear status. If you receive a new license, certificate, or registration number, the previous photo ID card will be invalid.

Review the questions and answers below for further information regarding photo ID cards.

1. What are the eligibility requirements to obtain a photo ID card?

To be eligible to obtain a photo ID card, you must possess one of the seven BSIS license types listed above.

2. How much does it cost to get a photo ID card and who do I pay?

A \$5 photo printing fee is collected directly by PSI at the location site and may only be paid with a Visa or MasterCard. Please note, the Bureau does not accept any payments for photo ID cards.

3. Where do I go to get the photo ID?

Photo IDs are provided by PSI at 17 sites located throughout California. See below for a list of all available PSI sites that provide photo ID services.

4. How do I schedule an appointment to get a photo ID?

PSI does not offer appointments for photo IDs. You may walk-in to take your photo at any of the 17 PSI centers listed below. Walk-ins are on a first come, first serve basis.

5. To prevent processing delays, what should I do before going to a PSI location?

Before visiting a PSI location, you should verify that your Address Of Record (AOR) is current and up-to-date because your photo ID will be mailed to the AOR on file with the Bureau. Additionally, you should verify that the name on your license, registration, or certificate matches the name listed on the photo ID used to verify your identity (i.e. State Driver's License, Military ID, Passport).

6. How do I find out what AOR the Bureau has on file for my license, registration, or certificate?

To verify your AOR, log-in or create an account online in [BreEZe](#). If your address has changed, you can submit an address change request online, which will update the Bureau's records automatically.

7. The name on my license, registration, or certificate does not match my CA driver's license, passport, or military ID. Will PSI be able to take my photo and issue a photo ID?

No. The name on your license, registration, or certificate must match the name listed on your photo ID used to verify your identity (i.e. State Driver's License, Military ID, Passport). If your name does not match, you must correct it with the Bureau before going to the PSI location. You can either [submit a name change request online](#) in BreEZe or you can complete the [Notification of Name Change form](#) and mail it to the Bureau. **Reminder: include all required documentation in order to prevent processing delays.** Once your name has been corrected in the Bureau's records, you can visit a PSI location to obtain a photo ID.

8. What do I need to bring to the PSI location?

Before visiting PSI to obtain your photo ID, call the nearest location (see below for list) to ensure that the center is open and able to process your request. You will need to bring payment of \$5 (Visa or MasterCard only) **and** a valid photo ID (e.g. State Driver's License, Military ID, Passport, etc.) to receive a photo ID.

9. When will I receive the photo ID?

You should receive your photo ID in the mail within 10 business days.

10. It has been over 10 business days and I haven't received my photo ID, what should I do?

If you haven't received your photo ID after 10 business days, contact the PSI location where you originally went to take the photo and ask staff to check on the status of your photo ID card.

The following are the PSI centers where you may get your photo taken:

ANAHEIM

[2301 W. LINCOLN AVE, SUITE 252](#)
[ANAHEIM, CA 92801](#)
(714) 254-1453

EL MONTE – SANTA FE SPRINGS

[10330 PIONEER BOULEVARD, SUITE 285](#)
[SANTA FE SPRINGS, CA 90670](#)
(562) 325-8113

ATASCADERO

[7305 MORRO RD, SUITE 201A](#)
[ATASCADERO, CA 93422](#)
(805) 462-8983

FRESNO

[351 E. BARSTOW, SUITE 101](#)
[FRESNO, CA 93710](#)
(559) 538-3975

BURBANK

[2835 N. NAOMI STREET, SUITE 110](#)
[BURBANK CA 91504](#)
(818) 566-9882

HAYWARD

[24301 SOUTHLAND DRIVE, SUITE B-1](#)
[HAYWARD, CA 94545](#)
(510) 901-7992

CARSON

[17420 AVALON BLVD, SUITE 205](#)
[CARSON, CA 90746](#)
(310) 400-7393

REDDING

[2861 CHURN CREEK, UNIT C](#)
[REDDING, CA 96002](#)
(530) 319-3615

RIVERSIDE

7888 MISSION GROVE PARKWAY S.,
SUITE 130
RIVERSIDE, CA 92508
(951) 565-8037

SACRAMENTO

8950 CAL CENTER DR, SUITE 158
SACRAMENTO, CA 95826
(916) 476-5926

SAN DIEGO

5440 MOREHOUSE DRIVE, SUITE 2300
SAN DIEGO, CA 92121
(858) 550-5940

SAN FRANCISCO

150 EXECUTIVE PARK BLVD., STE 2400
SAN FRANCISCO, CA 94134
(415) 494-5773

SANTA CLARA

2936 SCOTT BLVD
SANTA CLARA, CA 95054
(408) 844-0008

SANTA ROSA

160 WIKIUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
(707) 791-3113

VENTURA

4245 MARKET ST, SUITE 208
VENTURA, CA 93003
(805) 650-5220

VISALIA

3400 W MINERAL KING AVE, SUITE D
VISALIA, CA 93291
(559) 627-6700

WALNUT CREEK

175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598
(925) 906-9165