



Instructions for Completing Pennsylvania’s Department of Human Services FBI Fingerprint Criminal History Check

(for fingerprinting taken outside of Pennsylvania only)

These are directions for submitting fingerprints at an Identogo or police station site outside of Pennsylvania but within the United States.

Please read these instructions carefully and completely to ensure you receive the correct clearance result:

Penn State Health *only* accepts fingerprint clearances issued by Pennsylvania Department of Human Services – FBI clearances done for education, licensure or other purposes will not be accepted.

If you have completed this fingerprint clearance in the last five years:

If you have completed this specific Pennsylvania fingerprint clearance within the last five years, we will accept that complete clearance document and you do not need to be fingerprinted again – if you are a new hire, you will be required to sign the Penn State Health background disclosure form. To request another copy of an existing fingerprint clearance, you may contact the state to request the document be mailed to you by calling the Pennsylvania Department of Human Services Childline unit at 877-371-5422 and selecting the option to speak with a representative in the fingerprint clearance division. You may also pick up the document in person in Harrisburg – that information is contained at the end of this document.

Directions for obtaining the fingerprint clearance:

- If you are being fingerprinted for an **employment position**, please go to <https://uenroll.identogo.com/workflows/1KG756>
- If you are being fingerprinted for an **unpaid/volunteer position**, please go to <https://uenroll.identogo.com/workflows/1KG6ZJ>

Next Steps:

- **Registration.** Click on “Submit a Fingerprint card by Mail” in order to register for the summary page processing form which must be submitted with your fingerprint card. The screen will prompt you to answer questions and provide personal information – only items with a red asterisk are required. Employer information is not required and does not need to be provided. Please fill out all fields required. There is a registration form that is at the end that you will need to print off to take with you to the fingerprint site and submit it with your fingerprints. Follow all of the instructions on the screens. **Please note: fingerprint cards are provided by Identogo, but may not be provided by police/sheriff stations. Please check with your local police station to see if you are required to obtain a fingerprint card yourself in advance (they can be purchased on Amazon – Card FD 258).**
- **Fingerprinting.** Once you are registered, you will need to submit your fingerprints at either an Identogo site or local police/sheriff station as soon as possible. For Identogo sites near you, please visit <https://uenroll.identogo.com/> and click on “Schedule or Manage Appointment”. Please fill out the information – this is to make your fingerprinting appointment at Identogo near

you. When you put in your zip code at the end, the nearest sites will show up which you may choose from. You may or may not need an appointment depending on the state – please check with the fingerprint site in advance. You will be required to pay the \$23.85 fee by credit card. If you have questions, please contact IdentoGo customer service at 844-321-2124, Option 2, then Option 18, then Option 4, and speak with a representative with Pennsylvania.

Please Mail Completed Fingerprint Card and signed Summary page/barcode to the below address:

**IDENTOGO
CARDS CAN DEPARTMENT
6840 CAROTHERS PKWY STE 650
FRANKLIN TN 37067-9929**

- **Next Steps.** After submitting your fingerprints, the information will be passed on to the state from IdentoGo for processing. Although uncommon, please watch for any e-mails from IdentoGo which indicate that your prints were rejected and you may need to be fingerprinted again. Once the state processes the clearance, you will receive the blue FBI fingerprint clearance in the mail within approximately 4-5 weeks. **This clearance is not available to access online.** If you do not receive your clearance document, please call the Pennsylvania Department of Human Services Childline Registry at 877-371-5422 or 717-783-6211 and speak to a representative to request that the clearance be sent again.

FBI Fingerprint Clearances can also be obtained in person at:

(please call 877-371-5422 in advance; the office stopped accepting walk-ins in March, 2020 due to COVID-19 concerns)

Child Abuse Registry
Department of Human Services
5 Magnolia Drive (Hillcrest Building #53)
Harrisburg, PA 17110

You may obtain this clearance in person if you have already applied and the clearance has been processed – please call 877-371-5422 beforehand to verify the clearance has been processed first. Please bring valid government issued photo ID.

Clearance Submission

Employees: if providing receipts, please submit the clearance and receipt together – do not send them separately. Reimbursement is paid upon receipt of the clearance and proof of payment. **If you are a new hire, please do not submit your clearance documents more than 30 days before your date of hire.** Please turn in the blue document and any attachments you receive in the mail to Human Resources by emailing as a PDF or scan to clearances@pennstatehealth.psu.edu

Volunteers/Unpaid Individuals: please turn in your documents to the department coordinator. Scans or photocopies are accepted. Volunteers are not reimbursed for clearance expenses by Human Resources – please see your department for details.

Questions?

If you have any questions, please contact the Penn State Health Human Resources Solution Center at 717-531-8440 or email Clearances@pennstatehealth.psu.edu.