



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

**(for fingerprinting taken inside of Pennsylvania only)**

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 submitting fingerprints for a new clearance at a Pennsylvania Identogo site:**

- Please use this link to register (this link contains the code needed to process the clearance): <https://uenroll.identogo.com/workflows/1KG756>
- **Registration.** To register for the clearance and schedule an appointment, click on the “Schedule or Manage Appointment” option. 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.
- **Fingerprinting.** Once you are registered, you will need to submit your fingerprints at an Identogo site – you may make an appointment or do a walk-in without an appointment, depending on the location. The website will show Identogo locations near your location which you may choose from. You will be required to pay the \$23.85 fee by credit card. Please retain your paid receipt - reimbursement is made when both the proof of payment AND the clearance is received by HR Clearances. If you have questions, please contact Identogo customer service at 844-321-2124.
- **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 – which can be in as little as 3 business days, you will receive the blue FBI fingerprint clearance in the mail within approximately 14 days. **This clearance is not available to access online.** If you need the results sooner, you may contact the state at 877-371-5422 to speak with a fingerprint clearance representative to verify if your clearance was processed – if it was, you may pick it up in person at the address below. If you do not receive your clearance document at your address in 14 days, please call 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**

If providing receipts, please submit the clearance and receipt together – do not send them separately. Please submit the blue clearance document you receive in the mail to Human Resources via email as a scan or PDF to [clearances@pennstatehealth.psu.edu](mailto:clearances@pennstatehealth.psu.edu). Please be sure to include any attachment pages, if applicable. **If you are a new hire, please do not submit your clearance documents more than 30 days before your date of hire.**

Current Penn State Health employees: you may submit the clearance as an attachment via Mysolutions as well. **Please do not send via inter-office mail!**

**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](mailto:Clearances@pennstatehealth.psu.edu).