



PA Department of Human Services FBI Fingerprint Clearance – Step by Step Guide

Penn State Health will **only accept** the FBI Fingerprint clearance done through the **PA Department of Human Services** for employment.

- If you have completed the FBI Fingerprint clearance done through the PA Department of Human Services within the past 5 years, you can contact 877-371-5422 and request another copy. This will be sent to your home address within 7-10 business days.

Instructions

How to Register

1. Please use this link to register (this link contains the code 1KG756 needed to process the clearance):

<https://uenroll.identogo.com/workflows/1KG756>

2. Select "**Schedule or Manage Appointment**"

3. Complete essential information section and select "**Next**" at the bottom.

4. Complete security question section and click "**Next**" at the bottom

You will need to remember this information to access your clearance results electronically if there is no record

5. Complete citizenship information and click "**Next**" at the bottom

6. Complete personal questions section

- a. Select "**No**" for the authorization code

- b. Click "**Next**" at the bottom

7. Complete personal information section and click "**Next**" at the bottom

8. Complete address information and click "**Next**" at the bottom

9. Select a document to bring with you to your fingerprinting appointment and click "**Next**" at the bottom

10. Select a location for your fingerprinting appointment and click "**Next**"

- a. If no location is available near you, please see [Out-of-State Instructions](#)

11. Select an appointment date and time and click “**Submit**” at the bottom

12. You will receive a confirmation of your appointment

Payment Information

Results

Never received your clearance

How to Submit Clearance to Penn State Health

FBI Fingerprint Clearance Sample:

How to Register

1. Please use this link to register (this link contains the code 1KG756 needed to process the clearance):

<https://uenroll.identogo.com/workflows/1KG756>

2. Select “**Schedule or Manage Appointment**”

IdentoGO



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3. Complete essential information section and select **"Next"** at the bottom.

This screenshot shows a web form titled "Essential Information". It contains several input fields and dropdown menus. At the bottom right, a blue button labeled "Next >" is highlighted with a red rectangular box. Other fields include "Last Name", "Suffix", "Date of Birth", "Confirm Date of Birth", "Email", "Confirm Email", "Country Code", "Phone 1", "Phone 2", and "Preferred Method of Contact".

4. Complete security question section and click **"Next"** at the bottom

- a. You will need to remember this information to access your clearance results electronically if there is no record

This screenshot shows a web form titled "Agency Identifiers". It contains a section for creating a security question. At the bottom right, a blue button labeled "Next >" is highlighted with a red rectangular box. The form includes instructions on how to create and use the security question, and a "Cancel" button at the bottom left.

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5. Complete citizenship information and click **"Next"** at the bottom

The screenshot shows the 'Citizenship' step in a multi-step process. The navigation bar at the top includes 'Personal Info', 'Employer', 'Additional Info', 'Citizenship' (highlighted), 'Personal Questions', 'Personal Info', and 'Address'. Below the navigation bar, there is a message: 'Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.' The form contains three required fields: '* Country of Birth' (a dropdown menu showing '-- Choose One --'), 'City of Birth' (a text input field), and '* Country of Citizenship' (a dropdown menu showing '-- Choose One --'). At the bottom of the form, there are three buttons: a red 'Cancel' button, a grey 'Back' button, and a blue 'Next >' button which is highlighted with a red rectangle.

6. Complete personal questions section

- Select **"No"** for the authorization code
- Click **"Next"** at the bottom

The screenshot shows the 'Personal Questions' step in a multi-step process. The navigation bar at the top includes 'Additional Info', 'Citizenship', 'Personal Questions' (highlighted), 'Personal Info', 'Address', and 'Documents'. Below the navigation bar, there is a message: 'Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.' The form contains three questions, each with 'Yes' and 'No' radio button options: '* Have you ever used an alias?', '* Is your mailing address the same as your residential address?', and '* Do you have an Authorization Code (Coupon Code) that you will be using as a method of payment?'. The 'No' option for the third question is selected and highlighted with a red rectangle. A red note below the third question states: 'NOTE: Please have Authorization Code available to enter on the website later in the scheduling process.' At the bottom of the form, there are three buttons: a red 'Cancel' button, a grey 'Back' button, and a blue 'Next >' button which is highlighted with a red rectangle.

7. Complete personal information section and click **"Next"** at the bottom

The screenshot shows the 'Personal Information' step in a multi-step process. The navigation bar at the top includes 'Personal Info', 'Citizenship', 'Personal Questions', 'Personal Info' (highlighted), 'Address', 'Documents', and 'Location'. Below the navigation bar, there is a message: 'Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to continue or 'Cancel' to exit.' The form contains several required fields: a unit selector with 'US' (selected) and 'Metric' options; '* Height' (a text input field with 'ft' and 'in' units); '* Weight' (a text input field with 'lbs' and 'kg' units); '* Hair Color' (a dropdown menu showing '-- Choose One --'); '* Eye Color' (a dropdown menu showing '-- Choose One --'); '* Preferred Language (Receipts & other communication)' (a dropdown menu showing 'English'); '* Gender' (a dropdown menu showing '-- Choose One --'); '* Race' (a dropdown menu showing '-- Choose One --'); and '* Ethnicity' (a dropdown menu showing '-- Choose One --'). At the bottom of the form, there are three buttons: a red 'Cancel' button, a grey 'Back' button, and a blue 'Next >' button which is highlighted with a red rectangle.

8. Complete address information and click **"Next"** at the bottom

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

Mailing Address

* Country
United States

* Address Line 1

Address Line 2

* City

* State/Province * Postal Code
-- Choose One --

Note – The clearance results will be mailed to **YOUR home address**.

9. Select a document to bring with you to your fingerprinting appointment and click **"Next"** at the bottom

Questions > Personal Info > Address > **Documents** > Location > Date and Time

* Required Fields

Please select the required documents to bring to your enrollment. Then click 'Next' to continue or 'Cancel' to exit.

Documents

* Document
-- Choose One --

* Does the name you are enrolling under match the name on all documents selected?
☐ Yes ☐ No

10. Select a location for your fingerprinting appointment and click **"Next"**
a. If no location is available near you, please see [Out-of-State Instructions](#)

Personal Info > Address > Documents > **Location** > Date and Time

* Required Fields

Enter a Postal Code, City, Airport Code or Special Location Access Code to search for a location to schedule your appointment. After selecting a location, click 'Next' to continue or 'Cancel' to exit.

Note: Your registration is not yet complete. You must select a location, as well as a date/time on the following pages prior to receiving your appointment confirmation.

Search for an Enrollment Center by Postal Code, City and State, or Airport Code. Number of Results: 5

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11. Select an appointment date and time and click **"Submit"** at the bottom

Select a preferred date and time for your appointment at the specified location. Then click 'Submit' to confirm or 'Cancel' to exit. If you are unable to make an appointment for the available times or all appointments are booked, click the 'Back' button below, to select another location. * Required Fields

Appointment Date and Time (first available displayed by default)

Select Date Select Time

-- Choose One -- -- Choose One --

Location Details:

📍 This enrollment center is located inside of Smart Fix Center

✖ Cancel ⏪ Back Submit >

12. You will receive a confirmation of your appointment that looks like this:


IdentoGO

Status as of 07/06/2022

Pre-Enrolled
You have successfully pre-enrolled.

Service Details:

Date: 07/06/2022
UE ID: [REDACTED]
Applicant: [REDACTED]
Service: 1KG756 - DHS-Employee >=14 Years Contact w/ Children
Estimated Amount Due: \$25.25

We accept the following methods of payment:
Authorization Code, Business Check, Money Order, Credit Card 
Card holder must be present at the time of payment.
Cash will not be accepted.

Important!
YOU WILL BE REQUIRED TO BRING THE FOLLOWING DOCUMENTS TO YOUR ENROLLMENT.
Legal Name must match exactly on all identification documents brought to enrollment.
1. Driver's License issued by a State or outlying possession of the U.S.

All ID Documents must be the originals. Copies will not be accepted.

1KG756 - Pennsylvania DHS-Employee >=14 Years Contact w/ Children Appointment Details:

Hershey, PA
IdentoGO
[REDACTED]
[REDACTED]

Appointment Time:
07/13/2022 @ 4:50 PM

The enrollment center is located inside Specialty Home Care.

Please provide 24 hours notice when canceling/rescheduling an appointment.

🗑 Cancel Appointment 📅 Reschedule Appointment

<https://uenroll.identogo.com/workflows/1KG756/appointment/status> 1/2

Payment Information

You will be required to pay the fee ranging from \$20 - \$30 up front by credit card (for true price please see: [FBI Fingerprinting | Department of Human Services | Commonwealth of Pennsylvania](#)). After you submit the clearance to Penn State Health, you may request reimbursement via Employee Expense Management (XM) – **you will need to submit this request within 60 days after your start date and attach your receipt/proof of payment to be reimbursed.**

You will receive instructions on how to submit for this reimbursement in their first week of employment. Please do not send receipts to HR Clearances – only send the clearance documents.

If you have questions about the registration process, please contact IdentoGo customer service at 844-321-2124.

Results

After completing your fingerprinting appointment, the PA Department of Human Services will send you a confirmation letter first, and then your results.

- Please watch for any e-mails from IdentoGo which indicate that your prints were rejected and you may need to be fingerprinted again.
- If there is **no record**, you can access your results **electronically**
 - You will receive an email from PA SafeCheck, and enter the security question and answer you created in **Step 5**
 - This is a one-time access link. Please make sure to **download or print a copy** as you will not be able to access this again.
 - 3 unsuccessful logins will prevent you from retrieving your results. This information cannot be reset.
 - If you lock yourself out of your security question and answer, your **results will be mailed to your home address within 7-10 business days**
- Once the state processes the clearance, **you will receive the blue FBI Fingerprint clearance results in the mail within approximately 14 days** whether you were able to access this electronically or not

Never received your clearance

If you did not receive your FBI Fingerprint clearance results within 14 days after your fingerprinting appointment, please contact the **PA Department of Human Services at 877-371-5422** and select the option to speak to a representative.

Do NOT contact IdentoGo for status updates for FBI Fingerprint clearances.

How to Submit Clearance to Penn State Health

Penn State Health does not receive any clearance documents from the state directly – the individual will need to provide the clearance documents to PSH.

All attachment pages must be included – the cover page and all attachment pages must be submitted as one document.

Please send your clearance by email to your Preboarding Coordinator as a PDF or JPEG file when requested. If you have any questions regarding how to submit your clearance, please contact the HR Solution Center at 717-531-8440.

FBI Fingerprint Clearance Sample:



Name
Address

SSN:
TCN:

Your background check has been processed in accordance with the Child Protective Services Law (Title 23, Pa C.S. Chapter 63). **The following is the determination made by the Pennsylvania Department of Human Services as of 01/26/2023**

- ☒ **ELIGIBLE:** You are permitted to work or volunteer with children.
☐ **INELIGIBLE:** You are not permitted to work or volunteer with children.

If you are questioning the accuracy of this response, please submit court documents to support your position. You may request a copy of your result from five years following receipt of verification by making a written request to the address listed below.

Respectfully,
Clearance Verification Unit

Office of Children, Youth and Families
ChildLine and Abuse Registry | FBI/ADAM WALSH UNIT
P.O. Box 8053 | Harrisburg, PA 17105-8053 | 1.877.371.5422 | F 717.772.6533 | www.dhs.pa.gov

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