# PennState Health

# 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):
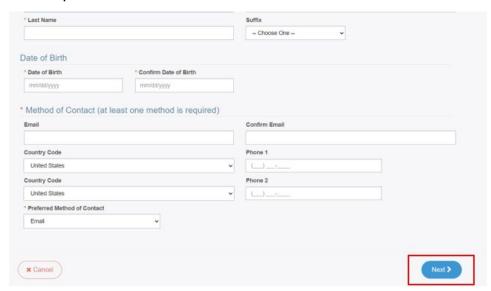
   https://uenroll.identogo.com/workflows/1KG756
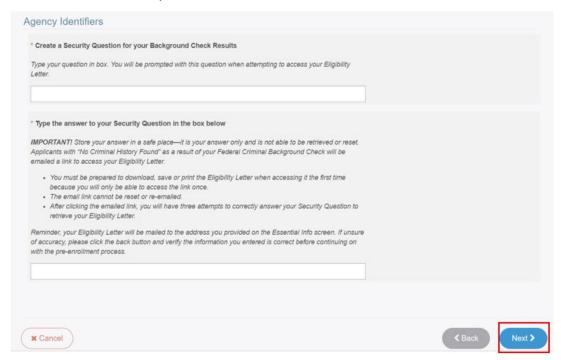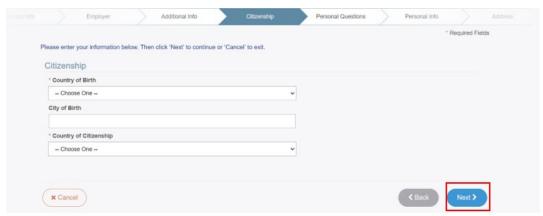
2. Select "**Schedule or Manage Appointment**"

**IdentoGO**

**1KG756 - Pennsylvania DHS-Employee >=14 Years Contact w/ Children**

‹ Back to Home

➤ **Schedule or Manage Appointment**
Schedule an in-person appointment or change an existing appointment.

**What do I need to bring to enrollment?**
Find out which documents you need to bring to the enrollment center to facilitate processing.

**Locate an Enrollment Center**
Locate and get directions to an enrollment center near you.

**Submit A Fingerprint Card by Mail**
Complete the pre-enrollment information necessary to submit a fingerprint card enrollment by mail.

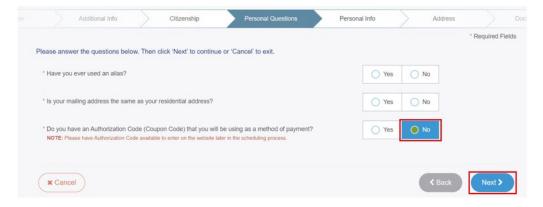3. Complete essential information section and select "**Next**" at the bottom.



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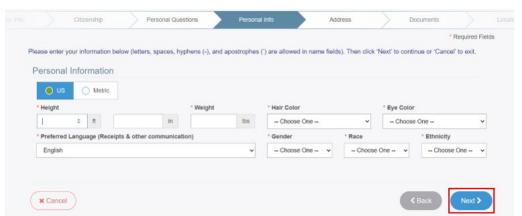
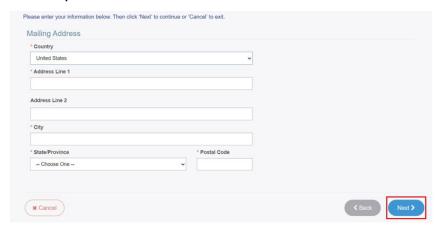5. Complete citizenship information and click "**Next**" at the bottom



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

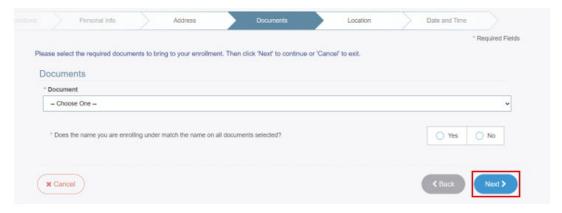8. Complete address information and click "**Next**" at the bottom



    **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



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 that looks like this:

# Payment Information

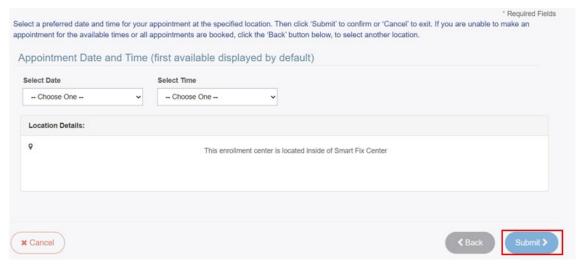You will be required to pay the fee ranging from $20 - $30 up front by credit card (for true price please see: [FBI Fingerprinting | Department of Human Services | Commonwealth of Pennsylvania](#)). After you submit the clearance to Penn State Health, you may request reimbursement via Employee Expense Management (XM) – **you will need to submit this request within <u>60 days</u> 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 **<u>download or print a copy</u>** 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, **<u>you will receive the blue FBI Fingerprint clearance results in the mail within approximately 14 days</u> <u>whether you were able to access this electronically or not</u>**

## 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.

**<u>Do NOT</u>** 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:

**pennsylvania**
DEPARTMENT OF HUMAN SERVICES

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