



In-State 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. Employer Information
 - a. Please enter "**Penn State Health**" for employer name
 - b. Please enter **your home address** for the address
 - c. Click "**Next**" at the bottom

Note – The clearance results will not be mailed to Penn State Health, these **results will be mailed to YOUR home address.**

5. 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
6. Complete citizenship information and click "**Next**" at the bottom
7. Complete personal questions section
 - a. Select "**No**" for the authorization code
 - b. Click "**Next**" at the bottom

8. Complete personal information section and click **"Next"** at the bottom
9. Complete address information and click **"Next"** at the bottom
10. Select a document to bring with you to your fingerprinting appointment and click **"Next"** at the bottom
11. Select a location for your fingerprinting appointment and click **"Next"**
12. Select an appointment date and time and click **"Submit"** at the bottom
13. 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



The screenshot shows the IdentoGO website interface. At the top, there is a dark blue header with the text "1KG756 - Pennsylvania DHS-Employee >=14 Years Contact w/ Children". Below the header, there is a navigation bar with a "Back to Home" link. The main content area features a prominent button labeled "Schedule or Manage Appointment" with a right-pointing arrow icon. This button is highlighted with a red rectangular box. Below the button, there are three sections of text: "What do I need to bring to enrollment?", "Locate an Enrollment Center", and "Submit A Fingerprint Card by Mail".

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

* Last Name

Suffix

Date of Birth

* Date of Birth

* Confirm Date of Birth

* Method of Contact (at least one method is required)

Email

Confirm Email

Country Code

Phone 1

Country Code

Phone 2

* Preferred Method of Contact

4. Employer Information

- a. Please enter **"Penn State Health"** for employer name
- b. Please enter **your home address** for the address
- c. Click **"Next"** at the bottom

Note – The clearance results will not be mailed to Penn State Health, these results will be mailed to YOUR home address.

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

Employer Information

Employer Name

Country

Address Line 1

Address Line 2

City

State/Province

Postal Code

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5. 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

Agency Identifiers

* Create a Security Question for your Background Check Results

Type your question in box. You will be prompted with this question when attempting to access your Eligibility Letter.

* Type the answer to your Security Question in the box below

IMPORTANT! Store your answer in a safe place—it is your answer only and is not able to be retrieved or reset. Applicants with "No Criminal History Found" as a result of your Federal Criminal Background Check will be emailed a link to access your Eligibility Letter.

- You must be prepared to download, save or print the Eligibility Letter when accessing it the first time because you will only be able to access the link once.
- The email link cannot be reset or re-emailed.
- After clicking the emailed link, you will have three attempts to correctly answer your Security Question to retrieve your Eligibility Letter.

Reminder, your Eligibility Letter will be mailed to the address you provided on the Essential Info screen. If unsure of accuracy, please click the back button and verify the information you entered is correct before continuing on with the pre-enrollment process.

6. Complete citizenship information and click "Next" at the bottom

Essential Info > Employer > Additional Info > **Citizenship** > Personal Questions > Personal Info > Address

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

Citizenship

* Country of Birth
-- Choose One --

City of Birth

* Country of Citizenship
-- Choose One --

7. Complete personal questions section
 - a. Select **"No"** for the authorization code
 - b. Click **"Next"** at the bottom

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

* Have you ever used an alias? Yes No

* Is your mailing address the same as your residential address? Yes No

* Do you have an Authorization Code (Coupon Code) that you will be using as a method of payment?
NOTE: Please have Authorization Code available to enter on the website later in the scheduling process. Yes No

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

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to continue or 'Cancel' to exit.

Personal Information

US Metric

* Height: [] ft [] in * Weight: [] lbs * Hair Color: -- Choose One -- * Eye Color: -- Choose One --

* Preferred Language (Receipts & other communication): English * Gender: -- Choose One -- * Race: -- Choose One -- * Ethnicity: -- Choose One --

9. 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: -- Choose One -- * Postal Code: []

10. Select a document to bring with you to your fingerprinting appointment and click **“Next”** at the bottom

The screenshot shows a registration form with a progress bar at the top containing steps: Questions, Personal Info, Address, Documents (highlighted), Location, and Date and Time. Below the progress bar, there is a heading 'Documents' and a sub-heading '* Document'. A dropdown menu is set to '-- Choose One --'. Below this is a question: '* Does the name you are enrolling under match the name on all documents selected?' with radio buttons for 'Yes' and 'No'. At the bottom, there are three buttons: 'Cancel' (with a red 'x' icon), 'Back', and 'Next' (highlighted with a red box).

11. Select a location for your fingerprinting appointment and click **“Next”**

The screenshot shows a registration form with a progress bar at the top containing steps: Personal Info, Address, Documents, Location (highlighted), and Date and Time. Below the progress bar, there is a heading 'Location' and a sub-heading '* Required Fields'. The text reads: '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.' A note in a pink box states: '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.' Below this is a search section: 'Search for an Enrollment Center by Postal Code, City and State, or Airport Code.' with a search input field, a 'Use My Location' button, and a 'Search' button. To the right, 'Number of Results:' is set to '5'. At the bottom, there are three buttons: 'Cancel' (with a red 'x' icon), 'Back', and 'Next' (highlighted with a red box).

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

The screenshot shows a registration form with a progress bar at the top containing steps: Personal Info, Address, Documents, Location, and Date and Time (highlighted). Below the progress bar, there is a heading 'Appointment Date and Time (first available displayed by default)'. The text reads: '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.' Below this are two dropdown menus: 'Select Date' and 'Select Time', both set to '-- Choose One --'. Below these is a 'Location Details:' section with a location pin icon and the text: 'This enrollment center is located inside of Smart Fix Center'. At the bottom, there are three buttons: 'Cancel' (with a red 'x' icon), 'Back', and 'Submit' (highlighted with a red box).

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13. 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.

<https://u enroll.identogo.com/workflows/1KG756/appointment/status>

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Payment Information

You will be required to pay the \$25.25 fee up front by credit card. After you submit the clearance to Penn State Health, you may request reimbursement via Employee Expense Management (XM) – **you will need to 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.

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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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