



Out-of-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

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>

- 1.** Select "**Submit a Fingerprint Card by Mail**"
- 2.** After checking if there is an enrollment center near you by following the Attention message below, click "**Continue**"
- 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.** Select "**Yes**" for the Enrollment Center question
 - i.** This will allow you to search for an enrollment center near you in **step 10**
 - c.** 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.** Enter your information to find if there is an Enrollment Center near you:
 - a.** If there is one near you, you can set up a fingerprinting appointment with that Identogo location instead of mailing your fingerprinting card
 - b.** If there is not one near you, select "**Mail a Fingerprint Card**"
- 10.** Enter your payment information, and click "**Submit**" at the bottom
- 11.** There is a registration form at the end that you will need to print to submit with your completed fingerprint card to Identogo via U.S. mail. Follow all of the instructions on the screens.

Please note: Fingerprint cards are provided by Identogo, but may not be provided by other fingerprint service locations. Please check with your local fingerprint site to see if you are required to obtain a fingerprint card yourself in advance (they can be purchased on Amazon – Card FD 258).
- 12.** Once you complete and print the summary code page, you will need to submit your fingerprints at either a local Identogo site, local fingerprint service location, or law enforcement site of your choice.

You may or may not need an appointment depending on the location – please check with the fingerprint site in advance
- 13.** Please Mail Completed Fingerprint Card and signed Summary page/barcode to the address on the summary code page:

IDENTOGO CARDS CAN DEPARTMENT
PA 340 SEVEN SPRINGS WAY, SUITE 250
BRENTWOOD, TN 37027

Payment Information

Results

Never received your clearance

How to Submit Clearance to Penn State Health

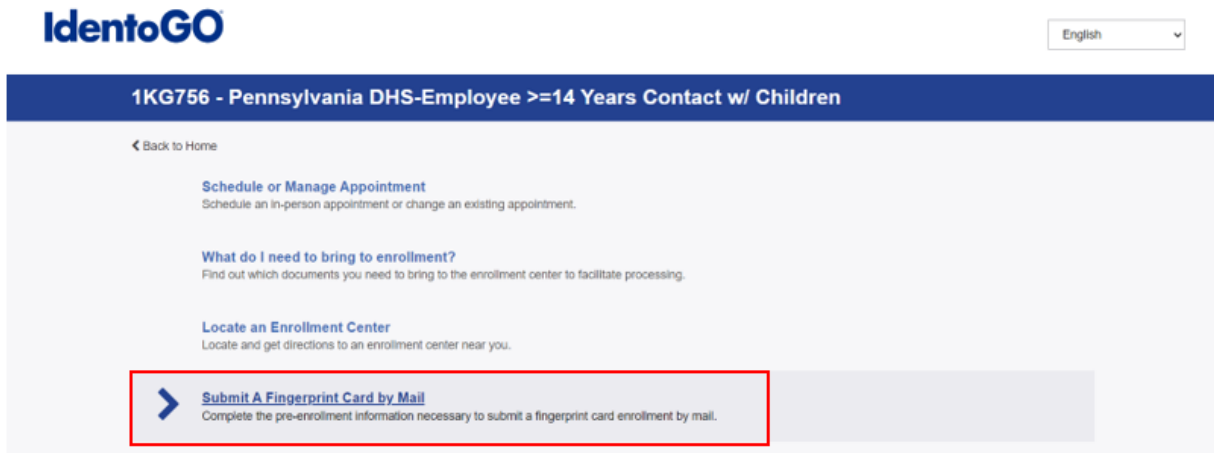
FBI Fingerprint Clearance Sample

How to Register

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

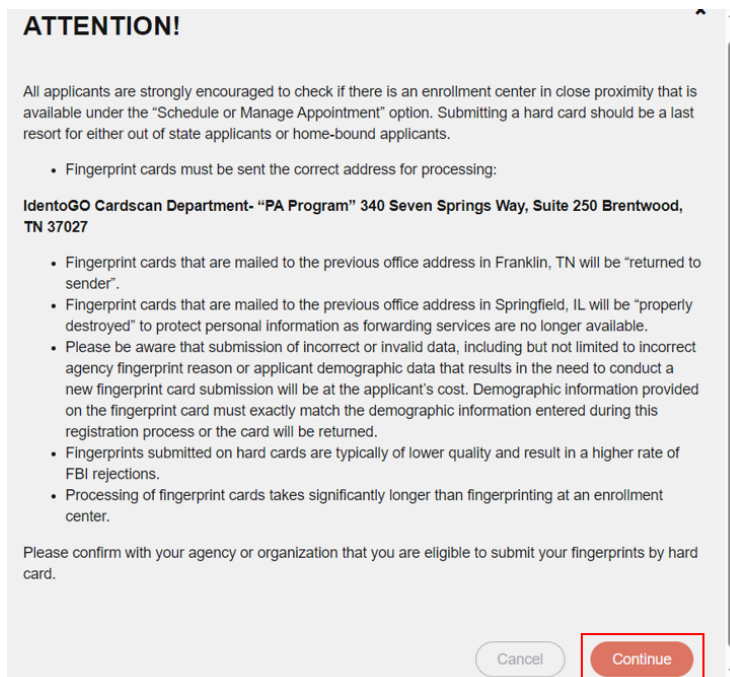
If you are being fingerprinted for an **unpaid/volunteer position**, please go to <https://uenroll.identogo.com/workflows/1KG6ZJ>

1. Select "Submit a Fingerprint Card by Mail"



The screenshot shows the Identogo web application interface. At the top left is the Identogo logo. At the top right is a language dropdown menu set to 'English'. Below the header is a blue navigation bar with the text '1KG756 - Pennsylvania DHS-Employee >=14 Years Contact w/ Children'. Below the navigation bar is a main content area with a 'Back to Home' link. There are three main options listed: 'Schedule or Manage Appointment', 'What do I need to bring to enrollment?', and 'Locate an Enrollment Center'. The 'Submit A Fingerprint Card by Mail' option is highlighted with a red box and includes a right-pointing arrow icon. The text for this option reads: 'Submit A Fingerprint Card by Mail' and 'Complete the pre-enrollment information necessary to submit a fingerprint card enrollment by mail.'

2. After checking if there is an enrollment center near you by following the Attention message below, click "Continue"



The screenshot shows an 'ATTENTION!' message box. The text inside the box reads: 'All applicants are strongly encouraged to check if there is an enrollment center in close proximity that is available under the "Schedule or Manage Appointment" option. Submitting a hard card should be a last resort for either out of state applicants or home-bound applicants.' Below this is a bulleted list: 'Fingerprint cards must be sent the correct address for processing: Identogo Cardscan Department- "PA Program" 340 Seven Springs Way, Suite 250 Brentwood, TN 37027'. Another bulleted list follows: 'Fingerprint cards that are mailed to the previous office address in Franklin, TN will be "returned to sender".', 'Fingerprint cards that are mailed to the previous office address in Springfield, IL will be "properly destroyed" to protect personal information as forwarding services are no longer available.', 'Please be aware that submission of incorrect or invalid data, including but not limited to incorrect agency fingerprint reason or applicant demographic data that results in the need to conduct a new fingerprint card submission will be at the applicant's cost. Demographic information provided on the fingerprint card must exactly match the demographic information entered during this registration process or the card will be returned.', 'Fingerprints submitted on hard cards are typically of lower quality and result in a higher rate of FBI rejections.', and 'Processing of fingerprint cards takes significantly longer than fingerprinting at an enrollment center.' At the bottom of the box, there is a 'Please confirm with your agency or organization that you are eligible to submit your fingerprints by hard card.' message. At the bottom right of the box are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a red box.

[Click here](#) to return to top

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. 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.

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

The screenshot shows a web form with a progress bar at the top containing steps: Personal Info, Employer, Additional Info, Citizenship (highlighted), Personal Questions, Personal Info, and Address. Below the progress bar, the text reads: "Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit." The "Citizenship" section includes three required fields: "Country of Birth" (a dropdown menu with "-- Choose One --"), "City of Birth" (a text input field), and "Country of Citizenship" (a dropdown menu with "-- Choose One --"). At the bottom of the form, there are three buttons: "Cancel" (with a red 'x' icon), "Back" (with a left arrow), and "Next" (with a right arrow). The "Next" button is highlighted with a red rectangular box.

6. Complete personal questions section

- a. Select "No" for the authorization code
- b. Select "Yes" for the Enrollment Center question
 - i. This will allow you to search for an enrollment center near you in **step 10**
- c. Click "Next" at the bottom

The screenshot shows a web form with a progress bar at the top containing steps: Employer, Additional Info, Citizenship, Personal Questions (highlighted), Personal Info, Address, and Payment. Below the progress bar, the text reads: "Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit." The "Personal Questions" section includes three required questions, each with "Yes" and "No" radio button options:

- "Have you ever used an alias?" with "Yes" and "No" options.
- "Is your mailing address the same as your residential address?" with "Yes" and "No" options.
- "Do you have an Authorization Code (Coupon Code) that you will be using as a method of payment?" with "Yes" and "No" options. The "No" option is selected and highlighted with a red rectangular box. A note below this question reads: "NOTE: Please have Authorization Code available to enter on the website later in the scheduling process."

A green informational box contains the text: "Prefer to visit an IdentoGO Enrollment Center in-person? We have locations nationwide, ready to complete your biometric enrollment. Select 'Yes' below to search for the location nearest you. You will still have the option to complete your pre-enrollment and mail your fingerprint card to it." Below this box is a question: "Would you like to locate the IdentoGO Enrollment Center nearest you? This will not interrupt your current progress." with "Yes" and "No" radio button options. The "Yes" option is selected and highlighted with a red rectangular box. At the bottom of the form, there are three buttons: "Cancel" (with a red 'x' icon), "Back" (with a left arrow), and "Next" (with a right arrow). The "Next" button is highlighted with a red rectangular box.

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

The screenshot shows a web form with a progress bar at the top containing steps: Personal Info, Address, Documents, and Location. The 'Personal Info' step is highlighted. Below the progress bar, there is a heading 'Personal Information' and a note: '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 includes several fields: a unit selector with 'US' selected and 'Metric' as an option; 'Height' and 'Weight' fields with units 'ft/in' and 'lbs' respectively; 'Hair Color' and 'Eye Color' dropdown menus; 'Preferred Language (Receipts & other communication)' dropdown with 'English' selected; 'Gender', 'Race', and 'Ethnicity' dropdown menus. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted with a red box.

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

The screenshot shows a web form with a heading 'Mailing Address' and a note: 'Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.' The form includes several fields: 'Country' dropdown with 'United States' selected; 'Address Line 1' text input; 'Address Line 2' text input; 'City' text input; 'State/Province' dropdown with '-- Choose One --' selected; and 'Postal Code' text input. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted with a red box.

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

[Click here](#) to return to top

9. Enter your information to find if there is an Enrollment Center near you:
 - a. If there is one near you, you can set up a fingerprinting appointment with that Identogo location instead of mailing your fingerprinting card
 - b. If there is not one near you, select **"Mail a Fingerprint Card"**

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

Raleigh, NC Use My Location Search

Location	Address	Next 7 Days	Distance
> Mail a Fingerprint Card			
> Florence, SC	1801 W Evans St	58 appointments available	131.36 mi
> Myrtle Beach, SC	1521 N Kings Hwy	91 appointments available	148.4 mi
> Rock Hill, SC	1742 Herlong Village Dr	50 appointments available	150.2 mi
> Virginia Beach, VA	144 Business Park Dr	213 appointments available	153.49 mi
> Lewisburg, WV	1108 E Washington St	57 appointments available	168.28 mi

Cancel Back Next >

10. Enter your payment information, and click **"Submit"** at the bottom

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

Info > Address > Location > **Payment**

Enter Payment Information * Required Fields

Please enter your payment information below. Then click 'Submit' to complete your transaction or 'Cancel' to exit.

Apply Authorization Code

Authorization Code Apply Coupon

1KG756 - Pennsylvania DHS-Employee >=14 Years Contact w/ Children	\$25.25
Total Amount Due	\$25.25
	<i>(non-refundable)</i>

Pay With Credit Card

We Accept:

* Name on Card * Credit Card Number

* Month * Year * CSC/CVV

Cancel Back Submit >

[Click here](#) to return to top

11. There is a registration form at the end that you will need to print to submit with your completed fingerprint card to IdentoGo via U.S. mail. Follow all of the instructions on the screens.

Please note: Fingerprint cards are provided by IdentoGo, but may not be provided by other fingerprint service locations. Please check with your local fingerprint site to see if you are required to obtain a fingerprint card yourself in advance (they can be purchased on Amazon – Card FD 258).

12. Once you complete and print the summary code page, you will need to submit your fingerprints at either a local IdentoGo site, local fingerprint service location, or law enforcement site of your choice.
 - a. You may or may not need an appointment depending on the location – please check with the fingerprint site in advance

13. Please Mail Completed Fingerprint Card and signed Summary page/barcode to the address on the summary code page:

IDENTOGO CARDS CAN DEPARTMENT
PA 340 SEVEN SPRINGS WAY, SUITE 250
BRENTWOOD, TN 37027

Payment Information

You will be required to pay the \$26.20 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.

- You can get a reimbursement for the extra out-of-state cost if you are working out of state.

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