

# 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

- Complete citizenship information and click "Next" at the bottom
- Z. 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
- 2. 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):

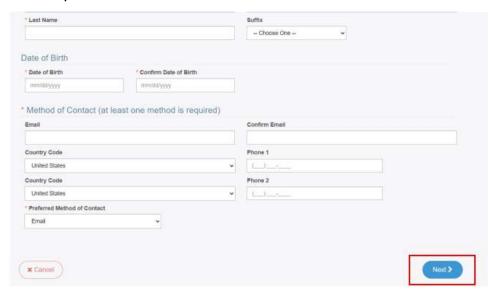
https://uenroll.identogo.com/workflows/1KG756

2. Select "Schedule or Manage Appointment"

# **IdentoGO**

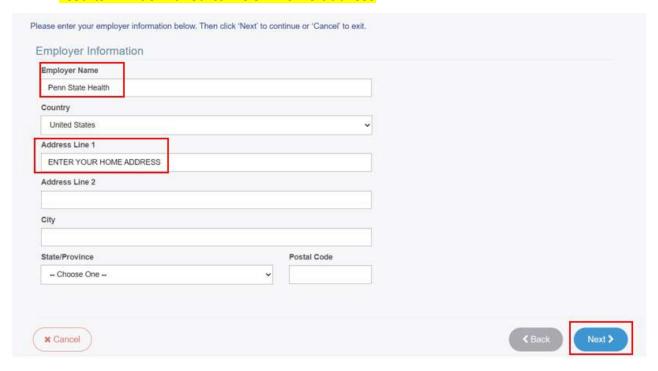


3. Complete essential information section and select "Next" at the bottom.

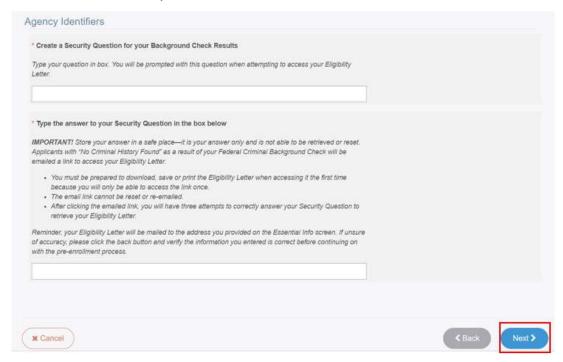


- 4. Employer Information
  - a. Please enter "**Penn State Health**" for employer name
  - b. Please enter **your home address** for the address
  - c. Click "Next" at the bottom

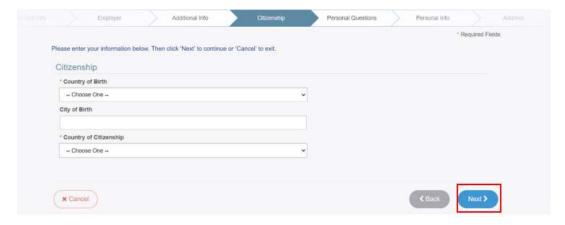
**Note** – The clearance results will not be mailed to Penn State Health, these results will be mailed to YOUR home address.



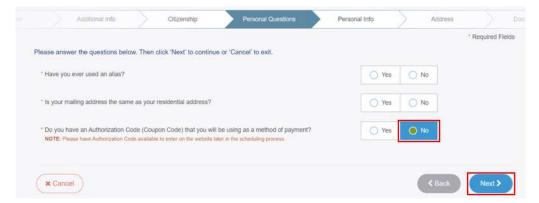
- 5. Complete security question section and click "Next" at the bottom
  - a. You will need to remember this information to access your clearance results electronically if there is no record



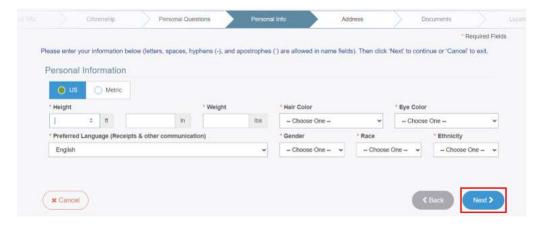
6. Complete citizenship information and click "Next" at the bottom



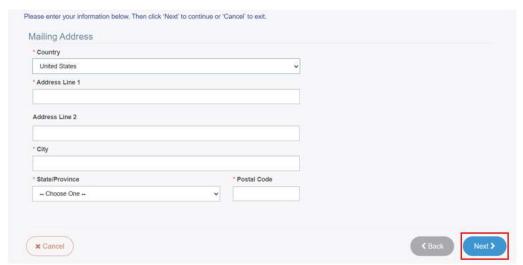
- 7. Complete personal questions section
  - a. Select "No" for the authorization code
  - b. Click "Next" at the bottom



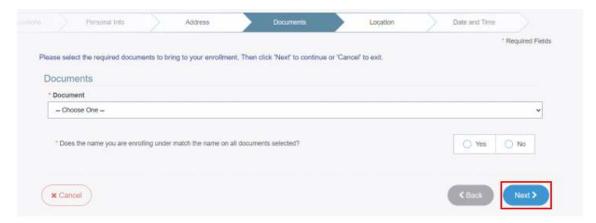
8. Complete personal information section and click "Next" at the bottom



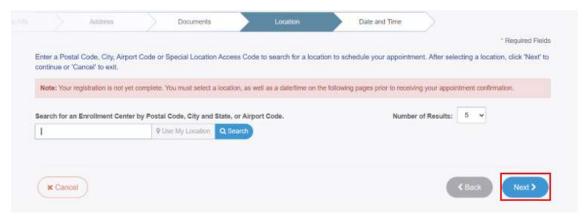
9. Complete address information and click "Next" at the bottom



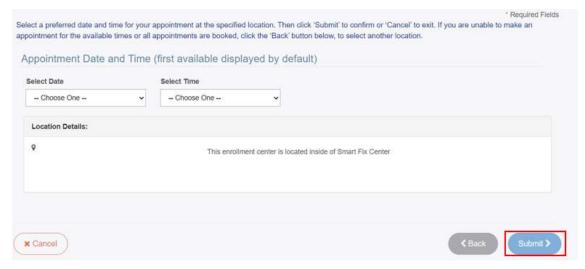
10. Select a document to bring with you to your fingerprinting appointment and click "**Next**" at the bottom



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 that looks like this:

#### **IdentoGO**



## **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.

#### **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</u>
   <u>clearance results in the mail within approximately 14 days 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.

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

<u>Please send your clearance by email to your Preboarding Coordinator as a PDF or JPEG file when requested.</u> 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:**



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