



# 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

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### 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 CARDSKAN 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

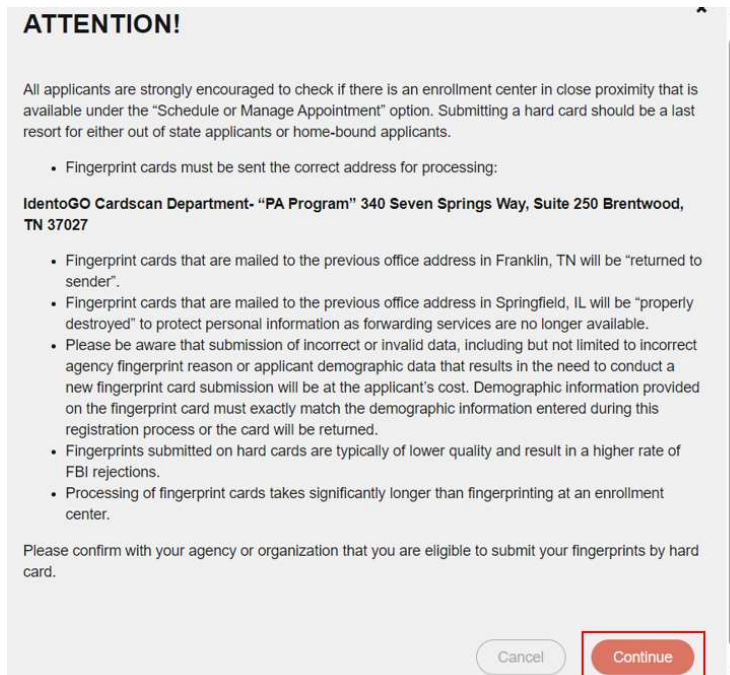
If you are being fingerprinted for an **employment position**, please go to <https://uenroll.identogo.com/workflows/1KG756>

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"



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



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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. 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.

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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 blue header bar that reads "1KG756 - Pennsylvania DHS-Employee >=14 Years Contact w/ Children". Below the header is a progress bar with steps: Personal, Additional Info, Citizenship, Personal Questions (highlighted), Personal Info, Address, and Payment. The text below the progress bar says: "Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit." There are three questions with radio button options: "Have you ever used an alias?" (Yes/No), "Is your mailing address the same as your residential address?" (Yes/No), and "Do you have an Authorization Code (Coupon Code) that you will be using as a method of payment?" (Yes/No). A note below the third question reads: "NOTE: Please have Authorization Code available to enter on the website later in the scheduling process." Below the questions is a green box with 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." The final question is "Would you like to locate the IdentoGO Enrollment Center nearest you? This will not interrupt your current progress." (Yes/No). At the bottom, there are three buttons: "Cancel", "Back", and "Next". The "No" radio button for the authorization code question, the "Yes" radio button for the enrollment center question, and the "Next" button are all highlighted with red rectangular boxes.

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 'Required Fields' indicator. The main heading is 'Personal Information'. At the top left, there are radio buttons for 'US' (selected) and 'Metric'. Below this are several required fields: Height (feet and inches), Weight (pounds), Hair Color (dropdown), Eye Color (dropdown), Preferred Language (dropdown, set to English), Gender (dropdown), Race (dropdown), and Ethnicity (dropdown). 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 the heading 'Mailing Address'. Below the heading, there are several required fields: Country (dropdown, set to United States), Address Line 1 (text input), Address Line 2 (text input), City (text input), State/Province (dropdown, set to -- Choose One --), 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**.

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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

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

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

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

Pay With Credit Card

We Accept:

\* Name on Card  \* Credit Card Number

\* Month  \* Year  \* CSC/CVV

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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 CARDSCAN DEPARTMENT  
PA 340 SEVEN SPRINGS WAY, SUITE 250  
BRENTWOOD, TN 37027

## **Payment Information**

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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 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.

- 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

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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

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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:

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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](http://www.dhs.pa.gov)