



## **Instructions for Completing Pennsylvania’s Department of Human Services FBI Fingerprint Criminal History Check for Penn State Health**

**(please only use these instructions if you will have your fingerprints taken at an IdentoGo location inside of Pennsylvania; for fingerprinting to be taken outside of Pennsylvania, please see the “out of state” instructions)**

Please read these instructions carefully and completely to ensure you receive the correct clearance result. **NOTE: Penn State Health ONLY accepts FBI fingerprint-based criminal record clearances issued by Pennsylvania Department of Human Services** (other FBI fingerprint clearances issued by Pennsylvania Dept. of Education, Dept. of Aging, U.S. Department of Justice, or FBI identity history checks completed for professional licensure or other purposes will not be accepted)

- **Do you have an FBI fingerprint criminal record clearance issued by Pennsylvania Department of Human Services completed within the last five years?** If you have completed the fingerprint clearance required by Penn State Health completed within the last five years, we will accept that complete clearance document and you do not need to go through the process again until the five year period is up. If you completed this within the last five years and do not have a copy of this clearance, you may request another copy from the Pennsylvania Department of Human Services by calling their Childline unit at 877-371-5422 and selecting the option to speak with a representative in the fingerprint clearance division. They will mail it to you free of charge in 7-10 business days and you may scan it to [clearances@pennstatehealth.psu.edu](mailto:clearances@pennstatehealth.psu.edu)

**If you do not have an FBI fingerprint criminal record clearance issued by Pennsylvania Department of Human Services completed within the last five years, please follow the directions for submitting fingerprints for a new clearance at a Pennsylvania IdentoGo site below:**

- **Please use this link to register (this link contains the code 1KG756 needed to process the clearance):** <https://uenroll.identogo.com/workflows/1KG756>
- **Registration.** To register for the clearance and schedule an appointment, click on the “Schedule or Manage Appointment” option. The screen will prompt you to answer personal information questions and provide personal information – only items with a red asterisk are required.

Employer information section is required – please enter **“Penn State Health”** for the employer name. **For the employer address, you have two options:** if you would like the letter which confirms that you were fingerprinted to be sent to you for your records (this is separate from the clearance document), please enter YOUR personal address under the employer address section (the employer name field must remain “Penn State Health”); if you do not want to receive this letter, please enter 500 University Drive, Hershey, PA 17033 for the employer address section. This will send the letter confirming fingerprinting to Penn State Health. Penn State Health does not require these letters – we only require the clearance document.

- **Fingerprinting.** Once you are registered, you will need to submit your fingerprints at the designated IdentoGo site – you may make an appointment or do a walk-in without an appointment, depending on the location. The website will show IdentoGo locations near your location which you may choose from. You will be required to pay the \$25.25 fee up front by credit card. **Please retain your paid receipt – you may request reimbursement for the \$25.25 via the Employee Expense**

**Management portal after you begin employment and after the clearance is submitted to HR Clearances.** If you have questions about the registration process, please contact Identogo customer service at 844-321-2124.

- **Next Steps.** After submitting your fingerprints, the information will be passed on to the state from Identogo for processing. Although uncommon, please watch for any e-mails from Identogo which indicate that your prints were rejected and you may need to be fingerprinted again. Once the state processes the clearance, you will receive the blue FBI fingerprint clearance in the mail within approximately 14 days.

**Effective 09/21/2022: DHS applicants who register under Identogo for fingerprints will now have the opportunity to receive their results electronically.**

This opportunity applies to results with no record. During the registration process you will be asked for an email address and you will be asked to create a security question and a security answer. It is very important that once you create your security question and answer that you retain this information. 3 unsuccessful logins will prevent you from retrieving your results. This information cannot be reset. Shortly after your fingerprints have been taken and a result can be provided, you will receive an email. You will be advised to click on the link within the email and enter your security question and answer. If you lock yourself out of your security question and answer your result will be mailed by US Mail. Current Mailing timelines take 7-10 business days to reach the intended destination.

When you do access your result, it is important that you be able to download it, save it and print it for future needs. There will be no second access to this electronic result.

If any result has a record associated with it, those results will not be electronically available and can only be mailed by US Mail. Current Mailing timelines take 7-10 business days to reach the intended destination.

- **Never received the clearance document/want to check the status of your clearance?** If you do not receive your clearance document at your address within 14 days since fingerprinting, or you are seeking to check the status of the clearance processing, please call the Pennsylvania Dept. of Human Services Childline Unit at 877-371-5422 and speak to an FBI clearance division representative to check the status or request that the clearance be sent again. **Do NOT contact Identogo for status updates for fingerprint clearances – the “processing” status on your receipt will never update.** The only way to get an update is to contact the state Department of Human Services since that agency handles the processing.

### **Where Do I Send My Clearance Documents?**

**Penn State Health does not receive any clearance documents from the state directly – the individual will need to provide the clearance documents to us directly.**

Please scan only the blue clearance document (do not include the receipt – that is to be submitted separately with your reimbursement request in Expense Management) you receive in the mail or electronically as a PDF to [clearances@pennstatehealth.psu.edu](mailto:clearances@pennstatehealth.psu.edu). **All attachment pages must be included – the cover page and all attachment pages must be submitted as one document.** Pictures of the clearances are acceptable if they are clear, show the entire document and are readable.

**New hires - please do not submit your clearance documents more than 30 days before your start date.**

Current Penn State Health employees: you may submit the clearance as an attachment via Mysolutions as well. **Please do not send via inter-office mail!**

### **Questions?**

If you have any questions, please contact the Penn State Health Human Resources Solution Center at 717-531-8440 or email [clearances@pennstatehealth.psu.edu](mailto:clearances@pennstatehealth.psu.edu).

**Sample FBI Fingerprint Clearance:**



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