

## Procedures to Having Background Clearances Resent

---

### FBI Fingerprinting Clearance and PA Child Abuse Clearance

- Call 877-371-5422 (Pennsylvania Department of Human Services)
  - When you dial, there will be a long answering machine message. When it ends, it will give you the option to click 4.
  - Once you click 4, you will be put on hold until a representative is available.
  - Once you reach a representative, provide the information needed for them to resend the official clearance results (full name, address, date of birth, phone number).

*\*Please note that IdentoGo cannot directly resend the results. Only the Department of Human Services has the ability to resend clearances.*

---

### PA Criminal History Clearance

- If you have submitted your criminal history request online and know your control number, click here to <https://epatch.pa.gov/home> . If you do not know your control number, or for additional criminal history request questions call the PATCH Help Line toll-free at: 1-888-QUERY-PA (1-888-783-7972).
    - When you call, there will be several menu options listed. Click 1 both times you arrive at a menu option.
    - When you call, share that you need a control number to access the results to your Criminal History Clearance
    - They will ask for first and last name
    - Date of when you applied for the clearance
    - Once you receive your control number, go to <https://epatch.pa.gov/home> on their website and fill out the information listed.
  - Click "Search"
  - Click on the control number on the very left (it will be bright blue)
  - Click "Certification Form" (it will be in bright blue)
  - A pop-up may appear with a message related to "print preview." If so, click ok.
  - The document should appear on your computer screen. Click "save" at the top and it will download a PDF file of the clearance.
  - Print document and mail or email to Joy El.
- 

*\*The person who applied for the clearances must directly follow these procedures. Results cannot be requested by another person.*