

New FBI Fingerprinting Process (with code)

FEDERAL BUREAU OF INVESTIGATION (FBI) CRIMINAL BACKGROUND CHECK INSTRUCTIONS

*IMPORTANT INFORMATION: The Commonwealth has transitioned to a new FBI Criminal Background Checks vendor, [IDEMIA](#) (also referred to as IdentoGo and MorphoTrust).

General Information

The Pennsylvania Department of Human Services utilizes IDEMIA to process fingerprint-based FBI criminal background checks. The fingerprint-based background check is a multi-step process. For general questions about FBI clearances, please contact the FBI Background Check Unit at 717-783-6211 or 1-877-371-5422. For IDEMIA registration, processing, or billing questions, please contact IDEMIA/IdentoGo at 1-844-321-2101.

Department of Education

The Pennsylvania Department of Education also utilizes IDEMIA to process fingerprint based FBI criminal background checks for prospective employees of public and private schools. Under Act 114 of 2006, ALL prospective school employees, school contractors and student teachers are to use the Pennsylvania Department of Education system. This includes but is not limited to: Teachers, School Administrators, Substitute Teachers, Teaching Assistants, PIAA Sports Officials, School Bus Drivers, and Student Teachers. For more information regarding Act 114, and background check requirements for public schools, private schools and student teachers go to the Pennsylvania Department of Education website or email the [Pennsylvania Department of Education](#).

Fingerprinting Process

- Appointments to be fingerprinted are not required, but **pre-registration** is required either online or by phone. To register online, please go to www.Identogo.com; by telephone please call 1-844-321-2101 and listen to the options menu.
- **When you or your employee or volunteer register, the employer will have to provide a service code. Please refer to the Service Code table below.** The employer shall review the service codes below to determine which code best suites the volunteer or employee. **Once determined, provide this code to the volunteer or employee so they may register.** Please note the “DHS volunteer” service code would include all volunteer services. It is titled “DHS” because it is a DHS, Child Protective Services Law requirement.
- Once registered, you may walk-in during a location’s posted hours of operation, but scheduling an appointment may lead to lesser/no wait times. In order to pre-register for a FBI background check and/or find a fingerprinting location, applicants should access the IDEMIA website. It is strongly encouraged that the employee or volunteer contact the site prior to going there as the information on the IDEMIA website may differ from actual hours of operation.

Below is the service code available for applicants applying under the DHS:

Service Code	Applicant Type	Description	Department
1KG6ZJ	DHS Volunteer	An individual applying for or holding an unpaid position as a volunteer with a child-care service, a school or a program, activity or service, as a person responsible for the child's welfare or having direct volunteer contact with children.	Department of Human Services