

Clearance Process Guide

Hello. Since your position responsibilities involve contact with minors, you will receive several emails with instructions on completing your clearances. This process has multiple steps and instructions, so we are providing you with this guide to help ease this process. **PLEASE ENSURE YOU READ THROUGH THIS ENTIRE EMAIL.** This document will walk you through all steps needed for the PA State Police Clearance, FBI Clearance, and Child Abuse Clearance.



It is strongly recommended that all portions of these clearance be completed via a computer, not a mobile device. It is also recommended that all 3 steps below are completed at the same time - please plan on approximately 30 minutes to complete this process.

1. First Advantage Consent and PA State Police Clearance:

This is the first email you will receive. It has a two-fold purpose: First, it will ask for your consent to begin the clearance process. Second, it will process your PA State Police Clearance. This email will come from “Penn State Human Resources <DoNotReply@fadv.com>” with the subject line “Penn State – Clearance Consent Request.”

STEP A:

Please read through the entire email, then submit your consent via the link provided in the message.

The PA State Police Clearance will begin processing as soon as you submit your consent.

2. FBI Clearance

This email will come from “Penn State Human Resources <DoNotReply@fadv.com>” with the subject line “Penn State – Clearance Application Request.”

STEP A:

Please call the phone number listed in the first paragraph to schedule your fingerprinting appointment:

Please call the First Advantage National Scheduling Center at 866-277-4993, Monday through Friday between the hours of 8:00 a.m. (EST) and 5:00 p.m. (EST). Identify yourself as a candidate for Penn State University and confirm whether you reside inside or outside of the State of Pennsylvania. During the call, a representative will schedule an appointment at the local Identogo facility to complete the Federal (FBI) Fingerprint Background Check. You will be asked to provide personal data required for application purposes, such as: place of birth, sex, race, height, weight, etc.

During your call with the **First Advantage National Scheduling Center**, you will be asked for an email address, security question and a response to your security question. **It is very important that you remember your question and the response to your security question.**

STEP B:

After you schedule your fingerprinting appointment, you will receive two emails from Identogo. The first is a pre-enrollment confirmation. The second is an enrollment confirmation. Both messages will come from “nobody@uemail.identogo.com” with the subject line “IdentoGO Service Confirmation - XXXXXX-DHS-Employee &=14 Years Contact w/ Children.”

These emails will include reminders of:

- Documents you will need to bring with you
- Any special instructions for your appointment
- Link to Identogo to check the details of your appointment.

STEP C:

Attend your fingerprinting appointment.

For out of state employees:

After your appointment, you will mail in your fingerprinting card to the address indicated on the card.

STEP D:

You may receive your fingerprinting (FBI Clearance) results via email, as a hard copy in the mail or both.

- Email Results** - Shortly after your fingerprints have been taken, typically within 24-48 hours, as long as there is **no record**, you will receive an email from status@dev.pasafecheck.identogo.com with a link to retrieve your clearance. You will be advised to click on the link within the email and enter your security question and answer. There will be no second access to this electronic result. When you do access your result, it is important that you download you FBI Clearance, save it, and print it for future needs. Please note that after three tries, you lock yourself out of your security question and answer your result will be mailed by US Mail.
- Mailing Results** - You can expect it may take 7-10 business days to receive your fingerprint results in the mail.
- As soon as you receive your results, follow the below instructions to turn your clearance in via secure means. Please do NOT email your clearance to us:
 - **New employees/appointees** will receive a separate email on how to submit your results to Penn State HR from the Talent Acquisition Recruiting Associate.
 - **Existing employees/appointees** renewing your clearances, please submit the results through the WorkLion Portal (www.worklion.psu.edu).

3. Child Abuse Clearance

You will receive a separate email with instructions on how to complete your Child Abuse Clearance. This email will come from “clientservices.request@fadv.com” with the subject line “URGENT Request for Information – Your PENN STATE UNIVERSITY Background Screening.”

Ensure that you complete these steps within **48 hours** of request.

STEP A:

Your email will include the following instructions: Log on to <https://www.compass.state.pa.us/CWIS>

- a. Select Create a New Account
- b. Register for a citizen account and obtain a Keystone ID

Once steps a and b are completed, you will receive two emails. Both will come from “automatedmailDONOTREPLY@pa.gov” with the subject line “Commonwealth of Pennsylvania – New account information.”

One email will include your temporary password.

The second email will include your Keystone ID. You will need both of these to log back into Compass for the next step.

STEP B:

Return to <https://www.compass.state.pa.us/CWIS>

- a. Select LogIN
- b. Select ACCESS MY CLEARANCES
- c. Use the attached step-by-step instructions to complete your clearance application.
- d. Submit Clearance request using the prepaid registration code of XXXXXXXXXX.

The highlighted information above will be specific to you.

STEP C:

Access this enterprise.fadv.com/pub/l/link?key=XXXXXXXXX and provide E-Clearance ID confirmation number.

If you are unable to access this link, you may email Clientservices.request@fadv.com or fax the information to the number below. This link expires on XX/XX/XXXX 00:00 PM EST.

The highlighted information above will be specific to you.