OLDER ADULTS PROTECTIVE SERVICE ACT CLEARANCE INFORMATION

As a condition of employment, your position requires that you secure the Older Adults Protective Service ACT (OAPSA) Clearance.

You are required to complete the application process and provide proof of application by 12 p.m. the Friday prior to your start date (completion through step 2 below). Additionally, you are required to provide original documentation of this clearance within 90 days of your hire date. Failure to provide this information within the specified time frames or unsatisfactory and/or discrepant results may disqualify you from further employment, up to and including termination.

If you currently have this clearance and it is dated within 90 days of your hire date, you can provide the original document for review and may not need to obtain a new one.

Clearances obtained for volunteer purposes cannot be used for employment.

Older Adults Protective Service ACT (OAPSA) Clearance Application Instructions

The cost of this clearance is $22.60 and must be paid via cash, credit card, certified check (payable to MorphoTrust), or money order, during the scheduled fingerprint appointment. Carefully review the following information:

- It is important to note that the OAPSA clearance application process is a fingerprint-based background check that is a multiple-step process. You must first complete the pre-enrollment process and then complete the fingerprint process.

- You must complete the pre-enrollment process prior to going to the fingerprint site. Walk in service to get fingerprinted, without pre-enrollment, will not be provided at any fingerprinting location. Pre-enrollment must be completed through the online application process outlined below.

STEP 1 - ONLINE APPLICATION

Application registration must be completed at https://uenroll.identogo.com/. This website is mobile friendly and can be accessed on a smart device. When completing the application registration, follow the below steps:

1. Enter the Service Code 1KG8RJ on the main page of the website.
2. Select Schedule or Manage Appointment.
3. Complete the Acknowledgement, confirming you have NOT been a resident of PA for the past two (2) consecutive years, and then select Next.
4. Enter the required personal information throughout the next few screens: Essential Info, Facility, Additional Info, Citizenship, Personal Questions, Personal Info, Address, and Documents.
   **Please note that all information provided must match the form of I.D. you will present at your fingerprint appointment.
5. When selecting the Facility ID, enter the appropriate Facility/Agency ID # of where you will be working from the list on the following page or search for the facility through the website.
6. Select the most convenient location, date, and time to schedule an appointment.
   **You may select to be a walk-in, but it is highly recommended to schedule a specific appointment.
7. Review your appointment details and click Done to complete the registration.
8. You will receive confirmation of the scheduled appointment via the preferred method of contact you selected.
   **If you selected email, the email confirmation will be titled IdentoGo Service Confirmation – PA PA Dept of Aging Applicant. We recommend saving this email for your records as it can be used in the next step.

Payment will be completed during the appointment. Payment can be made via cash, credit card, certified check (payable to MorphoTrust), or money order.
STEP 2 – PROVIDE PROOF OF APPLICATION

You are required to provide proof of application or a copy of the clearance to the UPMC Onboarding Team by 12 p.m. the Friday prior to your start date.

1. Send proof of application or a copy of the clearance to OnboardingTeam@upmc.edu. You can send any of the below options:
   a. The email confirmation of your enrollment, titled IdentoGo Service Confirmation – PA PA Dept of Aging Applicant. This email must list the status as Pre-Enrolled or Enrollment Received
   b. A copy of the previously obtained clearance dated within 90 days of your hire date.

   ![Image of IdentoGo Service Confirmation]
   *This is an example of the OAPSA email confirmation of pre-enrollment as a walk-in.*

STEP 3 – COMPLETE FINGERPRINTS

1. Attend your pre-scheduled appointment and/or go to the location selected as a walk-in.
2. During your appointment, you will be asked to confirm the information provided during the pre-enrollment process, provide your form of I.D., provide your Social Security Number, and have your picture taken. You will not be processed if you cannot produce the acceptable photo ID you selected to bring during the pre-enrollment process.
3. After the identity of the applicant has been established, all ten fingers are scanned to complete the process.
4. The applicant’s scanned fingerprints will be electronically transmitted to the FBI as required by federal statute.
5. You will be provided with a receipt after your payment is processed.
6. You will receive a confirmation email updating the status of your application to Enrollment Received. The email confirmation will be titled IdentoGo Service Confirmation – PA PA Dept of Aging Applicant.

What happens if I do not receive an email confirmation?
If you do not receive an email confirmation, contact IdentoGo/MorphoTrust at 1-855-845-7434.

The PA Department of Aging will receive the Federal Criminal History Record from the FBI. The PA Department of Aging will return the Federal Criminal History Record to you via mail.
STEP 4 – PROVIDE THE ORIGINAL CLEARANCE

You will need to present original documentation of your clearance. Depending upon when you receive your clearance, there are various options for you to present this documentation such as:

- UPMC Beginnings
- Beginnings @ BU
- Your manager or department representative
- Your local Human Resources department

Frequently Asked Questions

What happens if my fingerprints are rejected by the FBI?
Poor fingerprint detail may be caused by age, trade, or some other environmental/physical condition. In the case of a fingerprint rejection by the FBI, applicants are required by the FBI to submit a second set of fingerprints to complete the background check. This second submission must occur before alternative means of conducting a federal background can be initiated. Individuals should take their rejection letter and proper identification to the nearest Pennsylvania Fingerprint location where a second fingerprint submittal will be conducted at no charge. Individuals do not need to re-register for their second fingerprinting session if they received an FBI rejection letter. If an individual’s fingerprints are rejected a second time by the FBI, notification is forwarded to the PA Department of Aging by the FBI for determination of next steps.

How do I complete my fingerprints if I live outside of Pennsylvania?
Fingerprint cards are the only option for out-of-state applicants. If you are moving to Pennsylvania, it is strongly encouraged to complete your fingerprints at an IdentGo location once living in Pennsylvania. However, if you are unable to complete the fingerprints at an IdentGo location, please go to https://uenroll.identogo.com/, enter the Service Code 1KG8RJ, and select Submit A Fingerprint Card by Mail when completing your pre-enrollment.

What happens if I do not receive my official Federal Criminal History Record?
After your fingerprints have been submitted, do not contact the fingerprint site. The fingerprint site does not have the ability to provide an update on the status of their background check nor are they involved in the summary execution of your background check.

Complete processing of the FBI Criminal History Record should take no longer than 14 days. If you do not receive your results from the PA Department of Aging within this time frame, please contact the FBI Background Unit at 717-783-6211 or 1-877-371-5422 or contact IdentoGo/MorphoTrust at 1-855-845-7434.