

FBI Fingerprinting Clearance Enrollment Instructions

The following instructions are how to book your FBI Fingerprinting appointment. Please note that appointments *cannot* be scheduled on the phone or through email. If you need to reschedule your appointment, please visit the Identogo website to do so.

1. Click on the following link or enter into your browser the following website: <https://uenroll.identogo.com/>
2. Enter the Service Code **1KG756** and click 'Go' (not case sensitive). Do not copy and paste the code as Identogo website does not support this feature.
3. On the next page, click on 'Schedule or Manage Appointment'.
4. Essential Info: Enter all of the required fields and then click 'Next'.
5. Employer: Enter Penn Medicine Lancaster General Hospital in the Employer's Name field and the address of the facility you will be working at or work at. If you work at multiple facilities, enter the main facility's address and then click 'Next'.
6. Additional Info: Create a Security Question for your Background check results and an answer to enter in the correct fields. Although you will not receive this clearance via online, Identogo requires this information.
7. Citizenship: You will be required to enter your Country of Birth, State/Province of Birth, and Country of Citizenship. Once you have completed these steps, click 'Next'.
8. Personal Questions: You will be required to answer 3 questions. Note, 'Alias' includes a Maiden name. For the third question, answer 'No' for "Do you have an authorization code that you will be using as a method of payment?" When complete, click 'Next'.
9. Personal Info: Enter your Personal Information, then click 'Next'.
10. Address: Enter your Mailing Address and then click 'Next'.
11. Document: Please select the Document that you will be required to bring to your appointment. We *cannot* accept any *expired* documents. Once completed, click 'Next'.
12. Location: Select the location of the site you will be attending to complete your digital fingerprints. You can search by entering either your Postal Code, City, Airport Code or Special Location Code*.

*We offer FBI Fingerprint services at 2 locations. If you would like to use our services, you must enter the location code that corresponds to the site you wish to visit. Enter the location code in the Search field. Do not copy and paste the code as the website does not support this feature. The location codes are listed below. Once you have entered the desired location, select 'Next'.

Note, you may schedule an appointment at any Identogo location. You do not have to go to our private site. If you wish to do so, enter your zip code and find the location that best suits you.

Identogo at Downtown Hospital	Identogo at Suburban Pavilion
555 N. Duke Street, Lancaster, PA 17602	2108 Harrisburg Pike, Suite 202, Lancaster, PA 17604
Location Code: SP-LGHHR	Location Code: SP-PENNMED

13. On the following page, select the date and time of your appointment. Once completed, click 'Next'. **We do not accept walk-ins at either of our private locations.** If you do schedule a walk-in, we will not be able to accommodate you at our private locations and you will be asked to reschedule with a later date and time.

14. The following page is a confirmation page for your appointment that includes payment options. Please note, this clearance costs \$25.25 and you are required to pay this fee (credit or debit) at your appointment.

- You may print the confirmation page, but it is not needed for your appointment.
- Note the address you booked your appointment for. If you arrive at the wrong location, you will be asked to reschedule your appointment.
- Please be sure to take the appropriate ID with you to your appointment (as noted on your confirmation page). We cannot accept expired documents/IDs.
- Identogo will **only** accept debit or credit cards as payment. We do not accept Apple Pay.
- You will be mailed your clearance within 2-4 weeks from the Department of Human Services. Once you receive the clearance in the mail, please upload it to Workday.

For questions in regard to your clearances and employment status, please reach out to the Compliance team at: SM-Compliance@penmedicine.upenn.edu.

For any general Fingerprinting questions, please reach out to the Fingerprinting team at: BadgeIDRequests@penmedicine.upenn.edu.



Penn Medicine
Lancaster General Health

FBI Fingerprinting Services at Main Hospital Downtown Lancaster

Office Address

IdentoGO FBI Fingerprinting Services
1st Floor Badging Office
555 N. Duke Street, Lancaster, PA 17602
(717) 544-4420

Visitor Parking Garage Address

155 E. James St, Lancaster, PA 17602

Directions

1. Park in the James Street garage.
 - The garage is located to the left of the Hospital's front entrance.
 - Please bring in your parking ticket to be validated at your appointment.
2. Enter into the 1st floor of the Hospital.
3. Stop by the information desk to be screened.
4. Proceed to walk into the Hospital.
 - You will walk past the Central Table Eatery and past the elevator banks.
 - Make a left at the Convenience Pharmacy.
 - Make a left into the Employee Service Center at the end of the hall.
5. You've made it! Please walk back to the Badging office to check-in.

FBI Fingerprinting Services at Suburban Pavilion

Office Address

IdentoGO FBI Fingerprinting Services
Suburban Outpatient Pavilion 2nd Floor Badging Office
2108, 2nd Floor Suite 202, Harrisburg Pike, PA 17604
(717) 544-3939

Parking Address

If you are a new hire, park at 2100 Harrisburg Pike parking lot.
If you are an existing employee, please park at the specified employee parking area.

Directions

1. Enter the 1st floor main entrance of 2100 Harrisburg Pike.
2. Stop by the information desk to be screened.
3. Take the elevator behind the information desk to the 2nd floor.
4. Make a right after getting down from the elevator.
5. Make an immediate right to enter the 2108 hall way.
6. Badging office / Fingerprinting service is the first door on your right hand side.