

Instructions for Obtaining Your Level-1 Fingerprint Clearance Card for the First Time

- Go to <https://psp.azdps.gov/>.
- Click on “Fingerprint Clearance Card” (second option with picture of fingerprint).
- Click on “Request a Replacement/Apply for a Card for Myself or Someone Else” (first option) and click “Continue” at the bottom of the page.
- Login or Create an Account
 - To Create an Account:
 - Click on the “It’s easy to create one.” link.
 - Select the “Individual Personal Account” radio button and click “Continue” at the bottom of the page.
 - Complete the required fields on each page (indicated by an *) and click “Continue” at the bottom of each page once the required fields are completed.
 - Create your security questions and click “Continue” at the bottom of the page.
 - An email will be sent to the email address you entered to confirm your account. Follow the directions in this email. Once you’ve completed this step, you can then return to the website and login in using the credentials you created.
- Choose where you’d like an OTP (one-time passcode for further verification) to be sent by clicking on the “Text” or “Email” radio button and clicking “Send OTP”.
- Retrieve the passcode from your text messages or email, enter that code in the provided space, and click “Login”.
- You will then be asked if you’ve applied for a DPS Fingerprint Clearance Card in the past, select “No”.
- Select “Apply For A New Clearance Card”.
- You will be asked if you require an IVP Clearance Card, select “No”.
- Select “Continue” after reading the privacy statement.
- Under the DES section, select the “DES-DDD/HCBS Home and Community Based Services” box –**do not select any other boxes.**
- At the bottom of the page select “Employee” or “Volunteer” depending on your position and click “Continue”.
- Fill out the required fields, you do not have to fill out the employer portion, then click “Continue”.
- Select “The Applicant Is or Will Be Physically Present for Fingerprinting in Arizona”, authorize and type your name, then click “Continue”.
- Verify the information is correct and click “Continue to My Order”.
- Submit your order and pay \$67 by credit card.

Once you submit your order, you will receive a receipt and an email listing approved fingerprinting locations.

From the list, select the location you’d like to have your fingerprinting done and pay the fee (\$8.25) online. A receipt will be sent to your email once your payment is received. This receipt will include a barcode that can be printed or saved to your phone. You must have this barcode when you go to have your prints taken as they will scan it. The prints will be taken digitally and sent directly to AZDES with your information.

It takes approximately one week to receive your card. **Please send us the receipt and a copy of any correspondence that proves your prints have been taken and sent to AZDES as soon as possible. We can use this documentation to continue the hiring process while we wait for the physical card to arrive.**