

## INSTRUCTIONS FOR AZ FINGERPRINTING – BANNER EMPLOYEES ONLY

If you are required to have a Fingerprint Clearance Card, then you will need to apply electronically by completing these easy-to-follow steps:

### 1. **Complete, submit, and pay for your fingerprint application directly through Arizona Department of Public Safety (AZDPS)**

- Go to AZDPS Public Service Portal: <https://psp.azdps.gov/> (supported browsers are Chrome, Safari, or Edge).
- Select Fingerprint Clearance Card icon.
- Select Apply for a Card/Request a Replacement, then Continue.
- Login with your login credentials or, if you don't have an account, select "It's easy to create one".
- Complete the application and pay the \$67 or \$65 (depending on the statute(s) for which you are applying).
  - AZDPS can accept the following forms of payment for paper applications, made payable to the Arizona Department of Public Safety:
    - Cashier's Check
    - Money Order
    - Business check with pre-printed business address
    - In our lobby or for online applications AZDPS can accept credit card payments
- You will need to submit the application fee receipt to Banner for reimbursement.
  - Make note of the 10-character Reference Number you will be given. It will be used to register for your fingerprints with Thales.

### 2. **Find a Fingerprint Location Near You**

- Go to the Thales online website: <https://www.aps.gemalto.com/az/index.htm> (supported browsers are Chrome, Safari, or Edge).
- Click on the "Our Locations" button or select the "Fingerprint Site" tab.
- Select the county you need to search for fingerprinting locations.
- Select the company name to review location information (address, phone, hours of operation, and instructions).
  - Make note of the location name and address, so you can select it during the application process.

### 3. **Register Online with Thales (aka Gemalto Thales)**

- Go back to the Thales home page: <https://www.aps.gemalto.com/az/index.htm> (supported browsers are Chrome, Safari, or Edge).
- Click on the "Apply for a background check - REGISTER" icon.
- Select box with "Click Here If: Applying for a Fingerprint Clearance Card".
- Select the "Apply for a fingerprint Clearance Card" box.
  - You must review current fingerprinting locations before online registration. There is a limited amount of fingerprinting locations due to COVID-19. You must use one of the Thales locations in your state once registered.
- Enter your Reference Number (supplied by DPS) and other required information.
- Select "Agency" under the "Payment Type".
- Check the appropriate box for "Employee".
- Enter the Billing Code and Billing Password that was given to you by a Banner Health representative.

*NOTE: You will need to obtain a Billing Code and Billing Password from Banner Health to avoid paying the fingerprinting fee.*

- Enter your personal information and demographic information required by the state of Arizona into Thales secure website. Entering this information into the site means you don't need to provide the information again at the electronic fingerprint collection site.
  - Personal Information: Name, address, SSN, DOB, etc.
  - Demographic Information: Citizenship, height, weight, etc.
- Confirm your data is correct and click the Submit button.
- You will be taken to the Registration Receipt page. Print the receipt and take it to one of the Fingerprint Locations.

#### **4. Schedule an Appointment**

*NOTE: You cannot walk into a Thales fingerprinting location without an appointment.*

- Schedule an appointment to get your fingerprints electronically scanned.
- Select a Thales office by entering your zip code for a list of nearby locations. Thales has approximately 13 locations throughout the state of Arizona.
- Select "Schedule Appointment" to select the location that is convenient for you.
- Select the specific date and time that is convenient for you.
- Write down or print your Appointment Number. Your appointment number is your confirmation of your Fingerprint Clearance Card application. You will need to take it with you to your digital fingerprint appointment.

*NOTE: If, for some reason, you are unable to make it to your appointment, you will need to log back into the Thales website and cancel your appointment asap, but no later than 24 hours of the appointment.*

#### **Appointment at the Thales Location**

Review the "What to Bring" section at <https://www.aps.gemalto.com/az/WhatIDToBring.htm> to ensure you have all the proper documents to successfully complete your electronic fingerprints at a Thales location. You can also access this information "What to Bring" tab under the "Fingerprint Sites" tab on Thales website.

- You must have the following with you at your appointment:
  - 2 forms of ID (Refer to Thales website for acceptable forms of ID)
  - Appointment Number

The Thales employee will submit your fingerprints directly to the AZDPS database for processing.

#### **Check the Status of Your Fingerprint Clearance Card Online with AZDPS**

You may check the status of your electronic application online by clicking on the link below. You will need the Reference Number to check the status.

[https://webapps.azdps.gov/public\\_inq\\_acct/acct/ShowClearanceCardStatus.action](https://webapps.azdps.gov/public_inq_acct/acct/ShowClearanceCardStatus.action)

For electronic applications, your application status will be available as soon as your application and fingerprints are submitted to AZDPS. If you have any questions regarding Fingerprint Clearance Cards there is a "Frequently Asked Questions" area on the AZDPS website you can reference.

### **Reimbursement Instructions for Fingerprint Clearance Card Fee**

To get reimbursed for the fingerprint clearance card application fee, please contact the Secure Hire team via email ([secure.hire@bannerhealth.com](mailto:secure.hire@bannerhealth.com)) and include the following information:

- Full name
- Employee ID
- Scanned copy of the receipt from the AZ Department of Public Safety

Secure Hire will process the reimbursement as quickly as possible. The repayment amount will be reimbursed on your Banner paycheck.

### **Assistance**

- Thales customer service staff is also available to assist you if needed:
  - Toll-free phone: (626) 325-9408
  
- Banner Health Secure Hire:
  - Email: [Secure.Hire@bannerhealth.com](mailto:Secure.Hire@bannerhealth.com)
  - Toll-free phone: (866) 922-2474