

# HOW TO GET FINGERPRINTED TO ACCESS SCHOOLS



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# FINGERPRINTS AND BACKGROUND CLEARANCE

**The NYCDOE requires all education students completing classroom observation or clinical placement hours in a NYC school to complete a fingerprints and background clearance.**

*Follow the detail steps presented in the remaining slides!*

As part of the clearance process, Wagner College Education Department registers (nominates) students using a valid US Social Security Number with the NYCDOE Personnel Eligibility Tracking System (**PETS**).

*If an INTERNATIONAL STUDENT does not have a U.S. Social Security Number, visit your international student advisor, Union Building (Room 204) or read the Wagner College International Student Handbook for instructions.*

The Education Department informs the student of the nomination and provides fingerprints information and instructions.

- ☐ Within 24-48 hours, the student receives a congratulations nomination email from the NYCDOE confirming the nomination.
  - Reads through the email instructions and uses the link in the email to create an APPLICANT GATEWAY account.
  - Also, complete the required FINGERPRINTS INFORMATION and BACKGROUND CLEARANCE forms.

**FINGERPRINT APPOINTMENT** are not to be scheduled until the following are completed:

- ☐ PETS nomination
- ☐ APPLICANT GATEWAY account created
- ☐ Completed forms (fingerprints, background)
- ☐ Received the FINGERPRINTS INSTRUCTION email, and enters SERVICE CODE, 588JG when scheduling fingerprints appointment with IdentoGO..

The student must follow the NYCDOE fingerprints process to avoid being re-fingerprinted and pay an additional \$101.75 fee.

- ☐ The student has 5-7 days after nomination in PETS to complete the process to avoid PETS cancellation or nomination expiration.

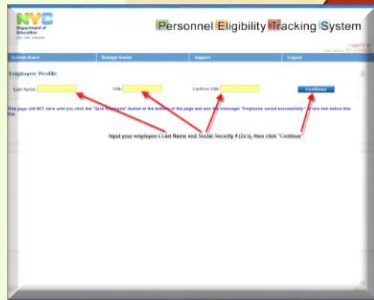
Lastly, an OSPRA 104 form is completed and submitted to the HR Connect Fingerprinting Unit portal:

*<https://doehrconnect.custhelp.com>*

to forward fingerprints and background clearance from NYCDOE to the TEACH account.

## STEP 1: Student is Nominated

In order to get fingerprinted,  
the student is nominated by the  
Wagner College Education Department  
through the  
NYCDOE PETS  
– *Personnel Eligibility Tracking System*



## STEP 2: Student is informed of nomination

Wagner College  
Education Department  
sends an EMAIL  
to the student  
regarding nomination  
and look out for the  
NYCDOE  
CONGRATULATIONS NOMINATION  
letter and instructions.



## STEP 3: NYCDOE Sends Confirmation Nomination



- Within **24-48 hours** of the nomination, a **CONGRATULATIONS** email from NYCDOE is sent to the student confirming the nomination.



- The student has 5-7 days to create an applicant gateway account and complete the entire fingerprint process to avoid nomination cancellation.



The student is required to READ through the email and follow instructions presented.

Congratulations!

This email confirms that an organization or agency providing services to the NYC Department of Education (NYCDOE) has nominated you for a position. This email covers paid positions and unpaid roles, including student teachers and volunteers. In order for you to begin working or providing services, your prompt action is required. This nomination is contingent upon a satisfactory outcome of several pre-employment screening activities including: fingerprinting, the completion of a questionnaire and a security clearance review. Any person working in NYCDOE buildings, working with NYCDOE students, or who has access to NYCDOE confidential information is required under NYS law to undergo a security clearance review prior to commencing services, including a fingerprint review by the NYS Division of Criminal Justice Services (DCJS) and the Federal Bureau of Investigation (FBI). You may **not** begin working until you have successfully completed this process and been granted security clearance. Please be advised that if the NYCDOE does not grant you security clearance, your nomination is rescinded effective immediately and you may not work for or provide services to the NYCDOE.

**Next Steps -Applicant Gateway**

Your next step is to activate your account in the NYCDOE's Applicant Gateway!



## STEP: 4

**CLICK** on the email link to create and activate an **APPLICANT GATEWAY ACCOUNT**

## STEP: 5

**SELECT and COMPLETE**

- **FINGERPRINTS INSTRUCTION SHEET**
- **BACKGROUND 16 (YES/NO) QUESTIONNAIRE**

On the last page, check **“AGREE”** box

**CLICK**, Submit button

- Follow all prompts to proceed.

Congratulations!

This email confirms that an organization or agency providing services to the NYC Department of Education (NYCDOE) has nominated you for a position. This email covers paid positions and unpaid roles, including student teachers and volunteers. In order for you to begin working or providing services, your prompt action is required. This nomination is contingent upon a satisfactory outcome of several pre-employment screening activities including: fingerprinting, the completion of a questionnaire and a security clearance review. Any person working in NYCDOE buildings, working with NYCDOE students, or who has access to NYCDOE confidential information is required under NYS law to undergo a security clearance review prior to commencing services, including a fingerprint review by the NYS Division of Criminal Justice Services (DCJS) and the Federal Bureau of Investigation (FBI). You may not begin working until you have successfully completed this process and been granted security clearance. Please be advised that if the NYCDOE does not grant your security clearance, your nomination is rescinded effective immediately and you may not work for or provide services to the NYCDOE.

**Next Steps - Applicant Gateway**  
Your next step is to **activate your account in the NYCDOE's Applicant Gateway**.

The screenshot shows the 'Applicant Login' page for the NYC Department of Education. It includes a sign-in form with fields for email and password, and buttons for 'Sign In' and 'Reset'. Below the form are instructions for activating or resetting the account, a list of steps, and contact information for assistance.

**NYC Department of Education** **Applicant Gateway**

**Applicant Login**

NYC Department of Education Applicants

You must have a job offer and be nominated by your principal/hiring manager, or considered for possible selection via a system-generated email in order to activate or reset your Applicant Gateway account.

**GOPASS Volunteers and NYC Department of Education Vendors**

You must have a job offer and be put on a roster by your vendor/agency/hiring manager in order to activate your Applicant Gateway account.

**Instructions to activate or reset your Applicant Gateway account**

1. Click on the [Activate Account / Forget Password](#) link on this page.
2. Enter the email address you provided to your vendor, agency/hiring manager or principal during the nomination process and the last 4 digits of your Social Security Number.
3. You will receive an email with a link to activate or reset your password. Click on the link or copy and paste the link into the internet browser address bar.
4. After you have created your password, login to the Applicant Gateway and submit all required forms.

For assistance, contact HR Connect at [718-935-4000](tel:718-935-4000) Monday through Friday, anytime between 9 am and 5 pm.

**Sign In**

\*Email:

\*Password:

**Sign In** **Reset**

[Activate Account / Forget Password](#)

## Gateway Home Screen

The screenshot shows the 'Gateway Home Screen' for the NYC Department of Education. It includes a navigation bar with links to Home, Edit Profile, and a user profile. Below the navigation bar are instructions for applicants and vendors, and a table showing the status of various forms.

**NYC Department of Education** **Applicant Gateway**

**Home** **Edit Profile** **Sign Out**

**Instructions for NYC Department of Education Applicants** [Click Here](#)

**Instructions for GOPASS Volunteers and NYC Department of Education Vendors** [Click Here](#)

Job Title	Forms Requiring Action	Submitted Forms	Status	School Year
Vendor	<b>CONFIRM PROFILE</b>  Background Questionnaire Fingerprint Instruction Sheet		Status	2023-2024

Only nominations within the last 3 years will be displayed

If you need assistance, please contact HR Connect at [718-935-4000](tel:718-935-4000) Monday through Friday, anytime between 9 am and 5 pm.

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## NOTES:

**Read through email and follow instructions.**

**An Applicant Gateway Account is required to get fingerprinted.**

**Complete Account and Emergency Contact Information.**

**Fingerprints and Background Questionnaire must be fully completed to avoid delays and nomination to be cancelled or not processed.**

After completing  
account information  
and forms in the  
**APPLICANT  
GATEWAY SYSTEM**

**A FINGERPRINTS  
INSTRUCTION EMAIL**  
is sent including a  
SERVICE CODE,  
**1588JG**  
from the NYCDOE.

**With a direct link to  
IdentoGO website  
portal to schedule a  
fingerprints  
appointment**

## Fingerprinting Instructions



### Instructions for Fingerprinting at an IdentoGO Scan Location for NYC Department of Education (NYCDOE)

All candidates for employment with the NYCDOE or with a NYCDOE vendor, or volunteering through the GoPass program, are required to be fingerprinted as part of the background check/security clearance process. As of 05/05/2022, fingerprints will **NO LONGER** be completed at a NYCDOE facility. Instead, all fingerprinting for NYCDOE and/or vendor positions will now be completed by IdentoGO.

- 1) All fingerprinting is done by appointment only. You can schedule an appointment for fingerprinting by going to IdentoGO's website at <https://www.idento-go.com> or by calling the toll-free call center at (877) 472-6915. Appointment scheduling via website is available 24/7 and is the fastest and easiest way to schedule an appointment. Appointment scheduling via call center is available Sun-5pm Monday through Saturday.

#### STEPS FOR WEBSITE SCHEDULING

- 2) Once you access the IdentoGO website, please enter the following service code when prompted:  
Service Code: 1588JG
- 3) During the appointment scheduling process, you will be asked to enter a ZIP Code, City and State, which will create a list of available fingerprinting locations. Please select a convenient location to get fingerprinted. NYCDOE buildings will **NOT** be an option for fingerprinting.

The fingerprinting fee will be \$101.75, which can be paid online when you set your appointment or in-person when you appear for your appointment. You will not be fingerprinted if you fail to provide payment. Payment options:

- Debit/Credit cards are accepted online in advance of your fingerprint appointment.
- Business check, government check, certified check, bank check, money order or credit cards are accepted on-site at the time of the fingerprinting appointment.

**\*\*\*PLEASE NOTE THAT CASH IS NOT ACCEPTED AS A FORM OF PAYMENT AT ANY FINGERPRINTING LOCATION\*\*\***

- IdentoGO may charge an additional \$30 fee if you schedule an appointment at an IdentoGO site located outside of NY State, plus any applicable sales tax. The additional \$30 fee and taxes must be paid at the time of your out-of-state fingerprint appointment.

#### STEPS FOR SCHEDULING BY PHONE

For expedited service, it is recommended that appointments are scheduled online. However, appointments can be made by speaking with an agent at the toll-free call center at (877) 472-6915.

#### FINGERPRINTING APPOINTMENT DAY

- 4) Bring a government-issued photo identification to your fingerprint appointment (e.g., driver's license, US Passport, Permanent Resident Card, etc.). If you did not already pay online when you scheduled your appointment, you will also need to bring your approved form of payment.
- 5) At the fingerprinting location, you will be required to enter your valid Social Security Number (SSN) TWICE in a double blind key entry. If you are unable to confirm your SSN, you will NOT be fingerprinted. Next, the photo identification confirmation page will be reviewed, fingerprints rolled, and photo taken. Once you have been fingerprinted, IdentoGO transmits the fingerprint transaction and photo to the New York State Division of Criminal Justice Services (DCJS) for processing. A search is then completed by the New York State and the FBI.
- 6) You will be provided with two receipts indicating your name, fingerprinting site location, date, time, fee paid and reason for fingerprinting. Retain these receipts as proof you were fingerprinted.
- 7) Should DCJS or the FBI reject your fingerprints due to image quality and require a reprint, IdentoGO will contact you and advise that you must schedule an appointment for reprinting. There is no additional cost for reprinting. The DOE will not contact you to be reprinted.

#### Next Steps:

- 8) Upon completion of the DCJS and FBI fingerprint search process, the results will be delivered electronically to the NYCDOE and can be viewed in Applicant Gateway.



### Instructions for Fingerprinting at an IdentoGO Scan Location for NYC Department of Education (NYCDOE)

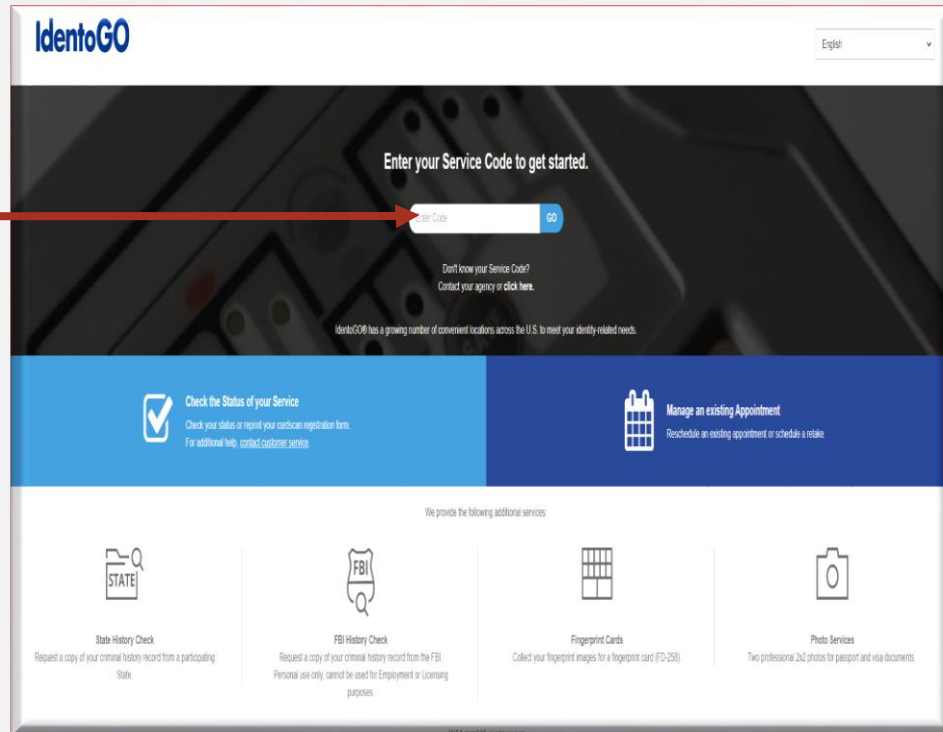
- 9) We strongly suggest you complete all other online forms in Applicant Gateway before scheduling your fingerprinting with IdentoGO to avoid delays in your nomination process.
- 10) Feel free to reach out to your hiring manager for follow up if needed.

The student is  
required to use  
the direct link  
to schedule  
fingerprint  
appointment.

No other option is  
acceptable and  
procedures must  
be followed to  
avoid additional  
fees!



# STEP 7: Schedule Fingerprint Appointment Through the IdentoGO Website Portal



IdentoGO


English


Enter your Service Code to get started.

Service Code  GO


Don't know your Service Code?  
Contact your agency or click here.


IdentoGO has a growing number of convenient locations across the U.S. to meet your identity-related needs.


 **Check the Status of your Service**  
Check your status or reprint your cartesian registration form.  
For additional help, contact Customer Service.


 **Manage an existing Appointment**  
Reschedule an existing appointment or schedule a retake.

We provide the following additional services:

 **State History Check**  
Request a copy of your criminal history record from a participating State.

 **FBI History Check**  
Request a copy of your criminal history record from the FBI.  
Personal use only, cannot be used for Employment or Licensing purposes.

 **Fingerprint Cards**  
Collect your fingerprint images for a fingerprint card (FD-258).


 **Photo Services**  
Two professional 3x2 photos for passport and visa documents.

**A) ENTER  
SERVICE CODE:  
1588JG**

The fingerprint application fee as of January 1, 2022 is:  
Total Fee \$101.75

APPLICANT FOR	URL
Certification	<a href="https://uenroll.identogo.com/workflows/14ZGQT">https://uenroll.identogo.com/workflows/14ZGQT</a>
Employee	<a href="https://uenroll.identogo.com/workflows/14ZGR7">https://uenroll.identogo.com/workflows/14ZGR7</a>

**B) SELECT  
Employee Link**



An **employee** is selected, even though applicant is a college student completing field observation or clinical.

14ZGR7 - New York Dept of Education – Employee

◀ Back to Home

**Schedule or Manage Appointment**

Schedule an in-person appointment or change an existing appointment.

**What do I need to bring to enrollment?**

Find out which documents you need to bring to the enrollment center to facilitate processing.

**Locate an Enrollment Center**

Locate and get directions to an enrollment center near you.

**Submit A Fingerprint Card by Mail**

Complete the pre-enrollment information necessary to submit a fingerprint card enrollment by mail.

**C) SELECT  
Schedule or  
Manage  
Appointment**

**STEP 7:**



14ZGR7 - New York Dept of Education – Employee

English

Privacy Statement

Essential Info

Personal Questions

Personal Info

Ad

Please read the privacy statement below. Then click 'Next' to continue or 'Cancel' to exit.

**Applicant Notification:** The fingerprints submitted will be used to check the criminal history records of the NYS Division of Criminal Justice Services (DCJS) and FBI. Your applicant service code requires a state background check and federal background check.

**Obtaining a copy of NYS DCJS record:** An individual may obtain, review and, if necessary, seek correction of his/her criminal history information maintained by DCJS pursuant to DCJS regulation (9 NYCRR Part 6050). Pursuant to 9 NYCRR Part 6050, an individual, or an individual's attorney who has been authorized in writing, may obtain either a copy of all criminal history information maintained on file at DCJS pertaining to himself/herself, or a response indicating that there is no criminal history information on file. To obtain further information on the record review process, visit the DCJS website:  
**Further Information:** <https://www.criminaljustice.ny.gov/cjis/recordreview.htm>

**Change, Correction, or Updating:** If you believe your New York State criminal history record maintained by DCJS is incomplete or inaccurate, you must provide supporting documentation to fix the omissions or errors. This process is known as challenging your record.

**Challenge FAQ:** [FAQs-CHRI-Access.pdf](#)

**FBI Privacy Act Statement:**

<https://www.fbi.gov/how-we-can-help-you/more-fbi-services-and-information/compact-council/privacy-act-statement>

**Privacy Rights:**

<https://www.fbi.gov/how-we-can-help-you/more-fbi-services-and-information/compact-council/guiding-principles-noncriminal-justice-applicants-privacy-rights>

**Change, Correction, or Updating:** Procedures for obtaining a change, correction or updating of an FBI criminal history record are set forth at Title28, CFR 16.3. challenge the accuracy or completeness of your FBI criminal history record, you should send your challenge to the agency that contributed the questioned information. Alternatively, you may send your challenge directly to the FBI by submitting a request.

**Challenge Process:** <https://www.edo.cjis.gov>

✕ Cancel

Next >

**D) CLICK, Next  
button to  
navigate to go  
forward**





# STEP 7:

**E) COMPLETE** registration information listed in each tab.

## 14ZGR7 - New York Dept of Education – Employee

[Privacy Statement](#)[Essential Info](#)[Personal Questions](#)[Personal Info](#)[Address](#)[Documents](#)

\* Required Fields

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to check the status of your service or 'Cancel' to exit.

☒ Name / Method of Contact☐ UE ID / Date of Birth

### Notes:

- Important! You must finish the registration process to be fingerprinted. You will receive an email or confirmation number when registration is complete.
- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the phone numbers and/or email address provided below, as they will be used to retrieve your information during your in-person enrollment.

### Legal Name

\* First Name

\* Middle Name (or NMN if no middle name)

\* Last Name

Suffix

-- Choose One --

### Date of Birth

\* Date of Birth

\* Confirm Date of Birth

\* Method of Contact (at least one method is required)

Email

Confirm Email

Country Code

United States

Phone 1

( ) - -

Country Code

United States

Phone 2

( ) - -

\* Preferred Method of Contact

Email

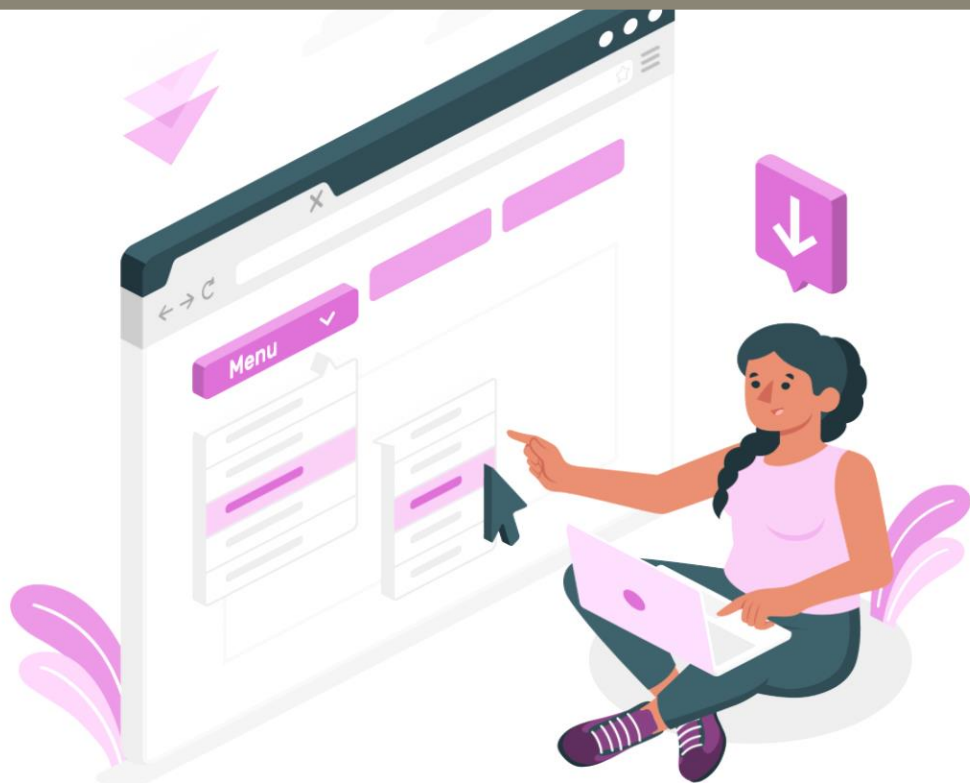
✕ Cancel

◀ Back

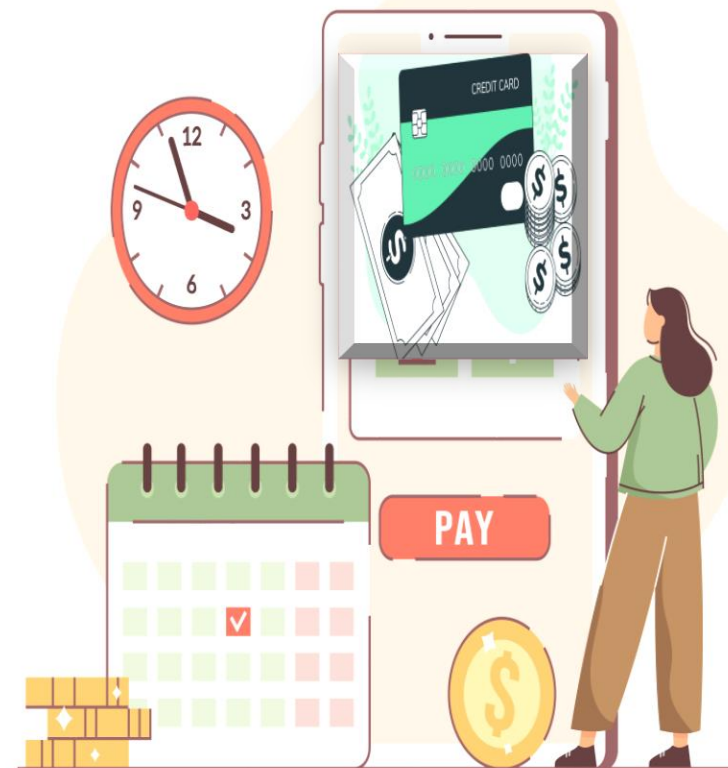
Next ▶

## STEP 7:

**F) SCHEDULE** fingerprints appointment from a facility location listed only on the IdentoGO's website.



The student will be responsible for the Fingerprint and Background Clearance payment fee of the amount \$101.75.



## STEP 8:



### FINGERPRINT SCHEDULED APPOINTMENT DAY

Bring the following items

*(Refer to the Fingerprinting Instruction EMAIL document):*

- Bring email with service code
- Government-issued photo identification
- Social Security Number

## STEP 9:

### IDENTOGO

Transmits the fingerprint transaction and photo to the New York State Division of Criminal Justice Services (DCJS) for processing.

A search is then completed by the New York State and the FBI.



# STEP 10:

The Education Department and, or student checks Applicant Gateway account for nomination status.

- ❑ The Application Process Step must report status complete with date completed.
- ❑ On the homepage, **CLICK** on the status link to view nomination status.

NYC

Department of Education

Applicant Gateway

Home

Edit Profile

██████████

Sign Out

Instructions for NYC Department of Education Applicants [\[Click Here\]](#)

Nomination Status

Name:

EIS Title:

Location:

Authorize to Hire Date:

Status:

Current Step:

Process Description:

Completed

[Notification History](#)

Application Process Step	Status	Date Completed	Process Date
1 Nomination Recorded	Complete	04/27/2022	
2 Processing	Complete	05/15/2022	
Background Questionnaire - Nomination	Complete	05/15/2022	
Fingerprints	Complete	05/15/2022	
<a href="#">Application Forms</a>	Complete	05/15/2022	
3 Background Investigations - Nomination	Complete	05/15/2022	
4 Complete	Complete	05/15/2022	



# STEP 11:

The student is also required to create a TEACH account.

<https://www.highered.nysed.gov/tcert/teach/>



## TEACH System

### List of TEACH Services

NYSED / Higher Ed / OTI / TEACH System

### Frequently Asked Questions about Your TEACH Account

### TEACH Resources

### Assistance Using TEACH

### TEACH Online Services

You can keep watch over the progress of your application by monitoring your TEACH online services account. This can be done by logging in to your TEACH account and viewing your Account Information page. From your Account Information page, you will be able to check on the status of a pending application and see when documents you have submitted have been received and entered into your Account. You will want to take note of the application status, as noted on your Account Information page. Applications are evaluated in the order in which they enter "ready for review" status.

### Login to TEACH

TEACH is compatible with Google Chrome and Microsoft Edge.

### TEACH Log In issues?

If you receive a message that your TEACH account is assigned to a different username, try deleting your browser history. Directions for these internet browsers can be found below:

**Chrome:** <chrome://settings/clearBrowserData>

**Microsoft Edge:** [View and delete browser history in Microsoft Edge](#)

Forgot your Username or Password? [Click Here](#)

### TEACH Help Links

#### Create a NY.gov TEACH account

If you do not have a NY.gov TEACH account, create one here

#### Add TEACH to a NY.gov account

If you have a NY.gov account with another State Agency, click here


#### Employer, Administrator & College Access

Public School Districts, Private School Administrators, and New York College/University access to Ny.gov TEACH

Last Updated: December 8, 2022

# STEP 12:



OSPRA 104 (08/21)		Office of School Personnel Review and Accountability NYS Education Department ph: (518) 473-2998 <a href="http://www.nysed.gov/educator-integrity">http://www.nysed.gov/educator-integrity</a>
 <b>Authorization to Forward Criminal History Record Information from the City School District of the City of New York to the New York State Education Department</b>		
<i>Type or Print All Information &amp; email to NTC in Section 4.</i>		
<i>Instructions to Applicant: Please complete Sections 1, 2 and 3 and email the form to NYCDOE email address in Section 4 below.</i>		
<i>Please Note: This form is to be filed by individuals who have been previously fingerprinted (after July 1, 1990) for a license and/or employment by the New York City Board of Education (NYCBOE) and are authorizing the NYCBOE to forward their criminal history to the New York State Education Department for certification application and/or employment purposes.</i>		
<b>SECTION 1</b> (Inaccurate or incomplete information will delay processing.)		
Name: (Last) (First) (Middle)		Sex: (M/F)
Home Address: (Street, Apt. #)		Social Security Number
City, State, Zip:		Telephone (Area Code and Number)
E-mail Address:		Date of Birth (Month, Day, Year)
<b>SECTION 2</b>		
Please choose (✓) one of the following:		
<input type="checkbox"/> I am leaving or have left the employ of the NYCBOE and am seeking clearance for certification and/or employment.		
<input type="checkbox"/> I am remaining in the employ of the NYCBOE and I am seeking clearance for certification.		
<input type="checkbox"/> I am remaining in the employ of the NYCBOE and I am seeking additional employment in a covered school other than the NYCBOE.		
<b>SECTION 3</b>		
<ul style="list-style-type: none"><li>I hereby authorize the NYCBOE to forward the content of my criminal history record as secured from DCJS and the FBI to the New York State Education Department as a condition of my application for certification and/or clearance for employment. I further understand that the NYCBOE is authorized to forward subsequent criminal history notifications received from DCJS to the New York State Education Department.</li><li>I understand that if my fingerprints have not been retained by DCJS, I will have to be fingerprinted again to meet the requirements of Chapter 180 of the Laws of 2000.</li><li>I understand that if I am seeking clearance for employment in a covered school, a request for clearance must be submitted in TEACH by my prospective employer before a clearance will be issued.</li></ul>		
Signature: _____ Date: _____		
<b>SECTION 4</b>		
<b>EMAIL THIS FORM TO:</b>		<b>NYC DOE Division of Human Capital</b> HR Connect Fingerprinting Unit Email: <a href="mailto:HRCServiceCenter@schools.nyc.gov">HRCServiceCenter@schools.nyc.gov</a>

An OSPRA 104 form is completed and submitted

to the HR Connect Fingerprinting Unit portal:  
<https://doehrconnect.custhelp.com> to forward fingerprints and background clearance from PETS to the TEACH account.

OSPRA 104 form  
Go to the Education Department webpage/Student Resources/Printable Forms to print out form.

TEACH account  
reports FINGERPRINTS RECEIVED BY NYC after receiving the OSPRA 104 form!

FINAL STEP!

