

Clearance Application Process through ProVerify:

1. The candidate/employee receives an email from ProVerify containing a link to the online questionnaire.
2. Once the candidate/employee completes the questionnaire, ProVerify calls the candidate/employee on the following business day to collect a payment method (if applicable) and go over the next steps in the clearance application process.
 - a. ProVerify will schedule an FBI fingerprinting appointment with the candidate/employee during this phone call. An email will be sent with the fingerprinting instructions.
 - b. ProVerify will run the PATCH clearance on the candidate's/employee's behalf and pull the results of this clearance to the candidate/employee's clearance file.
 - c. ProVerify will email step-by-step instructions for the candidate/employee to apply for their Childline clearance online. These instructions will contain a pre-paid code that should be used at the end of the application. ProVerify will be able to access the results online and attach them to the candidate's/employee's file.
3. The candidate/employee will need to attend an FBI fingerprinting appointment. There are two different service codes that are applied based upon the department/school.
 - a. If the FBI fingerprinting is through the Department of Education (DOE), once the fingerprints are submitted, ProVerify will be able to access the results online and attach them to the employee's file.
 - b. If the FBI fingerprinting is through the Department of Human Services (DHS), the candidate/employee will receive an email with a one-time download link to access the results and will also receive the results in the mail. The candidate/employee is responsible for sending the results to ProVerify as they are not able to access them.