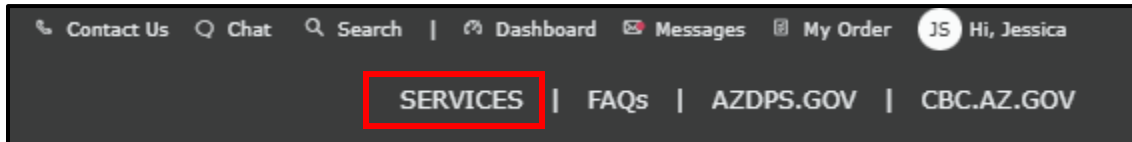


How do I replace my card if it is lost or stolen?

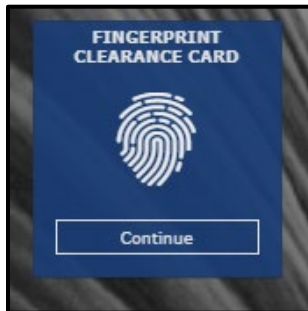
Option One: Order Online

***Note:** Option one in this guide is for lost, stolen, or never received cards ONLY. If you need a replacement due to name change, please see instructional guide for name change.

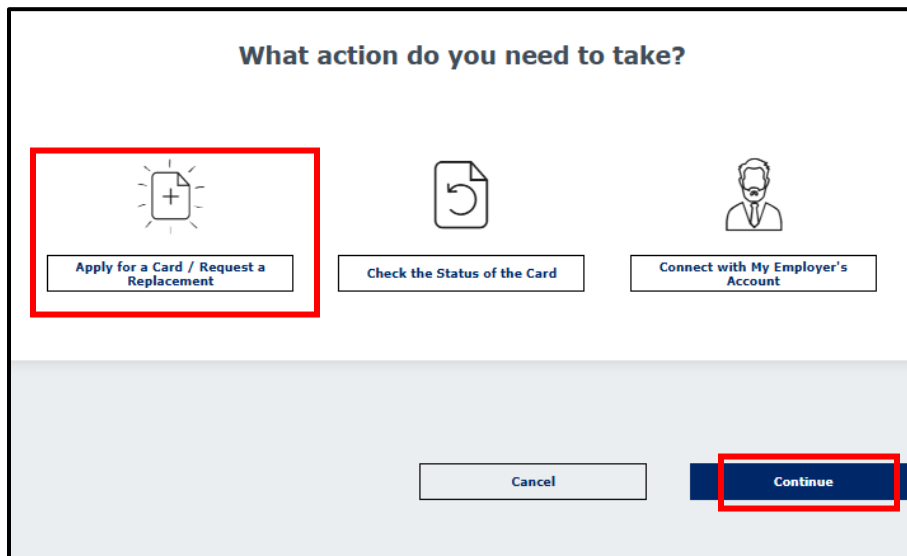
1. Log in to your PSP account and click Services at the top right



2. Select **Fingerprint Clearance Card**



3. Select **Apply for a Card/Request a Replacement** and **Continue**



4. If asked whether you have applied for a card in the past, select **Yes**

Have you applied for a DPS Fingerprint Clearance Card in the past?

Yes **No**

5. You will be prompted for your card information. If you do not know it, click the provided option

Please enter your application number or clearance card number

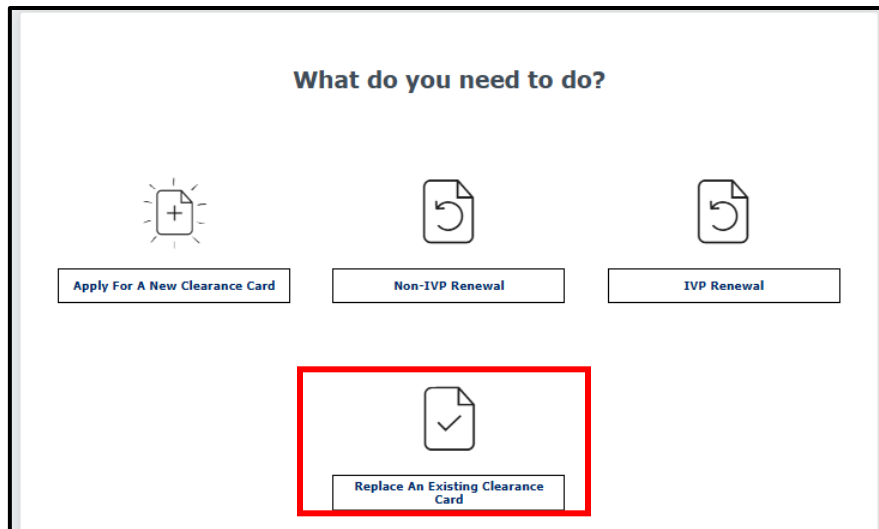
Application number Clearance card number

Enter number * Enter number

Continue

[I do not know or have my clearance card or application number.](#)

6. When you enter the information and your card is found, or you indicate that you do not know the information, you will be taken to this screen. Select **Replace an Existing Clearance Card**



7. The replacement request application will open. Review your information and address, then select the reason why you need a replacement. Press **Continue**.


Fingerprint Clearance Card Replacement Request

Your Information
Please enter your Current Name
Note: Current Name is the name you have on your current driver's license, passport or government issued I.D.

First Name *
Jessica

Middle Initial

Last Name *
Smith

Social Security Number _____ 

Mailing Address

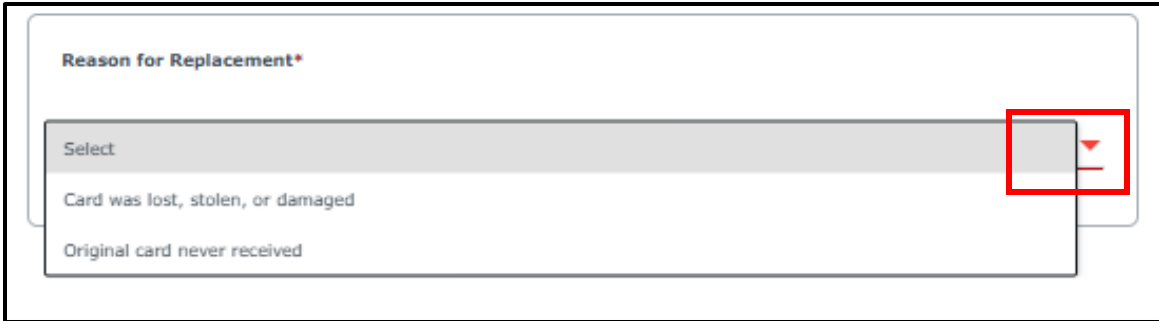
Address
1234 W Cactus Ln

Apt _____

Reason for Replacement*

Select

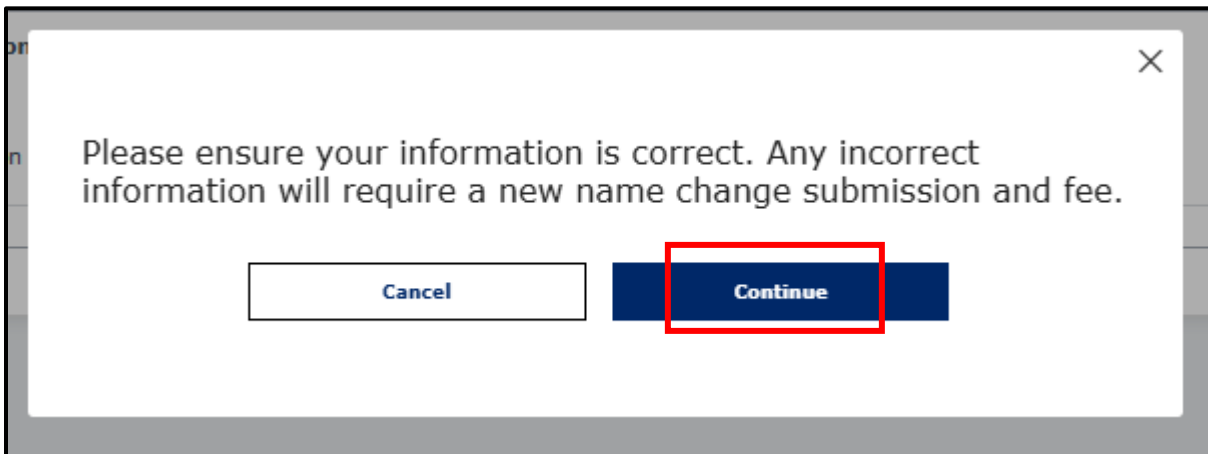
- Card was lost, stolen, or damaged
- Original card never received



8. Review your information on the next page. If any of it needs updated, you will have to update it in your profile first. If correct, press **Continue to My Order**. You will be asked again to ensure information is accurate.

Please ensure your information is correct. Any incorrect information will require a new name change submission and fee.

[Cancel](#) [Continue](#)



9. Once you continue, you will be taken to your order. Submit and pay by Agency Code if you were provided one, otherwise select to pay by credit card.

My Order

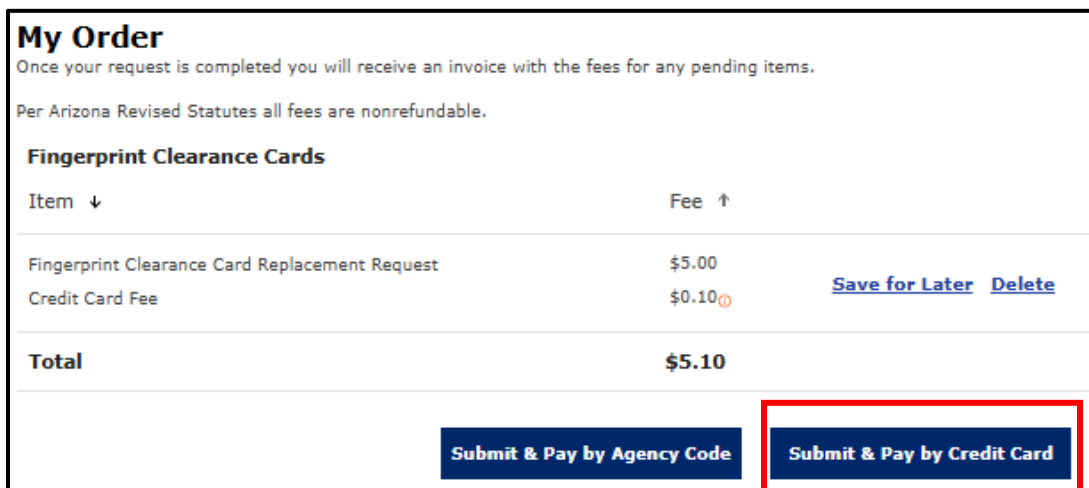
Once your request is completed you will receive an invoice with the fees for any pending items.

Per Arizona Revised Statutes all fees are nonrefundable.

Fingerprint Clearance Cards

Item ↓	Fee ↑	
Fingerprint Clearance Card Replacement Request	\$5.00	Save for Later Delete
Credit Card Fee	\$0.10	
Total	\$5.10	

[Submit & Pay by Agency Code](#) [Submit & Pay by Credit Card](#)



10. You must acknowledge BOTH statements prior to continuing to pay. When you continue, you will be logged out to enter and submit payment information. If you need to return to your portal account after paying, you will need to log back in.

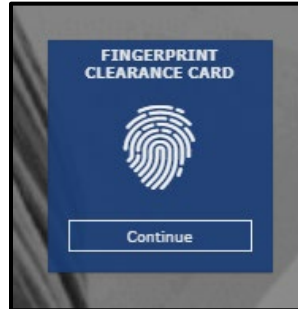
Order Acknowledgement

I understand that after I pay, I will need to log back into the Public Services Portal and go to my Message Center for further instructions and important information regarding my submission.

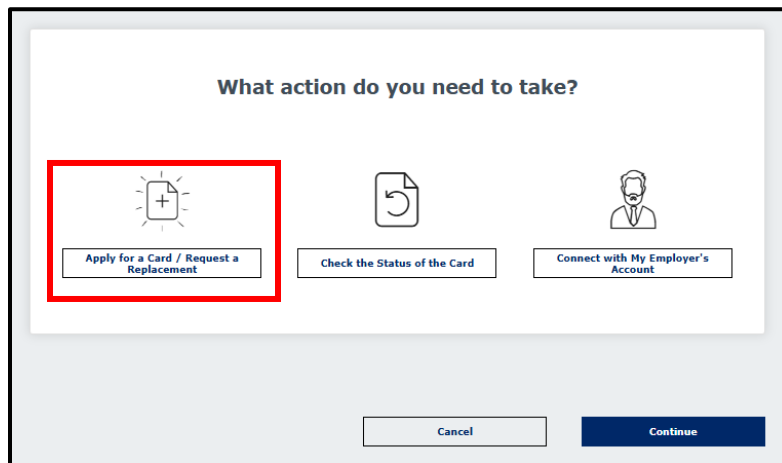
I understand that per Arizona Revised Statutes, all fees are nonrefundable.

Option Two: Apply without a PSP account using a paper form

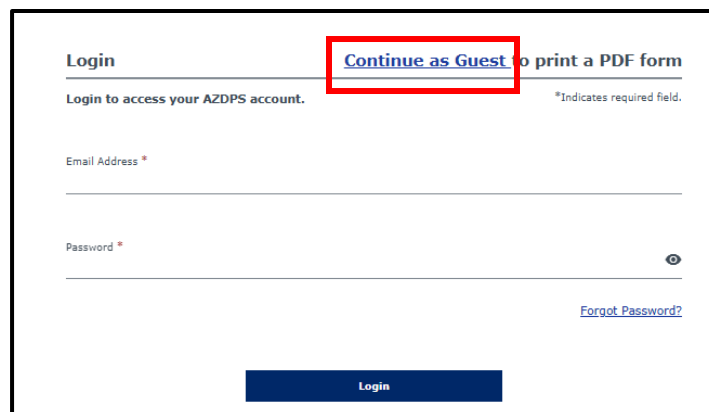
1. On the PSP home page, select **Fingerprint Clearance Card**



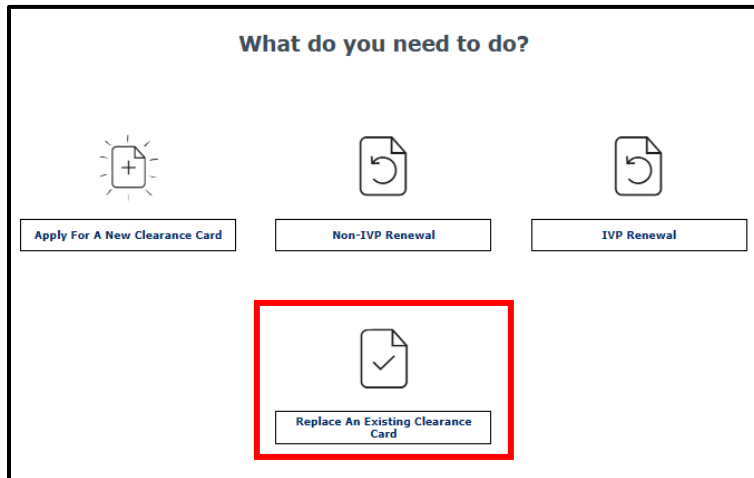
2. Select **Apply for a Card / Request a Replacement** and **Continue**



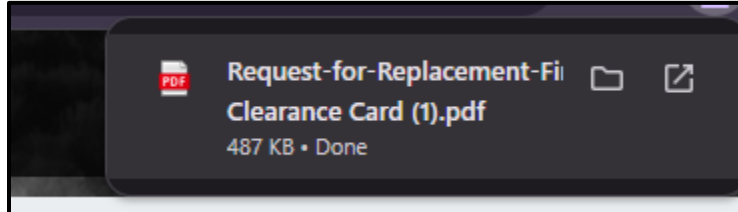
3. Select **Continue as Guest**



4. Select **Replace an Existing Card**



5. A pdf of the replacement request form will download for you to print and fill out. Once it is completed, you can return it for processing by either method mentioned below.



1. Mail it back with \$5.00 fee (cashier's check, money order, or business check payable to DPS – no cash or personal checks) and include necessary documents if you are changing your name (ID, marriage certificate, court order, etc.)

**AZDPS Clearance Card Section
P.O. Box 18390
Phoenix, AZ 85005**

2. Bring it to the DPS Public Service Center to drop it off. You can bring the payments mentioned above or pay with credit card if you drop it off in person. Bring ID and any other documents if you are changing your name for a legal reason.

**2222 W Encanto Blvd
Phoenix, Az 85009**