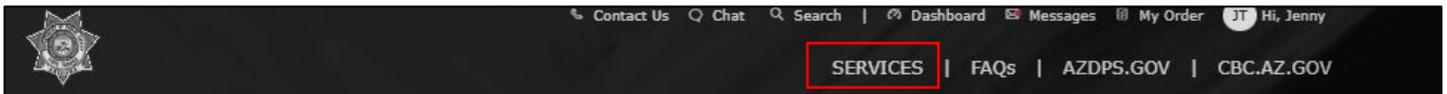


How do I renew my clearance card?

IVP Renewals:

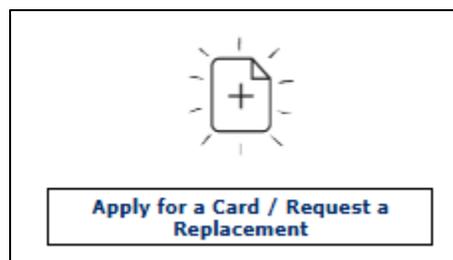
1. Log in to your account on the Public Services Portal, and select **Services** from the top banner



2. Select the **Fingerprint Clearance Card** Tile



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



4. Select **IVP Renewal**



5. Enter your IVP number in the box and press **Continue**



Enter Your IVP number ⓘ

IVP Number *

[Continue](#)

[I do not know or have my IVP number.](#)

STATE OF ARIZONA
DEPARTMENT OF PUBLIC SAFETY
Level One Fingerprint Clearance Card

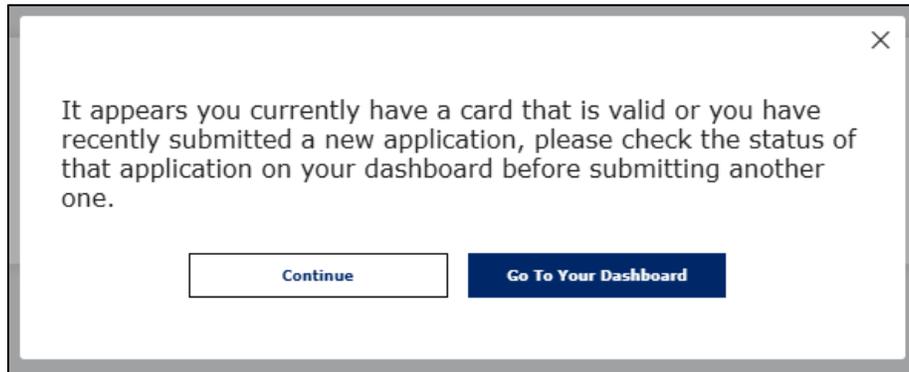
Name: AZTESTEEEEEE A. AZTESTEEEEEE
Birth Date: 11/1/1991 Issue Date: 11/1/2016
M 190 6 00 BLK GRY
Sex Weight Height Eyes Hair
Card Number: 4A01780029 Expire Date: 11/1/2022
IVPE007108

***NOTE:** This IVP number must be the MASTER IVP number. If you have renewed your IVP card previously, the IVP number displayed on your card may not be the original IVP number. If you enter the IVP number and your card is not located, and you do not know your original IVP number, please contact the Clearance Card Section at 602-223-2279 or send a message in the PSP message center to request your Master IVP number.

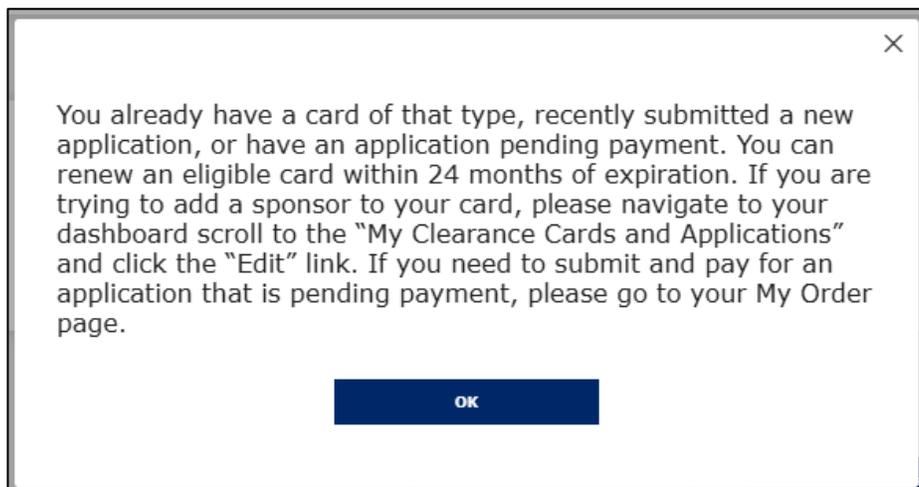
6. When the system finds your card, you will see this message. Press **Continue**.

Great! We were able to locate you in our system. Please select Continue to continue the application process.

7. You can only renew a card within 24 months of the expiration date. If your card has not completely expired, you will receive this message:

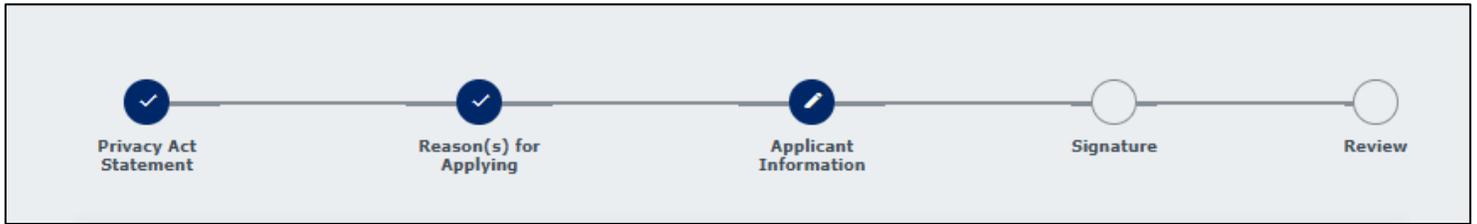


This message is just to ensure that you would like to renew, even though your card has not expired yet. If you wish to continue with the renewal, press **Continue** here. If you want to look at the details on your current card, press **Go to Dashboard**. If the card has more than 24 months left until it expires, you will not be able to continue, and will be shown this message:



***Note:** If you receive this message, but you have confirmed that your card expires within 24 months, please check your **Dashboard** and your **My Orders** pages for any pending applications. If you previously submitted an application and did not complete it, or if you started one and left before paying, these applications may be saved to your account and will result in the message above.

- Once you continue, you will acknowledge the privacy act statement, select your reason for applying, fill out your personal information, sign the application, and review it.



***Note:** In the applicant information section, your name, date of birth, and address will already be populated from your profile/previous card. If any of these fields need to be changed, you will need to leave the application and go to your profile by clicking your initials in the top right corner and entering your password. If the address needs updated, you can update it in the profile. If your name or date of birth need changed or updated, you will submit a name change request with the corrected information, and DPS will have to verify and approve the change before it will reflect on the application. You can find additional help for submitting a name change in the guide titled **“How do I get a replacement card if my name changes?”**

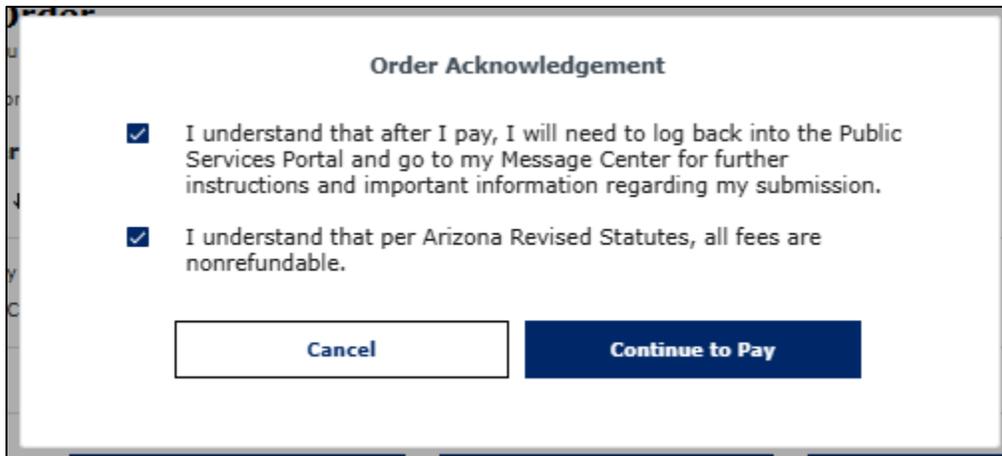
- After you review the application, select **Continue to My Order**. You will be shown the order total and presented with payment options. If your employer/agency gave you a code to pay, select the **Submit & Pay by Agency Code** option. If your employer will pay through their own PSP account, select the **Request Employer Pay** option and enter the employer account email address they provided. If you will pay for the application, select **Submit & Pay by Credit Card** and then acknowledge the presented statements and **Continue to Pay**.

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.

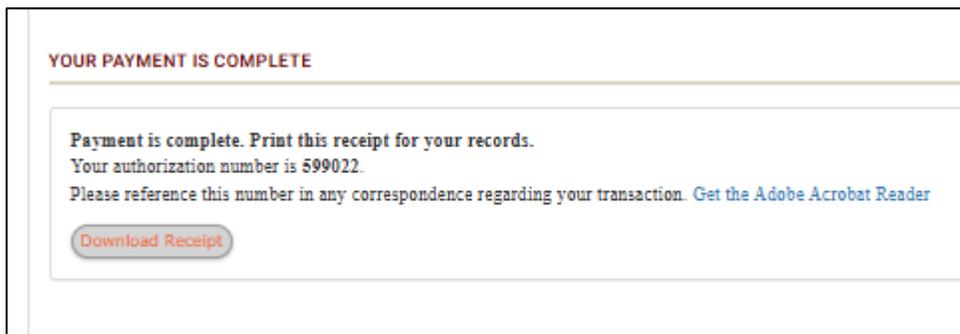
Fingerprint Clearance Cards

Item ↓	Fee ↑	
Identity Verified Prints (IVP) Fingerprint Clearance Card Renewal	\$67.00	
Credit Card Fee	\$1.34	Save for Later Delete
Total	\$68.34	

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



10. You will be logged out of the PSP to pay on a separate screen. Submit your payment and download your receipt.



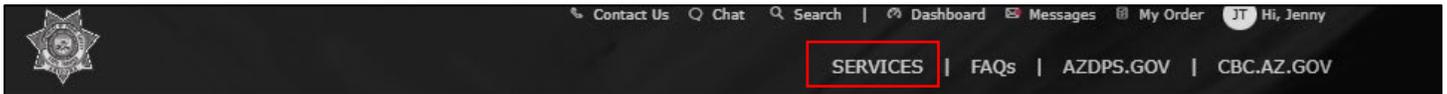
11. Once your application is submitted, the fingerprints on file from your original IVP will be used to finish processing the application. Please be aware, the FBI can still reject these fingerprints due to poor quality. Should they reject the original prints, you will be notified with a letter and a packet to have your fingerprints retaken and mailed back to DPS.

Non-IVP Renewals:

Please Note: Non-IVP cards do not renew in the same way that IVP cards renew. Fingerprints for Non-IVP cards are not kept on file for processing future applications. If you have or have had a Non-IVP card you can select the option to 'Renew' it, but the process will be the same as submitting a brand new Non-IVP application. You will still need to submit your fingerprints as part of the process. For this reason, if you get stuck during the Non-IVP renewal process because the system "cannot locate you", you can select "No"

when asked if you have had a card in the past and/or select to apply for a NEW card instead of a renewal. This will not impact your application process if you already have a non-IVP card.

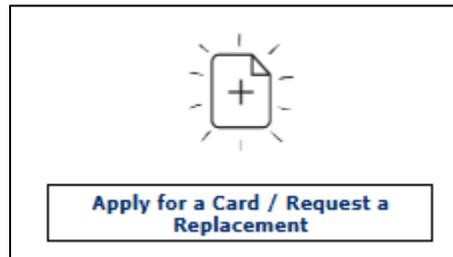
1. Log in to your account on the Public Services Portal, and select **Services** from the top banner



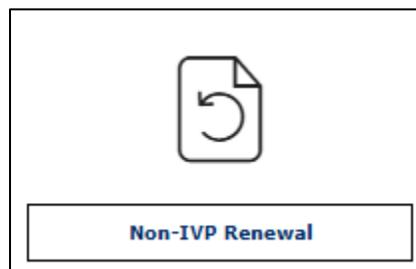
2. Select the **Fingerprint Clearance Card** tile



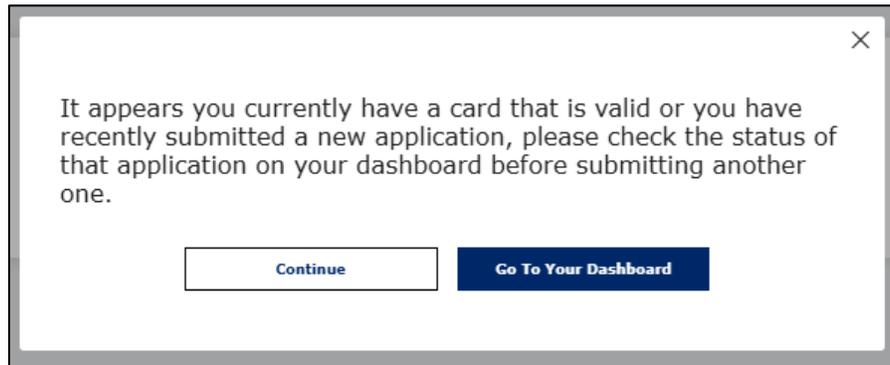
3. Select **Apply for Card / Request a Replacement** and then press **Continue**



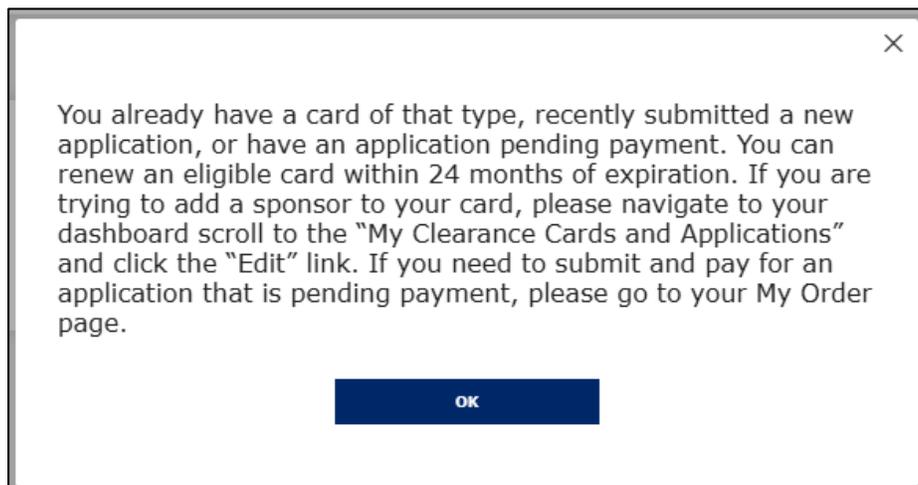
4. Select **Non-IVP Renewal**



5. You can only renew a card within 24 months of the expiration date. If your card has not completely expired, you will receive this message:

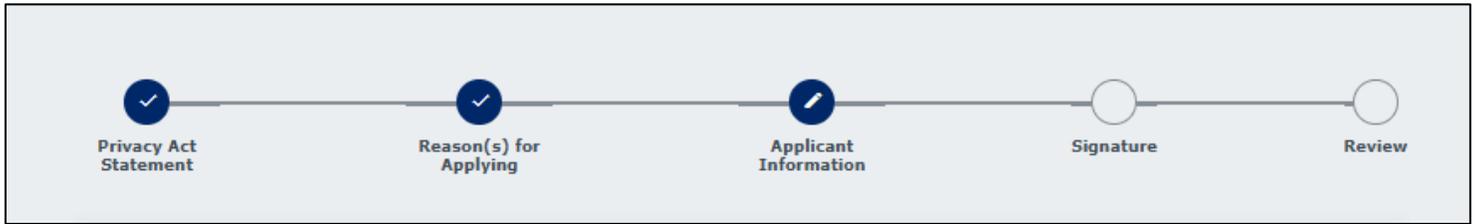


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***Note:** If you receive this message, but you have confirmed that your card expires within 24 months, please check your **Dashboard** and your **My Orders** pages for any pending applications. If you previously submitted an application and did not complete it, or if you started one and left before paying, these applications may be saved to your account and will result in the message above.

- Once you continue, you will acknowledge the privacy act statement, select your reason for applying, fill out your personal information, sign the application, and review it.



***Note:** In the applicant information section, your name, date of birth, and address will already be populated from your profile/previous card. If any of these fields need to be changed, you will need to leave the application and go to your profile by clicking your initials in the top right corner and entering your password. If the address needs updated, you can update it in the profile. If your name or date of birth need changed or update, you will submit a name change request with the corrected information, and DPS will have to verify and approve the change before it will reflect on the application. You can find additional help for submitting a name change in the guide titled **“How do I get a replacement card if my name changes?”**

After you review the application, select **Continue to My Order**. You will be shown the order total and presented with payment options. If your employer/agency gave you a code to pay, select the **Submit & Pay by Agency Code** option. If your employer will pay through their own PSP account, select the **Request Employer Pay** option and enter the employer account email address they provided. If you will pay for the application, select **Submit & Pay by Credit Card** and then acknowledge the presented statements and **Continue to Pay**

My Order
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Per Arizona Revised Statutes all fees are nonrefundable.

Fingerprint Clearance Cards

Item ↓	Fee ↑	
Fingerprint Clearance Card Application (non-IVP)	\$67.00	
Credit Card Fee	\$1.34	Save for Later Delete
Total	\$68.34	

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

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.

7. You will be logged out of the PSP to pay on a separate screen. Submit your payment and download your receipt.

YOUR PAYMENT IS COMPLETE

Payment is complete. Print this receipt for your records.
 Your authorization number is 599022.
 Please reference this number in any correspondence regarding your transaction. [Get the Adobe Acrobat Reader](#)

[Download Receipt](#)

8. Return to the PSP and log back in. Go to your message center and click the message titled **“ACTION NEEDED: Application pending fingerprints.”** The message will provide two options for fingerprinting, select the method you prefer and follow the instructions to be fingerprinted. Once DPS receives your prints, your application will be processed.

My Activity

Message Center

My Favorites

You have the option to submit fingerprints in two ways.

1. Electronic Fingerprinting -Your Fingerprints will be submitted to DPS from the electronic fingerprinting vendor, Fieldprint, Inc. **You must first register and pay for the fingerprinting services with Fieldprint before proceeding to a fingerprint site.**

Register at this site first: <https://arizona.fieldprint.com>

After you register with Fieldprint, you will be given a Fieldprint Registration ID to take to the Fieldprint fingerprint site.

2. Paper Fingerprinting -Fingerprints will be submitted to DPS on a paper fingerprint card.

You cannot be fingerprinted by DPS. You can go to a local police department, sheriff's office, or local fingerprinting services to be printed. They may charge a fee for fingerprinting services.

When returning the fingerprints, please **include the Reference Number along with the fingerprint card.** You can return the fingerprints via mail to:

ACCT
 P.O. Box 18390
 Phoenix, AZ 85005.