“Frequently Asked Questions”

Do I need to pre-register via the Connecticut Criminal History Request System (CCHRS) web portal before my scheduled fingerprint appointment?

Yes, the school that hired you will provide you with a LINK and a Service Code to pre-register through the CCHRS web portal. Once registered you will receive an email from CCHRS. You need to print out in hard copy that email that contains a Tracking Number and Bar Code and bring it to your scheduled fingerprint appointment.

I was just hired by a school when do I need to get fingerprinted?

You are required in the State of Connecticut as a newly hired school employee to be fingerprinted for a state and federal criminal history background check within 30 days from the date you start working in the position you were hired for.

I was hired by multiple schools. How do I proceed in getting fingerprinted for all these schools?

You need to receive the LINK into the CCHRS web portal and appropriate Service Codes for each school district or school in order to pre-register for all the schools that hired you.

I only worked one day in a school and within the same school year I was asked to work again. Do I need to be re-fingerprinted?

No, because you are considered a continuous-working employee in that school.

After I am fingerprinted who receives my results and what is the turnaround time?

The Department of Emergency Services and Public Protection “DESPP” processes your fingerprint card and results can be retrieved via a secured web portal by the school’s central office (Superintendent/Human Resources). The DESPP cannot confirm an exact time when your results will be complete and available for your school to retrieve them.

Due to inclement weather how would I know if I should venture out to my fingerprint appointment at EdAdvance or to the WorkSpaceCT in Bethel?

EdAdvance will decide the day before if inclement weather is expected the following day. This would result in fingerprint appointments being rescheduled to another date. You should receive an email the afternoon the day before your scheduled fingerprint appointment. If you do not receive an email the day before your scheduled fingerprint appointment, feel free on the day of your fingerprint appointment, to call our main phone number at 860.567.0863 and listen to the pre-recorded message regarding any cancellations and/or delays due to inclement weather.