

PHONE TREE TEXT

Contacting DECAL's Criminal Records Check Unit

Main Number
1 (855) 884-7444

Phones Answered
Monday — Friday 8 a.m. — 5 p.m.
Except State Holidays

After-Hours Callers Will Hear
Instructions For Leaving A Message

Follow the Options Menu & Prompts

Contacting DECAL's Criminal Records Check Unit

Options Menu & Prompts
After Dialing the Main Number

Press 1 - If You Know The Extension You Want

Press 2 - Incomplete Files or Unsatisfactory Notices

- First letter of the Applicant's Last Name
 - Press 1 - A-L
 - Press 2 - M-Z

Press 3 - Portability Requests

Press 4 - Out of State Child Abuse Registry

Press 5 - Out of State Background Checks

Press 6 - Center Directors, Employees, or Student Applications Status

- First letter of the Applicant's Last Name
 - Press 1 - A-D
 - Press 2 - E-K
 - Press 3 - L-R
 - Press 4 - S-Z

Press 7 - Support Center Help, Technical Support, Training Requests

Press 8 - DECAL Employees or DECAL Contractors

Press 9 - All Other Callers and Reasons