

PHONE TREE TEXT

**Contacting DECAL's Criminal Records Check Unit**

**Main Number**  
**1 (855) 884-7444**

- ✓ Phones Are Answered Monday-Friday from 8:00am-5:00pm. Except State Holidays
- ✓ After-Hour Callers Will Hear Instructions for Leaving a Message
- ✓ Please Listen Carefully Before Selection

**Menu Options & Prompts**

**Press 1 - If You Know the Extension of the Person You Are Calling**

**Press 2 - Satisfactory Notices and to Check the Status of Your Application**

**If Applicants Last Name Starts with**

- A-F, Select 1
- G-J, Select 2
- K-R, Select 3
- S-Z, Select 4

**Press 3 – Unsatisfactory Notices**

**If Applicants Last Name Starts with**

- A-J, Select 1
- K-N, Select 2
- O-Z, Select 3

**Press 4 – Out of State (If You Have Lived Out of the State Within the Last 5 Years)**

**If Applicants Last Name Starts with**

- A-Z, Select 1- for Child Abuse Records
- A-L, Select 2 -for Criminal Records & Incomplete Notices
- M-Z, Select 3- for Criminal Records & Incomplete Notices

**Press 5 – Support Center Help**

- Technical Support
- Training Request
- Portability Request