

**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 - 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