

Tips For Applicants Applying Online to TrustLine using the CA Department of Social Services Guardian database

Are you submitting your TrustLine application on Guardian, the online database?

- Applicants must have a valid email address to register their Guardian account, get their pre-populated Live Scan form and submit their background check documents in Guardian.
- Applicants must have access to a printer to print the pre-populated Live Scan form.
- Before obtaining the Live Scan form, all applicable fees must be paid.
- If the agency that is requiring you to get TrustLined is going to pay the processing fee, they will need to pay that fee after you have submitted the application. The Live Scan form will not generate until the fee is paid. (If you, the applicant, are paying, you will pay before you submit the application as part of the application process.)
- After submitting your application, a Live Scan form generates in your Guardian profile. If no Live Scan form generates:
 - You may already have a fingerprint clearance on file. Call us at 800-822-8490 to find out.
 - The fee may not have yet been paid.
- Make sure you have continued all the way through the application, past the payment page and clicked “finish” to complete submission of the application. If your application status says “Not Yet Submitted” the application has not been fully submitted. “Resume” your application and proceed to the final “Submission Confirmation” screen.
- Print the Live Scan form and take it with you to have your fingerprints scanned. We suggest you bring the Live Scan cover sheet as well, which was emailed to you with your application form and instructions.

Are you already in Guardian?

- If you have already done a background check run by the California Department of Social Services (CDSS) i.e. to work as a Home Care Aid, or in a licensed Adult or Senior Care facility or Child Care facility, etc. you may already have a profile in Guardian.
- When registering as a new user on Guardian, make sure you don't create a duplicate profile. Enter as much unique identifying information as possible, (such as social security number and ID/DL number).
- You may contact us at 1-800-822-8490 to see if you already have a profile in the system and to get your background check number, which is a number given to you by the Guardian database.

Have you worked at a Community Care Licensed Child Care facility in the last three years?

- If so, you do not have to fingerprint for TrustLine, and may transfer your background check clearance from CCL to TrustLine!
- All you need to do is submit the TrustLine application and processing fee either by mail or by using the online portal, Guardian. No fingerprints are required.