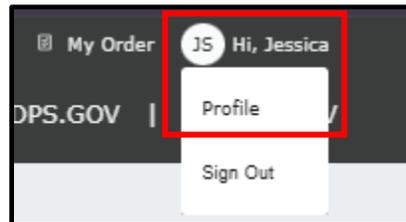


How do I get a replacement card if my name changes?

1. Log in to your PSP account and click your initials in the top right corner. When the menu opens, click **Profile**.



2. Enter your password to log in to your profile (This is the same password to log in to the account).

A screenshot of a 'Password Required' dialog box. The dialog contains the text: 'Password Required', '*Indicates required field.', and 'To view this page, re-enter your password.' Below this text is a password input field with a red asterisk and a blue eye icon. At the bottom of the dialog are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a red rectangular box.

3. When the profile opens, select **Submit Name Change Request**

A screenshot of the 'Profile Information' page. The page has a header 'Profile Information' and a sub-header '*Indicates required'. Below the header is the text 'Edit your personal information here.' At the bottom of the page are two buttons: 'Update Profile' and 'Submit Name Change Request'. The 'Submit Name Change Request' button is highlighted with a red rectangular box.

4. A notice will appear letting you know what documents will be required depending on the reason for your name change. If you are just making a correction, you must

provide your ID. If your name has changed for a legal reason, you must provide ID and court documents. Press **OK**.

Please Note

If you are changing your name due to a legal action (marriage or court order) you will need the following documents to continue:

The below documents **MUST** reflect the new name change requested.

Certified Court Order
OR
Marriage License **AND** Government Issued Identification with Photograph
OR
Marriage License **AND** U.S. Driver's License with Photograph

5. The next section will run through a triage of questions to determine why the name change is necessary and where the name change needs to be displayed. Below are two examples. Image A shows a triage for changing the name for a non-legal reason (I.E. a typo), image B shows a triage for changing the name for a legal reason (I.E. marriage). When filling out these questions, please read and answer carefully to ensure you select the appropriate options for your needs.

A

Below is your current information in your Public Services Portal (PSP) profile. Does this information match your legal name displayed on your government issued identification?*

Jessica Smith 01/01/2001

Yes No

Please check your first, middle, last name, suffix, and date of birth

Does the name on your certifications (Security Guard/PI Licenses, Fingerprint Clearance Card, Student Transportation Certifications) match the legal name displayed on your government issued identification?*

Yes No

Is your name change a result of a legal action? (Marriage or court order)*

Yes No

Do you need to correct your profile information in order to match your government identification?*

Yes No

Please select which fields require updates*:

First Name
 Middle Name
 Last Name
 Suffix
 Date of Birth

Please enter your **Corrected** Legal Name*

Corrected Last Name *

Smiths

Social Security Number *

.....

B

Below is your current information in your Public Services Portal (PSP) profile. Does this information match your legal name displayed on your government issued identification?*

Jessica Smith 01/01/2001

Yes No

Please check your first, middle, last name, suffix, and date of birth

Does the name on your certifications (Security Guard/PI Licenses, Fingerprint Clearance Card, Student Transportation Certifications) match the legal name displayed on your government issued identification?*

Yes No

Is your name change a result of a legal action? (Marriage or court order)*

Yes No

New First Name *

Jessica

New Middle Name

New Last Name *

Jones

New Suffix

Select

Social Security Number *

Former First Name *

Jessica

Former Middle Name

Former Last Name *

Smith

Former Suffix

Select

6. Verify the mailing address that is displayed to ensure your card is mailed to the correct address. If it is incorrect, return to the profile and update it there before proceeding. After confirming, press **Continue**.

Mailing Address

Address *
1234 W Cactus Ln

If you wish to change your address, please change the address on your profile first.

Apt

City *
Glendale

State *
AZ

Zip Code *
85000

Is this your correct mailing address?*

Yes No

Phone Number *
(111)111-1111

If you wish to change your phone number, please change the phone number on your profile first.

7. A list will appear with any cards or licenses that you have to indicate that they will need to be replaced. Press **Continue**.

The following card(s) will require updates for the requested Name Change:

Fingerprint Clearance Card:
Card Type: Non-IVP Application Number: P652721811 Card No: 2025K00050

8. Select which documents you will be submitting, and press **Continue**. If you indicated that this is for a non-legal reason, court orders and marriage licenses will not be mentioned.

Documents Submitted * Indicates required field.

Please select what documents you'll be submitting*

- Certified Court Order
- Marriage License **AND** Government Issued Identification with Photograph
- Marriage License **AND** U.S. Driver's License with Photograph

Cancel Save **Continue**

9. If more than one document will be submitted, you will upload one at a time. Select **Upload**.

Your Documents

Your Documents

You must provide a copy of:

- Marriage License
- U.S. Driver's License with Photograph

Upload

10. Select which document you are uploading (if only one was required this will default).
Choose the file from your device and click **Upload**.

1 Type of Document *
Marriage License

2 Choose File Choose a Document to Upload

The following document type extensions may be uploaded:
.jpg, .pdf, .xls, .xlsx, .png

Total size limit is 5 MB. 5 MB remaining.

3 Cancel Upload

This screenshot shows a document upload form. A red box labeled '1' highlights the 'Type of Document' dropdown menu, which is currently set to 'Marriage License'. A red box labeled '2' highlights the 'Choose File' button. Below this, text indicates supported file extensions (.jpg, .pdf, .xls, .xlsx, .png) and a 5 MB size limit. At the bottom, a red box labeled '3' highlights the 'Upload' button, with a 'Cancel' button to its left.

11. Repeat if necessary for another document, and press **Continue** once you see the appropriate documents displayed.

Your Documents

Your Documents

You must provide a copy of:

- Marriage License
- U.S. Driver's License with Photograph

Upload

Marriage_License.pdf U.S._Driver's_License_with_PhotoGraph.pdf

Cancel Save Continue

This screenshot shows a summary page titled 'Your Documents'. It lists two required documents: 'Marriage License' and 'U.S. Driver's License with Photograph'. Below the list is an 'Upload' button. Underneath, two document thumbnails are shown: 'Marriage_License.pdf' and 'U.S._Driver's_License_with_PhotoGraph.pdf'. At the bottom of the page, there are three buttons: 'Cancel', 'Save', and 'Continue', with the 'Continue' button highlighted by a red box.

12. A review page will appear. Review carefully, and press **Continue to My Order** once you have verified the information.

13. If you are replacing a card(s) the total for the replacement(s) will appear here. If you only changed the name and do not have a card to replace, the total will be \$0.00. **Click Submit & Pay**. If no cards are being replaced, your order will be submitted. If you are paying for a replacement, you must acknowledge BOTH statements and **Continue to Pay**. You will be logged out and taken to the payment page to input your information and submit.

My Order

Once your request is completed you will receive an invoice with the fees for any pending items.

Per Arizona Revised Statutes all fees are nonrefundable.

Name Change Requests

Item ↓	Fee ↑
Fingerprint Clearance Card Replacement Request	\$5.00
Credit Card Fee	\$0.10
Total	\$5.10

[Delete All](#) [Submit & Pay](#)

Order Acknowledgement

I understand that after I pay, I will need to log back into the Public Services Portal and go to my Message Center for further instructions and important information regarding my submission.

I understand that per Arizona Revised Statutes, all fees are nonrefundable.

[Cancel](#) [Continue to Pay](#)