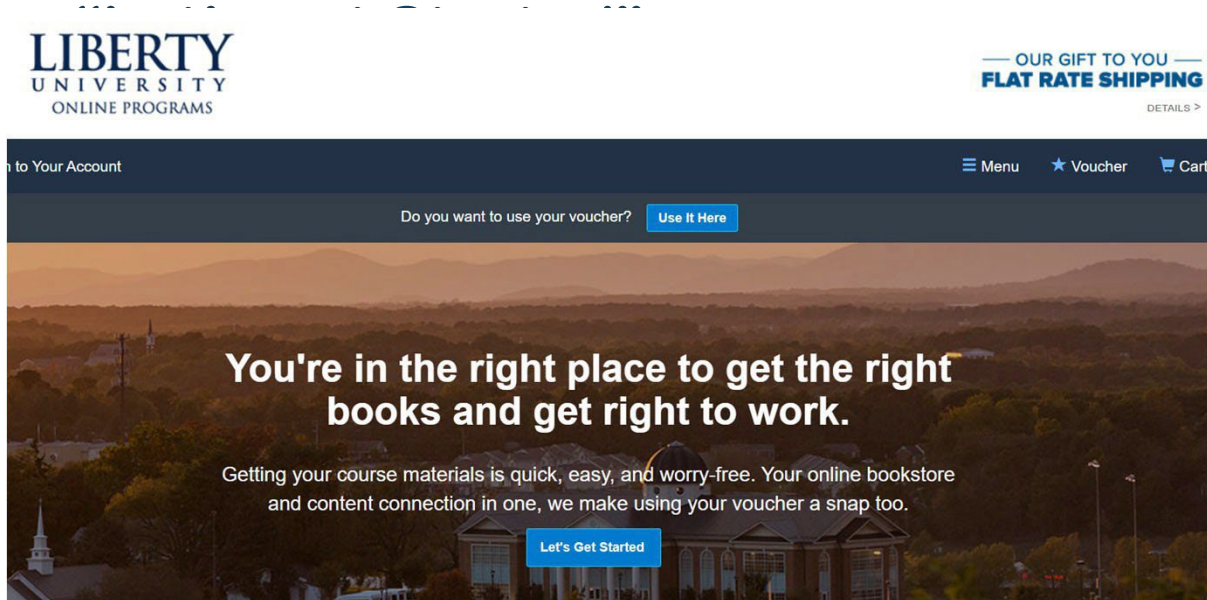


How to Purchase A Background Check/Fingerprint Package Through DISA Healthcare

1. Enter the Liberty University Online Bookstore and click the



2. Enter Information in Search Tool

- COUC Students: Enter Semester, Program, Course Number (*e.g., Fall A, Graduate Program, COUC 692*).
- CES Students: Enter Semester, Program, Course Number (*e.g., Fall A, Graduate Program, COUC 998*).

Getting Started

We've made it really easy to get your course materials. Let's get started.

☐ Fall A Starts between: 08/24/2026 - 12/18/2026	☐ Graduate Program	☐ COUC692-16WK ONLINE Course start: 08/24/2026 - 12/18/2026
☐ Fall A Starts between: 08/24/2026 - 12/18/2026	☐ Graduate Program	☐ Your Course ID
☐ Your Term	☐ Program	☐ Your Course ID
☐ Add Another Course		
☐ View Your Materials		

3. Select the package that you need:

Package 1: Criminal Background Check with Fingerprints for students with SSN LATEST

Package 2: Criminal Background Check with Fingerprints for students without SSN LATEST

Package 3: Fingerprints Only for Students with SSN LATEST

Package 4: Fingerprints Only for students without SSN LATEST

Package 5: Renewal Background Check Only LATEST

7 (Counseling) Criminal Background Check and Nationwide Healthcare Fraud and Abuse Scan for Online Students Completing Placement Outside of the US and Canada

4. Enter DISA Healthcare using this link:

[https://](https://liberty.complio.com/Login.a_spx)

liberty.complio.com/Login.a_spx

and create your account. If you have previously created a Complio account, please navigate to the top-right corner of the page and click "Place New Order."

5. Once you have purchased the package through the Liberty University Online Bookstore, your payment will be processed within 2-5 business days and then you will receive an email with a passcode. If it has been longer than 5 days, please contact complio@disahealthcare.com or 1-800-200-0853. Placing a second order within 5 business days will cause delays in processing.

6. You will be prompted to then choose your department:

 American DataBank

[Home](#) » [Order](#)
Create Order (Step 1)

Please contact your institution if you are unsure what package(s) you need to order.
Asterisk (*) denotes mandatory fields.

Identifying Information

Institution Name:	Liberty University
Select School: *	--SELECT-- --SELECT-- School of Education Department of Counselor Ed and Family Studies College of Osteopathic Medicine School of Health Sciences Rawlings School of Divinity Department of Community Care and Counseling Department of Social Work

Load Packages

7. Then select your program.
Please select the corresponding bookstore. Example, if you ordered it via the online bookstore, please select MBS online. If you ordered it via the campus bookstore, please select Campus:

APB American DataBank

[Home](#) » [Order](#)
Create Order (Step 1)

Please contact your institution if you are unsure what package(s) you need to order.
Asterisk (*) denotes mandatory fields.

Identifying Information

Institution Name: Liberty University

Select School: * Department of Counselor Ed and Family * Select Degree: *

Load

--SELECT--

- Clinical Mental Health Counseling - MBS Online
- Marriage and Family Counseling - MBS Online Order
- PhD: Counselor Education & Supervision - MBS Online
- School Counseling (SC) - MBS Online Order
- Clinical Mental Health Counseling - Campus
- Marriage and Family Counseling - Campus Bookstore
- PhD: Counselor Education & Supervision - Campus
- School Counseling (SC) - Campus Bookstore

APB American DataBank

[Home](#) » [Order](#)
Create Order (Step 1)

Please contact your institution if you are unsure what package(s) you need to order.
Asterisk (*) denotes mandatory fields.

Identifying Information

Institution Name: Liberty University

Select School: * Department of Community Care and Counsel * Select Department: *

Load

--SELECT--

- Marriage and Family Therapy (MFT) - MBS
- Addiction Counseling Internship (ADCN) - MBS
- Addiction Counseling Internship (ADCN) - Campus
- Marriage and Family Therapy (MFT) - Campus

8. Once you have selected your department and program, select the package that you purchased through the bookstore:

 American DataBank

Please contact your institution if you are unsure what package(s) you need to order.
Asterisk (*) denotes mandatory fields.

Identifying Information

Institution Name:	Liberty University		
Select School: *	Department of Counselor Ed and Fa	Select Degree: *	Clinical Mental Health Counseling (C

[Load Packages](#)

Screening

☐ Package 1: Criminal Background Check with Fingerprints for Student with SSN	View Package Details
☐ Package 2: Criminal Background Check with Fingerprints for Student without SSN	View Package Details
☐ Package 3: Fingerprints Only for Student with SSN	View Package Details
☐ Package 4: Fingerprints Only for Student without SSN	View Package Details
☐ Package 5: Renewal background check only	View Package Details

9. Enter the passcode given to you by the bookstore:

 American DataBank

Please contact your institution if you are unsure what package(s) you need to order.
Asterisk (*) denotes mandatory fields.

Identifying Information

Institution Name:	Liberty University		
Select School: *	Department of Counselor Ed and Fa	Select Degree: *	Clinical Mental Health Counseling (C

[Load Packages](#)

Screening

☒ Package 1: Criminal Background Check with Fingerprints for Student with SSN	Passcode
☐ Package 2: Criminal Background Check with Fingerprints for Student without SSN	View Package Details
☐ Package 3: Fingerprints Only for Student with SSN	View Package Details
☐ Package 4: Fingerprints Only for Student without SSN	View Package Details
☐ Package 5: Renewal background check only	View Package Details

Once these steps are completed, you will receive an email from DISAHealthcare with the instructions to complete your background check/fingerprint package.

If you have any questions about the purchasing process, please contact us at COUNBackground@liberty.edu

If you have any questions about the process of completing your background check/fingerprint package, please contact DISA Healthcare via email at liberty@disahealthcare.com or via phone at either 303-573-1130 or 800-200-0853.

If you have a question regarding your payment approval through the bookstore, please contact the bookstore via email at bookstore@liberty.edu or by phone at (800) 325-3252

IMPORTANT NOTE:

Please note, to support timely processing of Complio orders, when creating your Complio account or placing your order, all information, including your email and legal information, must match **exactly** with the information you provided on your MBS Bookstore order.

Legal first name, Legal last name, and Liberty University email address are all required and Liberty University approved information criteria needed when placing both student bookstore and Complio orders.

Ensuring consistency will help prevent delays with payment processing and background check reordering due to discrepancies.