

PA Child Abuse Clearance Instructions

To complete the online PA Child Abuse History Clearance you will need to have:

- Computer with internet access (we recommend using a computer and not a mobile device)
- Email account
- Knowledge of previous addresses since 1975 and names of everyone you have lived with at any time since 1975 *living or non-living*
- It may take about 15-20 minutes to fill out this form.
- This document is free for volunteers every 5 years. If you are renewing your clearance prior to the 5 year cycle due to BMPC's 3 year renewal requirement, **email MaryRichards@bmpc.org for a payment code.**

Step 1: Go to **PA Clearance Website:** <https://www.compass.state.pa.us/cwis/public/home>

Step 2: Once on the website, if you have **never** created an account through the site before, you will need to **Create Individual Account**
a. If you are **renewing** your PA Child Abuse Clearances you will log in using the **Individual Login button**



If the child you would like to report on is in immediate danger, please call 911 immediately.

WELCOME TO THE
Child Welfare Portal

Our service provides a means for individuals to apply for PA Child Abuse History Clearance online and for mandated reporters to report child abuse in Pennsylvania.

[INDIVIDUAL LOGIN](#) [CREATE INDIVIDUAL ACCOUNT](#)

Organizations can manage PA Child Abuse History Clearances online for their employees and volunteers

[ORGANIZATION LOGIN](#) [CREATE ORGANIZATION ACCOUNT](#)

Clearance Applications Child Abuse Referrals Services and Information

Step 3: Create an Individual Account

After choosing **Create Individual Account** on the first page, you will be directed to a welcome page. Click **NEXT**

Create Keystone ID: General Information

1  General Information 2  Profile Information

Welcome!

The Commonwealth of Pennsylvania is improving how it provides online services to citizens! Several state agencies are working to establish a Keystone ID which creates a single way to access several different state programs. Currently, the Keystone ID that you create and manage here can be used for:

Child Welfare Portal
Users of the Child Welfare Portal can apply for a Pennsylvania child abuse history clearance or submit child abuse referrals.

SERS' Online Member Services
Members of the State Employees' Retirement System can get statements, run estimates, and more.

If you already have signed into any of these programs, you do not need to create another one now. Simply use the user name and password you've already established to access all of these services. Keep in mind that if you change your password or any other profile information in any one of these programs, the changes you make will apply to all programs that use the Keystone ID. Keep an eye out for the Keystone ID sign-in on more state websites in the future. It's just another way the Commonwealth of Pennsylvania is working to serve you better.

NEXT CANCEL



Step 4: On the next page you will be prompted to create a **Keystone ID**.
Keystone ID is DHS term for User Name (you will create this ID). **WRITE IT DOWN**.
You will need this in the future.

Fill out the required fields including security questions. You cannot make changes to name, Keystone ID or birth date after your account is set up.

When all fields are complete and your Keystone ID is written down, click **FINISH**

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Create Keystone ID: Profile Information

1 General Information 2 Profile Information

- * Required

To create a new Keystone ID, please provide the following information:

- Keystone ID

(must be 6 to 10 characters)
- First Name
- Last Name
- Date Of Birth

(MM/DD/YYYY)
- E-mail
- Confirm E-mail

To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password.
[Security Question Tip](#)
Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool.
Answers must be typed exactly the same way, every time. So, if you capitalize "Philadelphia" or if you write "Philadelphia PA" here, you must do so every time you use the question.
Avoid using special characters (\$@%&) and punctuation (!, -,) in your answers.
You cannot use the same question more than once.
Answer cannot be any phrase directly from the question.

- Security Question 1
Please select a security question
- Answer
- Security Question 2
Please select a security question
- Answer
- Security Question 3
Please select a security question
- Answer

For security reasons, please answer the following question.

Question
If tomorrow is Saturday, what day is today?

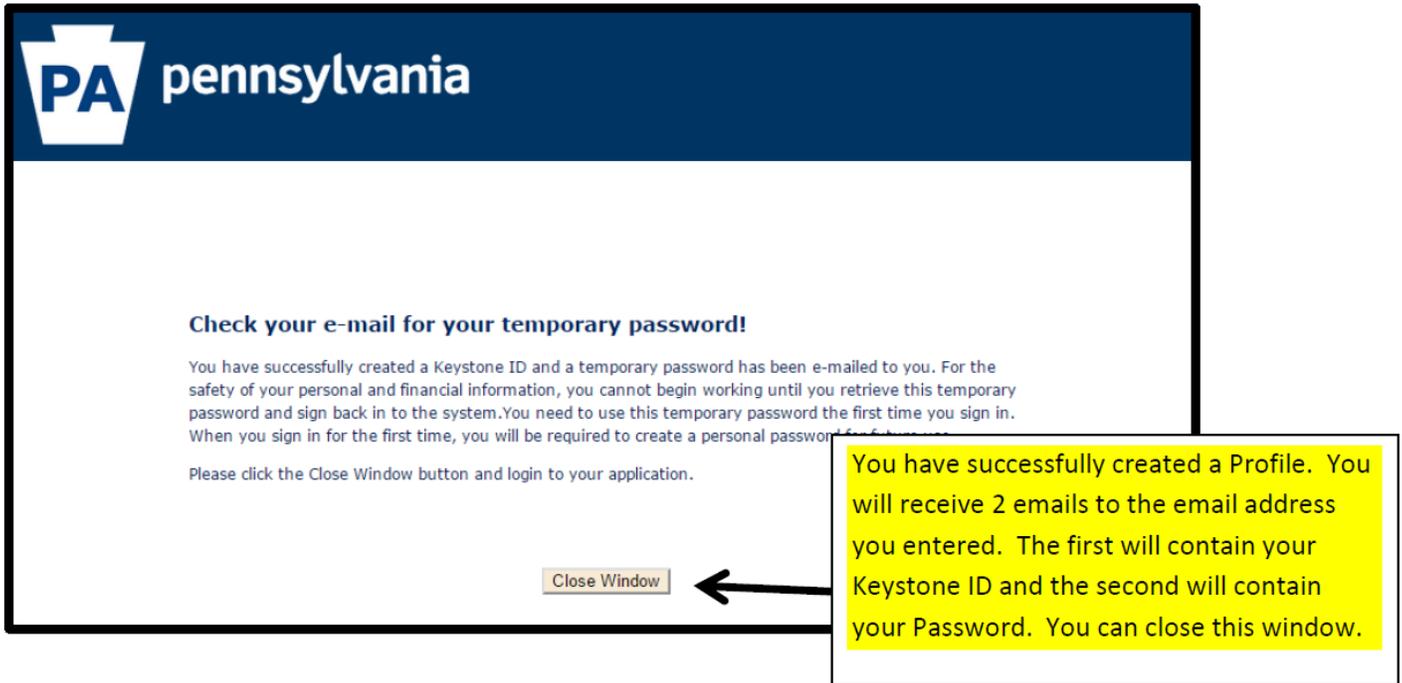
- Answer

BACK **FINISH** **CANCEL**

Step 5: Check your email; you will receive TWO emails:

1. Temporary password
2. A reminder of your Keystone ID

*Emails will come from **automatedmailDONOTREPLY@pa.gov**, check spam if you don't see it within 5 minutes.*



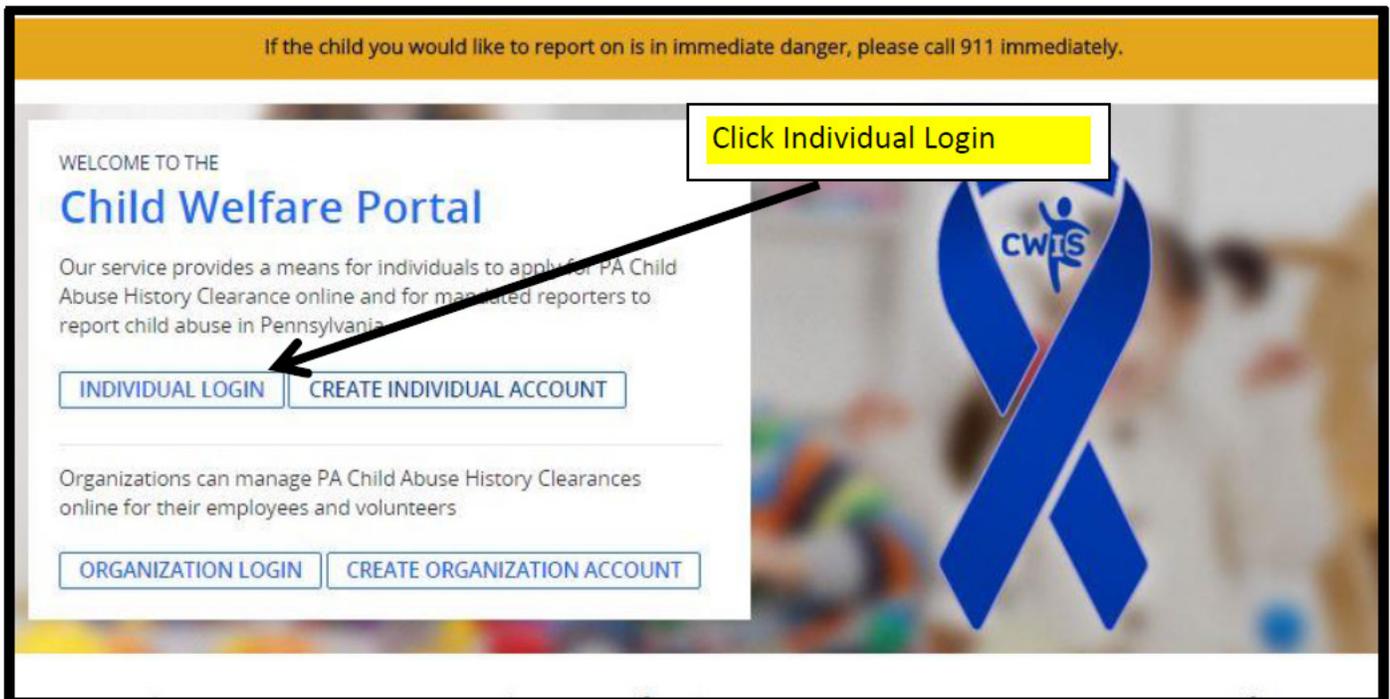
The screenshot shows the Pennsylvania state website header with the 'PA pennsylvania' logo. The main content area displays a message: "Check your e-mail for your temporary password!". Below this, it states: "You have successfully created a Keystone ID and a temporary password has been e-mailed to you. For the safety of your personal and financial information, you cannot begin working until you retrieve this temporary password and sign back in to the system. You need to use this temporary password the first time you sign in. When you sign in for the first time, you will be required to create a personal password for yourself." It concludes with "Please click the Close Window button and login to your application." and a "Close Window" button. A yellow callout box on the right contains the text: "You have successfully created a Profile. You will receive 2 emails to the email address you entered. The first will contain your Keystone ID and the second will contain your Password. You can close this window." An arrow points from this callout to the "Close Window" button.

Step 6: Log In with Temporary Password:

Now that you have your temporary password from your email, you will need to log in again. Close all browsers and return to site:

<https://www.compass.state.pa.us/cwis/public/home>

Click **Individual Login**



The screenshot shows the Child Welfare Portal website. At the top, a yellow banner reads: "If the child you would like to report on is in immediate danger, please call 911 immediately." Below this, the text says "WELCOME TO THE Child Welfare Portal". A description follows: "Our service provides a means for individuals to apply for PA Child Abuse History Clearance online and for mandated reporters to report child abuse in Pennsylvania." There are two buttons: "INDIVIDUAL LOGIN" and "CREATE INDIVIDUAL ACCOUNT". Below this, it says "Organizations can manage PA Child Abuse History Clearances online for their employees and volunteers." and two more buttons: "ORGANIZATION LOGIN" and "CREATE ORGANIZATION ACCOUNT". A yellow callout box on the right contains the text: "Click Individual Login". An arrow points from this callout to the "INDIVIDUAL LOGIN" button. A large blue ribbon logo with a person icon and the letters "CWIS" is visible on the right side of the page.

Click **Access My Clearances**

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pennsylvania
CHILD WELFARE INFORMATION SOLUTION

FAQ | Contact Us

What Would You Like To Do Today?

Please select which account you would like to access.

[ACCESS MY CLEARANCES](#) [ACCESS MY REFERRALS](#)

Click Access My Clearances

After looking over the information on the next page, scroll to the bottom and click **Continue**
On the next page you will need to log in with your **Keystone ID (the user name you created)**
and your **temporary password that was emailed to you.**

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Keystone Key

Username

Password

LOGIN

Self-service for Citizens

- [Forgot Password](#)
- [Edit Profile](#)

Self-service for Commonwealth Employees

- [Change CWOPA Password or Hint Questions](#)

Input the Username and Password that was emailed to you.

Once logged in you will have to answer your **security questions you created earlier**.

On the next page you will be prompted to **create a permanent password**.

Your password will need to:

- Be at least eight characters long
- Contain at least one number
- Contain at least one upper case letter
- Contain at least one lower case letter
- Contain at least one special character (such as @&*%\$^)
- Not include any of your user name, first name, or last name

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Set Permanent Password

Alert: Please change your current password before continuing.

• = Required

User ID	testsys
•First Name	Protect
•Last Name	Youth
•Password	••••••••
•Confirm Password	••••••••

To ensure online security, the Commonwealth of Pennsylvania requires passwords that :

- are at least eight characters long.
- contain at least one number.
- contain at least one upper case letter.
- contain at least one lower case letter.
- contain at least one special character, such as @&*%\$^.
- do not include any of your user name, your first name, or your last name.

Submit Cancel

Once you create a new Password, and enter it in both boxes, click Submit.

Step 7: Log In with Your Personal Keystone ID and Password

Once you have created your new password, close out the window and log in again, this time with your **Keystone ID and the Password YOU created.**

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Keystone Key

testsys

.....|

LOGIN

Self-service for Citizens

- Forgot Password**
- Edit Profile**

Self-service for Commonwealth Employees

- Change CWOPA Password or Hint Questions**

WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF PUBLIC WELFARE SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Public Welfare Security and Audits Unit.

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On the next page you will need to read and check the box indicating that you have read and understand the information on that page. Then click **NEXT**

My Child Welfare Account Terms and Conditions

Thank you for visiting My Child Welfare Account. This site is designed to make it easier and more efficient for Pennsylvania citizens to view information about benefits and services they are receiving through the Department of Public Welfare.

Terms and Conditions

This policy addresses the collection, security, access and use of information that may be obtained through "My Child Welfare Account. This policy covers the following topics:

- Information we Collect
- Access and Disclosure
- Security
- Information disclaimer
- Penalty for Misuse

Information Collected:

We collect the following information:

- Demographic, financial and medical

- I have read, fully understand and agree to the My Child Welfare Account Terms and Conditions
- I do not accept the My Child Welfare account Terms and Conditions

[RETURN TO CHILD WELFARE PORTAL HOME PAGE](#)

[NEXT](#)

Read and Accept the Terms and Conditions, click Next.

On the next page, click on **Create Clearance Application** in the upper right hand corner.

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TESTSYS Alerts 0 Account Profile FAQ Contact Us LOG OUT

pennsylvania CHILD WELFARE INFORMATION SOLUTION

My PA Child Abuse History Clearances

CREATE CLEARANCE APPLICATION ADD APPLICATION TO ACCOUNT

You are now ready to start your clearance application. Click Create Clearance Application.

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Browser Compatibility Security Policy
ADA Compliance Privacy Policy

Step 8: Fill Out Your Clearance Application:

- Once you have clicked on **Create Clearance Application** you will be directed to a **Getting Started Page**.
- Read through this page. Pay particular attention to what information you will need prior to completing the forms:
 - **Addresses** where you have previously lived
 - **Names of all individuals with whom you have lived** to include parents, guardians, siblings, spouses, etc. ***Living and Non Living***
 - **Any previous names** you have used or have been known by
- Once read, click **Begin**
- On the first part of the application, choose the first bubble **“Volunteering Having Contact with Children”**
- For Volunteer Category, select, **“Other”** For Agency Name put **“Bryn Mawr Presbyterian Church”**
- Scroll to bottom of the page and click **Next**

Step 9: Application Completion:

- Complete the Application filling in all of your personal information, address, former addresses and both living and non living individuals that you have lived with.
- Under the section **Certificate Delivery Method** in the address section, you can elect to have a paper copy of clearance mailed to you. It will also be available online.
- On the summary page, review the information for accuracy. If you need to make changes, click edit.
- Click **Next** for your eSignature. **Make sure that you enter your name exactly as it is on the application.**
- Continue through the pages until you get to the payment page.
- **You do not require a code to complete this application.**
 - You should not be charged a fee if you have not had the background check completed in the past 57 months (4 years and 9 months). Renewals can only be done three months prior to the 5 year expiration. ***If you are overlapping within that timeframe and are asked to pay, email MaryRichards@bmpc.org.***
- A screen indicating your completion should pop up.

Retrieving Your Certificate:

- **At about 2 weeks after completing the application you will receive an email inviting you to log in and download your certificate.**
- You may check earlier than two weeks by logging in with your Keystone ID.
- **Download and send PDF Attachment to Maryrichards@bmpc.org, OR Download and PRINT a copy and send to Bryn Mawr Presbyterian Church, Attn. Mary Richards.**
- *If you have completed this form within the past 5 years but have misplaced the documentation, you can download your past certificate through your account.*

 **pennsylvania**
DEPARTMENT OF HUMAN SERVICES

**PENNSYLVANIA CHILD ABUSE
HISTORY CERTIFICATION**

Your name and address

CERTIFICATION ID: **Your certification ID**

CERTIFICATION PURPOSE: VOLUNTEER

VERIFICATION DATE: 4/23/2019

SOCIAL SECURITY #: **Last 4 digits of your SSN**

DATE OF BIRTH: **Your birthday**

The above named person has applied for a Pennsylvania Child Abuse History Certification pursuant to 23 Pa. C.S., Chapter 63 related to the Child Protective Services Law. NO RECORDS EXIST in the Pennsylvania Department of Human Services' Statewide database

If You Have Questions:

- For questions regarding your Child Abuse Referrals, contact ChildLine at **1-800-932-0313**.
- For questions regarding your Pennsylvania Child Abuse History Clearance Application, contact ChildLine at **1-877-371-5422**.
- For assistance with your account log- in or other technical issues, contact **1-877-343-0494**.