Justifacts
Credential Verification, Inc.

How to Access the Pennsylvania Child Abuse History Clearance Application

pennsylvania
CHILD WELFARE INFORMATION SOLUTION

Justifacts Credential Verification, Inc.

Last Revised on **1/13/2015**

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Notice to Users

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Every effort has been made to ensure that the information in this training document is accurate. Information in this document is subject to change without notice.

Disclaimer

This training document was created to assist Justifacts clients and their applicants/employees with the Pennsylvania Child Abuse History Clearance Application. Justifacts does not have any affiliation with the Pennsylvania Child Welfare Information Solution and this is simply a guide to help our clients with the process.

At any time during the portal application process that there are any 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.

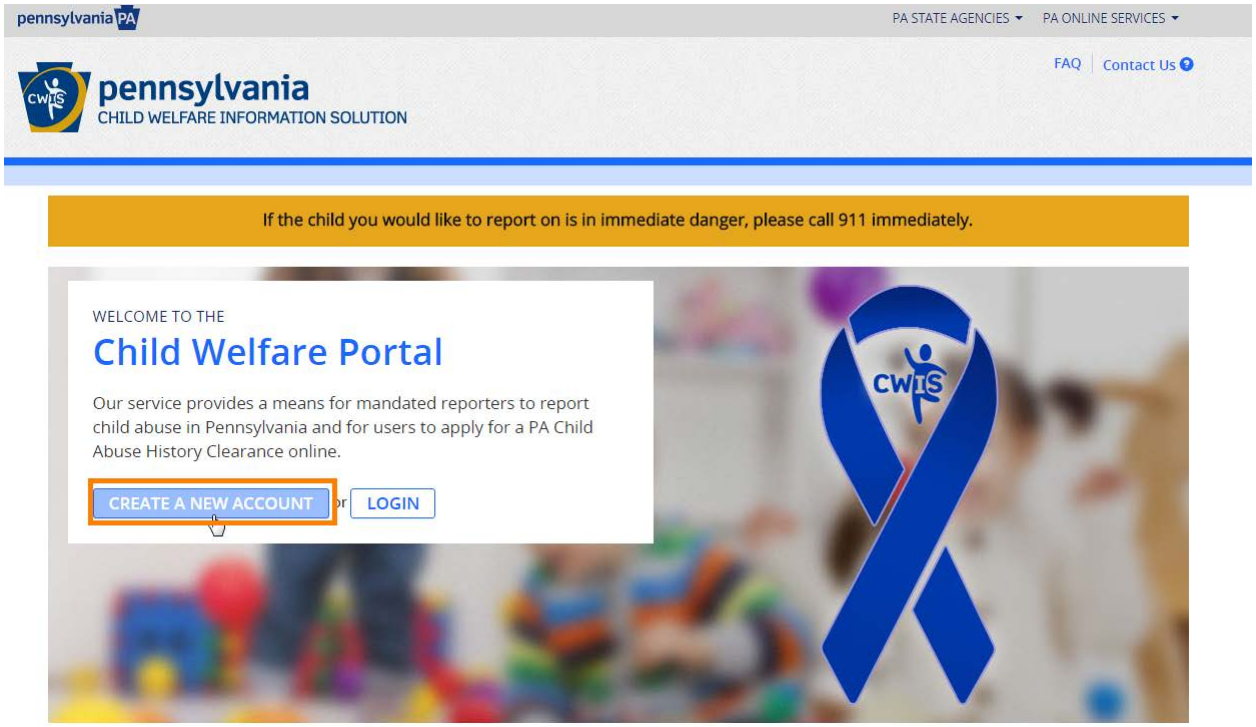
Creating a new Child Welfare Portal Account

****Technical Disclaimer****

It is highly recommended by the Pennsylvania Department of Public Welfare to use the most up-to-date version of either **Microsoft Internet Explorer** or **Google Chrome**.

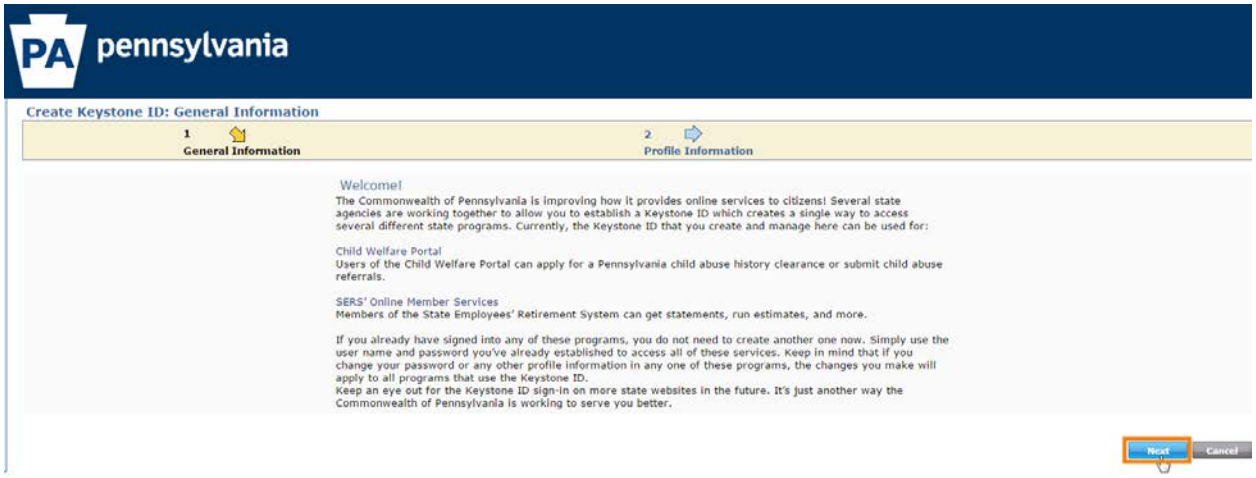
To start the process of creating a new Child Welfare Portal Account go to:
https://www.compass.state.pa.us/CWIS/Public/Home

Once the Pennsylvania Child Welfare Information Solution home page is displayed click on the **CREATE A NEW ACCOUNT** button.



Create Keystone ID: General Information

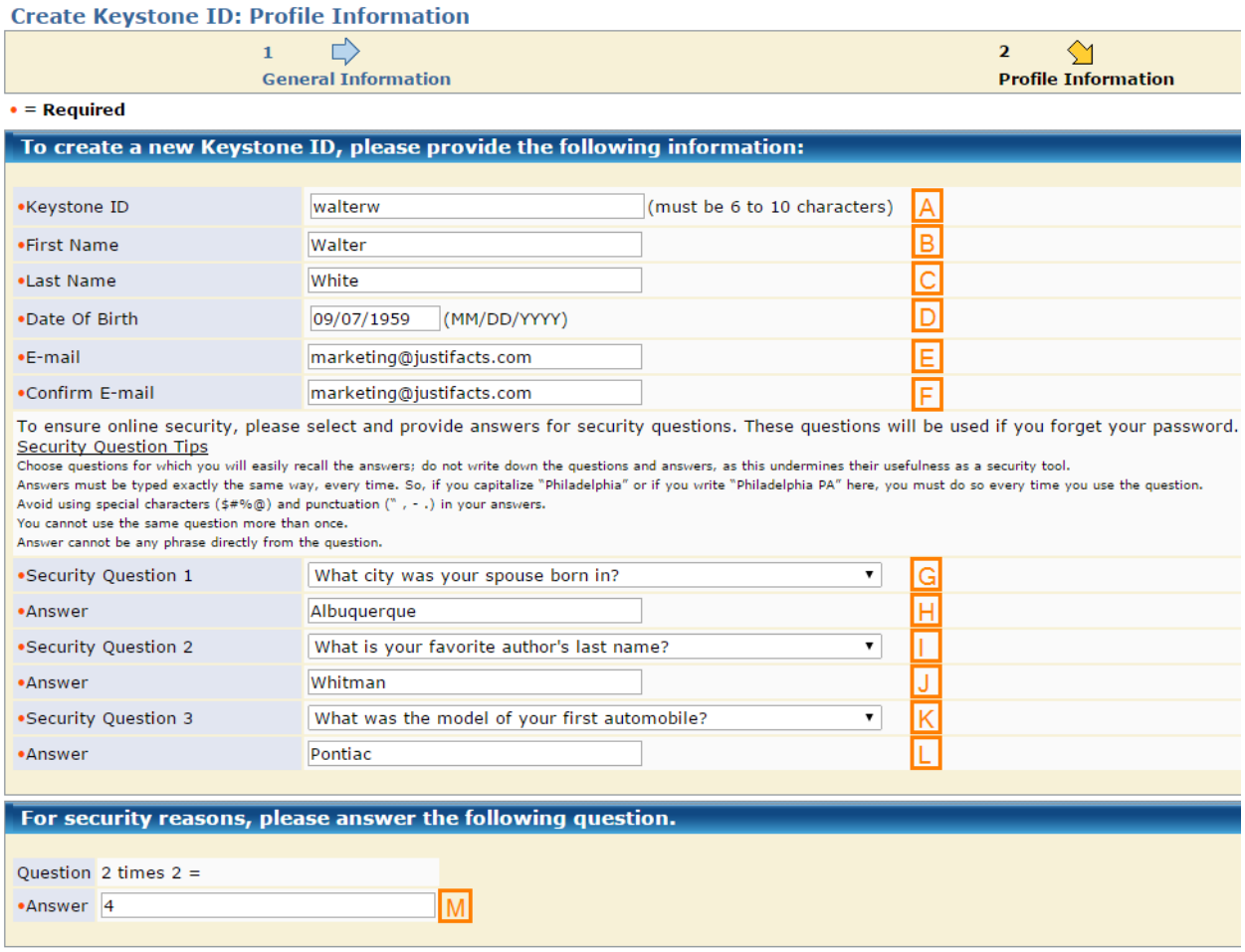
Once the general information is reviewed click on the **Next** button.



Create Keystone ID: Profile Information

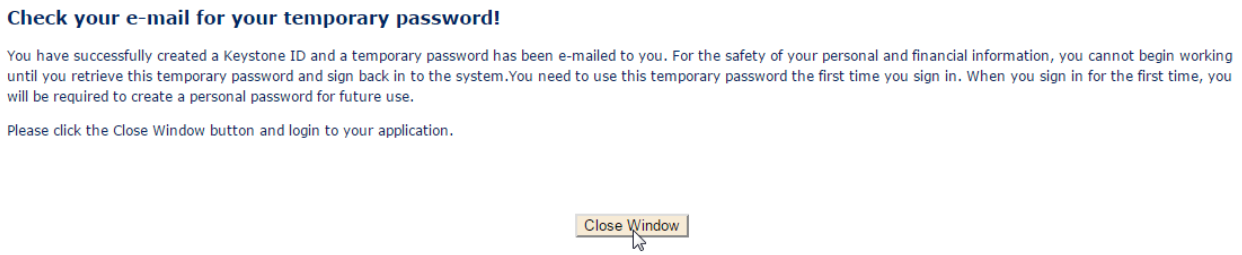
To create a new Keystone ID, please provide the following information:

A. Keystone ID (Simply a user name you wish to use for your account)
B. First Name
C. Last Name
D. Date of Birth
E. Email
F. Confirm Email
G. Security Question 1
H. Answer
I. Security Question 2
J. Answer
K. Security Question 3
L. Answer
M. Question



Once this information is complete click on the **Finish** button.

A new window will appear that states that a temporary password has been sent to your email.



New Account Information Emails

The first of two emails will be titled “Commonwealth of Pennsylvania – New account information” and will have your new Keystone ID.

Commonwealth of Pennsylvania - New account information

automatedmailDONOTREPLY@pa.gov

Sent: Tue 1/13/2015 1:52 PM

To: marketing@justifacts.com

This e-mail is sent from an unmonitored account. Do not reply. If you have questions about your Keystone ID, please use the links provided below to find help desk information for the program you're interacting with.

pennsylvania
KEYSTONE ID

Thank you for creating a Keystone ID with the Commonwealth of Pennsylvania. Your registered Keystone ID is:

walterww

You will receive another email containing your temporary password. When you sign in for the first time, you will be required to create a personal password for future use.

The Commonwealth of Pennsylvania is pleased that you have taken advantage of this improvement in online services for citizens. As you know, several state agencies are working together, allowing you to create and manage this single sign-in that provides online access to several different state programs.

Currently, the Keystone ID that you created can be used for:

COMPASS
Citizens can apply for and manage many health and human service programs online.

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.

Keep in mind that if you change your Keystone ID information from within this program, the changes you make 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.

The second email will be titled “Commonwealth of Pennsylvania – New account information” and will have a temporary password.

Commonwealth of Pennsylvania - New account information

automatedmailDONOTREPLY@pa.gov

Sent: Tue 1/13/2015 1:52 PM

To: marketing@justifacts.com

This e-mail is sent from an unmonitored account. Do not reply. If you have questions about your Keystone ID, please use the links provided below to find help desk information for the program you're interacting with.

pennsylvania
KEYSTONE ID

Thank you for creating a Keystone ID with the Commonwealth of Pennsylvania. Your temporary password is:

u85*?R#dSW

Please note that the password provided is system generated and can be easily mis-typed. We suggest copying the password from the e-mail and pasting it into the password field. To do this:

- Highlight the password, right click and choose **Copy.**
- Click in the Password field, right click and choose **Paste**.

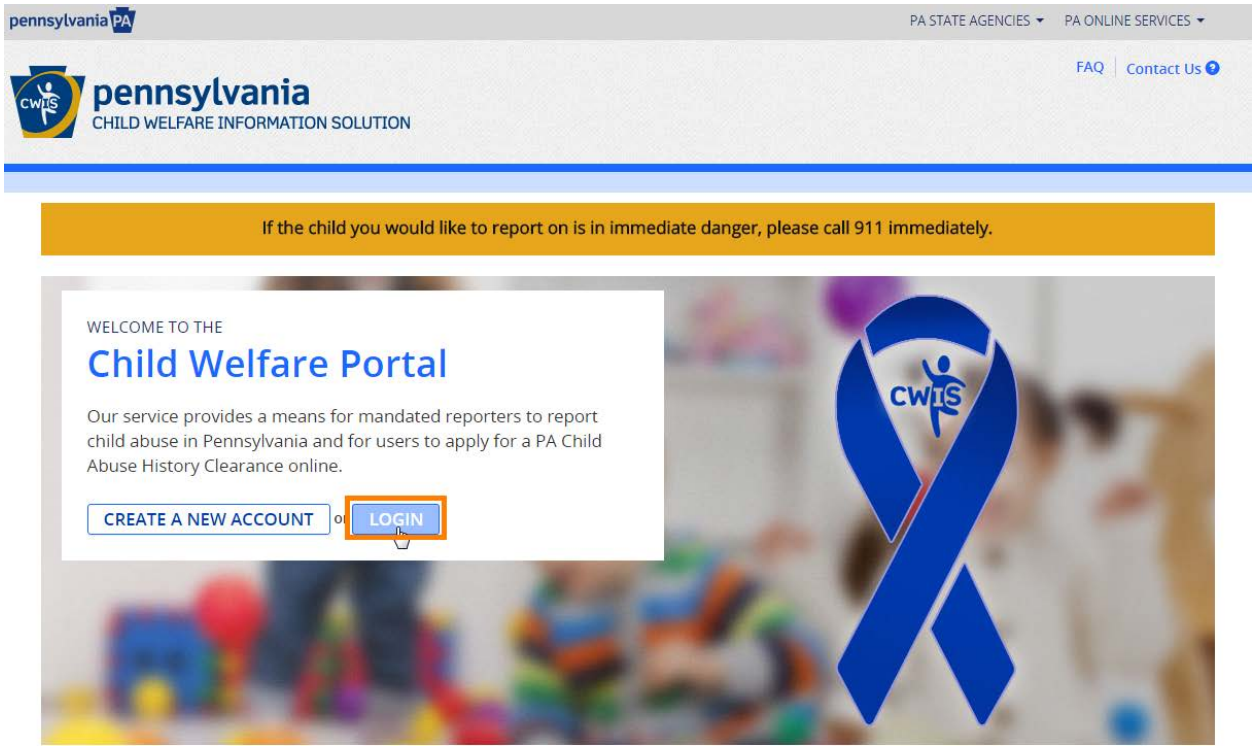
Note: If you choose to copy and paste your password, be careful that you **do not** copy an **extra space before or after the word.** If you copy and paste an extra space into the password field, the system registers it as another character rendering the password incorrect.

You can 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 future use.

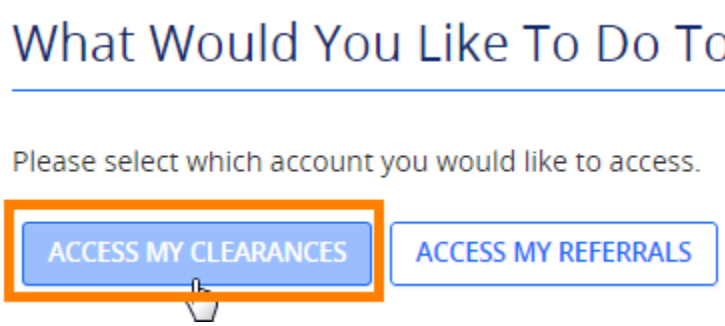
The Commonwealth of Pennsylvania is pleased that you have taken advantage of this improvement in online services for citizens. As you know, several state agencies are working together, allowing you to create and manage this single sign-in that provides online access to several different state programs.

Logging into the Child Welfare Portal

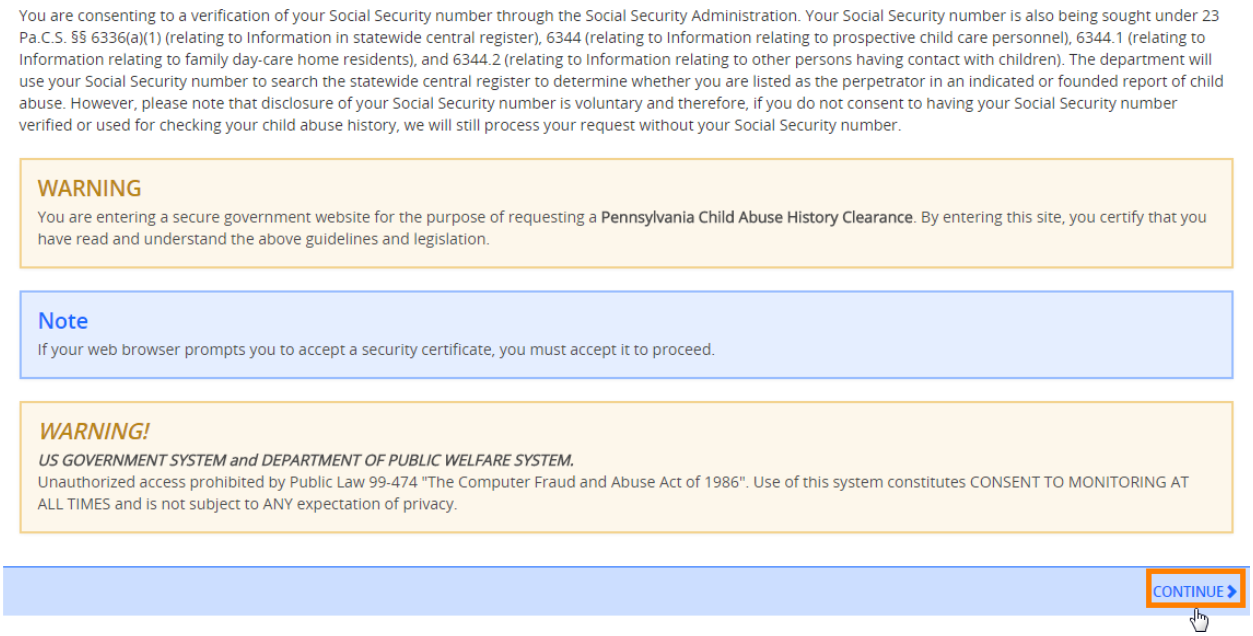
Go back to: https://www.compass.state.pa.us/CWIS/Public/Home and click on the **LOGIN** button.



Click on the **ACCESS MY CLEARANCES** button.

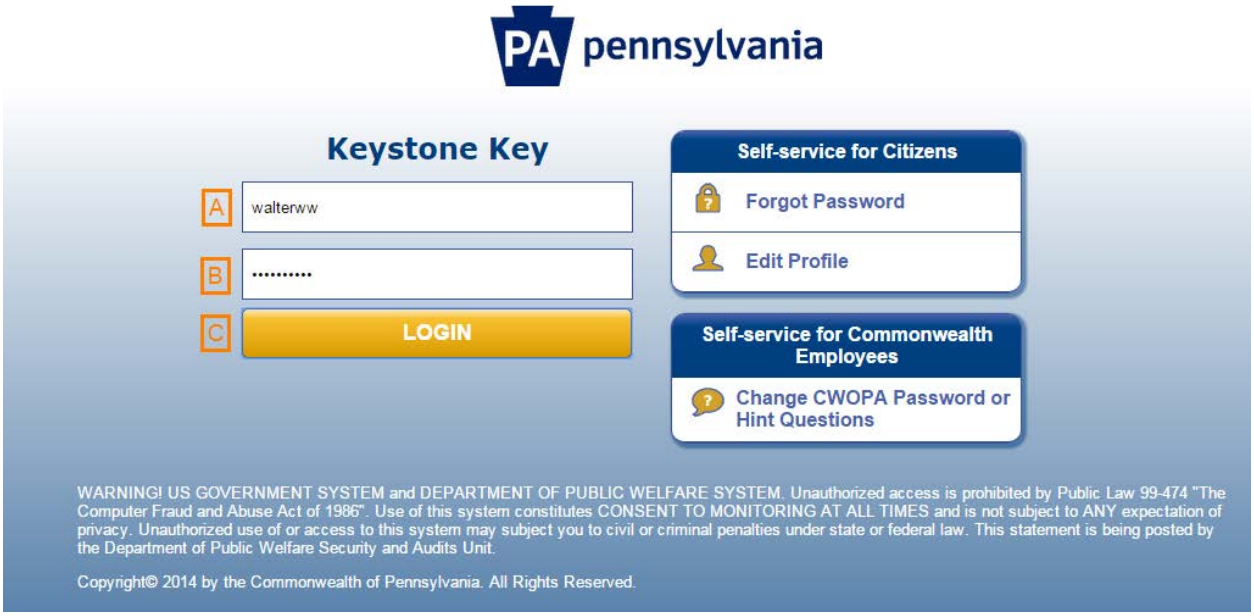


A Disclosure of Personal Information notice will be displayed. Please read this notice and click on the **CONTINUE>** button.



The Keystone Key login screen will be displayed. Please complete the following steps:

A. Key in your Keystone ID
B. Copy and Paste the temporary password
C. Click on the **LOGIN** button



Set Permanent Password

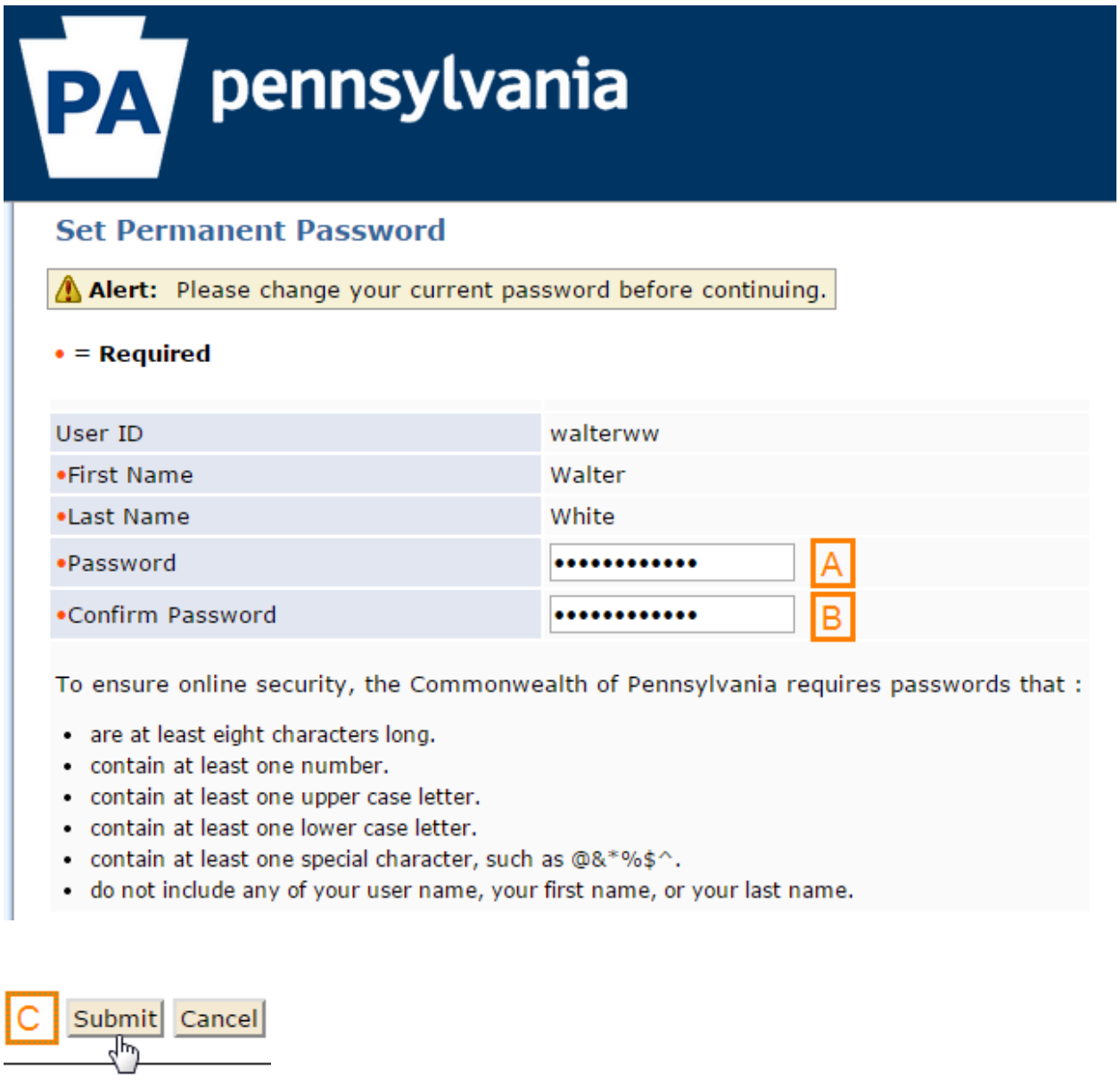
Your passwword will be used in combination with your Keystone ID to allow futuire access to your clearance account – make sure to remember this information.

To set a permanent password follow the security requirements and enter the new password in the **Password** and **Confirm Password** fields.

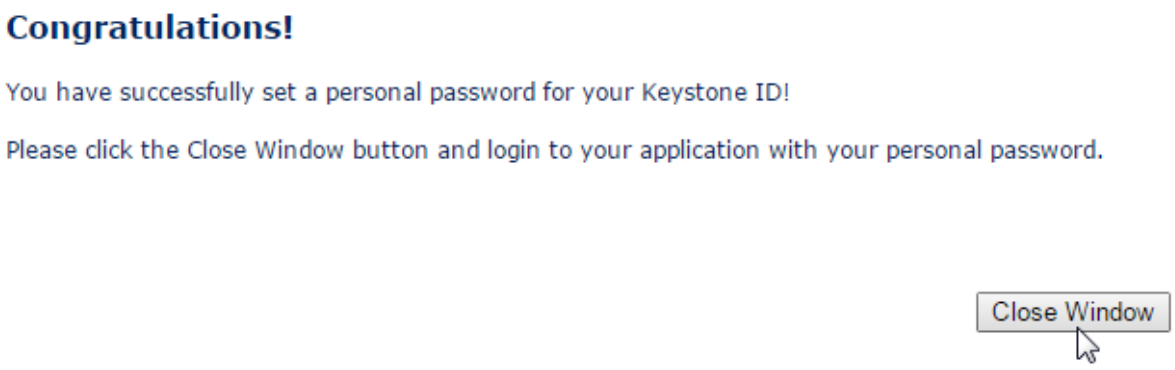
Click on the **Submit** button.

To set a permanent password, follow the security requirements. To submit the new password please complete the following steps:

A. Key in your new password
B. Key in your new password again
C. Click on the **Submit** button



A confirmation message will appear that displays that a new password has been created.

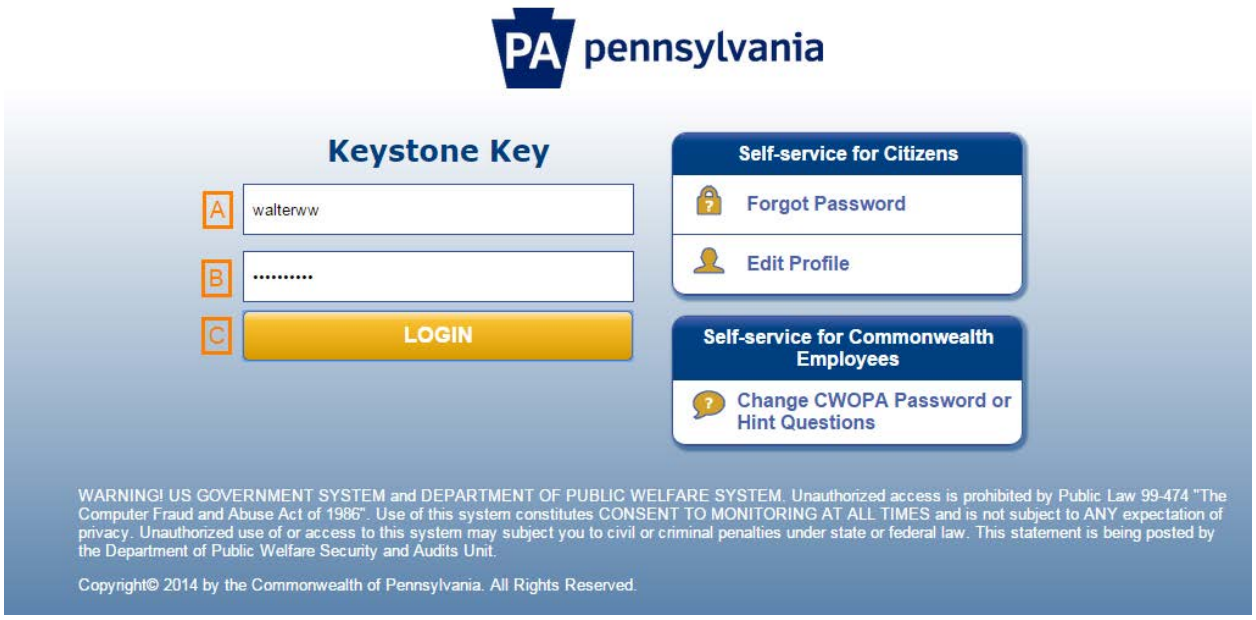


Starting the Child Abuse Clearance Process

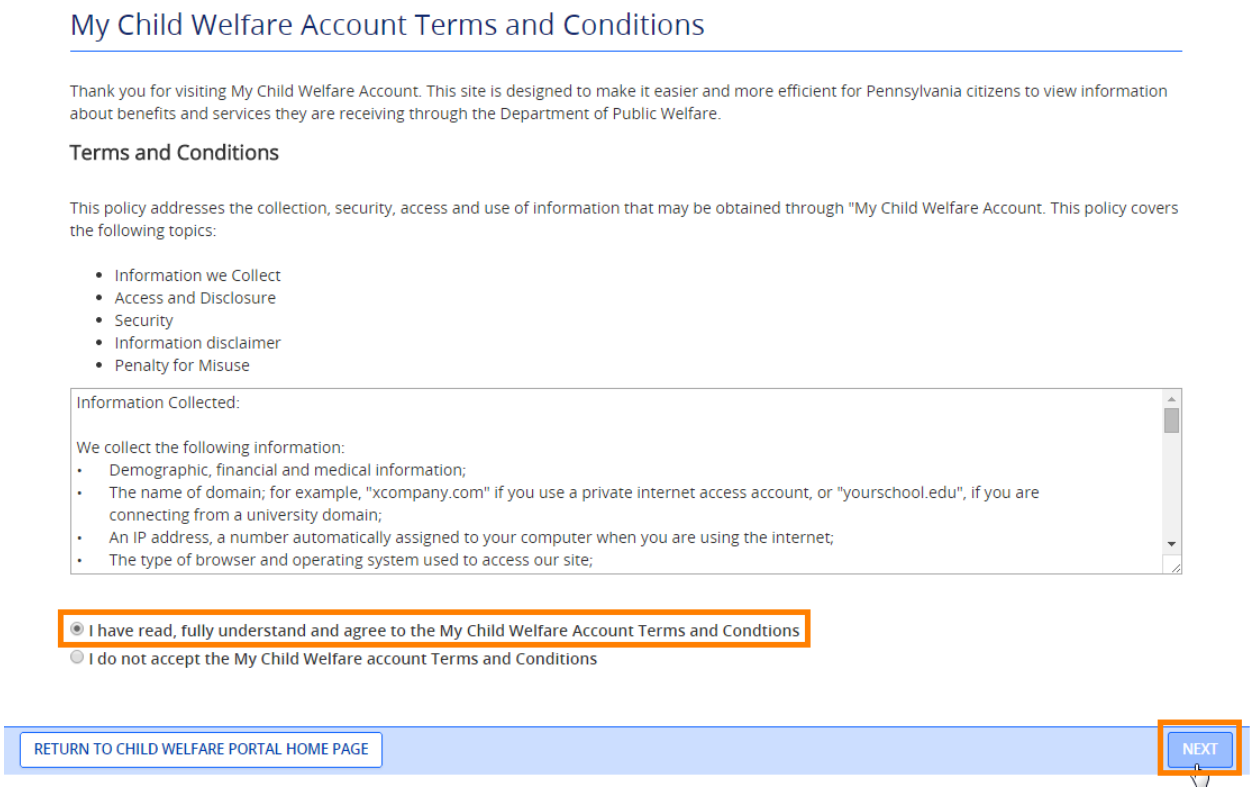
Go to: https://www.compass.state.pa.us/siteminderagent/forms/logincitizen.fcc

Please complete the following steps:

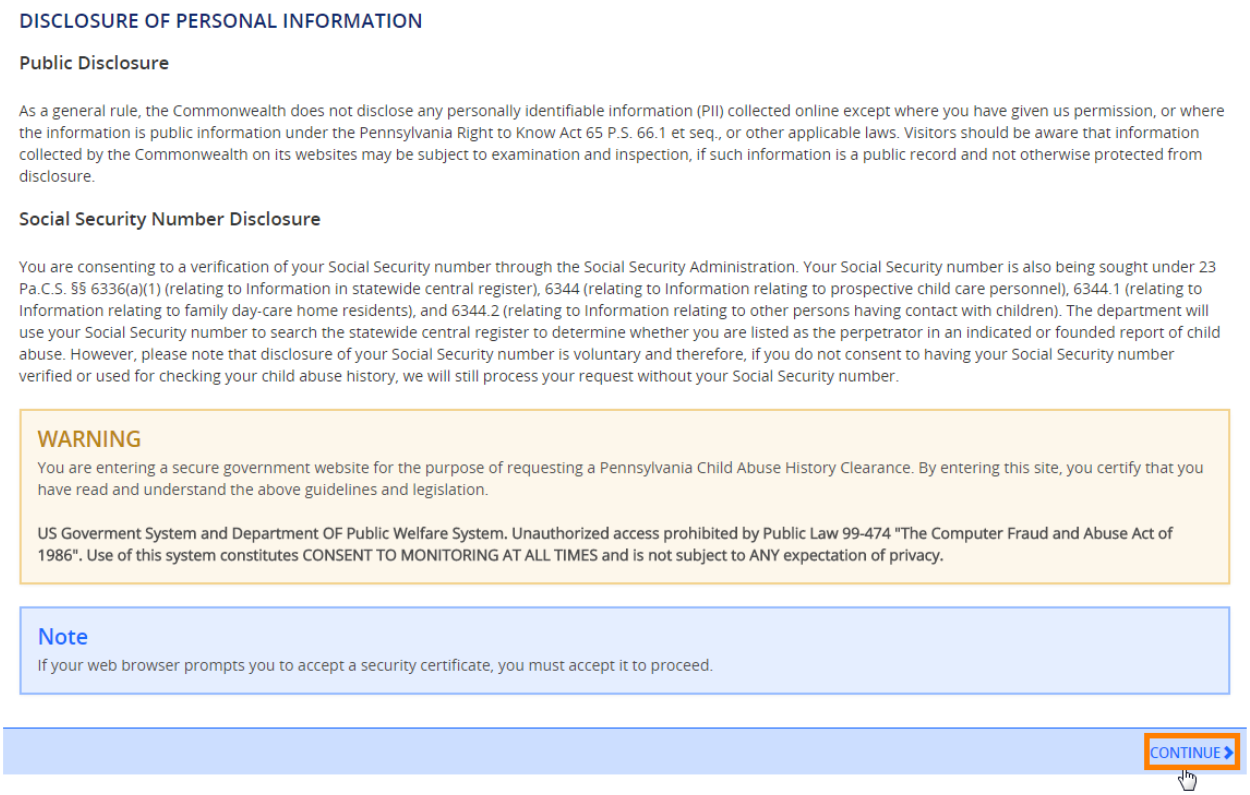
A. Key in your Keystone ID
B. Key in your newly created password
C. Click on the **LOGIN** button



The Account Terms and Conditions will be displayed. Once the Account Terms and Conditions are reviewed select the **I have read, fully understand and agree to the My Child Welfare Account Terms and Conditions** button and then click on the **NEXT** button.

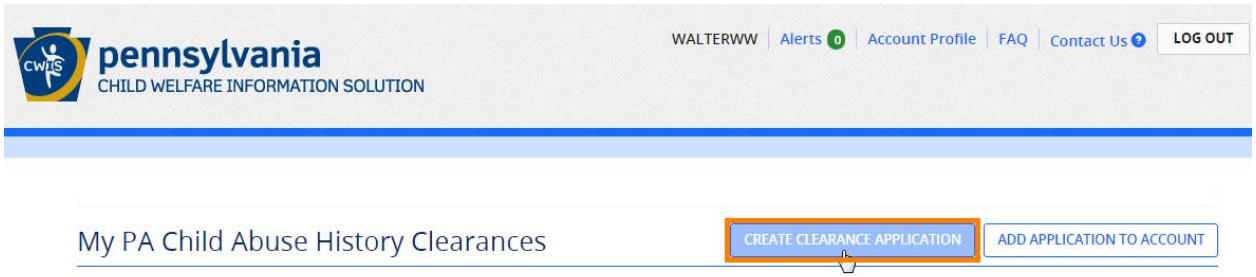


A Disclosure of Personal Information notice will be displayed. Please read this notice and click on the **CONTINUE>** button.

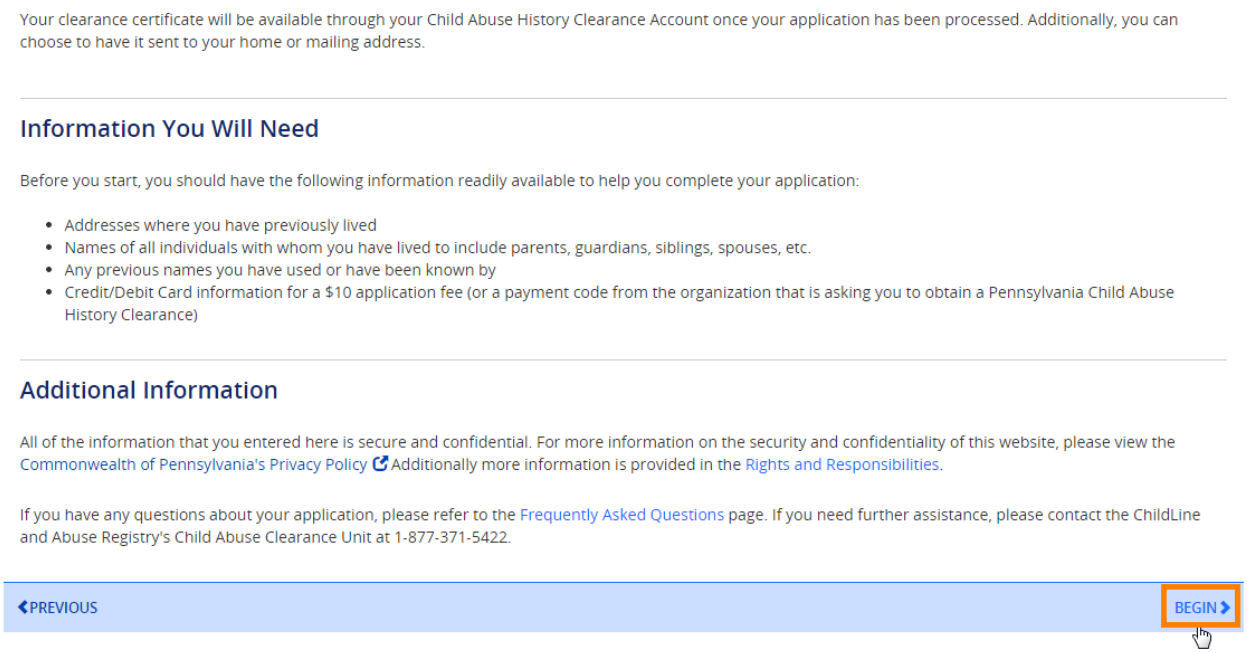


Creating a Clearance Application

Click on the **CREATE CLEARANCE APPLICATION** button.

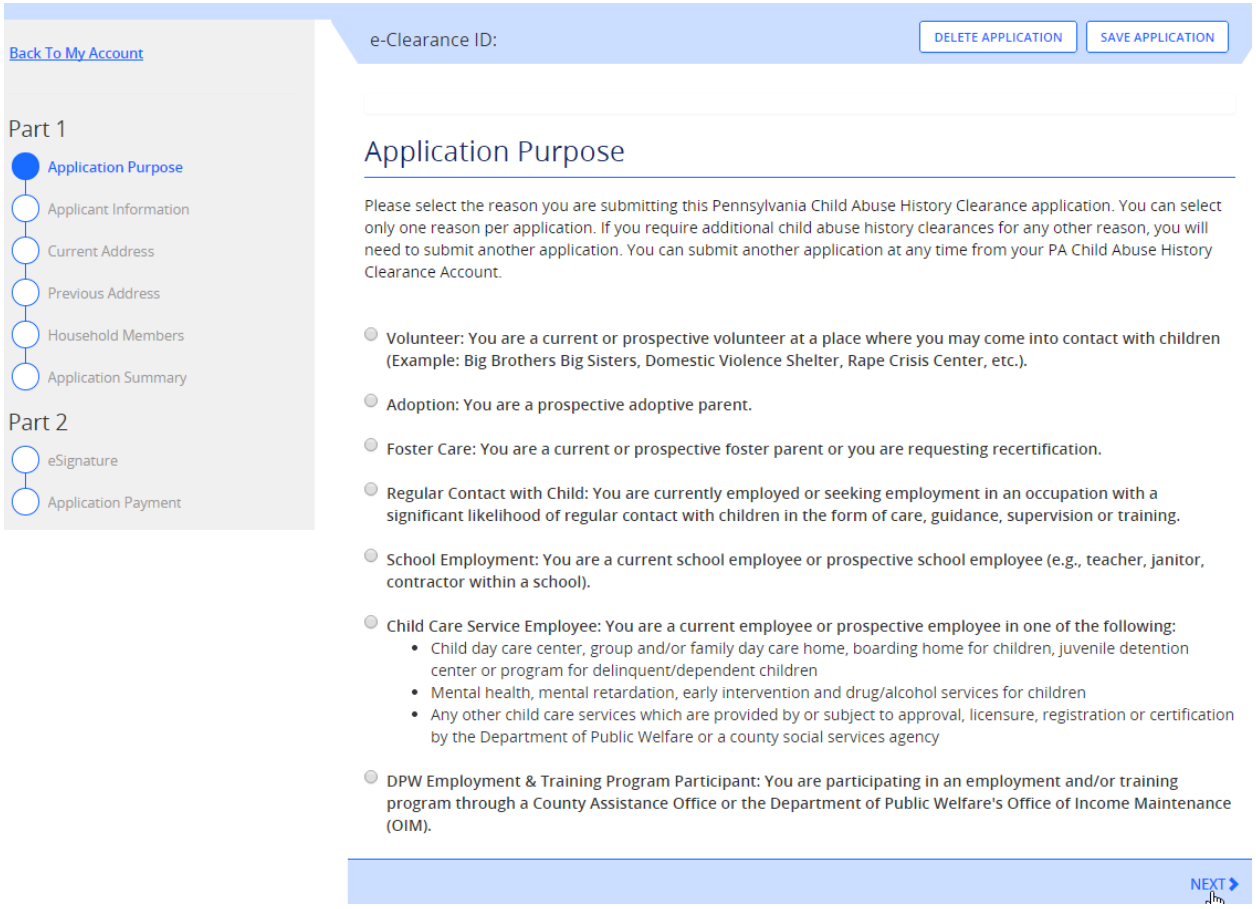


An overview of the process and the information that is needed will be displayed. After reviewing this information click on the **BEGIN>** button.



Part 1 of the Application

Part 1 of the Application will appear with a series of questions that need to be completed that are specific to your personal information.



Part 2: eSignature

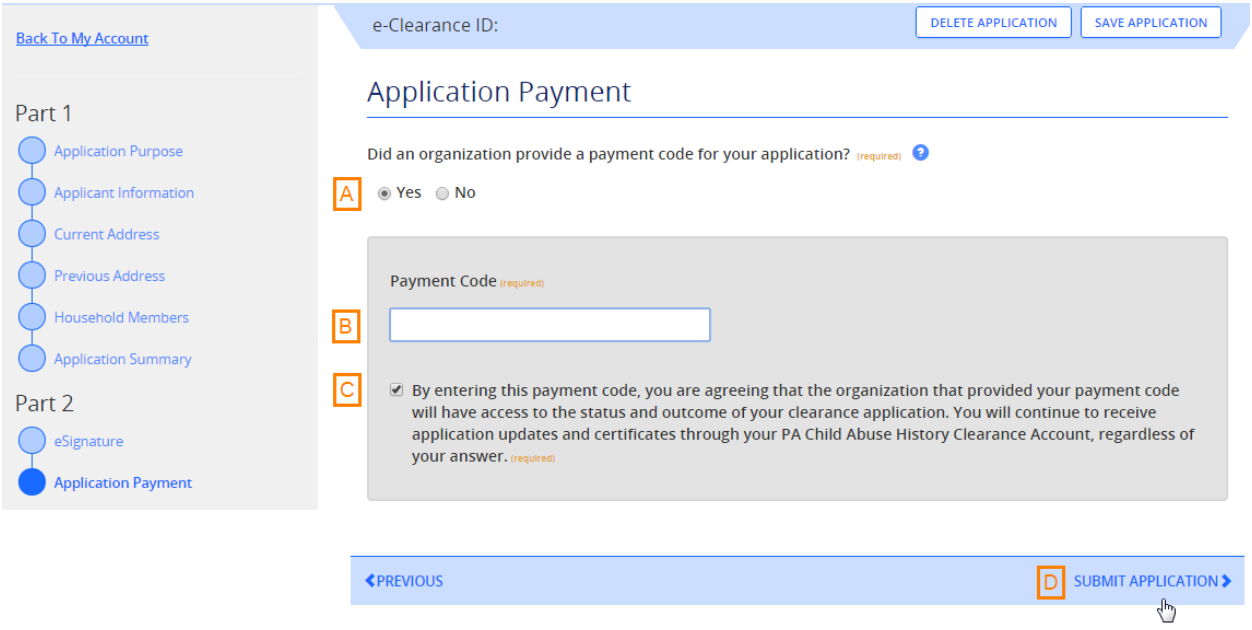
To submit an eSignature please complete the following steps:

A. Click on the **Check box** next to the acknowledgement description
B. Key in your **First** and **Last Name**
C. Click on the **NEXT>** button

Part 2: Application Payment

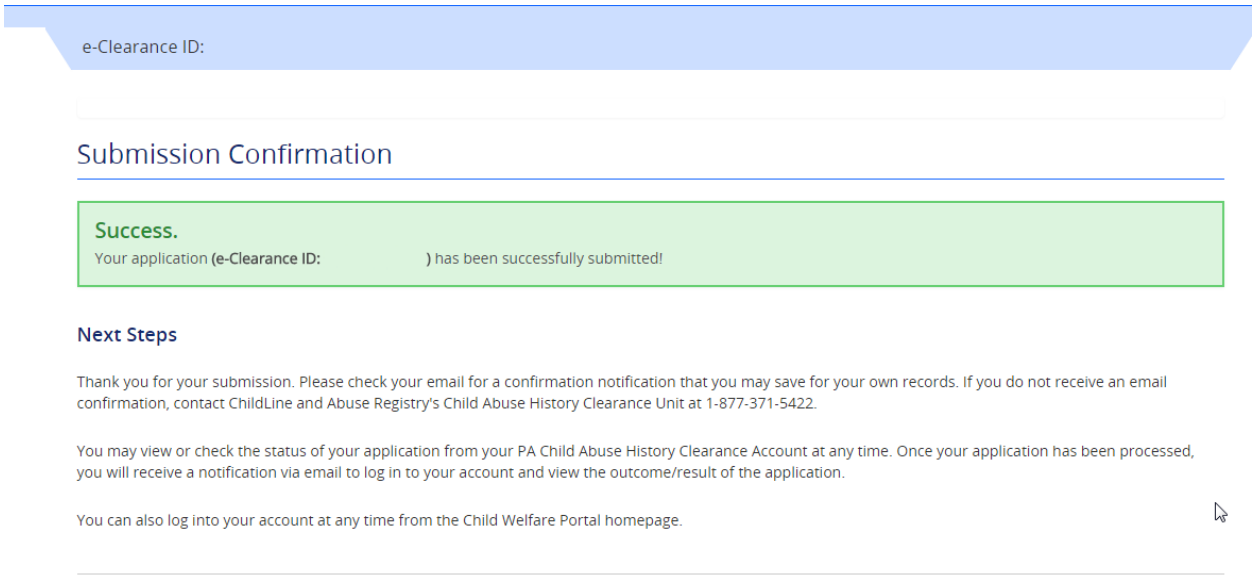
To submit the application payment, please complete the following steps:

A. Click on the **Check box** next to **Yes** for the question: "Did an organization provide a payment code for your application?"
B. Under the Payment Code section please key in your specific Payment Code supplied by Justifacts or your employer. This will pay for the clearance and allow the results to be returned to Justifacts for processing.
   ****Disclaimer ** - The Payment Code is case sensitive**
C. Click on the **Check box** next to the payment code agreement description
D. Click on the **SUBMIT APPLICATION>** button



Part 2: Submission Confirmation

Once the application is submitted, a Submission Confirmation page will be displayed with a Success notification.



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