



# Justifacts

Credential Verification, Inc.



## How to Access the Pennsylvania Child Abuse History Clearance Application



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

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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.

pennsylvania PA PA STATE AGENCIES PA ONLINE SERVICES

FAQ | Contact Us

CHILD WELFARE INFORMATION SOLUTION

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

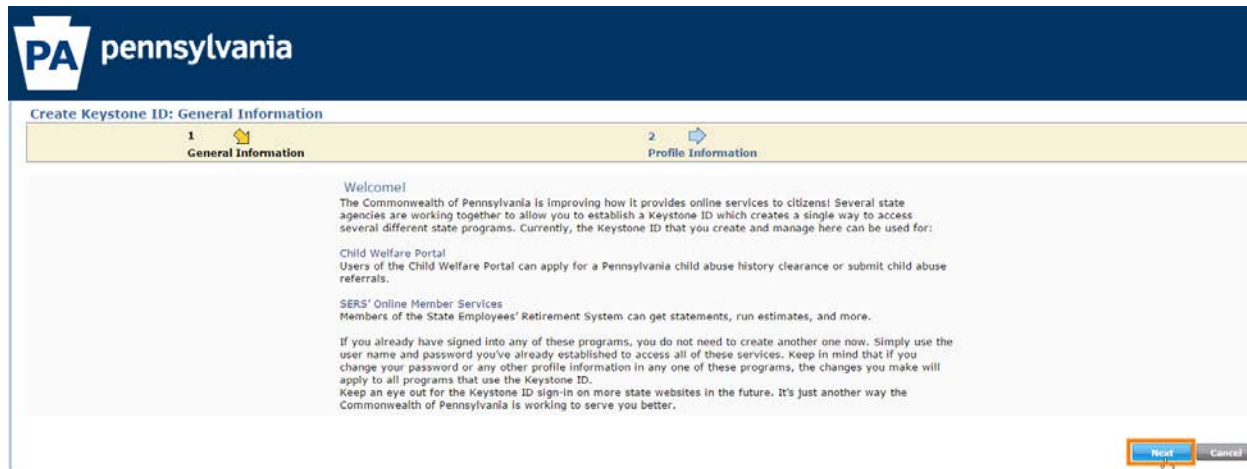
WELCOME TO THE  
**Child Welfare Portal**

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

**CREATE A NEW ACCOUNT** or **LOGIN**

## Create Keystone ID: General Information

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





The screenshot shows a web form titled "Create Keystone ID: General Information" with the Pennsylvania state logo. The form has two steps: "1 General Information" (active) and "2 Profile Information". The main content area contains a "Welcome!" message and lists services accessible via the Keystone ID, such as the Child Welfare Portal and SERS' Online Member Services. A "Next" button is highlighted with a red box at the bottom right, next to a "Cancel" 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

## 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	<input type="text" value="walterw"/> (must be 6 to 10 characters)	A
•First Name	<input type="text" value="Walter"/>	B
•Last Name	<input type="text" value="White"/>	C
•Date Of Birth	<input type="text" value="09/07/1959"/> (MM/DD/YYYY)	D
•E-mail	<input type="text" value="marketing@justifacts.com"/>	E
•Confirm E-mail	<input type="text" value="marketing@justifacts.com"/>	F

To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password.  
Security Question Tips  
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	<input type="text" value="What city was your spouse born in?"/>	G
•Answer	<input type="text" value="Albuquerque"/>	H
•Security Question 2	<input type="text" value="What is your favorite author's last name?"/>	I
•Answer	<input type="text" value="Whitman"/>	J
•Security Question 3	<input type="text" value="What was the model of your first automobile?"/>	K
•Answer	<input type="text" value="Pontiac"/>	L

**For security reasons, please answer the following question.**

Question	<input type="text" value="2 times 2 ="/>	
•Answer	<input type="text" value="4"/>	M

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

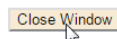


A new window will appear that states that a temporary password has been sent to your email.

### Check your e-mail for your temporary password!

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 future use.

Please click the Close Window button and login to your application.



## 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.



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.



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.

The screenshot shows the top navigation bar with "pennsylvania PA" on the left, "PA STATE AGENCIES" and "PA ONLINE SERVICES" on the right, and "FAQ" and "Contact Us" with a speech bubble icon. Below the navigation bar is the CWIS logo and the text "pennsylvania CHILD WELFARE INFORMATION SOLUTION". A yellow banner below the header reads: "If the child you would like to report on is in immediate danger, please call 911 immediately." The main content area features a white box with the text: "WELCOME TO THE Child Welfare Portal. Our service provides a means for mandated reporters to report child abuse in Pennsylvania and for users to apply for a PA Child Abuse History Clearance online." Below this text are two buttons: "CREATE A NEW ACCOUNT" and "LOGIN". The "LOGIN" button is highlighted with an orange border and a mouse cursor. To the right of the text box is a large blue ribbon graphic with the CWIS logo inside it, set against a blurred background of children playing with colorful toys.

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

## What Would You Like To Do Today?

Please select which account you would like to access.

The screenshot shows two buttons: "ACCESS MY CLEARANCES" and "ACCESS MY REFERRALS". The "ACCESS MY CLEARANCES" button is highlighted with an orange border and has a mouse cursor pointing at it.

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

You are consenting to a verification of your Social Security number through the Social Security Administration. Your Social Security number is also being sought under 23 Pa.C.S. §§ 6336(a)(1) (relating to Information in statewide central register), 6344 (relating to Information relating to prospective child care personnel), 6344.1 (relating to Information relating to family day-care home residents), and 6344.2 (relating to Information relating to other persons having contact with children). The department will use your Social Security number to search the statewide central register to determine whether you are listed as the perpetrator in an indicated or founded report of child abuse. However, please note that disclosure of your Social Security number is voluntary and therefore, if you do not consent to having your Social Security number verified or used for checking your child abuse history, we will still process your request without your Social Security number.

**WARNING**

You are entering a secure government website for the purpose of requesting a **Pennsylvania Child Abuse History Clearance**. By entering this site, you certify that you have read and understand the above guidelines and legislation.

**Note**

If your web browser prompts you to accept a security certificate, you must accept it to proceed.

**WARNING!**

*US GOVERNMENT SYSTEM and DEPARTMENT OF PUBLIC WELFARE SYSTEM.*

Unauthorized access 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.

**CONTINUE >**

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 password will be used in combination with your Keystone ID to allow future 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

**PA** pennsylvania

### Set Permanent Password

**Alert:** Please change your current password before continuing.

• = Required

User ID	walterww
•First Name	Walter
•Last Name	White
•Password	<input type="password"/> <b>A</b>
•Confirm Password	<input type="password"/> <b>B</b>

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.

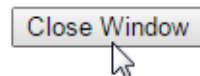
**C**

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

## Congratulations!

You have successfully set a personal password for your Keystone ID!

Please click the Close Window button and login to your application with your personal password.



## 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

A screenshot of the Keystone Key login interface. It features a "Keystone Key" section with three input fields labeled A, B, and C. Field A contains "walterww", field B contains ".....", and field C is a yellow "LOGIN" button. To the right are two service menus: "Self-service for Citizens" with "Forgot Password" and "Edit Profile" options, and "Self-service for Commonwealth Employees" with a "Change CWOPA Password or Hint Questions" option. A warning message is at the bottom, and the footer reads "Copyright© 2014 by the Commonwealth of Pennsylvania. All Rights Reserved."/>

**Keystone Key**

A walterww

B .....

C **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.

Copyright© 2014 by the Commonwealth of Pennsylvania. All Rights Reserved.

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.

## 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 information;
- The name of domain; for example, "xcompany.com" if you use a private internet access account, or "yourschool.edu", if you are connecting from a university domain;
- An IP address, a number automatically assigned to your computer when you are using the internet;
- The type of browser and operating system used to access our site;

- 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](#)

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

#### DISCLOSURE OF PERSONAL INFORMATION

##### Public Disclosure

As a general rule, the Commonwealth does not disclose any personally identifiable information (PII) collected online except where you have given us permission, or where the information is public information under the Pennsylvania Right to Know Act 65 P.S. 66.1 et seq., or other applicable laws. Visitors should be aware that information collected by the Commonwealth on its websites may be subject to examination and inspection, if such information is a public record and not otherwise protected from disclosure.

##### Social Security Number Disclosure

You are consenting to a verification of your Social Security number through the Social Security Administration. Your Social Security number is also being sought under 23 Pa.C.S. §§ 6336(a)(1) (relating to Information in statewide central register), 6344 (relating to Information relating to prospective child care personnel), 6344.1 (relating to Information relating to family day-care home residents), and 6344.2 (relating to Information relating to other persons having contact with children). The department will use your Social Security number to search the statewide central register to determine whether you are listed as the perpetrator in an indicated or founded report of child abuse. However, please note that disclosure of your Social Security number is voluntary and therefore, if you do not consent to having your Social Security number verified or used for checking your child abuse history, we will still process your request without your Social Security number.

#### WARNING

You are entering a secure government website for the purpose of requesting a Pennsylvania Child Abuse History Clearance. By entering this site, you certify that you have read and understand the above guidelines and legislation.

US Government System and Department OF Public Welfare System. Unauthorized access 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.


#### Note

If your web browser prompts you to accept a security certificate, you must accept it to proceed.

**CONTINUE >**

## Creating a Clearance Application

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



My PA Child Abuse History Clearances

**CREATE CLEARANCE APPLICATION**

ADD APPLICATION TO ACCOUNT

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

Your clearance certificate will be available through your Child Abuse History Clearance Account once your application has been processed. Additionally, you can choose to have it sent to your home or mailing address.

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### Information You Will Need

Before you start, you should have the following information readily available to help you complete your application:

- Addresses where you have previously lived
- Names of all individuals with whom you have lived to include parents, guardians, siblings, spouses, etc.
- Any previous names you have used or have been known by
- Credit/Debit Card information for a \$10 application fee (or a payment code from the organization that is asking you to obtain a Pennsylvania Child Abuse History Clearance)

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### Additional Information

All of the information that you entered here is secure and confidential. For more information on the security and confidentiality of this website, please view the [Commonwealth of Pennsylvania's Privacy Policy](#)  Additionally more information is provided in the [Rights and Responsibilities](#).

If you have any questions about your application, please refer to the [Frequently Asked Questions](#) page. If you need further assistance, please contact the ChildLine and Abuse Registry's Child Abuse Clearance Unit at 1-877-371-5422.

[◀PREVIOUS](#)

[BEGIN ▶](#)



## 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.

[Back To My Account](#)

e-Clearance ID: DELETE APPLICATION SAVE APPLICATION

Part 1

- Application Purpose
- Applicant Information
- Current Address
- Previous Address
- Household Members
- Application Summary

Part 2

- eSignature
- Application Payment

### Application Purpose

Please select the reason you are submitting this Pennsylvania Child Abuse History Clearance application. You can select only one reason per application. If you require additional child abuse history clearances for any other reason, you will need to submit another application. You can submit another application at any time from your PA Child Abuse History Clearance Account.

- Volunteer:** You are a current or prospective volunteer at a place where you may come into contact with children (Example: Big Brothers Big Sisters, Domestic Violence Shelter, Rape Crisis Center, etc.).
- Adoption:** You are a prospective adoptive parent.
- Foster Care:** You are a current or prospective foster parent or you are requesting recertification.
- Regular Contact with Child:** You are currently employed or seeking employment in an occupation with a significant likelihood of regular contact with children in the form of care, guidance, supervision or training.
- School Employment:** You are a current school employee or prospective school employee (e.g., teacher, janitor, contractor within a school).
- Child Care Service Employee:** You are a current employee or prospective employee in one of the following:
  - Child day care center, group and/or family day care home, boarding home for children, juvenile detention center or program for delinquent/dependent children
  - Mental health, mental retardation, early intervention and drug/alcohol services for children
  - Any other child care services which are provided by or subject to approval, licensure, registration or certification by the Department of Public Welfare or a county social services agency
- DPW Employment & Training Program Participant:** You are participating in an employment and/or training program through a County Assistance Office or the Department of Public Welfare's Office of Income Maintenance (OIM).

NEXT >

PA Child Abuse History Clearance Application | Justifacts Credential Verification, Inc.

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## 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

[Back To My Account](#)

e-Clearance ID: DELETE APPLICATION SAVE APPLICATION

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### eSignature

You are almost finished! To complete your application please eSign below by checking the acknowledgement and entering your **first and last name** as it appears on the Application Information screen.

**A**  I hereby certify that the information entered on this report is accurate and complete to the best of my knowledge and belief and submitted as true and correct under penalty of law (Section 4904 of the Pennsylvania Crimes Code). (required)

**B**

Signature (required)

←PREVIOUS **C** NEXT→

## 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

Back To My Account

e-Clearance ID: DELETE APPLICATION SAVE APPLICATION

### Application Payment

Did an organization provide a payment code for your application? (required) ⓘ

**A**  Yes  No

**B**

**C**  By entering this payment code, you are agreeing that the organization that provided your payment code will have access to the status and outcome of your clearance application. You will continue to receive application updates and certificates through your PA Child Abuse History Clearance Account, regardless of your answer. (required)

← PREVIOUS **D** SUBMIT APPLICATION →

## Part 2: Submission Confirmation

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

e-Clearance ID:

### Submission Confirmation

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#### Success.

Your application (e-Clearance ID: ) has been successfully submitted!

#### Next Steps

Thank you for your submission. Please check your email for a confirmation notification that you may save for your own records. If you do not receive an email confirmation, contact ChildLine and Abuse Registry's Child Abuse History Clearance Unit at 1-877-371-5422.

You may view or check the status of your application from your PA Child Abuse History Clearance Account at any time. Once your application has been processed, you will receive a notification via email to log in to your account and view the outcome/result of the application.

You can also log into your account at any time from the Child Welfare Portal homepage.



Justifacts Credential Verification  
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Murrysville, PA 15668  
Email: [customerservice@justifacts.com](mailto:customerservice@justifacts.com)  
Ph: (800) 356-6885  
Fax: (412) 798-4799  
[www.Justifacts.com](http://www.Justifacts.com)

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