Pennsylvania Child Welfare Information Solution Portal

https://www.compass.state.pa.us/cwis/public/home
Child Welfare Portal home page
https://www.compass.state.pa.us/cwis/public/home

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

Click "Create a New Account". If you already have an account, click "Login" and skip to page 12.
Click ‘Next’ at the bottom right of the page.
CWP Keystone ID Registration

Create Keystone ID: Profile Information

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 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 "Philadephia PA" here, you must do so every time you use the question.
Avoid using special characters (exclamations, parenthesis, punctuation, etc.) in your answers.
You cannot use the same question more than once.
Answers cannot be any phrase directly from the question.

<table>
<thead>
<tr>
<th>Security Question 1</th>
<th>Please select a security question</th>
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<tbody>
<tr>
<td><strong>Answer</strong></td>
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<tr>
<td>Security Question 2</td>
<td>Please select a security question</td>
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<td><strong>Answer</strong></td>
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<td>Security Question 3</td>
<td>Please select a security question</td>
</tr>
<tr>
<td><strong>Answer</strong></td>
<td></td>
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</tbody>
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Click ‘Finish’ at the bottom right of the page.
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.
CWP Keystone ID Confirmation emails

This email 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 with 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: EEMAIL11

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 to provide 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.

Thank you for creating a Keystone ID with the Commonwealth of Pennsylvania. Your temporary password is: $3r42hsG

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:

1. Highlight the password, right click and choose Copy.
2. 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 password is 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.

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Log In ID
Temporary Password
CWP home page

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

This time, click ‘LOGIN’.
Use Temporary Password sent to your email.
CWP change password page
Congratulations!

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

Please click the Close Window button and log in to your application with your personal password.
Use your new password.
Child Welfare Portal

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

Click ‘Access My Referrals.’
Registering an Organization for Referrals

ChildLine: 1-800-932-0313

Click ‘Manage My Organizations.’
Making a Referral (*also known as a* Report)
This system is the on-line version of the ChildLine phone number.
Referral Confirmation

Mon 1/12/2015 8:00 PM

donotreply@pa.gov

You have a PA Child Abuse Referral that has not been submitted!

To: Weaver, Sandra

Action Items

Mandated Reporter.

You have an abuse referral that has not been submitted to ChildLine in your Child Welfare Referral Account. To ensure the safety of the child in question, please review the referral and submit it as soon as possible. If this abuse referral is no longer valid, please delete it from your account.

You will continue to receive an email daily until this referral is either deleted or submitted. It will be permanently deleted from your account 6 months from the date it was created if no action is taken. You can review and continue or delete your referral at any time through your Child Welfare Referral Account by doing the following:

1. Click Here
2. Login to your Child Welfare Referral Account

If you are having problems signing into your account, we are here to help. Please contact DPW Helpline at 1-877-343-0494 between 8:30 a.m. and 4:45 p.m., Monday through Friday.

Please do not reply to this email directly.
Don’t forget to Log Out!