Pennsylvania Child Welfare Information Solution Portal

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

OR

keepkidssafe.pa.gov

Click Clearances on the left side, then click the CWIS link which appears half-way down the page.
Summary of Steps

• Register & Create Account
• Change Temporary Password
• Log into Child Welfare Portal (CWP)
• Complete Child Abuse Clearance Application

As a registered user on the CWP you can:
• Submit the On-Line Child Abuse Clearance Application
• Check clearance application status
• Register your Organization
• Make a Report of Suspected Child Abuse
Child Welfare Portal home page
https://www.compass.state.pa.us/cwis/public/home

Click ‘Create a New Account’.
Create Keystone ID: General Information

Welcome!
The Commonwealth of Pennsylvania is improving how it provides online services to citizens. Several state agencies are working together to allow you 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 username 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.

Click ‘Next’ at the bottom right of the page.
CWP Keystone ID Registration

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

- Keystone ID
- 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 "Philadelphia PA" here, you must do so every time you use the question.
- Avoid using special characters (e.g., $ 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

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 into 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

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

EEN111

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 to give Pennsylvania residents’ access to several different state programs.

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

- **COMPASS**: Citizens can apply for and manage health and human service programs online.

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

nasR62%6

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, 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 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 to give Pennsylvania residents access to several different state programs.

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

- **COMPASS**: Citizens can apply for and manage health and human service programs online.
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 login to your application with your personal password.
Use your new password.
Click on ‘Access My Clearances.’
CWP Information page

Learn More

ABOUT THIS WEBSITE

This secure website is provided for individuals who want to have their Pennsylvania Child Abuse History Clearance processed online. The Pennsylvania Child Abuse History Clearance Check will provide the applicant information as to whether or not they are listed in the Pennsylvania statewide database as a perpetrator of child abuse.

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 25 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.

Click ‘Continue’ at the bottom right of the page.
Click ‘Create Clearance Application.’
Submitting a new clearance application

Click ‘Begin’ at the bottom right of the page.
Select the appropriate category (e.g., Volunteer, School Employee, Child Care Service Employee) and click ‘Next’ at the bottom right of the page.

Purpose of Clearance

There is no longer a requirement for “Volunteers” to submit processed State Police & FBI checks: PA DHS web site.
Applicant Information

Take note of your e-Clearance ID.
Do you have any previous names or nicknames that you have used in the past or that you may be known by? (required)

- Yes
- No

Previous Names/Nicknames

Please enter any nicknames or previous names that you have used or may have been known by.

ADD PREVIOUS NAMES/NICKNAMES

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Name</strong></td>
<td><strong>Middle Name</strong></td>
<td><strong>Last Name</strong></td>
<td><strong>Suffix</strong></td>
</tr>
<tr>
<td>Ellen</td>
<td>Elizabeth</td>
<td>Boyd</td>
<td></td>
</tr>
</tbody>
</table>

For example, maiden name
Applicant Information Cont’d

Account profile link provided at the top of the screen. This application will be available for you to continue from your account after your email has been updated. Click here to return to your PA Child Abuse History Clearance Account to update your email address.

Email Address

@psu.edu

Do you have any previous names or nicknames that you have used in the past or that you may be known by? (required)

☐ Yes  ☐ No

Contact Information

ADD CONTACT NUMBER

<table>
<thead>
<tr>
<th>Phone Type</th>
<th>Phone Number</th>
<th>Extension</th>
</tr>
</thead>
</table>

EDIT  DELETE

PREVIOUS  NEXT

Click ‘Next’ at the bottom of the page.
Current Address

Provide the required information then click ‘Next’ at the bottom of the page.
Previous Addresses

Click ‘Add Previous Address’ as many times as needed, then click ‘Next’ at the bottom of the page.
What if I need to take a break and finish my application later?

You can save your application!
Save your Application

Clicking ‘Save Application’ allows you to return to the portal at a later time to complete it. It’s also just a good idea to save it as you go!
Incomplete Application

When you log back in to the Portal, click ‘Continue’ to complete your application.
Click ‘Add Household Member’ as many times as needed, then click ‘Next’ at the bottom of the page.
This page is a review of the information you entered. Please check each section for errors. Once you have reviewed everything, click ‘Next’ at the bottom of the page.
Check the box, enter *only* your first and last name as it appears on the application, then click ‘Next’ at the bottom of the page.
If an organization pre-paid for your clearance, enter the Payment Code, then click ‘Submit Application’ at the bottom of the page.
If paying with credit card, then click ‘Make a Payment’ at the bottom of the page.
Make a Payment

Please provide the information below to complete your payment of \$10.00 for e-Clearance ID: 6737.

You are allowed two attempts to make an electronic payment. After two failed electronic payment attempts, you will be required to submit a paper application.

Name on Credit/Debit Card

Credit/Debit Card Number

Credit/Debit Card Expiration Month

Credit/Debit Card Expiration Year

Credit/Debit Card Verification Code

Credit/Debit Card Billing Street Address

Credit/Debit Card Billing Zip Code
You are not done yet! Click ‘Finalize and Submit Application’ at the bottom of the page.
Application Confirmation

Submission Confirmation

**Success.**

Your application (e-Clearance ID: 000000006737) 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.

Now that you have submitted your application, what would you like to do?

- LOG OUT
- GO TO PA CHILD ABUSE HISTORY CLEARANCE ACCOUNT
- SUBMIT ANOTHER CLEARANCE APPLICATION
Dear Ellen,

Your clearance application, eClearance ID 14908 was successfully received by the ChildLine Background Check Verification Unit. Your application will be processed and you will receive an email notification of the outcome within 14 days. You can review this submitted application at any time through your Child Welfare Account by doing the following:

1. Please Click Here
2. Log into your Pennsylvania Child Abuse History Clearance Account

If you are having problems signing into your account, we are here to help. Please contact the DPW Help Line 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.
Dear Ellen,

Your clearance application, eClearance ID 14906, has been updated with the results of our review. You can review your application outcome at any time in your Pennsylvania Child Abuse History Clearance Account for 30 months from the date it was verified. You can review your application by doing the following:

1. Please Click Here
2. Log into your Pennsylvania Child Abuse History Clearance Account

If you are having problems signing into your account, we are here to help. Please contact the DPW Help Line 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.

Follow links to the Child Welfare Portal to view your results and print certificate.
Child Welfare Portal
https://www.compass.state.pa.us/cwis/public/home

Click ‘Log In’, then ‘Access My Clearances’
Click ‘Continue’ at the bottom right of the page.
CWP Keystone ID Log-in page
Application Status

Click the link in the green box to view your clearance.
View and Save Your Clearance
Your Clearance!

ELLEN E. WILL

CERTIFICATE ID: MZB37P3NNL

VERIFICATION DATE: 1/15/2015

SOCIAL SECURITY #: XXX-XX

DATE OF BIRTH: 9/

PORT MATILDA, PA 16870

The above named person has applied for a Pennsylvania Child Abuse History Clearance pursuant to Chapter 63 of 23 Pa. Consolidated Statutes Annotated relating to the Child Protective Services Law. NO RECORD EXISTS in the Pennsylvania Department of Public Welfare's statewide Central Registry listing the applicant as a perpetrator of an Indicated or Founded report of child abuse or an Indicated or Founded report for school employees.

Applicants are required to show the Administrator the results of their

Print and save your clearance!
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

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!
Ready to try on your own?!

Pennsylvania Child Welfare Information Solution Portal

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

OR

keepkidssafe.pa.gov; click Clearances on the left side, then click the CWIS link

Click the link above to:
Create a Keystone ID Account
Submit a PA Child Abuse Clearance On-Line
Report Suspected Child Abuse