

PA Department of Human Services

PA Department of Human Services: (Online results take a few days; a mailed document will arrive about two weeks later) <https://www.compass.state.pa.us/cwis/public/home>

- Pennsylvania Child Welfare Information Solution (CWIS)
- Child Abuse Clearances are **valid for 60 months** - \$13.00 for renewal

Need Help? Contact the CWIS Support Center at 1-877-343-0494

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

Clearance Users: Please note, please do not submit payments for individual clearances or for clearance payment codes if you are using Safari browser versions 1-13, as you may encounter payment issues. It is recommended you use a different browser to access the payment page and process your payment. If you have already experienced this issue, please call the CWIS Support Center at 877-343-0494. Thank you.

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**

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 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.

Disaster Training Registration

The Disaster Training Registration allows Individuals to search for and attend courses related to disaster situations.

COMPASS

COMPASS is an online application for Pennsylvanians to apply for many health and human service programs.

Child Support

Clients can apply for support services and view information about their support cases on the Child Support Website.

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

On the next step, you will be prompted to enter a 'Keystone ID'. This is just a username for the website and can be anything you choose, as long as it doesn't already exist as someone else's username. For myself, I just used my first and last name together with no space.

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 64 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.

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
- Answer
- Security Question 2
- Answer
- Security Question 3
- Answer

Once you selected a Keystone ID, enter your information then select security questions and answers. Please be aware some volunteers have experienced issues using special characters, such as punctuation marks, in their answers. It may be best to just leave them out.

Volunteer Feedback: "I do not remember experiencing any significant problems with creating the account except that when it asks you security questions it doesn't have any restrictions on what characters you use but when you are actually answering those questions to verify yourself later on there were character restrictions. For example, there was a period in an answer but then the website saw that as a forbidden character so no matter what you could never give a matching answer. If the problem they experienced is anything like that then tell them to just switch their security question answers and they should be fine."


Next, answer the security captcha question at the bottom of the page and click 'Finish'.

For security reasons, please answer the following question.


Question What color on a traffic light means GO?

• Answer

BACK **FINISH** **CANCEL**



You should see this screen once you click Finish.



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 close this browser window and login to your application.

Check your email for the temporary password. Log into your account and set a new password. You should receive an email after a few days once your background check is complete. Log back into the site and download a copy of the certification form.

EXAMPLE CERTIFICATION FORM

CERTIFICATION ID: [REDACTED]
CERTIFICATION PURPOSE: VOLUNTEER
VERIFICATION DATE: [REDACTED]
SOCIAL SECURITY #: XXX-XX-[REDACTED]
DATE OF BIRTH: [REDACTED]

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 listing [REDACTED] as a perpetrator of an Indicated or Founded report of child abuse.

Applicants are required to show the Administrator the results of their Child Abuse History Certification. Administrators are required to keep a