

Go to: <https://www.compass.state.pa.us/cwis>

*If you have problems try the most recent version of Internet Explorer,

The screenshot shows the homepage of the Pennsylvania Child Welfare Information Solution (CWIS) portal. At the top, there is a navigation bar with the Pennsylvania logo, the text "pennsylvania PA STATE AGENCIES PA ONLINE SERVICES", and links for "FAQ" and "Contact Us". Below the navigation bar is a large banner with the CWIS logo and the text "pennsylvania CHILD WELFARE INFORMATION SOLUTION". A yellow warning box at the top of the banner reads: "If the child you would like to report on is in immediate danger, please call 911 immediately." Below the banner, the text reads: "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." At the bottom of the banner, there are two buttons: "CREATE A NEW ACCOUNT" and "LOGIN". A yellow callout box with the text "First time visitors, click Create New Account" has an arrow pointing to the "CREATE A NEW ACCOUNT" button.

The screenshot shows the "Create Keystone ID: General Information" page. At the top, there is a blue header with the Pennsylvania logo and the text "pennsylvania". Below the header, the page title is "Create Keystone ID: General Information". A progress bar at the top indicates two steps: "1 General Information" (active) and "2 Profile Information". The main content area contains a "Welcome!" message and a paragraph explaining the purpose of the Keystone ID. Below this, there are two sections: "Child Welfare Portal" and "SERS' Online Member Services". At the bottom of the page, there are two buttons: "Next" and "Cancel". A yellow callout box with the text "Click Next" has an arrow pointing to the "Next" button.

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 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 "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 Please select a security question
- Answer
- Security Question 2 Please select a security question
- Answer
- Security Question 3 Please select a security question
- Answer

For security reasons, please answer the following question.

Question: What is the first number in the following list: June, green, three, four, 7, fire?

- Answer

Enter your complete Profile Information, 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 click the Close Window button and login to your application.

You have successfully created a Profile. You will receive 2 emails to the email address you entered. The first will contain your Keystone ID and the second will contain your Password. You can close this window.



Go back to: <https://www.compass.state.pa.us/cwis/public/home>

pennsylvania PA PA STATE AGENCIES PA ONLINE SERVICES

pennsylvania
CHILD WELFARE INFORMATION SOLUTION

FAQ | Contact Us

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 Login

pennsylvania PA PA STATE AGENCIES PA ONLINE SERVICES

pennsylvania
CHILD WELFARE INFORMATION SOLUTION

FAQ | Contact Us

What Would You Like To Do Today?

Please select which account you would like to access.

ACCESS MY CLEARANCES ACCESS MY REFERRALS

Click Access My Clearances

This will first direct you to an informational page, scroll to the bottom (after reading) and click Continue.

You will be prompted to change your Password.

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.

On the next screen, click Close Window and the system will return to the login screen. Enter your Username and new Password and click Login.

Keystone Key

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.

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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

- 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

Read and Accept the Terms and Conditions, click Next.

The next page is another informational page, please read before clicking Continue at the bottom.

The screenshot shows the Pennsylvania CWIS portal. At the top left is the 'pennsylvania PA' logo and 'CHILD WELFARE INFORMATION SOLUTION'. The top right has navigation links: 'TESTSYS', 'Alerts' (with a green notification icon), 'Account Profile', 'FAQ', 'Contact Us' (with a blue speech bubble icon), and 'LOG OUT'. Below the header is a blue horizontal bar. The main content area has a heading 'My PA Child Abuse History Clearances' followed by two buttons: 'CREATE CLEARANCE APPLICATION' and 'ADD APPLICATION TO ACCOUNT'. A black arrow points from a yellow callout box to the 'CREATE CLEARANCE APPLICATION' button. The callout box contains the text: 'You are now ready to start your clearance application. Click Create Clearance Application.' The footer contains the 'pennsylvania DEPARTMENT OF PUBLIC WELFARE' logo on the left, and links for 'Browser Compatibility', 'ADA Compliancy', 'Security Policy', and 'Privacy Policy' on the right.

Please read through the informational page, it includes important information regarding what information you need to fill out the form. Click Begin at the bottom of the page when you are ready to start the clearance.

There are only two possible purposes: Volunteers will select “Volunteer”, and employees will select “Regular Contact with Child”. Do not select any other choices.

(see next page)

VOLUNTEERS, complete as below:

- 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.

For more detailed definitions and exceptions to clearance requirements please see the Who Needs Child Abuse Clearances at <http://keepkidssafe.pa.gov/clearances/index.htm>

- Volunteer Having Contact with Children: Applying for the purpose of volunteering as an adult for an unpaid position as a volunteer with a child-care service, a school or a program, activity or service, as a person responsible for the child's welfare or having direct volunteer contact with children.
- Foster Parent: Applying for purposes of providing foster care.
- Prospective Adoptive Parent: Applying for the purpose of adoption.
- Employee of Child Care Services: Applying for the purposes of child-care services in the following (but not limited to): Child day-care centers; group day-care homes; family child-care homes; boarding homes for children; juvenile detention center services or programs for delinquent or dependent children; mental health services for children; services for children with intellectual disabilities; early intervention services for children; drug and alcohol services for children; and day-care services or programs that are offered by a school.
- School Employee Governed by Public School Code: Applying as a school employee who is required to obtain background checks pursuant to Section 111 of the Public School Code.
- School Employee Not Governed by Public School Code: Applying as a school employee not governed by Section 111 of the provisions of the act of March 10, 1949 (P.L. 30, No. 14), known as the Public School Code of 1949.
- PA Department of Human Services Employment and Training Program Participant: Applying for the purpose of participating in a PA Department of Human Service Employment and Training Program through a county assistance office (CAO) or the Office of Income Maintenance (OIM).

Individuals submitting a clearance for the purpose of volunteer having contact with children and waiver of the certification fee agree to use clearance certificate for volunteer purposes only.

Volunteer Category (required)

Agency Name (required)

[NEXT >](#)

Volunteers go to the bottom of the next page

EMPLOYEES complete as below:

Application Purpose

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- Self-employed provider of child-care services in a family child-care home: Applying for the purpose of providing child-care services in one's home (other than the child's own home) at any one time to four, five or six children who are not relatives of the caregiver.
- Individual 14 years of age or older who is applying for or holding a paid position as an employee with a program, activity or service, as a person responsible for the child's welfare or having direct contact with children.
- Individual seeking to provide child-care services under contract with a child-care facility or program: Applying for the purpose of being able to provide child-care services as part of a contract or grant funded program.
- Individual 18 years or older who resides for at least 30 days in a calendar year in any of the following:
 - Home of a foster parent
 - Licensed child-care home
 - Family living home
 - Community home for individuals with an intellectual disability
 - Host home for children
- Individual 18 years or older who resides in the home of a prospective adoptive parent for at least 30 days in a calendar year.
- PA Department of Human Services Employment and Training Program Participant: Applying for the purpose of participating in a PA Department of Human Service Employment and Training Program through a county assistance office (CAO) or the Office of Income Maintenance (OIM).

[NEXT >](#)

Continue and complete all steps. You can save your application and return to complete the information later. Submit and pay with a credit card when finished. Results may take up to 4 weeks to complete. You can log in and check your account periodically.

If you have questions:

- For questions regarding your Child Abuse Referrals, contact ChildLine at 1-800-932-0313.
- For 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.