

Steps: Child Abuse Clearance

***Please use a home computer or laptop ONLY as you will experience difficulties completing this Application using the following:**

1. iPad
2. Cell Phone

Browser Compatibility

| | |
|------------------------|-------------------------------------|
| • Google Chrome | 35.0 or Higher (Recommended) |
| • Mozilla Firefox | 30.00 or Higher (Works Well) |
| • Internet Explorer | 9.0 or Higher |
| • Safari | 7.0 or Higher |

If you are trying to log in using prior account credentials and experience problems related to your Keystone ID and/or Username, you may need to create a new account. Or, try calling the helpline.

Note: **Please DO NOT allow anyone to use your email address**

1. Go to the Child Welfare Portal URL:
<https://www.compass.state.pa.us/CWIS/Public/Home>
2. From the Overview page, click the **CREATE INDIVIDUAL ACCOUNT** button.
3. Read the Getting Started information page and click NEXT.

Note: Specify that your clearance is for employment or for volunteering, depending on your need. A clearance for volunteer purposes is not admissible for employment.

Note: **Keystone ID** and **Username** is the same meaning, and will in most cases be referred to as "Username". Use lowercase letters, and numbers when creating your Keystone ID.

****It is your responsibility to write down and remember your Keystone ID and permanent password.****

- You will receive your Keystone ID in an email (SAVE)
- You will receive an email with a Temporary Password
- You will be asked to Copy the Temporary Password
- Then Click the Child Welfare Link
- Click Log-in
- Access My Clearances
- "Continue Button" (at the bottom of the page)
- Type in your Keystone ID/Username
- Paste in your Temporary Password
- Create Permanent Password
 - Capital Letter
 - Special Character i.e. #@_*
 - Lowercase
 - At least one number
- Close window and log-in with Keystone ID and Password

Create Clearance Application

1. Provide SS#
2. Contact Information
3. Check box to receive a hard copy through the mail

Note: You don't have to complete the "Previous Address" screen. Go to the next section by selecting **Next**

Note: Household members must be entered. If you were born on or after 1957

1. Father
2. Mother
3. Spouse or Sister/Brother
4. Child

*Note: Required fields are marked as required (*)

4. Type your name on the e-Signature page how it appears on your application and click next.

(**John Brown** - First Name and Last Name ONLY)

5. Did an Organization Pay for your Clearance?

- Check **NO**
- Give Approval for them to receive information about your Clearances

6. Enter payment information and select Pay Now

7. The **ONLY** opportunity to get something that remotely resembles a receipt is the "**Successfully Submitted**" screen. Once it is gone it will not appear again, and you will have to use your credit card receipt.

Note: When applying for a new clearance it may take up to 14 days to receive your certificate in the mail. You may have the option to receive the certificate electronically once it has been processed but you may only access the electronic version one time – be sure to save/print!

If you are renewing your clearance the certificate may be available electronically once you complete the process. Do not count on immediate receipt, however.