



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CWIS Citizen Account User Guide

Revised January 12, 2015

Background

The instructions in this document provide guidance to individuals who need to create an account to use CWIS to obtain a child abuse clearance, or to submit a child abuse or neglect referral (for mandated reporters only). This instruction guide covers the following scenarios:

- **Create a CWIS Citizen Account** (for mandated reporters or users seeking a child abuse history clearance)
- **Reset (Unlock) a Citizen Account Password** (for a user who has locked their account by trying to login with the incorrect password 3 or more times; and for users who have forgotten their password)

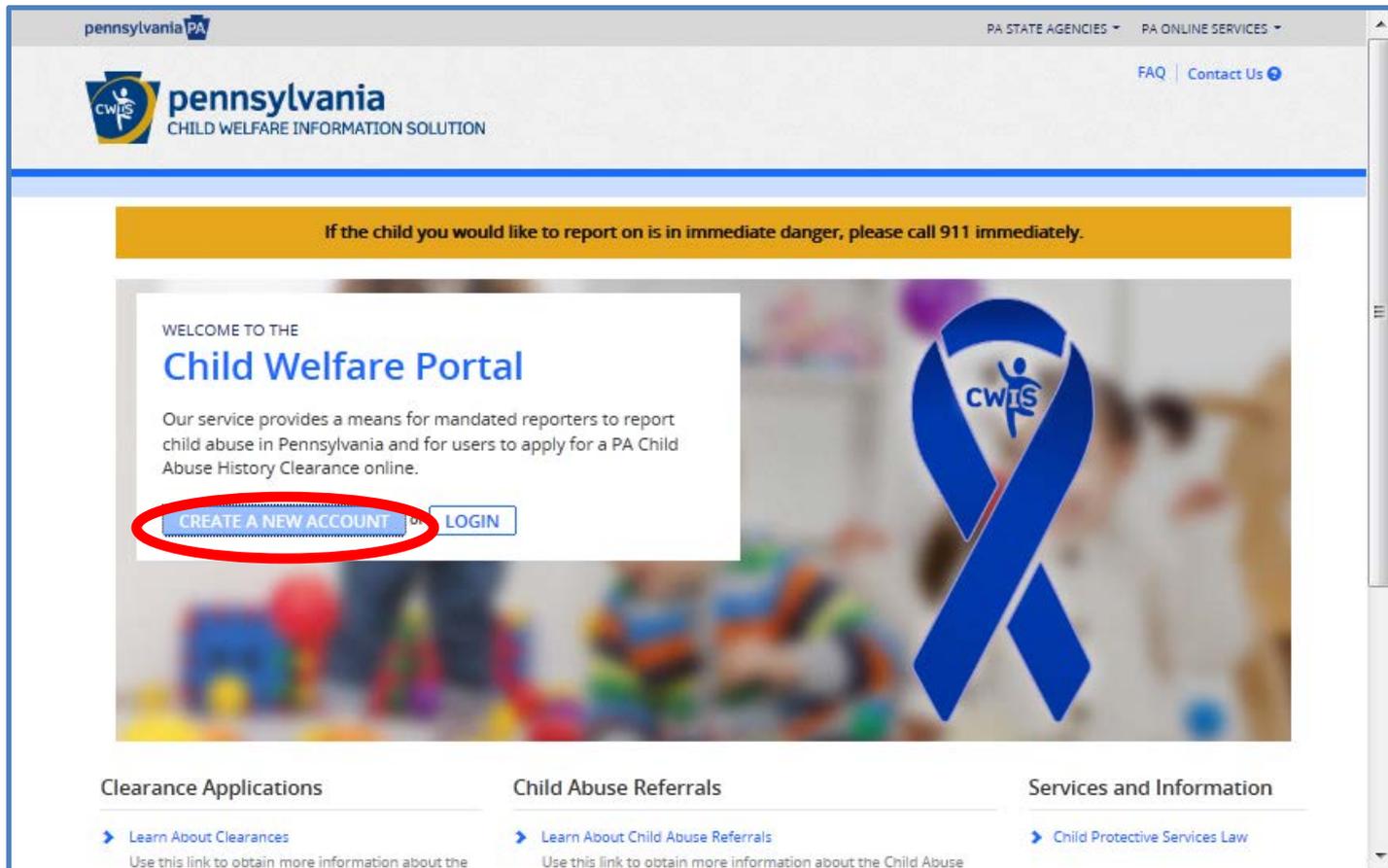
Create a CWIS Citizen Account

Scenario:

An individual needs to create a CWIS citizen account to apply for a child abuse clearance; a mandated reporter needs to create a CWIS citizen account in order to submit a child abuse or neglect referral.

Create a CWIS Citizen Account: Step 1

- Navigate to the CWIS Child Welfare portal (also referred to as the self-service portal) by entering the following URL in your browser
<https://www.compass.state.pa.us/cwis>
- Click **CREATE A NEW ACCOUNT**



Create a CWIS Citizen Account: Step 2

- On the **General Information** screen, scroll down and click **NEXT** (do not click the *Child Welfare Portal* link--that will return you to the previous screen, or the *SERS' Online Member Services* link—that will take you to the State Employees Retirement System site).

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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.

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

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Create a CWIS Citizen Account: Step 3

- On the **Profile Information** screen, enter the requested information:
 - Pick a unique ID for your **Keystone ID** (*Note: if you pick a generic user ID, i.e., JohnSmith, it will likely already be in use*)
 - Be sure to enter a valid email address; this is where the temporary password and Keystone ID confirmation emails will be sent
 - Click **FINISH**.

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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 spell like "Philadelphia" or if you write "Philadelphia PA", then, 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.
Answers 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.

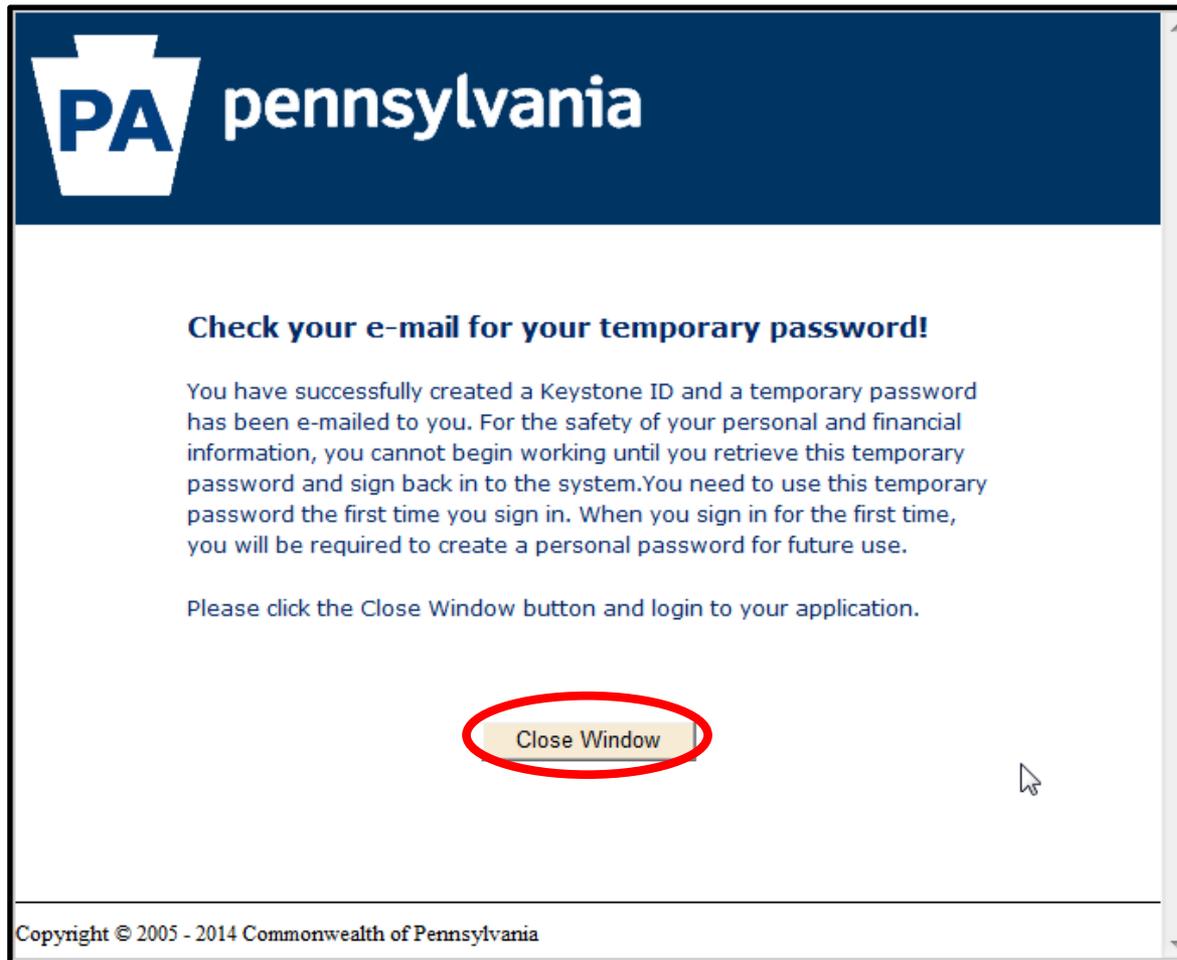
- Question: What is eighty-eight thousand one hundred and five as digits?
- Answer

Back Finish Cancel

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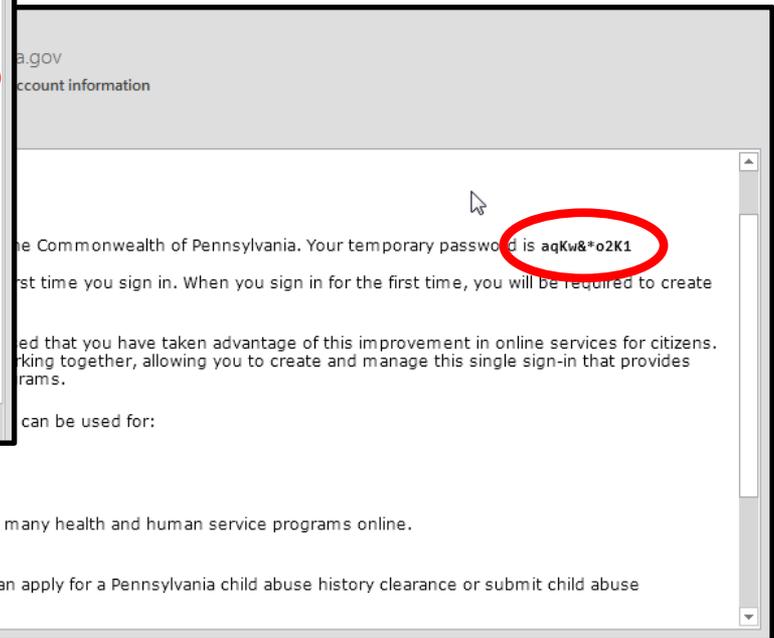
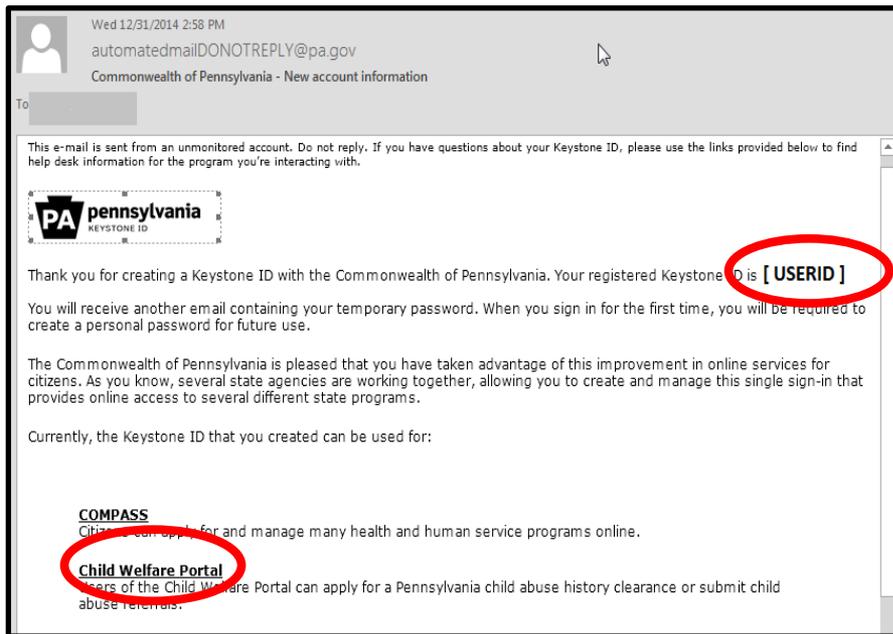
Create a CWIS Citizen Account: Step 4

- On the next screen, click **CLOSE WINDOW**.



Create a CWIS Citizen Account: Step 5

- You will receive an email with your **userID**.
- You will also receive an email with a **temporary password**.



Create a CWIS Citizen Account: Step 6

- Navigate to the CWIS **Child Welfare Portal** (also referred to as the self-service portal) by clicking the *Child Welfare Portal* link in your email, or by entering the following URL in your browser:

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

- Click **LOGIN**.

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FAQ Contact Us

CHILD WELFARE INFORMATION SOLUTION

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**

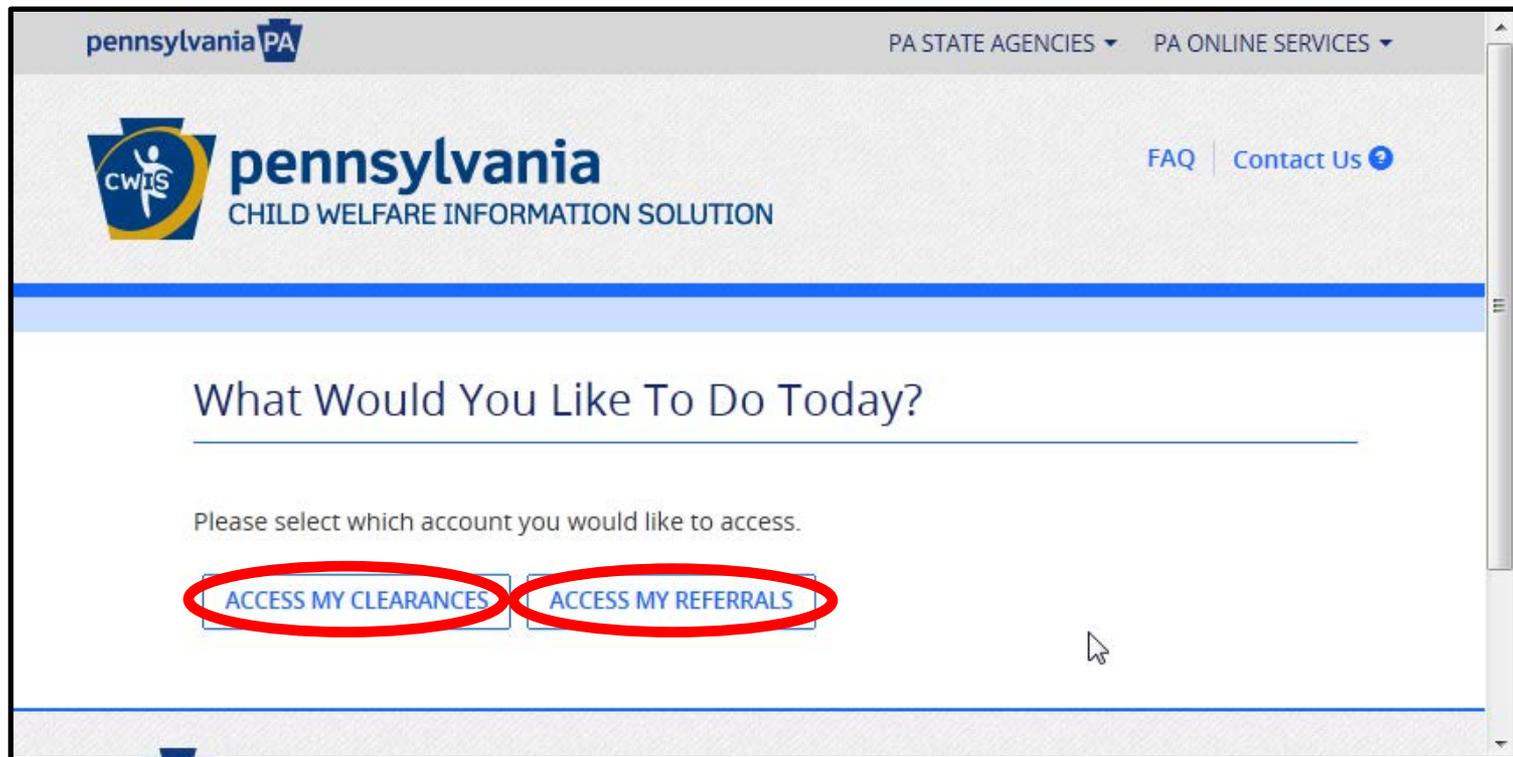
Clearance Applications
Learn About Clearances
Use this link to obtain more information about the

Child Abuse Referrals
Learn About Child Abuse Referrals
Use this link to obtain more information about the Child Abuse

Services and Information
Child Protective Services Law

Create a CWIS Citizen Account: Step 7

- In order to proceed to the next screen, you will need to click either **ACCESS MY CLEARANCES** or **ACCESS MY REFERRALS**.



Create a CWIS Citizen Account: Step 8

- On the **Learn More** screen, scroll to the bottom and click **CONTINUE**.
 - (Note: the **Learn More** screen will appear differently, depending on if you clicked **ACCESS MY CLEARANCES** or **ACCESS MY REFERRALS** on the previous screen.)

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 23 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.

WARNING

You are entering a secure government website for the purpose of requesting a **Pennsylvania Child Abuse History Clearance**. By entering this site, you certify that you have read and understand the above guidelines and legislation.

Note

If your web browser prompts you to accept a security certificate, you must accept it to proceed.

WARNING!

US GOVERNMENT SYSTEM and DEPARTMENT OF PUBLIC WELFARE SYSTEM.
Unauthorized access 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.

CONTINUE >

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Browser Compatibility
ADA Compliancy

Security Policy
Privacy Policy

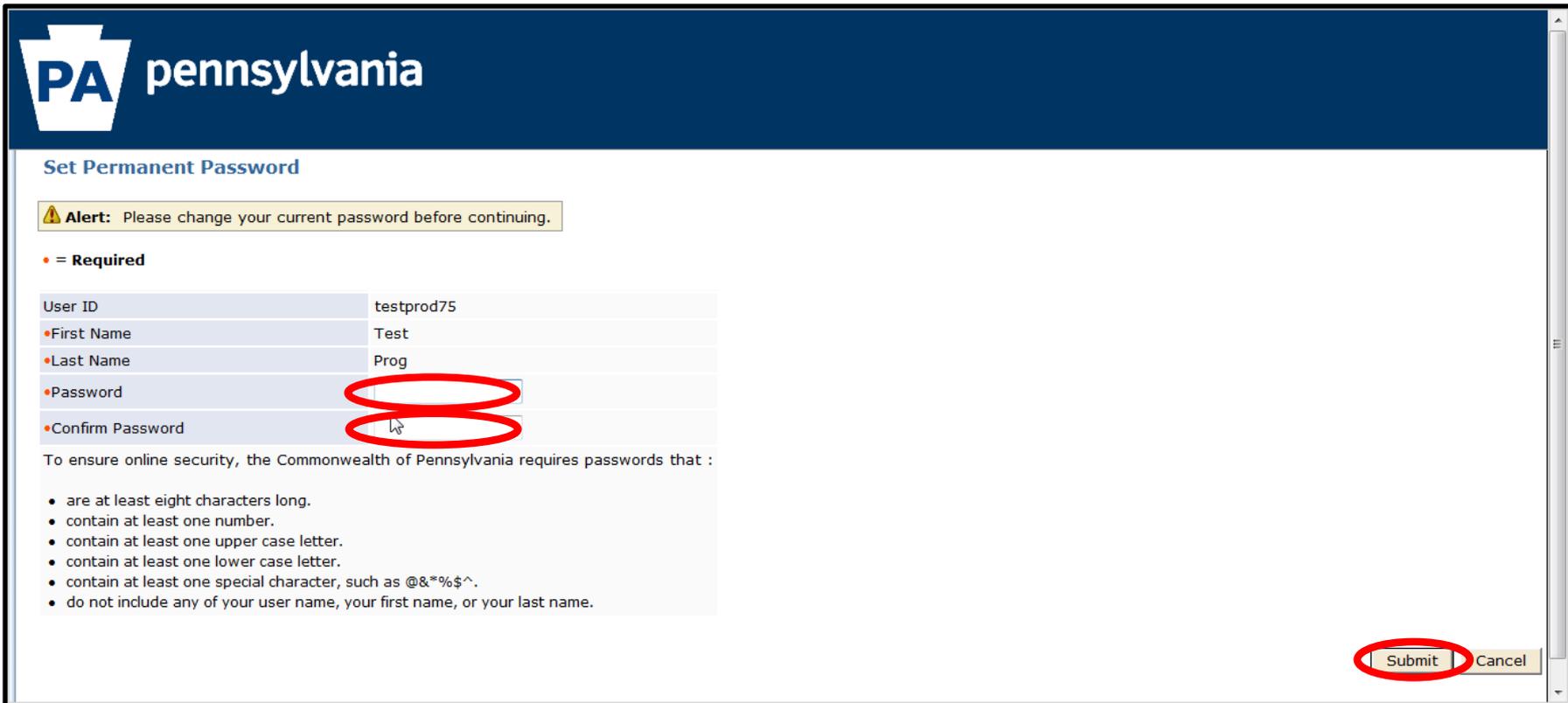
Create a CWIS Citizen Account: Step 9

- On the **Keystone Key** screen, enter the **user ID** and temporary password you received in the emails in the **Username** and **Password** fields. Remember to copy and paste the temporary password from the email to avoid typographic errors that would cause your login to fail.
- Click **LOGIN**.

The screenshot shows the Pennsylvania Keystone Key login interface. At the top, the PA pennsylvania logo is displayed. Below it, the text 'Keystone Key' is centered. On the left side, there are two input fields: 'Username:' and 'Password:'. A red circle highlights these two fields and the yellow 'LOGIN' button located below them. To the right of the login fields, there are two menu sections. The first is 'Self-service for Citizens', which includes 'Forgot Password' (with a lock icon) and 'Edit Profile' (with a person icon). The second is 'Self-service for Commonwealth Employees', which includes 'Change CWOPA Password or Hint Questions' (with a question mark icon). At the bottom of the screen, there is a warning message: '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.'

Create a CWIS Citizen Account: Step 10

- On the **Set Permanent Password** screen, enter a new password (note: be sure to follow the password requirements listed below the fields on the screen).
- Click **SUBMIT**.



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Set Permanent Password

Alert: Please change your current password before continuing.

• = Required

User ID	testprod75
• First Name	Test
• Last Name	Prog
• Password	<input type="password"/>
• Confirm Password	<input type="password"/>

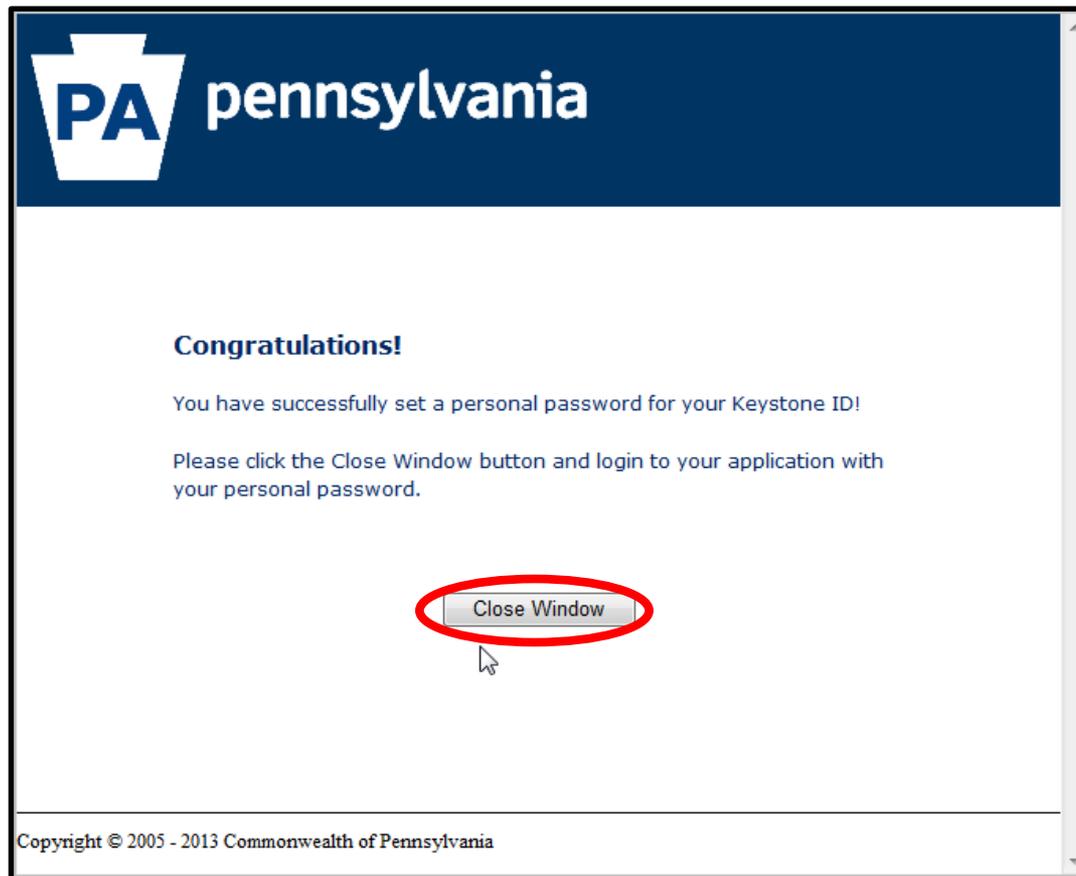
To ensure online security, the Commonwealth of Pennsylvania requires passwords that :

- 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.

Submit Cancel

Create a CWIS Citizen Account: Step 11

- Click **CLOSE WINDOW**.



Create a CWIS Citizen Account: Step 12

- On the Keystone Key screen, enter your **Username** and (permanent) **Password**.
- Click **LOGIN**.
- *Note: Be sure to use the permanent password you created in previous steps. If you login five times incorrectly, your account will be locked. If locked, click the **FORGOT PASSWORD** button and follow the reset/unlock password procedures contained later in this document; alternatively, you may wait 30 minutes and your account will unlock.*

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Keystone Key

Username:

Password:

LOGIN

Self-service for Citizens

- [Forgot Password](#)
- [Edit Profile](#)

Self-service for Commonwealth Employees

- [Change CWOPA Password or Hint Questions](#)

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Security and Audits Unit.

Create a CWIS Citizen Account: Step 13

- On the **My Child Welfare Terms and Conditions** screen, read the terms and conditions and click the **“I have read, fully understand and....”** radio button to confirm acceptance.
- Click **NEXT**.

The screenshot shows the 'My Child Welfare Account Terms and Conditions' page on the Pennsylvania CWIS portal. The page header includes the Pennsylvania logo, 'pennsylvania CHILD WELFARE INFORMATION SOLUTION', and navigation links for 'JSHMOE', 'Alerts', 'FAQ', 'Contact Us', and 'LOG OUT'. The main heading is 'My Child Welfare Account Terms and Conditions'. Below the heading, there is a section for 'Information Collected' which lists: 'Demographic, financial and medical information;', 'The name of domain; for example, "xcompany.com" if you use a private internet access account, or "yourschool.edu", if you are connecting from a university domain;', and 'An IP address, a number automatically assigned to your computer when you are using the internet;'. Below this, there are two radio button options: 'I have read, fully understand and agree to the My Child Welfare Account Terms and Conditions' (which is selected and circled in red) and 'I do not accept the My Child Welfare account Terms and Conditions'. At the bottom of the page, there are two buttons: 'RETURN TO CHILD WELFARE PORTAL HOME PAGE' and 'NEXT' (which is also circled in red). The footer contains the Pennsylvania Department of Public Welfare logo and links for 'Browser Compatibility', 'ADA Compliancy', 'Security Policy', and 'Privacy Policy'.

Create a CWIS Citizen Account: Step 14

- On the **Learn More** screen, scroll to the bottom and click **CONTINUE**.
 - (Note: the **Learn More** screen will appear differently, depending on if you clicked **ACCESS MY CLEARANCES** or **ACCESS MY REFERRALS** on the previous screen.)

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Note

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CONTINUE >

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Browser Compatibility
ADA Compliance

Security Policy
Privacy Policy

Create a CWIS Citizen Account: Next Steps

- You will now be able to login to the Child Welfare Portal.

SCENARIO COMPLETE

Reset (Unlock) a Citizen Account Password

Scenario:

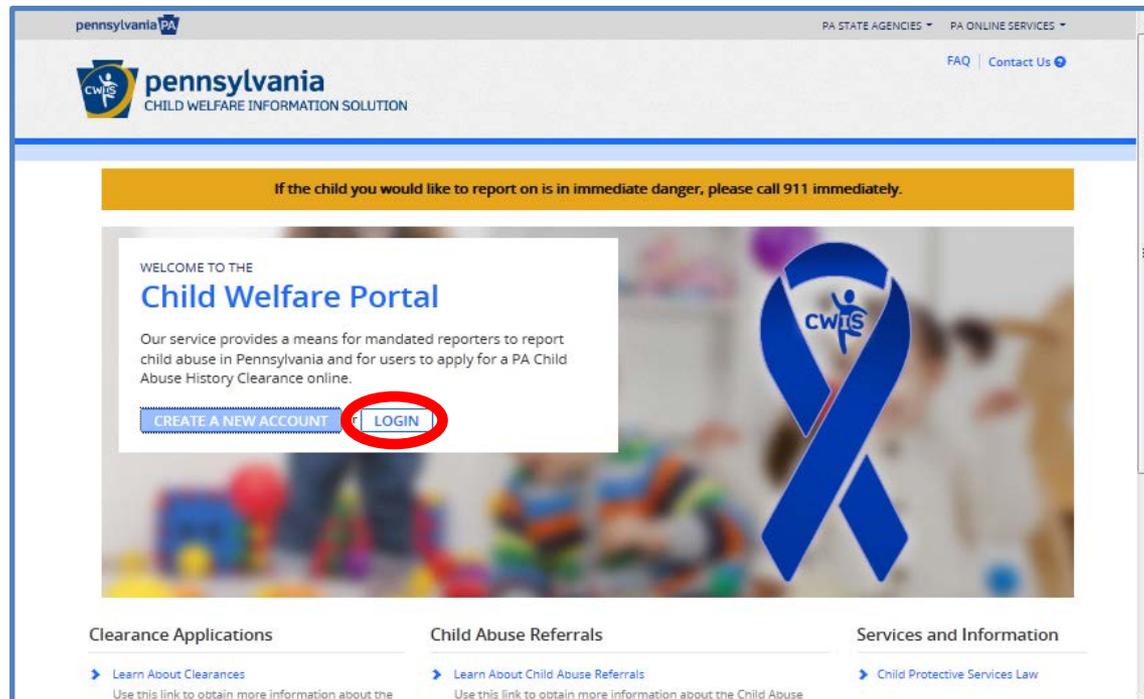
The citizen account user has attempted to login five or more times incorrectly, or they have forgotten their password.

Note: Locked citizen accounts will unlock after 30 minutes; users may want to wait and try to login again instead of attempting a password reset.

Reset (Unlock) a Citizen Account Password: Step 1

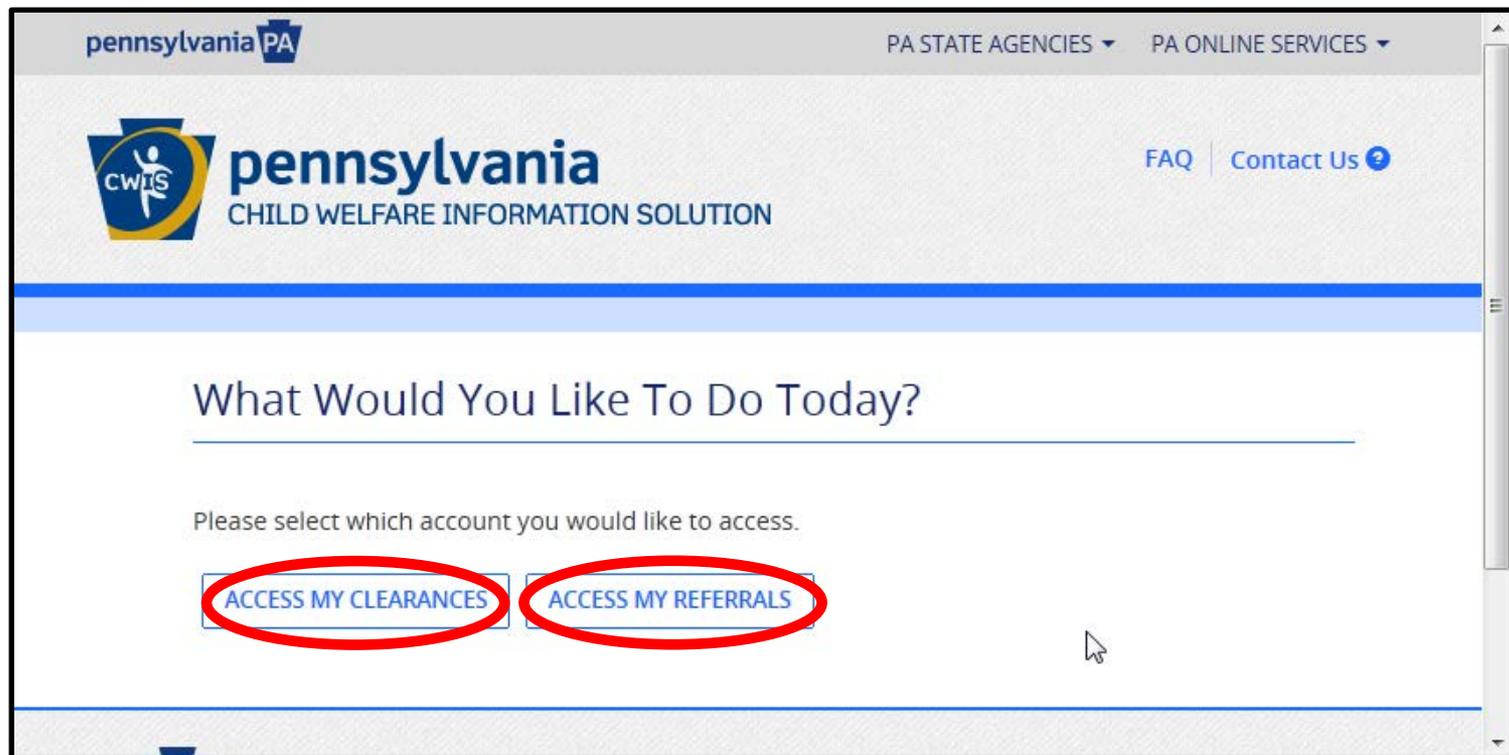
Note: Locked accounts will unlock after 30 minutes, so the following steps may not be needed. Users may want to wait and try to login again before attempting a password reset.

- Navigate to the CWIS Child Welfare portal (also referred to as the self-service portal) or by entering the following URL in your browser:
<https://www.compass.state.pa.us/cwis>
- Click **LOGIN**.



Reset (Unlock) a Citizen Account Password: Step 2

- In order to proceed to the next screen, you will need to click either **ACCESS MY CLEARANCES** or **ACCESS MY REFERRALS**.



Reset (Unlock) a Citizen Account Password: Step 3

- On the **Learn More** screen, scroll to the bottom and click **CONTINUE**.
 - *(Note: the **Learn More** screen will appear differently, depending on whether you clicked **ACCESS MY CLEARANCES** or **ACCESS MY REFERRALS** on the previous screen.)*

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CONTINUE

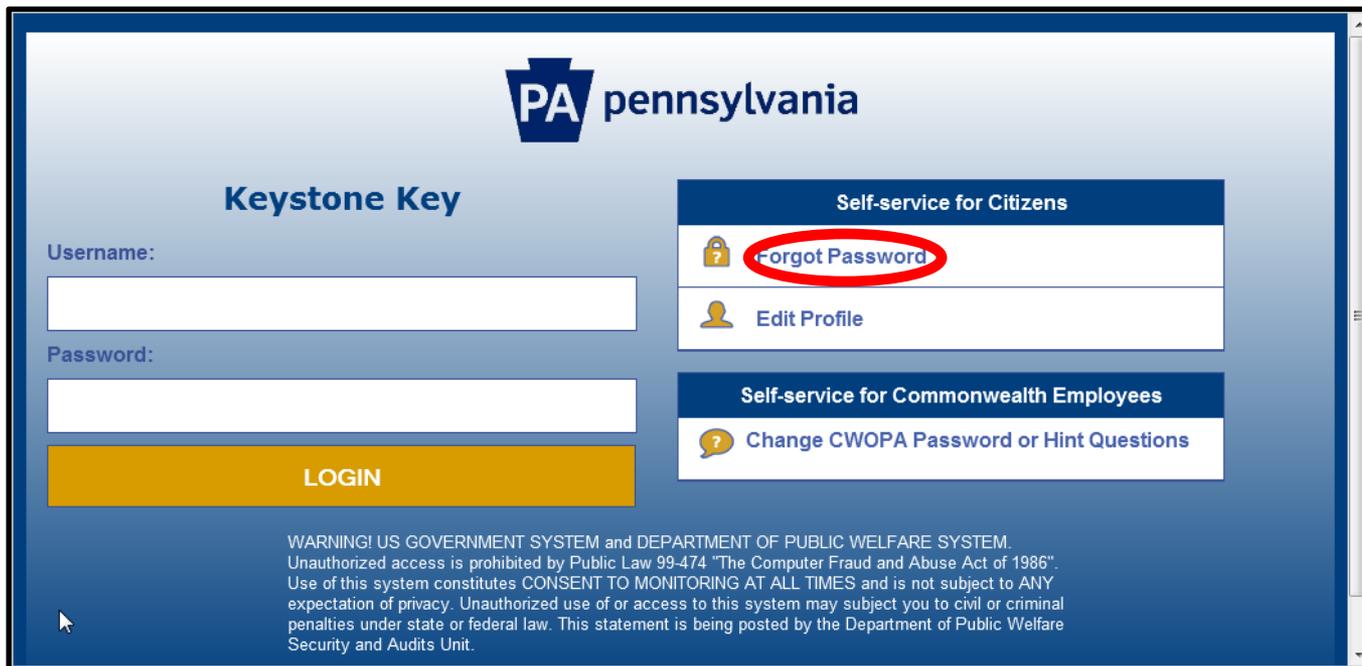
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Browser Compatibility
ADA Compliancy

Security Policy
Privacy Policy

Reset (Unlock) a Citizen Account Password: Step 4

- On the **Keystone Key** screen, click the **FORGOT PASSWORD** button.



The screenshot shows the Pennsylvania Keystone Key login interface. At the top center is the PA logo and the text "pennsylvania". Below this, the title "Keystone Key" is displayed. On the left side, there are two input fields: "Username:" and "Password:", each followed by a white text box. Below these fields is a large orange button labeled "LOGIN". On the right side, there are two sections of self-service options. The first section, titled "Self-service for Citizens", contains two buttons: "Forgot Password" (which is circled in red) and "Edit Profile". The second section, titled "Self-service for Commonwealth Employees", contains one button: "Change CWOPA Password or Hint Questions". At the bottom of the screen, there is a warning message: "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."

Reset (Unlock) a Citizen Account Password: Step 5

- On the **Citizen Forgotten Password Reset** screen, enter the user ID in the **Keystone ID** field, then complete the **First Name** and **Last Name** fields.
- Click **OK**.

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Citizen Forgotten Password Reset: Please enter the following to identify yourself

• = Required

If you have forgotten your password, or want to change your password, you can reset it here. Remember that changing your password here will change it in all state programs that use this Keystone ID—**COMPASS**, or **SERS' Online Member Services**, for example.

• Keystone ID

• First Name

• Last Name

OK Cancel

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Reset (Unlock) a Citizen Account Password: Step 6

- On the second **Citizen Forgotten Password Reset** screen, provide answers to the security questions, then click **OK**.

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Citizen Forgotten Password Reset: Please enter the following to verify your identity

• = Required

Keystone ID

First Name

Last Name

Security Question 1 What is the first school you attended

• Answer

Security Question 2 What was the model of your first automobile

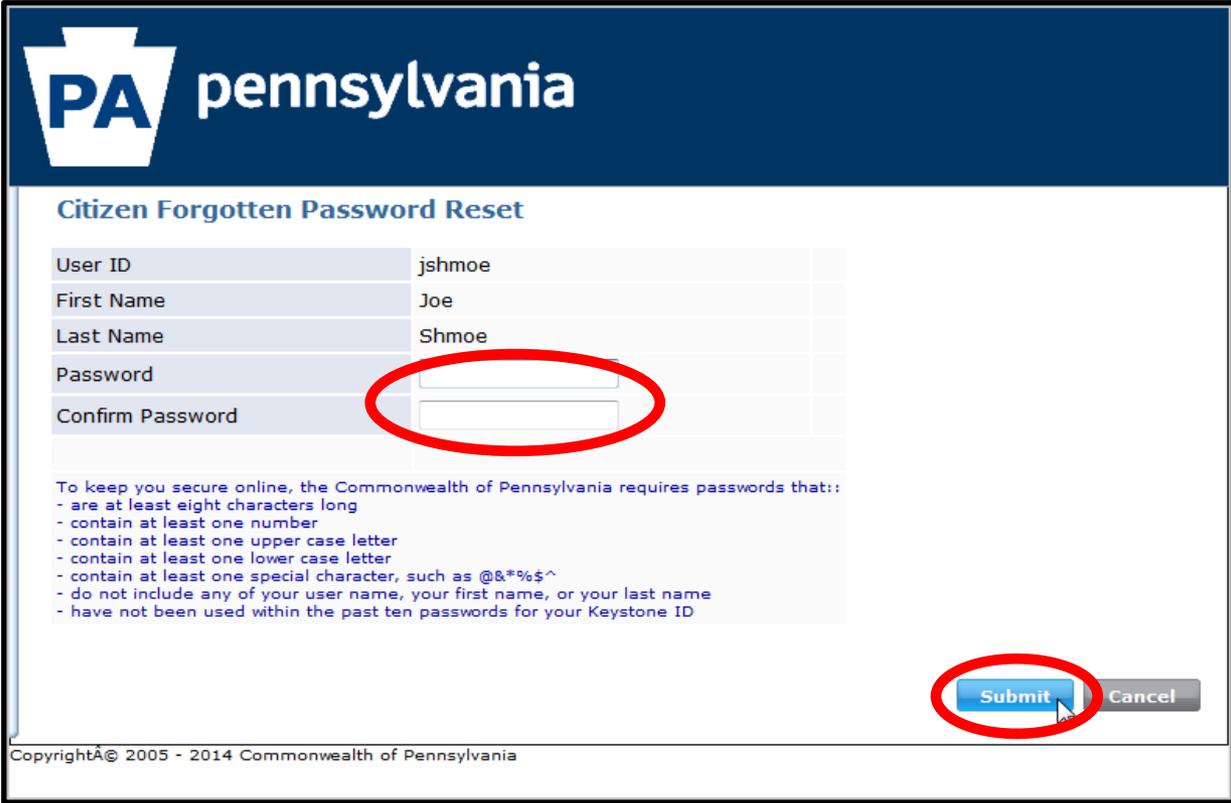
• Answer

OK Cancel

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Reset (Unlock) a Citizen Account Password: Step 7

- On the third **Citizen Forgotten Password Reset** screen, enter the new password in the **Password** field, and repeat the password in the **Confirm Password** field.
 - *Note: Be sure to follow the password guidance listed below the fields on the screen.*



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Citizen Forgotten Password Reset

User ID	jshmoe
First Name	Joe
Last Name	Shmoe
Password	<input type="password"/>
Confirm Password	<input type="password"/>

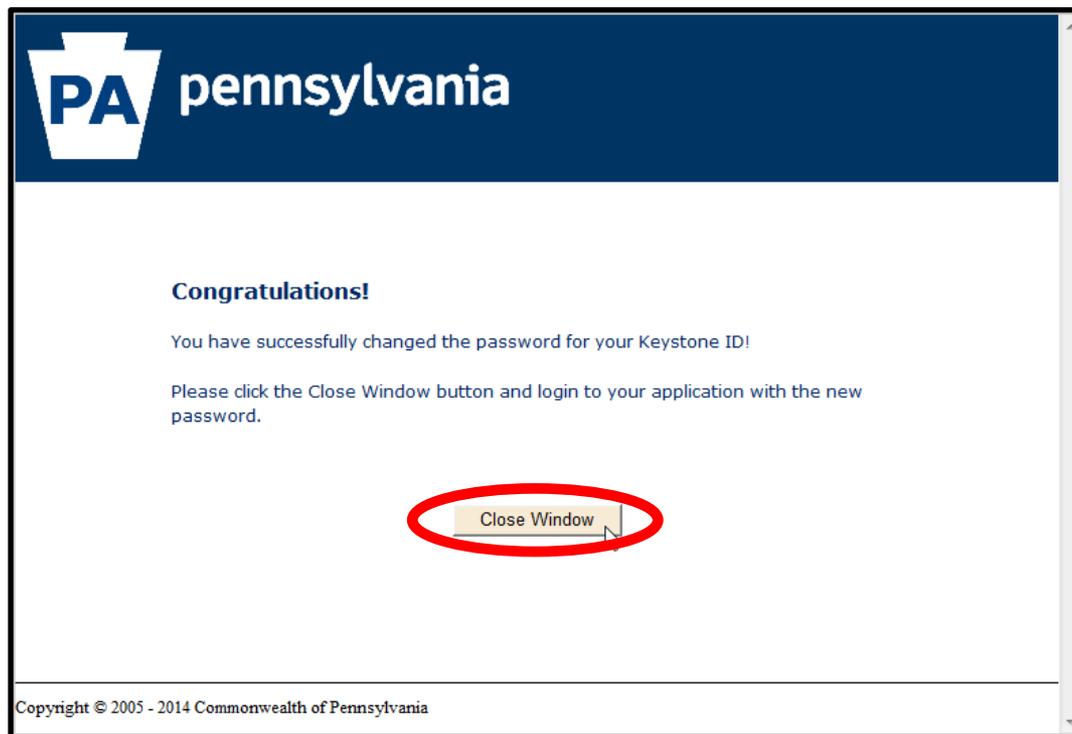
To keep you secure online, the Commonwealth of Pennsylvania requires passwords that::

- 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
- have not been used within the past ten passwords for your Keystone ID

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Reset (Unlock) a Citizen Account Password: Step 8

- On the **Congratulations** screen, click **CLOSE WINDOW**.
- Your password has been successfully reset and you may continue logging in to the Child Welfare Portal.



Reset (Unlock) a Citizen Account Password: Step 9

- If for some reason the password reset fails, you can create a new citizen account using the same email address (but not the same user ID).

SCENARIO COMPLETE