For questions or problems related to this clearance, contact DWIS Support Center at 1-877-343-0494.

ACT 151: PENNSYLVANIA CHILD ABUSE CLEARANCE

Instructions for Teacher Education candidates at Shippensburg University

Office of Partnerships, Professional Experiences, and Outreach
Shippen Hall 354
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2. Click on “Create Individual Account.”
3. On the next page, it will explain that you need to make a Keystone ID. This will be your login username for the Child Welfare Portal. Click “NEXT.”

4. On the Create Keystone ID page, create a username login for your Keystone ID that you will remember. It must be between 6 to 64 characters long. **(Note: Be sure to write down your Keystone ID and save it! You will need to remember this.)** Fill out the rest of the requested personal information on the page, along with the 3 security questions and answers.

5. On the same page, scroll down, and you will see a final question underneath your 3 security questions. The question is to ensure you are not a robot. Enter the logical answer to the question (in our example, the answer is 20). When you have entered all requested information and answered the security questions, click “FINISH.”
6. The next screen will look like the one below. At this point you must login to whichever e-mail you provided on the previous registration screen. In your inbox, there will be an e-mail with a temporary password that you will use to login for the first time. You will be prompted to change the password when you log back in.

![Temporary Password Email]

7. The e-mail you receive will look like the one below, except with your own unique temporary password. The temporary password is a combination of random letters, numbers, and symbols. Write down this password exactly as it appears, and then click the blue “Child Welfare Portal” link within the e-mail.

![Child Welfare Portal Link]
8. Clicking the link will bring you back to the Pennsylvania Child Welfare Portal login page. Click "Individual Login."

10. The next screen will show you a page of disclosures and warnings. Read through them, and scroll down to the bottom of the page. When you are finished reading, click "CONTINUE" on the bottom right hand side of the screen.

11. On the next screen you will be asked to enter your username and password in the Keystone Key section. Your username is your Keystone ID that you just created in step 4. The password is the temporary password that was emailed to you in step 7. After entering your username and password, click the yellow "LOGIN" bar.
12. On the next screen you will be asked to verify your account. You can choose to verify your account by either answering the security questions you answered from step 4, or by having a security code e-mailed to you. If you remember the answers to your security questions, click the blue "Start" button underneath "Security Questions." If you do not remember the answers to your security questions, or would rather use a security code sent via e-mail, click the blue "Start" button underneath "Email Security Code."

12. If you chose to answer the security questions, the next screen will look similar to the one above. The questions that they ask you may be different depending on which questions you selected from step 4. After answering your security questions exactly the way you answered them in step 4, click "NEXT."
13. The next screen will ask you what type of device you are using. If you are using a personal computer, laptop, tablet, or other device, click the “Select” button underneath “Private Device”. If you are using a computer, laptop, tablet or other device on campus, in a public library, or that is shared with others, click “Select” underneath “Public or Shared Device.”

14. The next screen will ask you to set a permanent password. You will see your own personal user ID, First Name, and Last Name shown on the screen. Enter your new password for your account, paying attention to the password requirements. Re-enter your new password where it says “confirm password.” Write this password down somewhere and keep it safe! You will need to remember it! Once finished, click the blue “SUBMIT” button.
15. When you have successfully set your new password, you will see the screen above. Click "Close Window."

16. The next screen that opens will be the "Keystone Key" login screen. Enter your username and new password in the boxes, and then click the yellow "LOGIN" button. After logging in, you may need to select the type of device you’re using (private or shared) and enter the answers to your security questions again like you did in steps 12 and 13.
17. On the "My Child Welfare Account Terms and Conditions" page, review the terms and conditions, and if you agree, select the option that says "I have read, fully understand and agree to the My Child Welfare Account Terms and Conditions" and then click "NEXT" in the lower right-hand side of the screen.

18. On the next screen, review the disclosure information and warnings, and then click "CONTINUE" on the lower right-hand side of the screen.
19. The next page will say "My PA Child Abuse History Clearances." If this is your first time, you will not have any applications listed. Click "CREATE CLEARANCE APPLICATION."

20. The "Getting Started" page will appear and tell you what information you will need. Make sure you have all of this information before you begin. Keep scrolling down the page.
21. When you have read through the entire page, scrolling all the way down, click "BEGIN" in the lower right-hand corner of the page.

22. On the "Application Purpose" page select the "School Employee Governed by Public School Code" option, scroll down, and click "NEXT."
23. On the "Applicant Information" page, fill in your first name, middle name if you have one (leave blank if you do not), last name, a suffix if you have one (do not select anything if you do not), and enter your date of birth and gender. Scroll down the page.

24. After scrolling down the page, click the "yes" button underneath "Would you like to provide a Social Security Number (SSN)?" and fill in your SSN in the box. Write in your e-mail address in the next box. If you have any previous names that you've used in the past, click yes for that question and provide your past names (maiden name, etc.) if you've never used another name, click no, and you do not have to add any other names. Continue scrolling to the bottom of the page.
25. At the bottom of the same page it will ask you for contact information. Click the blue "Add contact number" link. A pop up box will appear for you to add your phone number. Fill in your phone number, and click "ADD."

26. After adding your phone number, click the "NEXT" button at the bottom right hand corner of your screen.
27. The next page will say “Current Address,” fill in your current permanent home address. When you are finished, scroll down the page.

28. After scrolling down it will ask you for your mailing address. If your mailing address and permanent address is the same, click yes. If they are different, click no, and fill in your mailing address.

29. Underneath “Certificate Delivery Method,” you can select “yes” or “no” to indicate if you would like a paper copy mailed to you. This is up to you, you will receive an online copy that you can print either way. Select your answer, and then click “NEXT” at the bottom of the screen.
30. The next page will ask you to provide all of your previous addresses you have ever lived at since 1975. If you lived at one address since 1975 (the permanent address you listed in step 27), then you do not have to add any other addresses. To add a previous address, click “Add Previous Address” then fill in the information. When you are finished, click “Next” at the bottom right corner of the screen.

31. The next page will ask you to provide information on everyone you have lived with since 1975, including parents, siblings, other family members, spouses/significant others, children, roommates, friends, etc. Click “Add Household Member” and fill out the information for EACH PERSON including full name, their relationship to you, gender, and current age. You will have to click “Add Household Member” for each new person. When you are finished, click “Next” at the bottom right corner of the screen.
32. Review the information on the page. If everything looks correct, scroll down and click the "NEXT" button at the bottom of the screen.

33. On the next screen, check the square next to the acknowledgement statement, and type in your full name to sign your application. Click "NEXT" at the bottom of the screen.
34. The next screen will say "Application Payment." Click "no" under "Did an organization provide a code for your application?". Then click "MAKE A PAYMENT" at the bottom right of the screen.

35. The next page will bring you to the pay screen. Fill out your credit card information, and click "PAY WITH YOUR CREDIT CARD". The cost should be $13.00.
36. The next page should say "Submission Confirmation." This means your application has successfully went through, and you can logout of the system. You will receive an e-mail confirmation as well.

37. Your confirmation e-mail will look like this. You can click the "Please Click Here" link within the email to check the status of your clearance at any time. However, they will e-mail you again when they have the results available.
38. When your results are available, you will receive another e-mail that looks like the one above. Click the blue "Please Click Here" link to access your results.

39. You will be brought back to the Child Welfare Portal. Click "INDIVIDUAL LOGIN" and follow the same steps you did in steps 8 through 13 (review slides 7-16 if you need help).
40. Once you logged in, you should see your application listed. Click the link that says "To view the result, click here" in the green box.

41. Your certification paper will then download and should look similar to this one. To print, use "File: Print Preview".

You should also save it to your computer so you have an electronic copy.

Follow the directions for submitting your clearances to the Office of Partnerships, Professional Experiences, and Outreach (OPPEO), formerly Office of Field Experiences and Partnerships (OFEP).