

It is strongly suggested you print these instructions before you begin

Step-by-Step Instructions for PA Child Welfare Site

****Putting in your application for this site will only work on a non-mobile device, such as a laptop or computer****

Click on link below OR use the link that was provided to you when you completed your profile on Background Manager.

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

When page loads, click on "Create Individual Account."

Next page – will come up that says "Create Keystone ID: General Information."

Click "Next" in bottom right corner.

****The "Keystone ID" is NOT the code that was provided to you when you created the Background Manager profile, it is a username, you create, for you to be able to log-in to the Child Welfare site.****

Next page – "Create Keystone ID" – this will be your username to log-in with for the Child Welfare site. Fill in all information required and click "Finish" in bottom right corner.

Next page – tells you to check your email you just used on the previous page for your temporary password.

Close browser and check your email, you should have received 2 emails from:

automatedDONOTREPLY@pa.gov - one email with your Keystone ID and the other with your temporary password

Now go back to the first site - <https://www.compass.state.pa.us/cwis/public/home> - this time click on "Individual Login."

Next page – click on "Access My Clearances."

Next page – in bottom right corner, click "Continue," after reading through information.

Next page – this is where you log-in with Keystone ID that you created and the temporary password that was emailed to you. ****Please note that the temporary password is case-sensitive.****

Next page – please set a personal password following the password requirements, then click "Submit."

Next page – Click on button "Close Window," this will take you back, to the log-in page. Here you will log-in using your Keystone ID and the personal password you just created.

Once logged-in you will need to verify that you read and fully understand and agree to the terms and conditions of this site. Then click "Next."

****This site can run very slow, be patient****

Next page – read through information, click "Continue."

Next page – click on "Create Clearance Application."

Next page – read through information and click "Begin."

Next page – "Application Purpose" – Click on the first option, "Volunteer Having Contact with Children."

For Employment, Click "Employment"

In the "Volunteer Category" drop down, choose "Other"

In the "Agency Name" please type in the organization you are getting these clearances done for.

Scroll to the bottom of the page and click "Next."

Next page – some of your information pre-fills in, make sure it's correct.

Please fill in your middle name, if you have one, and your gender.

Scroll down and enter in your social security number, if you choose to. **If you give your SSN your clearance will come back much quicker, but this is not required.**

Add any previous names you were identified by in the past.

Add a contact number, not required.

Click "Next."

Next page – fill in your current home address. Answer the following questions.

You can choose to have the certificate mailed out to you, as well as retrieving it from this site once your results come in.

Next page – add any previous address that would be attached to your name going back to 1975.

Click "Next."

Next page – add anyone you have lived with since 1975. You will need to add, at least, one parent or legal guardian, even if they have passed on.

Click "Next."

Next page – skim through all information to make sure you entered everything correctly.

Click "Next."

Next page – click the box to certify all information is accurate.

Type in your first and last name as your electronic signature.

Click "Next."

Next page – Here's where you will enter the code you received from Background Manager.

Click "Yes," put code into box and check the box.

Click "Submit Application."

Once your results are processed you will receive an email letting you know they are available and from there you will want to log back in to the site to be able to download your clearance. If you chose to have it mailed to you, you will get these results in the mail in 5-7 business days.

For any other questions or concerns, please contact service@backgroundmanager.com.