

## PLEASE KEEP THESE INSTRUCTIONS FOR REFERENCE

### Instructions to Obtain VOLUNTEER

#### Child Abuse History Certification Clearances

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

#### **Create and Access an Individual Account**

1. Use the address above to access the site to apply for a clearance.
2. You will need to begin the process of applying for a Child Abuse Clearance by creating an individual account. Click the "Create an Individual Account" button.
3. Read the information for creating a Keystone ID on the "Create Keystone ID: General Information" page. Click Next.
4. Create a Keystone ID. It can be any user name that you are familiar with for example: lastnamefirstinitialmiddleinitial like "smithab."
5. Be sure to write down your chosen questions and the answers exactly. You will need the exact spelling of the answer for future use when asked the question as a security measure.
6. At this point you will receive an email with your Keystone ID (user name). Print this email for your records. You will receive a second email with a temporary password. Copy just the password for you next login.
7. Login to the system by clicking "Individual Login" on the home page given above.
8. Click "Access my Clearances."
9. Use your Keystone ID and the temporary password you received in your email to login to the system.
10. Choose a method to verify your identity, either answering security questions or receiving a verification code at your email address.
11. Answer "What type of device are you using?" with one of the following options:
  - a. "Public" as in a public device like one that might be at a library or a school
  - b. "Private" as in a private device that you own
12. Set a permanent password and write it down for your records. Close the window.
13. Login to the system (web address above) again using your Keystone ID and the permanent password that you have set.
14. Once you have logged in, you will be taken to the "My Child Welfare Terms and Conditions" page. Read through it and then select "I have read, fully understand and agree to the My Child Welfare Account Terms and Conditions" box at the bottom of the page and click "Next".
15. Click "Continue."

16. Click "Create a Clearance Application."
17. Click "Begin"
18. Volunteers should select "Volunteer having contact with children" for the application purpose.

Please Note: Volunteer clearances CANNOT be used for employment purposes.

19. Enter all requested information. Make sure to include a local address that you have access to, so that you can receive a mailed copy of your results in addition to an electronic copy, if so desired.
20. Be sure to include your social security number that you can receive your results in a timely manner. Applications without a social security number provided can take more time to return results.
21. When you are listing the people you have lived with, please be sure to include your parents, even if you have not lived with them in the last 25 years. This will prevent the application from being kicked back for insufficient information.
  - a. All applicants who were under 18 years of age in 1975 must list their parents or guardians among their Household Members.
  - b. Those who have passed can still be listed. You can note this rather than giving an age.
22. Once you have completed the application click "Submit." Make note of the application number that shows at the end.
  - a. No payment should be required. If you are prompted for payment information, please make sure you are requesting a volunteer clearance. See *step 18 for details*.

### **Next Steps:**

You should receive an email that your application was received. You will also receive an email when your clearance is ready to access online. If you requested to receive a paper copy in the mail, that should arrive within 2 to 3 weeks, as long as the information you provided was accurate to the best of your knowledge and complete to the satisfaction of ChildLine. Please remember to submit the clearance certificate to the Safe Environment coordinator at the St. Thomas More Parish Center.

If your application resulted in a letter requesting missing information, you may respond to this either by writing the information on the letter and mailing it back to ChildLine (address at the end of the letter), or you may call the ChildLine Verification Unit using the phone number on the letter to provide the missing information.