



Instructions for Completing Employee Pennsylvania Child Abuse History Clearance

Please note: this is separate from the child abuse/mandated reporter training for licensed professionals. Please read these instructions carefully and completely to ensure you receive the correct clearance result.

It can take 7-10 days to receive the clearance results, so please initiate the online application as soon as possible. **If you have completed this Pennsylvania clearance for employment purposes in the last five years, we will accept that clearance document and you do not need to apply again. However, we will only accept clearances done for “employment” purposes for paid staff. If you completed this in the last five years, you may access any of your active child abuse history clearances on the state website by logging into your account at <https://www.compass.state.pa.us/cwis/public/home>. For account support with retrieving a preexisting clearance, please call 877-343-0494.**

You will be required to pay the \$13 fee by credit card-please retain your paid receipt for reimbursement. Reimbursement is made to you when the receipt AND clearance are received by HR. Please submit the receipt and clearance together – *please do not submit them separately.*

To Apply Online for the Child Abuse History Clearance:

- Go to: <https://www.compass.state.pa.us/cwis/public/home>. Please use a computer to register, as other devices are not compatible with the website.
- Click the **CREATE AN INDIVIDUAL ACCOUNT** button to create an account. If you have an existing account, please log in to the website with your existing information. If you have technical issues, please call 877-343-0494.
- Click the **NEXT** button at the bottom of the **GENERAL INFORMATION** page.
- Complete the required fields on the **PROFILE INFORMATION** page. Your **KEYSTONE ID** is created by you and should be something that is memorable as this will be your login for accessing your Child Abuse clearance. Click **FINISH**.
- The State will email you a temporary password in a few moments.
- Log back in to the State website click on **INDIVIDUAL ACCOUNT**. Choose **ACCESS MY CLEARANCES**.
- Read and complete the **DISCLOSURE INFORMATION** page.
- Change your password as directed. Click **SUBMIT**.
- Log back in to the State website with your ID and new password. (Please remember your login and password. This will enable you to access your Child Abuse report.)
- Read and accept the **TERMS AND CONDITIONS** page. Click **NEXT**.

- Select **CREATE CLEARANCE APPLICATION**.
- Read and follow the prompts.
- On the **APPLICATION PURPOSE** screen, select the 8th option, “Individual 14 years of age or older who is applying for or holding a paid position...”
- Complete the required fields.
- When you reach the Application Payment page, select “**NO**” for the “Did an organization provide a payment code for your application” question.
- Enter credit card payment information for \$13.00 and select “Pay Now”
- Submit the Application. You will receive a confirmation email from the State.

In approximately 7-10 days, your child abuse history clearance will be available to you in the state website. **It will not be automatically mailed to you.** A system-generated email will be sent to you when results are ready on the site. Please check junk mail folders. **You must retrieve the clearance from the website where you applied at by logging back in at <https://www.compass.state.pa.us/cwis/public/home>. You may log in even if you didn’t receive the email.**

Child Abuse History Clearances can also be obtained in person at:

(please call 877-371-5422 in advance; the office stopped accepting walk-ins in March, 2020 due to COVID-19 concerns)

Child Abuse Registry
 Department of Human Services
 5 Magnolia Drive (Hillcrest Building #53)
 Harrisburg, PA 17110

You may obtain this clearance in person if you have already applied and have not received the clearance, or if you have not yet applied. The application can be completed in the office – please bring valid government issued photo ID.

Turning in Clearance Documents

If you are a new hire, please do not send us your clearance documents more than 30 days prior to your date of hire. Please email the clearance as either a PDF file or attachment (no pictures) and paid receipt to clearances@pennstatehealth.psu.edu. **If you are a current Penn State Health employee, you may also upload via Mysolutions. Please do not send via interoffice mail as clearances get lost!**

If you have any questions, please contact the Penn State Health Human Resources Solution Center at 717-531-8440 or email Clearances@pennstatehealth.psu.edu.