

Instructions for Completing Employee Pennsylvania Child Abuse History Clearance

Note: this is separate from the child abuse/mandated reporter training certificate for licensed professionals. We will not accept “volunteer” child abuse clearances – we only accept clearances done for “employment” purposes.

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 until the five year period is up. You may access your past child abuse history clearances on the state website by logging into your account at <https://www.compass.state.pa.us/cwis/public/home>.** These documents are available for you to retrieve. 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. After you submit the clearance to HR Clearances, you may request reimbursement via Employee Expense Management (XM) – you will need to attach your receipt/proof of payment to be reimbursed. Please do not send receipts to HR Clearances – only send the clearance documents.

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 LOGIN**. 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, which requires you to log in to access it and send it to HR Clearances. Please check junk mail folders for this email confirmation. **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.

Turning in Clearance Documents

Please email the clearance as either a PDF file or attachment – pictures are acceptable as long as they are clear, easily read and show the full document – to clearances@pennstatehealth.psu.edu. **If you are a current Penn State Health employee, you may also upload clearances via Mysolutions. Please do not send clearances via interoffice mail!**

New hires - please do not submit your clearance documents more than 30 days before your start date.

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.