


# Child Abuse History Clearance -Forgot Username/ Password

A guide to help you apply 

Presented by: HR Department



# Forgot Username



Go to: [Keystone Key page](#)

The logo features a blue silhouette of the state of Pennsylvania with the letters 'PA' in white, followed by the word 'pennsylvania' in a blue, lowercase, sans-serif font.

### Keystone Key

LOGIN

### Self-service for Citizens

A yellow circular icon containing a question mark, representing a user ID.**Forgot User ID**

A yellow padlock icon with a question mark, representing a password.**Forgot Password**

A yellow icon of a person's head and shoulders, representing a profile.**Edit Profile**

### Self-service for Commonwealth Employees

A yellow speech bubble icon containing a question mark, representing help or support.**Change CWOPA Password or Hint Questions**

WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Human Services Security and Audits Unit.

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# Forgot Username



## Forgotten Keystone ID for Citizen User: Please enter the following to identify yourself

1 

Please enter the following to identify yourself

• = Required

Please enter the First Name, Last Name, Email Address and Date of Birth used to register your Keystone user ID. If a matching account is found, you will receive an email with your Keystone user ID.

• First Name

• Last Name

• Email Address

• Date Of Birth (MM/DD/YYYY)

**FINISH**


**CANCEL**



# Forgot Username



You will receive an email about your username

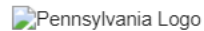
Your Keystone ID 



automatedmailDONOTREPLY@pa.gov



This e-mail is sent from an unmonitored account. Do not reply. If you have questions about your Keystone ID, please use the links provided below to find help desk information for the program you're interacting with.



Below is(are) the Keystone ID(s) associated with your email address:



You may attempt to reset your password for Keystone user ID with your [Security Questions](#) or [One-Time Password Verification](#)

Currently, the Keystone ID that you created can be used for:

[COMPASS](#)

Citizens can apply for and manage many health and human service programs online.

[Child Welfare Portal](#)

Users of the Child Welfare Portal can apply for a Pennsylvania child abuse history clearance or submit child abuse referrals.

[SERS' Online Member Services](#)

Members of the State Employees' Retirement System can get statements, run estimates and more.

[Insurance Administrative Hearings Application](#)

The Insurance Administrative Hearings Application allows individuals to view information related to current and historical cases.

[MAWD Online Payment](#)

Medical Assistance for Workers with Disabilities (MAWD) recipients can view their total premium due and pay with credit card or e-check.

[Child Support](#)

Clients can apply for support services and view information about their support cases on the Child Support Website.

**Keep in mind that if you change your Keystone ID information from within this program, the changes you make apply to all programs that use the Keystone ID.**

Keep an eye out for the Keystone ID sign-in on more state websites in the future. It's just another way the Commonwealth of Pennsylvania is working to serve you better.

# Forgot Password



Go to: [Keystone Key page](#)

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### Keystone Key

LOGIN

### Self-service for Citizens

A yellow circle containing a black question mark.

Forgot User ID

A yellow padlock icon.

Forgot Password

A yellow silhouette of a person's head and shoulders.

Edit Profile

### Self-service for Commonwealth Employees

A yellow speech bubble containing a black question mark.

Change CWOPA Password or Hint Questions

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## Forgot Password

There are two ways to reset your password (Option 2 is less process than option 1)

The screenshot shows a web form for password reset. At the top is a dark blue header with the 'PA pennsylvania' logo. Below the header, a red-bordered box highlights the 'Option 1' section, which includes the title 'Forgotten Password Reset via One-Time Password (OTP): Please enter the following to identify yourself' and a list of required fields: Keystone ID (with a note 'Keystone ID is your Username'), First Name, Last Name, and Email Address. To the right of this box is a callout stating 'Option 1: OTP will be sent via your email'. Below the red box, a green-bordered box highlights 'Option 2', which is a link to 'reset your password by answering security questions'. A callout below this link states 'Option 2: Answer security questions'. At the bottom right are 'OK' and 'CANCEL' buttons.

PA pennsylvania

Option 1: OTP will be sent via your email

Forgotten Password Reset via One-Time Password (OTP): Please enter the following to identify yourself

- = Required
- Keystone ID **Keystone ID is your "Username"**
- First Name
- Last Name
- Email Address

Please click here to reset your password by answering security questions

Option 2: Answer security questions

OK CANCEL



# Forgot Password-option 2\_Answer security questions

## Citizen Forgotten Password Reset: Please enter the following to identify yourself

• = Required

If you forgot your password, or want to change your password, you can reset it here. Remember that changing your password here will change it in all state programs that use this Keystone ID. Keystone ID refers to your MyCOMPASS Account, CWIS, DTR, PACSES and/or Child Support username.

• Keystone ID

• First Name

• Last Name

**Keystone ID is your "Username"**

## Citizen Forgotten Password Reset: Please enter the following to verify your identity

• = Required

Keystone ID

First Name

Last Name

Security Question 1

• Answer

Security Question 2

• Answer

What is your favorite movie

What city was your spouse born in

OK

CANCEL



## Reset Password

Create a new password. Please follow the password requirement

### Citizen Forgotten Password Reset

User ID

First Name

Last Name

Password



Confirm Password

To keep you secure online, the Commonwealth of Pennsylvania requires passwords that::

- are at least eight characters long
- contain at least one number
- contain at least one upper case letter
- contain at least one lower case letter
- contain at least one special character, such as @&\*%\$^
- do not include any of your user name, your first name, or your last name
- have not been used within the past ten passwords for your Keystone ID

**SUBMIT**

**CANCEL**





## Forgot Password-option 1\_OTP



Forgotten Password Reset via One-Time Password (OTP): Please enter the following to identify yourself

• = Required

• Keystone ID

• First Name

• Last Name

• Email Address

**Keystone ID is your "Username"**

[Please click here to reset your password by answering security questions](#)

OK

CANCEL



# Forgot Password-option 1\_OTP

Follow the instruction

## Forgotten Password Reset via One-Time Password (OTP)

• = Required

UserID

Select the email address and click "Request One-Time Password" to receive One-Time Password.

Delivery Options

☒ Email address

Need Additional Help?

For CWIS Users- Contact the CWIS Support Center at 1-877-343-0494

One Time Password

Send me an OTP

Enter generated OTP here:

Didn't receive the OTP?

You can request to send another one. Your administrator may set limits on how often and additional requests could lock your account

OK

CANCEL

## One-Time Password - Commonwealth of Pennsylvania



automatedmailDONOTREPLY@pa.gov

This e-mail is sent from an unmonitored account. Do not reply.



You are receiving this e-mail because a forgotten password request for your account was initiated.

Your One-Time Password is : 97883387

The One-Time Password shown above should be copied into the One-Time Password field on the forgotten password page. The One-Time Password is valid for 60 minutes.

Regards,

Commonwealth of Pennsylvania, Department of Human Services

**NOTICE:** This confidential message/attachment contains information intended for a specific individual(s) and purpose. Distribution or copying is strictly prohibited. If received in error, immediately delete this message.

Type the OTP here



## Reset Password

Create a new password. Please follow the password requirement

### Forgotten Password Reset via One-Time Password (OTP)

User ID

First Name

Last Name

Password

*Invalid Password, please meet the listed requirements*

Confirm Password

To keep you secure online, the Commonwealth of Pennsylvania requires passwords that::

- are at least eight characters long
- contain at least one number
- contain at least one upper case letter
- contain at least one lower case letter
- contain at least one special character, such as @&\*%\$^
- do not include any of your user name, your first name, or your last name
- have not been used within the past ten passwords for your Keystone ID

**SUBMIT**

**CANCEL**