CWIS Citizen Account User Guide

Revised January 12, 2015
Background

The instructions in this document provide guidance to individuals who need to create an account to use CWIS to obtain a child abuse clearance, or to submit a child abuse or neglect referral (for mandated reporters only). This instruction guide covers the following scenarios:

- **Create a CWIS Citizen Account** (for mandated reporters or users seeking a child abuse history clearance)
- **Reset (Unlock) a Citizen Account Password** (for a user who has locked their account by trying to login with the incorrect password 3 or more times; and for users who have forgotten their password)
Create a CWIS Citizen Account

Scenario:
An individual needs to create a CWIS citizen account to apply for a child abuse clearance; a mandated reporter needs to create a CWIS citizen account in order to submit a child abuse or neglect referral.
Create a CWIS Citizen Account: Step 1

- Navigate to the CWIS Child Welfare portal (also referred to as the self-service portal) by entering the following URL in your browser:
  https://www.compass.state.pa.us/cwis
- Click CREATE A NEW ACCOUNT
Create a CWIS Citizen Account: Step 2

• On the **General Information** screen, scroll down and click **NEXT** (do not click the *Child Welfare Portal* link—which will return you to the previous screen, or the *SERS’ Online Member Services* link—that will take you to the State Employees Retirement System site).
Create a CWIS Citizen Account: Step 3

• On the Profile Information screen, enter the requested information:
  • Pick a unique ID for your Keystone ID *(Note: if you pick a generic user ID, i.e., JohnSmith, it will likely already be in use)*
  • Be sure to enter a valid email address; this is where the temporary password and Keystone ID confirmation emails will be sent
  • Click FINISH.
Create a CWIS Citizen Account: Step 4

• On the next screen, click **CLOSE WINDOW**.
Create a CWIS Citizen Account: Step 5

- You will receive an email with your **userID**.
- You will also receive an email with a **temporary password**.
Create a CWIS Citizen Account: Step 6

• Navigate to the CWIS Child Welfare Portal (also referred to as the self-service portal) by clicking the Child Welfare Portal link in your email, or by entering the following URL in your browser:

https://www.compass.state.pa.us/cwis

• Click LOGIN.
Create a CWIS Citizen Account: Step 7

- In order to proceed to the next screen, you will need to click either ACCESS MY CLEARANCES or ACCESS MY REFERRALS.
Create a CWIS Citizen Account: Step 8

- On the **Learn More** screen, scroll to the bottom and click **CONTINUE**.
- (Note: the **Learn More** screen will appear differently, depending on if you clicked **ACCESS MY CLEARANCES** or **ACCESS MY REFERRALS** on the previous screen.)
Create a CWIS Citizen Account: Step 9

- On the **Keystone Key** screen, enter the **user ID** and temporary password you received in the emails in the **Username** and **Password** fields. Remember to copy and paste the temporary password from the email to avoid typographic errors that would cause your login to fail.
- Click **LOGIN**.
Create a CWIS Citizen Account: Step 10

- On the **Set Permanent Password** screen, enter a new password (note: be sure to follow the password requirements listed below the fields on the screen).
- Click **SUBMIT**.
Create a CWIS Citizen Account: Step 11

- Click **CLOSE WINDOW**.
Create a CWIS Citizen Account: Step 12

- On the Keystone Key screen, enter your **Username** and (permanent) **Password**.
- Click **LOGIN**.
- **Note:** Be sure to use the permanent password you created in previous steps. If you login five times incorrectly, your account will be locked. If locked, click the **FORGOT PASSWORD** button and follow the reset/unlock password procedures contained later in this document; alternatively, you may wait 30 minutes and your account will unlock.
Create a CWIS Citizen Account: Step 13

- On the **My Child Welfare Terms and Conditions** screen, read the terms and conditions and click the “**I have read, fully understand and....**” radio button to confirm acceptance.
- Click **NEXT**.
Create a CWIS Citizen Account: Step 14

- On the Learn More screen, scroll to the bottom and click CONTINUE.
  - (Note: the Learn More screen will appear differently, depending on if you clicked ACCESS MY CLEARANCES or ACCESS MY REFERRALS on the previous screen.)
Create a CWIS Citizen Account: Next Steps

- You will now be able to login to the Child Welfare Portal.

SCENARIO COMPLETE
Reset (Unlock) a Citizen Account Password

**Scenario:**
The citizen account user has attempted to login five or more times incorrectly, or they have forgotten their password.

**Note:** Locked citizen accounts will unlock after 30 minutes; users may want to wait and try to login again instead of attempting a password reset.
Reset (Unlock) a Citizen Account Password: Step 1

Note: Locked accounts will unlock after 30 minutes, so the following steps may not be needed. Users may want to wait and try to login again before attempting a password reset.

• Navigate to the CWIS Child Welfare portal (also referred to as the self-service portal) or by entering the following URL in your browser: [https://www.compass.state.pa.us/cwis](https://www.compass.state.pa.us/cwis)

• Click LOGIN.
Reset (Unlock) a Citizen Account Password: Step 2

- In order to proceed to the next screen, you will need to click either **ACCESS MY CLEARANCES** or **ACCESS MY REFERRALS**.

![Screenshot of a website page asking what would you like to do today with options to access clearances or referrals.](image)
Reset (Unlock) a Citizen Account Password: Step 3

- On the Learn More screen, scroll to the bottom and click CONTINUE.
  - (Note: the Learn More screen will appear differently, depending on whether you clicked ACCESS MY CLEARANCES or ACCESS MY REFERRALS on the previous screen.)
Reset (Unlock) a Citizen Account Password: Step 4

- On the **Keystone Key** screen, click the **FORGOT PASSWORD** button.
Reset (Unlock) a Citizen Account Password: Step 5

- On the Citizen Forgotten Password Reset screen, enter the user ID in the Keystone ID field, then complete the First Name and Last Name fields.
- Click OK.
Reset (Unlock) a Citizen Account Password: Step 6

- On the second **Citizen Forgotten Password Reset** screen, provide answers to the security questions, then click **OK**.
Reset (Unlock) a Citizen Account Password: Step 7

- On the third **Citizen Forgotten Password Reset** screen, enter the new password in the **Password** field, and repeat the password in the **Confirm Password** field.
  - **Note:** Be sure to follow the password guidance listed below the fields on the screen.
Reset (Unlock) a Citizen Account Password: Step 8

- On the Congratulations screen, click CLOSE WINDOW.
- Your password has been successfully reset and you may continue logging in to the Child Welfare Portal.
Reset (Unlock) a Citizen Account Password: Step 9

- If for some reason the password reset fails, you can create a new citizen account using the same email address (but not the same user ID).

SCENARIO COMPLETE