



## Instructions for Completing Act 33 (PA Child Abuse) Check

Duquesne University has contracted with HireRight to serve as our vendor for facilitating background checks. You will receive an email from HireRight providing instructions to you on how to request your Act 33 background check.

It is important that you follow these instructions and initiate the Act 33 request as quickly as you can. Any delay in doing so may result in a delay to your start date.

You will receive an email from Hire Right which will be similar to the message shown below. Make sure to keep this information ready to reference as you go through the Act 33 background check initiation process.

Fri 10/25/2019 6:46 PM

**HA** HireRight Applicant Care <NoReply@hireright.com>  
[External] Information Needed for Your Duquesne University of the Holy Spirit Background Verification

To: Heidi Bachner

You forwarded this message on 11/6/2019 9:25 AM.  
If there are problems with how this message is displayed, click here to view it in a web browser.

Child\_Abuse\_-\_PA\_Instructions.pdf  
110 KB

\*\*\* SYSTEM GENERATED EMAIL - PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS - FOLLOW INSTRUCTIONS BELOW \*\*\*

Dear Heidi,

On behalf of Duquesne University of the Holy Spirit, we're working to complete your background verification. We are requesting additional information to help expedite the completion of your background verification.

**Information requested:**

- Please use payment code 60S and follow the instructions attached to this email in order to become registered with the PA Department of Public Welfare. This code may expire within five business days. Please use a computer to register, as other devices are not compatible with the website.

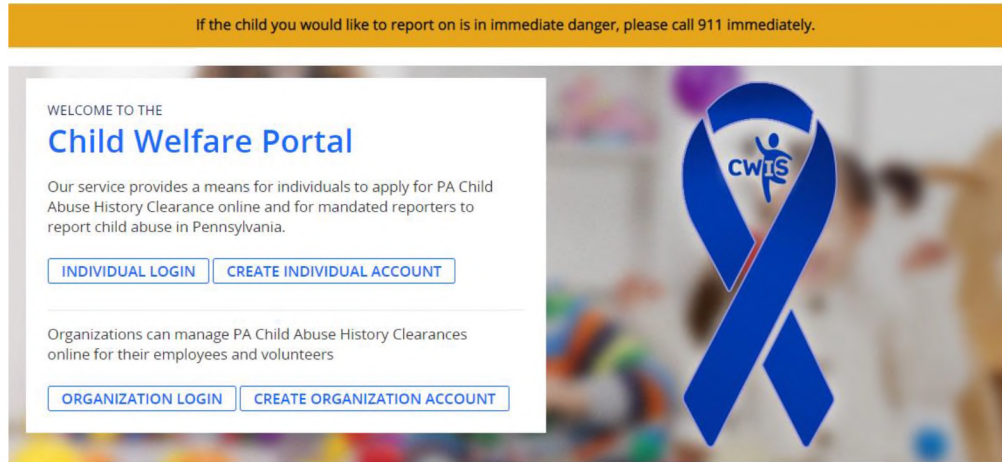
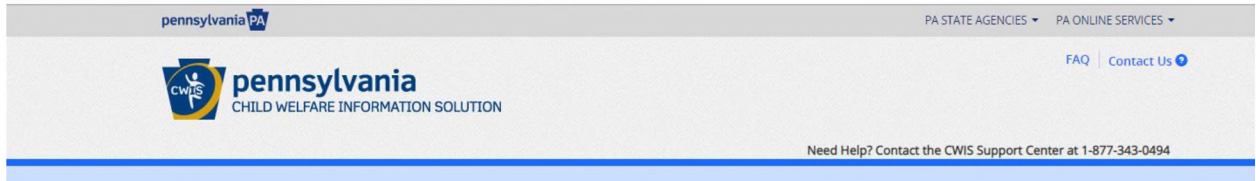
**How to submit your information:**  
For your convenience, we offer several ways to send documentation and respond to our inquiries.

1. Log in to [Applicant Center](#) to upload the requested documents.
2. Scan the document(s) and email to [documentation@hireright.com](mailto:documentation@hireright.com). Please include your Request ID, HA-102519-UW42J, in your email.
3. Simply fax your document(s) along with this cover sheet to 1-949-224-6064 or 1-(877) 797-3441 (inside US and Canada).

If you have any questions or concerns, please feel free to email [customerservice@hireright.com](mailto:customerservice@hireright.com) or call 1-949-428-5800 or 1-877-553-0346 inside the USA to speak with a representative. If you are unable to provide any documentation, please inform us as soon as possible.

**Frequently Asked Questions**  
For additional information, please view the FAQ on [www.hireright.com/additional-info](http://www.hireright.com/additional-info).

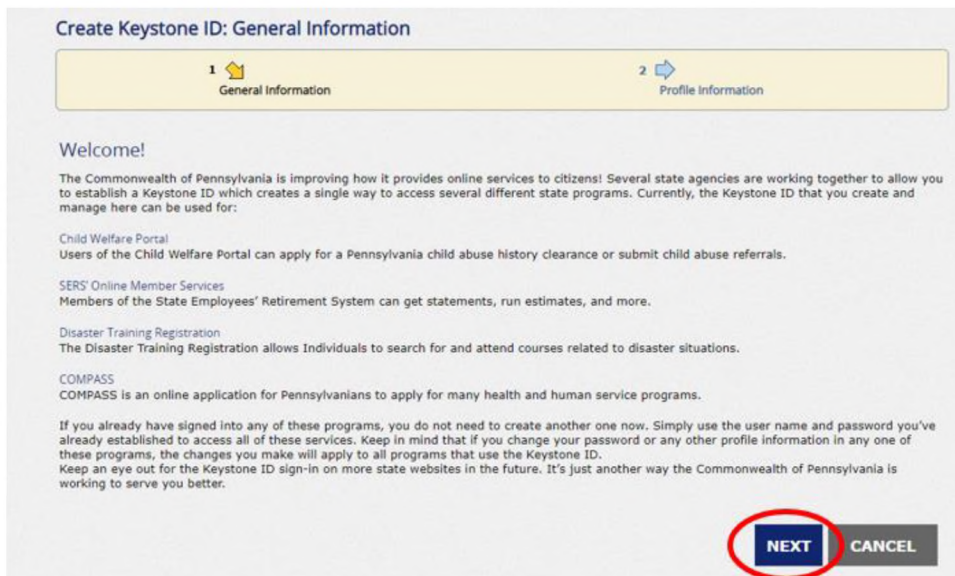
1. Go to the Pennsylvania Child Welfare Information Solution website at <https://www.compass.state.pa.us/cwis/public/home>



2. Click "create individual account." (Note: if you have an existing account, please log in to the website with your existing account information.)



3. Click "Next" at bottom of the page to continue.





4. Enter the requested information and answer the security question to continue. **Note: Keystone ID is the alphanumeric payment code which was provided in the original message from HireRight.**

Information requested:

- Please use payment code 60S and follow the instructions attached to this email in order to become registered with the PA Department of Public Welfare. This code may expire within five business days. Please use a computer to register, as other devices are not compatible with the website.

### Create Keystone ID: Profile Information

1  General Information

2  Profile Information

• = Required

To create a new Keystone ID, please provide the following information:

- Keystone ID  (must be 6 to 64 characters)
- First Name
- Last Name
- Date Of Birth  (MM/DD/YYYY)
- E-mail
- Confirm E-mail

To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password.

[Security Question Tips](#)  
Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool.  
Avoid using special characters (\$#@) and punctuation (", - .) in your answers.  
You cannot use the same question more than once.  
Answer cannot be any phrase directly from the question.

- Security Question 1
- Answer
- Security Question 2
- Answer
- Security Question 3
- Answer

For security reasons, please answer the following question.

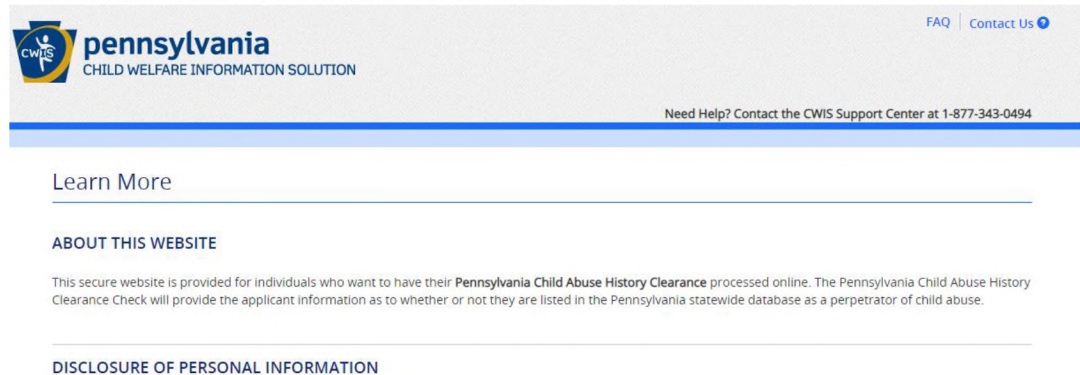
5. Once your account information has been created, you will receive two messages from the state of Pennsylvania. One email will provide your user ID and one will contain a temporary password.
6. Log in to the Pennsylvania Child Welfare website using the user ID and temporary password.
7. Click on the ACCESS MY CLEARANCES button.

## What Would You Like To Do Today?

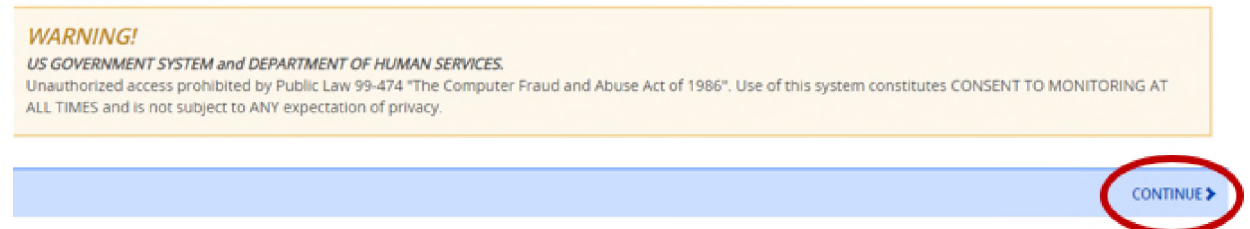
Please select which account you would like to access.



8. A web page titled “Learn More” will appear as shown below.



Scroll to the bottom of the page and click “Continue” to proceed.



9. Log into the PA Child Welfare website with your User ID and the temporary password provided.
10. Change your password as directed.
11. Click “Create Clearance Application.”





12. A web page titled “Getting Started” will appear as shown below.

The screenshot shows the top navigation bar of the Pennsylvania CWIS website. On the left is the CWIS logo with the text 'pennsylvania CHILD WELFARE INFORMATION SOLUTION'. On the right are links for 'BACHNERH', 'Alerts 0', 'FAQ', 'Contact Us', and a 'LOG OUT' button. Below the navigation bar is a blue horizontal line with the text 'Need Help? Contact the CWIS Support Center at 1-877-343-0494'. The main content area has a heading 'Getting Started' followed by a sub-heading 'What to Expect'. The text under 'What to Expect' states: 'The exact amount of time it will take for you to complete this clearance application will vary depending on the information you supply. If you have been provided an authorization code by the organization that is asking you to apply for a clearance, you will have a chance to enter it on the application'. Below this is a section titled 'Additional Information' with two paragraphs of text. At the bottom of the page is a blue navigation bar with a 'PREVIOUS' link on the left and a 'BEGIN' link on the right, which is circled in red.

Scroll to the bottom of the page and click “**Begin**” to proceed.

13. You will see the “Application Purpose” screen as shown below.

## Application Purpose

Please select the reason you are submitting this Pennsylvania Child Abuse History Clearance application. You can select only one reason per application. If you require additional child abuse history clearances for any other reason, you will need to submit another application. You can submit another application at any time from your PA Child Abuse History Clearance Account.

Select “School Employee Not Governed by Public School Code” as shown below.

- School Employee Not Governed by Public School Code: Applying as a school employee not governed by Section 111 of the Public School Code.

Click “Next” to navigate to the next page.

14. Provide requested information on “Applicant Information” screen and click “Next” to proceed to next page.

## Applicant Information

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Please provide some basic information about yourself and confirm that the email address listed below is the email address where you wish to receive all emails regarding this application.

15. Provide requested information on “Current Address” screen and click “Next” to proceed to next page.

## Current Address

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Please enter your home and mailing address information on this page, and indicate your preferred certificate delivery method below.

Please keep a copy of this e-Clearance ID for future reference.

16. Provide requested information on “Previous Address” screen and click “Next” to proceed to next page.

## Previous Addresses

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Please enter everywhere you have lived since 1975. If you cannot remember exact addresses, please enter as much information as you can.

 [ADD PREVIOUS ADDRESS](#)

17. Provide requested information on “Household Members” screen and click “Next” to proceed to next page.

## Household Members

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Please tell us about everyone with whom you have ever lived since 1975 or anyone with whom you are currently living. This includes, but is not limited to, your parents, guardians, spouses and/or siblings.

 [ADD HOUSEHOLD MEMBER](#)

18. Review information displayed on Application Summary page and edit as needed. Click “Next” to proceed to next page.

## Application Summary

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Below is a summary of the information you have entered so far. Please check your information for accuracy. If your information is not correct or needs to be updated, please click the edit button in the heading of the section that you would like to update and modify it as necessary.

COLLAPSE ALL

19. Provide e-signature as instructed.

## eSignature

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You are almost finished! To complete your application please eSign below by checking the acknowledgement and entering your **first and last name** as it appears on the Application Information screen.

- I hereby certify that the information entered on this report is accurate and complete to the best of my knowledge and belief and submitted as true and correct under penalty of law (Section 4904 of the Pennsylvania Crimes Code). (required)

20. On Application Payment page, select “Yes” for the question “Did an organization provide a payment code for your application?” The payment code can be found in the original email from HireRight.

## Application Payment

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Did an organization provide a code for your application? (required) ?

Yes  No

Code (required)

Eg., PAY123456789

- By entering this code, you are agreeing that the organization that provided your code will have access to the status and outcome of your clearance application. You will continue to receive application updates and certificates through your PA Child Abuse History Clearance Account, regardless of your answer. (required)

◀ PREVIOUS

SUBMIT APPLICATION ▶

21. You will see a confirmation screen letting you know that your application was complete.

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## Submission Confirmation

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### Success.

Your application (e-Clearance ID: 000004742392) has been successfully submitted!

### Next Steps

Thank you for your submission. Please check your email for a confirmation notification that you may save for your own records. If you do not receive an email confirmation, contact ChildLine and Abuse Registry's Child Abuse History Clearance Unit at 1-877-371-5422.

You may view or check the status of your application from your PA Child Abuse History Clearance Account at any time. Once your application has been processed, you will receive a notification via email to log in to your account and view the outcome/result of the application.

You can also log into your account at any time from the Child Welfare Portal homepage.

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