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 HireRight 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.

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**Dear [Name],**

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 601 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:**

1. Log in to [Applicant Center](https://app.hireright.com) 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-162519-AH9422, in your email.
3. Simply fax your document(s) along with this cover sheet to 1-849-224-0560 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 1-849-428-5860 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/faq](http://www.hireright.com/faq).

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Revised November 2019

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.**

Create Keystone ID: Profile Information

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

- **Keystone ID**
- **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.

Answer cannot be any phrase directly from the question.

- **Security Question 1:** Please select a security question
  - **Answer**
- **Security Question 2:** Please select a security question
  - **Answer**
- **Security Question 3:** Please select a security question
  - **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.


7. Click on the ACCESS MY CLEARANCES button.
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.”

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

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

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

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

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

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

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

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

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

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.

19. Provide e-signature as instructed.

eSignature

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).

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

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

☐ Yes  ☐ No

Code (required)

E.g., 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)

REVISED NOVEMBER 2019
21. You will see a confirmation screen letting you know that your application was complete.

**Submission Confirmation**

**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.