Child Abuse Clearance - Candidate Experience
Step by Step Guide

You will receive an email from First Advantage containing instructions to log into Compass and complete your Child Abuse Clearance application with the subject line “Urgent Request for Your Information - Your Penn State Background Screening.” This email will include a pre-paid clearance code that you should use so you do not have to pay out of pocket. The email will look like the below example:

Example (The highlighted sections will be specific to you):
Order Number: XXXXXXXXX
Your profile link: https://enterprise.fadv.com/pub/l/link?key=XXXXXXXX

Hello XXXX,

First Advantage is conducting your background screening on behalf of THE PENNSYLVANIA STATE UNIVERSITY and we need your help today to complete the screening process.

We need Your Help

The detailed process for you to follow for the State of Pennsylvania’s Child Abuse Clearance is below.

Your Pre Paid Registration Code for Pennsylvania Child Abuse Clearance is XXXXXXXXX.

Please follow the below directions in order to continue processing this search:

1. Log on to https://www.compass.state.pa.us/CWIS
   a. Select Create a New Account
   b. Register for a citizen account and obtain a Keystone ID

2. Return to https://www.compass.state.pa.us/CWIS
   a. Select LogIN
   b. Select ACCESS MY CLEARANCES
   c. Submit Clearance request using the prepaid registration code of XXXXXXXXX.

3. Access this https://enterprise.fadv.com/pub/l/link?key=XXXXXXXX and provide E-Clearance ID confirmation number. If you are unable to access this link, you may email Clientservices.request@fadv.com or fax the information to the number below. This link expires on XXXX, 2021 XX:00 PM EST.

To expedite handling and avoid delays, please follow this process within 48 hours of request.

Sincerely,
First Advantage

Please do not attempt to reply to this automated notification. For direct service, please follow the detailed instructions above. Thank you.
Once you click on the link that directs you to the PA Child Welfare Portal (Compass site) (https://www.compass.state.pa.us/CWIS), you will create an account. The steps for this are as follows:

1. Click “Create Individual Account.”

2. Click “Next.”
3. Fill in the blanks and click “Finish.”

A temporary password is then emailed to the candidate.
4. You have just created your account. Next, you will receive 2 emails. One will contain your user ID and another will contain your temporary password. Go back to the main page of the site and log in using these credentials.

5. Once you log in, click on “Access My Clearances.”
6. Read the disclosure, then hit “continue” at the bottom.
7. You should now be at the login page. Enter your login credentials.

8. You will next be directed to change your password and redirected to the login screen again to login with the new password. Once logged in, there's a Terms and Conditions page, click “next” at the bottom right.
9. Review the next disclosure and click “Continue.”

10. Click on the option to create clearance application.
11. After clicking the above option, you will be redirected to the following page where you will click “begin” in the bottom right corner.
12. You will now be asked to provide an application purpose. Select “Individual 14 years of age or older who is applying for or holding a paid position as an employee with a program, activity or service, as a person responsible for the child’s welfare or having direct contact with children.”

**NOTE:** This is the only option that will be accepted for employment at Penn State, so please select carefully.

Then, click “next” in the bottom right corner.

You will be able to find your e-clearance ID at the top of your application. Please provide us with this ID after you complete steps 12 through 19!

Please select this as the purpose for your clearance.
13. Next you will be directed to the Applicant Information Section. Complete all fields as requested. Click “Next” at the bottom of the screen when finished.
Contact Information

**ADD CONTACT NUMBER**

<table>
<thead>
<tr>
<th>Phone Type</th>
<th>Phone Number</th>
<th>Extension</th>
</tr>
</thead>
</table>

**PREVIOUS**

**Email Address**

monique.justice@fadv.com

Do you have any previous names or nicknames that you have used in the past or that you may be known by? (required)

- Yes  
- No

**Previous Names/Nicknames**

Please enter any nicknames or previous names that you have used or may have been known by.

**ADD PREVIOUS NAMES/NICKNAMES**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
<th>Suffix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monique</td>
<td></td>
<td>Justice</td>
<td></td>
</tr>
</tbody>
</table>

**Contact Information**

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</tr>
</thead>
</table>
14. After you click “Next,” you will be directed to the Current Address section. Click “Next” at the bottom of the screen when finished:
15. You will be directed next to the Previous Address section. Complete as requested. Click “Next” at the bottom of the screen when finished.

16. The next section to complete is Household Members. Click “Next” at the bottom of the screen when finished.
17. Next section is the Application Summary. Complete as requested. Click “Next” at the bottom of the screen when finished.
18. The next section is the e-Signature page. Complete as requested. Click “Next” at the bottom of the screen when finished.
19. The final section is the Application Payment section. This is where you will enter your pre-paid code from your email.

20. Once the clearance code is entered, click “Submit Application” at the bottom of the screen. You will then be directed to the Submission Confirmation page. Please note your e-Clearance ID and follow the instructions in step 3 from the email you received earlier (see below).
Step 3 from email.

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3. Access [this link](https://enterprise.fadv.com/pub/I/link?key=XXXXXXX) and provide E-Clearance ID confirmation number. If you are unable to access this link, you may email Clientservices.request@fadv.com or fax the information to the number below. **This link expires on XXXX, 2021 XX:00 PM EST.**

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21. Results are then posted on the Compass site (the state has up to 14 business days to process).