



# PA CHIDLINER INSTRUCTIONS

PA Childline Child Abuse Clearance Instructions  
As part of your employment or volunteer requirements, you may be required to obtain or renew your PA Childline Child Abuse Clearance.

**If you already have a username and password for the Childline website;** you can log in and follow the steps to renew your clearance.

Steps to Begin:

- Go to the Childline website.
- Click on 'Individual Login'.
- Enter your Keystone ID and password.

If you've forgotten your login information, click on the 'Forgot Username' or 'Forgot Password' links to recover your account.  
(See the image below for reference.)



If you are unable to retrieve your user credentials using the self-service portal, you will need to reach out to Childline Support at:

**1-877-343-0494**

The team at ProVerify is unable to provide your previous log in credentials.

**If you are a first-time user:** If you have never completed the PA Childline Child Abuse Clearance online, you will need to create an Individual Account.

- Click on 'Create Individual Account' on the login page.
- Follow the prompts to register.
- Important: Write down your username (Keystone ID) and password for future use. You will need them to access or renew your clearance in the future.

**IMPORTANT NOTE:** Be sure to use the PRE-PAID CODE that was provided to you by ProVerify via email. If you lost it, call us at: 412-349-6001 or contact the ProVerify team member that emailed you initially.