

# CLEARANCE FAQ

## PA CRIMINAL HISTORY

### FAQ from the PATCH site:

**What browser should I be using?** All browsers should be working at this time EXCEPT older versions of Safari. If you have embedded browsers on MacOS 10.14 and all browsers on iOS 12, they are not compatible with PATCH and your request will not be processed.

**How do I get a receipt?** Once you have processed your request, go to the home page to Check the Status of a Record Check, enter your information, click on your control number and in the right-hand column of the next page there will be an invoice field with a blue number next to it. Click on the number and you will be taken to your receipt to view or print your receipt.

**What does request under review mean?** The information that was entered for the Criminal Record Request was compared to data in the files of the Pennsylvania State Police Central Repository and needs to be reviewed by the Pennsylvania State Police. Once the request has been reviewed, the Criminal Record Check will be completed as a Record or No Record.

*A response of "Request Under Review" does not indicate a Criminal Record.*

**What does one item found / no items found mean?** If the response you receive is one item found, that should be accompanied by a control number (R#####). Click on the control number and you will be taken to the Record Check Details page where you will click on the "Certification Form" (blue hyperlink) to receive your Certificate. If you receive no items found response, then you have entered something incorrectly.

## PA CHILD ABUSE

FAQ as listed on the CWIS site:

### How long does it take to receive a Pennsylvania Child Abuse History Clearance?

By law, all child abuse history clearance applications must be processed no later than 14 days from the receipt of the application (CY 113 form).

### It's been over 14 days, why haven't I received my Pennsylvania Child Abuse History Clearance results?

If an application was mailed via the post office, please allow for mailing days through the post office. In other words, it may take 2 – 3 business days to reach our office from the time you mailed it to us. It may also take 2 – 3 business days from the date we mailed the results to the applicant.

If you used the online system to submit your application, you will still need to allow for the 14 days plus the 2-3 business days for the results to be mailed to you.

If you have allowed for the mailing days noted above AND it has been over 14 days since you mailed the application to our office and you have not received the results, please call 1-877-371-5422 to speak with a representative who will assist you.

Note: Even if an application is rejected and returned, we will still process the rejected application and mail the results to you no later than 14 days from the receipt of the application.

### What do I do if I receive my Pennsylvania Child Abuse History Clearance results and my information on my certificate is incorrect?

You must return the original clearance to our office via post office mail. On the actual clearance result, draw a single line through your name using a black ink pen. Then, directly above that line, clearly PRINT the correct spelling of your name.

Return the original clearance result to:  
ChildLine and Abuse Registry  
Department of Human Services  
ATTN: Return Reprint  
P.O. Box 8170, Harrisburg, PA 17105-8170.

A new clearance result will be mailed within one week of receiving the original clearance at the ChildLine and Abuse Registry Office.

### How long will my Pennsylvania Child Abuse History Clearance application be available to me?

- All saved Pennsylvania Child Abuse History Clearance applications, that have not yet been submitted, will be available to you for 6 months following the date of creation.
- All information submitted as part of the clearance application will be available to you for 10 years following the date of submission.
- All Pennsylvania Child Abuse History Certifications will be available for 60 months following the verification date.

Need further assistance or have a clearance question? Contact the CWIS Support Center at 1-877-343-0494.