

# Pennsylvania Department of Human Services

## **Licensed/Approved Facility COVID Data Collection Tool User Guide**

Office of Child Development and Early Learning (OCDEL)  
Office of Children, Youth, and Families (OCYF)  
Office of Long-Term Living (OLTL)-Bureau of Human Services Licensing (BHSL)  
Office of Mental Health and Substance Abuse Services (OMHSAS)

## User Guide Overview & Purpose



- This User Guide provides an overview of how to use the Licensed/Approved Facility COVID Data Collection Tool to report new active cases of COVID-19 for program participants and staff. The document also includes frequently asked questions and troubleshooting support.
- This response tool replaces prior reporting methods used by the **Department of Human Services** and its program offices:

OCDEL	OCYF	OLTL-BHSL	OMHSAS
ELRC	Residential Services	Assisted Living	Psychiatric Outpatient Clinic, Partial Hospitalization, Private Psychiatric Hospital, Inpatient Unit of General Hospital, Psych Rehab Services, Intensive Case Management, Community Residential Rehabilitation Services, Intensive Behavioral Health Services, Long-Term Structured Residence, Assertive Community Treatment (ACT), Crisis Intervention, Family Based Services, Peer Support Specialist, Residential Treatment Facility/Adults (RTF-A ), Blended Case Management, Residential Treatment Facility–Child, Resource Coordination
Childcare Centers	Private Children & Youth Agencies	Assisted Living Special Care	
Group Homes	Secure Detention	Life Center	
Head Start	Adoption Services	PCH	
Pre-K	Day Treatment	Personal Care Homes	



**Please note:** This does not replace current reporting required by the Pennsylvania Department of Health, Local Health Departments, or other reporting entities.

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Utilize these buttons  
throughout the User guide to:



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Jump to the FAQs

# Logging In

# Initial Login



## Business Partner Login Page



1. Click on the link below to navigate to the login page:

<https://pop.copacld.com/cfast/covid>

**Note:** Your login ID and password were provided to you in two separate automated emails from PW, Unified Security inbox ([ra-unifiedsecurity@pa.gov](mailto:ra-unifiedsecurity@pa.gov)).

**Note:** The recommended browsers are Google Chrome and Microsoft Edge.

A screenshot of a web browser showing the login page for the Pennsylvania Department of Human Services. The browser's address bar shows a URL starting with "idxs-dev.dhs.pa.gov". The page has a blue header with the "PA pennsylvania" logo. Below the logo, the text "Keystone Key" is centered. To the left of the login form, there are two input fields labeled "Username" and "Password", followed by a large yellow "LOGIN" button. To the right of the login form, there are two sections: "Self-service for Business Partner" and "Self-service for Commonwealth Employees". The "Self-service for Business Partner" section contains three links: "Forgot User ID" (with a question mark icon), "Forgot Password" (with a lock icon), and "Edit Profile" (with a person icon). The "Self-service for Commonwealth Employees" section contains one link: "Change CWOPA Password or Hint Questions" (with a question mark icon).

idxs-dev.dhs.pa.gov/FWS/loginhscfast.fcc?TYPE=33554433&REALMOID=06-ca585bf8-b083-4554-afe4-d0917750adfd&GUID=&SMAUTHREASON=0&M...

Apps

PA pennsylvania

Keystone Key

Username

Password

LOGIN

Self-service for Business Partner

Forgot User ID

Forgot Password

Edit Profile

Self-service for Commonwealth Employees

Change CWOPA Password or Hint Questions



## User Release Agreement Page



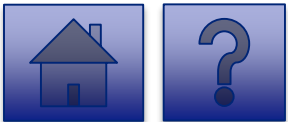
2. Review the Management Directive.
3. Select “I have read, fully understand, and agree to the Management Directive” radio button.
4. Enter your Full Name in the **Full Name Box** to E-Sign.
5. Click **[Next]**.

A screenshot of the "DPW User Agreement and Update Hint QA: User Agreement" page. The page has a dark blue header with the "PA pennsylvania" logo. Below the header, there's a "Logged in as:" section with a "(Logout)" link and a "Manage My Profile" button. The main content area has a yellow banner with two steps: "1 User Agreement" (active) and "2 Hint QA". Below the banner, there's a red error message: "Error: [User Agreement::User Agreement] Please accept the agreement to set Password Hint Questions and Answers". A "Required" section follows, stating: "Below is the Commonwealth's Management Directive MD 205.34. You must read, agree with and accept all of the terms and conditions contained in the directive." This is followed by a large preview window titled "MANAGEMENT DIRECTIVE" showing the document's header and subject/number information. Below the preview, there are two radio buttons: "I have read, fully understand and agree to the Management Directive MD 205.34" (selected) and "I do not accept the terms and conditions in Management Directive MD 205.34". Below these is a text input field labeled "Full name" and a "Next" button. Red arrows point to the selected radio button, the "Full name" field, and the "Next" button.

## Verify Account and Password Page

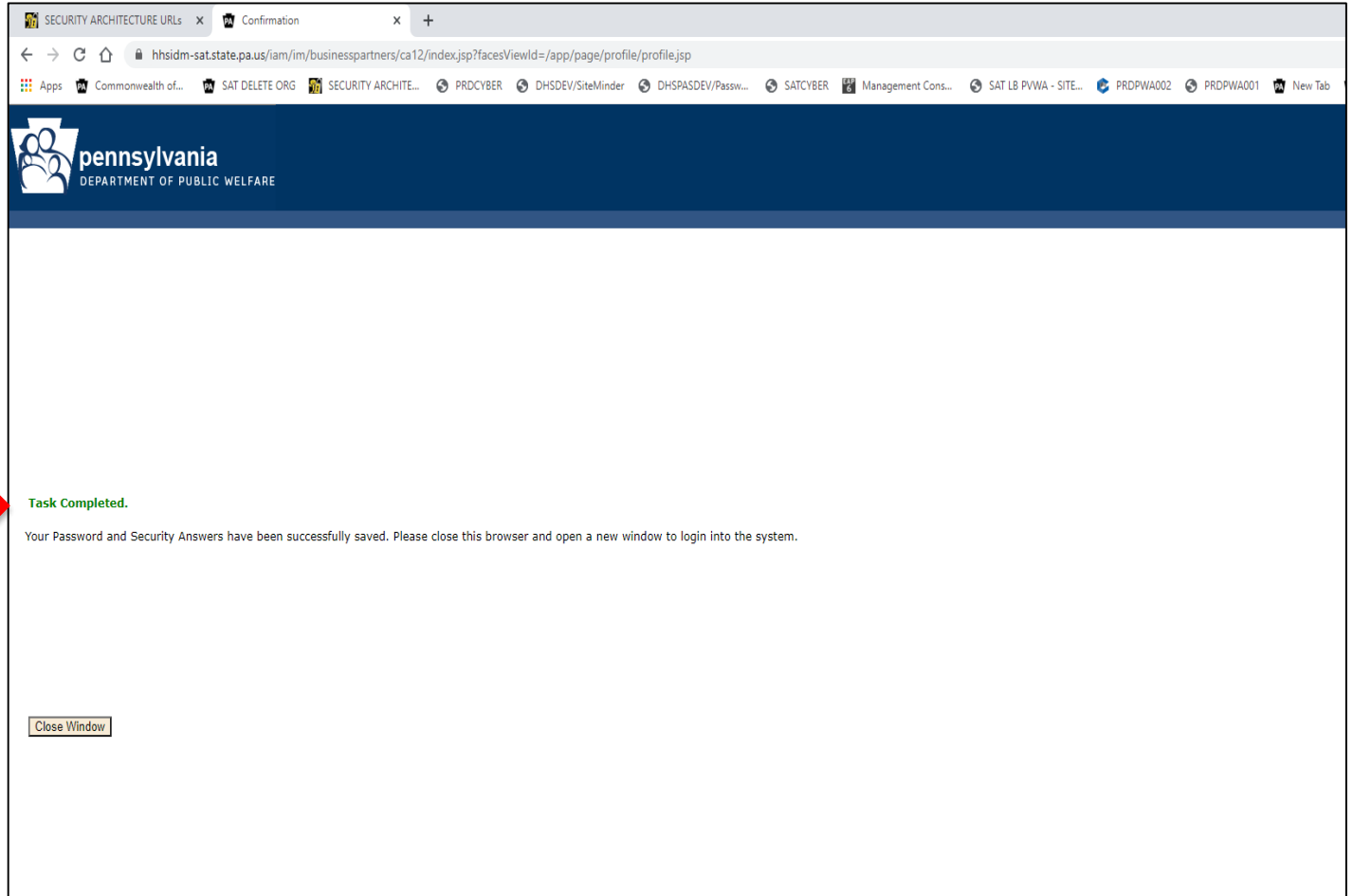


6. On the next page, validate your account information.
7. Please set a new password in the **Password** field per the requirements and **Confirm Password**.
8. Provide your response to the **Security Questions**.
9. Click **[Submit]**.

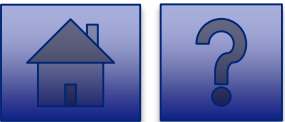
A screenshot of the "DHS Update Hint Questions" page on the Pennsylvania Department of Human Services website. The page has a dark blue header with the "PA pennsylvania" logo. Below the header, there's a navigation bar with "Logged in as:" and "(Logout)". A "Manage My Profile" button is visible. The main content area is titled "DHS Update Hint Questions" and includes a legend "• = Required". The form contains several fields: "User ID" (b-testuser), "First Name" (test), "Last Name" (test), "Password" (masked with asterisks), "Confirm Password" (masked with asterisks), "Email" (testuser@test.com), "Confirm Email" (testuser@test.com), three "Security Question" dropdowns (all set to "What is the first school you attended"), three "Answer" text boxes (test1, test2, test4), and "Primary Phone" (123-123-4123). To the right of the password fields, there are "Password Policy Requirement" details: minimum eight characters, at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character, and restrictions on user ID and previous passwords. At the bottom right, there are "Submit" and "Cancel" buttons, with a red arrow pointing to the "Submit" button.



10. A **Task Completed** message displays. This completes the initial login process for setting up your account.
11. Proceed to the next step, **Risk Based Authentication**.



# **Risk Based Authentication (RBA) Login**



What is  
Risk-Based  
Authentication?



Risk-Based Authentication (RBA) evaluates the risk of a login transaction and identifies if an increased level of authentication is required. If the transaction is considered low risk, the user is directed to their desired application. Similarly, if the transaction is considered high risk, the user is prompted for another level of authentication beyond their user ID and password.

Why is this  
needed?



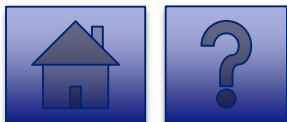
The Commonwealth of Pennsylvania has taken additional measures to protect users' personal information. RBA has been implemented in order to help ensure that the identity of users is protected on state agency sites.



## Tool Login Page



1. Enter your credentials-  
**Username** and  
**Password** on the login  
screen.
2. Click **[Login]**.


A screenshot of the Pennsylvania Keystone Key login page. At the top center is the "PA pennsylvania" logo. Below it is the "Keystone Key" title. The login form consists of three main components: a "Username" input field, a "Password" input field, and a yellow "LOGIN" button, all of which are highlighted with a red rectangular border. To the right of the login fields are two self-service panels. The top panel, titled "Self-service for Business Partner", contains three links: "Forgot User ID" (with a question mark icon), "Forgot Password" (with a lock icon), and "Edit Profile" (with a person icon). The bottom panel, titled "Self-service for Commonwealth Employees", contains one link: "Change CWOPA Password or Hint Questions" (with a question mark icon). At the bottom of the page, there is a warning message in small text: "WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES SYSTEM. Unauthorized access is prohibited by Public Law 99-474 'The Computer Fraud and Abuse Act of 1986'. Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Human Services Security and Audits Unit." Below the warning is the copyright notice: "Copyright© 2016 by the Commonwealth of Pennsylvania. All Rights Reserved."

## Security Code Verification Page



2. Enter the security code sent to your registered email address. The code is sent from: ***automatedemailDONOTREPLY@pa.gov***
3. Click **[Next]**.

### Email Security Code Verification



**Email Security Code**  
Receive a security code via your email address to verify your account

A security code has been sent to c\*\*\*\*\*@y\*\*\*\*.com

What is the security code from the email?

[Unhide entries](#)

**Submit**




**Note:** If the security code is entered incorrectly five times, your account will be locked. You will need to contact the help desk at [RA-PWDHSMFAHELPDESK@pa.gov](mailto:RA-PWDHSMFAHELPDESK@pa.gov) to unlock it. This security code will expire after one hour. If your code expires, you will have to repeat steps one through three in order to receive a new security code.

4. Select either **Private Device** or **Public Shared Device** based on the criteria below:

- Select **Private** if you are logging in from your personal laptop.
  - Note: You will not be prompted for RBA again for 12 hours.
- Select **Public** if you are logging in from any public computer such as a library or a hotel business center.


What type of device are you using?



**Private Device**  
(Authorize Device)

By selecting this option, you are allowing this website to recognize this device for future logins

**SELECT**



**Public or Shared Device**  
(Do NOT Authorize Device)

By selecting this option, this website will NOT recognize this device for future logins

**SELECT**



## Login Completion



Login is complete and you are directed to the **Licensed Facility COVID Data Collection** page.



### Data Collection Tools

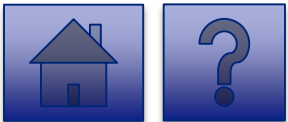
**b-bdaytreat** Home Updates Help Logout

#### Licensed Facility COVID Data

[View Submissions](#)

#### **Report new COVID infections at a Licensed Facility**

This tool is used by DHS licensed facilities to gather data on staff and program participants COVID-19 infections.



**Note:** Your session will remain active until you close your browser or log off from the application.

# Ongoing Login





## Login Page



1. Open your web browser.  
**Note:** The recommended browsers are Google Chrome and Microsoft Edge.
1. Click on <https://pop.copacld.com/cfast/covid> to navigate to the Website.
2. Enter your credentials in the **Username** and **Password** fields.
3. Click **[Login]**.

A screenshot of the login page for the Pennsylvania Department of Human Services. The page has a blue header with the "PA pennsylvania" logo. Below the header, the title "Keystone Key" is centered. There are two input fields: "Username" and "Password", both with red borders. Below these fields is a yellow "LOGIN" button, also with a red border. To the right of the login fields is a "Self-service for Business Partner" section with three links: "Forgot User ID", "Forgot Password", and "Edit Profile". Below that is a "Self-service for Commonwealth Employees" section with one link: "Change CWOPA Password or Hint Questions". At the bottom of the page, there is a warning message and a copyright notice.

PA pennsylvania

**Keystone Key**

Username

Password

**LOGIN**

**Self-service for Business Partner**

- Forgot User ID
- Forgot Password
- Edit Profile

**Self-service for Commonwealth Employees**

- Change CWOPA Password or Hint Questions

WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Human Services Security and Audits Unit.

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# Using the Data Collection Tool

# Homepage Overview



# Data Collection Tools

[Home](#)[Updates](#)[Help](#)[Logout](#)

Licensed Facility COVID Data

[Resume Survey](#) | [View Submissions](#)

**Report new COVID infections at a Licensed Facility**

This tool is used by DHS licensed facilities to gather data on staff and program participants COVID-19 infections.



- 1

Click to complete the online reporting form
- 2

View previously submitted reports
- 3

Resume a previously saved report
- 4

View Help and FAQ documentation
- 5

Log out of the Data Collection Tool

# Complete the Report



The **Report new COVID infections at a Licensed Facility** link allows users to enter the number of new and active COVID-19 cases for program participants and staff members at each facility.

1. Click on the **Report new COVID infections at a Licensed Facility** link.

### Data Collection Tools

[Home](#) [Updates](#) [Help](#) [Logout](#)



Licensed Facility COVID Data [Resume Survey](#) | [View Submissions](#)

**[Report new COVID infections at a Licensed Facility](#)**

This tool is used by DHS licensed facilities to gather data on staff and program participants COVID-19 infections.



## Report New COVID infections at a Licensed Facility Page



### Instructions:

2. Select a **Facility** from the dropdown list.

**Note:** Facilities are listed by Facility ID & Legal Name.

**Tip:** If a user has a number of facilities listed, you can type into the search field the Facility ID or Legal Name and the results will narrow.

**Licensed Facility COVID Data**b-bdaytreat Home Updates Help Logout

Data Collection Tools / Licensed Facility COVID Data

Please select a facility to submit the survey for.  
You may search for a facility by Facility ID (or MPI) and Facility Name.

[Download Form](#)

1060050138 KIDSPEACE NATIONAL CENTERS

1090050257 KIDSPEACE NATIONAL CENTERS

1060050138 KIDSPEACE NATIONAL CENTERS

1060050137 KIDSPEACE NATIONAL CENTERS

2390050107 ADAMS HOUSE

In

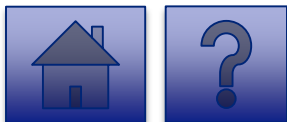
Re

Th

How many new active COVID-19 cases for program participants as of the report date selected above?\*

Required

initially reported/known.



## Report New COVID infections at a Licensed Facility Page

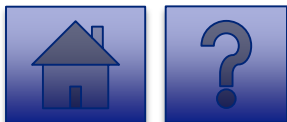


### 2. Complete each of the Form Fields.

**Note:** All fields are required and are denoted by a red asterisk (\*).

**Tip:** Help text is available in grey italics below each question for additional guidance.

**Tip:** If any fields are not filled out, the user will not be able to submit the form and the user receives a **“Please enter a value for all required fields before submitting the form”** error message.

A screenshot of a web application titled "Licensed Facility COVID Data". The form contains several required fields, each marked with a red asterisk. The fields are: "The date in which the data on new COVID-19 cases" (with a date picker), "How many new active COVID-19 cases for program participants?" (with a text input), "How many current active COVID-19 cases for program participants?" (with a text input), "How many new active COVID-19 cases for staff as of the report date selected above?" (with a text input), "How many current active COVID-19 cases for staff?" (with a text input), "How many program participants died as result of COVID-19?" (with a text input), and "How many staff members died as result of COVID-19?" (with a text input). Each field has a "Required" label and a grey italicized help text below it. At the bottom of the form are "Save" and "Submit Survey" buttons. An error message box is overlaid on the top right, stating "pop-t.copacld.com says Please enter a value for all required fields before submitting the form." with an "OK" button. A red arrow points from the error message to the "Submit Survey" button.



## Question Support Overview



	Steps	Description
1	<b>Please select a facility to submit the report for.</b>	Please select your Facility ID, MPI (OCDEL), or License Number (OMHSAS) from the dropdown. If you are assigned to more than one facility, each facility will appear in the list.
2	<b>Indicate which date this report is accurate as of/should be dated.</b>	The date on which information on new COVID-19 cases for a facility is initially reported/known.
3	<b>How many new active COVID-19 cases for program participants as of the report date selected above?</b>	This metric reflects the number of new active COVID-19 cases for program participants occurring as of the reported date selected above. Program participants include residents, children, children in care, and anyone served by a licensed or approved program.
4	<b>How many current active COVID-19 cases for program participants?</b>	This metric reflects the total number of program participants that have tested positive for COVID-19 and have not yet recovered. Program participants include residents, children, children in care, and anyone served by a licensed or approved program.
5	<b>How many new active COVID-19 cases for staff as of the report date selected above?</b>	The metric reflects the number of new active COVID-19 cases for staff (including contracted staff) as of the reported date selected above.
6	<b>How many current active COVID-19 cases for staff?</b>	This metric reflects the total number of staff (including contracted staff) that have tested positive for COVID-19, and have not yet recovered.
7	<b>How many program participants died as result of COVID-19?</b>	This metric reflects the cumulative number of program participants that have died due to complications related to COVID-19, since the beginning of the pandemic.
8	<b>How many staff members died as result of COVID-19?</b>	This metric reflects the cumulative number of staff (including contracted staff) that have died due to complications related to COVID-19, since the beginning of the pandemic.



## Report New COVID infections at a Licensed Facility Submission



3. To submit the report, click the **[Submit Survey]** button located at the bottom of the page.

**Tip:** If you are not ready to submit the report, click the **[Save]** button. You can access saved services from the home page using the **Resume Survey** link.

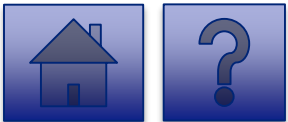

**Licensed Facility COVID Data** b-bdaytreat Home Updates Help Logout

**Required**  
The metric would reflect the number of new active COVID-19 cases for staff that have occurred as of the reported date selected above. Program participants are defined as residents, children, and children in care.

**How many current active COVID-19 cases for staff?\***  
**Required**  
This metric would reflect the total number of staff (including contracted staff) that have tested positive for COVID-19 and have not recovered.

**How many program participants died as result of COVID-19?\***  
**Required**  
This metric reflects the number of program participants that have died due to complications related to COVID-19.

**How many staff members died as result of COVID-19?\***  
**Required**  
This metric reflects the number of staff that have died due to complications related to COVID-19.



# Logging Out



## Logging Out

1. Once a user completes the report, to logout, the user clicks the **[Logout]** button in the upper right corner to end the session.

**Tip:** To return to the homepage and review prior submissions, click the **[Home]** button.

### Licensed Facility COVID Data

b-bdaytreat Home Updates Help Logout

Required

The metric would reflect the number of new active COVID-19 cases for staff that have occurred as of the reported date selected above. Program participants are defined as residents, children, and children in care.

**How many current active COVID-19 cases for staff?\***

Required

This metric would reflect the total number of staff (including contracted staff) that have tested positive for COVID-19 and have not recovered.

**How many program participants died as result of COVID-19?\***

Required

This metric reflects the number of program participants that have died due to complications related to COVID-19.

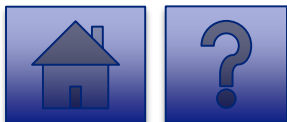
**How many staff members died as result of COVID-19?\***

Required

This metric reflects the number of staff that have died due to complications related to COVID-19.

Save

Submit Survey



# Troubleshooting

# Frequently Asked Questions



**Q: Where do I receive my login credentials and password?**

**A:** You will receive two emails to the email associated with your account from **PW, Unified Security inbox** ([ra-unifiedsecurity@pa.gov](mailto:ra-unifiedsecurity@pa.gov)). The first will include your username and the second one will have a temporary password for first-time sign in.

**Q: What if I forget my Username?**

**A:** On the login page, click **Forgot User ID** under the **Self-service For Business Partners** menu and follow the prompts.

**Q: How do I reset my Password if I forget it?**

**A:** On the login page, click **Forgot Password** under the **Self Service for Business Partners** menu and follow the prompts.



**Q: How long is my verification security code valid?**

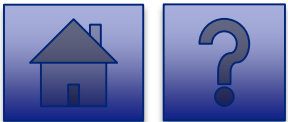
**A:** Your security code is valid for up to one hour and is sent email registered to your account. You are required to use the security code from your latest email; previously sent codes will not work.

**Q: Why am I not being prompted for RBA?**

**A:** If you have labeled your device as private, you will not be asked to enter a security code on that device for 12 hours after you login. If you are not prompted and the tool does not load, please ensure all browser windows are closed to end your active session and prompt RBA.

**Q: What happens if I don't enter the right security code?**

**A:** If the security code is entered incorrectly five times, your account is locked and you must contact the help desk at [RA-PWDHSMFAHELPDESK@pa.gov](mailto:RA-PWDHSMFAHELPDESK@pa.gov).





**Q: After logging in, what if the page won't load properly or is blank?**

**A:** Try using Google Chrome or Microsoft Edge as they are the recommended browsers.

**Q: What do I do if I don't see a Facility I need to enter data for or need to change the User associated with a facility?**

**A:** Please reach out to your specific Program Office contact to update and troubleshoot:

- **OCDEL:**
  - Western Region: (412)-565-5183
  - Central Region: (717)-772-7078 ([RA-ocdelcertnchbg@pa.gov](mailto:RA-ocdelcertnchbg@pa.gov) or [RA-ocdelcertncsel@pa.gov](mailto:RA-ocdelcertncsel@pa.gov))
  - Northeast Region: (570)-963-4371
  - Southeast Region: (215)-560-2541 ([RA-ocdelcertse@pa.gov](mailto:RA-ocdelcertse@pa.gov) or [RA-ocdelcertsev-mail@pa.gov](mailto:RA-ocdelcertsev-mail@pa.gov))
- **OCYF:** contact Amber Kalp at [akalp@pa.gov](mailto:akalp@pa.gov)
- **OLTL/BHSL:** contact via email at [RA-pwarlheadquarters@pa.gov](mailto:RA-pwarlheadquarters@pa.gov)
- **OMHSAS:** contact via email at [RA-PWOMHSASCOVID-19@pa.gov](mailto:RA-PWOMHSASCOVID-19@pa.gov)



## Frequently Asked Questions-Completing the Report

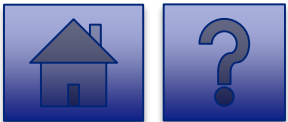


**Q: What should I do if I have to report in a new active case for more than one Facility?**

**A:** You should complete the report for one facility at a time; submit for the first facility, then select the second facility from the drop-down list and complete the report again for the second facility.

**Q: What do I do if I'm associated with more than one facility?**

**A:** You will see a list of all facilities you are associated with after you click on the **Report new COVID infections at a Licensed Facility** link.



**Q: What if multiple users are associated with one Facility ID?**

**A:** Each user sees their associated Facilities in the drop-down list.

**Q: What if I don't know the Facility ID/MPI/License Number?**

**A:** The Facility ID and the Legal name are pre-populated in the drop-down based on the User ID logged in. For OCDEL, the drop-down will include the MPI Number, Service Location Code and Facility Name. For OMHSAS, the drop-down will include the License Number and Facility Name.

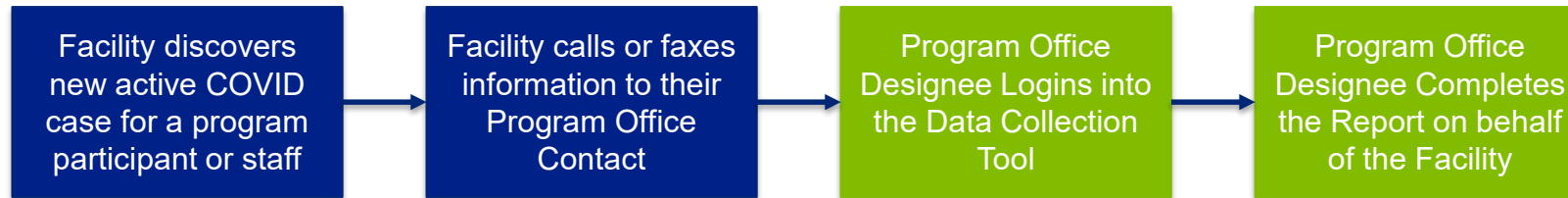
**Q: If I need to report new cases on unique dates what should I do?**

**A:** Log in and respond once for each day when new cases were identified. For example, a facility was notified of a new case at the end of the day on Monday and second new case on Tuesday morning. You would login on Tuesday morning when you become aware of both reports and submit one report for the case discovered on Monday and a second report for the case discovered on Tuesday.



**Q: What do I do if I do not have access to the internet to report new active COVID cases for a program participant or staff?**

**A:** If you do not have access to the internet, please follow the below process:



### Program Office Contacts for Offline Reporting:

**OCDEL:**

Western Region: (412)-565-5183

Central Region: (717)-772-7078 ([RA-ocdelcertnchbg@pa.gov](mailto:RA-ocdelcertnchbg@pa.gov) or [RA-ocdelcertncsel@pa.gov](mailto:RA-ocdelcertncsel@pa.gov))

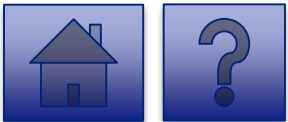
Northeast Region: (570)-963-4371

Southeast Region: (215)-560-2541 ([RA-ocdelcertse@pa.gov](mailto:RA-ocdelcertse@pa.gov) or [RA-ocdelcertsev-mail@pa.gov](mailto:RA-ocdelcertsev-mail@pa.gov))

**OCYF:** contact Amber Kalp at [akalp@pa.gov](mailto:akalp@pa.gov)

**OLTL/BHSL:** contact via email at [RA-pwarlheadquarters@pa.gov](mailto:RA-pwarlheadquarters@pa.gov)

**OMHSAS:** contact via email at [RA-PWOMHSASCOVID-19@pa.gov](mailto:RA-PWOMHSASCOVID-19@pa.gov)



# Password Reset



## Password Reset




1. Click **Forgot Password** under the **Self-service for Business Partner** menu.

A screenshot of the Pennsylvania Department of Human Services' Keystone Key login page. The page has a blue header with the "PA pennsylvania" logo. Below the header, there's a "Keystone Key" section with two input fields: "Username" and "Password", followed by a yellow "LOGIN" button. To the right of the login section, there are two menu panels. The top panel is titled "Self-service for Business Partner" and contains three options: "Forgot User ID" (with a question mark icon), "Forgot Password" (with a lock icon and a red arrow pointing to it), and "Edit Profile" (with a person icon). The bottom panel is titled "Self-service for Commonwealth Employees" and contains one option: "Change CWOPA Password or Hint Questions" (with a question mark icon).

## Password Reset



2. Enter the **User ID** and click **[OK]**

This screenshot shows the second step of the password reset process. The header is "DHS Forgotten Password Reset: Please enter the following to identify yourself". Below this, there is a "Required" section with a "User ID" field containing the text "b-useres34". The field is highlighted with a red border. At the bottom right, there are two buttons: "OK" (highlighted with a red border) and "CANCEL".

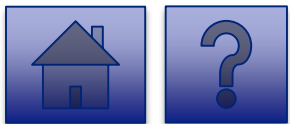
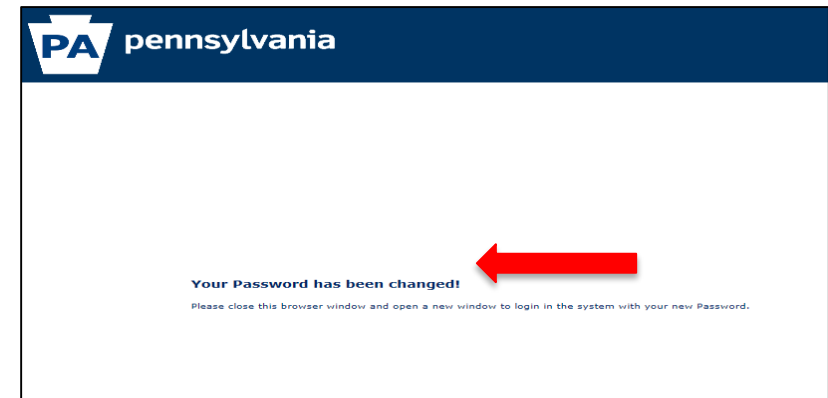
3. After entering the **User ID**, complete the **First Name** and **Last Name** fields, the user is asked to answer two **Password Hint** security questions.

3. Click **[OK]**.

This screenshot shows the third step of the password reset process. The header is "DHS Forgotten Password Reset: Please enter the following to verify your identity". Below this, there is a "Required" section with several fields: "User ID" (b-useres34), "First Name" (user), "Last Name" (test), "Password Hint" (What is your favorite movie), "Answer" (user), "Password Hint" (What city was your spouse born in), and "Answer" (test). The "Answer" fields are highlighted with red borders. At the bottom right, there are two buttons: "OK" (highlighted with a red border) and "CANCEL".

## Set a New Password

- Once the security questions are successfully answered, the user enters a new password in the **Password** field and confirms the new password in the **Confirm Password** field.
- Click **SUBMIT**.
- User is redirected to a confirmation page displaying a *Your Password has been changed!* message.

A screenshot of the "DHS Forgotten Password Reset" web form. The form has a dark blue header with the "PA pennsylvania" logo. Below the header, the title "DHS Forgotten Password Reset" is displayed. The form contains several input fields: "Organization" (with "ExampleOrg7244" entered), "User ID" (with "b-useres34" entered), "First Name" (with "user" entered), and "Last Name" (with "test" entered). There are also fields for "Password" and "Confirm Password", both showing masked characters with red borders. A green progress bar next to the Password field is labeled "Strong". To the right of the form, a "Password Policy Requirement" section lists rules: minimum eight characters, at least one Uppercase Letter, at least one Lowercase Letter, at least one Number (0-9), at least one Special Character (e.g., #, \$, %), and may not contain the user ID or any part of the user's full name, and may not reuse any of the last ten previously used passwords. At the bottom right, there are "SUBMIT" and "CANCEL" buttons, with "SUBMIT" highlighted by a red box.



## Login with a New Password



7. User can now log in using the new password.

A screenshot of the Pennsylvania Department of Human Services login page. The page has a blue gradient background. At the top center is the "PA pennsylvania" logo. Below it, the "Keystone Key" login section contains two input fields for "Username" and "Password", followed by a yellow "LOGIN" button. To the right of the login section are two self-service panels. The top panel, "Self-service for Business Partner", includes links for "Forgot User ID", "Forgot Password", and "Edit Profile". The bottom panel, "Self-service for Commonwealth Employees", includes a link for "Change CWOPA Password or Hint Questions". At the bottom of the page, there is a small warning text about unauthorized access and a copyright notice for 2018.

PA pennsylvania

**Keystone Key**

Username

Password

LOGIN

**Self-service for Business Partner**

- Forgot User ID
- Forgot Password
- Edit Profile

**Self-service for Commonwealth Employees**

- Change CWOPA Password or Hint Questions

WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Human Services Security and Audits Unit.

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# Additional Support



## Additional Support Contacts



**Password Support:** If you continue to experience password issues after trying to reset, send an email to the *PW, Unified Security inbox* ([ra-unifiedsecurity@pa.gov](mailto:ra-unifiedsecurity@pa.gov)).

**Risk-Based Authentication (RBA) Support:** If you continue to experience RBA issues, please email the help desk at [RA-PWDHSMFAHELPDESK@pa.gov](mailto:RA-PWDHSMFAHELPDESK@pa.gov).

**Tool Technical Issues:** If the tool will not load, you do not see a needed Facility in the drop-down, or need to change your designated users, please contact your specific program office for support:

- **OCDEL:**
  - Western Region: (412)-565-5183
  - Central Region: (717)-772-7078 ([RA-ocdelcertnchbg@pa.gov](mailto:RA-ocdelcertnchbg@pa.gov) or [RA-ocdelcertncsel@pa.gov](mailto:RA-ocdelcertncsel@pa.gov))
  - Northeast Region: (570)-963-4371
  - Southeast Region: (215)-560-2541 ([RA-ocdelcertse@pa.gov](mailto:RA-ocdelcertse@pa.gov) or [RA-ocdelcertsev-mail@pa.gov](mailto:RA-ocdelcertsev-mail@pa.gov))
- **OCYF:** contact Amber Kalp at [akalp@pa.gov](mailto:akalp@pa.gov)
- **OLTL/BHSL:** contact via email at [RA-pwarlheadquarters@pa.gov](mailto:RA-pwarlheadquarters@pa.gov)
- **OMHSAS:** contact via email at [RA-PWOMHSASCOVID-19@pa.gov](mailto:RA-PWOMHSASCOVID-19@pa.gov)

