

## General Questions / Unique ID Registration Process

### **Q: What is a Unique ID?**

**A:** Unique ID is a 6-character alpha-numeric code that is assigned to you once you provide your information for the Direct Care Worker (DCW) Registry. You have the option to appear on the registry or you may opt out. Opting out does not mean you aren't required to register – it just means your name will not appear on the DCW Registry. Registering for a Unique ID is a requirement for enrollment with Tempus.

### **Q: How do I obtain my Unique ID?**

**A:** DCWs are required to self-register for a Unique ID. DCWs can register through the DCW Registry application by logging into their Keystone Key account and filling out the registration form. To access the DCW Registry application, DCWs must first create and/or login to an existing Keystone Key account.

### **Q: What do I do once I receive my Unique ID?**

**A:** Once you successfully register for your Unique ID, there is no other action you need to take. Tempus will receive your Unique ID from a weekly file sent by OLTL every Monday.

### **Q: I filled out the registration form online, but the website is indicating "something is incorrect." What does this mean and how can I resolve it?**

**A:** If you receive an error that says, "Something is incorrect. Please review all fields for corrections and resubmit" it means Experian failed to validate your information. If you have verified all your information is entered correctly, but are still receiving this error, you will need to contact the Office of Long-Term Living. OLTL can process your failed registration attempt through a data fix to manually generate your Unique ID.

## Keystone Key Account Creation

### **Q: How do I know if I already have a Keystone Key account?**

**A:** You may have created a Keystone Key account in the past if you have used any of the following State based applications: *COMPASS, Child Welfare Portal, Disaster Training Registration, SERS' Online Member Services, Insurance Administrative Hearings Application, Medical Assistance for Workers with Disabilities (MAWD) Online Payment, or Child Support.*

Additionally, if you have tried to create a Keystone Key account but receive an error that indicates your email address has already been used, this means you have an existing Keystone Key Account.

### **Q: I tried to create a Keystone Key account, but the website says my email address has already been used.**

**A:** If you receive this error, it means you have an existing Keystone Key account. If you do not remember your username (which is your Keystone ID) you can retrieve it by clicking the link next to the error that says, "To retrieve your userid please request it here." Alternatively, here is the link:

<https://www.hhsidm.state.pa.us/iam/im/citizenpub/ca12/index.jsp?task.tag=ForgottenCitizenUserID>

**Q: I tried to create a Keystone Key account, but the website asks for a Keystone ID and I don't know mine.**

**A:** Keystone ID is synonymous with username or userid and unlike the Unique ID, it is not auto generated, and it is not something you register for. The Keystone ID is a username that you choose which you will use to login to your Keystone Key account. For example, if your name is John Smith, you could make your Keystone ID something like *jsmith1985*. It can be whatever you'd like as long as it meets the requirements (no special characters except hyphen(-) period (.) at (@) or underscore (\_), minimum on 6 characters, maximum of 64 characters, not already chosen by another user).

**Q: I tried to create a Keystone Key account, but the website says there is an invalid character.**

**A:** Ensure that there are no spaces before or after your first name, last name, or email address and that all fields are submitted with the proper format. The Keystone Key website registers a 'space' as an unaccepted special character. If your answers contain a space or other unaccepted special character, edit the field so that it fits the accepted format. One or more of your answers are formatted incorrectly if you receive the following errors:

- Error: Only alphabets allowed in first name field. Invalid Character.
- Error: Only alphabets allowed in last name field. Invalid Character.
- Error: Email address must be in valid format.
- Error: Invalid 'Email Address'

## Keystone Key Account Login

**Q: I can't login to my Keystone Key account because I forgot my username or password.**

**A:** If you forgot your username, you can retrieve it by visiting this link and entering your first name, last name, date of birth, and email address:

<https://www.hhsidm.state.pa.us/iam/im/citizenpub/ca12/index.jsp?task.tag=ForgottenCitizenUserID>

If you forgot your password, you can reset it by clicking 'forgot password' on the Keystone Login page or by visiting this link and entering your Keystone ID, first name, last name, and the answers to your security questions:

<https://www.hhsidm.state.pa.us/iam/im/citizenpub/ca12/index.jsp?task.tag=CitizenForgottenPasswordReset>

**Q: I tried to look up my username, but the website says there is no Keystone user ID found.**

**A:** When attempting to look up your username, you may receive an error indicating, "No Keystone user ID is found associated with the below provided details." This means that part or all of the information you entered does not match an existing account.

*\*If you have attempted to create an account and receive an error indicating you already have an existing account but receive the "No Keystone user ID is found" error when attempting to retrieve your username, you will need to contact the Office of Long-Term Living.*

**Q: I tried to reset my password, but the website says there is no account associated with my information.**

**A:** When attempting to reset your password, you may receive an error indicating, “No Keystone user ID is found associated with the below provided details.” This means that part or all of the information you entered does not match an existing account.

*\*If you have attempted to create an account and receive an error indicating you already have an existing account but receive a “No Keystone user ID is found” error when attempting to reset your password, you will need to contact the Office of Long-Term Living.*

**Q: I tried to reset my password, but I’m unable to answer my security questions correctly.**

**A:** If you are unable to answer your security questions, you will need to contact the Office of Long-Term Living.

**Q: I tried to reset my password, but the website says there are not enough security questions.**

**A:** If you’ve attempted to reset your password but receive an error indicating that there are not enough security questions, you will need to contact the Office of Long-Term Living.

**Q: I am locked out of my Keystone Key account because of too many failed login attempts.**

**A:** If you are locked out of your Keystone Key account, you will need to contact the Office of Long-Term Living.

**Q: When I log into my account, I see a blank page / nothing happens / I cannot access the registration page.**

**A:** If you have an existing account or attempt to login to a Keystone Key page outside of the DCW Registry application (<https://www.humanservices.state.pa.us/dcw>) it is likely that your account is missing a user role necessary to access the DCW Registry. Users who need to add this user role may experience a page refresh upon login or be redirected to a ‘blank page’ with two tabs near the top that read “Edit User Profile” and “Citizen User Management.”

Users can request DCW Registry access by following these steps:

1. Click **Edit Profile**
2. Click **Citizen User Management**
3. Click **Request DCW Registry Access**
4. Check the box next to **Enable DCW Role**
5. Click **Submit**
6. Logout
7. Go to: <https://www.humanservices.state.pa.us/dcw>
8. Click **Register**
9. Login