

PA Clearance Portal - Frequently Asked Questions

Q: How quickly will clearances be approved?

A: Clearances are typically reviewed within three business days.

Q: Why does the system need to email me an authentication code?

A: In order to protect your personal information, the code is a second step of authentication so someone cannot access your account.

Q: How will I know when my clearances are expiring?

A: Unit leaders are emailed reports quarterly and you can monitor your personal records.

Q: Can I download a copy of what I uploaded?

A: Yes, once uploaded, you will be able to log back in and download the original files.

Q: I am a unit leader; how will I know if someone from my unit uploaded clearances?

A: Unit leaders are emailed reports quarterly.

Q: If my email address on file can no longer be accessed, how can I update it?

A: Email heather.rothermel@scouting.org with your new address.

Q: What types of files can be uploaded?

A: PDF, JPG, PNG.

Q: My clearance(s) was mailed to me. How do I upload it?

A: Take a photo of the document on your phone. Then login to the system using directions above and upload from your device. Should you not have access, you can always bring a copy to your unit and someone there may be able to digitize it for you, or you can drop them off at the Council Service Center.

Q: Why does the file I uploaded say pending?

A: All files are reviewed manually for accuracy.

Q: What if my file is rejected?

A: You will receive an email with why your file was rejected and how to resolve.

Q: What web browsers are supported for use?

A: Google Chrome and Safari.