Login to CELS:

1. From the CELS home page, click **LOGIN TO** **INDIVIDUAL ACCOUNT.**

2. Enter your login credentials on the **Keystone Key** screen and click **LOGIN**.

# Retrieve Forgotten User ID

1. From the Self-service for Individuals table, click **Forgot User ID**
2. Complete the required fields
3. Click **FINISH**
   1. If a matching account is found, you will receive an email with your Keystone user ID to the email address supplied.

**Note:** If you are unable to recover your password due to inadequate security questions or a locked account, please utilize the CELS Chatbot to report the incident.

# Retrieve Forgotten Password

1. From the Self-service for Individuals table, click **Forgot Password**
2. Complete the required fields
3. Click **OK**

**Note:** If you are unable to recover your user ID after using the “Forgot User ID” function available via the Self-Service for Individuals on the login page, you will need to create a new account. The new account must be under a different email address, as an email address can be associated to only one account.

**Note**: Changing your password will change it in all state programs that use this Keystone ID. Keystone ID refers to your MyCOMPASS Account, CWIS, DTR, PACSES and/or Child Support username.

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**For further assistance on *Applicant Account Registration*, please refer to the Chatbot on the CELS Site,** [**www.pelican.state.pa.us/cels**](http://www.pelican.state.pa.us/cels)**.**