**Reviewing and Responding to Messages and Alerts**

Login to CELS:

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

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

# Messages

# The Messages screen allows Providers to view messages from the Clearance Verification Unit (CVU) related to additional information needed for the processing of a submitted application.

1. From the **Home** screen, click on the **Message** icon at the top of the screen.
2. The **Messages** screen displays a table that contains any Application Messages from the CVU regarding the Provider’s submitted CEL applications.
3. Click on the **eyebal**l icon in the **View** column to open the **Message Details** dialog.
4. Review the message located in the **Request** text box.
5. To respond to the Request, click the **Respond** button.
6. A **Message Details** dialog box displays.
   1. Click and type your response to the request in the **Response** text box.
   2. Click the **affirmation** checkbox.
   3. Provide the appropriate eSignature.
7. Click the **Send** button.

# Alerts

# The Alerts screen displays any system-generated alerts triggered after the application is submitted. Alerts contain the cause of the alert, the CEL ID associated to the alert, and button that will clear the alert from the Alerts table.

# Alerts can be informational (FBI Results are overdue) or require a response (Such as, “The applicant is required to register for a fingerprint background check and have their fingerprints taken. Failure to complete this check in a timely manner may result in your CEL results being determined Ineligible.”)

1. From the **Home** screen, click on the **Alert** icon at the top of the screen. The bell-shaped **Alert** icon will display a number next to the icon showing the total number of alerts.
2. An **Alert** table displays any alerts generated for the associated application(s).
   1. Determine whether the alert is information only, or if it requires a response by the Provider.

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Description automatically generated

**For further assistance on *Provider Alerts and Messages,* please refer to the Chatbot on the CELS Site,** [**www.pelican.state.pa.us/cels**](http://www.pelican.state.pa.us/cels)**.**