

Customer Portal Overview

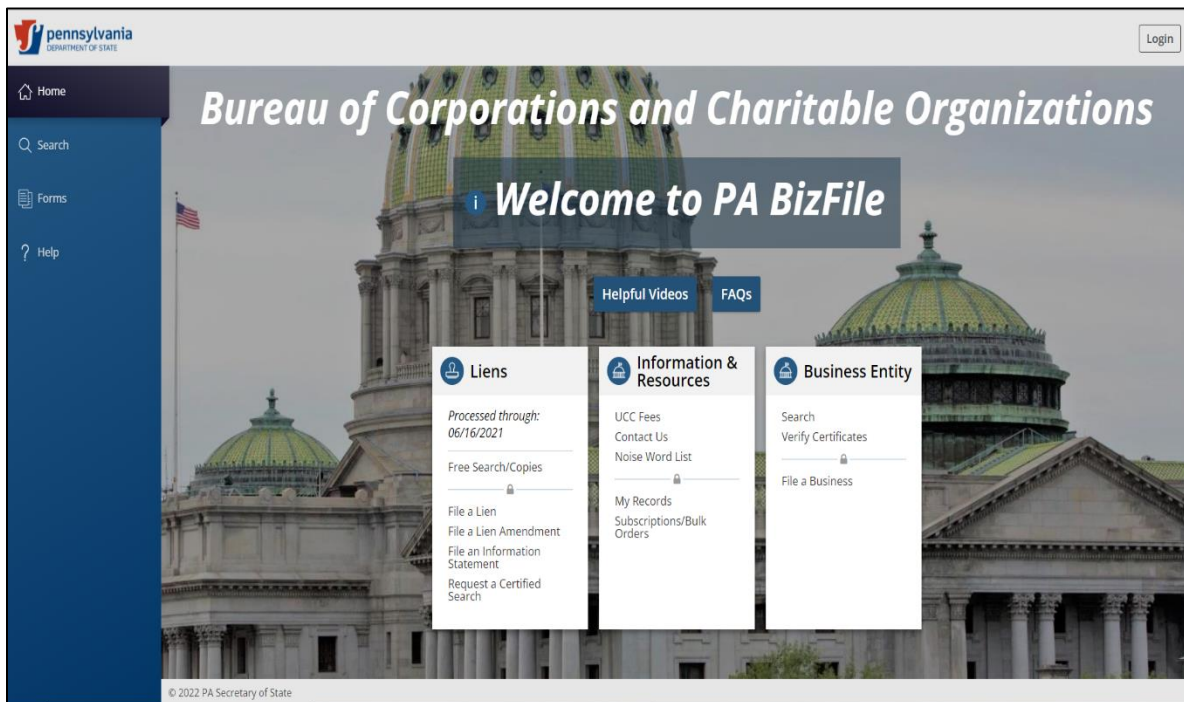
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Getting Started with the Portal

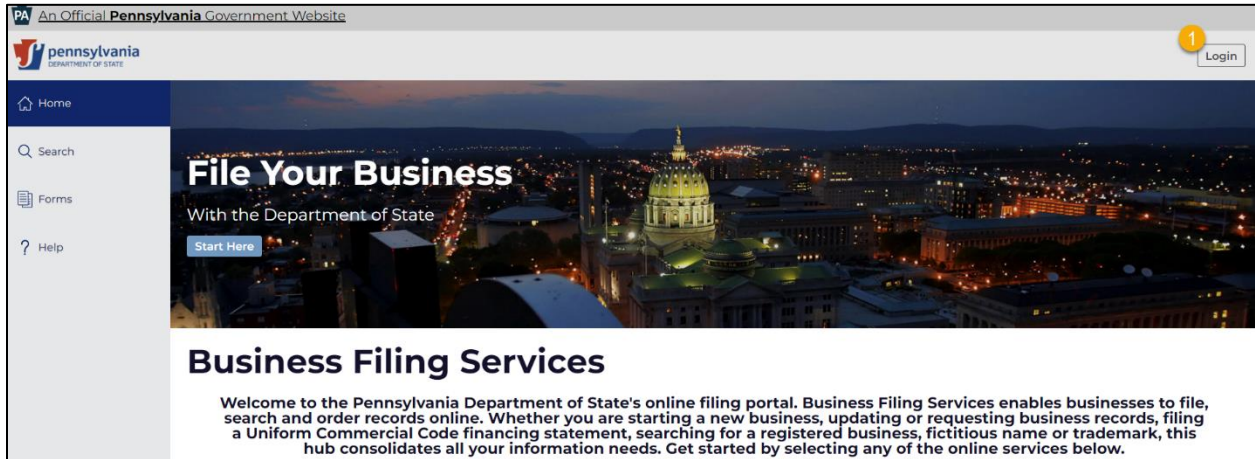
This training is focused on the process registrants use to log-in to the portal and select which type of document they want to file. To begin, open a web browser and go to <https://corporations.pa.gov/>

Note, available navigation options are limited if a user is not logged in. A user can navigate the website prior to logging in but will be prompted to login if executing an action such as filing.

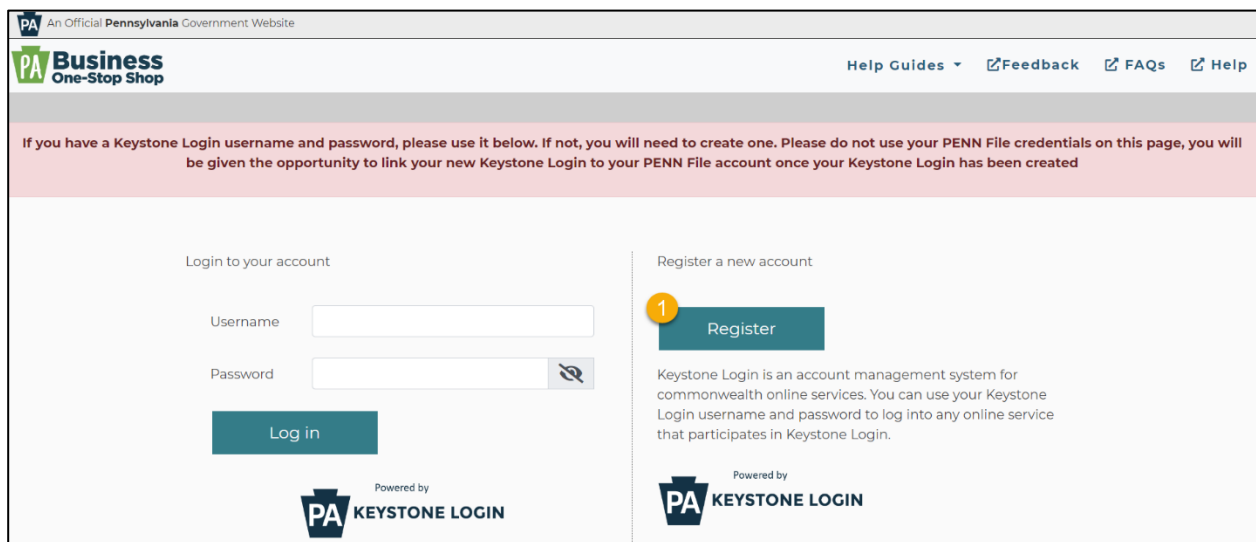


Create a New Account

New users must create an account to log into the web portal. Begin by selecting **Login**¹.



From this page select **Register**¹ to create an account.



To Register, enter the following information:

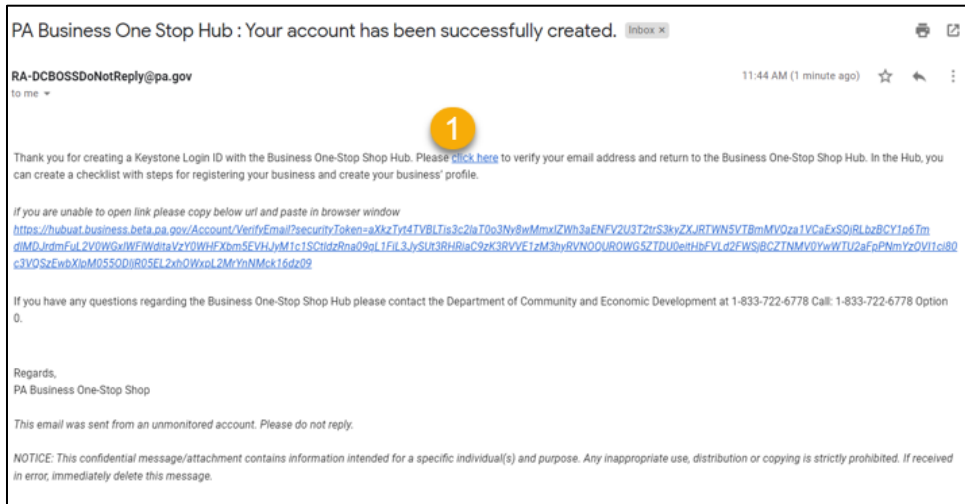
- **Account Information¹**
 - Username
 - Password - The password should be between 6 and 20 characters and should not contain any spaces or '@' or '&'
 - Confirm password
- **User Information²**
 - First Name
 - Last Name
 - Date of Birth
 - Email
 - Confirm Email
 - Mobile Phone Number
- **Multi-Factor Security Information³**
 - Select three security questions

When finished, select **Submit⁴**. Note, asterisks indicate required fields. Messages with Red text will appear next to a field if there is an error that needs to be corrected.

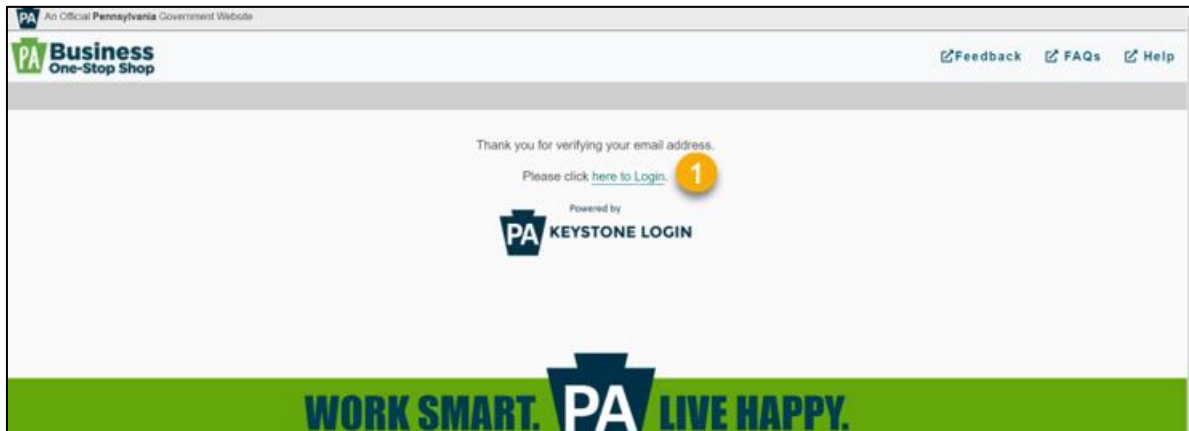
The screenshot shows the registration form for the PA Business One-Stop Shop. The form is titled "Register" and is divided into four numbered sections:

- 1 Register Account Information**: Includes fields for Username, Password, and Confirm Password. The Password field has a strength indicator. To the right, there are password requirements: "The username should be between 6 and 64 characters and should not contain any spaces and some special characters." and "The password must pass these rules: Must be between 12 to 120 characters in length; Must include any of your username, your first name, or your last name; Must pass 3 out of 4 of these rules: One uppercase letter; One lowercase letter; One numeral; One non-character (such as !@#%&*, etc.)." Below these rules is a "Password Strength" indicator.
- 2 User Information**: Includes fields for First Name, Middle Name, Last Name, Date Of Birth (with a calendar icon), Email, Confirm Email, and Mobile Phone Number.
- 3 Multi-Factor Security Information**: Includes three sets of Security Question (dropdown menu) and Security Answer (text input) fields.
- 4**: Includes "Submit" and "Cancel" buttons.

A confirmation email will be sent for account verification. To verify, select **click here**¹ and the verification screen will be displayed.



From the **Verification** screen, select **click here to Login**¹.



Login

Users are now able to enter the **Username**¹ and **Password**², then select **Login**³

PA Business One-Stop Shop

P3R4 Deployment

Login to your account

1 Username

2 Password

3

Powered by PA KEYSTONE LOGIN

[Forgot Username?](#)
[Forgot Password?](#)
[Need your account unlocked?](#)

The user will now be directed to the PA BizFile home page.

PA An Official Pennsylvania Government Website

pennsylvania DEPARTMENT OF STATE

Home

Search

Forms

Workview Manager

My Work Queue

My Records

Data Requests

Forms Manager

Dashboard

Accounting

Tools

Help

File Your Business
With the Department of State
[Start Here](#)

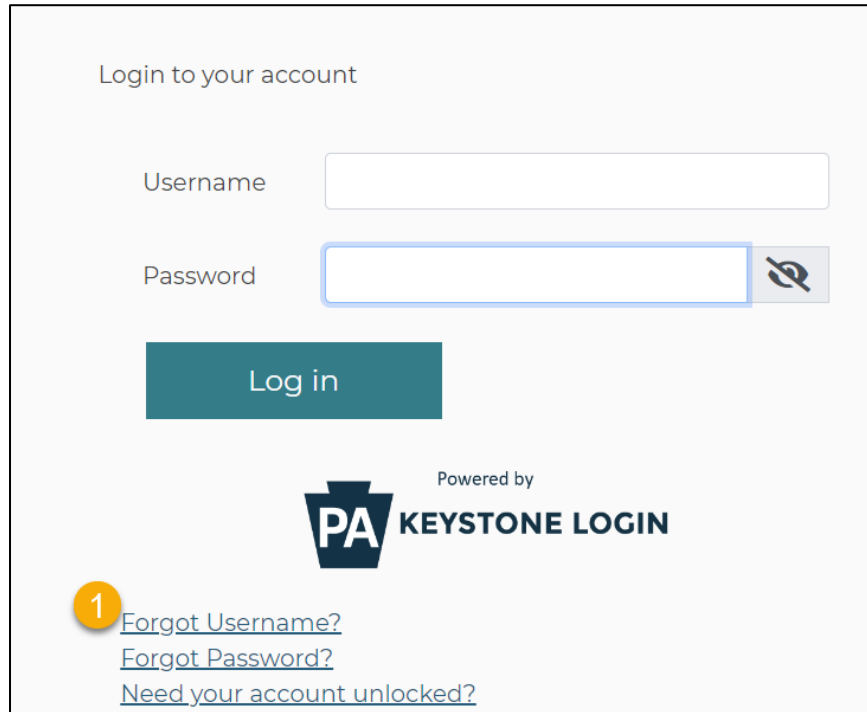
Business Filing Services

Welcome to the Pennsylvania Department of State's online filing portal. Business Filing Services enables businesses to file, search and order records online. Whether you are starting a new business, updating or requesting business records, filing a Uniform Commercial Code financing statement, searching for a registered business, fictitious name or trademark, this hub consolidates all your information needs. Get started by selecting any of the online services below.

[UCC](#) [Information & Resources](#) [Business Entity](#)


Forgot Username

If the Username has been forgotten and needs recovered, users can select **Forgot Username**¹ below the login options.



Login to your account

Username

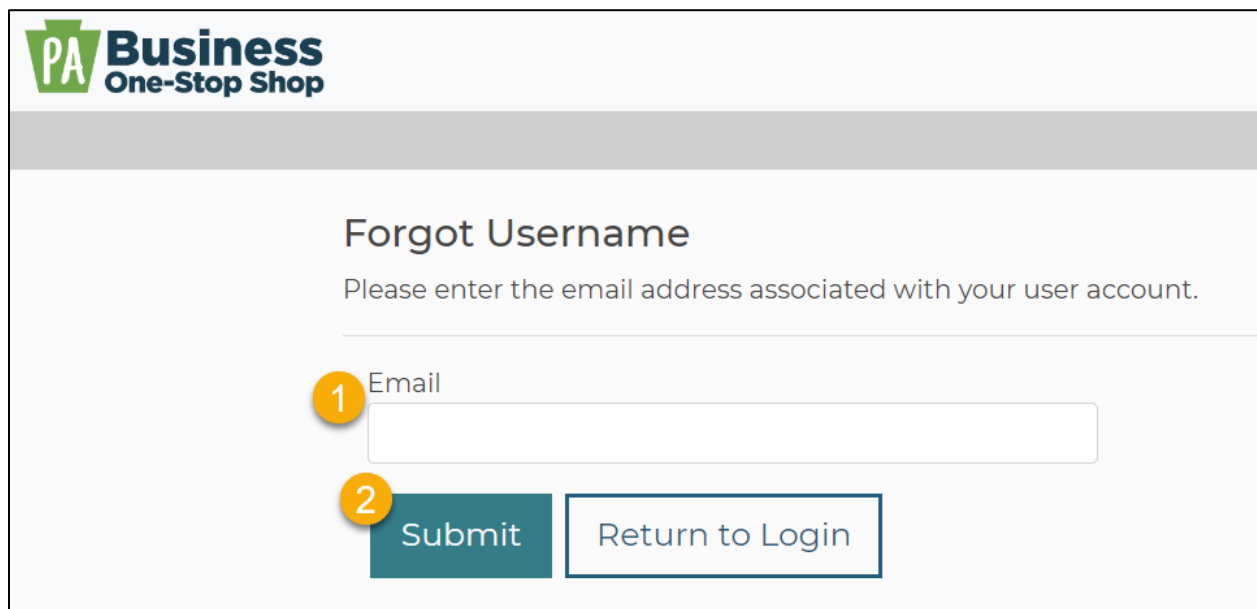
Password 

Log in

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PA KEYSTONE LOGIN

1 [Forgot Username?](#)
[Forgot Password?](#)
[Need your account unlocked?](#)

The **Forgot Username** window will appear. Enter the email associated with your account then click 'Submit'.



PA Business
One-Stop Shop

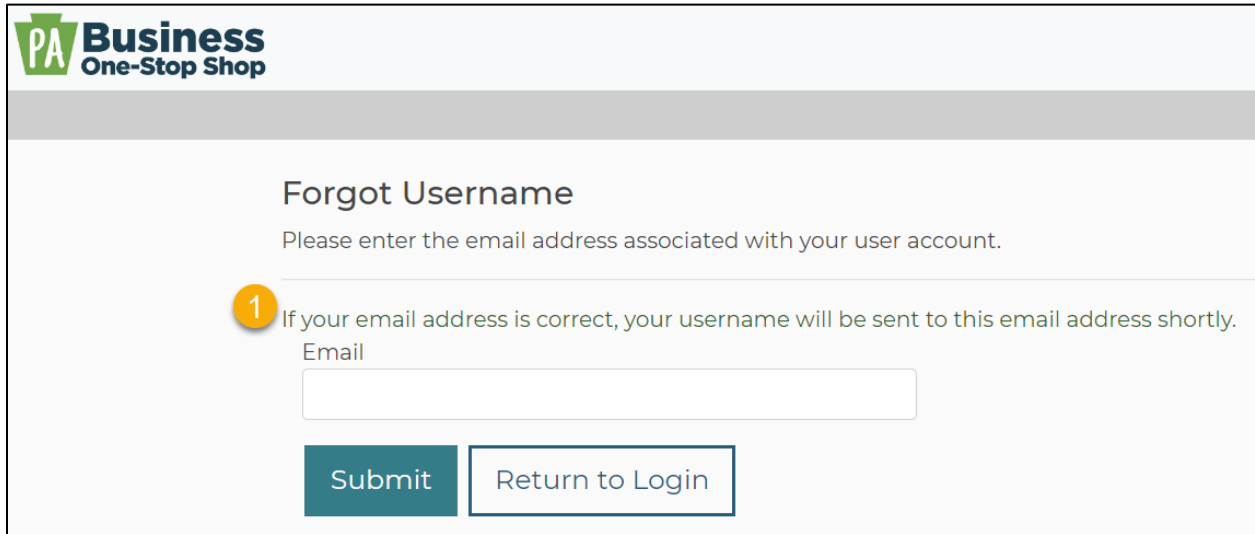
Forgot Username

Please enter the email address associated with your user account.

1 Email

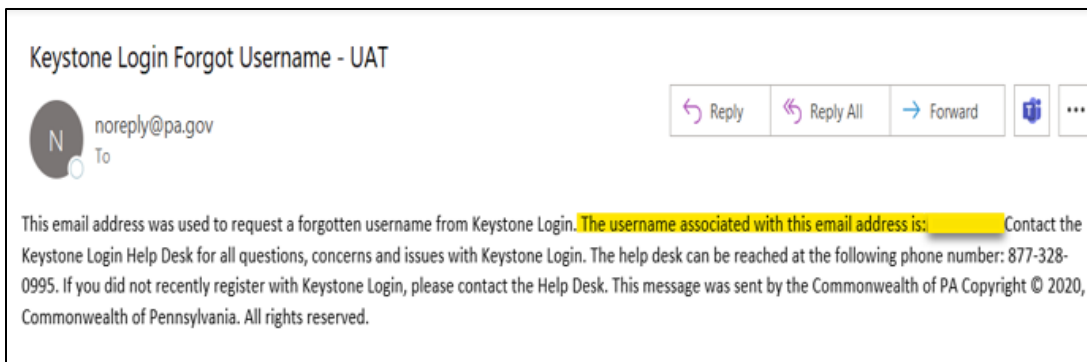
2 **Submit**

A message will be displayed on the screen that if the email entered is correct, then an email with your username will be sent shortly.

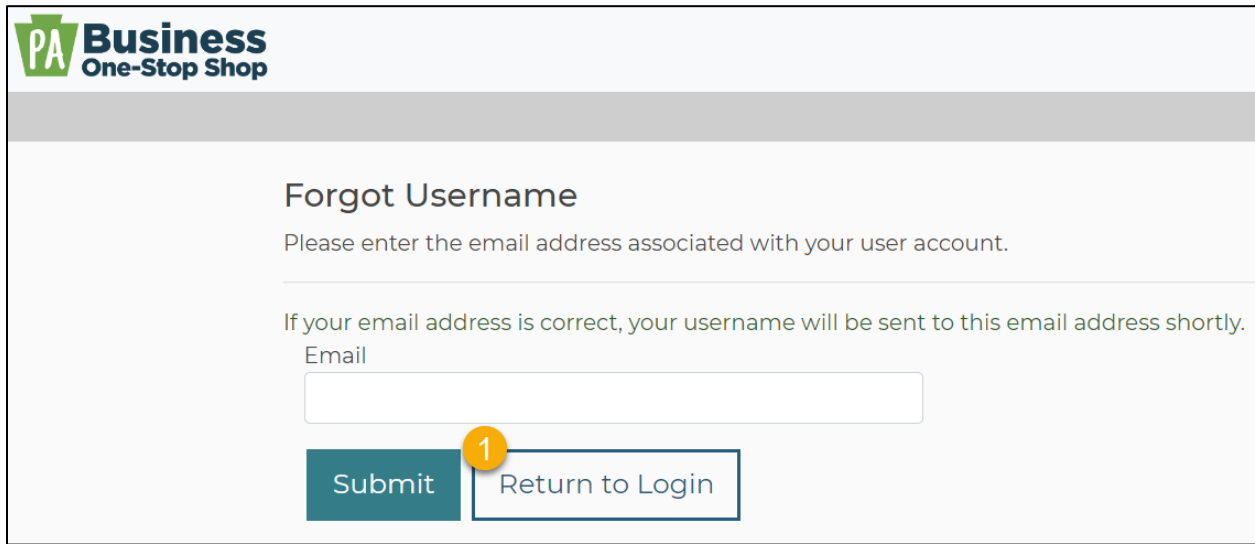


The screenshot shows the 'Forgot Username' page of the PA Business One-Stop Shop. The page has a header with the logo and the text 'PA Business One-Stop Shop'. Below the header, the title 'Forgot Username' is displayed. A message reads: 'Please enter the email address associated with your user account.' There is a numbered instruction '1' that says: 'If your email address is correct, your username will be sent to this email address shortly.' Below this is a text input field labeled 'Email'. At the bottom, there are two buttons: 'Submit' and 'Return to Login'.

Below is an example of the email that will be received from: noreply@pa.gov.



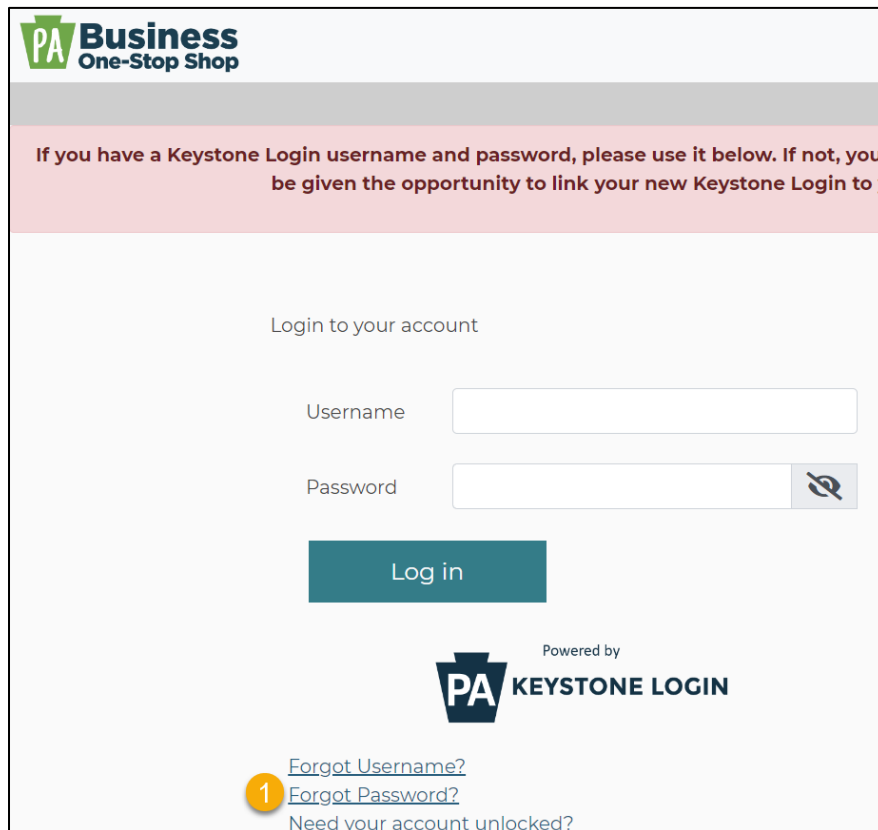
From the login screen select **Return to Login**¹ to enter the username and password.



The screenshot shows the 'Forgot Username' page. At the top left is the logo 'PA Business One-Stop Shop'. The main heading is 'Forgot Username'. Below it is the instruction: 'Please enter the email address associated with your user account.' There is a text input field for the email address. Below the input field are two buttons: a teal 'Submit' button and a white 'Return to Login' button with a blue border. A yellow circle with the number '1' is placed over the 'Return to Login' button.

Forgot Password

If the password has been forgotten the user can select **Forgot Password**¹, below the login options.



The screenshot shows the login page. At the top left is the logo 'PA Business One-Stop Shop'. Below it is a pink banner with the text: 'If you have a Keystone Login username and password, please use it below. If not, you be given the opportunity to link your new Keystone Login to y'. Below the banner is the heading 'Login to your account'. There are two input fields: 'Username' and 'Password'. The 'Password' field has a toggle icon for visibility. Below the input fields is a teal 'Log in' button. At the bottom center is the logo 'PA KEYSTONE LOGIN' with the text 'Powered by' above it. At the bottom left, there are three links: 'Forgot Username?', 'Forgot Password?' (with a yellow circle and '1' next to it), and 'Need your account unlocked?'.

The **Forgot your password** window will appear. Enter the **Username**¹ associated with your account and select **Submit**².

PA Business One-Stop Shop

Forgot your password?

Enter your username

1 Username

2 Submit Cancel

The password reset options will be displayed. Users can reset the password by answering security questions that were selected during registration or elect to receive a temporary password via email.

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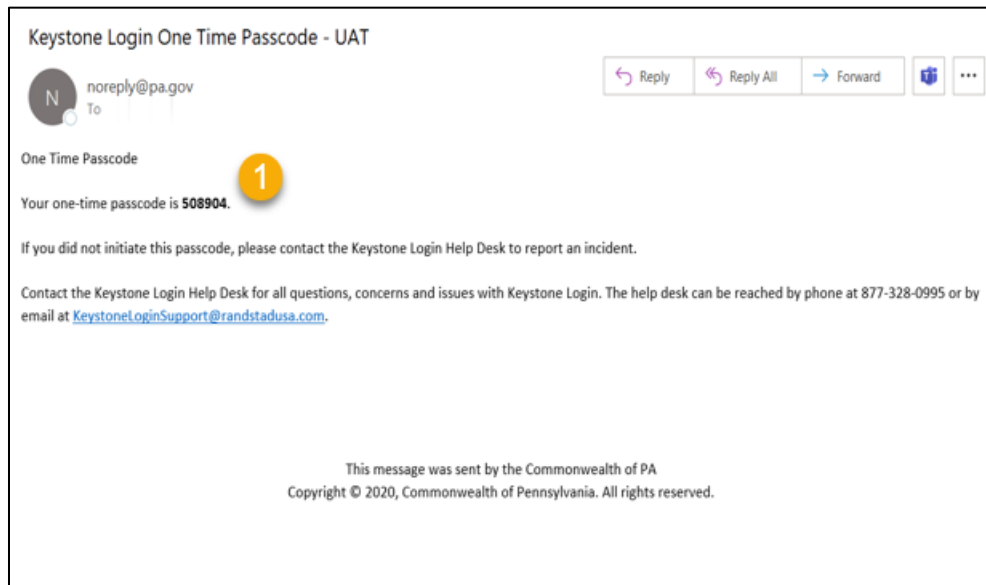
PA Business One-Stop Shop

Forgot Password Reset

Select your reset method

- Reset By Security Questions
- Reset By Email (Temporary Password)

If the **Reset by Email** temporary password option was selected, a One-Time Password (OTP) will be sent to the email address entered. The email will contain a 6-digit **passcode**¹ which will be used to verify the account.



After verification, enter a new **Password**¹ and re-enter to **Confirm Password**². Once the password meets all the criteria given, click **Submit**³.

PA Business One-Stop Shop

Feedback

Change your password

1 Password *

2 Confirm Password *

3 Submit Cancel

The password must pass these rules:

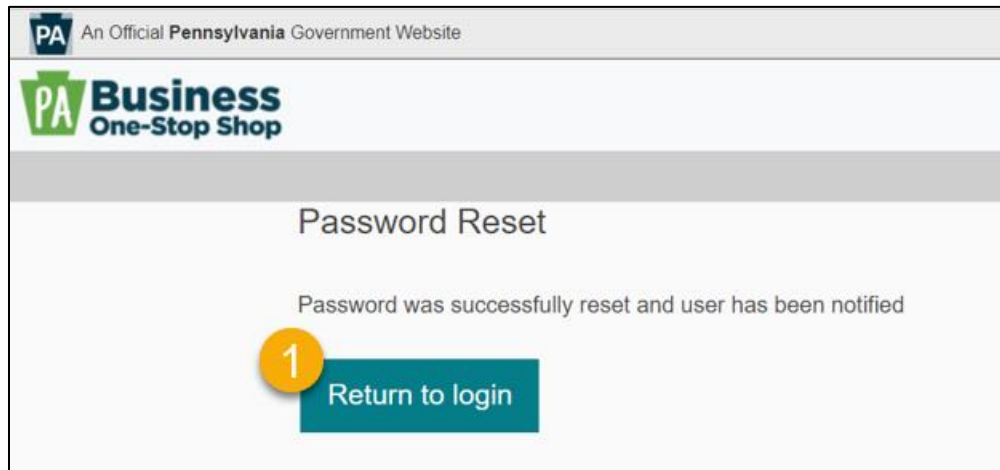
- Must be between 12 to 128 characters in length.
- Do not include any of your username, your first name, or your last name.

The password must pass 3 out of 4 of these rules:

- One uppercase letter.
- One lowercase letter.
- One numeric number.
- One non-character (such as !, #, %, ^, etc).

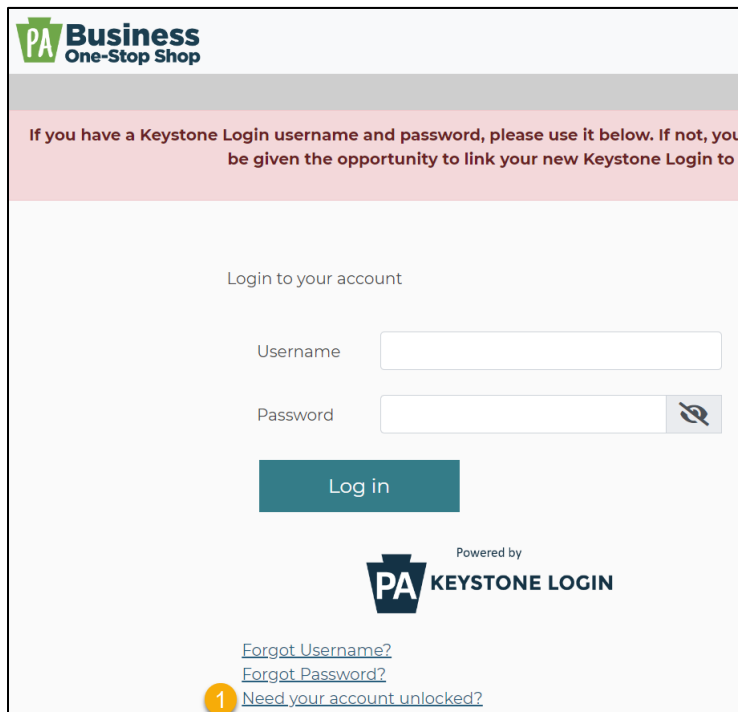
Password Strength:

An email will be sent stating the password was successfully reset, and the page will display Return to **login**¹ to allow the user to login with the new password.

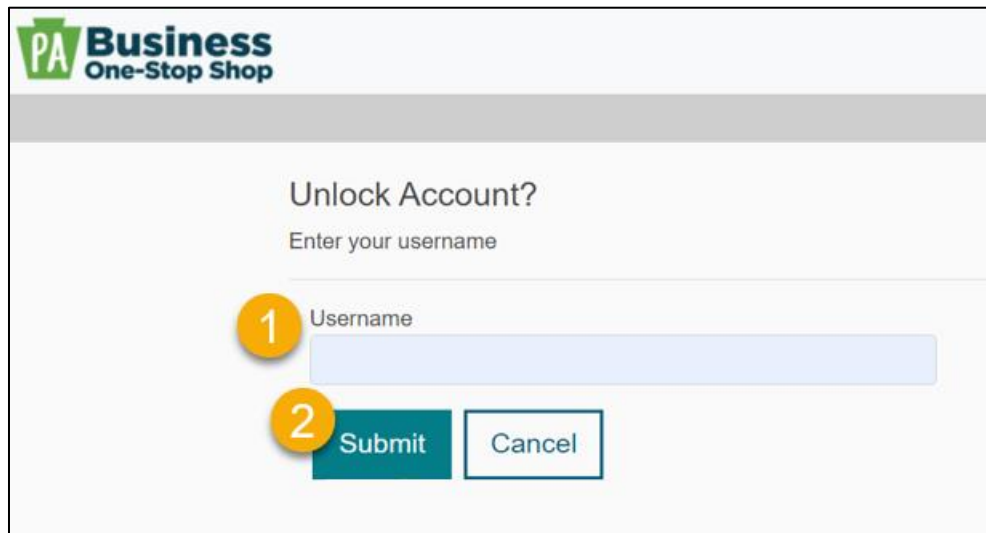


Account Locked

Account lockout keeps the account secure by locking the login after failed login attempts. If for any reason the account is locked, select **Need your account unlocked**¹ below the login options.



The **Unlock Account?** window will appear. Enter the **Username**¹ associated with the account and select **Submit**².



PA Business One-Stop Shop

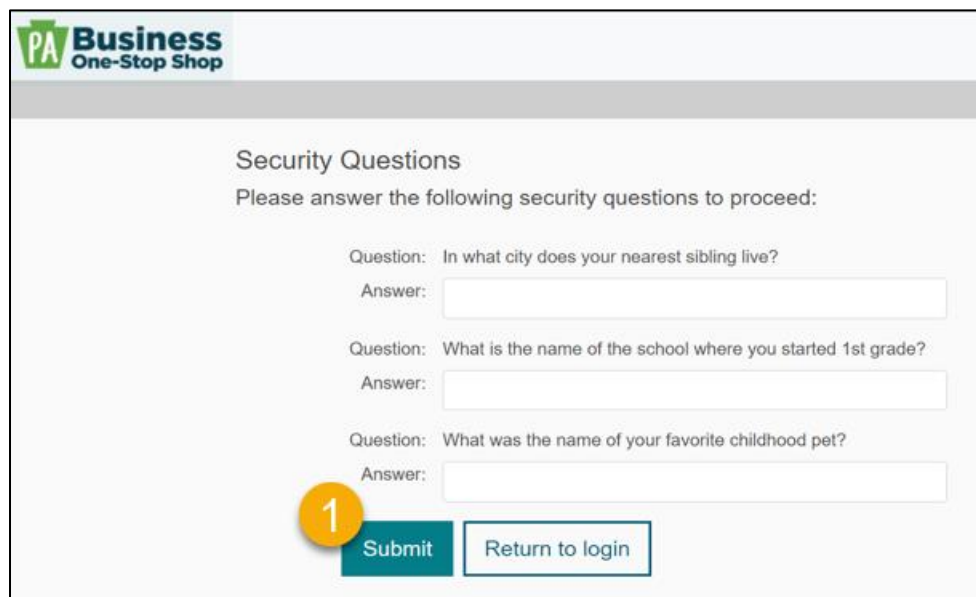
Unlock Account?

Enter your username

1 Username

2 Submit Cancel

A page with the user's security questions will be displayed. After answering the questions, click **Submit**¹ to unlock the account.



PA Business One-Stop Shop

Security Questions

Please answer the following security questions to proceed:

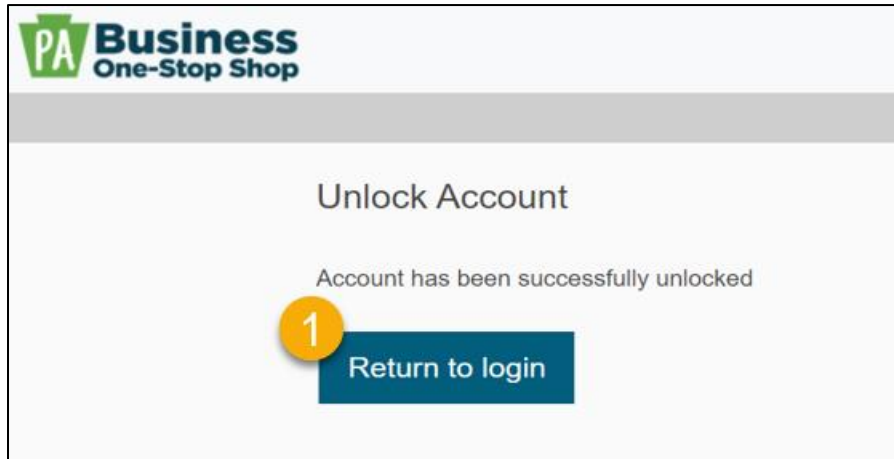
Question: In what city does your nearest sibling live?
Answer:

Question: What is the name of the school where you started 1st grade?
Answer:

Question: What was the name of your favorite childhood pet?
Answer:

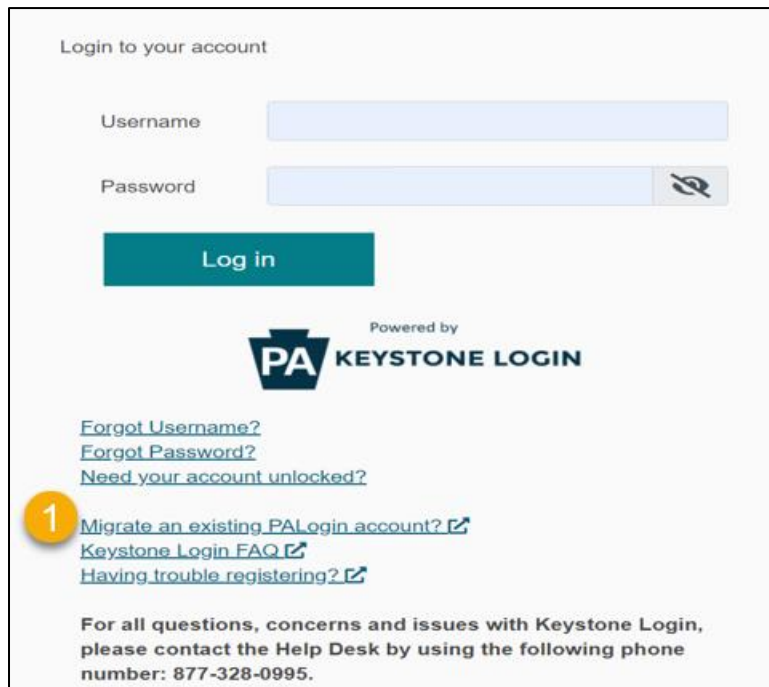
1 Submit Return to login

If the questions are answered correctly, the screen will be displayed that the account is successfully unlocked and the user can click **Return to login**¹.



Migrate an Existing PLogin Account

If the user has an existing PA Keystone Login these credentials can be used. To begin select **Migrate an existing PLogin account?**¹ to migrate the existing credentials to the Keystone.



The **PALogin to Keystone Login Migration** window will appear. Select, **I have not logged into Keystone Login before**¹ if the user has never registered with Keystone before, or select **I have an existing Keystone Login account**² if the user has already registered for Keystone.

PA KEYSTONE LOGIN

Information
Contact the Keystone Login Help Desk for all questions, concerns and issues with Keystone Login. The help desk can be reached by phone at 877-328-0995 or by email at Keystone.LoginSupport@randstadusa.com.

PALogin to Keystone Login Migration
Please select one of the following

- 1 • I have not logged into Keystone Login before
- 2 • I have an existing Keystone Login account

The following window will appear if the user has never logged into Keystone before. Enter **PALogin Credentials**¹, **New Keystone Login Account Details**², and **Security Questions**³, followed by **Submit**⁴.

PA KEYSTONE LOGIN

Information
Contact the Keystone Login Help Desk for all questions, concerns and issues with Keystone Login. The help desk can be reached by phone at 877-328-0995 or by email at Keystone.LoginSupport@randstadusa.com.

Keystone Login Migration
Migrate a user from PALogin to Keystone Login

1 PALogin Credentials

PALogin Username *

PALogin Password *

2 New Keystone Login Account Details

New Keystone Login Username *

Email Address *

Date Of Birth *

New Password *

Confirm New Password *

The password must pass these rules:

- Must be between 12 to 128 characters in length.
- Do not include any of your username, your first name, or your last name.

The password must pass 3 out of 4 of these rules:

- One uppercase letter.
- One lowercase letter.
- One numeric number.
- One non-character (such as !, #, %, ^, etc).

Password Strength: Invalid

3 Security Questions

Security Question 1 *

Security Answer 1 *

Security Question 2 *

Security Answer 2 *

Security Question 3 *

Security Answer 3 *

4

The **PALogin Migration** window will appear if the user already has a Keystone account. Enter **PALogin Credentials**¹ and **Keystone Login Credentials**², followed by **Submit**³ to migrate.

The screenshot shows a web page titled "PALogin Migration" with a header "PA KEYSTONE LOGIN". The page contains a form with two sections: "PALogin Credentials" and "Keystone Login Credentials". Each section has "Username" and "Password" input fields. A "Submit" button and a "Cancel" button are located at the bottom of the form. The form is annotated with numbered circles: 1 for the PALogin section, 2 for the Keystone section, and 3 for the Submit button. A footer contains links for "Privacy Policy" and "Security Policy", and copyright information for the Commonwealth of Pennsylvania.

Home Log In Register Help

PA KEYSTONE LOGIN

Contact the Keystone Login Help Desk for all questions, concerns and issues with Keystone Login. The help desk can be reached by phone at 877-326-0995 or by email at KeystoneLoginSupport@landis.com

PALogin Migration

Enter your credentials for your PALogin and Keystone Login accounts.

1 PALogin Credentials

Username

Password

2 Keystone Login Credentials

Username

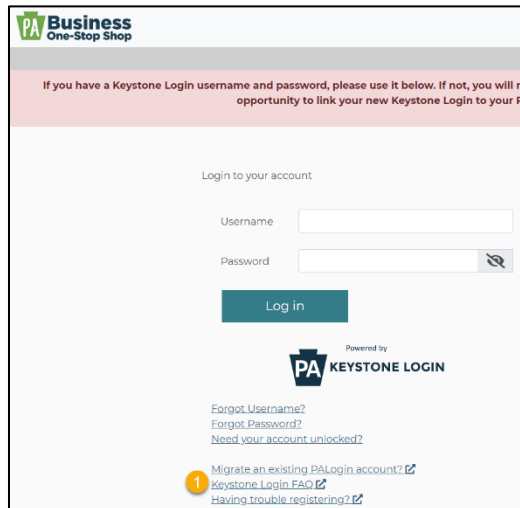
Password

3

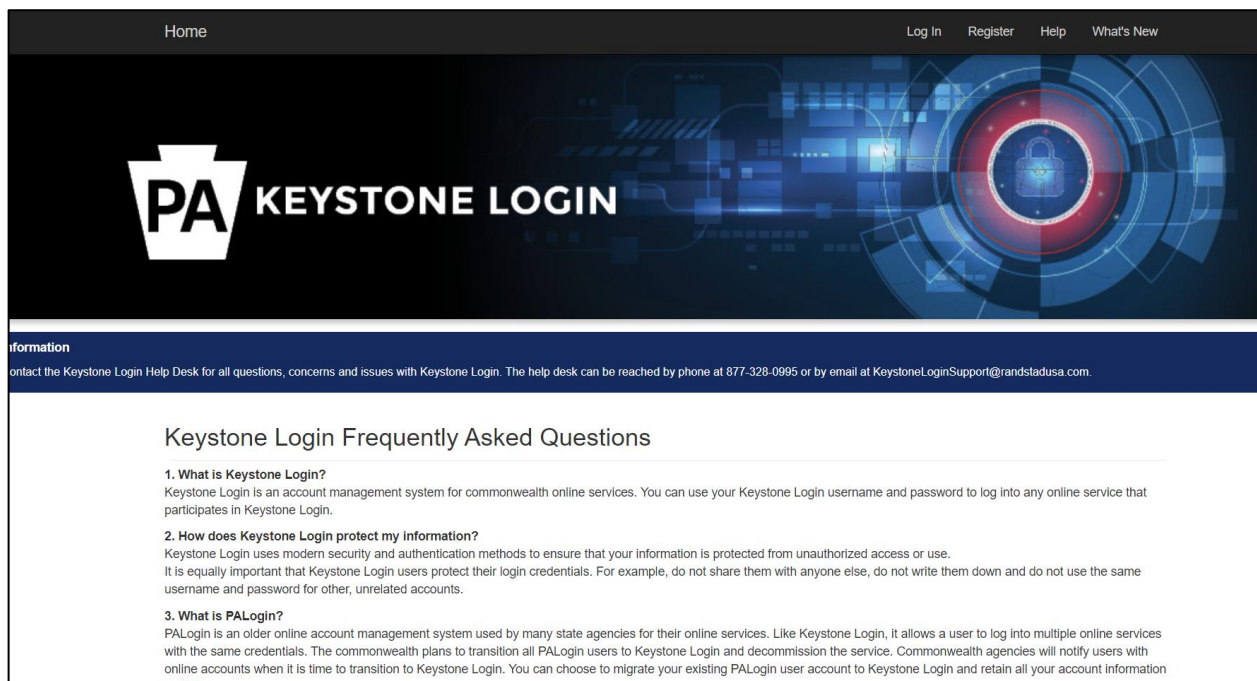
Privacy Policy | Security Policy
Copyright © 2022, Commonwealth of Pennsylvania. All rights reserved. Version 20211117.1

Keystone Login FAQ

If the user has any questions regarding login or is unable to login, the user can select **Keystone Login FAQ**¹ below the login options to find answers to common questions regarding the Keystone Login.

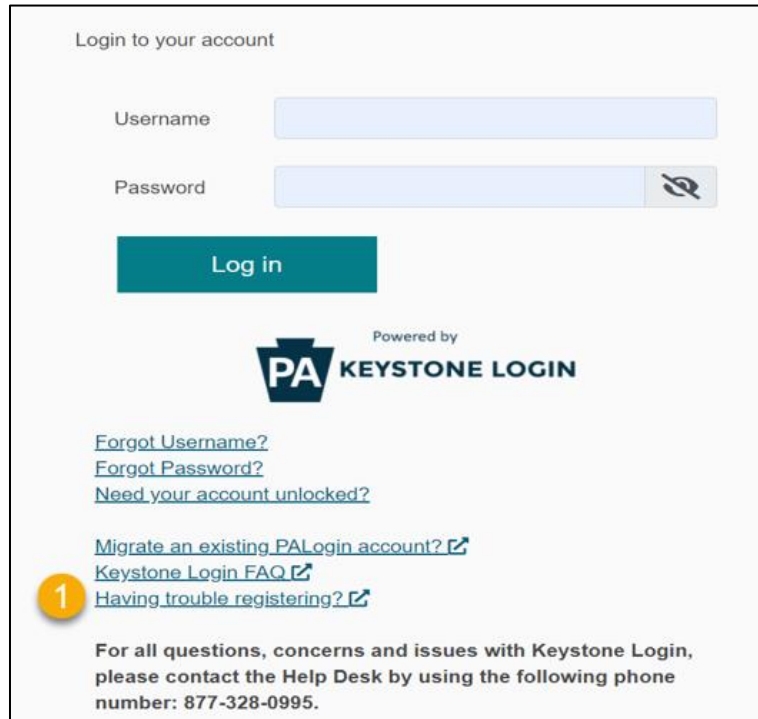


The page displays Frequently Asked Questions about the Keystone Login.




Trouble Registering

If the user is experiencing any issues registering select **Have trouble registering?**¹ below the login options.



Login to your account




Username

Password 

Log in


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PA KEYSTONE LOGIN

[Forgot Username?](#)
[Forgot Password?](#)
[Need your account unlocked?](#)

[Migrate an existing PALogin account?](#) 
[Keystone Login FAQ](#) 
1 [Having trouble registering?](#) 

For all questions, concerns and issues with Keystone Login, please contact the Help Desk by using the following phone number: 877-328-0995.

The page displays options to help the user register, including contact methods for Keystone, if needed.



PA KEYSTONE LOGIN

Information
Contact the Keystone Login Help Desk for all questions, concerns and issues with Keystone Login. The help desk can be reached by phone at 877-328-0995 or by email at KeystoneLoginSupport@randstadusa.com.

Keystone Login Frequently Asked Questions

- 1. What is Keystone Login?**
Keystone Login is an account management system for commonwealth online services. You can use your Keystone Login username and password to log into any online service that participates in Keystone Login.
- 2. How does Keystone Login protect my information?**
Keystone Login uses modern security and authentication methods to ensure that your information is protected from unauthorized access or use. It is equally important that Keystone Login users protect their login credentials. For example, do not share them with anyone else, do not write them down and do not use the same username and password for other, unrelated accounts.
- 3. What is PALogin?**
PALogin is an older online account management system used by many state agencies for their online services. Like Keystone Login, it allows a user to log into multiple online services with the same credentials. The commonwealth plans to transition all PALogin users to Keystone Login and decommission the service. Commonwealth agencies will notify users with

Navigating the Portal

Once logged in, icons along the left side of the screen are displayed. The icons seen are dependent on security access to the system.



Home

The home page is a starting point for the website. It is the default webpage that will load when registrants visit the website.

Search

To get ownership of the entity to file amendments, search for the entity record by clicking on the Search feature (the magnifying glass icon on the left pane) to locate a business, UCC, trademark, or miscellaneous entities. A screen will appear with a search bar, where users can search by name or file number.

Business Search

To access the **Business Search** select **Search¹**, then select **Business²** from the top of the page. Any record of business filing can be searched for here. Example, entering the text **test** in the **search box³** and selecting the **Search⁴** icon will **display⁵** all the businesses with **test** in the title.

The screenshot shows the Pennsylvania Department of State's Business Search interface. A search for 'test' has been performed, resulting in a list of four entities. The first entity, 'A TEST OF NAMES INC (3525312)', is highlighted with a blue background and a yellow callout '5'.

Filing Information	Initial Filing Date	Status	Formed In	Agent
A TEST OF NAMES INC (3525312)	07/29/2022	Active	PENNSYLVANIA	
Ally Test address Corp (3524582)	06/13/2022	Active	ALASKA	
DMS Test 2 FAN Inc (3525945)	09/07/2022	Active	PENNSYLVANIA	
QA Conv Final LLC (3524343)	05/26/2022	Inactive - Merged Out	ALABAMA	1 AAA INC

After performing the Search click on the entity record to review the information on the **slide-out drawer¹** to ensure this is your entity as many entities have similar names. From here, users can see the **Filing Type**, **Entity Type**, **Status**, **Formed in** (State), **Registered Office**, and **Initial Filing Date**.

The screenshot shows the detailed view of the entity 'A TEST OF NAMES INC (3525312)'. The slide-out drawer on the right provides the following information:

- Initial Filing Date:** 07/29/2022
- Status:** Active
- Formed In:** PENNSYLVANIA
- Filing Type:** Domestic Business Corporation
- Filing Subtype:** Business
- Registered Office:** 6535 GRAYSON RD HARRISBURG, PA 17111-5141 County: DAUPHIN

Users can further refine the **Search** by selecting **Advanced**¹.

Business Search

This tool allows you to search and order business registration records that are filed in the Pennsylvania Department of State. As of 09/28/2022 we have processed all business filings received in our office through 09/21/2022.

Business Search Info: ▼

Search by name or file number

Advanced Search

Search Filter

Contains
 Starts with

Filing Type

All ▼

Status

[Select a Status] ▼

Filing Date

Start: MM/DD/YYYY 📅 End: MM/DD/YYYY 📅

Q Search Clear Filters

1 Advanced ^

UCC Search

The second Search option is **UCC**¹ which displays the **UCC Search**. Any record of UCC filing can be searched here. By selecting **Advanced**² the search will expand with more options that may be utilized to refine the Search.

PA An Official Pennsylvania Government Website

Business **1** UCC Trademark CROP

Home Search Forms My Work Queue My Records Data Requests Dashboard Help

UCC Search Print

This tool allows you to search and order Uniform Commercial Code (UCC) records that are filed in the Pennsylvania Department of State. As of 09/28/2022, we have processed all UCC documents received in our office through 09/21/2022.

Disclaimer: The data provided by this search is not certified. To order a Certified UCC Search (UCC1), [submit a UCC1 here](#).

UCC Search Info: ▼

Search by number or use Advanced below

Advanced Search

Lien Number Search
 Debtor Name Search
 Secured Party Name Search

Filing Date

Start: MM/DD/YYYY 📅 End: MM/DD/YYYY 📅

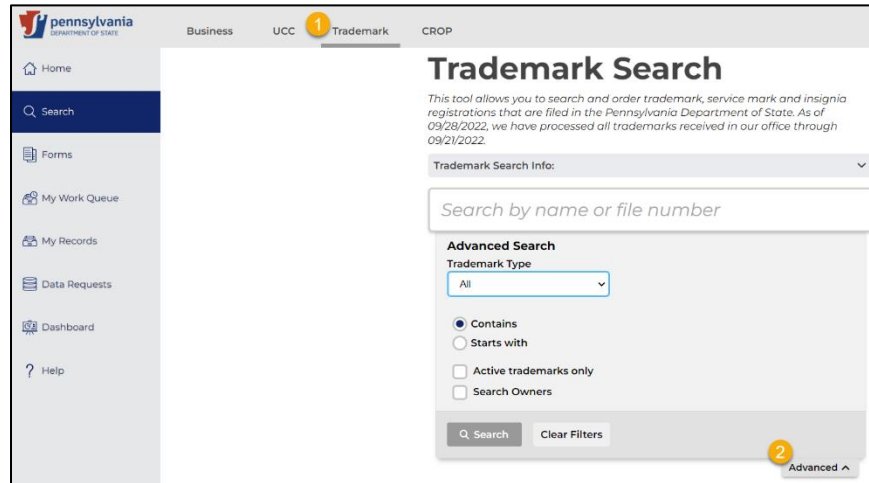
Include lapsed records in search response

Q Search Clear Filters

2 Advanced ^

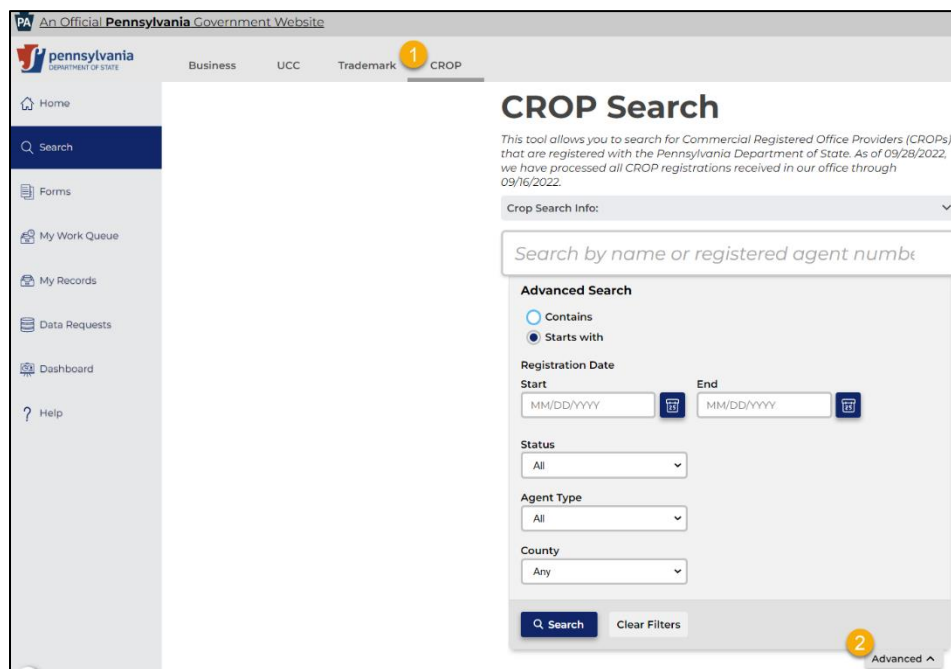
Trademark Search

The third option is **Trademark¹** which displays the **Trademark Search**. Any record of Trademark filing can be searched here. By selecting **Advanced²** the search will expand with more options that may be utilized to refine the Search.



CROP Search

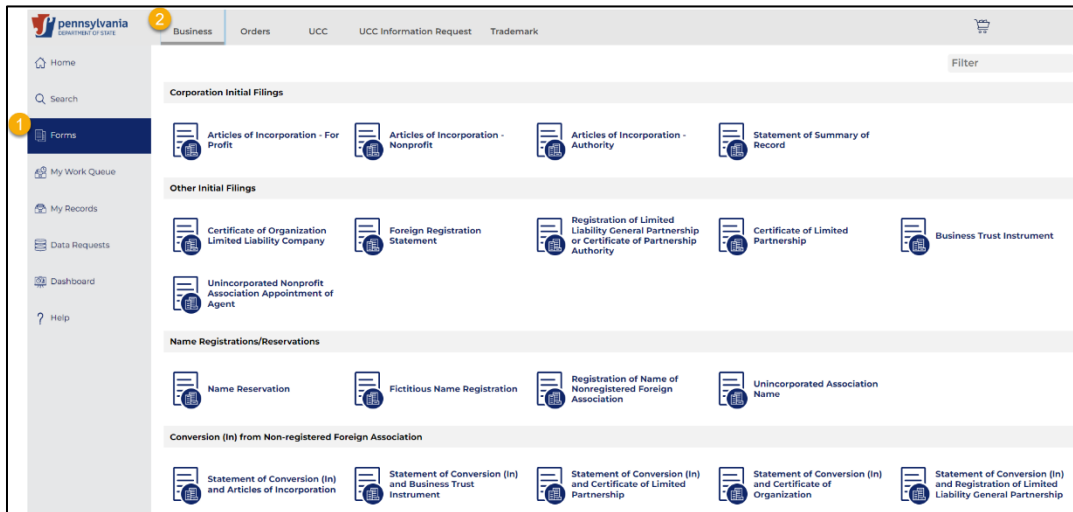
The fourth option is **CROP¹** which displays the **CROP Search**. Any record of Trademark filing can be searched here. By selecting **Advanced²** the search will expand with more options that may be utilized to refine the Search.



Forms

Select **Forms**¹ from the navigation pane to choose a form to create a new business filing. A screen with several different options will appear.

The registrant can choose between the **tabs**² at the top of the page to select different types of records (Business, UCC, UCC Information Request, Trademark) to file. The image below shows some of the business entities that can be filed in Pennsylvania:



My Work Queue

This page holds information (Status) for recent filings which are:

- 1) **Draft** - incomplete filings
- 2) **In Cart** - filings that are pending completion and are waiting to be paid through the web portal.
- 3) **Pending Print and Mail** - filings that were completed with the 'print and mail' option and need to be mailed to the Secretary of State's office with payment for processing
- 4) **Pending Review** - filings that were completed and need to be reviewed by the Secretary of State's office
- 5) **Rejected** - filings that have been rejected by the Secretary of State's office
- 6) **Approved** - filings that have been reviewed and approved
- 7) **Needs Correction** - filings that have been sent back for corrections and need to be resubmitted to the office without the payment

The work queue allows the registrant to review, make corrections, and download forms. Under the actions column there are four options:

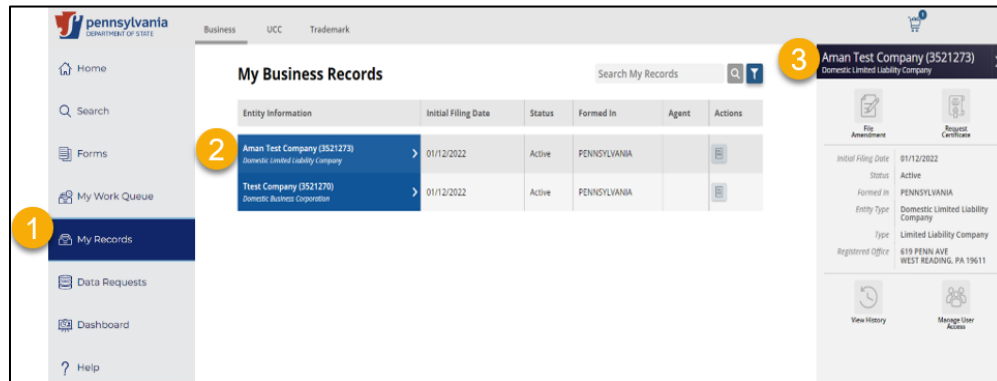
- 1) **View Filing** - select to display the filing screen and saved data for the entity and make payment
- 2) **View Downloads** - select to display the download options like Form, Receipt, BE Filing Acknowledgement, Correction Letter etc.
- 3) **Make a Correction OR Resume Editing** - select to display the form to make needed corrections or resume editing if saved as draft.

To view, select **My Work Queue**¹ from the navigation pane, followed by the applicable **tab**² from the top of the page.



My Records

My Records displays any records the registrant is assigned or has access to. To view, select **My Records**¹. The **Entity Information**, **Initial Filing Date**, **Status**, **Formed In**, **Agent**, and **Actions** are displayed. After selecting a **record**², the **slide-out drawer**³ will display more details.



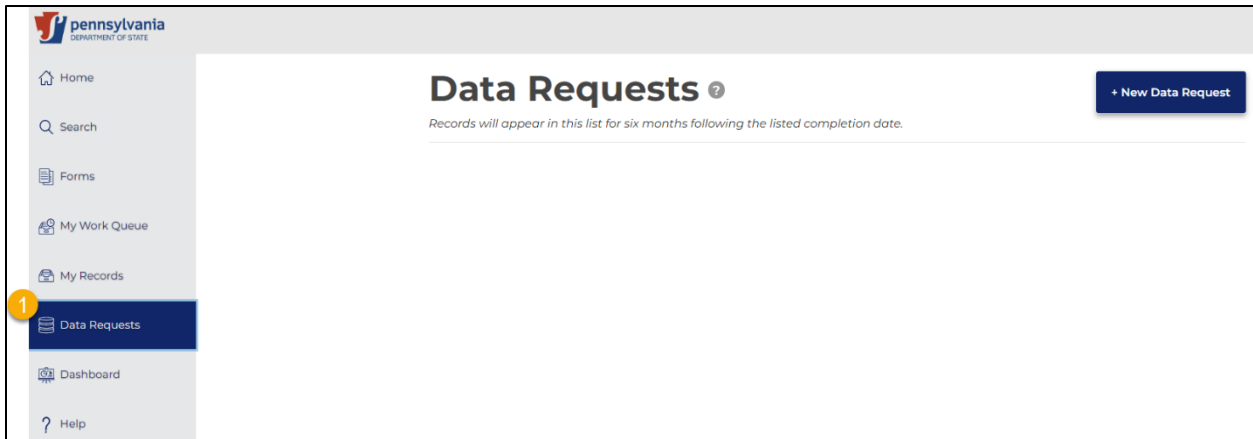
From the slide-out drawer the following options are available:

1. **File Amendment**¹ - You can file an amendment under this feature. *Note, in order to file an amendment on an entity, you must have ownership of that entity in your portal account.*
2. **Request Certificate**² - Here a customer will order a subsistence certificate or other certificates for a specific filing record. (PA Certificates are not yet configured)
3. **View History**³ - Here you can see the history of the entity - filings and amendments
4. **Manage User Access**⁴ - Please refer to the **Customer PIN** user guide



Data Requests

Records will appear in **Data Requests**¹ for six months following the listed completion date.



Selecting **New Data Request**¹ will open a **window**² showing the data requests that are available.

