

BUSINESS ONE-STOP SHOP HUB

FREQUENTLY ASKED QUESTIONS



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 where you see the logo.

What if I already have a Keystone Login account?

If you have a Keystone Login account, you can use it for the Business One-Stop Shop Hub. The first time you sign into the Hub, you may need to add information such as an email address or phone number to complete your profile setup in the Hub.

How do I know if I already have a Keystone Login account?

You may already have a Keystone Login if you have ever registered on keystonelogin.pa.gov or if you have an online account to access CWIS, COMPASS, or SERS.

What are the password requirements?

Your password must be at least 12 characters, but less than 128 characters. Do not include any of your username, your first name, or your last name in your password.

Your password must include 3 of the 4 following categories:

- Upper-case Letter
- Lower-case Letter
- Number
- Non-Letter Character (example: !, #, %, ^, etc.)

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Do I need to remember the exact answers to my security questions?

Yes. If you need to reset your password, you will need to know the exact answers including capitalization.

For example, if you answered that you graduated from “Harrisburg High School” when you set up your security questions, you will need to enter it the same way to reset your password. Typing “Harrisburg” or “Harrisburg HS” will show as errors because they are not an exact match.

I am a commonwealth employee. Can I use my employee credentials?

No. You will need to create a separate Keystone Login account for your personal/resident use.

I already have a PENN File account. Can I use my PENN File credentials?

No. You will need to create a Keystone Login account. Once you have created a Keystone Login account and entered the Hub, there will be a link to PENN File. After clicking the link, you can enter your PENN File credentials. This will link your PENN File account with your new Keystone Login account, and you will no longer need to use your PENN File credentials.

I forgot my username. How do I access my account?

Just below the username and password boxes select the link labeled “Forgot Username?”. You will need to enter the email address associated with your account. You will receive an email with your username.

I forgot my password. How do I access my account?

Just below the username and password boxes select the link labeled “Forgot Password?”. You will need to enter the username for your account and then answer your security questions. Once you have answered all 3 questions correctly, you can set up a new password.

I need help using PENN File. Who should I contact?

For any questions or issues related to PENN File, please contact the PA Department of State at 717-787-1057 (Option 2) or ra-stpennfile@pa.gov.

I need help using the Business One-Stop Shop Hub. Who should I contact?

For help with the Business One-Stop Shop Hub (such as My Dashboard or My Profile) please contact us at business.dced@pa.gov.

CONTACT US

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