

# 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 provide additional 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 account if you have ever registered on [keystonelogin.pa.gov](https://keystonelogin.pa.gov) or if you have an online account to access PENN File via the Business One-Stop Shop Hub or applications such as 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.

The password must pass 3 out of 4 of the 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 using security questions, you will need to know the exact answers. If a valid email address is associated with an account, you may request a password reset using a one-time passcode.

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 an old PENN File account. Can I use my old 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 associated with your account. Select your method to reset your password by security questions or reset by email (temporary password).

### **I locked my account. How do I unlock my account?**

Just below the username and password boxes, select the link labeled “Need your account unlocked?”. You will need to enter the username associated with your account. Once you have answered all 3 questions correctly, your account will be unlocked.

### **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](mailto: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](mailto:business.dced@pa.gov).

**For additional information regarding Keystone Login go to the Keystone Login FAQ page, <https://keystonelogin.pa.gov/Home/Help>**

## **CONTACT US**

Pennsylvania Business One-Stop Shop  
PA Department of Community & Economic Development  
Commonwealth Keystone Building  
400 North Street, 4th Floor  
Harrisburg, PA 17120-0225

[business.pa.gov](https://business.pa.gov)

1.833.722.6778 | [business.dced@pa.gov](mailto:business.dced@pa.gov)