# Reviewing and Responding to Messages and Alerts

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**.

# Messages:

# The Messages screen allows applicants to view and respond to messages from the Clearance Verification Unit (CVU) related to additional information needed for the processing of a submitted application. When you respond to a message, you may upload requested attachments in the Message Detail popup.

1. From the CELS Home screen, click on the **Message** icon at the top of the screen.
   1. Note that any new message(s) are indicated by a red shaded number, located on the **Message** icon. The displayed number is cleared after the last message is viewed.
2. The **Messages** screen displays a table that contains any Application Messages from the CVU regarding the applicant’s CEL application.
3. Click on the **eyeball** 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. Upload an attachment, if necessary.
   3. Click the **affirmation** checkbox.
   4. Provide the applicant’s eSignature.
7. Click the **Send** button.

# Alerts

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

# Alerts can be informational (FBI Results are overdue) or require a response (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. Log into CELS using your User ID and Password.
2. 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.
3. An **Alert** table displays that contain any alerts that were generated for the associated application(s).
   1. A blue and black logo

      Description automatically generatedDetermine whether the alert is information only, or if it requires a response by the Applicant.

**For further assistance on *Applicant 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)**.**