



Pennsylvania  
Department of  
Banking and Securities

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# DoBS Portal

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## Consumer User Guide

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## Document Purpose

The Commonwealth of Pennsylvania (CWOPA) Department of Banking and Securities (DoBS) has launched a DoBS Portal to allow for consumers to file a concern/complaint with the Consumer Services Office. All concerns/complaints will receive a case number. This document will provide consumers the steps on how to use the DoBS Portal to submit a case to the Consumer Services Office.

## DoBS Portal Information

The DoBS Portal can be accessed using the URL provided below:

<https://www.portal.dobs.pa.gov/>

## Access and User Authentication

The DoBS Portal uses Keystone authentication which is used across other Commonwealth of Pennsylvania websites. The user will need to create a Keystone Login Account to proceed with using the DoBS Portal.



**DoBS Portal**  
An Official Pennsylvania Government Website

A Keystone Login account is required to access the DoBS Portal. If you have not already done so, create a Keystone Login account and log in below.

**Browser Recommendation: Google Chrome**

- [Create a Keystone Login Account](#)
- **Please note:** The first time that you log in you will be directed to a registration page where you will establish your profile.

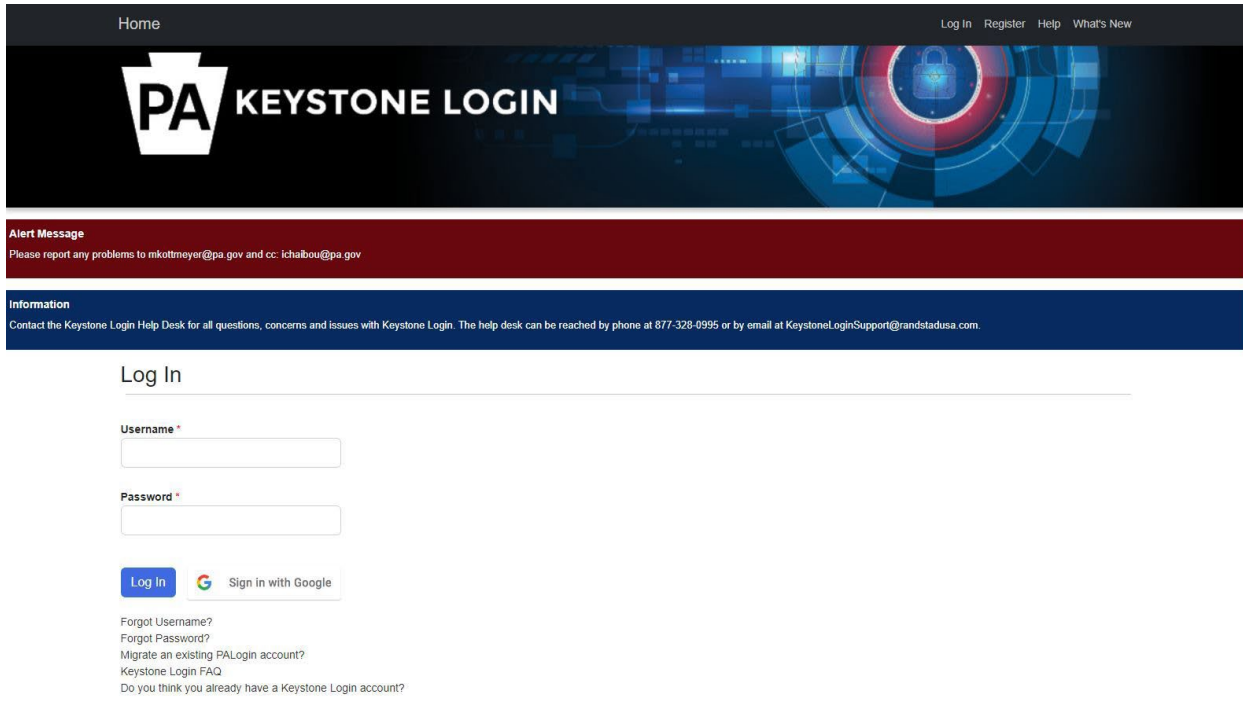
**Keystone Login Help Desk**  
On May 18, 2020, the Commonwealth of Pennsylvania will be opening the Keystone Login Help Desk for Keystone Login users. For all questions, concerns and issues with Keystone Login, please contact the new Help Desk at 877-328-0995.

**DoBS Portal Support**  
For resources which includes [DoBS Portal User Guides](#) and [Frequently Asked Questions](#)

<p><b>DoBS Portal</b></p> <p>Click Login button to redirect to Keystone Login site. Provide your Username and Password in the Keystone Login site to login to DoBS Portal.</p> <p><a href="#">Login</a></p> <p>Powered by</p>  <p><a href="#">Learn more about Keystone Login</a></p>	<p><b>Keystone Support</b></p> <p>Keystone Login Help Desk Number: 877-328-0995</p> <p>Keystone Login Help Desk Email: <a href="mailto:KeystoneLoginSupport@randstadusa.com">KeystoneLoginSupport@randstadusa.com</a></p> <p><a href="#">Register</a></p> <p><a href="#">Forgot Username?</a></p> <p><a href="#">Forgot Password?</a></p> <p><a href="#">Having trouble registering?</a></p> <p>Now available: <b>Unlock your Keystone Login account with a one-time passcode. Go to the <a href="#">Keystone Login portal</a>, log in, and select <a href="#">Edit Account</a> to add an email address.</b></p>
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The user will be directed to the below screen when they select the “Log In” button from the previous screen shot.

- If the user already has a Keystone Login, complete the log in information.
- If the user does not already have a Keystone Login, select “Register”.



The screenshot shows the Keystone Login interface. At the top, there is a navigation bar with 'Home' on the left and 'Log In', 'Register', 'Help', and 'What's New' on the right. Below this is a large banner with the 'PA KEYSTONE LOGIN' logo and a background image of a padlock and circuitry. Underneath the banner is a red 'Alert Message' bar with the text: 'Please report any problems to mkottmeyer@pa.gov and cc: ichalbou@pa.gov'. Below that is a blue 'Information' bar with the text: '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.' The main content area is titled 'Log In' and contains a form with the following elements:
 

- 'Username \*' label above a text input field.
- 'Password \*' label above a text input field.
- A blue 'Log In' button.
- A 'Sign in with Google' button.
- Links for 'Forgot Username?', 'Forgot Password?', 'Migrate an existing PALogin account?', 'Keystone Login FAQ', and 'Do you think you already have a Keystone Login account?'.

## New User

A new user will be directed to the below page to complete the necessary fields to create their new Keystone Login.

### Register

#### Personal Information:

**First Name \***   
**Last Name \***   
**Date Of Birth \***

#### Contact Information:

**Enhanced Security**   
**Email**   
**Mobile Phone Number**

**Note:** Providing contact information helps to make password resets and account updates easier. If contact information is not provided, the only available methods for resetting a password are answering security questions or contacting the Keystone Login Help Desk.

By providing your mobile number, you consent to receiving text messages from the Commonwealth of Pennsylvania (Keystone Login) for identity verification purposes. Messages are only sent as part of this process. Standard messaging and/or data rates may apply. To opt-out of text messages, users must edit their account and delete their mobile number or contact the Keystone Login Help Desk for assistance.

Login Information:

Username \*

Password \*

Confirm Password \*

The username should be between 6 and 64 characters and should not contain any spaces.

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



Security Questions:

Security Question One \*

Security Answer One \*

Security Question Two \*

Security Answer Two \*

Security Question Three \*

Security Answer Three \*

Note: Question and answer data is case insensitive. Be aware we will be automatically stripping leading and trailing spaces.

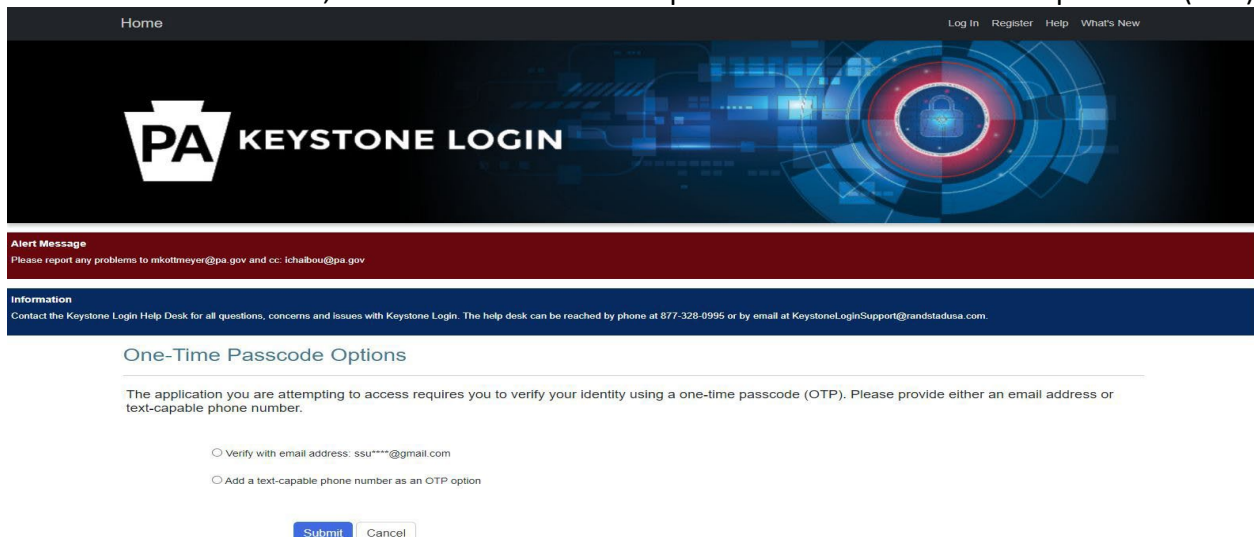
Consider this when creating your answers to your security questions. Your answer should not be a word that is part of the security question.

**NOTE:** You will be directed to log in with your new user name and password.

## New and Current User

You will be directed to the multi factor authentication page. The user will select how they want to receive their one-time passcode (OTP) (email or phone).

In the below screenshot, the user has not added a phone number as a one-time passcode (OTP).



Home Log In Register Help What's New

**PA KEYSTONE LOGIN**

**Alert Message**  
Please report any problems to [mkottmeyer@pa.gov](mailto:mkottmeyer@pa.gov) and cc: [ichaibou@pa.gov](mailto:ichaibou@pa.gov)

**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](mailto:KeystoneLoginSupport@randstadusa.com).

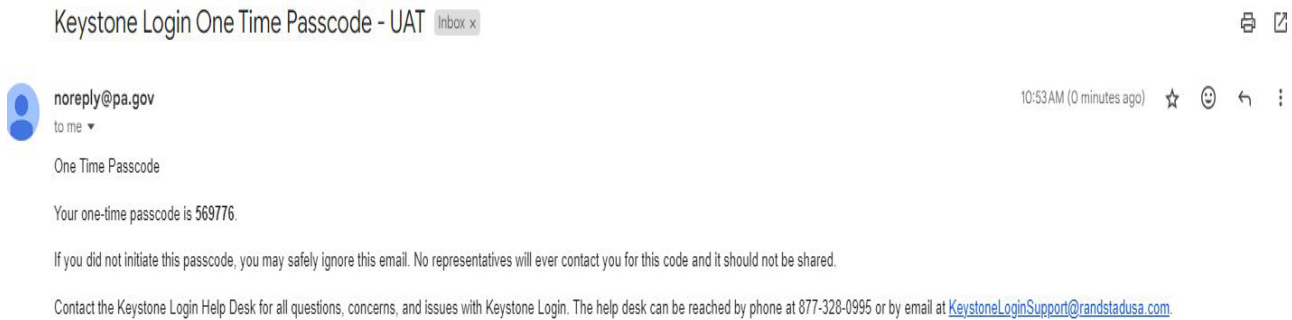
**One-Time Passcode Options**

The application you are attempting to access requires you to verify your identity using a one-time passcode (OTP). Please provide either an email address or text-capable phone number.

Verify with email address: ssu\*\*\*\*@gmail.com

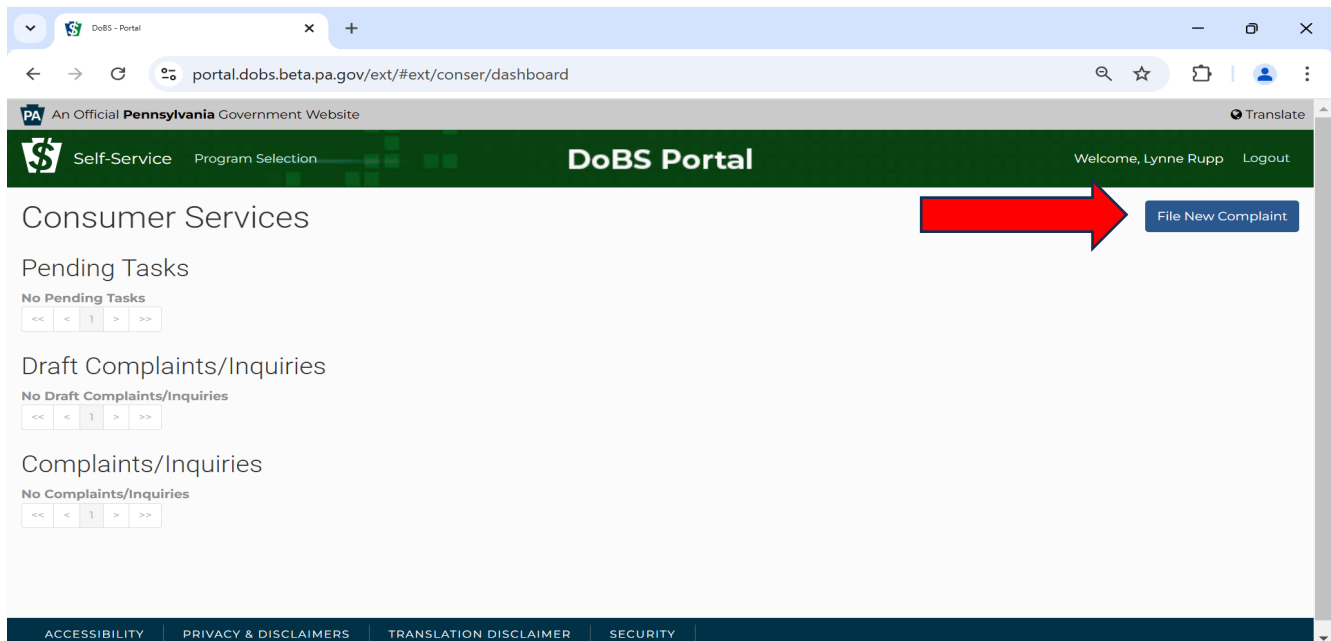
Add a text-capable phone number as an OTP option

If the user selected “email” the one-time passcode will be sent to your email and will look like the below screenshot.

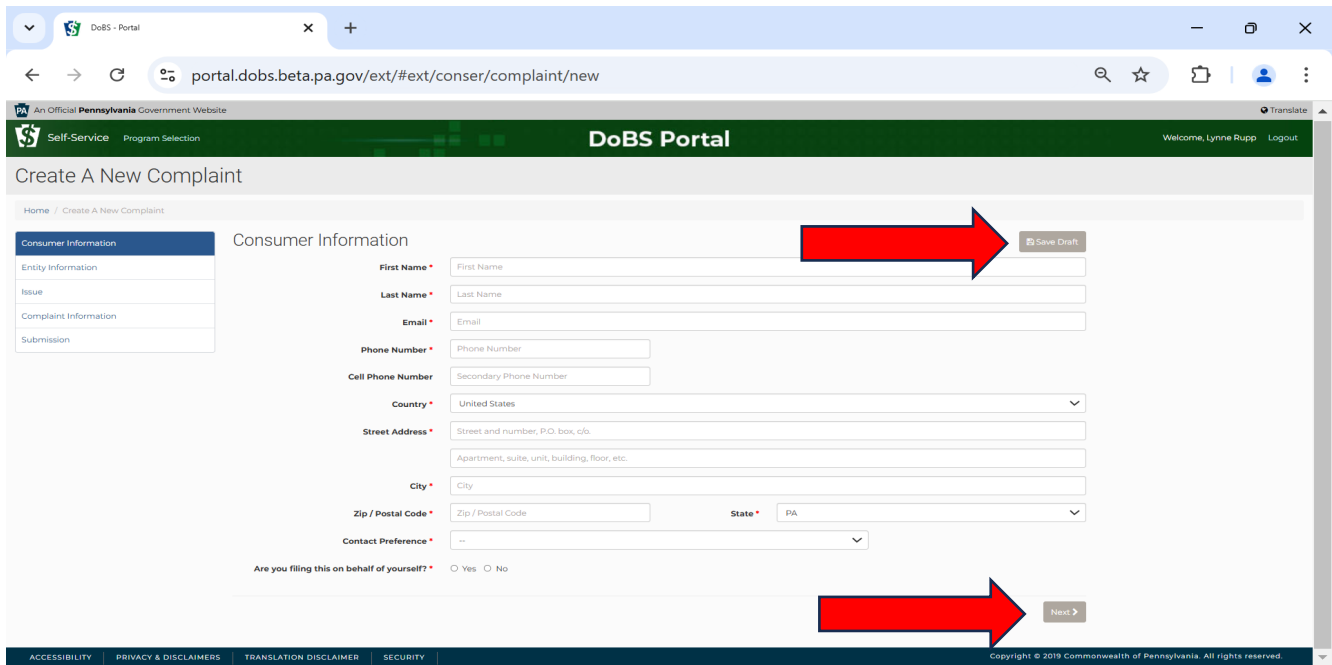


## Filing a Complaint

Once you are logged into the Portal via Keystone Login, you will see the below. To file a new case with the Consumer Services Office, select **File New Complaint** in the upper right hand corner. Once you start to file a concern/complaint, you will have to return to this page to view any updates or complete the filing of a case. You will receive an email informing you when you have communication from the Consumer Services Team, this will appear in the DoBS Portal as a pending task.

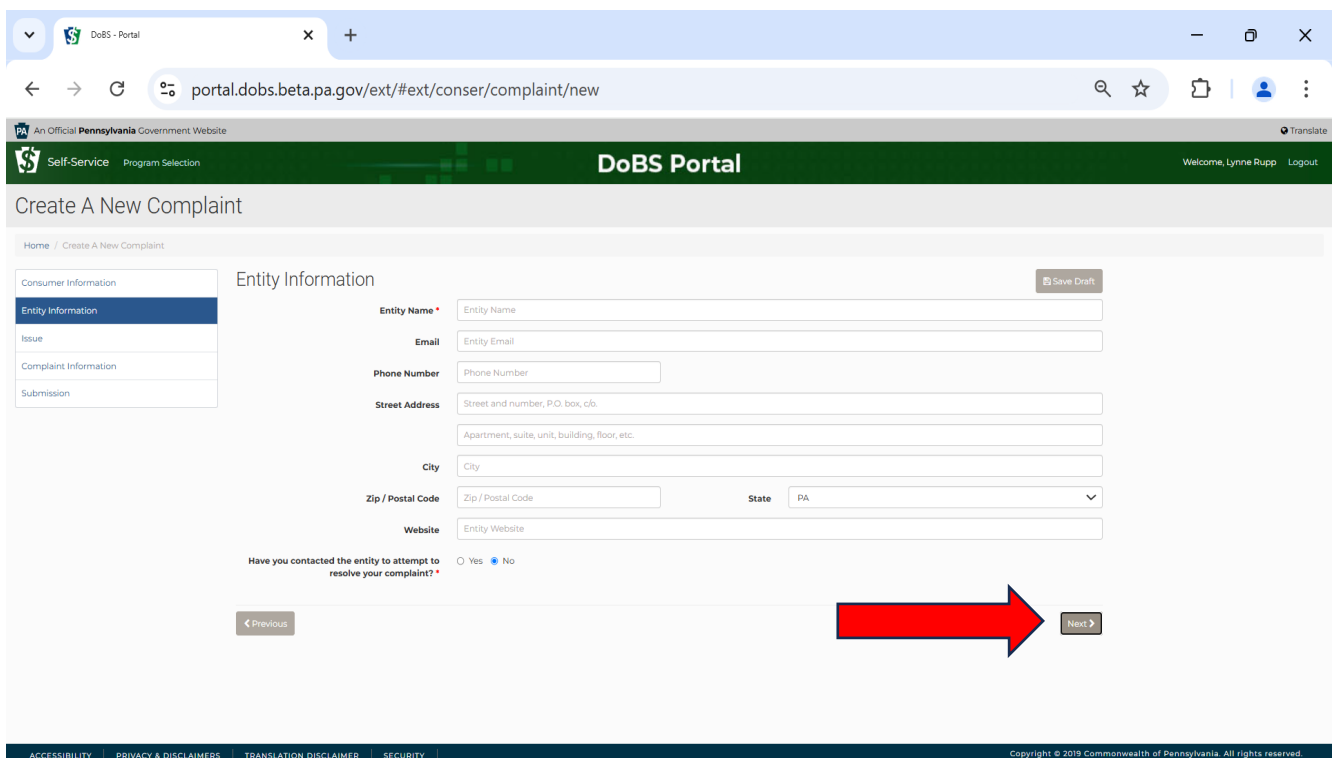


Complete all consumer contact information. All fields with an \* must be completed or you will not be able to submit the case. There is also the option to save a draft to come back and complete the submission at a later date. Once done, select **Next**.



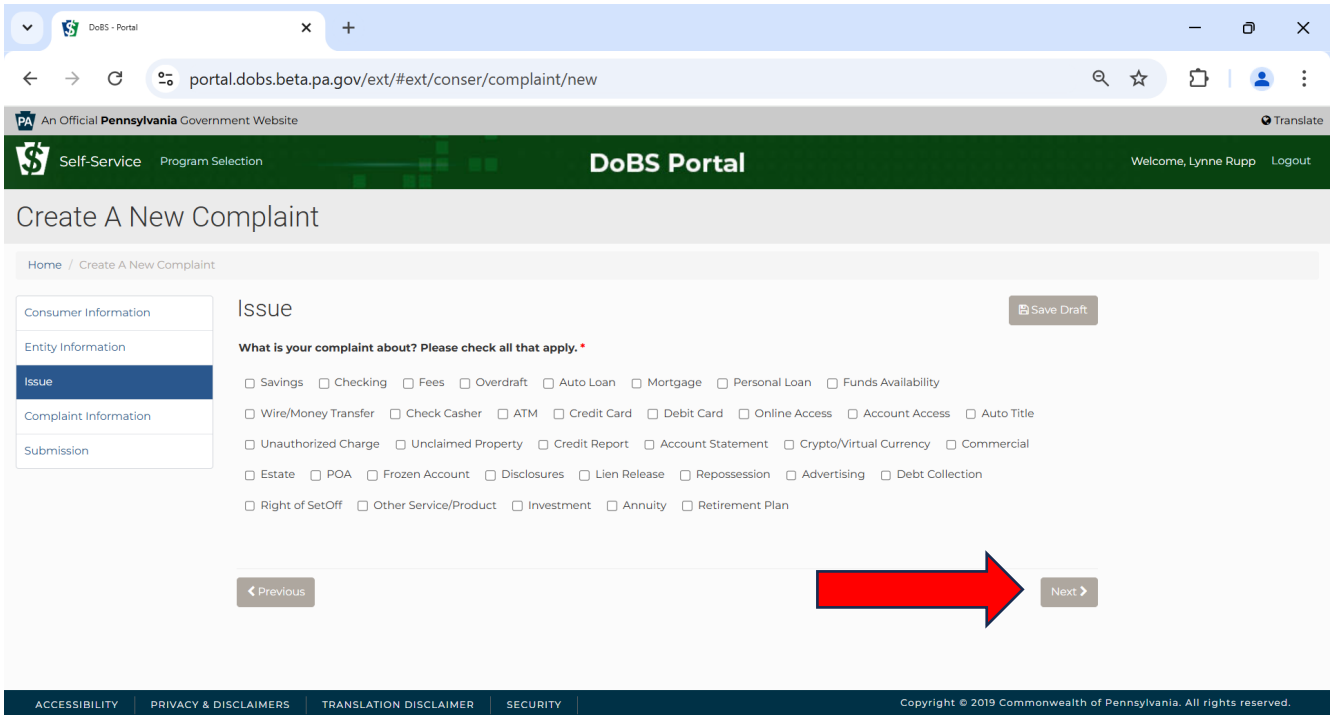
The screenshot shows the 'Create A New Complaint' form in the DoBS Portal. The 'Consumer Information' section is active, with a sidebar menu on the left containing 'Consumer Information', 'Entity Information', 'Issue', 'Complaint Information', and 'Submission'. The form fields include: First Name, Last Name, Email, Phone Number, Cell Phone Number, Country (United States), Street Address, City, Zip / Postal Code, State (PA), and Contact Preference. A 'Save Draft' button is located at the top right of the form. A red arrow points to this button. At the bottom right, there is a 'Next' button, also indicated by a red arrow. The footer contains links for Accessibility, Privacy & Disclaimers, Translation Disclaimer, and Security, along with a copyright notice for 2019.

Complete the information regarding the entity with whom you have concerns. **Be as specific and accurate as possible.** Select **Next**.



The screenshot shows the 'Create A New Complaint' form in the DoBS Portal, now on the 'Entity Information' section. The sidebar menu on the left has 'Entity Information' selected. The form fields include: Entity Name, Email, Phone Number, Street Address, City, Zip / Postal Code, State (PA), and Website. A 'Save Draft' button is at the top right. At the bottom, there is a 'Previous' button on the left and a 'Next' button on the right, with a red arrow pointing to the 'Next' button. The footer contains the same accessibility and security links as the previous screenshot.

Check the appropriate box for your issue. Select **Next**.



portal.dobs.beta.pa.gov/ext/#ext/conser/complaint/new

PA An Official Pennsylvania Government Website

Self-Service Program Selection DoBS Portal Welcome, Lynne Rupp Logout

### Create A New Complaint

Home / Create A New Complaint

Consumer Information  
Entity Information  
**Issue**  
Complaint Information  
Submission

Issue Save Draft

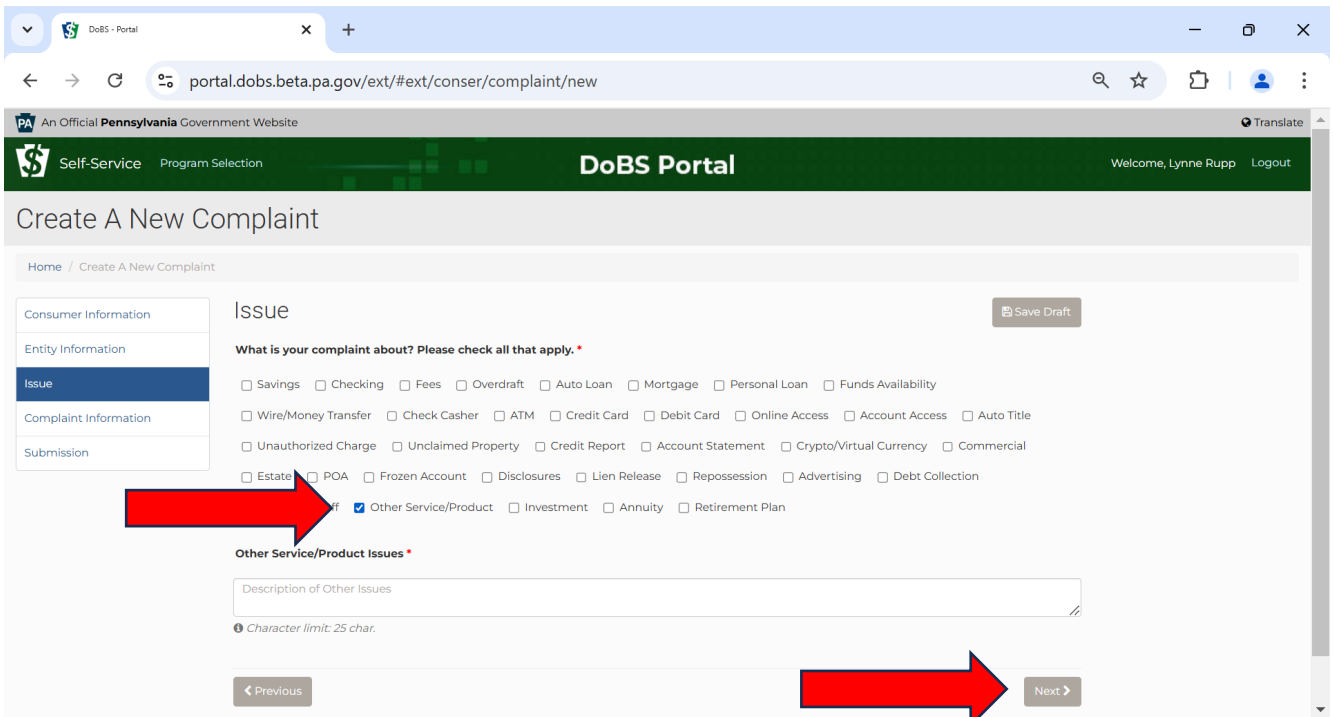
What is your complaint about? Please check all that apply.\*

- Savings  Checking  Fees  Overdraft  Auto Loan  Mortgage  Personal Loan  Funds Availability
- Wire/Money Transfer  Check Casher  ATM  Credit Card  Debit Card  Online Access  Account Access  Auto Title
- Unauthorized Charge  Unclaimed Property  Credit Report  Account Statement  Crypto/Virtual Currency  Commercial
- Estate  POA  Frozen Account  Disclosures  Lien Release  Repossession  Advertising  Debt Collection
- Right of SetOff  Other Service/Product  Investment  Annuity  Retirement Plan

Previous Next

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If your issue is not listed, select **Other Service/Product**. Select **Next**.



portal.dobs.beta.pa.gov/ext/#ext/conser/complaint/new

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Self-Service Program Selection DoBS Portal Welcome, Lynne Rupp Logout

### Create A New Complaint

Home / Create A New Complaint

Consumer Information  
Entity Information  
**Issue**  
Complaint Information  
Submission

Issue Save Draft

What is your complaint about? Please check all that apply.\*

- Savings  Checking  Fees  Overdraft  Auto Loan  Mortgage  Personal Loan  Funds Availability
- Wire/Money Transfer  Check Casher  ATM  Credit Card  Debit Card  Online Access  Account Access  Auto Title
- Unauthorized Charge  Unclaimed Property  Credit Report  Account Statement  Crypto/Virtual Currency  Commercial
- Estate  POA  Frozen Account  Disclosures  Lien Release  Repossession  Advertising  Debt Collection
- Right of SetOff  **Other Service/Product**  Investment  Annuity  Retirement Plan

**Other Service/Product Issues \***

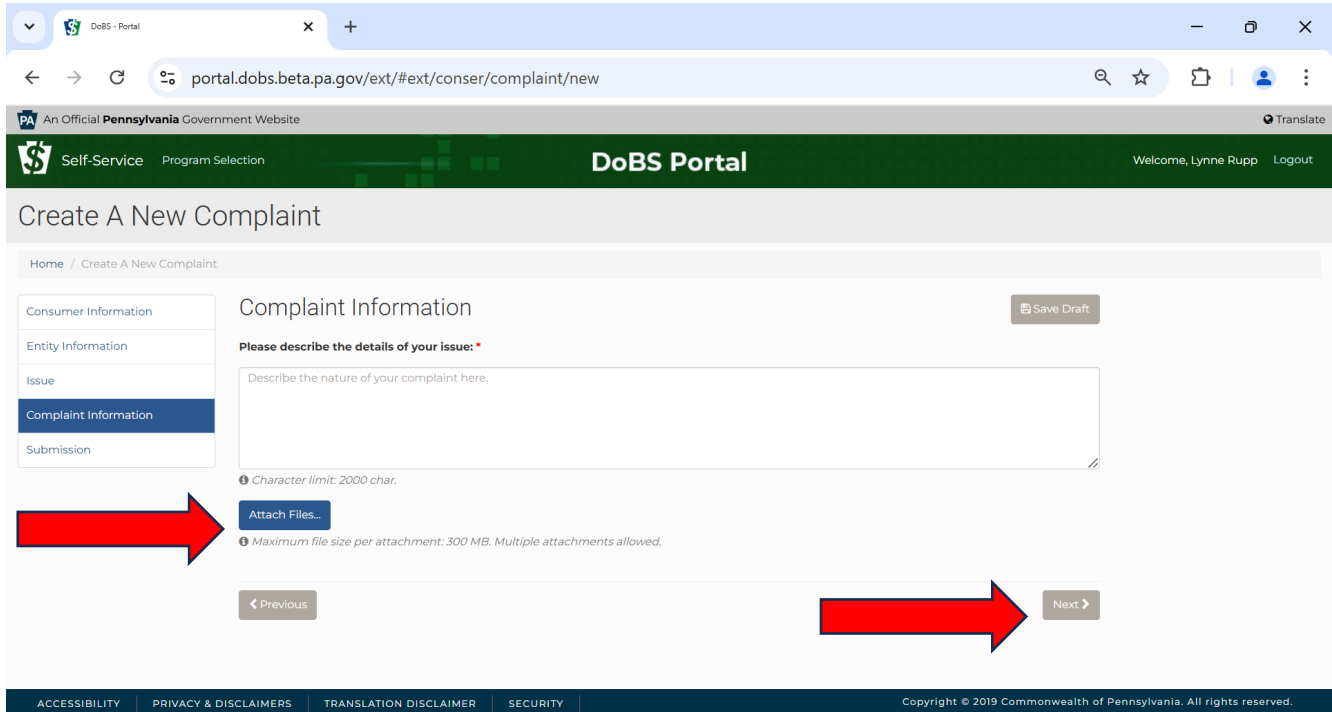
Description of Other Issues

Character limit: 25 char.

Previous Next

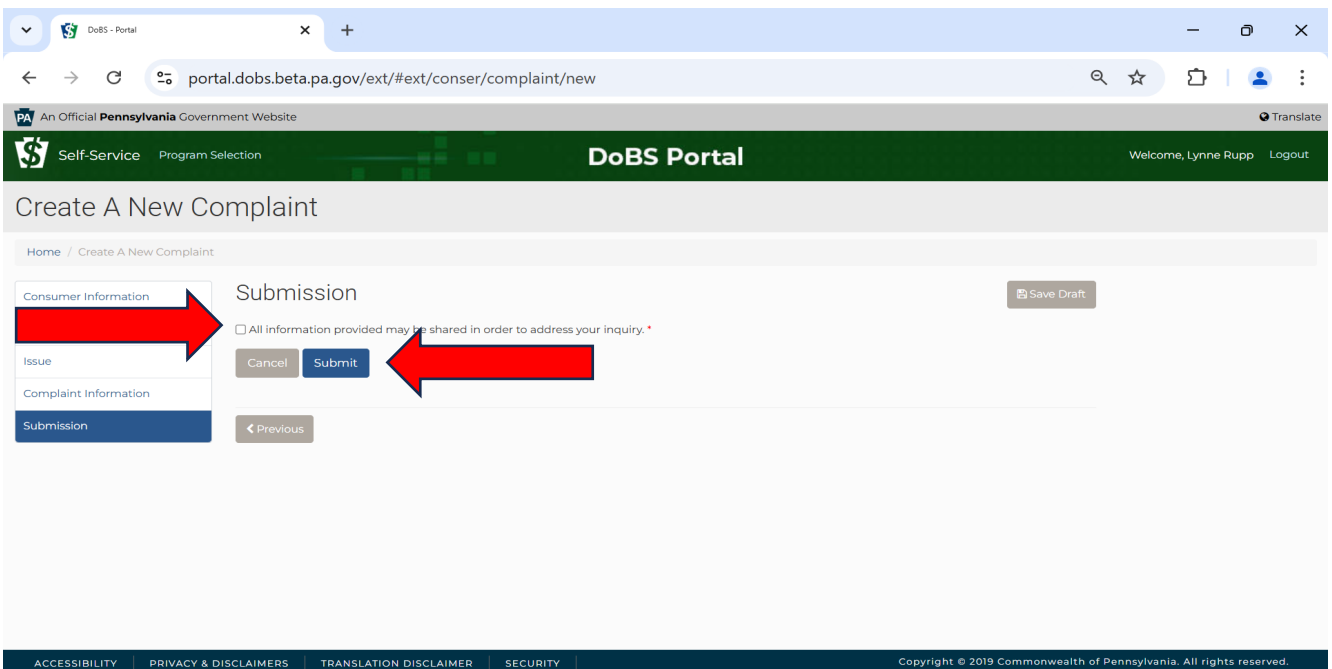


Provide a detailed description of your concerns. Attach any documents you wish to share in support of these concerns. Select **Next**.



The screenshot shows the 'Create A New Complaint' page in the DoBS Portal. The 'Complaint Information' step is active, indicated by a blue highlight in the left sidebar. The main content area contains a text box for describing the issue, an 'Attach Files...' button, and a 'Next >' button. A red arrow points to the 'Attach Files...' button, and another red arrow points to the 'Next >' button. The page includes a header with 'Self-Service', 'Program Selection', and 'DoBS Portal', and a footer with 'ACCESSIBILITY', 'PRIVACY & DISCLAIMERS', 'TRANSLATION DISCLAIMER', 'SECURITY', and 'Copyright © 2019 Commonwealth of Pennsylvania. All rights reserved.'

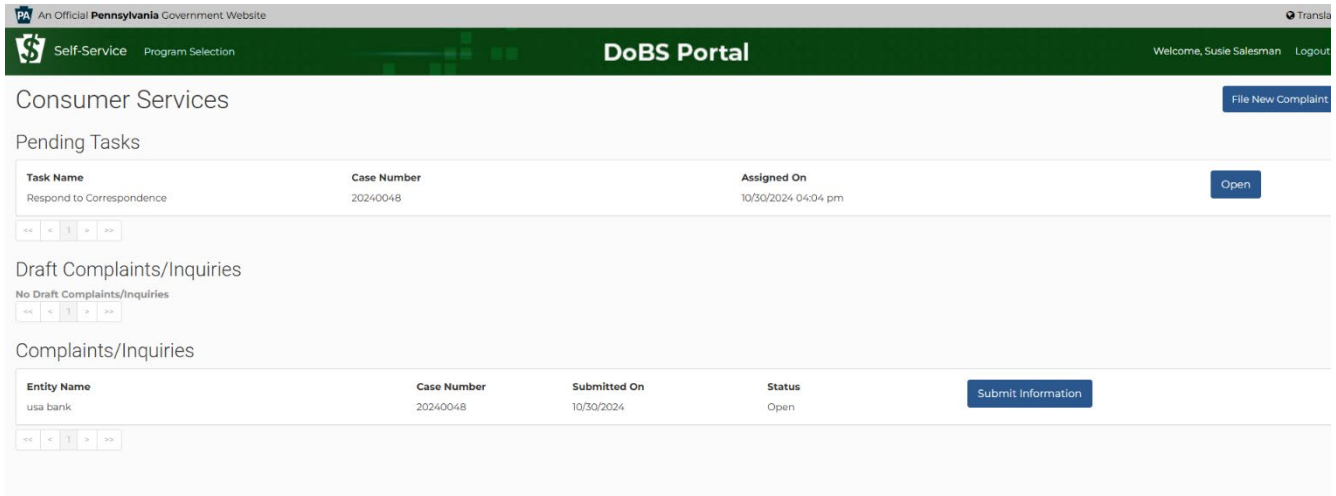
In order to finalize your submission, you must check the box to confirm the information you have provided may be shared. Click **Submit**. Once the case has been processed, you will receive an email notification which will allow you to log in and view the status of your case.



The screenshot shows the 'Create A New Complaint' page in the DoBS Portal, now at the 'Submission' step. The 'Submission' step is active in the left sidebar. The main content area contains a checkbox labeled 'All information provided may be shared in order to address your inquiry.', a 'Cancel' button, a 'Submit' button, and a 'Previous <' button. A red arrow points to the 'Submit' button, and another red arrow points to the 'All information provided...' checkbox. The page includes a header with 'Self-Service', 'Program Selection', and 'DoBS Portal', and a footer with 'ACCESSIBILITY', 'PRIVACY & DISCLAIMERS', 'TRANSLATION DISCLAIMER', 'SECURITY', and 'Copyright © 2019 Commonwealth of Pennsylvania. All rights reserved.'

## Checking the Status of a Complaint

Once the Consumer Services Team reviews your case, you will be assigned a task. This could be a request for additional documents and/or correspondence regarding the status of your case. When there is a change in the status of your case you will receive an email alerting you of a new task. You will then log in to the DoBS Portal where you will be able to open the assigned task.



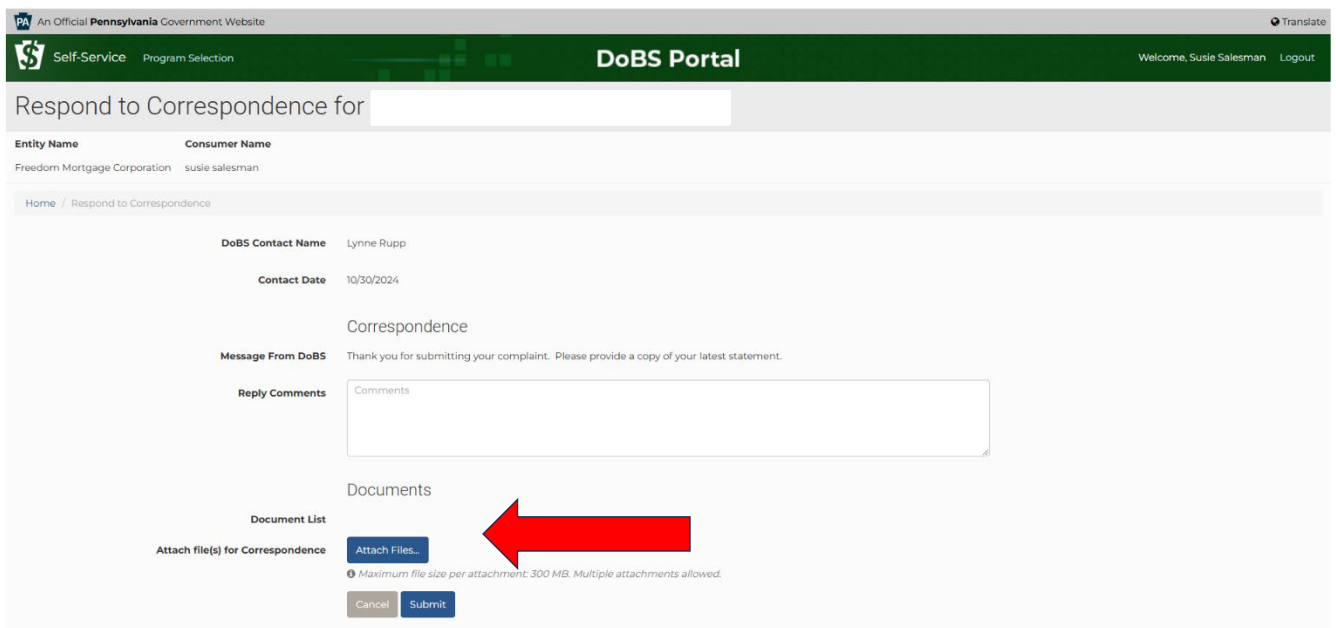
The screenshot shows the DoBS Portal interface. At the top, there is a navigation bar with 'Self-Service' and 'Program Selection' on the left, 'DoBS Portal' in the center, and 'Welcome, Susie Salesman' and 'Logout' on the right. Below the navigation bar, the main content area is titled 'Consumer Services' and includes a 'File New Complaint' button. Underneath, there is a 'Pending Tasks' section with a table:

Task Name	Case Number	Assigned On	
Respond to Correspondence	20240048	10/30/2024 04:04 pm	<a href="#">Open</a>

Below the pending tasks, there is a 'Draft Complaints/Inquiries' section with a 'No Draft Complaints/Inquiries' message. At the bottom, there is a 'Complaints/Inquiries' section with a table:

Entity Name	Case Number	Submitted On	Status	
usa bank	20240048	10/30/2024	Open	<a href="#">Submit Information</a>

Once you open the task – you will be able to attach documents and/or reply to any correspondence if needed. Once you have completed the task, click **Submit**.



The screenshot shows the 'Respond to Correspondence' page in the DoBS Portal. The page title is 'Respond to Correspondence for' followed by a search box. Below the title, there is a table with 'Entity Name' (Freedom Mortgage Corporation) and 'Consumer Name' (susie salesman). The page content includes:

- DoBS Contact Name:** Lynne Rupp
- Contact Date:** 10/30/2024
- Correspondence:**
  - Message From DoBS:** Thank you for submitting your complaint. Please provide a copy of your latest statement.
  - Reply Comments:** A text input field with the placeholder 'Comments'.
- Documents:**
  - Document List:** A section with the label 'Attach file(s) for Correspondence' and an 'Attach Files...' button. A large red arrow points to this button.
  - Maximum file size per attachment:** 300 MB. Multiple attachments allowed.
  - Buttons:** 'Cancel' and 'Submit' buttons.

Once you have successfully completed the task, it will no longer show on the main portal screen.

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Self-Service Program Selection DoBS Portal Welcome, Susie Salesman Logout

### Consumer Services File New Complaint

**Pending Tasks**  
No Pending Tasks

**Draft Complaints/Inquiries**  
No Draft Complaints/Inquiries

**Complaints/Inquiries**

Entity Name	Case Number	Submitted On	Status	
usa bank	20240048	10/30/2024	Open	<input type="button" value="Submit Information"/>