PA Voter Services - Keystone Login Migration

TABLE OF CONTENTS

Keystone Login .................................................................................................................................................. 2
  Keystone Login Account ................................................................................................................................. 2
PA Voter Services ............................................................................................................................................... 3
  Linking A New Keystone Login Account with an Existing Pennsylvania Voter Registration Record ........3
  Attempting to Logon with an Invalid Keystone Login Account User ID or Password ......................... 7
Keystone Login

Keystone Login Account

Effective July 11, 2019, the PA Voter Services website will no longer accept user accounts from the PA Login platform. Going forward, all users are required to create a new (or associate an existing) Keystone Login Account to access the PA Voter Services website. Users can create their Keystone Login Account by accessing the Keystone Login website below.

https://keystonelogin.pa.gov/
PA Voter Services

Linking a New Keystone Login Account with an Existing Pennsylvania Voter Registration Record

The process begins with the user creating a Keystone Login account. Once this is accomplished, the user will then be able to log into the PA Voter Services website by clicking [Login].
Once the login page displays, the user should enter their Keystone Login Account User ID and Password and click the [Login] button.
The user will then be directed to the PA Voter Services page and will be required to link their Keystone Login Account to their Pennsylvania voter registration record. This can be accomplished by entering the user’s Date of Birth, Pennsylvania County of Voter Registration, Pennsylvania City of Voter Registration and clicking the [Submit] button.
Upon successful validation, the ‘Welcome to the SURE Portal’ page will display. At this point, the process is complete and can select the Continue link to access information within PA Voter Services or select the here link to modify information entered on the previous page.
Attemping to Logon with an Invalid Keystone Login Account User ID or Password

If a user does not remember his/her Keystone Login account credentials, the following scenario will apply. From the PA Voter Services Login Page, if the user enters an invalid Keystone Login Account User ID or Password and clicks [Login], an error message is displayed to indicate the error and provides the user with the option to enter their correct Keystone Login Account User ID or Password or access the Keystone Login Registration Page to create a Keystone Login account if they are a new user during their first attempt.
The below pop-up message will be displayed if an invalid User ID or Password is provided.

**Existing Keystone Account?**

Your user name or password may be incorrect. If you recently created a new account (Keystone Login), please select Yes to confirm your username and password are correct. To create a new Keystone Login account, select No.

You may also contact the Help Desk at 866-472-7873 if you have any questions or if you feel you've received this message in error.

[Yes][No]

If the user clicks ‘No’, the user is redirected to the Keystone Login Registration Page to create a Keystone Login Account after clicking ‘OK’ for the below pop-up message.

**Create Keystone Account**

You will be redirected to the Keystone Login Registration page to create a new account (Keystone Login). Once your registration is complete, you may return to PA voter services to log in with your new account information (Keystone Login).

[OK]
Register

Personal Information:

First Name:

Last Name:

Date Of Birth:

Contact Information:

Email:

Mobile Phone Number:

Login Information:

Username:

The password must pass these rules:

- Must be between 8 to 15 characters in length.
- Do not include any of your username, your first name, or your last name.
If the user clicks ‘Yes’, the following page is displayed to indicate the error and provides the user with the option to enter their correct Keystone Login Account User ID or Password.

Note: The same error message will be displayed when subsequent attempts are made to login with an invalid user ID or password.