Welcome to the Palm Beach Provider Web Portal

The Palm Beach Provider Portal allows childcare providers with internet access the ability to submit their application for a School Readiness, Children Services Council Scholarship or Voluntary Prekindergarten agreement online. The information for each provider is secure and viewable only by entering your User ID and password.

The Palm Beach Provider Portal is managed by the Early Learning Coalition of Palm Beach County. Please contact your Coalition System Specialists listed below for any questions and assistance.

Tamara Liddie (*Providers A-F***)***

561-214-7444

Tamara.Liddie@elcpalmbeach.org

Barbara Amezquita (*Providers G-O***)***

561-214-7420

Barbara.Amezquita@elcpalmbeach.org

Jonathan Geasey (*Providers P-Z***)***

561-214-7440

Jonathan.Geasey@elcpalmbeach.org

Claudia Calitto (*School & Head Start Sites***)**

561-214-7428

Claudia.Calitto@elcpalmbeach.org

* If you are a Home Care Provider your System Specialist is designated by your last name.
*If you are a child care center your System Specialist is designated by your first name of your license.

USER MANUAL

FOR THE

PALM BEACH CHILD CARE

PROVIDER PORTAL

Created: April 24, 2014

Revised: April 29, 2014

Funded by:

1.0 INTRODUCTION

This user guide provides information about the features and use of the screens on the Palm Beach Child Care Provider Portal, referred to as the Provider Portal.

1.1 About This Guide

Purpose
This user guide provides a basic description of the use and features of screens used in the Portal.

Use of this Guide
This user guide provides step-by-step instructions for site navigation. It provides detailed screen information and instructions for accessing and completing screens needed to submit a childcare agreement application.

Graphics
The graphic illustrations in this guide are screen captures that show all of the provider portal screens required to submit a childcare agreement application. The entries seen in the illustrations in this guide are not actual provider data.

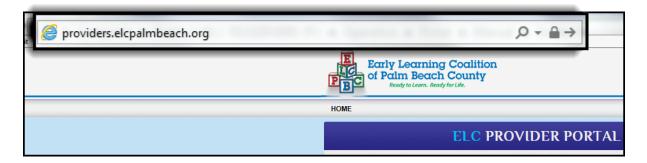## 1.2 About the Palm Beach Child Care Provider Portal

The Provider Portal is an online web based application designed for providers to create and submit their childcare agreement application(s) online. It also allows the provider to upload documents required to support their agreement application(s). All the screens on the Provider Portal use drop-down menus and point-and-click techniques to provide an easy-to-use method for providers.

2.0 PROVIDER PORTAL BASIC INFORMATION

2.1 Accessing the Provider Portal

The provider must have access to the internet in order to use the Provider Portal. Once connected to the internet, please follow the steps below:

1. Open your internet or web browser (i.e., Internet Explorer, Google Chrome, Firefox, etc.).
2. Type the Provider Portal web address into the URL bar at the top of the screen: providers.elcpalmbeach.org

3. Press the Enter key. The website opens at the Login Screen.

There is a second method to access the provider portal. Follow the steps below for the alternative method:

1. Open your internet or web browser (i.e., Internet Explorer, Google Chrome, Firefox, etc.).
2. Type the Early Learning Coalitionof Palm Beach County's web address into the URL bar at the top of the screen: http://www.elcpalmbeach.org
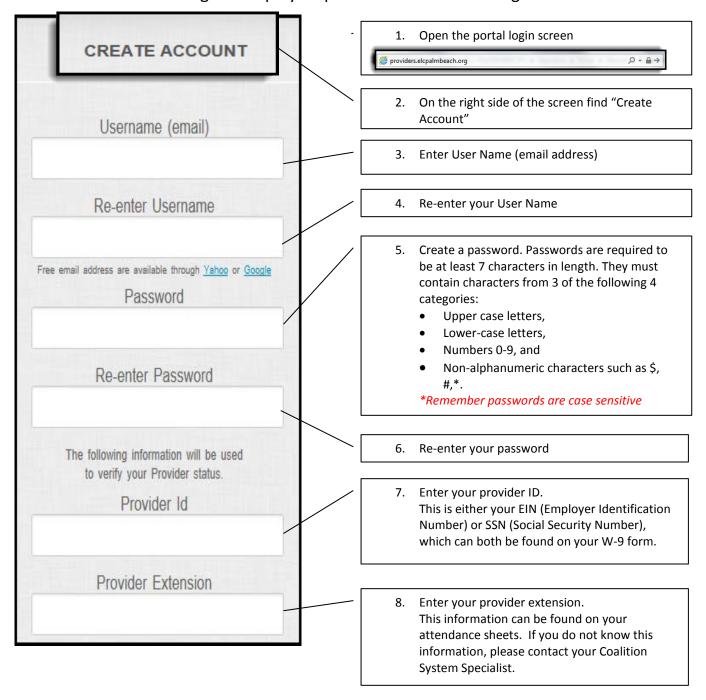

3. Press the Enter key.
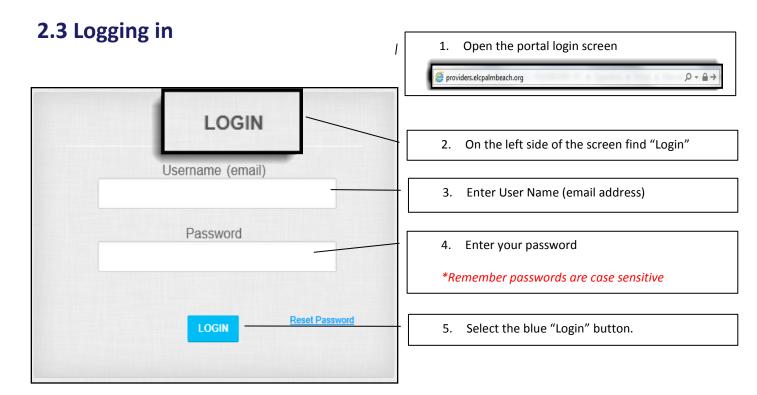4. Click on the blue "Provider Portal" tab at the top of the screen

5. This will open the portal website at the login screen

2.2 Creating an Account

If this is the first time accessing the portal, you must create a User Name and Password. The following are step by step instructions for creating a new account.

CREATE ACCOUNT

Username (email)

Re-enter Username

Free email address are available through Yahoo or Google

Password

Re-enter Password

The following information will be used to verify your Provider status.

Provider Id

Provider Extension

1. Open the portal login screen

providers.elcpalmbeach.org

2. On the right side of the screen find "Create Account"

3. Enter User Name (email address)

4. Re-enter your User Name

5. Create a password. Passwords are required to be at least 7 characters in length. They must contain characters from 3 of the following 4 categories:
   - Upper case letters,
   - Lower-case letters,
   - Numbers 0-9, and
   - Non-alphanumeric characters such as $, #,*.
   Remember passwords are case sensitive

6. Re-enter your password

7. Enter your provider ID.
   This is either your EIN (Employer Identification Number) or SSN (Social Security Number), which can both be found on your W-9 form.

8. Enter your provider extension.
   This information can be found on your attendance sheets. If you do not know this information, please contact your Coalition System Specialist.

Attestation: The undersigned represents and warrants that he/she has full and complete authority to access and submit information on behalf of the entity listed below.

Name of the Child Care Business

Title
Select one...

First Name

Last Name

Phone Number

Email address to be used for communications by the Coalition

Enter a Security Question and Answer to be used in case of password reset.
Security Question (Create your own)

Security Question Answer

Do not register again if you have previously used the site. Use the reset password link in the Login panel if you need to reset your password!

CREATE ACCOUNT

9. Below the provider extension you will see an attestation which states: The undersigned represents and warrants that he/she has full and complete authority to access and submit information on behalf of the entity listed below.

10. Enter the Name of the Child Care Business.

11. Select a title.
    Please note: Only an Owner, Director, or Authorized Representative of the childcare site can create a Login Account.

12. Enter your first name.

13. Enter your last name.

14. Enter your phone number

15. Enter your e-mail address to be used by the Coalition for future communication

16. Enter a security question.
    You can use any question. It is recommended you use a question that ONLY you will be able to answer.

17. Enter the answer for your security question.

18. Select the blue "Create Account" button.
    *Review all the information for accuracy
    *User accounts can only be created one time

2.3 Logging in

	1. Open the portal login screen
	providers.elcpalmbeach.org

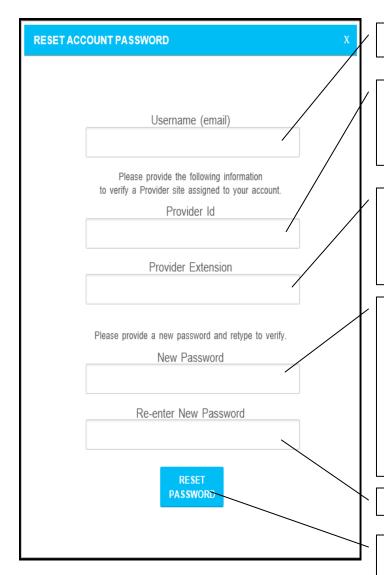|	2. On the left side of the screen find "Login"
	3. Enter User Name (email address)
	4. Enter your password *Remember passwords are case sensitive*
	5. Select the blue "Login" button.

For security reasons, if an incorrect password is entered too many times in a row, you will be locked out of the portal. If a lockout occurs, you will need to contact your coalition system specialist.

- If you forget your password, click on the reset password link.

2.4 Resetting your Password

Select the reset password link on the bottom right hand side of the login window

1. Enter User Name (email address)

2. Enter your provider ID.
   This is either your EIN (Employer Identification Number) or SSN (Social Security Number), which can both be found on your W-9 form.

3. Enter your provider extension.
   This information can be found on your attendance sheets. If you do not know this information, please contact your Coalition System Specialist.

4. Create a password. Passwords are required to be at least 7 characters in length. They must contain characters from 3 of the following 4 categories:
   - Upper case letters,
   - Lower-case letters,
   - Numbers 0-9, and
   - Non-alphanumeric characters such as $, #,*.
   Remember passwords are case sensitive

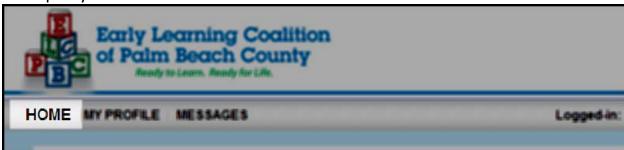5. Re-enter your password

6. Select the blue "Reset Password" button.
   Review all the information for accuracy
   User accounts can only be created one time

3.0 Agreement Applications

3.1 The Home Screen

The Home Screen can be accessed at any time by clicking the "Home" button at the top of your screen.

➢ Select Agreement Type Window
   In this window you will see an icon for each type of application
      ➢ School Readiness
      ➢ CSC Scholarship
      ➢ Voluntary Pre-Kindergarten

➢ Downloadable Documents Window
   This window contains supporting documents for providers
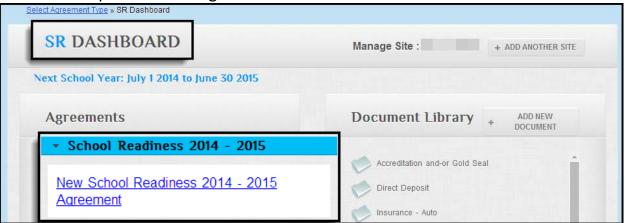

➢ Helpful Information Links Window
   This window has links to other web pages that are useful to providers

3.2 New School Readiness/CSC Scholarship Agreement

The procedure is the same for both the School Readiness and CSC Scholarship agreement applications. Starting on the Home Screen you will select the "School Readiness" or "CSC Scholarship" icon. This example will be for a School Readiness agreement application.

1. After selecting the School Readiness icon you will be taken to the School Readiness dashboard
2. Select "New School Readiness 2014-2015 Agreement" or "New CSC Scholarship 2014-2015 Agreement"
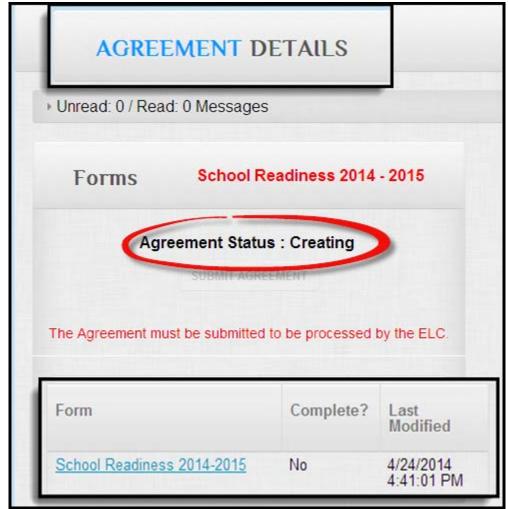

3. A window will appear and ask you to verify that this is the agreement you wish to create.
4. Select "Yes"

5. This will bring you to the Agreement Details screen.
6. The Agreement status will say "Creating"

7. Under Form, select "School Readiness 2014-2015"

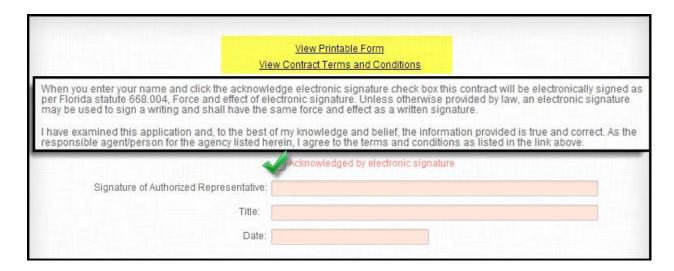8. This will bring you to the first page in the application.

9. Fill out the agreement page by page. To move onto the next tab, click "Next" at the top of the screen.

NEXT

| 1. License Info | The information you will enter in this tab will be based on licensing requirements. |

| 2. Accreditation (a) | Captures your accreditation and Gold Seal information |

| 3. Accreditation (b) | Curriculum, licensed capacity, and vacancy information |

| 4. Curriculum / Capacity&Vacancy | The setting and the environment of your facility |

| 5. Setting | Any additional fees your program charges |

| 6. Fees | Meals provided and other facility information |

| 7. Meals/Participation | These are the rates you charge the public. *As a reminder, the Coalition cannot pay more than its maximum rate. |

| 8. Rates | Information about your program's operating hours and schedule |

| 9. Days/Schedule | Is for extra services you may provide and for staff education |

| 10. Services/Staff | Additional information including financial assistance and transportation |

| 11. Additional | This tab has 6 pre-populated designated holidays. Also, if applicable, it has room for up to 6   additional reimbursed "floating" holidays. Non-reimbursable closures are also entered here. |

| 12. Holidays | |

| 13. Insurance | Insurance information: general liability, which is required Auto and worker's compensation, if applicable |

14. Signature

Prior to entering your electronic signature please view the printable form for accuracy. Then review the contract terms and conditions. Once you have read the "electronic signature statement" click the acknowledgement box. In the Signature of Authorized representative field, please enter your first and last name. Enter your title and then the date.

10. Scroll to the top of the screen and select Save and Close.

11. This will bring you back to the Agreement Detail Screen.
12. The Agreement Status still says "Creating" and you will see a gray button titled "Submit Agreement."
13. Select the "Submit Agreement" button.

14. In the "Submit Confirmation" window select "Yes."

15. The Agreement Status will change to "Submitted."

16. Upload all of your supporting documentation into the document library (Section 3.4)

*Contracts are not fully executed until the Agreement Status says certified.

3.3 New Voluntary Pre-Kindergarten Agreement

1. Start on the Home Screen
2. Select the icon that says VPK. This will bring you to the VPK Dashboard.
3. Select "New VPK Fall 2014-2015 Agreement"

4. A window will appear and ask you to verify that this is the agreement you wish to create. Select "Yes"

5. This will bring you to the Agreement Details screen.
6. Scroll down to Agreement status which should say "Creating."

7. Under FORMS you will see 5 forms. In order to submit your application you must complete all 5 forms.

8.   First Click OEL-VPK 10.

 This will open a fill-able VPK 10 form. The VPK 10 form is for licensing and director requirements.

Before signing the forms please read the electronic signature statement, and then click the "By Electronic Signature" box.

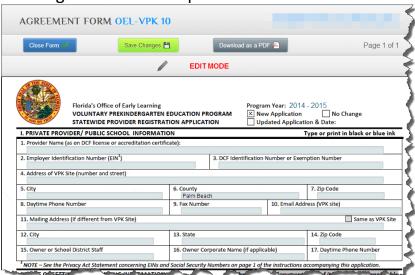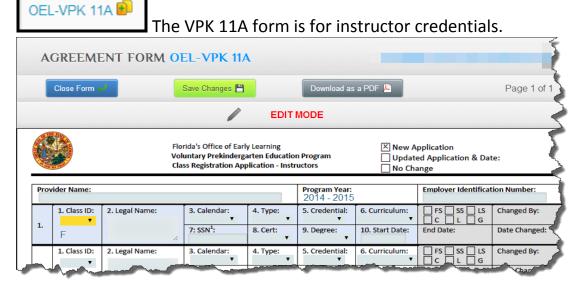| I have examined this application and, to the best of my knowledge and belief, the information provided is true and correct. If any of this information changes, I understand that the provider must submit updated information to the coalition in writing within 14 days of the change. I also understand that the provider is encouraged to submit updated information before a change is implemented as the provider may be out of compliance with the requirements of the VPK Program if the changes are implemented before the coalition approves of the changes.			
32. Signature of Authorized Representative	✓ By Electronic Signature	33. Date	
34. Print Name of Authorized Representative		35. Daytime Phone Number	
OFFICIAL USE ONLY			
Process Agent	Date	Process Manager	Date

9. When you are finished, select the Save Changes button

Close Form ✔   Save Changes 💾   Download as a PDF 📄

10. If any fields were missed a window will be displayed asking you to complete the required fields.

11. This will bring you back to the Agreement Details Screen.

12. Next, click OEL-VPK 11A.

OEL-VPK 11A 🗐   The VPK 11A form is for instructor credentials.

AGREEMENT FORM OEL-VPK 11A

Close Form ✔   Save Changes 💾   Download as a PDF 📄   Page 1 of 1

✏ **EDIT MODE**

Florida's Office of Early Learning
Voluntary Prekindergarten Education Program
Class Registration Application - Instructors

☒ New Application
☐ Updated Application & Date:
☐ No Change

Provider Name: _____   Program Year: 2014 - 2015   Employer Identification Number: _____

	1. Class ID:	2. Legal Name:	3. Calendar:	4. Type:	5. Credential:	6. Curriculum:	☐FS ☐SS ☐LS ☐C ☐L ☐G	Changed By:
1.	F		7: SSN¹:	8. Cert:	9. Degree:	10. Start Date:	End Date:	Date Changed:
	1. Class ID:	2. Legal Name:	3. Calendar:	4. Type:	5. Credential:	6. Curriculum:	☐FS ☐SS ☐LS ☐C ☐L ☐G	Changed By:

Before signing the form please read the electronic signature statement. Then click the "By Electronic Signature" box.

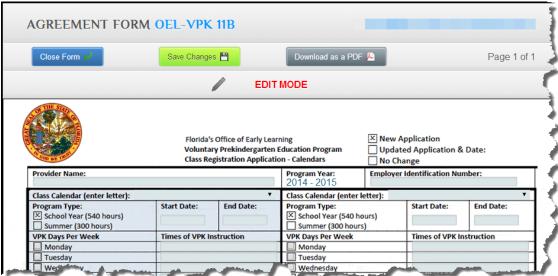| I certify that:		
• Each instructor listed above has submitted an attestation of good moral character, has provided documentation to be maintained in the files of the PROVIDER/DISTRICT and the COALITION documenting that the individual has undergone a Level 2 background screening within the previous five (5) years in accordance with section 435.04, F.S., including a federal (Federal Bureau of Investigation), state (Florida Department of Law Enforcement), and local (county of the instructor's residence) screening which demonstrates that the individual is not ineligible to act as a VPK instructor; and is not ineligible to teach in a public school because the instructor's educator certificate has been suspended or revoked; • Each credentialed instructor listed above has the credentials and emergent literacy training required for the VPK program; and • To the best of my knowledge and belief, the information provided is true and correct. If any information changes, the provider will notify the coalition within 14 days. Changes implemented prior to receipt of coalition approval may result in noncompliance with VPK requirements.		
11. Signature of Authorized Representative:	✓ By Electronic Signature	12. Date:
13. Print Name of Authorized Representative:		14. Daytime Phone Number:

13. When you are finished, select the Save Changes button. [Save Changes 💾]
14. If any fields were missed a window will be displayed asking you to complete the required fields.
15. This will bring you back to the Agreement Details Screen.
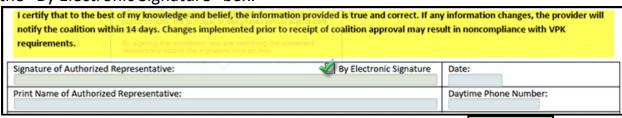16. If you need more room on your VPK 11A click the yellow button next to the OEL-VPK 11A form.

OEL-VPK 11A 📒 ⬅

17. This will open a new OEL-VPK 11A form.
18. Next Click OEL-VPK 11B.

OEL-VPK 11B 📒   The VPK 11B form records all of your VPK Class Calendars.

Before signing the form please read the electronic signature statement. Then click the "By Electronic Signature" box.

19. When you are finished, select the Save Changes [Save Changes 💾] button.
20. If any fields were missed a window will be displayed asking you to complete the required fields.
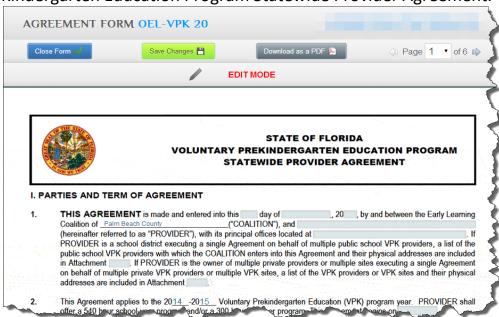21. This will bring you back to the Agreement Details Screen.

22. If you need more room on your VPK 11B click the yellow button next to the
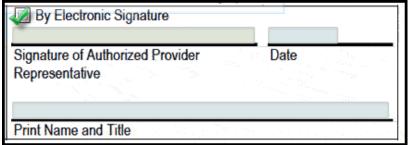   OEL-VPK 11B form.

 This will open a new OEL-VPK 11B form.

23. Next click OEL-VPK 20.

 The VPK 20 form is your State of Florida Voluntary Pre-
Kindergarten Education Program Statewide Provider Agreement.

Before signing the form, please read the document fully and enter any applicable
information into the fields. Then click the "By Electronic Signature" box.

24. When you are finished select the Save Changes button.
25. If any fields were missed a window will be displayed   asking
    you to complete the required fields.
26. This will bring you back to the Agreement Details Screen.

27. Next click VPK Guidelines.

This document outlines the procedures for making changes to your VPK program.
Before signing the form please read the document fully.

28. When you are finished, select the Save Changes [Save Changes 💾] button.
29. If any fields were missed a window will be displayed asking you to complete the required fields.
30. This will bring you back to the Agreement Details Screen.
31. You will notice that the Agreement Status is still "Creating," but now you will be able to see a gray button "Submit Agreement".
32. Select the "Submit Agreement" button.

33. In the submit confirmation window select "yes."

34. The Agreement Status will now change to Submitted.

35. Upload all of your supporting documentation into the document library (Section 3.4).

*Contracts are not fully executed until the Agreement Status says certified.
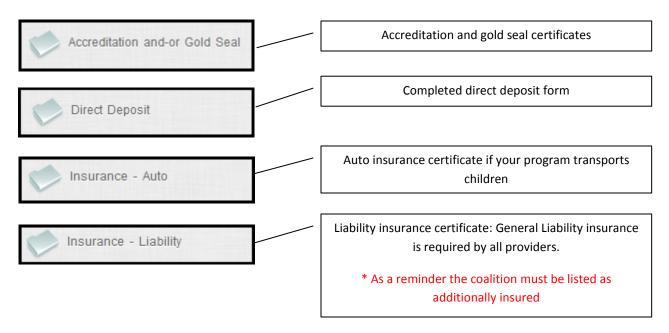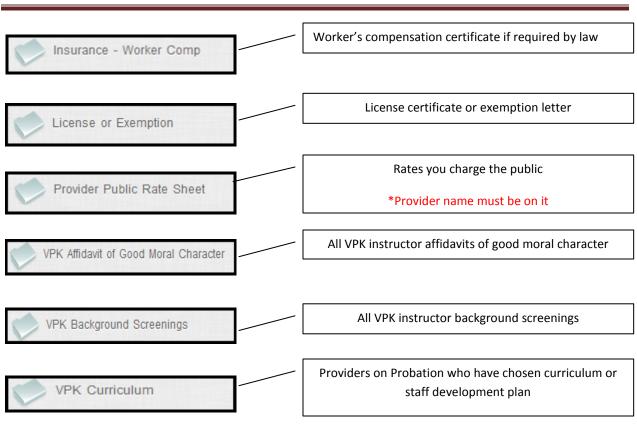
3.4 Uploading Documents

Start on your home screen. The document library can be accessed from any agreement application. For example, if you upload any documents with your School Readiness Agreement Application, the documents will also be available for your CSC Scholarship Agreement Application or your VPK Agreement Application.

1. First select your agreement type.
2. This will bring you to the agreement dashboard.
3. The document library is on the right side of the screen

4. Each folder is for a specific type of document.

Accreditation and-or Gold Seal	Accreditation and gold seal certificates
Direct Deposit	Completed direct deposit form
Insurance - Auto	Auto insurance certificate if your program transports children
Insurance - Liability	Liability insurance certificate: General Liability insurance is required by all providers. * As a reminder the coalition must be listed as additionally insured

	Worker's compensation certificate if required by law
Insurance - Worker Comp	

	License certificate or exemption letter
License or Exemption	

	Rates you charge the public *Provider name must be on it*
Provider Public Rate Sheet	

	All VPK instructor affidavits of good moral character
VPK Affidavit of Good Moral Character	

	All VPK instructor background screenings
VPK Background Screenings	

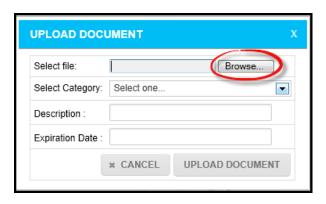|	Providers on Probation who have chosen curriculum or staff development plan
VPK Curriculum	

➤ If you have chosen to purchase an approved curriculum it must be the package that is listed on the Florida Office of Early Learning's website. Providers must show proof of purchase and proof that staff have participated in training by the publisher. To do this, upload a receipt and certificate from the training for at least one staff member.

➤ If you have chosen the staff development plan you must upload the transcripts for the VPK Director, Lead, and Assistant instructors documenting that all of the required staff development trainings have been completed.
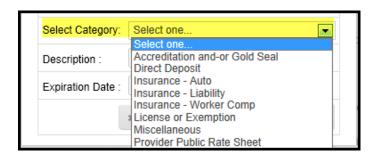
	Director Credentials Certificate and/or DCF transcript
VPK Director Credentials	

	VPK instructor education information
VPK Instructor's Credentials	

	Completed W-9 form
W9	

5. Select the "Add New Document" button.

6. To find the document on your computer select "Browse."

7. Select the file, and click the "open" button at the bottom of the search window

8. Select the folder you wish to upload the document in by using the "Select Category" drop down menu.

9. Please enter a document description and expiration date, if applicable

10. To finish, select the "Upload Document" button

11. You will now see that the folder you uploaded a document in is black. This means there is at least one document in the folder.

12. If you would like to view the document you uploaded click on the name of the folder.

13. All documents uploaded in that folder will be listed.

3.5 Accessing an Agreement in Creating mode, or Submitted mode

1. From your home screen click the desired agreement icon (SR, CSC, or VPK).
2. The status of your agreement will be displayed.
3. If an agreement is in "Creating," "Submitted," or "Rejected" mode you can make changes to it.
<p style="text-align:center; color:red;">*You can always upload documents into the document library.</p>
4. Click "View the Agreement Details."

5. For School Readiness and CSC Scholarship click the blue link at the bottom of the screen. For Voluntary Pre-Kindergarten click on the form you wish to view or edit.

3.6 Agreement Status Definitions

- **Creating**: Provider is in the process of completing an initial application
- **Submitted**: Provider has submitted the agreement to the Coalitionfor review
- **Reviewing**: Coalition is reviewing the agreement, provider can no longer make changes
- **Reviewed**: Coalition's review found no errors or missing information on its initial review and is sent for certification
- **Rejected**: Coalition's review found errors or missing information and sent the application back to the provider for editing.
- **Certified**: Agreement has been certified and executed by the coalition.
- Documents can be uploaded into the document library during any status of the agreement. Including, after the agreement has been certified.

3.7 Flow Chart

1. Provider creates an agreement
2. Provider submits agreement
3. Coalitionreviews agreement (provider can no longer make changes)
4. Coalitionaccepts for certification or rejects the agreement back to the provider.
   a. If rejected the provider makes changes and re-submits
5. If the application is complete it will be certified
6. If the application is not complete it will either go back to the provider for re-submission or continue to be reviewed by the coalition
   a. Once the agreement is complete it will be certified

Creating

Provider makes changes → Submitted ← Provider makes changes

Submitted → Reviewing ← ELC makes changes

Reviewing → Rejected

Rejected → Provider makes changes

Reviewing → Reviewed

Reviewed → Is application complete?

Is application complete? → Yes

Is application complete? → No

No → ELC makes changes

No → Provider makes changes

Yes → Agreement Certified