



Child Care Licensing Portal

Operator Login Guide

For Wage Top-up & Professional Development Grant Agreements

Contents

• The Child Care Licensing Portal	3
• What is the Child Care Licensing Portal?	3
• What is the purpose of this guide?	3
• Who do I contact if I have questions?	3
• 1.0 – New service, new look	4
• 2.0 – Creating your account	5
• 3.0 - Requesting access to programs and services	7
• 3.1 – Access for existing portal users with program signing authority	7
• 3.2 – Access for existing portal users without program signing authority	8
• 3.3 – Access for new Portal users	9
• 3.4 - Access approved	11
• 3.5 - Access denied	11
• 3.6 - Requesting access to multiple programs	11
• 3.8 - Re-allocating program email addresses	12
• 3.9 - Removing access - staff management	13
• 4.0 - Forgot password	14
• 5.0 – Accessing available services	16
• 6.0 - Frequently asked questions	17

The Child Care Licensing Portal

What is the Child Care Licensing Portal?

The Child Care Licensing Portal is a digital platform in which licensed child care operators can sign the Wage Top-up and Professional Development Grant through a single sign in.

The system has been implemented to help transition current paper-based practices into a newer online format that makes communication between operators and Children and Family Services more organized and advanced.

Some users may already be utilizing this portal for Affordability Grant agreements and family day home licensing.

What is the purpose of this guide?

This guide will help operators successfully navigate the login process and request access to facility-based programs, family day homes and group family child care program with specific reference in this guide to the Wage Top-up and Professional Development Grant agreements.

Who do I contact if I have questions?

If you have questions related to the Child Care Licensing Portal, please contact CS.LicensingSystemSupport@gov.ab.ca.

For all other program specific questions, please contact your assigned licensing officer.

Do you already have an account for the Portal?

If you have already created an account to access services in the Child Care Licensing Portal (Affordability Grant agreements and family day home users) do not create a new login. See section [3.1](#) & [3.2](#)

New Portal user?

Use your individualized and active email to create your log in credentials and add programs and services using this guide. See section [3.3](#) & [3.4](#)

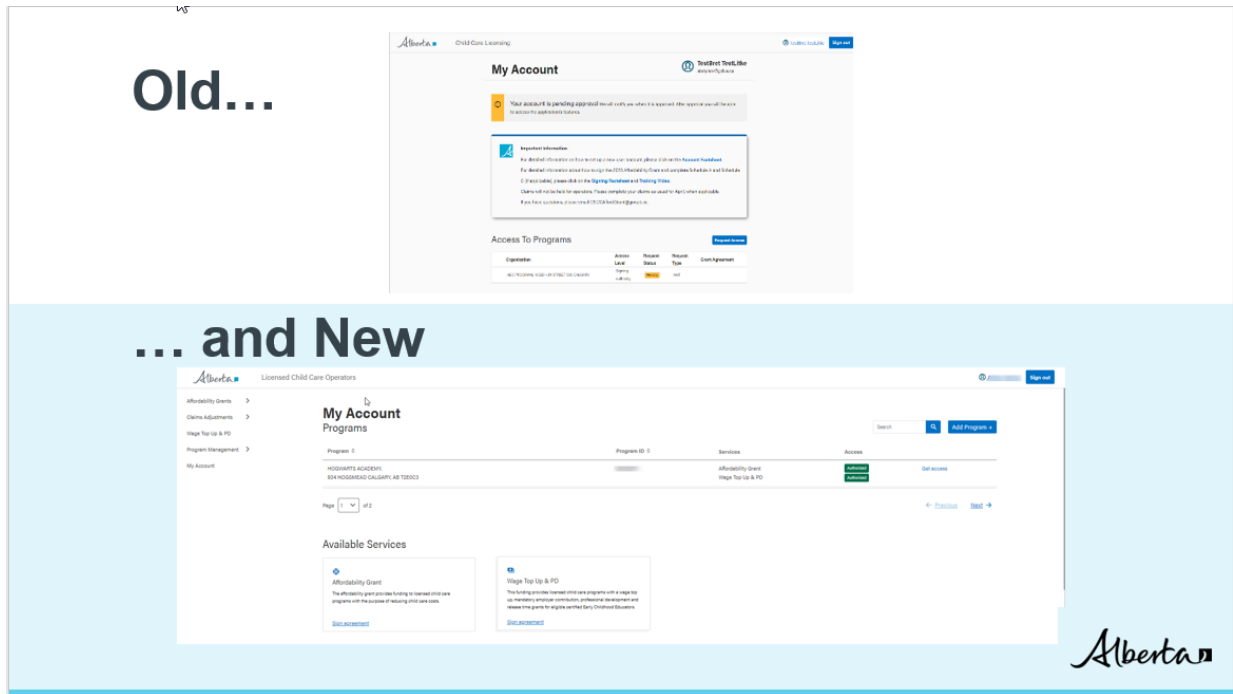
Do you use a centralized email for multiple users?

If multiple people use the same email address at your program (for example, a shared email for the program) only one person can use it for the Child Care Licensing Portal. All additional Child Care Licensing Portal users must provide a different email address for login. Continue in section [2.0](#)

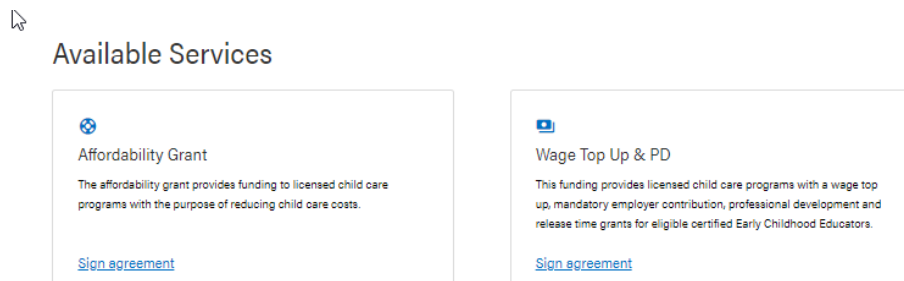
1.0 – New service, new look

Welcome back to the Child Care Licensing Portal. There have been some changes since you last signed in.

Previously upon login you would have viewed the screen on the top, but our home page has changed to the view on the bottom along with the wage top-up service now available.



Available services are located on separate tiles below your list of programs.



Select the applicable link to enter the service area that you require. Selecting this link will open the service area and list all programs that you have been granted access to for that service.

If you require access to another service after adding the program to your account, you can click on the “Get access” button to the right of the program name. Here you will be able to request access to other applicable services.

2.0 – Creating your account

Visit the [Child Care Licensing Portal](#).

Please use **Google Chrome** to access the site.

If this is your first time accessing the portal, click “Create an Account.” Otherwise, click “Sign In” and enter your account credentials.

After clicking “Create an Account” you will be asked to enter your first name, last name, work email, and a password.

Create Account

Already have an account? [Sign in](#)

First name

Allison

Last name

Work email


Password

Passwords must be at least 12 characters, contain at least one uppercase letter, one lowercase letter, one number, and one special character.

Confirm password

If you attempt to create an account using an email address that is already in use, an alert will appear prompting you to choose a new email address. You will not be able to continue until a new email is listed.

Create Account

 Email already exists.

Already have an account? [Sign in](#)

First name

Allie

Last name

Smith

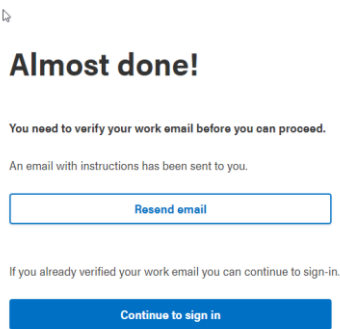
Work email

Password

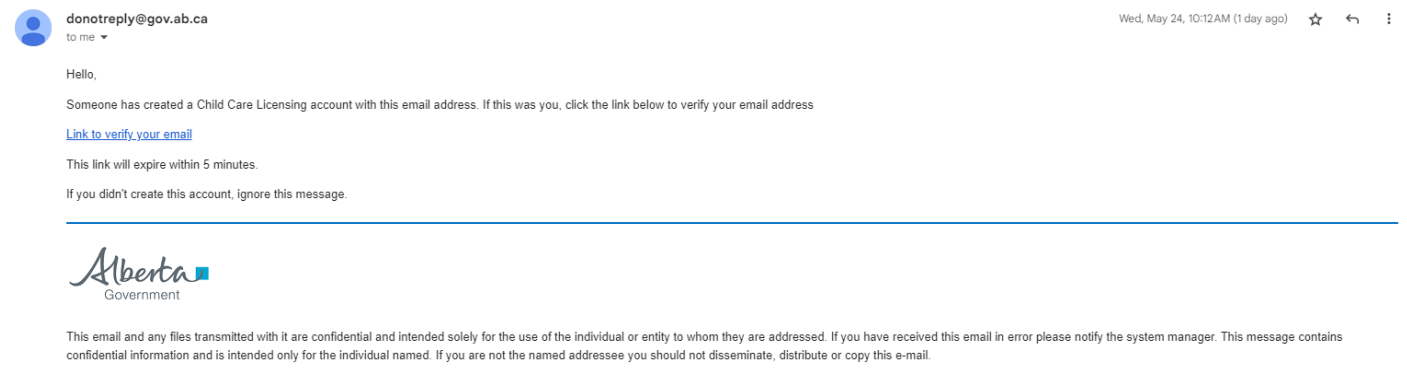
Passwords must be at least 12 characters, contain at least one uppercase letter, one lowercase letter, one number, and one special character.

Confirm password

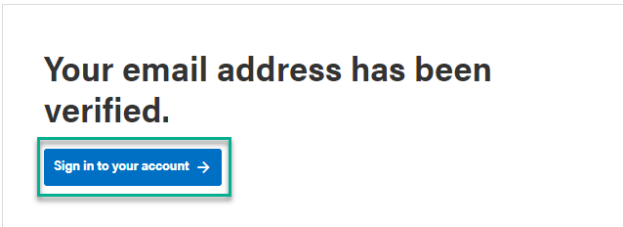
After filling in the information, click “Create an Account” at the bottom of the screen. You will be sent an email that you will need to open to confirm your access through that email address.



Open the email and click “Link to verify your email.”



You will be notified that your email address has been verified.



Click “Sign into your account” and you will successfully be logged in. Now you can request access to programs and services.

3.0 - Requesting access to programs and services

3.1 – Access for existing portal users with program signing authority

If you have signing authority for a child care program, this service will automatically appear in your pre-existing account. Log into your account to view your program list and approved services.

My Account Programs


[Add Program +](#)

Program	Program ID	Services	Access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3		Affordability Grant Wage Top Up & PD	Authorized Authorized Get access


Page 1 of 2

[← Previous](#) [Next →](#)

Available Services



Affordability Grant
The affordability grant provides funding to licensed child care programs with the purpose of reducing child care costs.
[Sign agreement](#)



Wage Top Up & PD
This funding provides licensed child care programs with a wage top up, mandatory employer contribution, professional development and release time grants for eligible certified Early Childhood Educators.
[Sign agreement](#)

If this service does not automatically appear follow the steps in section 3.2

3.2 – Access for existing portal users without program signing authority

If you already have an account for the Child Care Licensing Portal (Affordability Grant agreements and family day home users), log in to your account to view your program list.

My Account Programs

[Add Program +](#)

Program	Program ID	Services	Access
DANCING BEARS FAMILY DAY HOME, 9940 106 STREET EDMONTON, AB T5N2K2	58	Licensing	Authorized Get access

Click “Get access” on the right side of the program line and select the Wage Top-up & PD service. Then click “Request Access.”

Add Program and Services

What child care program or family day home agency are you requesting access to? (required)

Program ID (8-digits) (required)

Wage Top Up & Professional Development
☒ [Manage Agreement](#)

Licensing
☒ [Manage Profile](#) [Authorized](#)

Affordability Grant
☐ [Sign the Agreement](#)

[Request Access](#) [Cancel](#)

Access to this service will now be listed as pending on your main account page.

My Account

Programs

Search

Q

Add Program +

Program	Program ID	Services	Access
DANCING BEARS FAMILY DAY HOME, 9940 106 STREET EDMONTON, AB T5N2K2		Licensing Wage Top Up & PD	<div>Authorized</div> <div>Pending</div> <div>Get access</div>

Your request for access has now been submitted. Most requests will be reviewed within 1-2 business days. If you require immediate access, or your request has not been actioned in 3-4 business days, please email CS.LicensingSystemSupport@gov.ab.ca with your name and a description of the issue.

Your request will be listed as approved or denied and after it has been reviewed you will receive a follow up email.

3.3 – Access for new Portal users

These instructions are for users who do not have existing access to the Child Care Licensing Portal and have created an account by following the steps in part 1.0 of this guide.

After clicking the link in your email, a page will open listing the programs associated with your account. For new users this will be empty.

My Account

Programs

Search

Q

Add Program +

Program	Program ID	Services	Access
---------	------------	----------	--------

Click “Add Program +” to enter the program name and program ID that you require access to.

Add Program and Services

Child care program you are employed with? (required)

Type here

Program ID of the child care program? (required)

Type here

Request Access

Cancel

Enter both pieces of information, and options will appear to select the services that are relevant to your program in the system.

Only services that are relevant to your program type will be available in this section. For example, facility-based programs cannot access the licensing service for family day home agencies.

Add Program and Services

What child care program or family day home agency are you requesting access to? (required)

CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET, CALGARY X

Program ID (8-digits) (required)

70 X

Wage Top Up & Professional Development

☒ Manage Agreement ⓘ

Affordability Grant

☐ Sign the Agreement ⓘ

Request Access Cancel

Select the “Wage Top-up & Professional Development” option and click “Request Access.”

This program will be listed on your program page with your request status.

My Account

Programs

Program	Program ID	Services	Access	
CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET CALGARY, AB T2J0H7	70	Wage Top Up & PD	Pending	Get access

If you need to change your access, you can click “Get access” on the program line and request additional services.

My Account

Programs

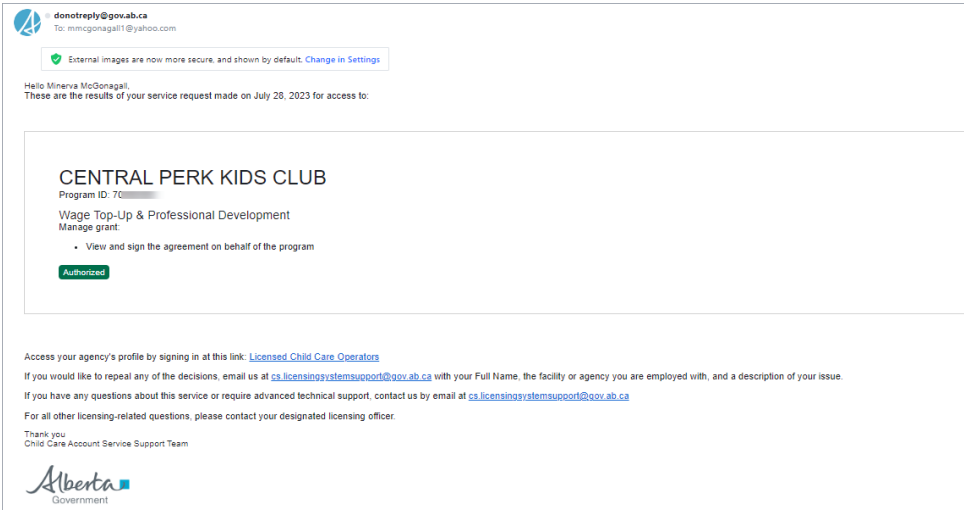
Program	Program ID	Services	Access	
CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET CALGARY, AB T2J0H7	70	Wage Top Up & PD	Pending	Get access

Your request for access has now been submitted. Most requests will be reviewed within 1-2 business days. If you require immediate access, or your request has not been actioned in 3-4 business days, please email CS.LicensingSystemSupport@gov.ab.ca with your name and a description of the issue.

Your request will be listed as approved or denied, and after it has been reviewed you will receive a follow-up email.

3.4 - Access approved

After your access has been approved, you will receive an approval email with a link to the system.



Click the “Licensed Child Care Operators” link and you will be returned to your program list where the request status will be approved.

My Account

Programs

[Add Program +](#)

Program ▾	Program ID ▾	Services	Access
CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET CALGARY, AB T2J0H7	70	Wage Top Up & PD	Authorized Get access

3.5 - Access denied

If your credentials cannot be verified, you will receive an email detailing the denial. If your credentials are correct, and this is a mistake, please contact CS.LicensingSystemSupport@gov.ab.ca with your name, the program you work for, and a description of your issue.

3.6 - Requesting access to multiple programs

If you provide services to multiple providers with different names and different program IDs, continue to use the “Add Program +” feature to request access and services for these programs.

My Account Programs

Search <input type="text"/> <input type="button" value="Add Program +"/>				
Program	Program ID	Services	Access	
MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE CALGARY, AB T3A4X1	8C	Wage Top Up & PD	Authorized	Get access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	8C	Affordability Grant Wage Top Up & PD	Authorized Authorized	Get access

Enter the program ID and select the service(s) you are requesting access to.

Add Program and Services

What child care program or family day home agency are you requesting access to? (required)

CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET, CALGARY X

Program ID (8-digits) (required)

70 X

Wage Top Up & Professional Development

☒ Manage Agreement ⓘ

Affordability Grant

☐ Sign the Agreement ⓘ

[Cancel](#)

Your status will be marked as pending until the request is authorized.

My Account Programs

Search <input type="text"/> <input type="button" value="Add Program +"/>				
Program	Program ID	Services	Access	
CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET CALGARY, AB T2J0H7	70	Wage Top Up & PD	Pending	Get access
MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE CALGARY, AB T3A4X1	8C	Wage Top Up & PD	Authorized	Get access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	8C	Affordability Grant Wage Top Up & PD	Authorized Authorized	Get access

Your request for access has now been submitted. Most requests will be reviewed within 1-2 business days. If you require immediate access, or your request has not been actioned in 3-4 business days, please email CS.LicensingSystemSupport@gov.ab.ca with your name and a description of the issue.

Your request will be listed as approved or denied and after it has been reviewed you will receive a follow up email

3.8 - Re-allocating program email addresses

In the case that a program email address is being listed under a different person's credentials (for example there has been a change of leadership, but the program uses a centralized email address) you can change the individuals' credentials associated to the email.

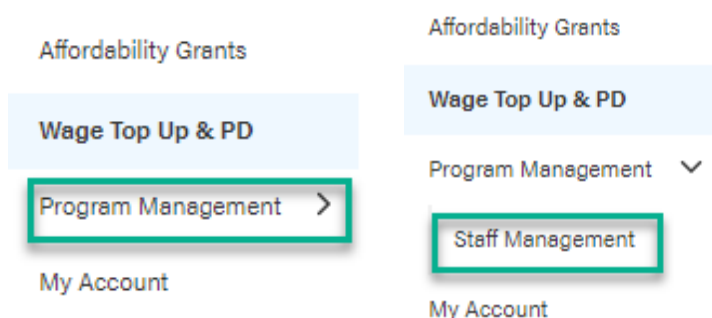
Email CS.LicensingSystemSupport@gov.ab.ca with the name of the program, program ID, the email address that needs to be re-allocated, and the first and last name of the person it is to be allocated to. CC your licensing officer in this email, as they may be contacted to verify this change.

Once this email is received and credentials are validated, the email address will be re-allocated to the new user. The user will be sent an email to confirm that this has been done. If a password reset was requested, a temporary password will also be included in your confirmation email.

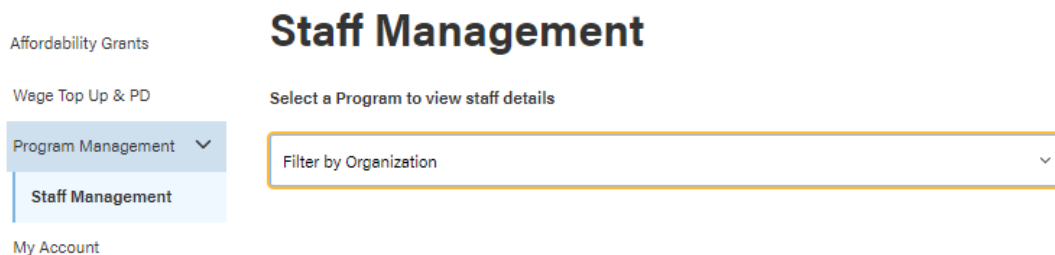
3.9 - Removing access - staff management

To remove access for a user for a program or service email CS.LicensingSystemSupport@gov.ab.ca.

To remove your own access to a program or service click “Program Management” on your ‘My Account’ page in the Child Care Licensing Portal, then select “Staff Management.”



Use the drop-down menu to select the program you would like to remove access to.



A list of people with access to services for the program selected will appear. Click “Remove” next to the person whose access is being removed.

Staff Management

Select a Program to view staff details

HOGWARTS ACADEMY, 934 HOGSMEAD, CALGARY				
First name	Last name	Email	Service access	Action
Minerva	McGonagall	mmcgonagall@gmail.com	Affordability Grant Wage Top Up & PD	Remove
Albus	Dumbledore	adumbledore@gmail.com	Affordability Grant Wage Top Up & PD	Remove

Page 1 of 1

[Previous](#) [Next](#)

A pop-up will appear. Select the service you want to remove the person from and type a reason in the text box. Then click “Request Removal.”

Access Removal For Minerva McGonagall

Program
HOGWARTS ACADEMY, 934 HOGSMEAD, CALGARY

Program ID
80

Affordability Grant
☐ Sign agreement

Wage Top Up & PD
☒ Sign agreement

Removal reason
Left Program

Minerva McGonagall (mmcgonagall@gmail.com) will receive an email notification when a review has been conducted and access has been removed.

[Request Removal](#) [Cancel](#)

Your request for removal has now been submitted. Most requests will be reviewed within 1-2 business days. An email will be sent to the removed individual to notify them of this action.

Access Removal For HOGWARTS ACADEMY

donotreply@gov.ab.ca <donotreply@gov.ab.ca>

Hello Minerva McGonagall,

Your access to the following program and services for have been removed.

HOGWARTS ACADEMY

Program ID: 80

Wage Top-Up & Professional Development

Sign agreement.

- View and sign the agreement on behalf of the program

Removed


Access your agency's profile by signing in at this link: [Licensed Child Care Operators](#)

If you would like to repeal any of the decisions, email us at cs.licensingssystemsupport@gov.ab.ca with your Full Name, the facility or agency you are employed with, and a description of your issue.

If you have any questions about this service or require advanced technical support, contact us by email at cs.licensingssystemsupport@gov.ab.ca

For all other licensing-related questions, please contact your designated licensing officer.

Thank you
Child Care Account Service Support Team



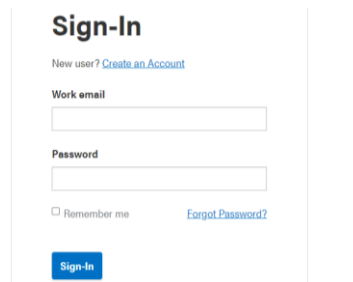
If you require immediate access, or your request has not been actioned in 3-4 business days, please email CS.LicensingSystemSupport@gov.ab.ca with your name and a description of the issue.

4.0 - Forgot password

Classification: Protected A



If you have forgotten your password, click “Sign-In” on the home page of the [Child Care Licensing Portal](#), then click “Forgot Password.”



Sign-In

New user? [Create an Account](#)

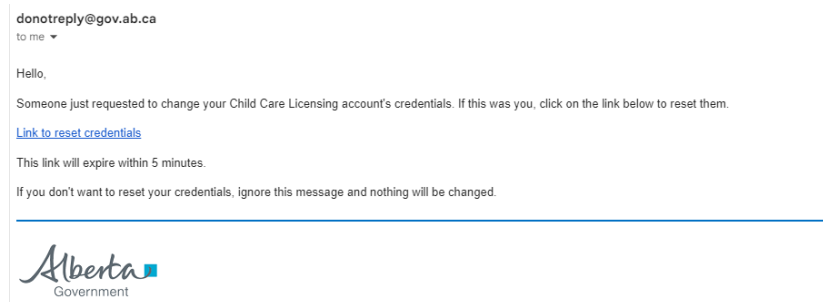
Work email

Password

☐ Remember me [Forgot Password?](#)

Sign-In

An email will be sent to the associated email on your account. Open this email and select the link to reset credentials.



Follow the prompts to enter your new password twice, then click “Submit.” The system will now open, restoring your original access.

If this does not resolve the issue you can also send an email to CS.LicensingSystemSupport@gov.ab.ca to have your password reset.

5.0 – Accessing available services

You have successfully added the programs and services that you require access to. You can view the status of all services you have access to on your My Account screen.

Available services are located on separate tiles below your list of programs.

My Account


Programs

Program	Program ID	Services	Access
CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET CALGARY, AB T2J0H7	7C	Wage Top Up & PD	Authorized Get access
MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE CALGARY, AB T3A4X1	8C	Wage Top Up & PD	Authorized Get access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	8C	Affordability Grant Wage Top Up & PD	Authorized Authorized Get access

Page 1 of 3

[Previous](#) [Next](#)


Available Services



Affordability Grant

The affordability grant provides funding to licensed child care programs with the purpose of reducing child care costs.

[Sign agreement](#)



Wage Top Up & PD

This funding provides licensed child care programs with wage top up, mandatory employer contribution, professional development and release time grants for eligible certified Early Childhood Educators.

[Sign agreement](#)

Select the applicable link to enter the service area that you require. Selecting this link will open the service area and list all programs that you have been granted access to for that service.

If you require access to another service after adding the program to your account, you can click on the “Get access” button to the right of the program name. Here you will be able to request access to other applicable services.

Add Program and Services

What child care program or family day home/agency are you requesting access to? (required)

Program ID (8-digits) (required)

Wage Top Up & Professional Development

☒ Manage Agreement [Authorized](#)

Affordability Grant

☐ Sign the Agreement [Authorized](#)

[Request Access](#) [Cancel](#)

6.0 - Frequently asked questions

What happens if I cannot log in?

For assistance in accessing your account please contact CS.LicensingSystemSupport@gov.ab.ca.

What do I do if I cannot request access to the services that I require?

Only the services relevant to your program type will be available. If there is a service that you believe to be relevant to your program but is not available to select for approval, please contact CS.LicensingSystemSupport@gov.ab.ca.

Can I request access to a service or a program that I was previously denied access to?

If something has changed that would now allow you to have permissions to services or programs that were previously denied you may follow the instructions in this guide to add those programs and services.

What is a signing authority?

The signing authority refers to those who are eligible to sign affordability grant agreements for the program.

The name on my Grant is not correct – what do I do?

If the name on your Wage Top-up & Professional Development Grant agreement is incorrect and needs to be updated, email CS.LicensingSystemSupport@gov.ab.ca for assistance.

Can I access the Wage Top-up & PD Grant services if my Affordability Grant agreement is not signed?

Depending on your program type you can still access the Wage Top-up & Professional Development Grant agreement without a signed Affordability Grant (out of school care programs). If you are eligible for Affordability Grant funding but have not signed your agreement, then you will need to do so prior to viewing and signing your Wage Top-up & Professional Development Agreement. For all questions related to this please contact CS.ChildCareFunding@gov.ab.ca.