Child Care Licensing Portal

Operator Login Guide

Alberta

The Child Care Licensing Portal

We update the Child Care Licensing Portal regularly to give you the best experience possible. You may see minor changes that have been added since this user guide was published.

What is the Child Care Licensing Portal?

The Child Care Licensing Portal is a digital platform in which licensed child care operators can sign into services such as Licensing, Affordability Grant, Claims Adjustments and 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, Wage Top-up and Professional Development 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 programs.

Who do I contact if I have questions?

If you have questions related to the Child Care Licensing Portal, please contact CCLicensingSystemSupport@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, Wage Top-up & Professional Development Grant agreements, and family day home users) do not create a new login. See section 2.2 of this guide.

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 1.0 of this guide.

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 1.0.

1.0 – 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.

Please Note: This should be your full legal name as it appears on your current government issued ID.

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

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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

[redacted]

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.

Almost done!

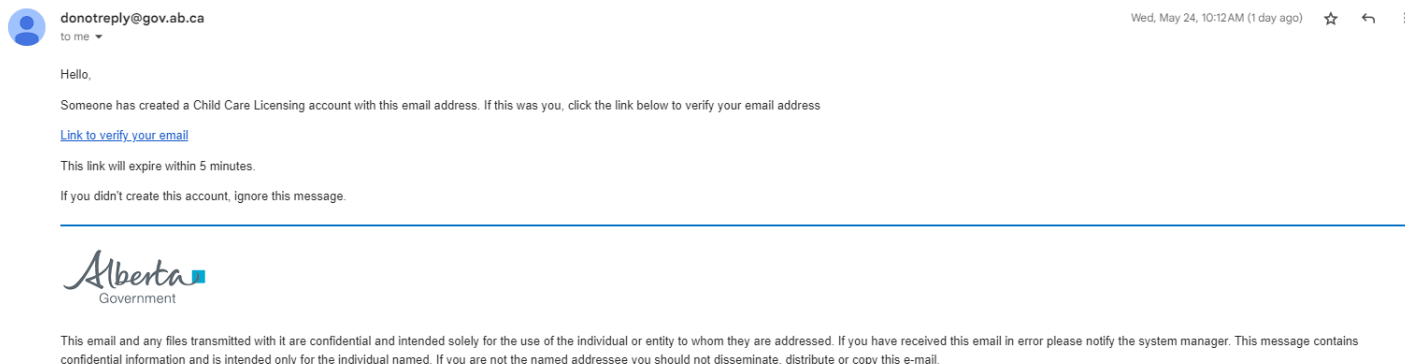**You need to verify your work email before you can proceed.**

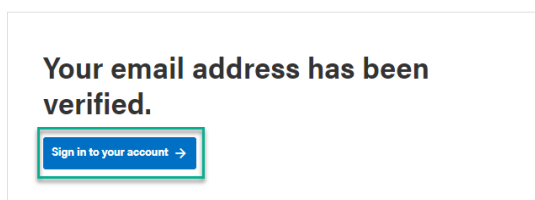An email with instructions has been sent to you.

Resend email

If you already verified your work email you can continue to sign-in.

Continue to sign in

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.

2.0 - Requesting access to programs and services

2.1 – 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.

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 you would like access to.

Only services that are relevant to your program type will be available in this section.

Add Program and Services

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

FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE, CALGARY   ✕

Program ID (8-digits)

58   ✕

Claims Adjustments
☑ Submit claims ⓘ

Licensing
☑ Manage family day home agency profile ⓘ

Affordability Grant (You must be someone who has signing authority for the program)
☐ Manage agreement ⓘ

Wage Top-Up & Professional Development (You must be someone who has signing authority for the program)
☐ Manage agreement ⓘ

Cancel   Request Access

Select the services that you would like access to and click "Request Access."

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

My Account

Programs

Program ⇕	Program ID ⇕	Services	Access	
FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE CALGARY, AB T3C0E8	58▮▮▮▮	Claims Adjustments Licensing	Pending 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	
FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE CALGARY, AB T3C0E8	58▮▮▮	Claims Adjustments Licensing	Pending 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 CCLicensingSystemSupport@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.

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2.2 – Access for existing portal users

If you have previously used the system for another service or program, you will view the program(s) and services on your 'My Account' page with your current services available below.

My Account
Programs

Search				Add Program +

Add filter

Program ⇕	Program ID ⇕	Services	Access	
MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE CALGARY, AB T3A4X1	8	Space Creation Grant	Authorized	Get access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	8	Affordability Grant Claims Adjustments Space Creation Grant Wage Top-Up & PD	Authorized Authorized Authorized Authorized	

If a service that you need is not available, you can click "Get access" and follow the instructions in section 2.3 of this guide.

If you need to add an additional program to your account, follow the instructions in section 2.6 of this guide.

2.3 - Adding additional services

After you have been approved for programs and services upon log-in, you can add services as you require that are available in the Child Care Licensing Portal.

My Account
Programs

Search				Add Program +

Add filter

Program ⇕	Program ID ⇕	Services	Access	
MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE CALGARY, AB T3A4X1	8	Space Creation Grant	Authorized	Get access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	8	Affordability Grant Claims Adjustments Space Creation Grant Wage Top-Up & PD	Authorized Authorized Authorized Authorized	

Click "Get access" if you require services that you were not yet approved for

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Click "Get access" beside the program name and a drop-down menu will appear.

Click on the box beside the service you require so a check mark appears and click "Request Access."

Your request for access has now been submitted and will be marked as pending. 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 CCLicensingSystemSupport@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.

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2.4 – Portal services available

Since March 2025, the portal has been moving towards a self-serve model. As these changes are taking place, some services will be requested, as outlined earlier in this guide, and approved by the ministry, while others will be managed by the program's Super Admin or designated Access Manager.

The following services can be requested by the user in the portal for ministry approval.

The User Management Access Service can only be issued to users by the program Super Admin. By granting this access, these users will have an Access Manager Role in the Portal.

Super Admin's and Access Managers will be able to give access to the following services, provided the user has a portal account, and access to at least one existing service:

- Child Registration
- Licensing*
- Claims Adjustments*
- Claims Submissions – only available for phase 1 programs

*The Licensing and Claims Adjustment services in the portal can currently have requests placed for them (to be approved by the ministry) and can be managed by the program.

Access to financial services in the portal (Affordability Grant Agreements, Wage Top-up & Professional Development Agreements, Space Creation Grant Agreements, and Family Day Home Contracts) must be requested by the user and approved by the ministry.

2.5 - Access approved

After your access has been approved, you will receive an approval email with a link to the system.
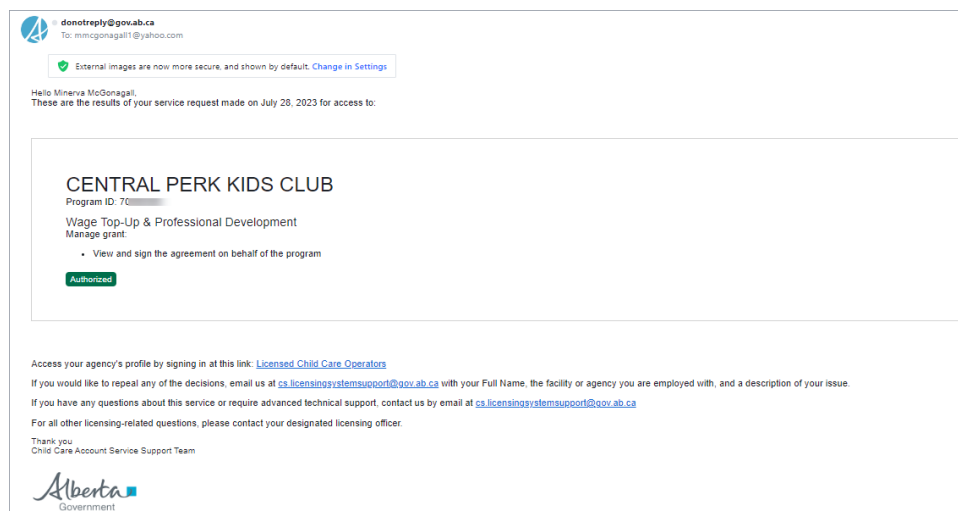
Click the "Licensed Child Care Operators" link and you will be returned to your program list where the request status will be approved.

2.6 - 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.

2.7 - 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.

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

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

Classification: Protected A

Classification: Protected A

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 CCLicensingSystemSupport@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

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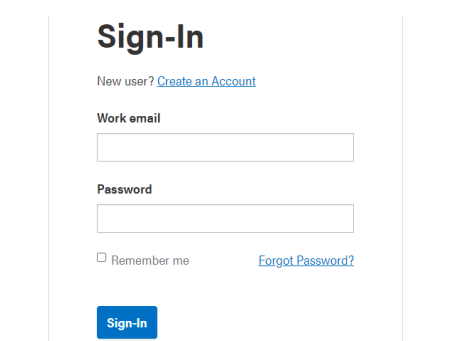
Once this email is received and credentials are validated, the email address will be re-allocated to the new user. The user will be sent an email to confirm that this has been done. If a password reset was requested, a temporary password will also be included in your confirmation email.

2.9 - Removing access - staff management

Staff access removals will be managed for all services by a program's super admin or designated access managers. When a service has been removed, you will receive an email notification of this action.

3.0 - Forgot password

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

[   ]
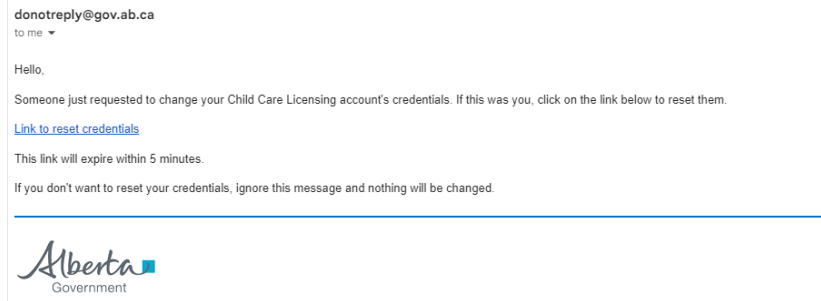
Password

[   ]

☐ Remember me   Forgot Password?

Sign-In

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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 CCLicensingSystemSupport@gov.ab.ca to have your password reset.

4.0 – 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.

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.

Only services that you have approved access for will be displayed here, and you can also enter the services you are approved for from the left-hand navigation menu.

5.0 - 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.

How do I get access for the child registration and claims submission services?

Access to these services will be given to you by your programs Super Admin or Access Manager. Access to claims submission is only available for phase 1 programs at this time.

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 eligible to sign affordability grant agreements for the program. For some services, such as Affordability Grants, only a program's designated signing authority will be given access.

My email is linked to my Child Care Claims Program account. What will this mean for my account within the portal?

If the email you use for the portal is the same as the email that is listed for your C3P account, then claims adjustment services will automatically be listed in your My account page for the programs that you are authorized for within C3P.

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.

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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.

Why is my access request for the Space Creation Grant service being denied?

Space creation grant services are only available to users who are signing authority and have taken part in grant negotiations with a Space Creation Grant Specialist offline. Once you have finished negotiations with a Grant Specialist you will be invited to add this service for the program that it is applicable for.