



Child Care Licensing Portal

Operator Login Guide

Child Care Licensing Portal Operator Login Guide | Children and Family Services
© 2023 Government of Alberta | March 10, 2025

Classification: Protected A



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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 CC 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, 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

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

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

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.

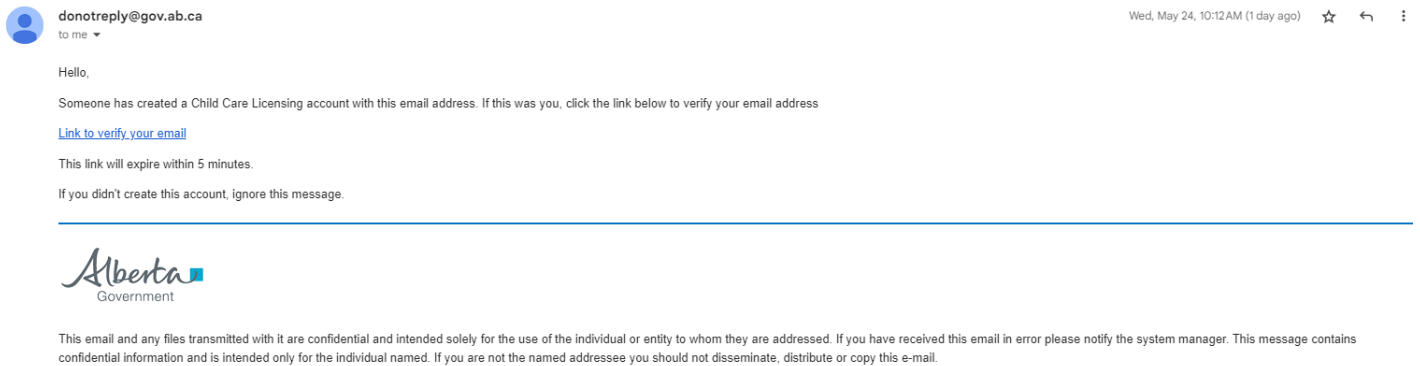
An email with instructions has been sent to you.

[Resend email](#)

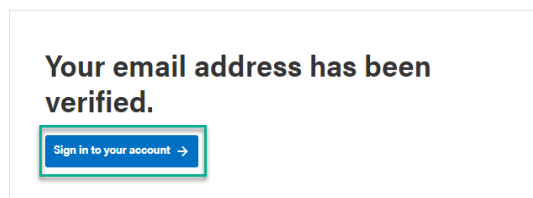
If you already verified your work email you can continue to sign-in.

[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.

My Account

Programs



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)

Program ID of the child care program? (required)

[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?

 ×

Program ID (8-digits)

 ×

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.”

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

My Account

Programs

[Add filter](#)

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

[Add filter](#)

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.

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

[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

[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

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

Add Program and Services

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

MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE, CALGARY X

Program ID (8-digits)

80 X

Space Creation Agreement (Only for approved programs, and you must be a signing authority for the program)

Manage agreement ⓘ Authorized

Affordability Grant (You must be someone who has signing authority for the program)

Manage agreement ⓘ

Cancel Request Access

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

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)

Cancel 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.

2.4 – Portal services available

The following services are available within the portal to request access to.

Add Program and Services

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

FOREST FLOOR FAMILY DAY HOME, WINDING PATH AVE, CALGARY ×

Program ID (8-digits)

8 ×

Licensing

Manage program licensing information, including contact information, staff profiles, and document uploads

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 ⓘ

Claims (Adjustments)

Submit claims adjustments and view the Subsidized Children Report (formerly known as the Operator's Report)

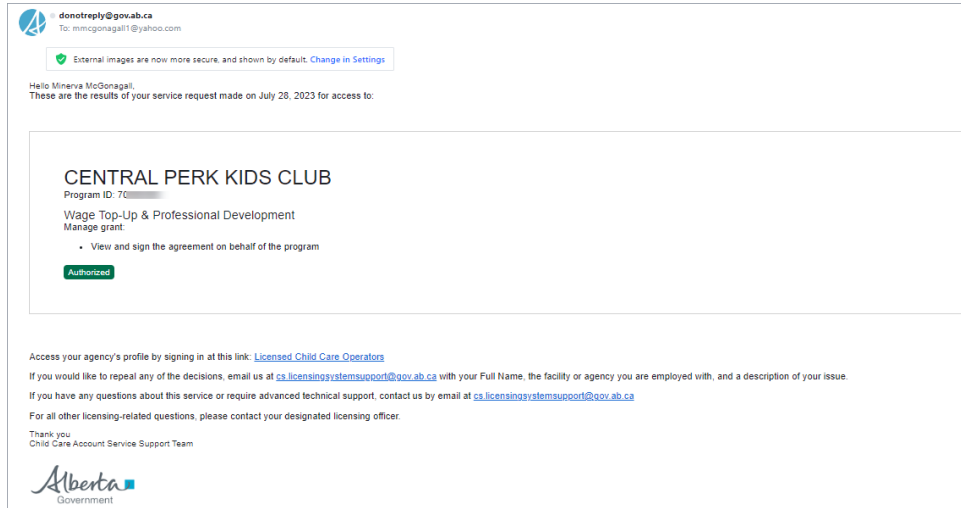
Family Day Home Agency Contract (You must be someone who has signing authority for the program)

View and sign the family day home agency contract This service will only be available to Family Day Home Agencies

New services (as of March 2025), such as the child registration or staff access management services, will be approved or removed by a program's super admin (legal representative), and anyone that they have designated as an access manager for the program. These services can only be given to portal users with access to at least one existing service. Therefore, if you are a new user with no services authorized, please request access to one of the services shown in the image above. These requests will be reviewed by the ministry, and upon approval, super admins and designated access managers will be able to give access to child registration or staff access management. The ability for all services to be managed by super admins and designated staff access managers will be introduced in the coming months.

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.

My Account

Programs

Search

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

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.

My Account

Programs

Program	Program ID	Services	Access	
MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE CALGARY, AB T3A4X1	8C	Wege Top Up & PD	Authorized	Get access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	8C	Affordability Grant Wege 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

Program ID (8-digits) (required)

70

Wage Top Up & Professional Development

Manage Agreement ⓘ

Affordability Grant

Sign the Agreement ⓘ

Request Access Cancel

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

My Account

Programs

Program	Program ID	Services	Access	
CENTRAL PERK KIDS CLUB, COFFEE SHOP STREET CALGARY, AB T2J0H7	70	Wege Top Up & PD	Pending	Get access
MAGIC SCHOOL BUS PRESCHOOL, BUS CIRCLE CALGARY, AB T3A4X1	8C	Wege Top Up & PD	Authorized	Get access
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	8C	Affordability Grant Wege 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 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.

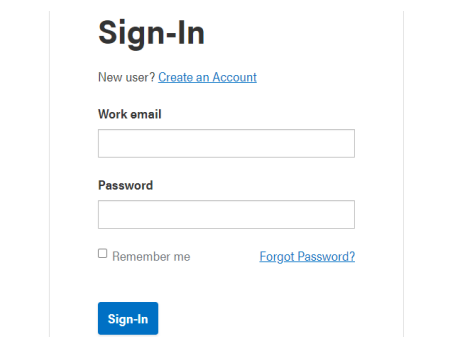
Once this email is received and credentials are validated, the email address will be re-allocated to the new user. The user will be sent an email to confirm that this has been done. If a password reset was requested, a temporary password will also be included in your confirmation email.

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

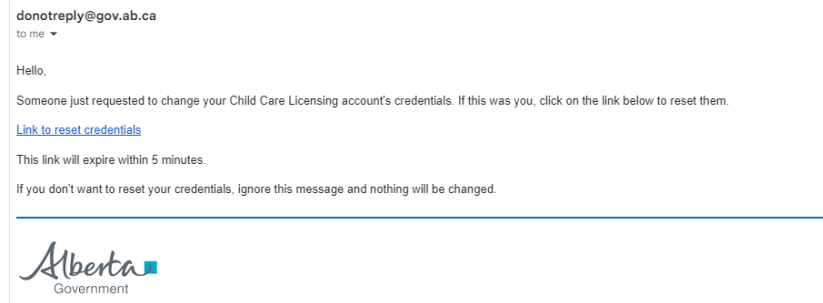
[New user? Create an Account](#)

Work email

Password

Remember me [Forgot Password?](#)

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.

My Programs

Manage your access to programs and services

[Add filter](#)

Program	Program ID	Services	Access
FOREST FLOOR FAMILY DAY HOME, WINDING PATH AVE, CALGARY, AB T3C0E8	80000137	Affordability Grant Claims (Adjustments) Family Day Home Agency Contract Licensing Wage Top-Up & Professional Development	Authorized Authorized Authorized Authorized Authorized
GREEN GABLES CHILD CARE CENTRE, 3 AVONLEA RD, FORT MCMURRAY, AB T9H2K1	80015683	Affordability Grant Claims (Adjustments) Licensing Wage Top-Up & Professional Development	Authorized Authorized Authorized Authorized
HOGWARTS ACADEMY, 934 HOGSMEAD CALGARY, AB T2E0C3	80000071	Affordability Grant Claims (Adjustments) Licensing Wage Top-Up & Professional Development	Authorized Authorized Authorized Authorized

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Available Services

Licensing

Manage program licensing information, including contact information, staff profiles, and document uploads.

[Manage profiles](#)

Affordability Grant

The Affordability Grant provides funding to licensed child care programs with the purpose of reducing child care costs.

[Manage agreement](#)

Wage Top-Up & Professional Development

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.

[Manage agreement](#)

Claims (Adjustments)

Submit claims adjustments for all subsidy, wage top up and affordability grant payments, as well as view the Subsidized Children Report (formerly known as the Operator's Report).

[Submit adjustments](#)

Family Day Home Agency Contract

This contract provides funding to Family Day Home Agencies to facilitate the operation and administration of Family Day Home Programs.

[View and sign contract](#)

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.

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.

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.

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.