



Child Care Licensing Portal

Claims Submission User Guide

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Child Care Licensing Portal: Claims Submission User Guide

Overview

This user guide explains how child care providers will submit their monthly child care claims in the Claims Submission service located in the Child Care Licensing Portal.

The Claim Submission service allows licensed child care providers to submit monthly claims which report hours of attendance and employment for children and educators. This will be used to issue eligible payments for the following:

- Child care affordability grant
- Child care subsidy
- Wage top-up and mandatory employer contributions
- Grants related to family day home agency contracts.

Claims can be submitted on the first calendar day following the end of the claim month. Claim payments are deposited within 5-10 business days from the claim submission date.

Access

The [Child Care Licensing Portal](#) (the portal) is a secure online platform in which child care providers can complete the educator and child registration details for the program and submit their child care claim based on this information.

For log-in support and instructions on adding programs and services to your portal account, refer to the [Account and Service Guide](#).

For optimal experience and full system functionality, please use **Google Chrome** or **Microsoft Edge** browsers to complete tasks in the Child Care Licensing Portal. We also recommend setting your browser language setting to English.

To access the most up-to date versions of portal guides and videos, clear your cache/browser history. Please see our [video](#) for support.

Please note that we continuously update Child Care Digital Services to provide you with the best experience possible. You may see minor changes and updates in the online system compared to this guide.

Preparing your claim

Your claim will be populated based on information you have entered in the portal through the Licensing and Child Registration services. Information should be entered in these services prior to beginning your claim. If there is an error in your claim information, you can return to these two services to make any changes. After you re-open your claim, you will be able to see the changes.

The Licensing service is where you will create profiles for anyone that should be included on your claim. Here you will indicate their role, as well as details on their employment, such as start and end dates, and wage information. Guides and videos are available for your support.

[Facility-based User Guide for Portal Licensing Services](#)

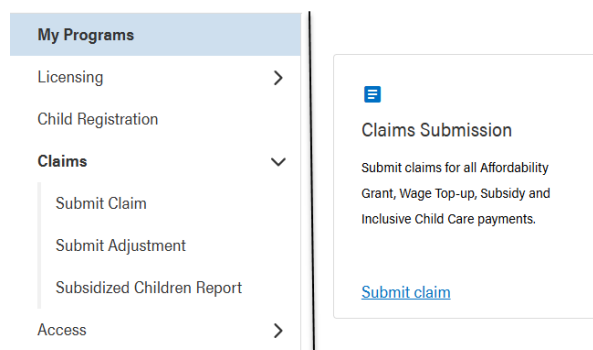
[Family Day Home Agency User Guide for Portal Licensing Services](#)

The Child Registration service is where you will register each child in your program, indicating their enrollment category and registered hours of care. Guides and videos are available for your support.

[Child Registration User Guide](#)

Navigating to the Claims Submission service

To access the Claims Submission service, you must be granted access by your program's Super Admin or designated Access Manager. Once this access is granted you will be able to enter the Claims Submission service through the left-hand navigation, under the claims heading. You can also enter through the service tile at the bottom of your "My Programs" page.



Click “Submit Claim” to enter the Claim Submission service.

Main menu

Your Programs

After entering the Claims Submission service in the portal, you will have a list of all programs that you have been granted access for.

Claim Submission

Claims Submission Announcement

[Click here to view the user guide and videos](#)

For detailed information and videos on how to complete claims in the Child Care Licensing Portal, please visit the Claims Submission [User Guide](#). If you have questions, please contact childcareclaims@gov.ab.ca.

Filters

Click on the "Filters" icon to filter your list based on programs offered or notifications.


Search...

Search your list of programs for the specific program that you would like by entering the Program name or Program ID

Use the arrows to sort the columns

All program types that you offer based on your license will be listed

Hover over the alter to find out what is is for

Program ID	Program name	Program type	Programs offered	Actions
54	FOREST FLOOR FAMILY DAY HOME AGENCY WINDING PATH AVE CALGARY AB T3C0E8	Family Day Home	FDH	 View
84	HOGWARTS ACADEMY 1 HOGSMEAD CALGARY AB T2E0C3	Facility-based	Daycare Out-of-school care Preschool	View

You will be able to search and filter this list as needed, by clicking on the Filter icon.

Filters

[Clear all filters](#)

Program type

☐ All

☒ Facility Based

☐ Family Day Home

Notifications

☐ All

☐ Not submitted

☐ Past due

☐ Expired License

☐ Canceled License

☐ Suspended License

Apply

Cancel

Select the filter(s) you want to use and click “Apply,” or click “Cancel” to exit the filter options.

Any filters you have selected will be displayed on your programs page.

Filters

Program type: Facility Based Program ×


[Clear filters](#)

If there is an alert icon, this means that one or more claims has not been submitted. Hover over the icon for more details.

Program type ⌵

Family Day Home

FDH



[View](#)

You have not submitted 3 claim(s) for this program.

A yellow alert means that you have claims that have not been submitted within the last two claim periods, excluding the current month. A red alert means you have past due claims, not submitted, for periods that exceed three months.

Selecting a Program

If you only have access to one program in the Claims Submission service, you will automatically be brought to the program details.

If you have access to multiple programs, click the “View” link beside your program to enter the claim submission details for that program. This will take you to the claim details for the program you selected.

Claim Submission

Claims Submission

Announcement

For detailed information and videos on how to complete claims in the Child Care Licensing Portal, please visit the Claims Submission [User Guide](#). If you have questions, please contact childcareclaims@gov.ab.ca.

Filters

Search...

Program ID ⌵	Program name ⌵	Program type ⌵	Programs offered ⌵	Actions
56	FOREST FLOOR FAMILY DAY HOME AGENCY WINDING PATH AVE CALGARY AB T3C0E8	Family Day Home	FDH	View
86	HOGWARTS ACADEMY 1 HOGSMEAD CALGARY AB T2E0C3	Facility-based	Daycare Out-of-school care Preschool	View

You have now entered the claim details for the program. At the top of the page you will see any claim periods that are past due. You will have a list of funding available for this program, as well as the program's license capacity, and the total number of children and educators from your child registration and licensing information.

[Claims submission](#) > HOGWARTS ACADEMY

Click "Support & Guides" to view helpful information about this area of the claims submission service or open the Claims Submission Service User Guide [Support & Guides](#) [View program fees \(Schedule A\)](#)

You have not started claims for the month(s) below and they are past due:

June 2025 [Information about any alerts will be listed here](#)

To view a copy of your program's Schedule A fees from your current Affordability Grant Agreement, click here

Select program

HOGWARTS ACADEMY : 8 [Start a new claim](#)

Services as of today - September 26, 2025

Program funded

- ☒ Affordability Grant
- ☒ Wage Top-up
- ☒ Inclusive Child Care
- ☒ MEC Grant
- ☒ Professional Development
- ☒ Subsidy

The grants and contracts that you have approved for your program will be listed here

The total number of Educators you have indicated to be included on your claim: 5 Total Educators registered

The total number of children registered in your program: 14 Total children (2 subsidized 12 non-subsidized)

The maximum number of children who can be in care based on your license: 61 License capacity

Below this information, you will be able to view all claims that have been started, submitted, or processed through the portal.

Select program

HOGWARTS ACADEMY : 8 [Start a new claim](#)

Services as of today - October 24, 2025

Program funded

- ☒ Affordability Grant
- ☒ Wage Top-up
- ☒ Inclusive Child Care
- ☒ MEC Grant
- ☒ Professional Development
- ☒ Subsidy

21 Total Educators registered

8 Total children (5 subsidized 3 non-subsidized)

71 License capacity

Filter table by Status [Filter the list based on the claim status: Not submitted, In review, Past due, Processed](#)

Search this list by claim period or Claim ID

When a claim is started it will be issued an ID

Claim ID	Program ID	Program Name	Claim Period	Claim Status	Action
004396 Draft	8	HOGWARTS ACADEMY	July 2025	Past due	Continue
004395 Draft	8	HOGWARTS ACADEMY	August 2025	Not submitted	Continue
004392	8	HOGWARTS ACADEMY	September 2025	In review	More

The claim status can be:

Not submitted: The claim has been started and saved as a draft, but not submitted.

Past due: The claim has not been submitted, and the claim period ended more than two months ago.

In review: The claim has been submitted to the ministry and is under review.

Processed: The submitted claim has been reviewed and processed. Payment has been scheduled and payment summaries are available.

Claims summary reports

For claims with a status of “In review” or “Processed” reports will be available that contain a summary of all information submitted in your claim. Once the claim has been submitted, the “More” link will be available. If a claim has not been submitted, the “Continue” link will allow you to re-enter a saved claim.

Filter table by Status		<input type="text" value="Search..."/>			
Claim ID	Program ID	Program Name	Claim Period	Claim Status	Action
004396 Draft	8	HOGWARTS ACADEMY	July 2025	Past due	Continue
004395 Draft	8	HOGWARTS ACADEMY	August 2025	Not submitted	Continue
004392	8	HOGWARTS ACADEMY	September 2025	In review	More

Click “More” and you can select the summary you wish to view.

Filter table by

Status▼

Search...

Claim ID ▲	Program ID ▲	Program Name ▲	Claim Period ▲	Claim Status ▲	Action
004396 Draft	8[REDACTED]	HOGWARTS ACADEMY	July 2025	Past due	Continue
004395 Draft	8[REDACTED]	HOGWARTS ACADEMY	August 2025	Not submitted	Continue
004392	8[REDACTED]	HOGWARTS ACADEMY	September 2025	In review	More ▼

Page1of1

Educators' submission reportNext→

Clicking on these links will download a PDF copy of your report, which can be printed. The claims submission report will show all information that has been entered into the claim, while the Educator's submission report will have a page-by-page breakdown of information for each Educator included on the claim.

Claim steps

Videos

[Child Care Licensing Portal Claims Submission Service for Family Day Homes](#)

[Child Care Licensing Portal Claims Submission Service for Facility Based Programs](#)

Start a claim

To begin a new claim, click “Start a new claim.”

Select program

HOGWARTS ACADEMY : 8

X

Start a new claim

Services as of today - October 24, 2025

Program funded

Affordability Grant

Wage Top-up

Inclusive Child Care

MEC Grant

Professional Development

Subsidy

21

Total Educators registered

8

Total children

5 subsidized 3 non-subsidized

71

License capacity

A pop-up will appear directing you to confirm the program name and address. Select the claim period you would like to enter a claim for using the drop-down menu, then click “Start claim.”

Start a new claim

Select program

HOGWARTS ACADEMY : 8

X

You can search by Program name or ID.

June 2025

May 2025 ✓

March 2025

February 2025

January 2025

December 2024

May 2025

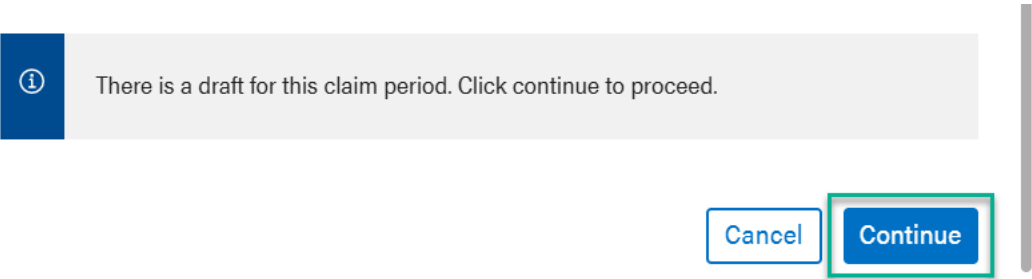
Type	Program ID
AB	Facility-based
	80000071

Cancel

Start Claim

On the 25th day of each month, you can select the current month from this menu, review the information already available, and enter hours; however, **you will not be able to submit your claim until the claim period has ended.**

If you select a claim period, where a claim has already been started by another user, you will receive an alert that a draft is already started for the claim period you have selected. Click “Continue” to open the draft.



To enter a claim that has already been started and saved as a draft, click “Continue.”

Filter table by [Status](#)

Search...

Claim ID	Program ID	Program Name	Claim Period	Claim Status	Action
004396 Draft	8	HOGWARTS ACADEMY	July 2025	Past due	Continue
004395 Draft	8	HOGWARTS ACADEMY	August 2025	Not submitted	Continue
004392	8	HOGWARTS ACADEMY	September 2025	In review	More

Children

After selecting a claim period, you will be on the “Children” step.

At the top of this section, you will be able to see the number of subsidized and non-subsidized children listed in the program, as well as the total number of children active for this claim period. These boxes will update as you enter details for children in the claim.

[Claims submission](#) > [HOGWARTS ACADEMY](#) > [Start a new claim](#)

[To view a copy of your program's Schedule A fees from your current Affordability Grant Agreement, click here](#) [View program fees \(Schedule A\)](#) [Support & Guides](#)

HOGWARTS ACADEMY - 8

Claim ID:004395

Claim period: May 2025

1Children
Partially complete

2Educators

3Overview

This tracker will update as information is added for each child

1 of 2
Subsidized children reported
Total subsidized children with hours reported

0 of 6
Non-subsidized children reported
Total non-subsidized with hours reported

1 of 8
Total children reported
Total children with hours reported

These trackers will update as you enter details for children in the claim

Entered 1 out of 6 Children

See when the claim was last saved

Auto-saved draft: October 24, 2025 1:22 PM MT

Search for a child by name or CCPN

Children will be listed below, with their corresponding Child Care Participant Number (CCPN).

If updates are required in the Child Registration service for a child listed on your claim, you will see the notification at the top of your claim page, as well as an alert beside their enrollment category information.

It is recommended that you make note of the children with errors before leaving your claim to easily search these children in the Child Registration service.

Enrolment updates are required for 2 children on this claim period. Please visit [Child Registration](#) to complete these updates.

[50011873](#) Weasley, Ronald

Daycare

Not Available

An update is required for this child. Return to the Child Registration service to make changes.

50 to Less than 100 Hours

\$820.14

\$0.00

If there are errors in a child's information or there are children missing in the claim, return to the Child Registration service in the portal and make the necessary changes. Once your changes are saved in the Child Registration service, you can re-open your claim and your changes will be reflected there.

All children attending licensed child care must be registered in the Child Registration service. Once they have been registered, any children that were active for any time during the claim period you are submitting will be listed in the “Children” step of the claim.

Click on the child's CCPN to view the child's details

The enrollment category will display based on the child's details from the Child Registration service

Monthly fees will be listed based on the fee from the Child Registration service

CCPN ↑	Name ↑	Enrolment category ↑	Current month fee ↑	Hours attended ↑	Extended hours ↑	Estimated Aff. grant ↑
50011881	Boot, Stella	Daycare Infants (12 months to less than 19 months) 100 Hours or Greater	\$1,600.00	<input type="text"/>	<input type="text"/>	\$0.00
50011840	Chang, Cho	Daycare 3 years to less than 4 years 100 Hours or Greater	\$1,261.75	<input type="text"/>	<input type="text"/>	\$0.00
25232381	Delacour, Gabrielle <div>Subsidized</div>	Out of School School-Aged (Grade 1-6) 50 to Less than 100 Hours	\$850.00	<input type="text"/>	<input type="text"/>	\$0.00

Any children that have an active subsidy agreement will have a "Subsidized" label

Click on the CCPN to view more details for the child, including subsidy information for children with an active subsidy agreement.

Child information Non-subsidized child

Child name	CCPN
Boot Stella	50011881
Date of birth	Effective date
Jan 14, 2024	Mar 1, 2025
Previous month fee	Termination date
\$1,600.00	-


Back

Child information Subsidized child





Child name	CCPN
DELACOUR GABRIELLE	25232381
Date of birth	Effective date
Aug 17, 2014	Mar 1, 2025
Max subsidy approved	Previous month fee
\$366.00	\$850.00
Termination date	
-	

Back

Enter the hours attended for each child on your claim. Once hours have been added the child's information, they will be highlighted green.

Entered 4 out of 8 Children  Children will be highlighted green once hours are added, and this will be tracked against the total number of children on the claim

Draft saved: Jun 20, 2025, 03:56 PM

CCPN ↑	Name ↑	Enrolment category ↑	Current month fee ↑	Hours attended ↑	Extended hours ↑	Estimated Aff. grant ↑
 50011881	Boot, Stella	Daycare Infants (12 months to less than 19 months) 100 Hours or Greater	\$1,600.00	<input type="text" value="89"/>	<input type="text"/>	\$1,273.75
 50011840	Chang, Cho	Daycare 3 years to less than 4 years 100 Hours or Greater	\$1,261.75	<input type="text" value="0"/>	<input type="text"/>	\$0.00
 25232381	Delacour, Gabrielle Subsidized	Out of School School-Aged (Grade 1-6) 50 to Less than 100 Hours	\$850.00	<input type="text" value="63"/>	<input type="text"/>	\$0.00
50011899	Weasley, Lily	Daycare 3 years to less than 4 years Less than 50 Hours	\$ 75	<input type="text"/>	<input type="text"/>	\$0.00
 50011873	Weasley, Ronald	Daycare 4 years to not yet attending kindergarten 50 to Less than 100 Hours	\$820.14	<input type="text" value="132"/>	<input type="text"/>	\$590.14

The Affordability Grant amount will calculate based on the hours entered

If "0" hours are entered, the estimated Affordability Grant will be \$0.00

Extended hours:

Extended hours can only be entered for subsidized children who are approved for these hours by the child care subsidy department. They refer to care provided outside the hours of 6am to 6pm or on weekends, and result in an additional \$100 subsidy per month. This box will only be active for entry if the program is licensed to provide extended hours of care and the child is approved for extended hours in their subsidy agreement.

Estimated Affordability Grant:

The estimated Affordability Grant column will calculate after hours are entered in the "Hours attended" column. Amounts will be based on the information entered in the Child Registration service and shown in the enrollment category in the claim listed for the child.

For children in grades 1 to 6 and kindergarten children requiring care outside of school hours, this amount will be \$0.00.

For children eligible for Affordability Grant funding, if "0" is entered in the "Hours attended" column, this amount will be \$0.00.

Drop-in Care:

For children registered in drop-in care (less than 50 hours per month), if the monthly fee is different than what was listed in their Child Registration you will be able to edit this directly in the claim without returning to the child’s registration. This is only for children registered in the less than 50 hours per month category.

CCPN ↑	Name ↑	Enrolment category ↑	Current month fee ↑	Hours attended ↑	Extended hours ↑	Estimated Aff. grant ↑
50011899	Weasley, Lily	Daycare 3 years to less than 4 years Less than 50 Hours	\$ 75			\$0.00

Changes made to fees in the claim for these children will not change their fee in the child’s registration information.

Once hours have been entered for all children on the claim, they will all be marked green.

✓ 50011865	Wood, Oliver	Daycare 19 months to less than 3 years 100 Hours or Greater	\$1,281.00	154		\$954.75
Entered 8 out of 8 Children						Total estimated Aff. grant \$2,918.64
Exit Save as Draft		Save changes and next				

The total estimated Affordability Grant funding amount will be shown at the bottom of your screen.

Click “Save changes and next” to continue to the “Educator” section of the claim.

Educators

In the Educator section of the claim, you will be able to enter hours for people eligible for Wage Top-up funding who have worked in your program during the claim month.

If any details are incorrect or missing in this area of the claim, return to the Licensing service in the portal to ensure that your Educator tab (Family Day Home Agencies), and People tab have all people who should be listed on the claim entered and with the correct information. After making any changes, close and re-open your claim and changes will be reflected.

There are several claim roles that can be attributed to people's profiles in the Licensing service. Separate roles are available for facility-based programs, group family child care programs, and FDH agencies. The chart below will summarize each role, and the hours categories that will be active in the claim.

Program Type	Role	Hours Categories Available for Entry
Family Day Home Agencies	Program Educator	Child care hours (direct and/or indirect)
	Consultant/Coordinator	Administrative hours Vacation hours
Facility-Based Programs	Director/Assistant	Child care hours (direct and/or indirect) Administrative hours Vacation hours
	Direct Child Care Educator	Child care hours (direct and/or indirect) Vacation hours
	Volunteer	Child care hours (direct and/or indirect)
Group Family Child Care	Director/Assistant	Child care hours (direct and/or indirect) Administrative hours
	Direct Child Care Educator	Child care hours (direct and/or indirect) Vacation hours

At the top of this section, you will be able to see the number of people in each role, as well as the total number of people active in this claim period. These boxes will update as you enter details in the claim.

Claims submission > HOGWARTS ACADEMY > Start a new claim

Click "Support & Guides" to view helpful information about this area of the claims submission service or open the Claims Submission User Guide [Support & Guides](#)

HOGWARTS ACADEMY - 8 [REDACTED]

Claim ID:004395

Claim period: May 2025

These trackers will update as you enter details for Educators in the claim

Children Educators Overview

4 of 4 Number of Educators Total Educators with hours reported

1 of 1 Direct child care Educators Frontline Educators with hours reported

3 of 3 Director/Assistant Director/Assistant with hours reported

1 of 0 Educators with vacation Educators with vacation hours reported

0 of 4 Educators with ICC Educators with ICC hours reported

Entered 4 out of 4 Educators

Search for an Educator by name or certification number

See when the claim was last saved Auto-saved draft: October 24, 2025 1:39 PM MT Search...

Use the boxes provided to enter the child care hours (direct and/or indirect) or administrative hours worked during the claim month.

If the program has both Day Care and Out of School Care components, and the person has hours for both, the sum of these hours should be entered in your claim.

The boxes provided are based on the types of care the program is licensed for.

Enter the hours attended for each person on your claim. Once hours have been added the person's information will be highlighted green.

Entered 2 out of 4 Educators

Auto-saved draft: August 19, 2025 1:05 PM MT Search...

Educators will be highlighted green once hours are added, and this will be tracked against the total number of Educators on the claim

The Educators role will be indicated here. This role will determine which hours boxes are active in the claim

Certificate ID	Name	Position	Child care hours (Preschool)	Admin hours (Preschool)	Child care hours (Daycare & OSC)	Admin hours (Daycare & OSC)	Employer-paid Vacation hours	ICC hours
589466	Albus Dumbledore	Director / Assistant	10	26	19	94	23	0 Enter ICC
1078806	Minerva McGonagall	Director / Assistant	0	0	0	156		0 Enter ICC
940335	Quirell Quirinus	Director / Assistant						0 Enter ICC
12928	Sybill Trelawney	Direct child care Educator						0 Enter ICC

Click on the Educator certification number to view their details

Entered 2 out of 4 Educators

Direct child care Educators 0 Director/Assistant 2 Educators with vacation 1 Educators with ICC 0

Click on the person’s certification number to view their information.

Educator's information ×

Educator's name
Albus Dumbledore

Date of birth
May 28, 1968

Certification level
ECE3

Termination date
-

Certificate ID
589466

Commencement date
Apr 1, 2024

Certification date
Dec 31, 2010

Back

Family Day Home Badges:

For Family Day Home Agencies, any Educators whose home is in a rural area will see a “Rural Educator” label under their name. A label will also appear next to any Educators eligible for the New Educator Modifier (as per your Family Day Home Contract) on the claim.

0 of 6 i
Number of Educators
Total Educators with hours reported

0 of 5 i
Program Educators
Frontline Educators with hours reported

0 of 1 i
Consultant/coordinator (Admin)
Consultant/coordinator with hours reported

0 of 1 i
Educators with vacation
Educators with vacation hours reported

Entered 0 out of 6 Educators Auto-saved draft: August 24, 2025 8:44 PM MT

Certificate ID ↑	Name ↓	Position ↑	Child care hours ↑	Admin hours ↑	Employer-paid Vacation hours ↑
132287	Mother Nature	Consultant / Coordinator			
328802	Sycamore Platanus Rural Educator	Program Educator			

If an Educator has been identified as a “Backup Educator” in the Licensing service in the portal, they will appear on your claim with a badge. These Educators will be able to receive Wage Top-up, but will not be eligible for any agency contract funding (Administration Fee, Rural Educator Modifier, New Educator Modifier).

Certificate ID	Name	Position
123456	Clementine Clove	Program Educators
123456	As a Backup Educator out of home, this Educator is not eligible for New or Rural Educator Modifiers, nor the Administration Fee	Consultant/Coordinator
123456	Backup Educator	Program Educators

Inclusive Child Care (ICC) Hours:

Hours worked under an ICC contract are separate from other time worked within a program and should be tracked separately. Any ICC hours worked by an Educator should be entered in the ICC section of the claim and **cannot also be included in the number of hours entered for child care hours (direct and/or indirect) or administrative time.**

If you have ICC contracts in your program, the “Enter ICC” link will be available beside each person.

Click on the “Enter ICC” link to enter the hours under this contract.

Certificate ID	Name	Position	Child care hours (Preschool)	Admin hours (Preschool)	Child care hours (Daycare & OSC)	Admin hours (Daycare & OSC)	Employer-paid Vacation hours	ICC hours
589466	Albus Dumbledore	Director / Assistant	10	26	19	94	23	0
1078806	Minerva McGonagall	Director / Assistant	0	0	0	156		0
940335	Quirell Quirinus	Director / Assistant						0
12928	Sybill Trelawney	Direct child care Educator						0

All contracts active during the claim period will open below the person. Enter the number of hours worked for each contract.

12928 Sybille Trelawney Direct child care Educator 13 154 25 [Enter ICC](#)

The Educators total ICC hours worked for all contracts

ICC Engagement Support Hours
Add hours the Educator is eligible based on the agreement information provided.

Enter the hours worked for each contract

Agreement Number	Room Name	Start Date	End Date	Grant Amount	Hourly Rate	Max Hrs Approved	Hours Used	Educators hours
12345678	Slytherin	1 Apr 2025	31 Mar 2026	\$4,784.00	26	184	25	25
23456789	Ravenclaw	1 Apr 2025	31 Mar 2026	\$4,784.00	26	184	0	0

Repeat this for all people who worked under the ICC contracts in your program. If someone does not have ICC hours, you can leave these boxes blank.

Vacation Hours

Programs can claim Wage Top-ups for vacation time only for salaried ECEs who receive their regular employer-paid wage while they are away from work during their annual vacation time.

The following are ineligible for vacation hours:

- Hourly-wage ECE employees who receive vacation pay as a percentage included on each pay cheque.
- FDH educators, because they are independent (self-employed) contractors who are not salaried agency employees.

A reminder that a maximum of 120 hours can be claimed per calendar year for anyone eligible. Please reference the [Alberta Child Care Grant Funding Guide](#) for more information on vacation and Wage Top-up eligibility.

The vacation hours section of the claim will be available for entry starting August 2025.

- For claims August 2025 – December 2025: Enter the number of eligible hours that the Educator has taken in the claim month up to a maximum of 120 hours per year. If 120 hours have already been received for the year, do not enter any vacation hours.
- For claims January 2026 onward: Enter the actual amount of vacation hours taken in the month regardless of the 120-hour limit. The claim system will ensure a maximum of 120 hours is paid over the course of the year.

Certificate ID ↑	Name ↑	Position ↑	Child care hours (Preschool) ↑	Admin hours (Preschool) ↑	Child care hours (Daycare & OSC) ↑	Admin hours (Daycare & OSC) ↑	Employer-paid Vacation hours	↑ICC hours ↑
✓ 589466	Albus Dumbledore	Director / Assistant	<input type="text" value="10"/>	<input type="text" value="26"/>	<input type="text" value="19"/>	<input type="text" value="94"/>	<input type="text" value="23"/>	0 Enter ICC >

Once hours have been entered for everyone on the claim, they will all be marked green.

Certificate ID ↑	Name ↑	Position ↑	Child care hours (Preschool) ↑	Admin hours (Preschool) ↑	Child care hours (Daycare & OSC) ↑	Admin hours (Daycare & OSC) ↑	Employer-paid Vacation hours	↑ICC hours ↑
✓ 589466	Albus Dumbledore	Director / Assistant	<input type="text" value="10"/>	<input type="text" value="26"/>	<input type="text" value="19"/>	<input type="text" value="94"/>	<input type="text" value="23"/>	0 Enter ICC >
✓ 1078806	Minerva McGonagall	Director / Assistant	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="156"/>	<input type="text"/>	0 Enter ICC >
✓ 940335	Quirell Quirinus	Director / Assistant	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="123"/>	<input type="text" value="52"/>	0 Enter ICC >
✓ 12928	Sybill Trelawney	Direct child care Educator	<input type="text" value="13"/>	<input type="text"/>	<input type="text" value="154"/>	<input type="text"/>	<input type="text"/>	25 Enter ICC >

Entered 4 out of 4 Educators

Direct child care Educators 1

Director/Assistant 3

Educators with vacation 2

Educators with ICC 1

☒ I confirm that I have not included ICC/Vacation hours in my child care and/or admin hours.

[Exit](#) [Save as Draft](#)

[Back to children's step](#)

[Save changes and next](#)

Click on the box provided to confirm that ICC and vacation hours have been entered separately into the claim and not included in the child care hours or admin hours sections of the claim.

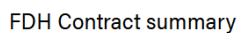
Then, click “Save changes and next” to continue to the next section of your claim.

For Facility-based programs, you can skip to the [overview](#) section of the guide.

Family Day Home Agencies have an additional step in the claim between the Educator and Overview steps. This summarizes all the funding associated with their Family Day Home Agency Contract.

[Claims submission](#) > [FOREST FLOOR FAMILY DAY HOME AGENCY](#) > Start a new claim

Claim period: May 2025



FDH Educators who work outside the 12 largest municipalities in Alberta are eligible for the Rural Modifier (\$83.33 per month). New Educators with fewer than 1,100 hours of Alberta experience as calculated through wage top-up submissions are eligible for the one-time New Educator modifier.

FDH Educators eligible for the Rural Modifier (\$83.33 per month)	1
FDH Educators eligible for the New Educator Payment (\$1,000 one-time payment)	0
Backup educators (not eligible for New or Rural Educator Modifiers, nor the Administration Fee)	0

FDH Educators receiving the Base Rate fee (\$400 per month)	4
---	---

I hereby declare that I have rendered all required Services under the Contract, for the applicable pay period. I further declare that the information that I have entered into the Claims System and the Child Care Portal is correct and accurate, to the best of my knowledge. I understand and acknowledge that the information that I have put into the Claims System and the Child Care Portal will be used to calculate payment under my Contract, for the applicable pay period.

[Back to Educators's step](#)
[Save changes and next](#)

Once all information has been reviewed and is correct, click on the box under the “Declaration” statement next to your name. Then click “Save changes and next” to continue your claim.

Overview

[Claims submission](#) > [HOGWARTS ACADEMY](#) > Start a new claim

HOGWARTS ACADEMY - 800000071

Claim ID:000680

Claim period: July 2025

✓

✓

Children

Educators

Overview

The final section of your claim is the overview. Here you will view the details from the previous steps of your claim.

A high-level summary of the child information is provided.

Children summary

Reporting summary

Total children reported for Affordability Grant only	5
Total children reported for subsidy only (excluding children with zero hours)	2

Children summary (Subsidized and Non subsidized)

Total children registered in the program	9
Total children with hours reported	9
Total registered children with zero hours reported	0

This shows the summary breakdown in hours by age categories for both subsidized and non-subsidized children.

[Show all sections](#)

Expand summary for all types of care using the arrows below

> Preschool

Total: 0

> Daycare

Total subsidized: 0 Total non-subsidized: 6

> Out-of-school care

Total subsidized: 2 Total non-subsidized: 1

Click on the arrow beside each type of care to expand the details for these children and see the number of children in each age group and hours of care category.

> Preschool		Total: 0				
> Daycare		Total subsidized: 0 Total non-subsidized: 6				
<div> <div></div> <div>Out-of-school care</div> </div>		Total subsidized: 2 Total non-subsidized: 1				
Age groups	Subsidized children			Non-subsidized children		
	Less than 50 Hours	50 to Less than 100 Hours	100 Hours or Greater	Less than 50 Hours	50 to Less than 100 Hours	100 Hours or Greater
Kindergarten (child care required both during and outside school hours)	0	0	0	0	0	0
Kindergarten (child care required outside school hrs only)	0	0	0	0	0	0
School-Aged (Grade 1-6)	0	2	0	0	1	0
Total	0	2	0	0	1	0

For Family Day Home Agencies, the section will be called “Family Day Home” and will also be expandable.

A high-level summary of information in the Educator information is also provided.

Educators summary

Preschool hours

Direct child care hours (Preschool)	23	Total 49
Admin hours (Preschool)	26	

Educators hours

Direct child care hours (Daycare & OSC)	173	Total 621
Admin hours (Daycare & OSC)	373	
Employer-paid Vacation hours	75	


ICC enhanced ratio hours

Eligible ICC hours	368
Total ICC hours reported (excluding Wage Top Up hours)	25

Educators count

Total Educators employed/contracted in program	4
Total Educators employed/contracted reported	4

A payment date will be provided. This date is estimated based on the day you are working on your claim and may change if you save the claim and return to it later.

Estimated Payment Date: September 8, 2025  The estimated payment date is based on the date you are working on the claim and may change if you save the claim and return to it later to submit.

Declaration

I declare that the information I have put into the Claims System is correct and accurate, to the best of my knowledge. I understand and acknowledge that the information I have put into the Claims System will be used to assess my compliance with the Affordability Grant, Wage Top Up Grant (includes wage top up, mandatory employer contribution, professional development and release time funding), Inclusive Child Care Funding, and the Subsidy Grant Application, for the applicable claims period.

☐ Confirmed by Minerva McGonagall on August 24, 2025

[Exit](#) [Save as Draft](#)

[Back to Educators's step](#) [Submit claim](#)

Drafts

Your claim can be saved as a draft at any time.

If you are inactive in the portal, you will be logged out. **Your claim will not automatically save. Make sure to save your work frequently.**

At the bottom of each section of the claim you will have the option to exit or save your claim as a draft.

[Exit](#) [Save as Draft](#)

When you save your claim as a draft, you will receive a confirmation that your draft has been saved, and you will be brought to the top of the section that you are currently in.

HOGWARTS ACADEMY - 8

Claim ID:000416

Claim period: May 2025

1

2

3

Children

Educators

Overview

6 of 6

3 of 3

3 of 3

1 of 6

Number of Educators

Direct child care Educators

Director/Assistant

Educators with ICC

Total Educators with hours reported

Frontline Educators with hours reported

Director/Assistant with hours reported

Educators with ICC hours reported

Entered 6 out of 6 Educators

Draft saved: Jun 20, 2025, 05:26 PM

Search...

Certificate ID ↑	Name ↑	Position ↑	Child care hours (Pre-school) ↑	Admin hours (Pre-school) ↑	Child care hours (Day Care & OSC) ↑	Admin hours (Day Care & OSC) ↑	ICC hours ↑
589466	Albus Dumbledore	Director / Assistant	0	0	12	154	0
1165333	Dilys Derwent	Director / Assistant	Draft saved.		58	13	0

If you choose to exit your claim, a pop-up will be displayed.

!

Claim submission

You are about to exit the claim submission process. Are you sure you want to leave?

Cancel

Save and exit

To remain in the claim, click “Cancel.” To save the claim and return to your program details in the Claims Submissions service, click “Save and exit.”

Your claim will be saved and listed as “Not submitted” in your programs list of Claim Submissions.

Filter table by [Status](#) ▾

Q

Search...

Claim ID ▴	Program ID ▴	Program Name ▴	Claim Period ▴	Claim Status ▴	Action
000416 Draft	8[REDACTED]	HOGWARTS ACADEMY	May 2025	Not submitted	Continue
000415	8[REDACTED]	HOGWARTS ACADEMY	April 2025	In Review	More ▾
000414 Draft	8[REDACTED]	HOGWARTS ACADEMY	March 2025	Past due	Continue

You can re-enter your claim to continue, as can other users that have access to this program in the Claims Submissions service. If another user with access to this program’s claims has the claim open, it will have an “Ongoing” status.

Ongoing

Albus Dumbledore

If you click “Continue”, a pop-up will be displayed.

Claim submission

This claim is currently being worked on by **Albus Dumbledore**. If you would like to work on it, please contact them to request that they save and exit the claim.

Last Activity Date/Time: **Friday, May 20, 2025 5:10PM**

Back

Click “Back.” You will not be able to enter the claim. We recommend that you contact the user identified and ask them to save and exit.

Declaration and submission

Note: It is recommended that you complete your claim before 10pm each day. Claims submitted between 10pm and midnight will wait an additional 24 hours before they begin the ministry review process.

Once your claim is complete and you are ready to submit, click on the box under the “Declaration” statement next to your name.

Estimated Payment Date: [September 8, 2025](#)

Declaration

I declare that the information I have put into the Claims System is correct and accurate, to the best of my knowledge. I understand and acknowledge that the information I have put into the Claims System will be used to assess my compliance with the Affordability Grant, Wage Top Up Grant (includes wage top up, mandatory employer contribution, professional development and release time funding), Inclusive Child Care Funding, and the Subsidy Grant Application, for the applicable claims period.

☒ Confirmed by **Minerva McGonagall** on **August 24, 2025**

[Exit](#) [Save as Draft](#)

[Back to Educators's step](#) [Submit claim](#)

Click “Submit claim.”

You have successfully submitted your child care claim.

An information box will confirm your claim submission, and you can download and print copies of your claim summaries.

HOGWARTS ACADEMY - 8

Claim ID:000680

Claim period: July 2025

✔ Your claim has been submitted.
You can download the reports using the links below.

[Download Educator's submission report](#)

[Download claim submission report](#)

Estimated Payment Date: [September 8, 2025](#)

Click “Back to Claims submissions” to return to the main menu where you can also download and print your summaries. Your claim will now have a status of “In Review.”

Filter table by [Status](#) ▼

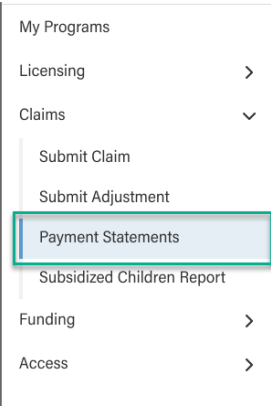
Claim ID ▲	Program ID ▲	Program Name ▲	Claim Period ▲	Claim Status ▲	Action
000680	80	HOGWARTS ACADEMY	July 2025	In Review	More ▼
000637	80	HOGWARTS ACADEMY	June 2025	Processed	More ▼
000598	80	HOGWARTS ACADEMY	May 2025	Processed	More ▼
000672 Draft	80	HOGWARTS ACADEMY	April 2025	Ongoing Albus Dumbledore	Continue

If you notice a data entry error was made when reviewing your claim summary report or payment summary report, you will be able to make corrections by submitting an adjustment. See the [claims adjustments](#) sections of this guide for more information.

Payment Summary Statements

Access to Payment Summary Statements will be available when your program’s access to the Claims Submission service is available. Claims Submission service access will not automatically grant access to Payment Summary Statements. Access to these services will need to be issued separately by your program’s Super Admin or Access Manager in the User Access Management service.

Once access has been granted, statements will be available in your left-hand navigation, under the claims heading.



After you enter the Payment Summary Statements service, you will see a list of all statements you have available for all programs you have access to. Click on the PDF or an Excel (XLS) link for the statement you would like to download.

Payment Summary Statements

Important Information

3 messages

Program(s)

Payment range

Claim period

8(HOGWARTS ACADEMY

Last 12 months

All periods

Select a program or multiple programs that you would like to view statements for

Showing 15 results

Click to download up to 12 statements at one time, after checking each statement to download as a batch

Download (1)

Click to download a PDF or Excel (XLS) version of your document

For bulk download, click on all statements you would like to download

	Program ID	Program Name	Ref #	Processed Date	Claim Period(s)	Amount	Downloads
<input checked="" type="checkbox"/>	8	Hogwarts Academy 1 HOGSMEAD, CALGARY, AB T2E0C3	663216	Aug 27, 2025	Claims: Jul 2025	\$10,215.23	PDF XLS
<input type="checkbox"/>	8	Hogwarts Academy 1 HOGSMEAD, CALGARY, AB T2E0C3	663191	Aug 15, 2025	Claims: May 2025	\$63.60	PDF XLS
<input type="checkbox"/>	8	Hogwarts Academy 1 HOGSMEAD, CALGARY, AB T2E0C3	663105	Aug 13, 2025	Claims: Jun 2025	\$8,392.49	PDF XLS
<input type="checkbox"/>	8	Hogwarts Academy 1 HOGSMEAD, CALGARY, AB T2E0C3	658757	Jan 28, 2025	Adjustments: Feb 2025	\$41,100.00	PDF XLS

You can also download up to 12 statements at once with the bulk download feature. Select the programs (if you have more than one), then select the individual statements using the checkboxes provided and click the “Download” button in the top right corner of the screen.

Payment Summary Statements, showing all payment details, will be available approximately 10 days after a claim has been submitted.

Statements should be reviewed for all child and educator records to ensure that no child or educator information is incorrect. If there are discrepancies, you will need to submit an adjustment. See the [claims adjustments](#) sections of this guide for more information.

Claims adjustments

If you have made an error or missed some information in your claim and the claim has already been submitted, you will need to submit an adjustment to this claim through the Child Care Licensing Portal.

Instructions on how to submit an adjustment online are available upon logging into your Child Care Licensing Portal account, in the Claims Adjustments service.

Information about the status of your adjustments is available in the Child Care Licensing Portal, and any resulting payments will be reflected on your payment summary for the claim period following the adjustment status listed as “Completed.”

Frequently asked questions

General

Do I have to use a specific internet browser when working in the Child Care Licensing Portal?

For optimal experience and full system functionality, please use **Google Chrome** or **Microsoft Edge** browsers to complete tasks in the Child Care Licensing Portal. We also recommend setting your browser language setting to English.

To access the most up-to date versions of portal guides and videos, clear your cache/browser history. Please see our [video](#) for support.

When will I be able to submit my first claim?

The Claims Submission service will go live on July 2, for phase 1 programs to submit their June 2025 claims. Remaining providers will start using the system as of August 1, to submit July claims.

After the launch of this service, you will be able to enter claims for the current month. You can review the information already available in your claim and enter hours; however, you will not be able to submit your claim until the claim period has ended.

What do I do if a child or a person’s information is incorrect or missing on the claim?

If a child or person’s information is incorrect or missing on the claim, return to the “Child Registration” or Licensing service to make additions or updates to your child registrations or educator/people profiles. After saving these changes, re-open your claim to see the changes.

Do claims need to be submitted for reporting purposes for programs not claiming government funding through the Affordability Grant, Subsidy Program, Wage Top-up & Professional Development Grant, or Family Day Home Agency Contract?

Claims do not need to be submitted for programs that are not claiming government funding through the Affordability Grant, Subsidy Program, Wage Top-up & Professional Development Grant, or Family Day Home Agency Contract.

If I am not submitting child care claims, am I still required to register children in the portal's Child Registration service?

Yes, even if you are not submitting monthly claims, you are still required to register children in the portal, as per the Child Care Accountability Program.

Children

Why are there still subsidized and non-subsidized children on the claim?

The Child Care Subsidy Program for children in full-day kindergarten to Grade 6 enrolled in licensed child care is not changing. Families with children attending licensed OSC will continue to be eligible to apply for and receive Child Care Subsidy. All children registered in the program will be reflected on the claim, and subsidized children will have a label indicating their subsidy status.

Are we entering attendance hours for all children in the new claims service?

Yes, attendance hours need to be entered in the claim service for all children.

All children who are attending a licensed child care program in Alberta must be registered in the portal. Children will be listed on the claim if they had an active registration at any time during the claim period.

What information is used to pay the Affordability Grant funding?

Affordability Grant funding will be based on the child's registered hours of attendance (as listed in the claim under enrollment category), which the provider enters for the child in the child registration service.

What happens if the child attends hours different than the enrollment category listed in child registration?

The program will pay the Affordability Grant based on the registered hours of care. If a child is registered for full-time care but attends less than 100 hours that month (for example, due to a short-term, occasional absence like illness or vacation), then the Affordability Grant will pay based on full-time care.

If a child is attending fewer than their registered hours on a regular basis, it is recommended that programs have a conversation with parents in advance of the upcoming month to adjust their registered hours to part time (between 50-99 hours). This ensures the registered hours reflect a family's child care needs more accurately.

Children who do not attend for the entire calendar month (e.g., zero hours) are not eligible for Affordability Grant funding.

What amount is displayed in the estimated Affordability Grant column of the claim?

The estimated Affordability Grant column shows the expected funding amount for the program based on the age category and hours claimed, excluding any parent fees.

The Affordability Grant rate for preschool programs is a maximum of \$100 per month per child. If the monthly fee is less than \$100, the Affordability Grant amount will equal the monthly fee (as entered in the child's registration).

Estimated Affordability Grant amounts will only be available for children who have attended care within the claim month.

Educators

What are vacation hours and when do I enter them?

Programs can claim Wage Top-ups for vacation time only for salaried ECEs who receive their regular employer-paid wage while they are away from work during their annual vacation time.

FDH educators are not eligible to claim Wage Top-ups for vacation hours as they are self-employed contractors and not employees of the agency.

A reminder that a maximum of 120 hours can be claimed per calendar year for anyone eligible. Please reference the [Alberta Child Care Grant Funding Guide](#) for more information on vacation and Wage Top-up eligibility.

The vacation hours section of the claim will be available for entry starting August 2025.

- For claims August 2025 – December 2025: Enter the number of hours that the Educator is still eligible to receive up to a maximum of 120 hours per year. If 120 hours have already been received for the year, do not enter any vacation hours.
- For claims January 2026 onward: Enter the actual amount of vacation hours taken regardless of the 120-hour limit. The claim system will ensure a maximum of 120 hours is paid over the course of the year.

What hours are eligible to claim for Wage Top-up funding?

For information about Wage Top-Up criteria, refer to the [Alberta Child Care Grant Funding Guide](#).

If an educator is temporarily absent, do we need to remove them from our claim?

No, if an educator has a temporary absence, their profile in the licensing service can remain active and they will continue to be included on your claim. If they do not work any hours within the claim period, enter “0” hours on your claim and no funding will be paid. Should the operator choose to remove the educator, the educator’s name will not appear in subsequent claims.

Wage Top-up funding is capped at 181 hours a month. What do I do if an educator works more than 181 hours in a month?

Always enter the total number of eligible hours worked by an educator on the claim. Wage Top-ups are paid up to a maximum of 181 hours per month. If the total hours entered in the claim exceed 181 hours, only 181 hours will be paid out of the total time claimed.

What is Inclusive Child Care (ICC) hours?

The Inclusive Child Care program (ICC) provides a range of resources and supports to licensed child care programs to assist providers and educators to build their capacity to include children who have extra support needs, increase families’ access to inclusive child care, and prevent the exclusion or removal of children from child care programs.

For programs that have an ICC contract in place, hours worked by Educators in service of this contract **cannot** be claimed for Wage Top-up funding. These hours should be tracked separately from other child care hours (direct and/or indirect) or administrative time in the program and should be entered under the appropriate contract in the claim.

For more information about the ICC program, refer to the [Inclusive Child Care Program Guide](#).

Should I claim ICC hours in the child care hours (direct and/or indirect) or administrative hours?

No, hours worked under an ICC contract are separate from other time worked within a program and must be reported separately. Any ICC hours worked by a person should only be entered in the ICC section of the claim, and cannot be included in the number of hours entered for child care hours (direct and/or indirect) or administrative time.

Do I claim Wage Top-up funding for someone who is employed for a child’s Family Supports for Children with Disabilities (FSCD) contract?

No. Any hours worked in a role funded by FSCD cannot be included in hours entered on the monthly claim.

Contact information

For further questions or support, please contact the appropriate area:

Child Care Claims and Payments – contact the Alberta Child Care Claims Unit at 1-855-638-6121 or email ChildCareClaims@gov.ab.ca

Child Care Subsidy – contact the Alberta Supports Contact Centre at 1-877-644-9992 or email ChildSubsidy@gov.ab.ca

Affordability Grant funding, details, reporting, or process – contact the Alberta Child Care Grant Funding Program at CCAffordGrant@gov.ab.ca

Alberta Child Care Grant Funding Program (Wage Top-up/Professional Development Grants): 1-800-661-9754 or by email at ChildCareFunding@gov.ab.ca

Early Childhood Educator Certification – contact 1-800-661-9754 or email ECE.StaffCertification@gov.ab.ca

For technical support – contact CCLicensingSystemSupport@gov.ab.ca