Child care licensing portal

Facility-based provider user guide for licensing service

Alberta

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Contents

- What is the Child Care Licensing Portal? 4
- What is the purpose of this guide? 4
- Who do I contact if I have questions? 4

1.0 – Accessing the portal 5

2.0 – Facility profile 5

- 2.1 – What is a facility profile 5
- 2.2 – Facility profile tabs 6

3.0 – Contact 6

- 3.1 – Program name, ID, phone numbers, and email 6
- 3.2 – Physical and mailing address 6
- 3.3 – Program contacts 6
- 3.4 – Licence holders 8

4.0 – People tab 9

- 4.1 – Adding people 9
- 4.2 – View a person profile 12
- 4.3 – Removing a person 12
- 4.4 – People directory 12
- 4.5 – Filters 13
  - 4.5.1 – Filtering for removed people profiles 13

5.0 – Important Documents 13

- 5.1 – Uploading a document 14
- 5.2 – Filter supporting documentation 15

6.0 – Notes & Activities 15

6.1 – Incident Reports 15

Child Care Licensing Portal

What is the Child Care Licensing Portal?

The Child Care Licensing Portal is a system where child care providers and child care licensing staff can interact with one another in a digital environment.

The system has been created to help transition current paper-based forms, interactions, and files, into a newer, online format that makes communication between agencies and child care licensing staff easier, more organized, and more advanced.

The portal allows providers to keep an up-to-date profile on their own program, the people within their program, and the ability to upload documentation that their licensing officer needs to see.

What is the purpose of this guide?

This user guide will provide helpful information for providers on how to access, navigate, and perform all actions within the portal.

Who do I contact if I have questions?

If you have any questions related to the portal, please feel free to reach out to your licensing officer or our licensing system support team at cs.licensingsystemsupport@gov.ab.ca

For all other non-technical questions, please contact your associated licensing officer.

1.0 – Accessing the portal

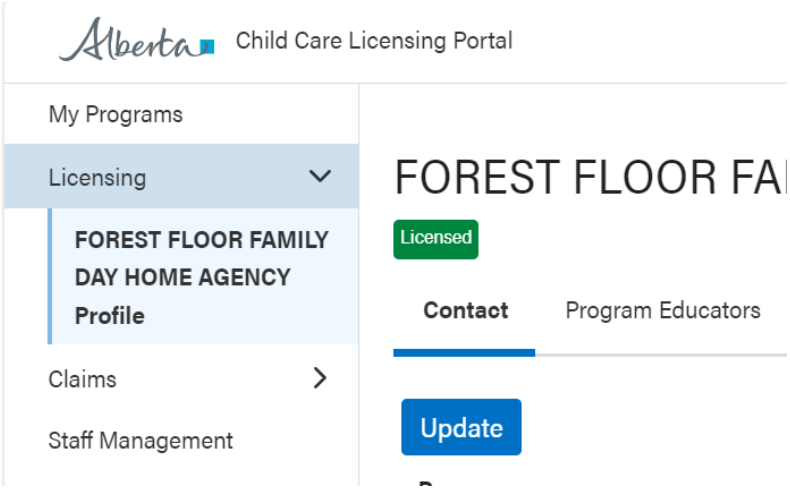
To access the child care licensing portal visit: childcareoperators.alberta.ca

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

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

You will need to login to your Child Care Licensing Account and request **licensing** access to use the features covered in this guide. For information on how to request and receive access, please click here.

The licensing services covered in this guide can be accessed at any time from the Portal by clicking your program’s name, under the Licensing header, in the left-hand navigation menu of the site as seen below.



2.0 – Facility profile

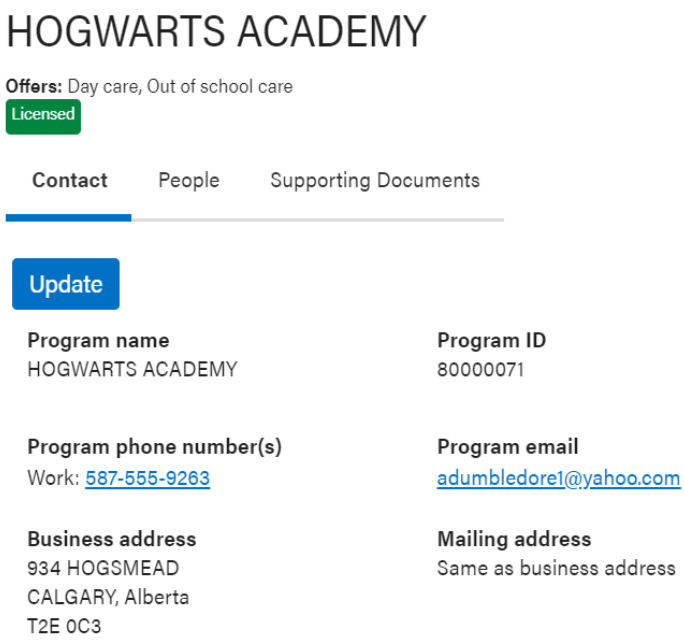
2.1 – What is a facility profile

The profile is where you can keep important information about your facility up to date. Both you and your licensing officer will be able to view and edit this information.

This includes contact information, a list of people associated with your program, and an area to upload supporting documentation that your licensing officer needs to review.

2.2 – Facility profile tabs

The facility profile consists of three areas of information, called tabs. They are the *Contact*, *People*, and *Supporting documents*. This section of the guide covers how to use each of these tabs.



3.0 – Contact

The *Contact* tab contains all your facility's contact information. This is helpful information the licensing team uses to contact various facilities in the province.

The contact information includes your program name, program ID, phone number(s), email, business and mailing address, secondary location, region, individuals who serve as program contacts, and licence holder information.

3.1 – Program name, ID, phone numbers, and email

Your program name and ID are listed on this tab but are not editable.

Your program can list multiple phone numbers on this tab, including different types (mobile, after hours, fax, etc.). An email for your program can also be added to this tab.

To update your program's phone number(s) or email, click "Update", complete your edits on the page, and click "Save".

3.2 – Physical and mailing address

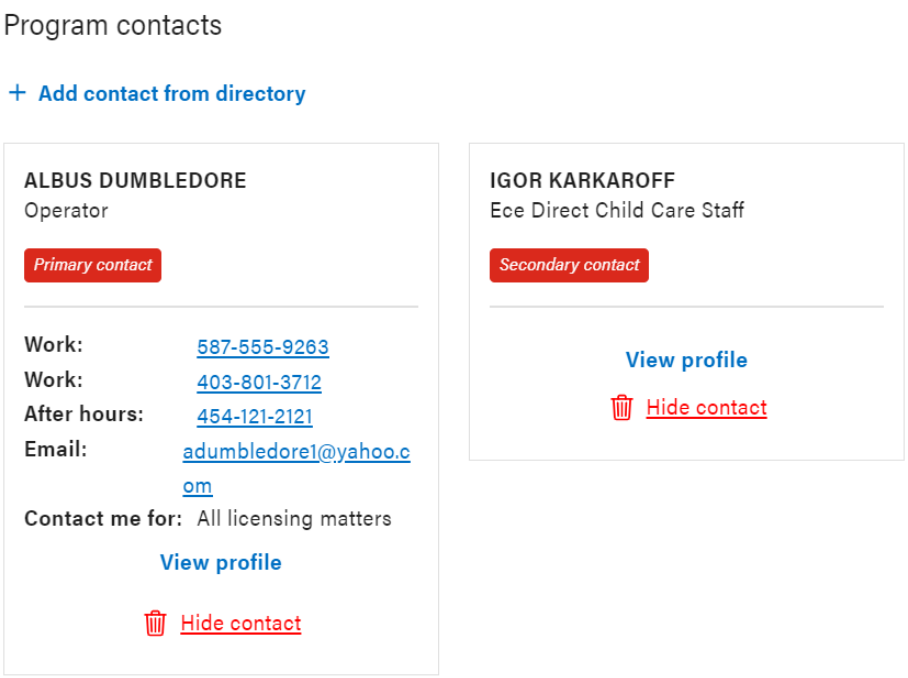
The physical and mailing addresses are the same as the addresses used on your facility's licensing application.

To change either of these addresses, please contact your licensing officer. This change requires a varied license and an amended contract. Your licensing officer will complete the address change in the system for you.

3.3 – Program contacts

This section of the contact tab is where your program can indicate who its designated contacts are. These contacts help the licensing, claims, and funding teams of the Government of Alberta know who to speak to for certain matters. Your program can add as many contacts as necessary.

To add a contact, click "Add contact from directory". This will bring up a list of the people you have added to the *People* tab. If you do not see the name of someone you would like to add as a program contact



Hiding a contact

To hide a contact from this tab, click “Hide contact” on the person’s contact card. This will not remove the person from the *People* tab. You can permanently remove the person’s profile directly from the People tab, as covered in section 3.0 of this guide.

3.4 – Licence holders

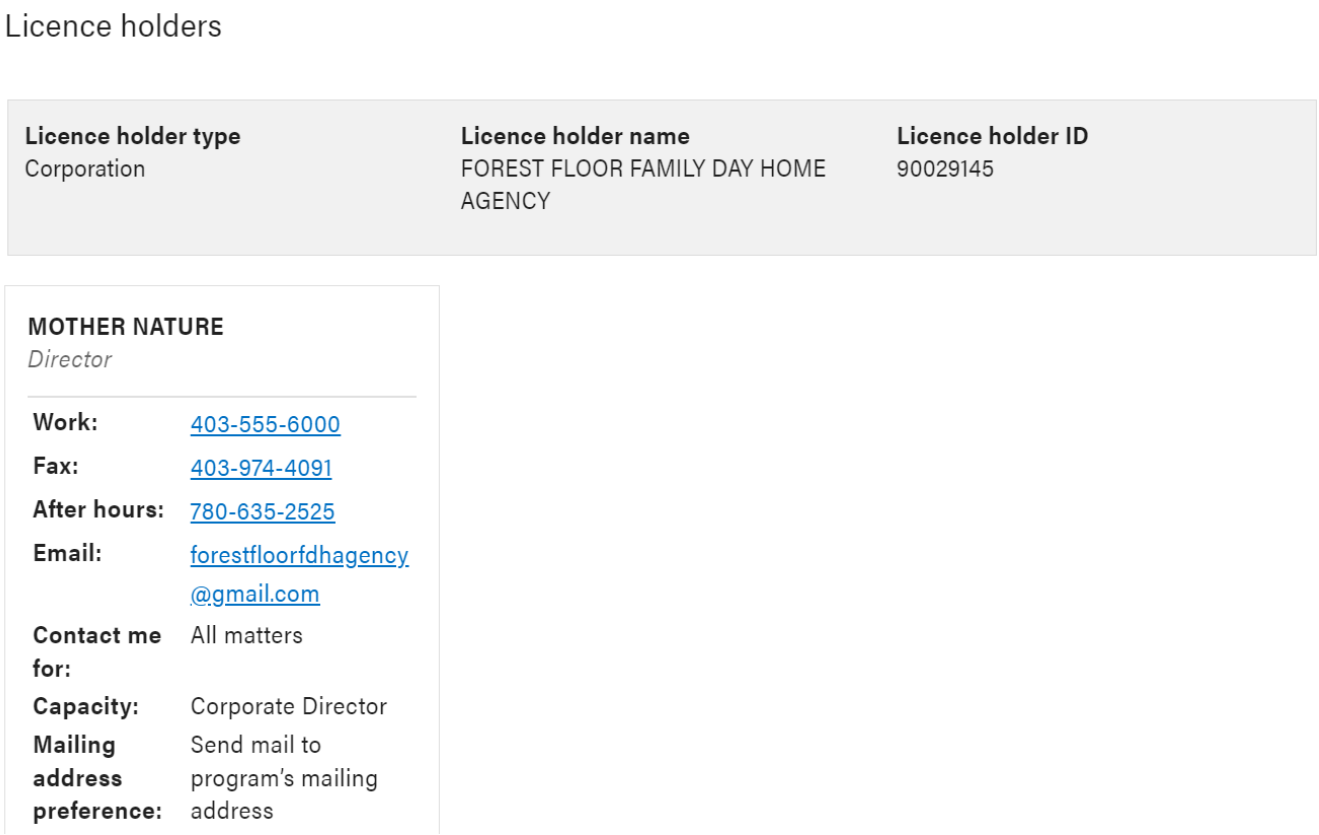
At the bottom of the *Contact* tab is the Licence holders section. This section contains the licence holder information that is on file for your program. It consists of two parts: the non-editable core licence holder information, and the people at your program who have been assigned a role of licence holder on their program profile.

The grey section which contains your program's licence holder type, name, and ID consists of what we have on file for your current licence. This information cannot be edited on this tab. If you would like to request a change to this information, please contact your Licensing Officer.

The second part, which displays contact information for each of your licence holders, is determined by information on a person's profile. **If a person has a role of licence holder – as indicated on the *People* tab and in the person's profile - their contact card will appear in this section.**

You will use the information on the *People* tab to make any edits to this information, including editing an existing licence holder's contact information, adding a new licence holder, or removing an old licence holder. Editing a person's profile is covered in section 3.0 of this guide.

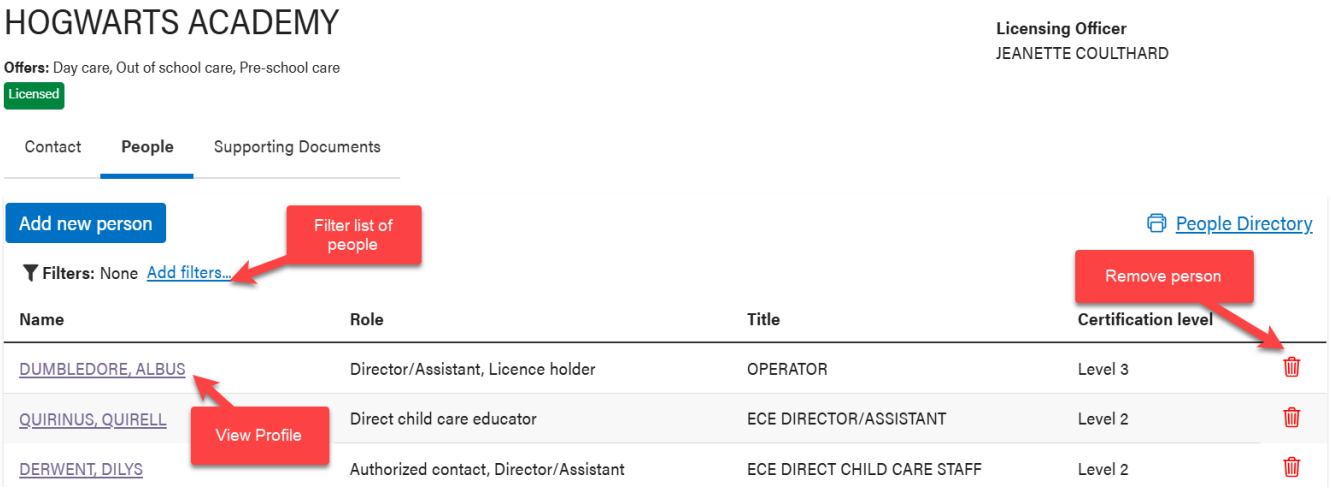
Important note: If you are making any changes to your licence holders, including adding or removing licence holders, please let your licensing officer know. These changes may require updates to your licence, or new documents.



4.0 – People tab

The *People* tab contains a list of all the people (staff, administrators, license holders) associated with your program. Each person's profile on this tab has key information related to their certification, role at the program, optional contact information, and optional requirements tracking. Your program is required to keep this list of people as up to date as possible.

From this tab, you can view all people profiles, add new people, and remove people.



4.1 – Adding people

To add a new person to the *People* tab, click the "Add New Person" button.

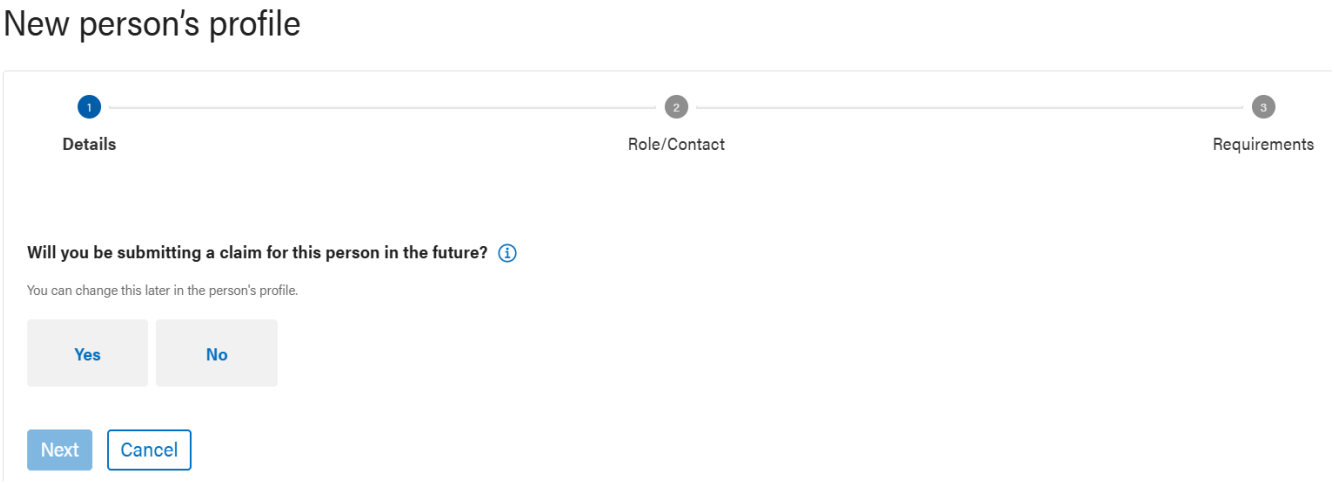
Step 1 – Setting the claim status and connecting to the Certification profile
The first step to adding a person is to set their claim status. This is a yes or no question which asks if you will intend on submitting a wage top-up claim for this person. If yes, this person will appear on future claims, starting in the June 2025 claim.

Next, you will have to connect the person profile to the Early Childhood Educator certification database. Enter the person's certification ID, date of birth, and click "Search for profile" to look up the individual – if the individual is correct, click "Next".

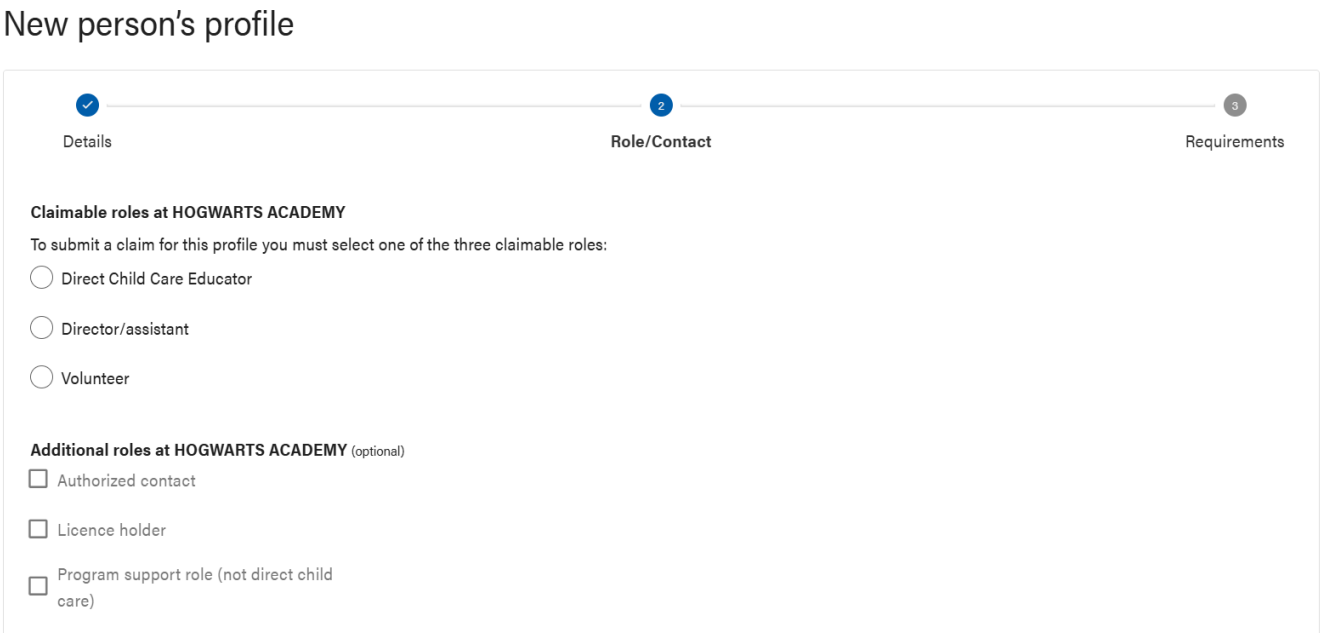
Connecting a profile to the certification database will display the person's certification level and status. You can view a person's profile for any updates to their certification level and status.

If you are unable to find the person, but the certification number and date of birth are accurate, contact CS.LicensingSystemSupport@gov.ab.ca for assistance.

If the person is not certified, or you will not be claiming them, click "No" to the initial claim question. You can connect the profile to the certification database later, directly from their person profile.



Step 2 – Role/Contact
Step 2 of adding a person requires you to add role and contact information.

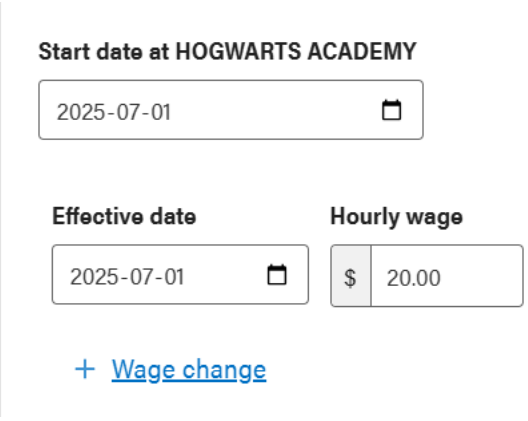


If you are claiming an individual, one claimable role from the options displayed above must be selected. These roles will transfer with the educator to the claim. Please note, the role of *Direct Child Care Educator* only allows direct child care hours to be claimed; whereas, the roles of *Director/Assistant* and *Volunteer* allow for direct child care hours and admin hours to be claimed.

Some information on this step is optional and will be indicated as such.

Enter the person's role, title (optional), what they should/could be contacted by GOA staff for (optional), start date, email (optional) and phone number (optional).

For claimable individuals, you will need to enter a wage and the date it went into effect. An individual will only appear on the claim if they have a wage with an effective date that is on or before the claim month. If an individual's wage changes in the future, you can view the profile and click "Update" to change it at any time.



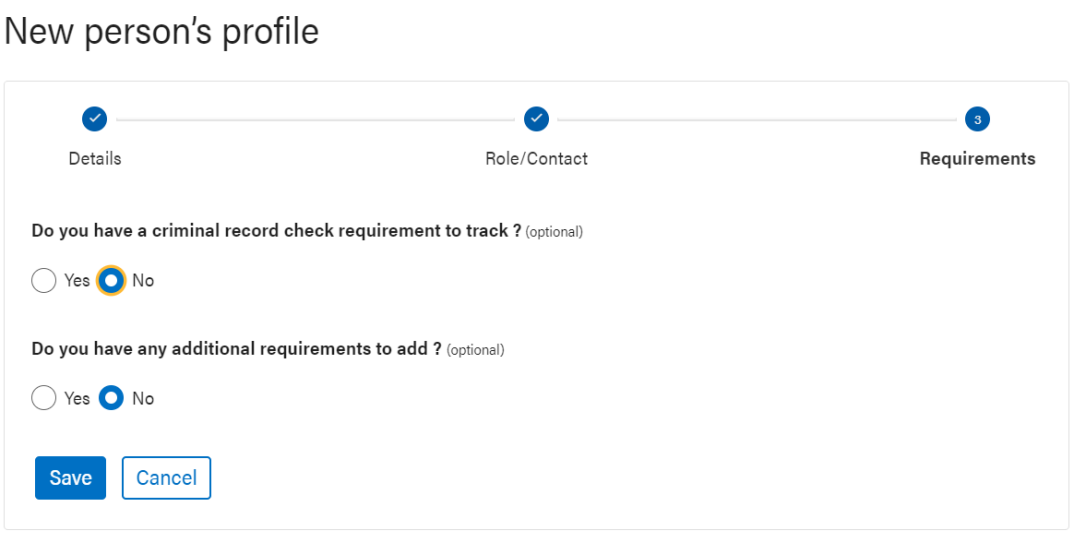
Please note, if the individual is a licence holder, there are additional requirements to complete. In addition to multiple phone numbers being required (including an after hours number), you will also enter their licence holder capacity, and mailing address preference.

This information can be edited or updated at any time in the future from the person's profile.

Once call information is entered, click "Next".

Step 3 – Requirements
Step 3 is an optional step where you can add status for critical requirements of a person. This includes the option to put in valid dates for a criminal record check, as well as additional requirements.

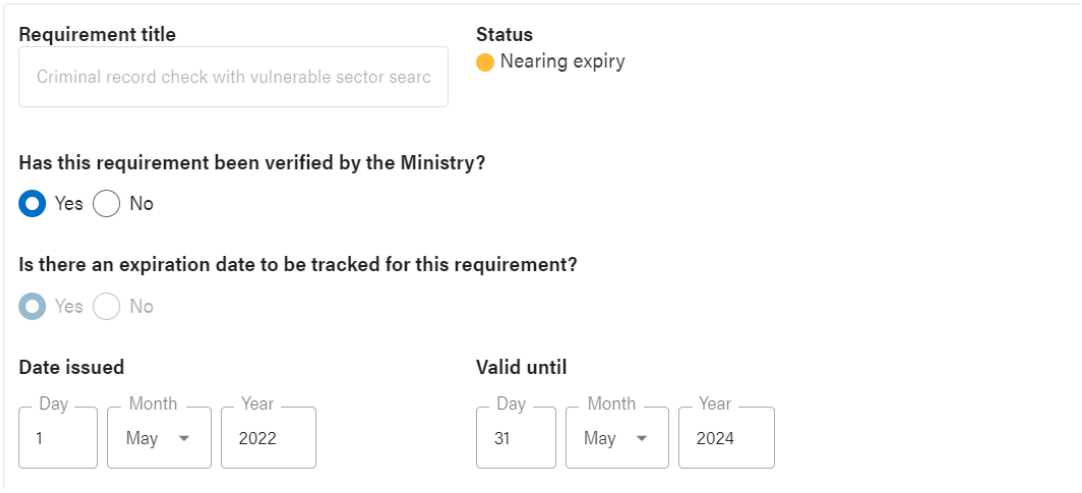
If you would like to use the Portal to enter and track criminal record check or other requirements, click “Yes” to one or both of the options on this step.



If you select “Yes”, you’ll enter some more information specific to the requirement. For criminal record checks, this includes a date issued and an expiry date.

The “Has this requirements been verified by the Ministry” can be toggled on or off by your Licensing Officer on the person’s profile if they have viewed the criminal record check themselves.

Requirements will also have a status – automatically set by the system – based on the dates entered. These include valid, nearing expiry, and expired.



For additional requirements, you will need to enter the “Requirement title” manually, with the optional ability to turn off the expiration date.

Once all requirements have been entered, click “Next” to complete the addition of the person. Their profile will now be added to the *People* tab.

4.2 – View a person profile

To view a person's profile, click their name on the *People* tab. This will direct you to their person profile. The person profile consists of three tabs of information which directly match the three steps complete when adding a person.

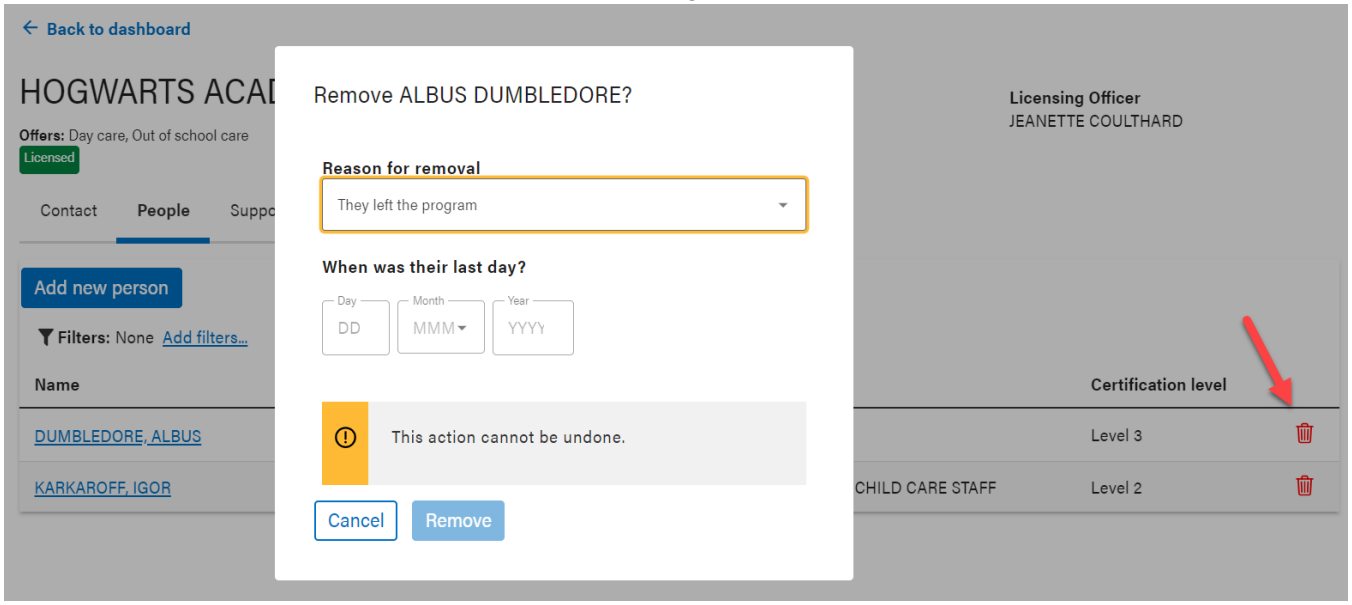
To update any of this information, click "Update" on the tab, complete your changes, and then click "Save".

Please note, if a person's profile is connected to the certification database, their name, date of birth, and certification information cannot be changed. The person will need to contact the Early Childhood Educator Staff Certification Office to request any changes to their profile. These changes will be automatically populated to their person profile following the update.

4.3 – Removing a person

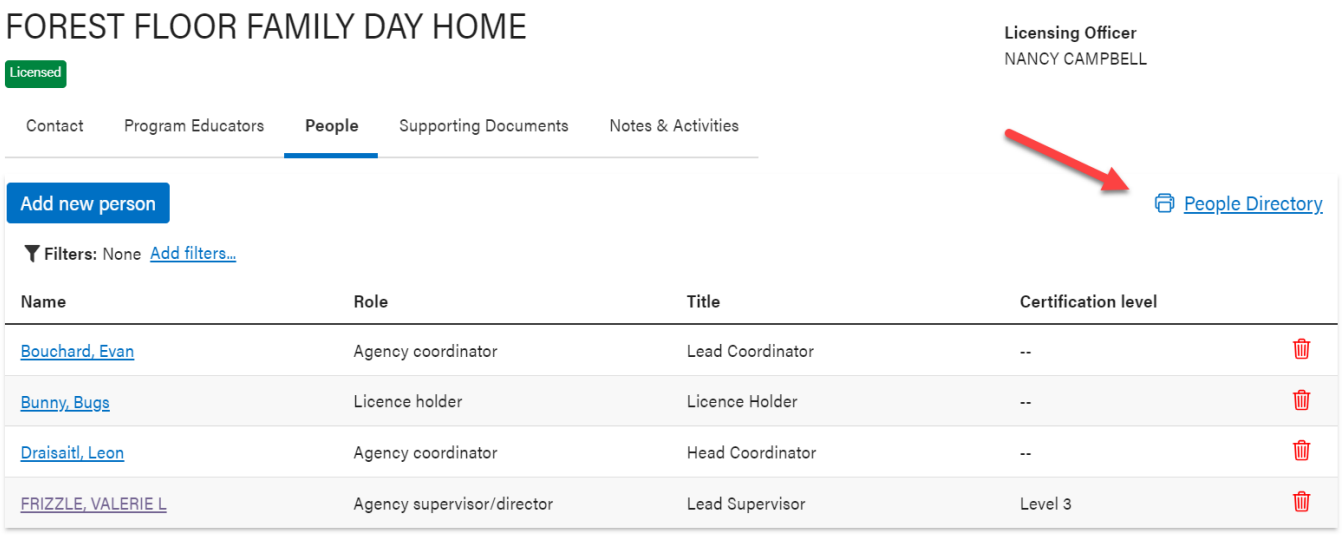
You can remove a person from the *People* tab by clicking the delete icon on the right hand side of the page. Select a reason for removal, and then enter their last day if they left the program. Click "Remove" to complete the action.

TAG



4.4 – People directory

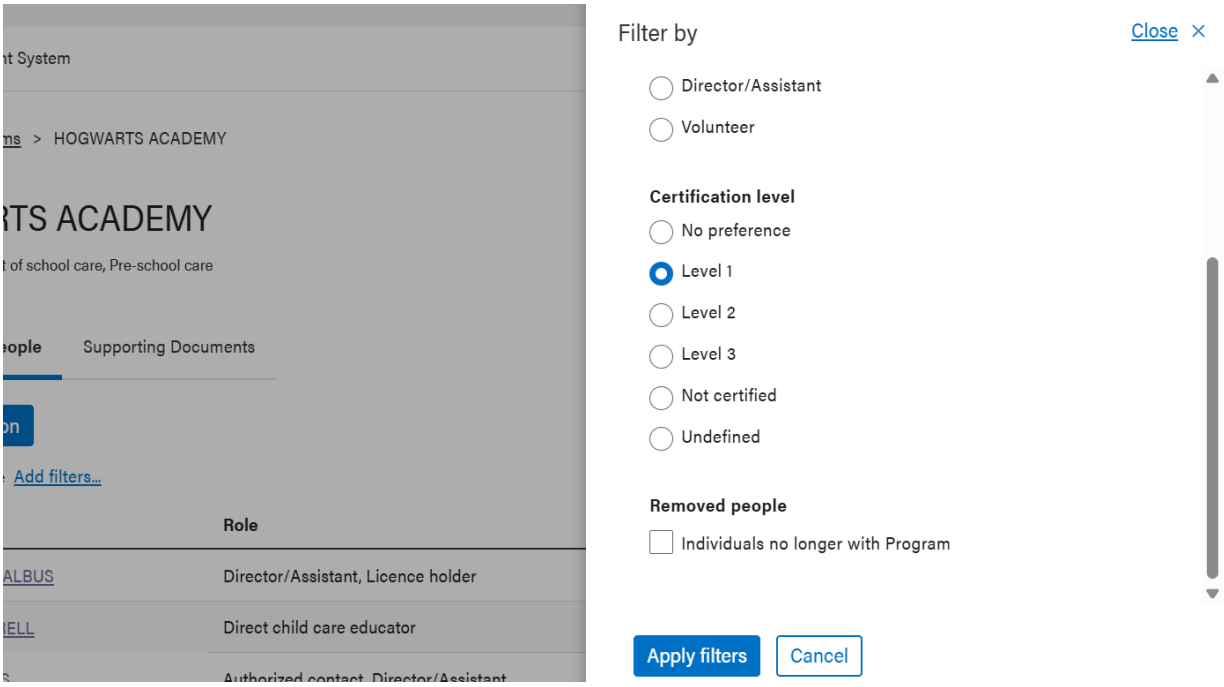
To download and/or print a list of the people on your *People* tab, click the *People Directory* tab. This will automatically generate and download a PDF copy of the list to your computer, in your Downloads folder.



4.5 – Filters

Click the Filters button to filter your list of people by their role, certification level, or removed status.

Click “Filters”, select the applicable filter, and then click “Apply filters” to view the filtered list.



4.5.1 – Filtering for removed people profiles

If you need to view or edit information for a person’s profile who has been removed, you can filter the list of people to access all previously removed profiles.

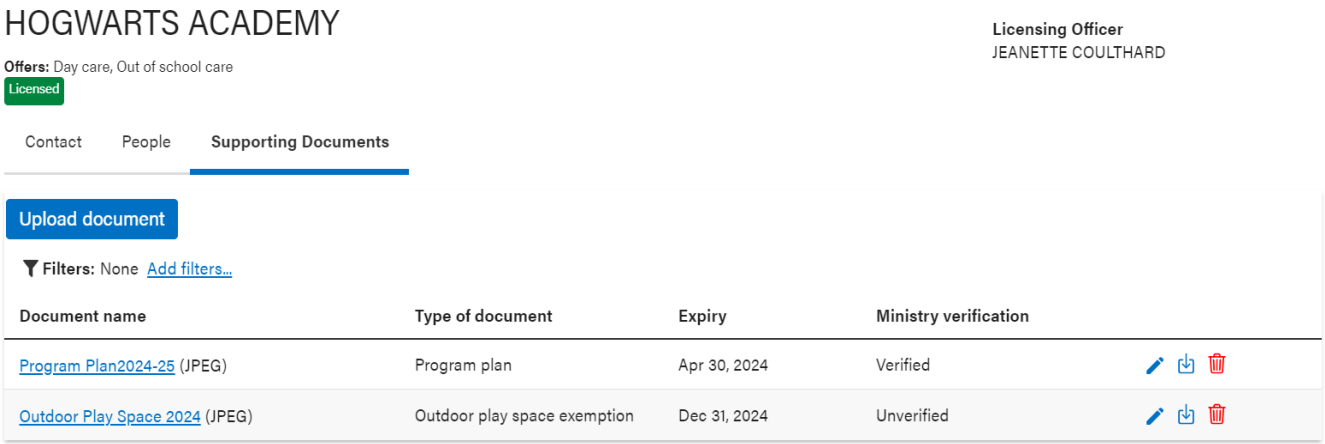
Click “Filters”, scroll down, check off “Individuals no longer with the program”, and then click “Apply filters”. Then, click the person’s name from the filtered list to view the profile.

5.0 – Important Documents

The *Important Documents* tab on the facility profile displays supporting documents that you have uploaded for your program.

Each document contains a name, type, and expiry date (if applicable).

To view a document, click the document’s name. A preview of the document will appear. You can click “Download” to download and save the full document to your device.

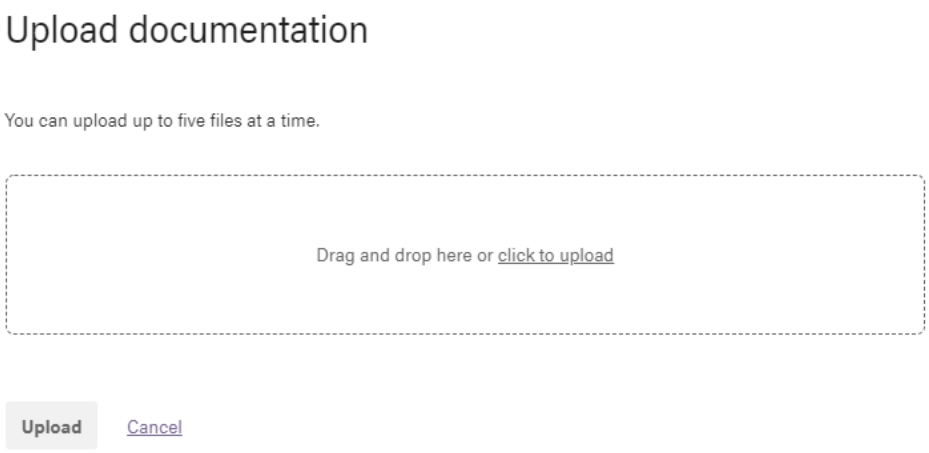


You can sort all columns, either alphabetically or by date, by clicking “Name”, “Type”, or “Expiry”. Clicking a second time will reverse the sort order.

5.1 – Uploading a document

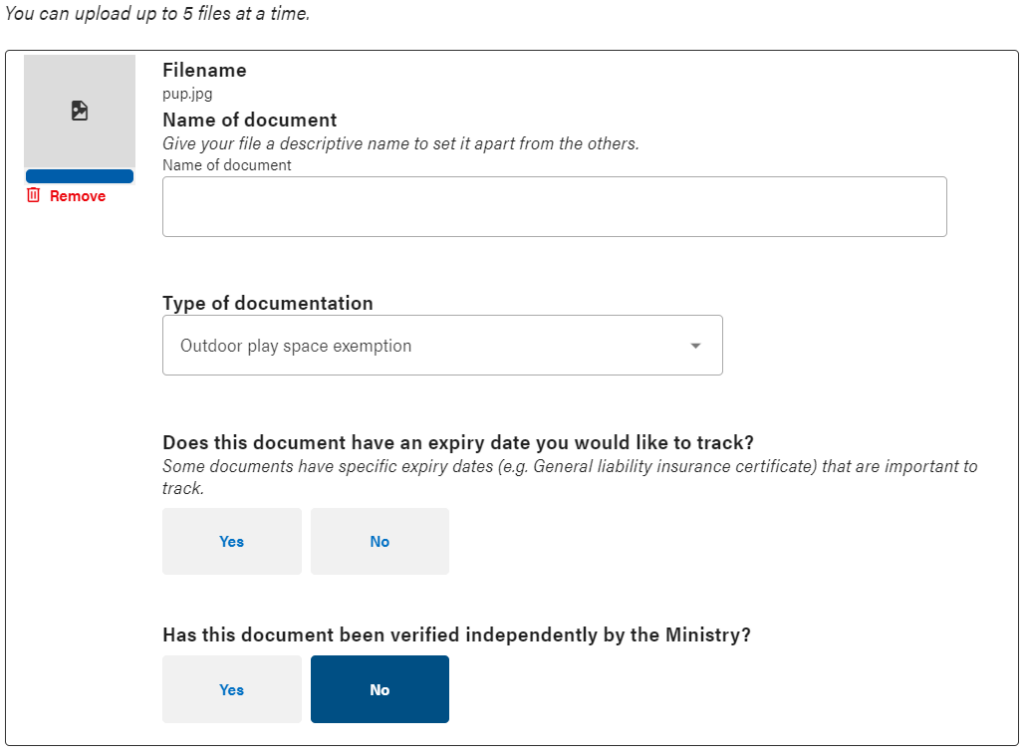
To upload a document, click the “Upload Document” button on the *Supporting Documents* tab. Then drag or drop up to five files at a time.

Please only upload documents that fit under the “types” of document on the upload list.



The supported file types are PDF, PNG, JPEG, DocX (Microsoft Word), and XLSX (Microsoft Excel). Files must be 10 MB or smaller.

After you have selected your files, you will need to enter data for each of them.



Enter the following data:

- **Name** – Give your document a name that describes what it is and/or who it is for
- **Type** – Select the type of document from the drop-down menu.
- **Expiry** – If the document expires, click “Yes” and then enter the date of expiry

After you have entered all information, click “Upload” to complete the upload.

5.2 – Filter supporting documentation

The list of supporting documents has the potential to get lengthy over time. Use filters to help narrow down what you are looking for.

Click “Add filters” on the *supporting documentation* tab to bring up a list of filters.

You can filter by:

- **Type** - Complaint form, CORES, Corporation certificate, Evidence of corporate status, Incident form, Inspection (fire), Inspection, (health), Insurance (general liability certificate), Medication form template, Off-site consent form template, Permit (development), Permit (occupancy), Permit (zoning), and Transportation agreement template.
- **Expiry date** - One week from current date, two weeks, one month, or already expired.

After selecting your filters, click “Apply” to view the filtered list.

6.0 – Notes & Activities

The Notes & Activities tab is an area of the profile that allows your program to submit and store incident reports for the ministry to review. In the future, more activities will appear in this section

6.1 – Incident Reports

What is the purpose of this section?

This section provides step-by-step instructions for programs to create and submit an incident report in the Child Care Licensing Portal (the portal).

Accessing an Incident Report

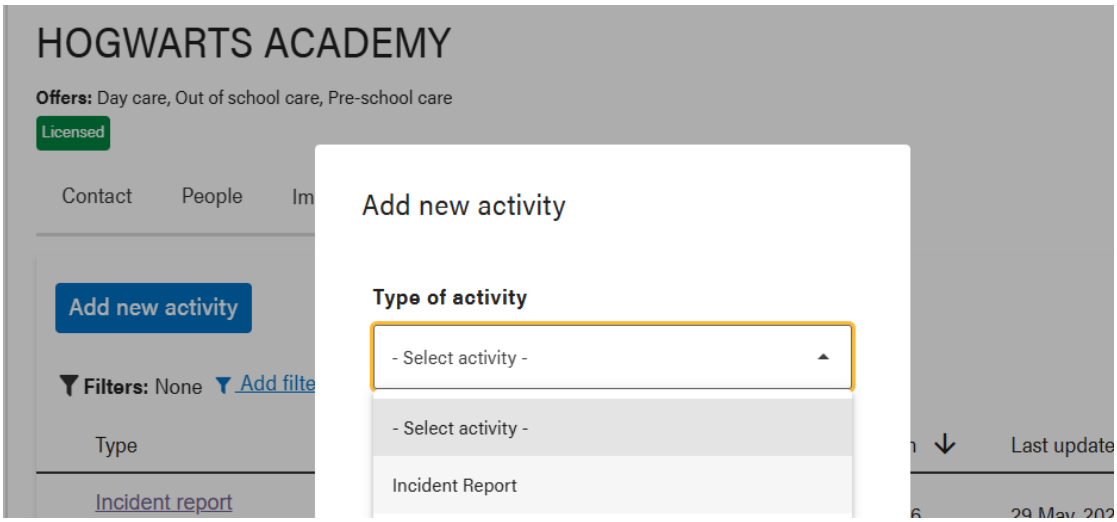
1. Sign in to the portal

2. Navigate to the Licensing Service

3. Select the Notes & Activities tab

4. Click “Add new activity”

5. Select “Incident Report” from the drop down list and click “Continue”



Reporting an Incident

Before completing an incident report, review what incidents are required to be reported and what is considered a critical incident.

Select Yes or No to indicate whether the incident is a critical incident

- If Yes: confirm Child Care Connect has been contacted, then click “Start report”

- If No: review the information displayed and click “Start report”

Completing the Incident Report

There are ten steps to complete an incident report. Click “Next” in the lower right corner to move between steps and complete all required fields.

If applicable, steps 4 and 5 allow you to upload supporting documents (PDF, DOC, JPEG, PNG, etc.), which can be viewed by the licensing team following submission.

Saving a draft

As you complete the form, all changes made to the report will automatically save. Additionally, you can click “Save and exit” in the top left-hand corner to leave the report at any time. Your draft report will appear in the Notes & Activities column and can be re-opened by you, or another individual at your program, at any time.

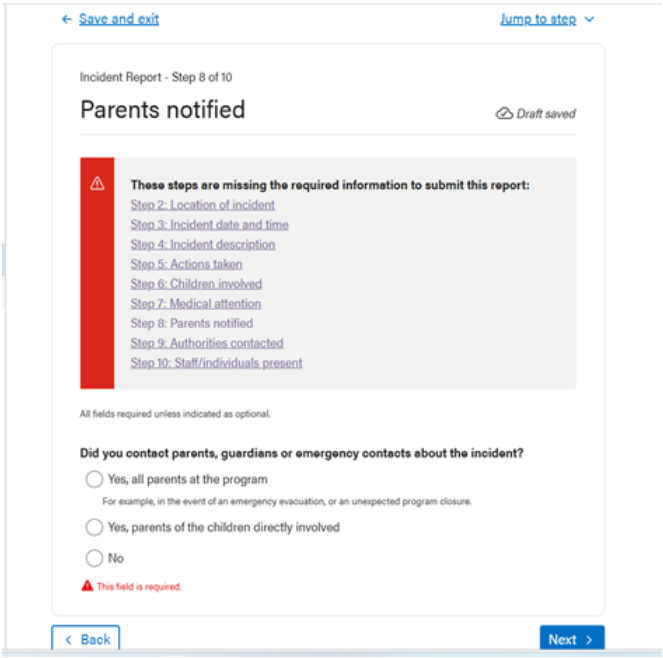
Reviewing the Incident Report

After completing all 10 steps, the review screen displays all 10 sections and their completion status. A section will show as “Incomplete” if you need to add more information.

To update, click the incomplete section, select “Edit”, and enter required information.

Navigating Between Steps

Click “Jump to step” to move directly to a section. Click “Next” to move sequentially.



Submitting an Incident Report

1. Click Submit once all steps are complete

2. Screen will open, click the box confirming the report was completed by the individual submitting and click “yes, submit”.

The report will appear in Notes & Activities with a status of Ministry to Review.

After submission

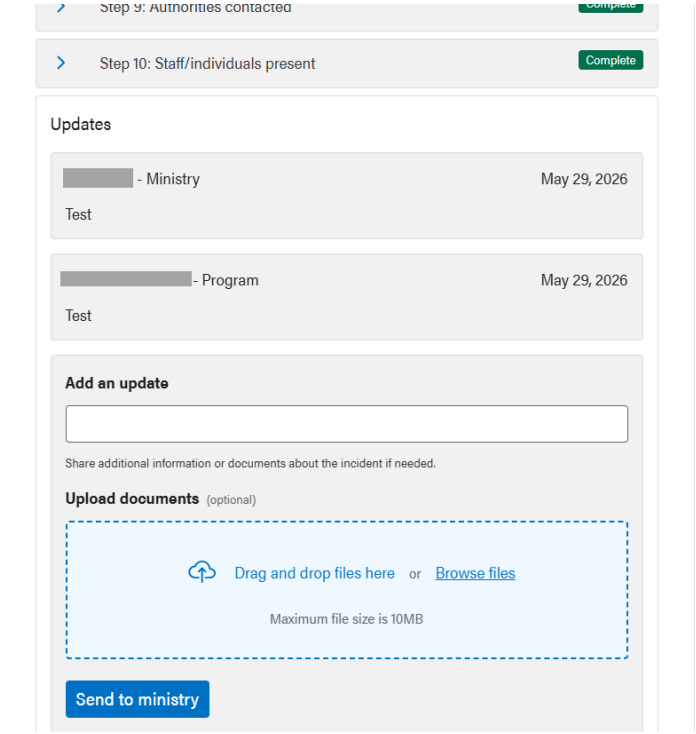
Childcare licensing will review the report and automatically be notified of the report via email. Follow-up may include requests for additional information or documents.

Keep an eye on your email as you may receive an email requesting further information. You can click “Open report” in the email to open the report directly, or login to the Portal, open the program profile in the licensing service, click the “Notes & Activities” tab, and click “Incident report” for the report you want to open.

Updating a report

After submitting an incident report, you can provide updates before the ministry finalizes the report. In the Notes & Activities” tab, click “Incident report” to open the submitted report. Scroll down to the bottom of the report, to the “Add an update” section.

In this section you can review updates that both you, and the ministry, have added. Type your update into the text field, attach any applicable documents and click “Send to ministry”. This will automatically send an email to the ministry to let them know that you have updated the report. The status of the report will change back to “Ministry to action”.



Completed report

Once the report has been accepted and finalized by the ministry, your program will receive an email confirming its acceptance. The status of the report in the “Notes & Activities” tab will now read as “Completed”. No further changes can be made to the report once it has been accepted and finalized.

The licensing team may still require further follow-up after a report has been accepted and finalized.