
Child Care Licensing Portal

Account and Service Guide

Alberta

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Child Care Licensing Portal: Account and Service Guide

Guide overview

What is the Child Care Licensing Portal?

The Child Care Licensing Portal (the portal) is a digital platform providers can use to complete licensing and administrative tasks.

The portal is designed to replace paper-based systems, making it easier for providers to keep their information organized and communicate efficiently with the ministry.

The portal offers the following services, with more on the way:

- Funding
 - Affordability Grant agreements
 - Wage Top-Up & Professional Development (PD) grant agreements
 - Family Day Home Agency Contracts
- Licensing
- Child Registration
- Claims
 - Claims Submission
 - Payment Statements
 - Claims Adjustments
 - Subsidized Children Report
- Access
 - User Access Management

For the best user experience, please use **Google Chrome or Microsoft Edge** to access the portal

What is the purpose of this guide?

This guide will help providers navigate the portal, manage their user profiles and understand how to access programs and services.

Who do I contact if I have questions?

If you have questions related to portal accounts and access, please contact
CCLicensingSystemSupport@gov.ab.ca.

We update the portal regularly to give you the best user experience possible. You may notice minor changes that have been made since this user guide was published.

How to get an account

Super Admin's

New programs

To access the portal, a program must first have a legal license holder representative. The [License and Portal Roles Fact Sheet](#) provides information about this role.

After a program's license has been approved, the legal license holder representative will receive an email inviting them to create a portal account, including step-by-step instructions. Once they create their account and log in for the first time, they will see a Child Care Accountability Program and Portal Acknowledgement.

①

Acknowledgement required

It is required that a legal representative from each child care organization review and acknowledge the Child Care Accountability Program and Portal Access Acknowledgement. After acknowledging the terms, you will become a 'Super Admin' and will be able to:

- Directly manage who has access to services within the portal, including child registration and licensing.
- Designate Access Managers who can grant and remove access to portal services for each of your programs.

Start →

After completing this acknowledgement, the Super Admin will be able to invite additional users into the portal to access their programs and services.

If a legal licence holder representative already has an account, and they have a newly licensed program, the acknowledgement will be made available in their existing portal account. They do not need to create a new account for each new licensed program.

If you have not received an invitation to create your portal account, please contact CCLicensingSystemSupport@gov.ab.ca.

Existing programs

Licensed program's already in the portal have had the acknowledgement added to their legal license holder representatives' accounts.

After completing this acknowledgement, the Super Admin will be able to invite additional users into the portal to access their programs and services.

If your program is in the portal, but does not have a designated Super Admin, please contact ChildCareConnect@gov.ab.ca.

Access Managers and Standard Users

The program's Super Admin will have access to the User Access Management service once the acknowledgement is completed.

Through the User Access manager service, Super Admins can invite additional users into the portal and give them access to program-specific services.

If a Super Admin has given a Standard User access to the User Access Manager service, they will be given an Access Manager role in the portal. Both Super Admins and Access Managers can invite new users into the portal.

Portal invitations and access

User's will be invited into the portal by the program's Super Admin or Access Manager. Follow these steps to receive a portal invitation and complete or verify your portal account:

Email notification

Users will be sent an email when a Super Admin or Access Manager has invited them into the portal for a program and service(s).

Existing portal users

If you already have an account, you will receive an email inviting you to a new program and service(s) in the portal.

 Child Care Licensing Portal

Access given to HOGWARTS ACADEMY, 1 HOGSMEAD, CALGARY

Sign in to access

Hello Minerva McGonagall,

You have received this email because **Albus Dumbledore** has given you access to **HOGWARTS ACADEMY, 1 HOGSMEAD, CALGARY**.

To gain access to this program, please [sign in](#) to the Child Care Licensing Portal.

If you have any questions, please contact CCLicensingSystemSupport@gov.ab.ca.



Click the sign-in link in this email, to open the portal in your default web browser.



The Government of Alberta has created a new online Child Care Licensing Portal where child care operators can manage their program and licensing information, submit claim adjustments, and view and sign agreements including the Affordability Grant, Wage Top-up & Professional Development Grant, and the Space Creation Grant.

[Sign In →](#)

Once you sign in, you can find your available program and service(s) on your “My Programs” page.

My Programs

Manage programs and services

+ add filter <input type="text" value="Search my programs"/> 			
Program	Program ID	Services	Access
HOGWARTS ACADEMY, 1 HOGSMEAD CALGARY, AB T2E0C3	81 [REDACTED]	Child Registration Claims Submission	Authorized Authorized Get access

New portal users

If you do not have an account, you will receive an email notifying you that your Super Admin or Access Manager has invited you to a new program and service(s) in the portal.

 Child Care Licensing Portal

Access given to FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE, CALGARY

Verification required

Hello Poppy Pomfrey,

You have received this email because **Albus Dumbledore** has given you access to **FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE, CALGARY**.

To complete the process and gain access to the program, please sign in to the Child Care Licensing Portal and follow the verification steps.

[Sign-in to complete the account creation workflow.](#)

If you have any questions, please contact CCLicensingSystemSupport@gov.ab.ca.



Click “Sign-in to complete the account creation workflow” to continue creating your portal account.

Next, verify your email. If the email and name used to create your portal account are correct, click “Send verification code.” If not, contact the individual who invited you to the portal, which is included in your invitation email. Have this individual re-invite you to the portal using your preferred email address.



Child Care Licensing Portal

Verify email

Name

Poppy Pomfrey

Email

poppy.pomfrey1@yahoo.com

To verify your email click on the **Send verification code** button below to receive a code in your email.

If you don't see the email, please check your junk and spam folders.

Send verification code

You will be prompted to enter the verification code. This code will expire two minutes after you request it.



Child Care Licensing Portal

Enter your verification code

For your account's security, please enter the 6-digit code sent to
poppy.pomfrey1@yahoo.com

Enter the
verification
code from
your email
here

Time remaining: 01:56

① Code expires in 2 minutes

If you don't see the email, please check your junk and spam folders.

Submit

Resend Code

The verification will be sent to the same email address where you received your portal invitation.



Verification code to access FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE, CALGARY

Verification required

Hello Poppy Pomfrey,

Please use the code below to complete the verification process

342924



If the code expires before you can enter it, click "Resend code," otherwise, enter the verification code and click "Submit."



Enter your verification code

For your account's security, please enter the 6-digit code sent to
poppypomfrey1@yahoo.com

Verification code

3	4	2	9	2	4
---	---	---	---	---	---

Time remaining: **00:58**



Code expires in 2 minutes

If you don't see the email, please check your junk and spam folders.

Submit

Resend Code

Once your email is verified you can finish setting up your account.

Your legal first and last name and email address will be listed based on the information used to send your portal invite.

Complete account setup

Review your information

If you are a legal representative and your information is not correct, [contact us](#).

If you are unable to secure your account within 2 hours, you will need to re-verify by clicking the verification link in the original email invite.

Legal first name

Poppy

Legal last name

Pomfrey

Email

poppypomfrey1@yahoo.com

You can enter a phone number at this point or skip straight to entering and confirming your password.

Phone number (optional)

+1 **Optional**

Your 10-digit North American number

Create a strong password

Password

 Show



Password must include:

- 12+ characters
- At least one uppercase letter: A-Z
- At least one lowercase letter: a-z
- At least one number: 0-9
- At least one special character: !@#\$%^&*() or space

Enter your password in both areas

Confirm password

 Show



Read and agree to the terms of use.

Agree to Terms of Use

Scroll down to review and agree.

This version is in effect since March 10, 2025.

This is a legal agreement between you and His Majesty the King in Right of Alberta as represented by the Minister of Jobs, Economy and Trade ("GoA") governing use of this Portal (as defined herein) and any information posted to it.

Then, check the confirmation box and click "Create account."

I have read and agree to the above.

Create account

If you experience any challenges creating your account, contact us here:

cs.licensingsystemsupport@gov.ab.ca

Click "Sign-in now" to return to the portal's sign-in page, where you can enter your email and passwords to log in to your account.

Alberta Child Care Licensing Portal

Success! Your account is ready.

You have successfully created your account and may now access your program's services on the Child Care Licensing Portal.

Sign-in now

Sign in to your portal account.

Sign-In

New user? [Create account](#)

Work email

Password

Remember me [Forgot Password?](#)

[Sign-In](#)

[Government of Alberta SSO](#)

By continuing on this site, you are agreeing to the [Terms of Use](#) and the [FOIP Collection Notice](#) for the Child Care Licensing Portal.

Your available program and services will be listed on your “My Program’s” page and can be accessed using the left-hand navigation menu.

Program	Program ID	Services	Access
FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE CALGARY, AB T3C0E8	5	Child Registration Licensing	Authorized Authorized Get access

For information about all portal services and how to access them, please refer to the next section of the guide.

Portal services available

The portal hosts a variety of services. Your Super Admin or Access Manager must invite you to access them before they will appear in your account. The services you can access will depend on your role and responsibilities within your program.

Family Day Home Agency Contracts and Space Creation Grant Agreements must be requested and approved by the ministry. To learn more about requesting access, go to the [Access Requests for Family Day Home Agency Contracts and Space Creation Grant Agreements](#) section of this guide.

Left-Hand Navigation	Service	Description	Who Gets Access?	Who Gives Access?
Access	User Access Management	Manage access for your program's portal users by inviting users and giving or removing access to various services.	Super Admins Access Managers	Portal Super Admins will automatically have this service in their portal account upon completion of the portal acknowledgement. Super Admins can give this access to other users, making them an Access Manager
Funding	Affordability Grant Agreements	Sign the Affordability Grant, which provides funding to licensed child care programs to reduce parent fees.	Super Admins	Super Admin's can give access to themselves and other Super Admins.
	Wage Top-up & Professional Development Grant Agreements	Sign grant agreement which provides programs with wage top-up, professional development and release time grant funding for eligible early childhood educators along with mandatory employer contribution funding.	Super Admins	Super Admin's can give access to themselves and other Super Admins.
	Family Day Home Agency Contracts	Sign Family Day Home Agency contracts which provide funding to facilitate the operation and administration of Family Day Home programs.	Super Admins Program Signing Authority	Place an access request for this service for ministry approval. This access will only be approved for programs' authorized signing authorities.
Licensing	Licensing	Manage program licensing information, including contact information, staff profiles and document uploads.	Super Admins Access Managers Standard Users	Super Admin's and Access Managers can give access to themselves and other users.

Child Registration	Child Registration	Register new children and manage your program's registration list.	Super Admins Access Managers Standard Users	Super Admin's and Access Managers can give access to themselves and other users.
Claims	Claims Submission	Submit claims for Grant funding, Wage Top-ups, Subsidy and Inclusive Child Care payments.	Super Admins Access Managers Standard Users	Super Admin's and Access Managers can give access to themselves and other users.
	Payment Statements	Download detailed statements of claim payments, adjustments, and recoveries for financial management.	Super Admins Access Managers Standard Users	Super Admin's and Access Managers can give access to themselves and other users.
	Claim Adjustments	Submit claims adjustments for Grant funding, Wage Top-up, Subsidy, and Inclusive Child Care payments.	Super Admins Access Managers Standard Users	Super Admin's and Access Managers can give access to themselves and other users.
	Subsidized Children Report	View a real time report for all children with an approved subsidy agreement in the program.	Super Admins Access Managers Standard Users	Users with Claims Adjustment service access will automatically have access to

Access requests for Family Day Home Agency Contracts and Space Creation Grant Agreements

Users need to place access requests for these services to be approved by the ministry. Log in to your portal account to place access requests for these services. If you are a new program without a portal account, instructions will be sent to you to support your account creation.

If the program is not listed on your “My Programs” page, click the “Add Program +” button to find the program you need access to.

My Programs

Manage programs and services

> Important information NEW

[+ add filter](#)

Search my programs



[Add Program +](#)

Then, enter the program name and ID.

Add Program and Services

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

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

Program ID (8-digits)

58000137 X

If you already have access to other services under this program, click the “Get access” link beside the program on your “My Programs” page.

My Programs

Manage programs and services

+ [add filter](#)

Search my programs



Program	Program ID	Services	Access
FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE CALGARY, AB T3C0E8	5	Child Registration Licensing	Authorized Authorized Get access

You will get a list of services for which you can place requests. Only services available based on your program type and license will be displayed.

ⓘ Need access to other services?

In order to access other services, contact your Access Manager(s) or Super Admin(s)

If you continue to experience issues while navigating the portal, contact

cclicensingsystemsupport@gov.ab.ca for assistance.

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

[Cancel](#)

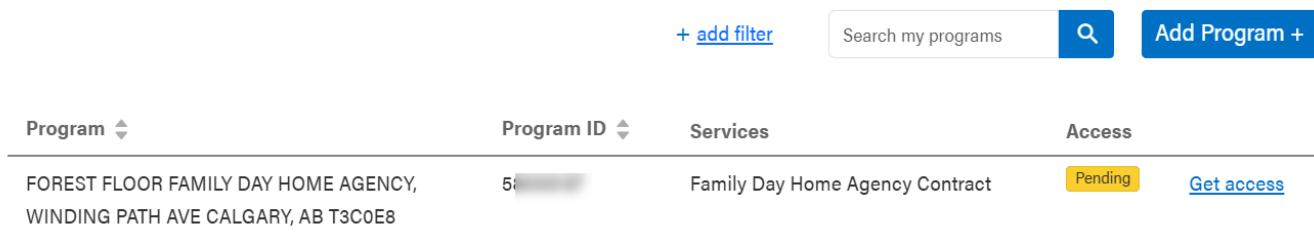
Request Access

Click on the box beside the service you require. A check mark will appear. Click “Request Access.”

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

My Programs

Manage programs and services



Program	Program ID	Services	Access	
FOREST FLOOR FAMILY DAY HOME AGENCY, WINDING PATH AVE CALGARY, AB T3C0E8	51	Family Day Home Agency Contract	Pending	Get access

After your request has been reviewed, it will be listed as approved or denied. You will also receive a follow-up email.

Once access has been approved, your request will be listed as Authorized.

If your credentials cannot be verified, you will receive an email that your request has been denied. If your credentials are correct, and this is a mistake, please contact CCLicensingSystemSupport@gov.ab.ca with your name, the program you work for and a description of your issue.

Support

User profiles

If you require changes to your existing portal account, such as a name change or update to your email address, email CCLicensingSystemSupport@gov.ab.ca with a description of required changes. CC your licensing officer, as they may be contacted to verify this change.

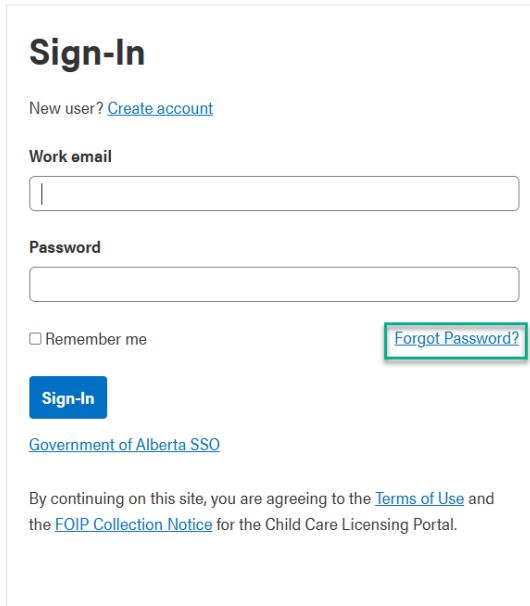
A ministry representative will be in touch.

Removing access

Access removals are managed for all services by a program's Super Admin or designated Access Manager. When a service has been removed, you will be notified by email.

Forgotten password

If you have forgotten your password, click "Sign-In" on the home page of the portal, then click "Forgot Password."



The image shows a "Sign-In" page with a light gray background. At the top center is the word "Sign-In" in a bold, black, sans-serif font. Below it, in a smaller font, is the text "New user? [Create account](#)". The main form area has two input fields: "Work email" and "Password", both with placeholder text " ". Below these fields is a "Remember me" checkbox followed by a "Forgot Password?" link, which is highlighted with a green rectangular border. At the bottom of the form is a blue "Sign-In" button with white text. Below the button is a link to "Government of Alberta SSO". At the very bottom, a note states: "By continuing on this site, you are agreeing to the [Terms of Use](#) and the [FOIP Collection Notice](#) for the Child Care Licensing Portal."

An email will be sent to the associated address 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 portal will now open, restoring your original access.

If this does not resolve the issue, email CCLicensingSystemSupport@gov.ab.ca to have your password reset.

Frequently asked questions

What happens if I cannot log in?

For help accessing your account, please contact CC.LicensingSystemSupport@gov.ab.ca.

What is a signing authority?

Signing authority refers to those eligible to sign Affordability Grant agreements for their program. For some services, such as Affordability Grants, only a program's designated signing authority will be given access.

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 Grant agreement. Send questions to CC.ChildCareFunding@gov.ab.ca.