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# **Child Care Licensing Portal**

Child Registration User Guide



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# Contents

<b>Child Care Licensing Portal: Child Registration User Guide .....</b>	<b>1</b>
What is the purpose of this guide?.....	1
What is the Child Care Licensing Portal? .....	1
What is the child registration service? .....	1
Who do I contact if I have questions? .....	1
<b>Child care participant numbers (CCPNs).....</b>	<b>2</b>
Provider Responsibilities.....	2
What is a CCPN? .....	2
What information is needed to issue a CCPN?.....	2
Why do some children already have a CCPN?.....	2
<b>Accessing the child registration service.....</b>	<b>3</b>
<b>Navigating your registration list .....</b>	<b>3</b>
Filters and searches .....	4
Updates required.....	4
Child status.....	5
View history .....	5
<b>New child registration .....</b>	<b>6</b>
<b>Viewing and editing a child registration.....</b>	<b>14</b>
Child and parent/guardian information .....	15
Registration details.....	17
<b>Frequently asked questions .....</b>	<b>21</b>
<b>Contacts .....</b>	<b>27</b>

# Child Care Licensing Portal: Child Registration User Guide

## What is the purpose of this guide?

This user guide for child care providers explains how to register children in the Child Care Licensing Portal. It covers child registration and the subsequent creation of unique child care participant numbers (CCPNs) for all children attending licensed child care programs.

## What is the Child Care Licensing Portal?

The [Child Care Licensing Portal](#) (the portal) is a secure online platform in which licensed child care providers can complete administrative tasks associated with funding and licensing.

For log-in support and instructions on adding programs and services to your portal account, refer to the [Child Care Licensing Portal Operator Login Guide](#).

## What is the child registration service?

The portal's secure child registration service will record all children enrolled in licensed child care programs throughout Alberta. Once a child is registered in the portal, they will be issued a Child Care Participant Number (CCPN), which will ensure that child care programs are complying with the conditions of their licence (i.e. staff-to-child ratios) and that government funding is specifically attributed to children based on their registration information.

The CCPN is tied to licensing requirements and will streamline the monthly claim submission process by allowing registration information to pre-populate for each claim. Generating CCPNs and allocating funding to specific children will increase financial accountability and accurate record-keeping while making any required funding adjustments easier.

## Who do I contact if I have questions?

If you have general questions about the portal, accessing services or understanding how the child registration service works, please email [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca).

For program-specific questions about child registration, please contact [childcare@gov.ab.ca](mailto:childcare@gov.ab.ca).

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

# Child care participant numbers (CCPNs)

## Provider Responsibilities

The *Early Learning and Child Care Act (2022)* requires the production of any records or other documents relevant to the operation of the licensed child care program with the Government of Alberta. The grant funding agreements offered by the ministry to support the provision of child care services also require child care programs to maintain claims records to be shared with the Government of Alberta. Under Alberta's privacy legislation (the Protection of Privacy Act (POPA) and the Government Organization Act), it is the responsibility of the child care provider, as stewards of personal information, to acquire the proper authority, approval, or consent to share this information with the Government of Alberta.

Child registration and the creation of a CCPN does not change the current responsibilities of child care programs related to the collection and sharing of information; however, it is now being requested that this information be shared upon a child's registration in a licensed child care program.

## What is a CCPN?

The CCPN is a unique identifier that will be assigned to each child enrolled in a licensed child care program in Alberta. It will be generated upon registration in the portal and will be used as a basis for government to pay child care providers for the children registered in their program.

## What information is needed to issue a CCPN?

When registering a child in the portal, you need to report:

- Child's full legal name and date of birth
- Child's start date and registered attendance hours
- Parent/Guardian full legal name
- Parent/Guardian contact information (email and phone number)

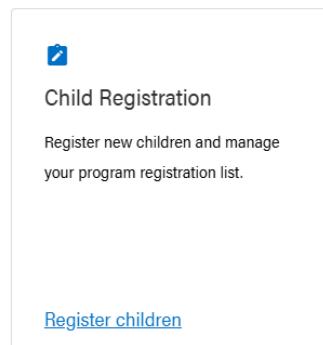
Please ensure that you have the correct spelling for all information to avoid the need for editing it later. You should also ensure that you have up-to-date contact information. The email address should match the one used for the parent's/guardians existing alberta.ca account, if they already have one.

## Why do some children already have a CCPN?

Children who have previously been issued a child ID number from the child care subsidy program will be given a CCPN that matches their previous subsidy ID. They will be automatically added to your child registration list, along with their parent/guardian information.

# Accessing the child registration service

Once you have logged in to the “My Account” page in the portal, look for the “Child Registration” tile at the bottom of the page and click “Register Children”. You can also click on the “Child Registration” tab in the menu on the left side of the page.



The “Child Registration service” tile and left-hand menu link will only be available once your access has been approved by your program’s Super Admin or Access Manager.

## Navigating your registration list

Once you have entered the child registration service, you will be able to view a list of all children and the programs that you have been granted access to in the portal.

### Child Registration

+ Register new child

Child registration   Announcement

Registration history is now available! You will now be able to see a comprehensive record of a child's registration as changes are made. Please see the [Child Registration Guide](#) for more information.

If you have questions about your child registrations, please contact [childcare@gov.ab.ca](mailto:childcare@gov.ab.ca)

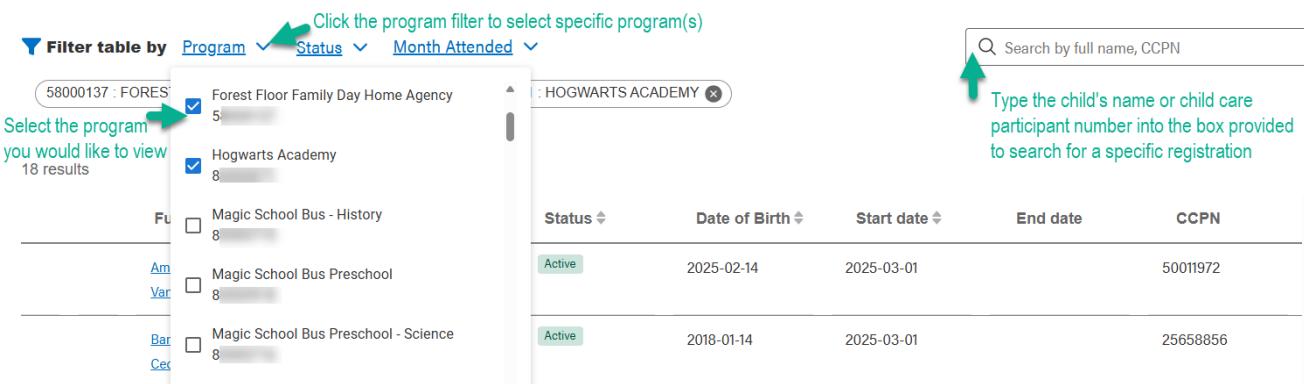
**Filter table by** [Program](#) [Status](#) [Claim period](#)

Use the arrows provided to sort the child registration list

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Amaranth, Vanilla	5	Active	2025-02-14	2025-01-01	End dates will be displayed when they are added to the registration	50011972
Bamber, Cecile	8	Active	2018-01-14	2025-03-01		25658856
Boot, Stella	8	Active	2024-01-14	2025-07-01		50011881
Boot, Stella	8	Inactive	2024-01-14	2025-03-01	2025-06-30	50011881

## Filters and searches

The child registration list will show all children for all programs you have access to in the portal. For users managing multiple programs' registrations, the program filter will allow you to show a single program's registrations.



Click the program filter to select specific program(s)

Filter table by **Program** **Status** **Month Attended**

Search by full name, CCPN

Program Status Month Attended

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Forest Floor Family Day Home Agency	5	Active	2025-02-14	2025-03-01		50011972
Hogwarts Academy	8	Active	2018-01-14	2025-03-01		25658856

Select the program you would like to view  
18 results

Program Status Month Attended

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Magic School Bus - History	8	Active	2025-02-14	2025-03-01		50011972
Magic School Bus Preschool	8	Active	2018-01-14	2025-03-01		25658856

Type the child's name or child care participant number into the box provided to search for a specific registration

You can also filter the registration list based on the status of the child or by claim period. When sorting by claim period, all children with an active status for the month selected will be displayed.

## Updates required

If a child's registration requires an update, you will see a yellow warning icon next to their name. Enter their registration and make any necessary changes.



Filter table by **Program** **Status** **Claim period**

Search by full name, CCPN

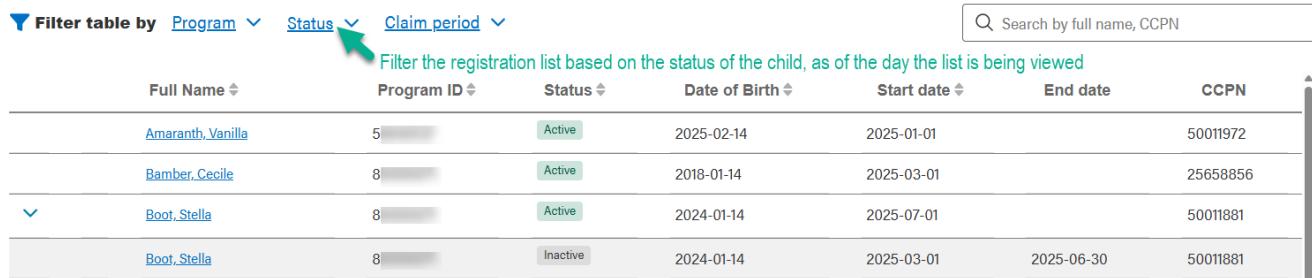
Program Status Claim period

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
① Amaranth, Vanilla	5	Active	2025-02-14	2025-03-01		50011972

Currently this warning is in place for any children missing an Educator for their registration (Family Day Home Agencies only); however, this will soon be expanded to notify you of other errors and updates in children's registrations.

## Child status

Children on the registration list will be listed as either “Active” or “Inactive” and the list can be filtered based on this status.



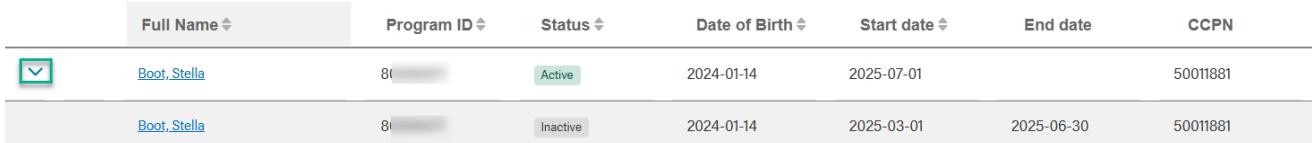
Filter table by <a href="#">Program</a> <a href="#">Status</a> <a href="#">Claim period</a>						
Filter the registration list based on the status of the child, as of the day the list is being viewed						
Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
<a href="#">Amaranth, Vanilla</a>	5 [REDACTED]	Active	2025-02-14	2025-01-01		50011972
<a href="#">Bamber, Cecile</a>	8 [REDACTED]	Active	2018-01-14	2025-03-01		25658856
▼ <a href="#">Boot, Stella</a>	8 [REDACTED]	Active	2024-01-14	2025-07-01		50011881
Boot, Stella	8 [REDACTED]	Inactive	2024-01-14	2025-03-01	2025-06-30	50011881

“**Active Status**” refers to a child who has started care (according to the start date listed) and has not yet reached their listed end date, based on the date you are viewing their status.

“**Inactive Status**” refers to a child who has not yet started care (according to the start date listed) or has reached/ passed their listed end date, based on the date that you are viewing their status.

## View history

If a child’s registration changes over time, you can view a comprehensive history of their registrations within the program. Click on the arrow beside the child’s name and all registrations for the child will open. You can open these histories to view more information.



Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Boot, Stella	8 [REDACTED]	Active	2024-01-14	2025-07-01		50011881
Boot, Stella	8 [REDACTED]	Inactive	2024-01-14	2025-03-01	2025-06-30	50011881

The registration that is active on the date you are in the Child Registration service will be the main registration that you can open the history from. If the child currently has no active registrations, the upcoming registration or the most recent registration will be listed, and you can expand the history from that.

If a child has moved between different program sub-types in your program (daycare, out of school care, preschool) then each sub-type will display as a different line item in your child registration list, and histories can be expanded for both. This will only be relevant if the program is licensed for multiple types of care, and the child is eligible (based on their date of birth) for more than one sub-type.

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Preschool Registration <a href="#">Wood, Oliver</a>	8	Inactive	2022-02-22	2025-09-01		50011865
Daycare Registration <a href="#">Wood, Oliver</a>	8	Active	2022-02-22	2025-04-01	2025-08-31	50011865

## New child registration

[View Video](#)

To add a new child to your registration list, click “+ Register new child.”

### Child Registration

[+ Register new child](#)

[Child registration](#) [Announcement](#)

Registration history is now available! You will now be able to see a comprehensive record of a child's registration as changes are made. Please see the [Child Registration Guide](#) for more information.  
If you have questions about your child registrations, please contact [childcare@gov.ab.ca](mailto:childcare@gov.ab.ca)

[Filter table by](#) [Program](#) [Status](#) [Claim period](#)

Search by full name, CCPN

Then, enter the child's start date and select the program they are attending.

### Register new child

#### Start date

March 3rd, 2025

Click on the start date field to select the month/day/year that the child will be starting in care

#### Select program

Use the drop-down menu to select the program the child is attending. Only programs that you have access to in the portal will be displayed in this menu.

[Cancel](#) [Register new child](#)

The program information will be displayed. To continue, click "Register new child."

Select program

Hogwarts Academy : 81

Program information will be displayed based on the selection made above

Address	Type	Program ID
934 HOGSMEAD, CALGARY, AB	Facility-based	80

If the program select is correct, click "Register new child" to continue

To return to the main registration list, click "Cancel"

[Cancel](#) [Register new child](#)

Enter the details for the child and their parent/guardian.

When entering this information:

- use full legal names.
- the “preferred name” section is an option if someone’s preferred name is different than their full legal name.
- if the parent/guardian has an existing Alberta.ca account, ask them for the email associated with this account to be used in child registration.

## Child information

Enter the child’s information below. Carefully review the information to make sure it is accurate.

Child information

First name  Enter the child's full legal name

Middle name (optional)

Last name

Preferred name (optional)  If the child has a preferred name (not their legal name) it can be entered here

Date of birth    Enter the child's date of birth

Parent/guardian information

First name  Enter the full legal name of the parent/guardian

Last name

Preferred name (optional)  If the parent/guardian has a preferred name (not their legal name) it can be entered here

Phone number  Enter phone number

Email  If the parent/guardian has an existing alberta.ca account, ask them to provide the email associated with that account

Exit

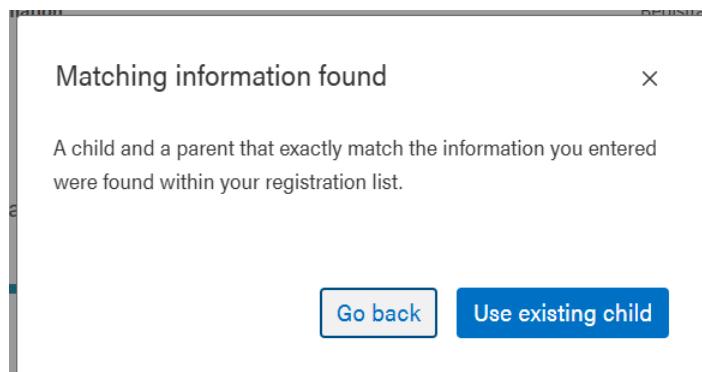
Next

Note: The email listed must be for the parent/guardian contact and cannot be the program's email address.

Once this information has been entered, click "Next" to continue. To cancel and return to the main registration list, click "Cancel."

If a child has been registered in another program, provided that the first name, last name, and date of birth are the same between programs, the CCPN number for both programs will be the same.

If you are registering a child that is already in your child registration list, prior to moving to the next step, the system will check for any duplicate children on your child registration list. If the child information and parent/guardian information are an exact match for a child that has already been registered, you will receive a pop-up alerting you to this.



If this is a duplicate registration, click "Go back" and edit the registration that is already in your list.

If you are registering a child for multiple programs that you have access to in the Child Registration service, click "Use existing child."

The child's registration information will be displayed. Some fields will be automatically selected for you based on the child's date of birth and the program details.

## Registration information

Enter the child's registration information below. Certain fields have been auto-selected based on the child's date of birth and the program details.

**Start date** The start date indicated earlier in registration will be listed. here

**End date (optional)** The end date can be left blank and updated when the program is informed the child is ending care.

**Program type** The program type will be displayed based on the program's license.

**Program sub-type** If the program is licensed for multiple types of care, select the correct type of care for the child. If only one type of care is available, it will be displayed for you.

**Enrolment category** If the child's date of birth makes them eligible for more than one category, use the drop-down menu to select the correct category for the start date listed above.

**Registered hours** Select the registered hours or days per week for the child.

**Current Monthly Fee** If a Schedule A fee is available based on the selections above, this will be displayed for you.

If a Schedule A fee is not listed, enter the monthly fee for this space in care before any grants or subsidies have been applied.

**Exit** **Confirm Registration**

For registrations where a Schedule A monthly fee exists in the program's Affordability Grant Agreement, this fee will be displayed. For spaces where there is no Schedule A fee, this field will be editable (e.g. Out-of-School Care, Preschool, 0-49 hours).

Note: For family day home agencies, the child's program educator will also need to be selected during registration.

Program educator

SAFFRON CROCUS

Enrolment category

19 months or older (not attending) **Select the program** 

Registered hours

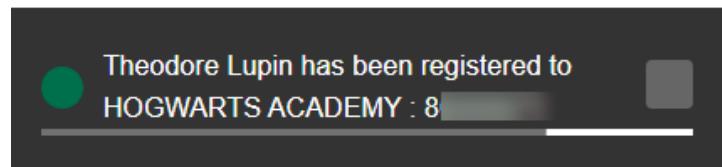
100+ hours

Current Monthly Fee

\$ 1184

Once all information has been entered correctly, click "Confirm Registration."

A notification will appear that the child has been registered in the program.



The child will now be included in your child registration list.

Filter table by [Program](#) [Status](#) [Claim period](#)  [X](#)

1 results

To view or edit a child's information click on their name

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Lupin, Theodore	8	Active	2023-04-03	2025-03-03		50013440

The CCPN will be generated after the registration has been completed 

**Each child should only be registered once per licensed program. If you offer multiple types of care (preschool/ daycare/ out-of-school care) within one program, register the child only for the type of care for which you are collecting funding. For family day home agencies, this means that a child can only be registered with one educator per agency. For more information about Affordability Grant funding eligibility, refer to the [Affordability Grant Funding Guide](#).**

### Out-of-school care: Subsidized children

All children in licensed child care must be registered in the portal. For non-subsidized out-of-school care children, follow the steps outlined previously to register a new child.

Children who have active subsidy prior to April 1, 2025, will be added to the child registration service on behalf of the child care program.

If a child's subsidy is approved prior to their registration being completed in the portal, they will be automatically added to the child registration list for their approved program. If a child has been added in child registration before their subsidy is approved, their subsidy information will be added to their registration information once it has been approved.

You may notice a duplicate entry for a child, which could be caused by discrepancies in the information provided by parents/guardians to the program for registration and subsidy. Please contact [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca) for help addressing these discrepancies.

FLEUR DELACOUR Active Subsidized  If a child has active subsidy, they will have the subsidy badge displayed on their registration information Delete registration

[Overview](#) [Registration information](#)

Registration information	Registration information will be listed based on their subsidy agreement	Edit 
Program name & ID	HOGWARTS ACADEMY : 80	
Registration Date	2025-03-28	
Start date	2024-09-01	
End date (optional)	2025-07-31	
Program type	Facility-based	
Program sub-type	Out-of-school care	
Enrolment category	School-Aged (Grade 1-6)	
Registered hours	50-99 hours	
Current Monthly Fee	\$ 600.00	

For children with approved subsidy, subsidy details will be listed below their registration information. None of this information will be editable, as it is based on the child's subsidy application.

Subsidy Information		Information will be displayed based on the child's subsidy agreement		
Start Date	End Date	Approved Hours	Approved Amount	Extended Hours
2025-03-01	2025-10-31	50 Hours	\$366.00	No

If a child's subsidy information changes it will not create a new history record for the child, but all changes in subsidy will be visible within the child's registration.

Subsidy Information				
Start Date	End Date	Approved Hours	Approved Amount	Extended Hours
2025-03-01	2025-06-30	50 Hours	\$366.00	No
2025-07-01	2025-08-31	100+ Hours	\$644.00	No
2025-09-01	2025-10-31	50 Hours	\$366.00	No

You can edit the child's start/end dates, registered hours, and current monthly fee. Editing any of these fields will create a historical record in your child registration list. You cannot edit the child's subsidy details.

If subsidy begins, for a child who was already registered without subsidy, or ends for a child who will continue in care without subsidy, a participation record will be created to show when this change takes place. The subsidy details will be reflected in the participation record where the start and end dates had an active subsidy agreement. Non-subsidized care for this child will have a separate participation record.

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Chang, Cho Subsidized participation record	8	Active	2021-08-16	2025-09-01		50001347
Chang, Cho Non-subsidized participation record	8	Inactive	2021-08-16	2024-06-01	2024-08-31	50001347

If a child is appearing multiple times on your registration list or is appearing with multiple CCPN numbers do not delete any child registration information. Contact [CLicensingSystemSupport@gov.ab.ca](mailto:CLicensingSystemSupport@gov.ab.ca) to investigate and support you with this issue.

# Viewing and editing a child registration

[View video](#)

To view or edit any information related to a child's registration, click the child's name for the desired child on the main registration list.

If a child's care is ending, their registration will need to be edited to include an end date.

Filter table by [Program](#) [Status](#) [Claim period](#)

Search by full name, CCPN

12 results

To view or edit the child's information, click on their name

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
<a href="#">Lupin, Theodore</a>	8	Active	2023-04-03	2025-03-03		50013440
<a href="#">Potter, Harry</a>	8	Inactive	2019-07-31	2025-08-01		50011857
<a href="#">Weasley, Ronald</a>	8	Active	2021-03-01	2025-03-01		50011873
<a href="#">Weasley, Lily</a>	8	Active	2022-04-10	2025-03-01		50011899

## Child and parent/guardian information

The child's information, as well as the parent/guardian's information, will be listed in the "Overview" section of their registration.

Important reminders about editing child or parent/guardian details for non-subsidized children:

- You cannot change the parent/guardian currently listed for a child with a new parent/guardian. Only spelling corrections and email/phone number updates are permitted in an existing registration.
  - o If you require a new parent/guardian to be listed, add an end date to the current registration and create a new registration indicating the new parent/guardian, and when this change took effect.
- You cannot change the child listed in an existing registration. Only spelling corrections and date of birth corrections are permitted.
  - o If you require a different child to be listed, please create a new registration.
  - o If a registration has been created in error, contact [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca) to delete this record for you.

Ronald Weasley Active 

[Delete registration](#)

[Overview](#) [Registration information](#)

The child's status is based on the date the information is being viewed

Children and parent/guardian information will be available in the "Overview" tab.

Personal information	
First name	Ronald
Middle name	
Last name	Weasley
Preferred name	Ron
Date of birth	March 01, 2021
Child Care Participation Number (CCPN)	<input type="checkbox"/> 50011873

[Edit](#) 

To make changes to the child or parent information click the "Edit" link

Parent information	
First name	Billius
Last name	Weasley
Preferred name	
Phone number	587-555-4847
Email address	billiusweasley@gmail.com

[Edit](#) 

To make any changes, click the “Edit” link in the appropriate section. This will re-open the information in an editable format.

Ronald Weasley Active [Delete registration](#)

[Overview](#) [Registration information](#)

Personal information

**First name**  
Ronald

**Middle name**

**Last name**  
Weasley

**Preferred name**  
Ron

**Date of birth**

Month: March  Day: 1

**Child Care Participation Number (CCPN)**  
50011873

Click "Cancel" to discard the changes and return to the child registration details as they were previously entered. 

Click "Confirm" to save any changes that you have made. 

You will not be able to edit the child's CCPN 

When you have finished making your changes, click “Confirm” to save.

Please Note: Subsidized children will have these details displayed based on the information provided by parents/guardians in their subsidy application, and it will not be editable.

## Registration details

The child's registration details will be listed in the "Registration information" section of their registration.

Ronald Weasley Active  The child's status is based on the date the information is being viewed [Delete registration](#)

Overview Registration information

**Registration information**

Program name & ID	HOGWARTS ACADEMY : 80
Registration date	2025-06-18
Start date	2025-03-01
End date (optional)	-
Program type	Facility-based
Program sub-type	Daycare
Enrolment category	4 years to not yet attending kindergarten <small>The enrolment category shown is based on the child's age as of the current month.</small>
Registered hours	50-99 hours
Current Monthly Fee	\$ 820.14 <small>If you are seeing an incorrect fee, click "Edit". If updated fee information is available it will be displayed.</small>

**Registration information**

To view the registration details for this child, click on the "Registration information" tab 

To make changes to the child's registration, click "Edit" 

To make any changes, click the "Edit" icon. This will re-open the information in an editable format.

Registration information
Click "Cancel" to discard the changes and return to the registration details that were previously entered.
 Cancel
Confirm

**Program name & ID**  
HOGWARTS ACADEMY : 8

**Registration date**  
2025-06-26

**Start date**  
March 1st, 2025 

**End date (optional)**  

**Program type**  
Facility-based

**Program sub-type**  
Daycare

**Enrolment category**  
4 years to not yet attending kindergarten 

The enrolment category shown is based on the child's age as of the current month.

**Registered hours**  
50-99 hours

**Current Monthly Fee**  
\$ 820.14

Click "Confirm" to save any changes that you have made.

Make changes to the child's start and end dates in care.

Update changes to the program sub-type, enrollment category (when applicable), and registered hours.

### Important reminders about editing registration information:

- If you are adding an end date to a child's registration record, ensure no other registration information is being changed at the same time. Completing your changes in two steps will ensure the record does not "reactive" when you add the end date.
- If you require changes to end dates and additional details (such as enrollment category, registered hours and fees) complete these in two steps.
  1. Update the correct dates for the participation record and confirm these changes.
  2. Re-enter the registration, which will now list your correct dates, and make your additional changes.
- For children with approved subsidy, the only fields that will be editable are: start and end dates, hours of care categories, and monthly fees.

If you are making changes to a child's age group, hours, or fees for an upcoming date and the child is remaining in care, you do not need to add an end date. When you have finished making your changes, click "Confirm" to save. A pop-up will display to confirm the dates for this change. List the date that the change takes effect. The end date may remain blank.

Editing a registration for an upcoming change will automatically apply an end date to the current registration information. Children can only be registered in one type of care / enrollment category / hours of care category per claim month. When selecting your start and end dates use the first and last days of the month when these changes take effect.

Confirm dates

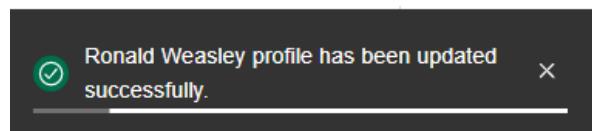
Changing this information will affect the government funding that can be claimed for this registration. Please confirm the start date and, if known, the end date of this change.

Start date

July 1st, 2025

End date (optional)

Click "Confirm." A success bar will confirm that the child's profile has been updated successfully.



On the main registration list, you will now be able to view the full history of the child's registrations.

Click the arrow to expand the child's history

The registration that is active on the date you are in the Child Registration service will be the main registration you can open the history from

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Weasley, Ronald	8	Active	2021-03-01	2025-07-01		50011873
Weasley, Ronald	8	Inactive	2021-03-01	2025-03-01	2025-06-30	50011873

A child cannot be registered under multiple sub-types during the same time period.

If a child has moved between different program sub-types in your program (daycare, out of school care, preschool) then each sub-type will display as a different line item in your child registration list, and histories can be expanded for both. This will only be relevant if the program is licensed for multiple types of care, and the child is eligible (based on their date of birth) for more than one sub-type.

Full Name	Program ID	Status	Date of Birth	Start date	End date	CCPN
Preschool Registration Wood, Oliver	8	Inactive	2022-02-22	2025-09-01		50011865
Daycare Registration Wood, Oliver	8	Active	2022-02-22	2025-04-01	2025-08-31	50011865

Note: The child's registration information should be kept up to date so that their information is correct in your next online claim submission. For older claim periods where a claim has already been submitted for a child, and the registration information was incorrect, complete an online claims adjustment to address any inaccuracies after you have made your corrections in the child registration service.

Your child's enrollment category will be updated automatically as they age, and this enrollment category will be based on their date of birth on the first day of the claim period in which you are viewing their registration. If a child becomes eligible for more than one age category, you will need to update this to select the correct category.

VANILLA AMARANTH Active [Delete registration](#)

[Overview](#) [Registration information](#)

**Registration information** [Edit](#)

Program name & ID	FOREST FLOOR FAMILY DAY HOME AGENCY : 58000137
Registration Date	2025-03-28
Start date	2023-07-17
End date (optional)	
Program type	Family Day Home
Program educator	SAFFRON CROCUS
Enrolment category	<p>The child is eligible for multiple enrolment categories based on their current age. Please select an enrolment category.</p>
Registered hours	100+ hours
Current Monthly Fee	\$ 1115.00

Refer to Frequently Asked Questions for information about unique registration scenarios for children in your program.

## Frequently asked questions

### How is access granted for child registration in the portal? What do I do if a staff member does not have this listed in their menu options?

The “Child Registration service” tile and left-hand menu link will only be available once your access has been approved by your program’s Super Admin or Access Manager in the portal. If the user does not yet have a portal account, they will need to be invited into the portal by the program’s Super Admin or Access Manager. For help, refer to the portal [Account and Service Guide](#).

### Do I need to look up the old start dates for all the children that I am registering when the service goes live?

For children who started in care prior to April 1, 2025, enter their start date as April 1, 2025 when completing their registration. For any children who began care after April 1, 2025, enter their correct start date, as it is listed in your onsite records.

### Why are there already children listed in my registration list on April 1, 2025?

Children who had subsidy prior to April 1, 2025 have been added to your child registration list on your behalf. Review their information carefully to ensure it is correct. For non-subsidized children, you will be able to make changes to the child’s registration details as needed.

If the information is incorrect for any children with active subsidy, contact [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca).

For family day home agency child registrations, the program educator will need to be added. Click “Edit” on the child’s registration details to complete this.

### How do I register children who are attending a partial month of care for their first or last month of care in a program?

During the first and/or last month of care, if a child is expected to attend fewer than the registered number of hours for a typical month, the provider must ensure the registration information in the portal aligns with the expected number of hours the child will attend and adjust the parent fee accordingly.

For example, if a child is registered to attend 100 or more hours for a typical month, but starts the program in the last week of the month, then they would be registered based on the number of hours category the child is expected to attend for the first month, and then edit the registration to full time (100 hours or more) for the subsequent months.

For more information about these policies, please refer to the [Alberta Child Care Affordability Grant Funding Guide](#).

### **What do I do if a child's registration shows an incorrect fee?**

Some children who were imported had old fees carried through to the child registration service. Click on the edit button in the registration information tab and the most up-to date fee from your programs Affordability Grant Agreement Schedule A will update.

If you continue to see incorrect fees in your child registration service, please email [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca).

### **If parents/guardians do not consent to sharing their children's information with the government, how do I register them in care?**

Licensed child care programs and the government collect personal information to help manage child care services. This information is protected under sections 33(c) of the FOIP Act.

Under the *Early Learning and Child Care Act* and Regulations, as well as the Affordability Grant Agreement, licensed child care programs must share information about enrolled children with the government. The introduction of the CCPN does not change this requirement.

If a parent or guardian does not consent to sharing their child's information with the government, the child care program will not receive funding for that child. Additionally, if the program cannot provide this information, they may be non-compliant with their licence and/or grant agreement.

### **What do I do if the child's parent/guardian does not have an email address?**

The registration cannot be saved without an email address, which cannot be the program's email address. Talk to the parent/guardian about creating an email address to associate with their registration.

### **Do out-of-school care children need to be registered?**

Yes, child registration and the issuing of a CCPN is for all children in licensed child care.

### **What do I do if my child's enrollment category is provided with no options to change it, and it is incorrect?**

The enrollment category calculates on your behalf based on the child's date of birth in the system, and if they are eligible for more than one category, options will be provided. We have received feedback that some of the enrollment category calculations are limiting the options for some children (specifically as they transition between kindergarten and grade 1).

### **How do I register children involved with Children and Family Services (such as those who are in foster or kinship care) who do not receive funding through the child care claim?**

Do not register these children at this time. Further instructions will be provided to programs when you are able to register these children.

### **How do I register a child whose parents share custody?**

Register the child once for the space they occupy in care. At this time, you can only designate one parent/guardian for this child's registration.

The program will bill parents/guardians for the parent fee based on their own policies and practices.

### **When will notifications to parents and guardians listed in a child's registration become active?**

Currently, notifications to parents and guardians informing them of their child's registration are inactive. When these notifications are scheduled to begin you will receive communication about this update.

### **How do we register a program educator's own child who attends their day home?**

Do not enter these children in child registration at this time.

In the coming months, the program educator's profile in the licensing service will be updated for agencies to indicate the total number of their own children as part of the "program details" tab.

### **How do I register a child who attends multiple types of care within my program?**

You can only register a child once for each program ID/licence. If a child attends multiple types of care (preschool and daycare) within a program, register the child once for the program type for which you intend to collect Affordability Grant funding.

Efforts are underway to identify additional types of care within the child's registration, though this feature is not yet available.

### **What happens if the types of care offered in my program (program sub-type) changes?**

If the type of care offered in your program changes which also changes the program sub-type that a child is registered in, edit the registration to reflect the new program sub-type the child is attending. When saving these changes, you will be prompted to enter a start date when the program sub-type changed.

There will still be an editable record of participation based on what the program was licensed for previously that can be edited (if incorrect) for any claim adjustments.

### **When a child is withdrawn from care do I delete their registration?**

No, when a child is withdrawn from care, add an end date to their registration details. When the end dates arrives, they will be listed with an inactive status in your child registration list.

## **Why can't I delete a child registration?**

The delete function has been disabled in the Child Registration service. If the registration was created in error, and needs to be deleted, please contact [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca).

## **What do I do if I registered a child whose care ended, but they have re-joined the program?**

For the June 2025 claim period, if a child is returning to care, you can edit the child's original registration when they return to care. Remove the end date, and the child will be listed as active again. Make sure to review the child's other registration details to ensure they are accurate.

A history feature is on the way to be able to do these edits and track these changes and absences from the program.

## **NEW How can I avoid an incorrect record when making edits to an existing participation record?**

If you need to change dates on an existing registration, including adding and end date, as well as additional details (such as enrollment category, registered hours, or fees) complete these changes in two steps to avoid creating multiple incorrect records.

- Step 1: Update the dates for the child's participation and save.
- Step 2: Re-enter the registration, which will now list the proper dates, and make any additional edits.

If you make a record in error or require help fixing a record, please contact [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca).

## **I have a child registered in my program who attends a second licensed program. Do they get registered in both?**

If the child is attending two different programs with two different program ID's/licences, they can be registered and claimed for each program. Provided the first name, last name, and date of birth match for both registrations, the same CCPN number will be listed for the child for both programs.

## **Can a child be registered for care with multiple educators in the same family day home agency?**

At this time, a child can only be registered once per program ID; therefore, a child can only be registered under one educator in a family day home agency during a claim month. Select the Educator that you intend to claim Affordability Grant Funding for in your registration.

## **Do I update a child's registration if their family day home educator is away temporarily?**

Licensed family day home agencies have their own policies and procedures regarding alternative care arrangements when an educator is away due to medical reasons, illness or vacation.

If the arrangements made are temporary and do not change the child's primary educator, the registration can remain under their primary educator.

The Affordability Grant is paid based on a child's age and the number of hours the child is registered to attend upon payment of the monthly parent fee. Agencies should register children based on the hours they are expected to attend on a regular basis. A short-term temporary absence will not affect the grant amount for that child, provided the parent is charged their full monthly registered fee and the child attends any portion of their registered hours within the month. If in most months, and under normal circumstances, the child is regularly attending the program for their registered hours, then no changes to the registered hours are required to accommodate the vacation of educators or families.

**What happens to Affordability Grant funding if a child does not attend care for a month, but remains actively registered in the program?**

If a child is absent from care for one full calendar month or more (i.e., does not attend any hours within the calendar month due to a provider or family vacation), Affordability Grant funding will not be paid. Affordability Grant funding is intended to reduce child care fees for parents whose children are receiving child care services each month. This child can remain active in your registration; however, when 0 attendance hours are reported in the claim, they will not be eligible for the Affordability Grant funding.

**Will there be a restriction on how many children can be registered based on the program's licensed capacity.**

At this time, there are no limitations on the number of registrations a program can have in relation to its licensed capacity, as multiple children could be enrolled and attend care at different times. It is the program's responsibility to ensure that while registrations can exceed the licensed capacity, the number of children in attendance at any given time does not exceed the licensed capacity. The ministry will periodically audit programs to ensure reasonableness.

**What do I need to complete for child registration if my program is closed during the summer?**

If your program is closed for the summer, complete your registrations for your June claim, which will be submitted on July 1. For children who are not returning after your closure, list end dates in their registrations. For children who will be returning after your closure, you can leave the end date blank, and they will be listed as "active" in the program.

For the month(s) your program is closed, and is not operational, do not submit a claim. No payment will be issued for the "active" children.

**What does "Kindergarten Child Requiring Care Outside of School Hours" mean?**

This refers to a kindergarten-aged child who attends school full time (i.e. Monday to Friday, 8:30 a.m.-3:30 p.m.) and only attends the child care program outside of regular school hours.

**If a child did not attend kindergarten during the regular school year and will be entering grade one in September, how do I register them for the summer months when school is closed?**

Children who did not attend kindergarten but are entering grade 1 in September will receive Affordability Grant funding provided they are registered to attend more than 50 hours and the program has a signed Affordability Grant Agreement. Register these children as “Kindergarten (child care required both during and outside school hours).”

**If a child attends full time kindergarten during the regular school year, how do I register them for school closure summer months?**

Children who were full-time kindergarten as of June will remain ineligible for Affordability Grant funding; however, they may qualify for Child Care Subsidy. Register these children as “Kindergarten (child care required outside school hours only).”

**If a child attends part-time kindergarten during the regular school year, how do I register them for school closure summer months?**

Children who were part-time kindergarten as of June will remain eligible for Affordability Grant funding. Register these children as “Kindergarten (child care required both during and outside school hours).”

**If a child starts grade one in the middle of the month, how do I register them?**

Eligible funding will be determined for children based on their type of care and enrollment category as of the first day of the month. If a child begins grade one mid-month they will remain in the kindergarten category for the month where the transition takes place. Edit the child's enrollment category to indicate grade one beginning the month they are in grade one, as of the first day of the month.

For example, if a child begins grade one on August 15<sup>th</sup>, their enrollment category for August will be kindergarten, and their enrollment category for September will be grade one.

**What do I do if a child's registered hours or days per week are changing?**

Update the child's registration information to reflect the revised hours or days of care prior to submitting the claim for the period in which this change takes effect. The updated information will be reflected in the enrollment category section of your claim.

**What will happen for a child's registration if subsidy is shared between more than one applicant for one program registration?**

The child registration service will mirror the information that subsidy has on record and displays in the Subsidized Children Report. One applicant will be designated as the primary applicant for subsidy, and this is the applicant visible in the child's registration.

## **What will happen if a child who was previously non-subsidized is approved for subsidy, or a previously subsidized child is no longer approved for subsidy.**

If subsidy begins, for a child who was already registered without subsidy, or ends for a child who will continue in care without subsidy, a participation record will be created to show when this change takes place. The subsidy details will be reflected in the participation record where the start and end dates had an active subsidy agreement. Non-subsidized care for this child will have a separate participation record.

## **NEW What do I do if a subsidized child appears in my child registration list, but they are not enrolled in my program?**

This may happen if a parent/guardian has listed your program in their child's subsidy application, even though they are not enrolled at your program. If this occurs, email [ChildSubsidy@gov.ab.ca](mailto:ChildSubsidy@gov.ab.ca) to report the issue. If you need to submit your claim before this child can be removed from your program list, submit your claim with "0" attendance hours for the child.

## **Contacts**

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

Child Care Registration, and Accountability Program questions – contact [childcare@gov.ab.ca](mailto:childcare@gov.ab.ca).

Child Care Licensing Portal technical support, including user profile, login, and service access – contact the Child Care Licensing Portal Support Team at [CCLicensingSystemSupport@gov.ab.ca](mailto:CCLicensingSystemSupport@gov.ab.ca)

Child Care Claims submission and adjustments – contact the Child Care Claims Unit at [childcareclaims@gov.ab.ca](mailto:childcareclaims@gov.ab.ca)

Child Care Licensing – contact your local Child Care Licensing officer, or call Child Care Connect at 1-844-644-5165

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

Affordability Grant Funding details, reporting, or process – contact the Alberta Child Care Grant Funding Program at [CCAffordGrant@gov.ab.ca](mailto:CCAffordGrant@gov.ab.ca)

Wage Top-up & Professional Development Funding details, reporting, or process – contact the Alberta Child Care Funding at [ChildCareFunding@gov.ab.ca](mailto:ChildCareFunding@gov.ab.ca)