Child Care Provider Portal (CCPP) Security Module

User Guide

November 2023

Division of Early Care and Education

DCF-P-5400 (R. 11/2023)

Contents

Background

The Provider Portal security has been automated so that the owner/director can gain access to the provider location/facility without having to send the request to the DCF Background Check Unit and DCF Security. This user guide explains the new security functionality for users.

Security Profiles (Roles)

The new security design includes multiple roles (security profiles):

- **Owner/Director:** This role has the highest level of security. This user can update all modules, including the Security. Current users are converted to this profile at rollout. Programs (provider locations/facilities) that currently don't have any users must first establish the owner/director profile. Then the owner/director can add additional users as needed. Family providers who don't have any employees only need this level.
- **Administrator**: This role has the second highest level of security. Can update the security module and grant access to other users, except modify/grant access to owner/director. If Admin user needs access to Individuals and Financial pages, those profiles must be added.
- **Individuals/HR:** These users can update Human Resources related pages such as individuals (including all background check related pages) and The Registry.
- **Financial**: These users can update and view all finance-related pages such as authorizations, subsidy payments, e-payments, etc.
- **Basic**: This is view access to all pages, except pages that have confidential information such as subsidy authorizations, individuals, etc.

The Appendix at the end of this guide explains all modules/pages each role above can view/update.

Below is a simple graph that illustrates the profiles and hierarchy.
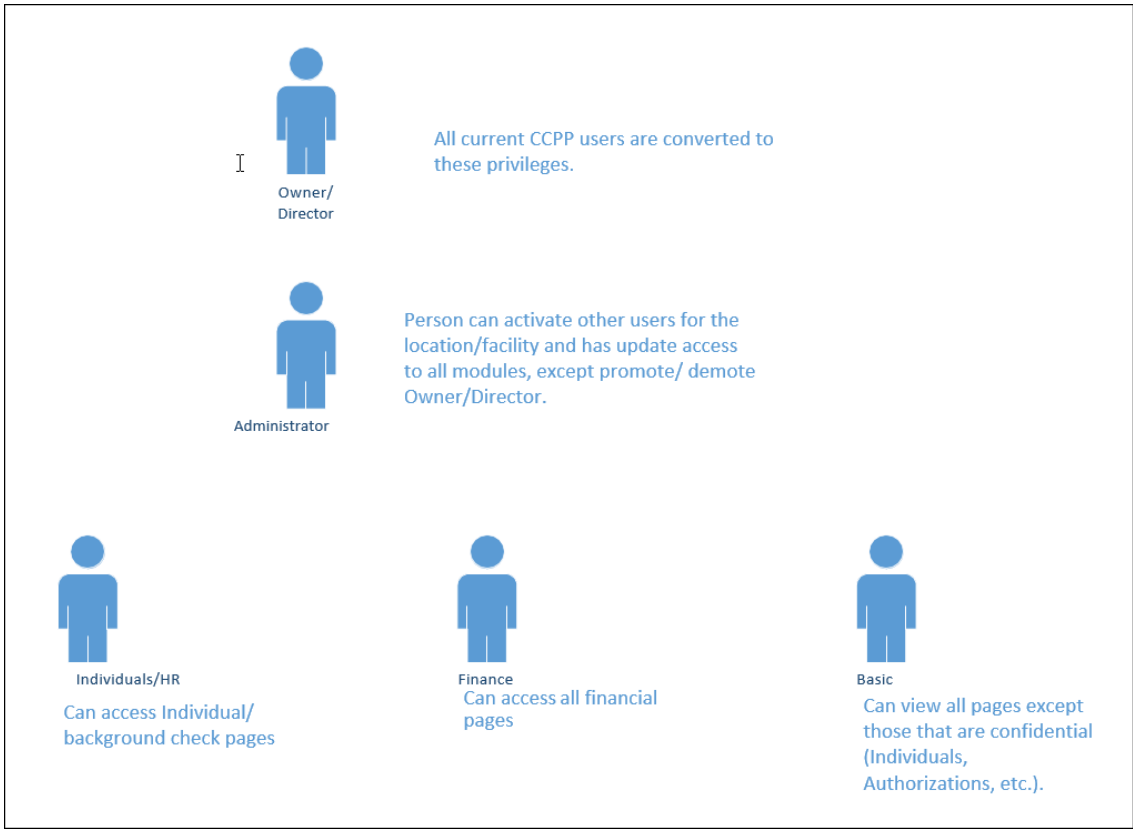
Access by Profiles

The table below shows the module/functionality by profile. If a user's access needs to be changed, please see "Modify User Access' section later in this guide.

Page/Module	Owner	Admin	Basic - General limited access	Finance View	Finance Update	HR-Individuals-View	HR-Individuals Update
Announcements	View	View	View	View	View	View	View
Authorizations	view/update	View/update		View	View/Update		
BPI documents	view/update	Upload/not view					
CCRR details	View	View	View	View	View	View	View
Closure schedule	view/update	view/update	View	View	View	View	View
Covid 19 Grant	view/update	View/update		View	View		
Covid-19 document	view/update	Upload/not view		View	View		
E-payments	view/update	View/update		View	View/Update		
Facility documents	view/update	view/update		View	View	View	View
Individuals (staff)	view/update	View/update				view	view/update
Mailing Options	view/update	view/update	View	View	View	View	View
Message	view/update	view/update		View	View	view	view/update
Provider Prices	view/update	view/update	View	View	View	View	View
Registry Details	View	View	View	View	View	View	View
Regulation Details	View	View	View	View	View	View	View
Security	view/update	view/update	View	View	View	View	View
Subsidy Payments	View	View		View	View		
YS Details	View	View	View	View	View	View	View
YS Payments	View	View		View	View		

Confidentiality

Each user should create their own User ID and never share the ID and password with others. The child care authorization and background check information contained in the Child Care Portal is confidential and users must be aware of this when using the system.

- **Log out of the portal and close the browser when you are not using it**. This will prevent unauthorized people from entering or viewing information in the portal.
- **Do not share your User ID with anyone**. Each staff member who needs access to the portal must create his or her own account, request access and log in using his or her own credentials.

Creating DWD User Logon

The first step for all new users is to create a DWD Logon by completing the steps below. If you already have iChildCare access or have created a DWD User ID for another system, you should use that User ID.

Step 1: Access the Provider Portal Login page at https://mywichildcareproviders.wisconsin.gov/. Choose 'Account Management' link. **Note:** The 'Account Management' link will take you to the DWD/Wisconsin Logon Management System page. *Si prefiere ver el módulo en español, haga clic en el botón que dice 'Español' en la esquina superior derecha de esta página*. (If you want the Spanish version of the module, choose 'Español' on the upper right corner of this page.)

Step 2: Complete the 'Create a Logon' page.

Note: If you already have a DWD ID under your email, you will get a message indicating that the email is already linked to a user. There will be a link for you to recover your account information.
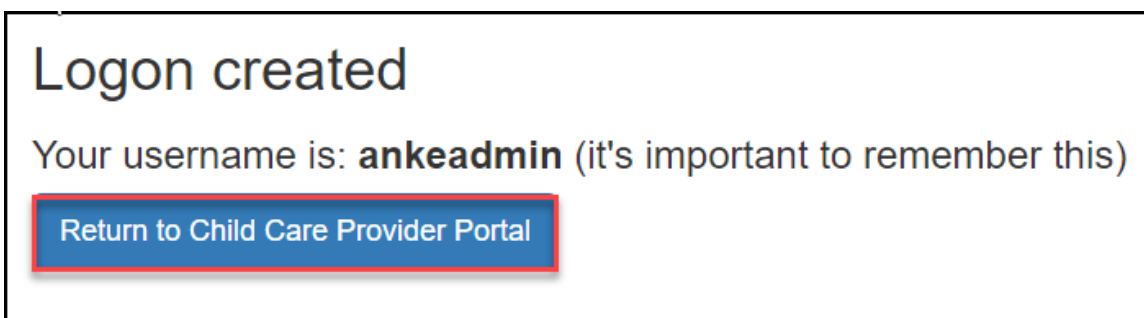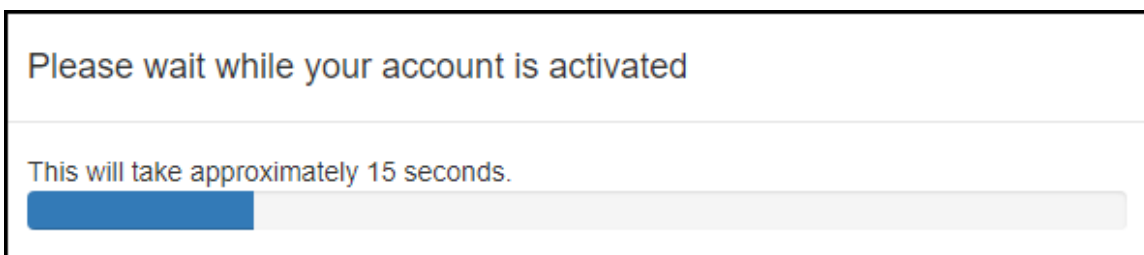
Step 3: Once you have completed the 'Create a Logon,' page, access your provided email or confirm with your phone to proceed.
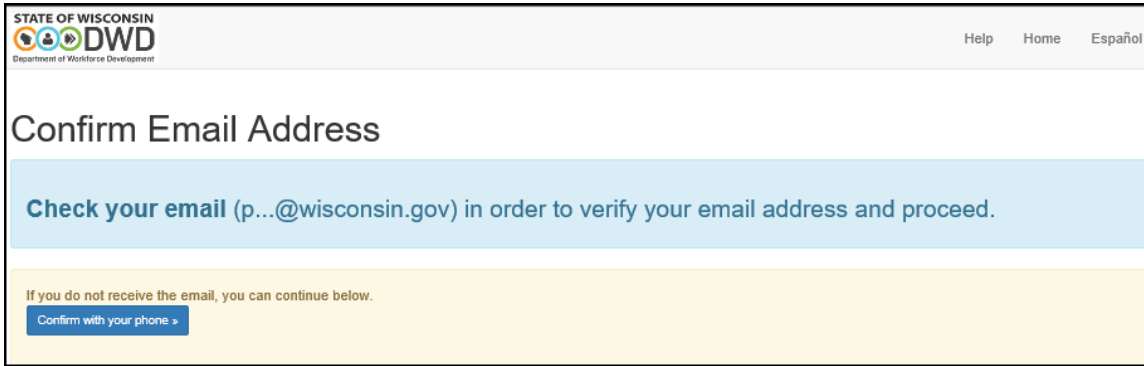
Step 4: In your email, click on the link from the DWD Wisconsin Logon Management System.
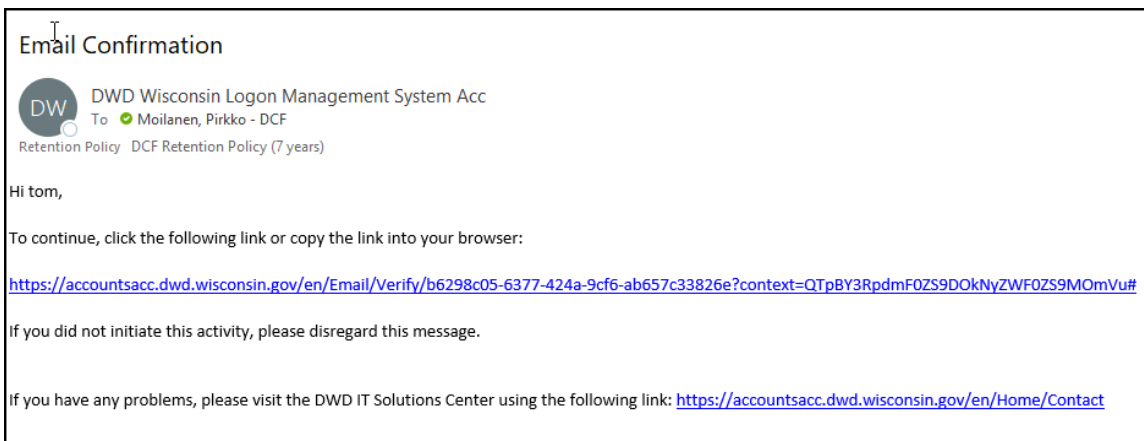
Step 5: The system will then create the user ID and activate your account.

Step 6: Select 'Return to Child Care Provider Portal' button to login to your new account.

https://mywichildcareproviders.wisconsin.gov/

Applying for Owner/Director Access to a Provider Location/Facility That Does NOT Have Current Users

If a provider location does not have any CCPP users, the first user must be owner/director. The owner/director can then assign roles for additional staff who need access to the facility. Each facility must have an owner/director first.

Note: Only one user for a facility can request a PIN for owner/director access. If a second user with owner/director access is needed, the first owner/director user can grant the access using the Modify Users Access page.

Take the steps below to gain access to a provider location:

Step 1: Create a DWD User ID explained in this guide under "Creating DWD User Logon". If you already have one (iChildCare, etc.), you can skip this step.

Step 2: Access the Provider Portal Login page at https://mywichildcareproviders.wisconsin.gov/ and log in using your user ID and password.

Step 3: After logging in, you are first taken to the 'New User Setup' page (shown below). Select 'Get Owner/Director Access.'

Note: You will need a provider/location number and Tax Identification Number submitted to the regulatory agency when applying for a license/certification for the facility.

Step 4: On the following page, choose 'Request PIN'. *To avoid unauthorized individuals from accessing your facility, the PIN will be mailed to the center by U.S. Mail.*

Note: Only one owner/director PIN can be valid at a time. If a second owner/director PIN is requested within 5 days of the first request (even for a different user), the system will reject the request. If a second PIN request is made after 5 days, this request will cause the *first* PIN to be invalid, and a new PIN will be mailed to the facility. Do not request a new owner/director PIN until the one received has been activated or expires.
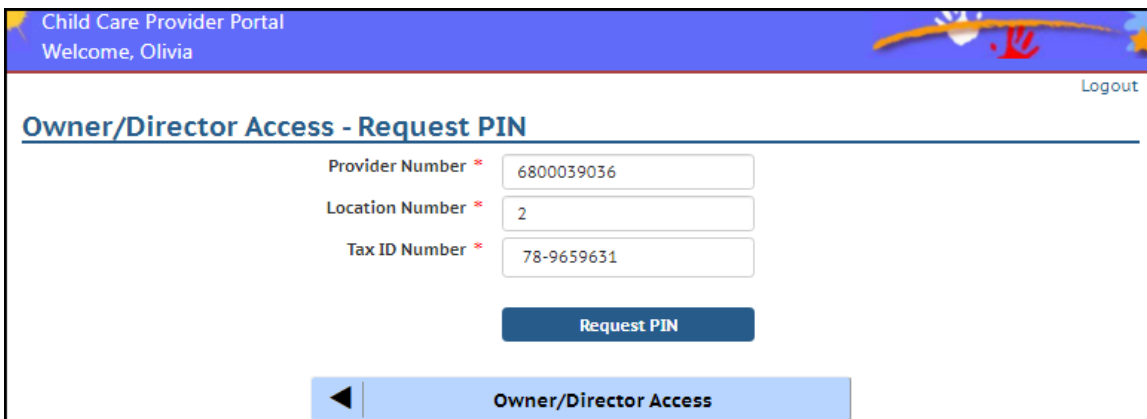
Step 5: Enter the provider/location number and the Tax Identification Number associated with the license/certification application. Then choose 'Request PIN'.

Note: The user entering the PIN is *required* to be the same user who requested the PIN.
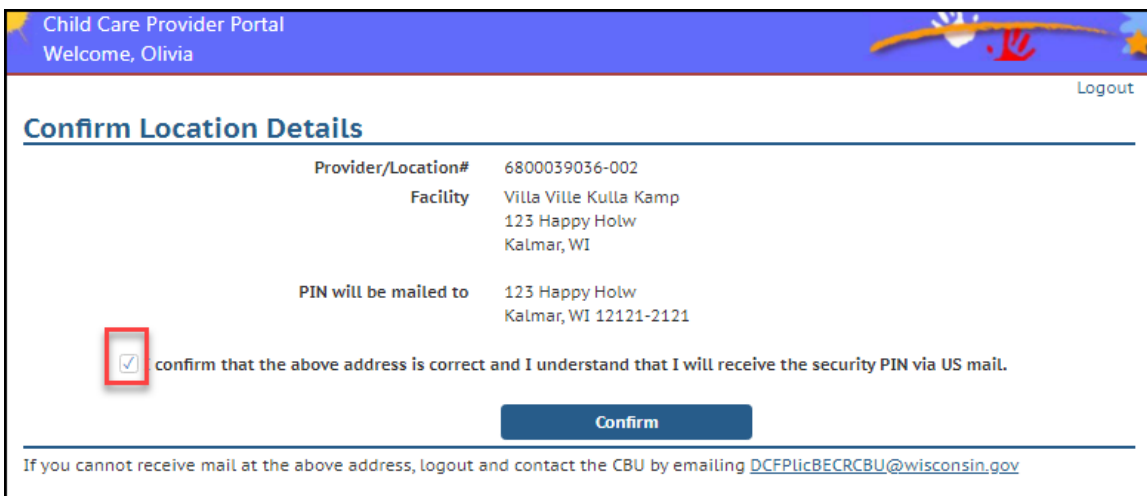
Step 6: Review the confirmation page to make sure all information is correct. Then click the checkbox and choose 'Confirm'. If the address needs to be changed, contact the CBU provided on the page.

Once the PIN has been successfully requested, you will be directed to a Confirmation page.
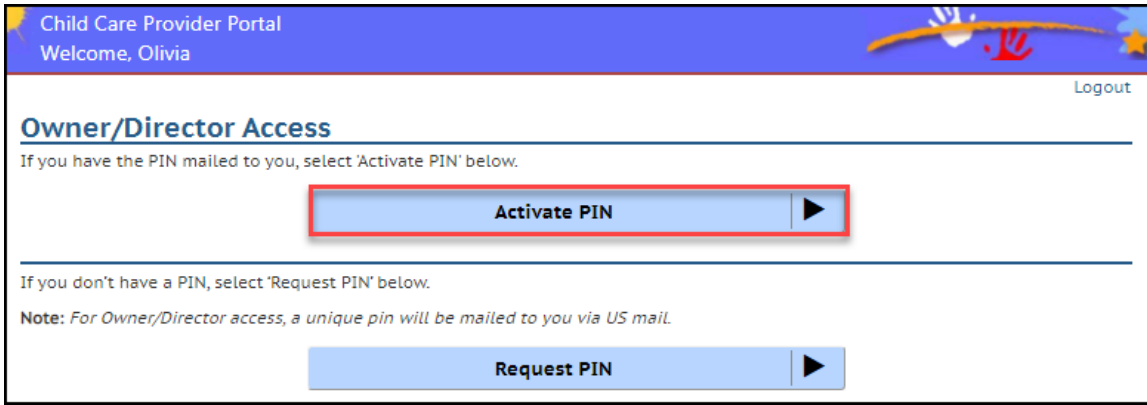
Step 7: After you receive the mailed PIN letter, log in to the CCPP using the provided PIN.

Note: The PIN expires *within one month* of the date requested.

Step 9: After you log in, choose 'Activate PIN' on the following page.
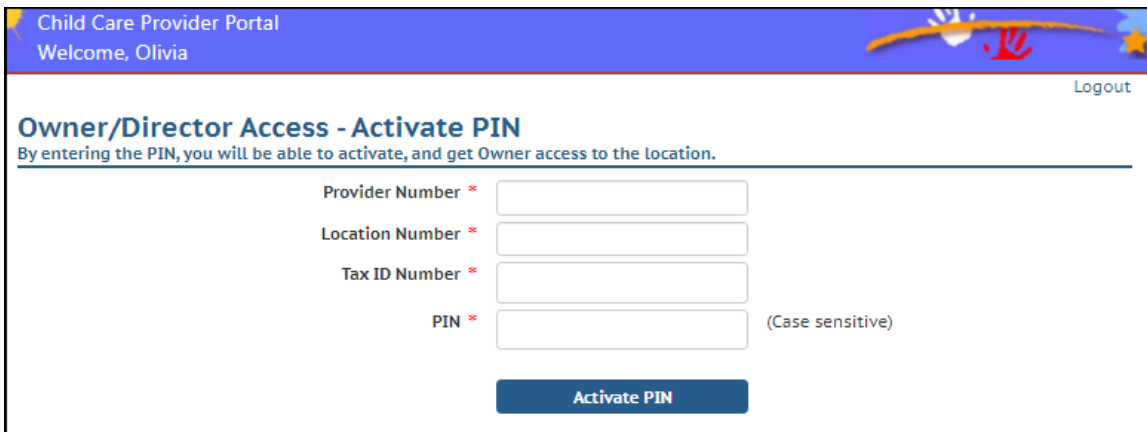
Step 10: Enter the Provider/Location Numbers, Tax Identification Number, and the PIN you received by mail.

After a successful login, the facility's home page displays.

Access Request to New Users (all roles except owner/director)

Take the steps below to gain access to a provider location that already has a user with owner/director access. This process only applies for access to the following roles: Admin, Finance, Individuals/HR, and Basic.

Step 1: Create a DWD User ID explained in this guide under "Creating DWD User Logon". If you already have one (iChildCare, etc.), you can skip this step.

Step 2: Contact the owner/director or administrator in your center to get a unique PIN, the 10-digit provider number, and 3-digit location number for the facility.

Step 3: Once you have received the PIN from the owner/director or administrator, access the Provider Portal Login page at https://mywichildcareproviders.wisconsin.gov/ and log in using your user ID and password.

Step 4: After logging in, you are taken to the 'New User Setup' page.

Note: You will need the provider and location number to the facility.

Then choose 'Additional Users for a Facility' button.

Step 5: Enter the provider/location number and the PIN you received. Then choose 'Activate'.

After you successfully log in, you are taken to the facility's home page. At this point, you have view access to most non-confidential pages.

Home

| Financial | Facility Details | Communications | Manage Facility |

▲ Other Facilities

Step 6: If you need access other than the Basic (view), the owner/director or administrator must go to the Users page in the Security Module to grant you the correct profile/role.

Security Module – Owner/Director and Administrator only

This module explains the security screens. Only owner/director and administrator has update access to this module.

A quick link to the Security Module has been added in the right-side sandwich menu.
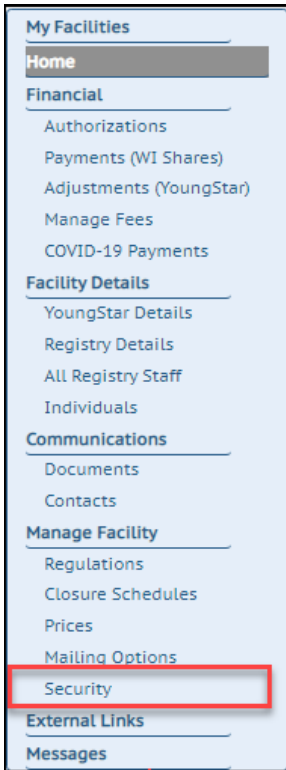
This link takes you to the Security Module.
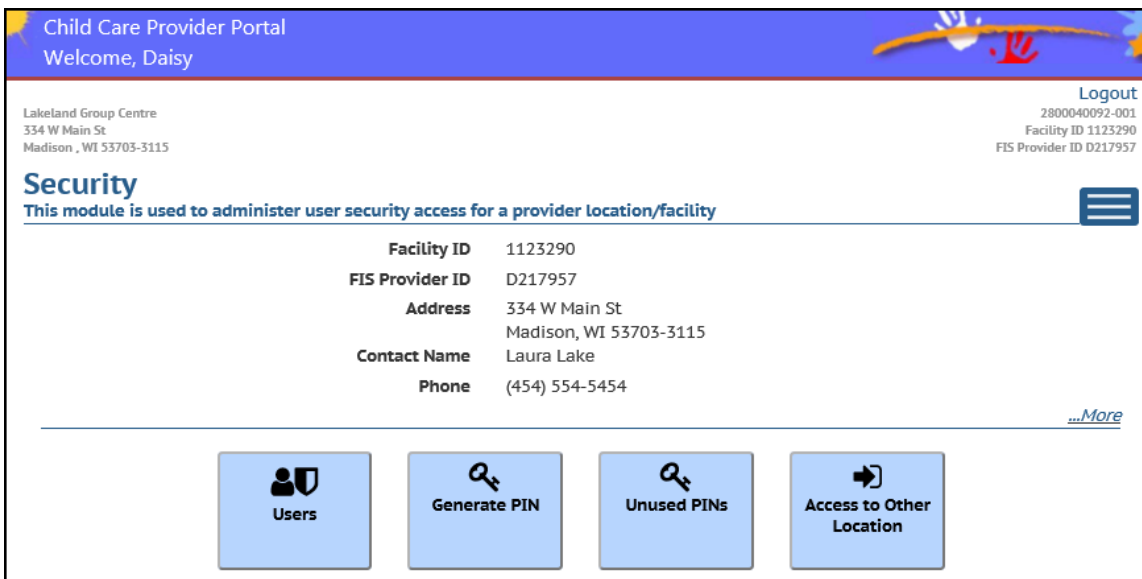
Users

This page displays users who have access to the provider location. The profiles/roles are displayed on the upper header and the column indicates if the person has the profile and the type of access. If blank, the user does not have the profile.

In the scenario below, Daisy is the owner/director, Anna has financial access and Harry and Laura a Basic (view) access.

Granting Access to a New User

Once the user has created the DWD User ID and successfully logged into the with the PIN provided, the user is automatically granted a 'Basic' (view) profile. To grant the user another role/profile (Admin, Finance or Individuals/HR), choose the Edit button next to the user's name in the list.

The Edit button takes you to a page where the profile(s) can be added.

Modify User Access

This page shows the name of the user and ID.

If the user needs owner/director or administrator access, choose the checkbox next to the role.

If the user needs View only or View/Update for Finance and Individual modules, check the appropriate radio button.

Note that the user may have more than one profile if the position requires the user to update both financial and individuals associated with the center.

Modify User Access
This page is used to modify access for a user.

First Name	Harry
Last Name	Henderson
User ID	harryhenderson
Owner	☐ ⓘ
Administrator	☐ ⓘ
Basic	Yes ⓘ
Finance	⦿ None ○ View Only ○ View/Update ⓘ
Individual	○ None ○ View Only ⦿ View/Update ⓘ

Save

After the page is saved, the Users page shows the newly added profile.

Users ⓘ
This page lists all users who have access to this provider location/facility.

Name	Director/Owner	Admin	Basic	Finance	Individuals/HR	
Henderson, Harry			Yes		View/ Update	Edit ▶
Director, Daisy	Yes	Yes	Yes	View/ Update	View/ Update	Edit ▶
Accountant, Anna			Yes	View/ Update		Edit ▶
Lake, Laura			Yes			Edit ▶

Note: If there is only one owner/director for the facility, the owner profile cannot be unchecked until another owner/director has been added.

Remove Access

If access must be removed from a user, access the 'Modify User Access' page by choosing the Edit button by the user on the list. Then choose …*More* on the lower right corner of the page.

Lakeland Group Centre
334 W Main St
Madison , WI 53703-3115

2800040092-001
Facility ID 1123290
FIS Provider ID D217957

Modify User Access
This page is used to modify access for a user.

First Name	Laura
Last Name	Lake
User ID	LauraLake
Owner	☐ ⓘ
Administrator	☐ ⓘ
Basic	Yes ⓘ
Finance	⦿ None ○ View Only ○ View/Update ⓘ
Individual	⦿ None ○ View Only ○ View/Update ⓘ

Save

…More

'Remove this User' button displays.

Lakeland Group Centre
334 W Main St
Madison , WI 53703-3115

2800040092-001
Facility ID 1123290
FIS Provider ID D217957

Modify User Access
This page is used to modify access for a user.

First Name	Laura
Last Name	Lake
User ID	LauraLake
Owner	☐ 🛈
Administrator	☐ 🛈
Basic	Yes 🛈
Finance	⦿ None ○ View Only ○ View/Update 🛈
Individual	⦿ None ○ View Only ○ View/Update 🛈

Save

Remove this User ▶

...Less

After you choose the 'Remove this User' button, you must confirm the removal and choose Save.

Lakeland Group Centre
334 W Main St
Madison , WI 53703-3115

2800040092-001
Facility ID 1123290
FIS Provider ID D217957

Remove User Access
Use this page to remove access to this user.

Removing this user means that the user will no longer have access to this location.

First Name	Laura
Last Name	Lake
User ID	LauraLake
Owner	
Administrator	
Basic	Yes
Finance	
Individual	
Confirm Removal	☑

Save

After the user has been removed, they are no longer displayed at the User list.

Note: If you need to remove an owner/director who no longer works at the facility, first modify the user's access by unchecking all profiles, except the basic. After that, you can remove the user.

Accidental Removal of a User

If a user is accidentally removed from the list, the user must be given a new PIN. After that, the user can log back in with the provider/location numbers and the new PIN.

If the user who was accidentally removed from your facility has access to another CCPP facility, the user must go to the Security Module and choose 'Access to Other Location' button.

The above button takes the user to the New User Setup where the provider/location numbers and the new PIN can be entered.

Generating PINs

In order to activate a new user for a provider location/facility, the user must have a unique PIN. The owner/director and administrator can generate the PIN to be given to the new user. To generate a PIN, access the Generate PIN button on the Security page.

On the Generate PIN page, choose the 'Generate PIN' button.

The PIN is immediately generated and can be given to the new user to activate the CCPP account.

The PIN is valid for a month and can be used only once.

Unused PINs

The owner/director and administrator can view unused PINs by accessing the Unused PINs page.

The page displays unused PINs with the creation date and the date they expire. Once the PIN is used or expired, the PIN falls off the page.

Lakeland Group Centre
334 W Main St
Madison , WI 53703-3115

2800040092-001
Facility ID 1123290
FIS Provider ID D217957
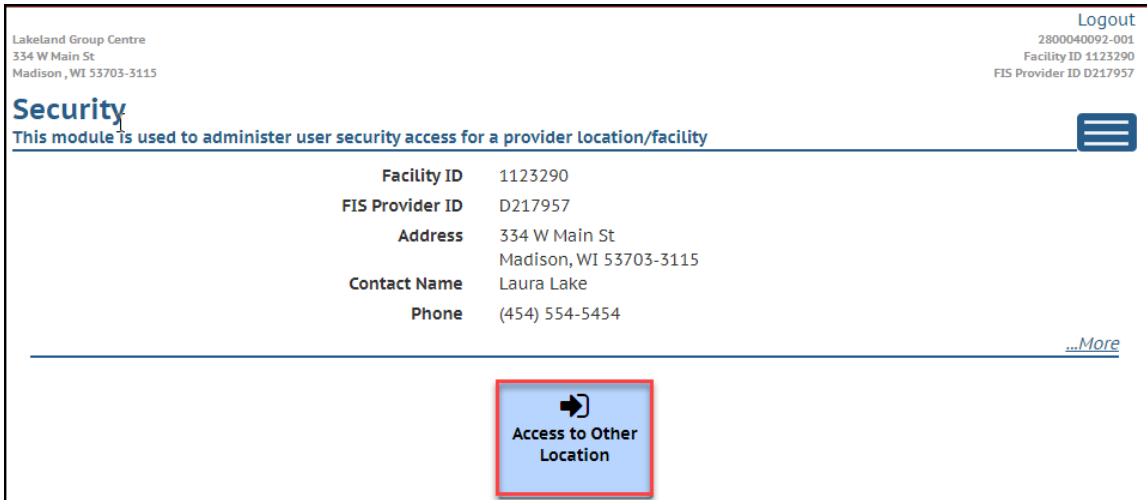
Unused PINs

This page lists PINs that have not yet been used. Once the PIN is used, it no longer displays on the page.

PIN	Created Date	Expiration Date	Status
DA7Y3WK	9/17/2020	10/17/2020	Pending
CA7S4NH	9/16/2020	10/16/2020	Pending
FB7R3ZU	9/16/2020	10/16/2020	Pending
ZN4X4MG	9/15/2020	10/15/2020	Pending

Adding a New Location to Your Current User ID

Access the Security page and choose "Access to Other Location":

There are two scenarios for adding access to a new location:

1. If you need access to a location that currently does NOT have a user with owner/director role, you must follow the instructions under 'Applying for owner/director access to a provider location/facility that does not have current users section earlier in this guide.'

2. If there is an owner/director (or administrator), you must request a PIN from the owner/director or administrator. After that, you can log into the system with the new PIN using your current User ID.

Owner/Director Change

To replace an owner/director, three options are available:

1. Current owner/director can give new owner/director access by accessing the Modify User Access. Add a check mark to the Owner profile.

2. If the previous owner/director no longer works at the facility, DCF CBU can end access to the current owner/director and allow a new user to use the automated system to start new owner access. Contact CBU for this option.

3. DCF Security can give new user owner/director access. New user can end the old owner's access. Contact CBU for this option.

Previous Director/Owner is no Longer at the Facility

If the previous owner/director left without granting owner access to the new owner/director, take the following steps:

1. New owner/director creates a DWD Login ID using https://accounts.dwd.wisconsin.gov/.
2. New owner/director contacts CBU to have a PIN created.
3. Once the new owner/director receives the PIN, the owner/director logs into CCPP and uses the 'Additional Users for a Facility' section. Then enters the provider/location numbers and the PIN.

4. This gives the new owner/director the basic access. CBU staff can promote the new director/owner to have the Owner profile. The previous owner/director should be removed.

User with a Pending Licensing/Certification Application

Providers who are applying for licensing/certification can gain access to the Provider Portal as soon as the application has been initiated in the licensing/certification database. You need to get the 10-digit provider and 3-digit location number from the regulatory agency (regional licensing or county/tribal certifier). Once you have the provider/location number, you can complete the steps under 'Applying for Owner/Director access to a Provider Location/Facility that does not have a current User' section earlier in this user guide.

Rollout

The new Security Module will be available starting on September 26, 2020. At that time, all current Provider Portal users will be converted to have the highest level access (owner/director role). The director of the center should access the Users page and modify access to other users for the facility, as needed, for their positions. For confidentiality and security reasons, there should only be one or two staff with the owner/director role.

Example:

1. **Human Resources:** The center should restrict the view/update access to the Individuals module to only those who are dealing with Human Resources-related tasks. The Individual module includes confidential information on staff at the center (date of birth, home address, etc.), so allowing all staff accessing this information is a potential concern.

2. **Finance:** The center should restrict view/update access to subsidy authorizations because those contain confidential information.

Help

If you need assistance with security access-related issues, please contact the DCF Caregiver Background Check Unit at 608-422-<mark>7400</mark> or email them at DCFPlicBECRCBU@wisconsin.gov.

Appendix – Security Profile/Role Detail

Basic role

- Home
- Financial
    - Prices (View)
- Facility Details
    - YoungStar Details
    - Registry Details (View)
    - Manage Facility
        - Regulations
        - Closure Schedules (View)
        - Prices (view)
        - Mailing Options (View)
        - Security
            - ✓ Access to Other Location
- Communications
    - Contacts
    - External Links

Financial View

- **B - Basic**
- Financial
    - Authorizations (View)
    - Payments
    - Adjustments (YoungStar)
    - Manage Fees (View)
    - COVID-19 Grant (View)
    - COVID-19 Document (View)
- Communications
    - Documents (View)
    - Messages (View)

Financial Update

- **B - Basic**
- **FV - Financial View**
- Financial
    - Authorizations (Update)
    - Manage Fees (Update)

HR (Individual) View

- **Basic**
- Individuals
    - Individual Details (View)
    - Aliases (View)
    - Background checks
    - Background Check Request Form (View)
    - Individual Documents

- o Fingerprint Code (View)

- Communications
    - o Documents (View)
    - o Messages (View)

HR (Individual) Update

- **Basic**
- **HR (Individual) View**
- Individuals
    - o Individual Details (Update)
    - o Aliases (Update)
    - o Background Check Request Form (Update)
    - o Fingerprint Code (Update)
    - o Registry Details Copy (Update)
- Communications
    - o Messages (Update)

Administrator

- **Basic**
- **Financial View**
- **Financial Update**
- **HR (Individual) View**
- **HR (Individual) Update**
- Documents (Update)
- Closure Schedules (Update)
- Prices (Update)
- Mailing Options (Update)
- COVID-19 Grant (Update)
- Security
    - o Users List
    - o Generate PIN (Update)
    - o Unused PINs
    - o User Access (View)
    - o User Access (Update)

Owner/Director

- **Basic**
- **Financial View**
- **Financial Update**
- **HR (Individual) View**
- **HR (Individual) Update**
- **Administrator**
- Owner (Can assign owner access to another user)