

## Child Care Provider Portal and iChildCare Portal Quick Reference Guide

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please contact the Bureau of Early Care Regulation at [dcfclicreg@wisconsin.gov](mailto:dcfclicreg@wisconsin.gov) or (608) 421-7550. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

<p><b>Child Care Provider Portal (CCPP)</b></p>	<p>For <b>child care providers</b> to manage the background checks and eligibility of individuals employed or residing at their location.</p>
<p><b>Providers can:</b></p> <ul style="list-style-type: none"> <li>• Request DCF run background checks for individuals at their center.</li> <li>• Check to see if a prospective employee has already gained eligibility through a DCF run background check.</li> <li>• Receive messages from the Child Care Background Unit regarding individuals at their program.</li> <li>• Receive letters of eligibility for individuals active at their program.</li> <li>• Manage the state-required annual name-based background checks for individuals active at their program.</li> </ul>	<p><b>How to Access:</b></p> <ul style="list-style-type: none"> <li>• Create a DWD account at <a href="https://accounts.dwd.wisconsin.gov/">https://accounts.dwd.wisconsin.gov/</a> <ul style="list-style-type: none"> <li>○ If you already have a DWD account but do not have access, select “Get Help” and use an option under “Username/Password Recovery”.</li> </ul> </li> <li>• Fill out the CCPP Access form at <a href="https://dcf.wisconsin.gov/files/forms/doc/5305.docx">https://dcf.wisconsin.gov/files/forms/doc/5305.docx</a> <ul style="list-style-type: none"> <li>○ If you are a higher education entity or contracted service and do not have a provider number, you may request one at <a href="https://dcf.wisconsin.gov/childcare/provider-number-request">dcf.wisconsin.gov/childcare/provider-number-request</a></li> </ul> </li> <li>• The requestor will be notified when their request is finished processing.</li> <li>• For more information about CCPP, visit <a href="https://dcf.wisconsin.gov/childcare/provider-portal/info">https://dcf.wisconsin.gov/childcare/provider-portal/info</a></li> </ul>
<p><b>iChildCare Portal</b></p>	<p>For <b>individuals</b> wishing to reside or work in a regulated child care setting to request their own background check and manage their eligibility status.</p>
<p><b>Individuals can:</b></p> <ul style="list-style-type: none"> <li>• Request DCF run background checks for themselves.</li> <li>• Check on their current eligibility status.</li> <li>• Receive letters of eligibility to reside and work in child care.</li> <li>• Update their information across all CCPP accounts they are attached to.</li> <li>• View any child care locations they are currently considered to be residing or working at.</li> </ul>	<p><b>How to Access:</b></p> <ul style="list-style-type: none"> <li>• Go to: <a href="https://ichildcare.wisconsin.gov">https://ichildcare.wisconsin.gov</a></li> <li>• Select the “Create a Logon” link in the text at the bottom of the page and follow the instructions given. <ul style="list-style-type: none"> <li>○ If an individual already is entered in a Child Care Provider Portal, that individual may need to receive a PIN to verify their identity. This PIN will be mailed to them at their home address.</li> </ul> </li> <li>• The individual may immediately access the iChildCare Portal once their Logon is created.</li> <li>• For more information about iChildCare, visit <a href="https://dcf.wisconsin.gov/childcare/ichildcare/portalinfo">https://dcf.wisconsin.gov/childcare/ichildcare/portalinfo</a></li> </ul> <p>*Individuals may <i>only</i> make a portal account for themselves. It is a form of fraud to create an iChildCare account on behalf of someone else.</p>

## What's the Difference?

Child Care Provider Portal (CCPP)	iChildCare Portal
Providers can manage the background checks of all caregivers and noncaregiver employees residing or working in their child care location(s).	Individuals can manage and request their own child care background check information.
Multiple employees of a child care provider can have access to the same portal account.	Only the individual who owns the iChildCare account may access it.
Child care programs can see all caregivers and noncaregiver employees attached to their location(s).	Individuals can see all child care provider locations they are attached to.
Managed by a child care provider.	Managed by an individual.

## Frequently Asked Questions

<p><b>Q:</b> <i>Why am I unable to edit an individual's details in the Child Care Provider Portal?</i></p> <p><b>A:</b> If an individual has created an account in the iChildCare Portal, then their information can only be edited by the individual in the iChildCare Portal. Their information will automatically be updated in all Child Care Provider Portal locations they are attached to.</p>
<p><b>Q:</b> <i>Which account should I make?</i></p> <p><b>A:</b> The Child Care Provider Portal exists for child care providers who wish to manage the eligibility of caregivers and noncaregiver employees active at their child care location. The iChildCare Portal exists for all individuals who wish to reside or work in a regulated child care setting.</p>
<p><b>Q:</b> <i>Who should I contact if I have trouble accessing either account?</i></p> <p><b>A:</b> Email the Child Care Background Unit at <a href="mailto:DCFPlcBECRCBU@wisconsin.gov">DCFPlcBECRCBU@wisconsin.gov</a>.</p>
<p><b>Q:</b> <i>We have a new licensee; how do I add them in the CCPP?</i></p> <p><b>A:</b> Because all new licensees (e.g., Board President) must be reported to DCF, programs must notify their licensing specialist when they need to change the listed licensee in the CCPP.</p>

## Helpful Links

DCF Background Check Website: <a href="http://dcf.wisconsin.gov/ccbgcheck">dcf.wisconsin.gov/ccbgcheck</a>
Child Care Provider Portal: <a href="http://mywchildcareproviders.wisconsin.gov">mywchildcareproviders.wisconsin.gov</a>
iChildCare Portal: <a href="http://ichildcare.wisconsin.gov">ichildcare.wisconsin.gov</a>
More FAQ: <a href="https://dcf.wisconsin.gov/ccregulation/backgroundcheckfaq">https://dcf.wisconsin.gov/ccregulation/backgroundcheckfaq</a>

## Child Care Background Unit Contact Information

<b>Phone:</b> 608-422-7400
<b>Fax:</b> 608-422-7155
<b>Email:</b> <a href="mailto:DCFPlcBECRCBU@wisconsin.gov">DCFPlcBECRCBU@wisconsin.gov</a>