Child Care Provider Portal (CCPP) Security Module

User Guide

December 2025

Division of Early Care and Education

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Background

The Child Care Provider Portal (CCPP) security module 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 security functionality for users.

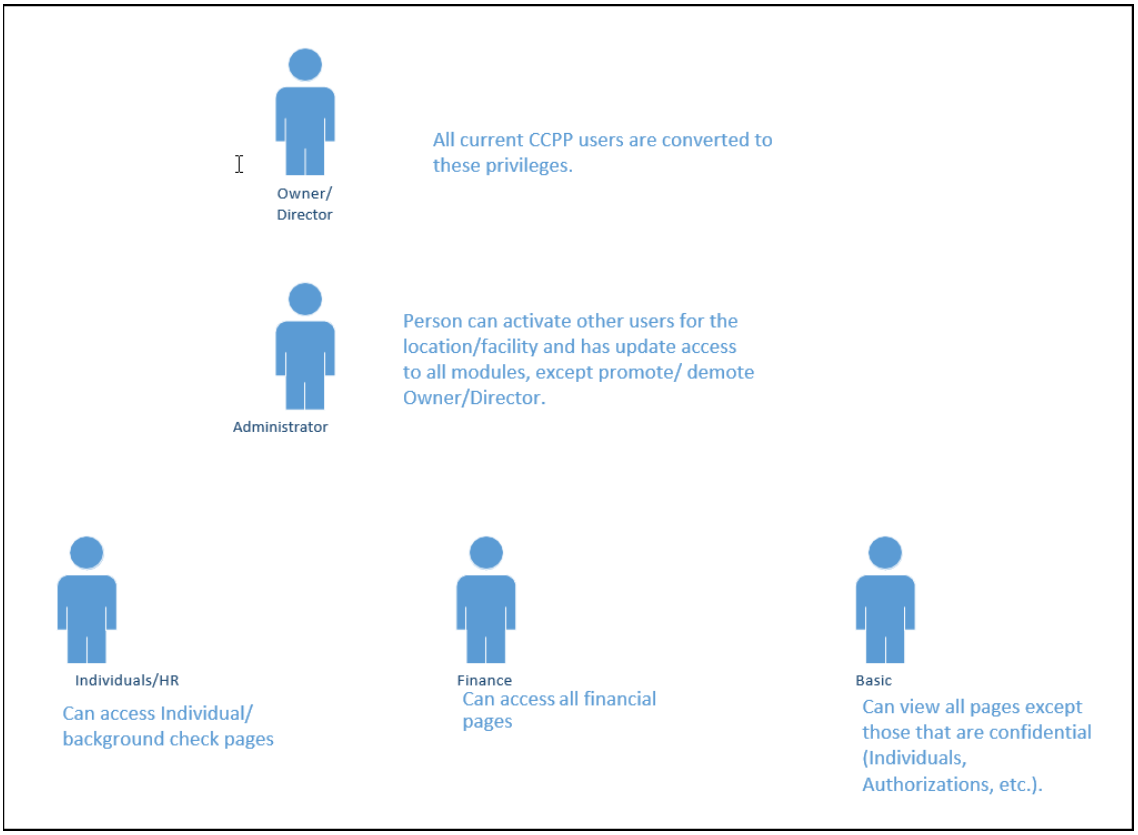
Security Profiles (Roles)

The security module includes multiple roles (security profiles):

- **Owner/Director:** This role has the highest level of security. This user can update all modules, including the Security. Family child care providers who don't have any employees only need this level.
- **Administrator**: This role has the second highest level of security. A person with this role can update the security module and grant access to other users, except modifying/granting access to an owner/director. If user with administrator access needs access to the 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 a "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 listed above can view/update.

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



Users with Expression of Interest (EOI) and Initial Online Licensing/Certification Applications (OLCA)

The security functionality related to users who have submitted an EOI and OLA applications is explained in the Online Licensing/Certification user guide.

Access by Profiles

The table below shows the module/functionality by profile/role. 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 Only	Finance Update	Individuals-HR View Only	Individuals-HR Update
Announcements	View	View	View	View	View	View	View
Authorizations	No access	No access	No access	View	View/Update	No access	No access
BPI Documents	View/upload	Upload/not view	No access	No access	No access	No access	No access
CCRR Details	View	View	View	View	View	View	View
Closure Schedule	View/update	View/update	View	View	View	View	View
Child Care Bridge Payments	View/update	View/update	No access	View	View	No access	No access
Child Care Bridge Payments-Documents	View/upload	View/upload	No access	View	View	No access	No access
Regulatory Fees	View/Update	View/update	No access	View	View/Update	No access	No access
Facility Documents	View	View	No access	No access	No access	View	View
Individuals (staff)	View/Update	View/update	No access	No access	No access	View	View/update
Communication Preferences	View/update	View/update	View	View	View	View	View
Messages	View	View	No access	View	View/	View	View
Provider Prices/Fees	View/update	View/update	View	View	View	View	View
Registry Details	View	View	View	View	View	View	View
Regulatory Applications	View/update	View/update	No access	No access	No access	No access	No access
Regulation Details	View	View	View	View	View	View	View
Security	View/update	View/update	No access	No access	No access	No access	No access
Subsidy Payments	No access	No access	No access	View	View	No access	No access
YoungStar Details	View	View	View	View	View	View	View
YoungStar Adjustments	No access	No access	No access	View	View	No access	No access
Provider Website	View/update	View/update	View	View	View	View	View
Get Kids Ready	View/update	View/update	No access	View	View	No access	No access

Confidentiality

Each user should create their own CCPP 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.

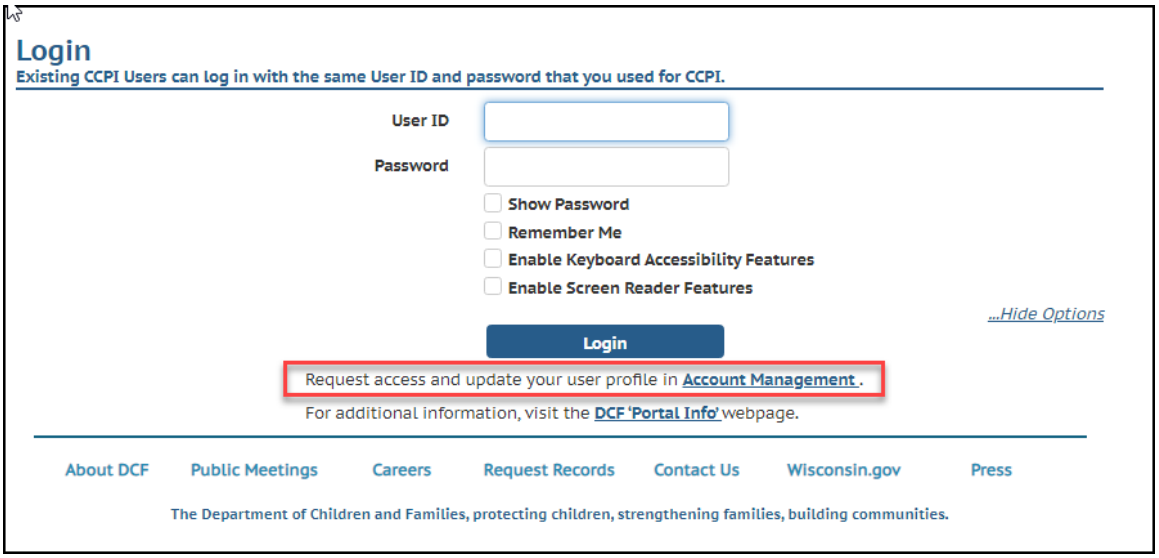
- **Do not share your User ID with anyone**. Each staff member who needs access to the portal must create his or her own account, request access and log in using their own credentials.

Creating DWD User Logon

This section pertains to users who are seeking access to an existing child care center/program. If you are interested in applying for a license/certificate, the security functionality is explained in the Online Applications user guide.

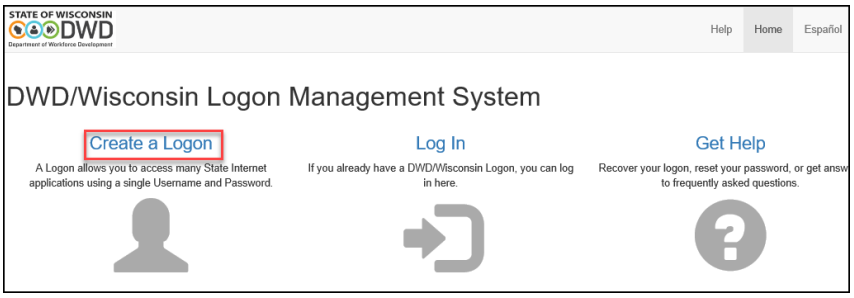
The first step for all new users is to create a DWD Logon by completing the steps below. If you already have iChildCare access or have created a DWD User ID for another system, you should use that User ID.

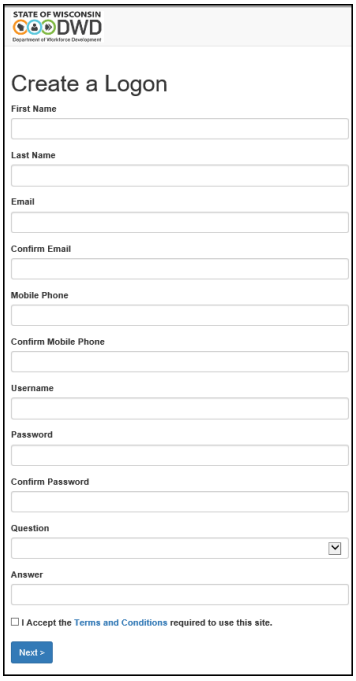
Step 1: Access the Child Care Provider Portal Login page. Choose **Account Management** link. **Note:** The **Account Management** link will take you to the DWD/Wisconsin Logon Management System page. *Si prefiere ver el módulo en español, haga clic en el botón que dice 'Español' en la esquina superior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



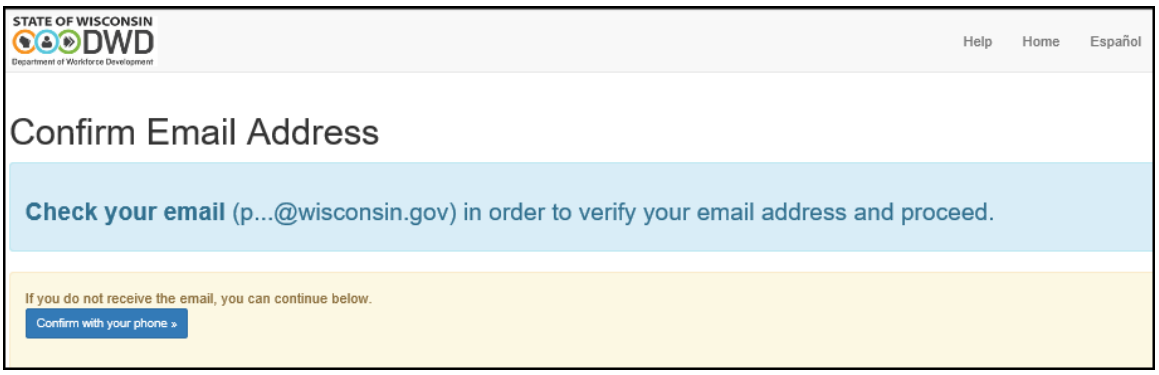
Step 2: Click on and complete the **Create a Logon** page.

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.

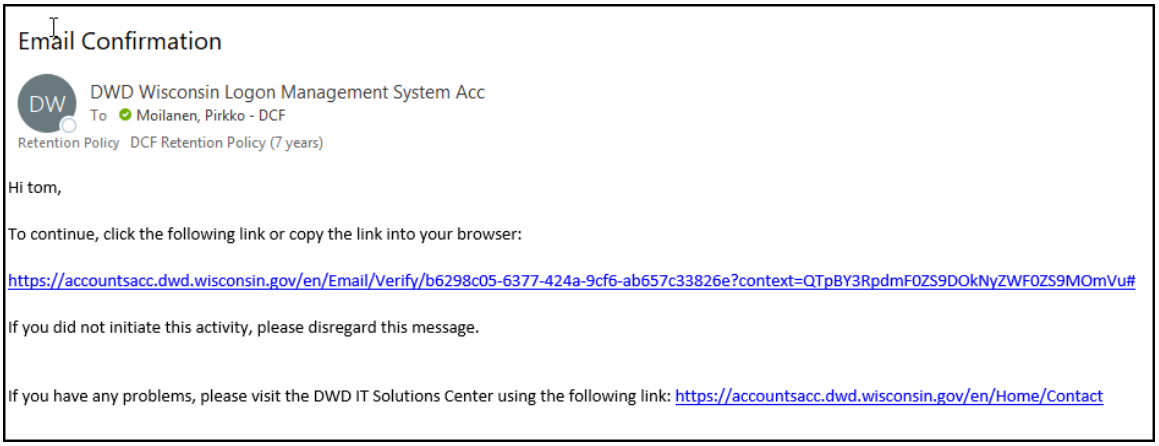




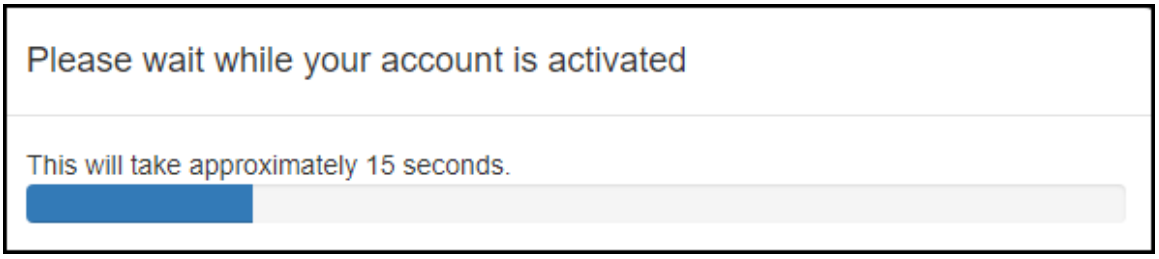
Step 3: Once you have completed the 'Create a Logon,' page, access your provided email or confirm with your phone to proceed.

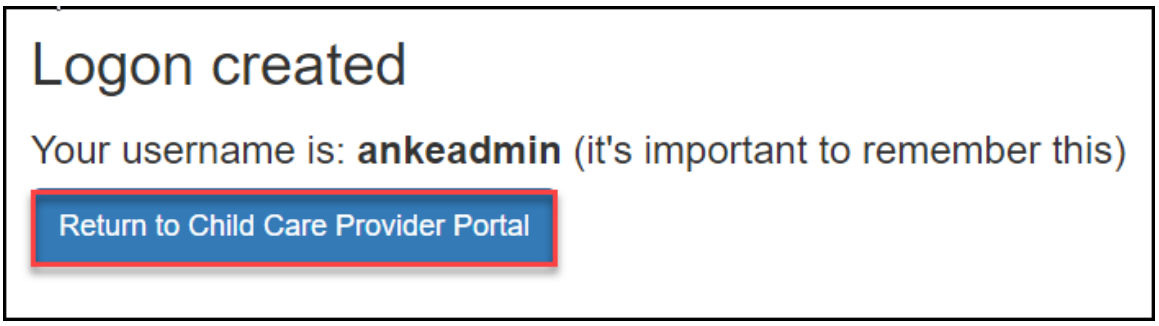


Step 4: In your email, click on the link from the DWD Wisconsin Logon Management System.



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 record. Each facility must first have an owner/director.

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.

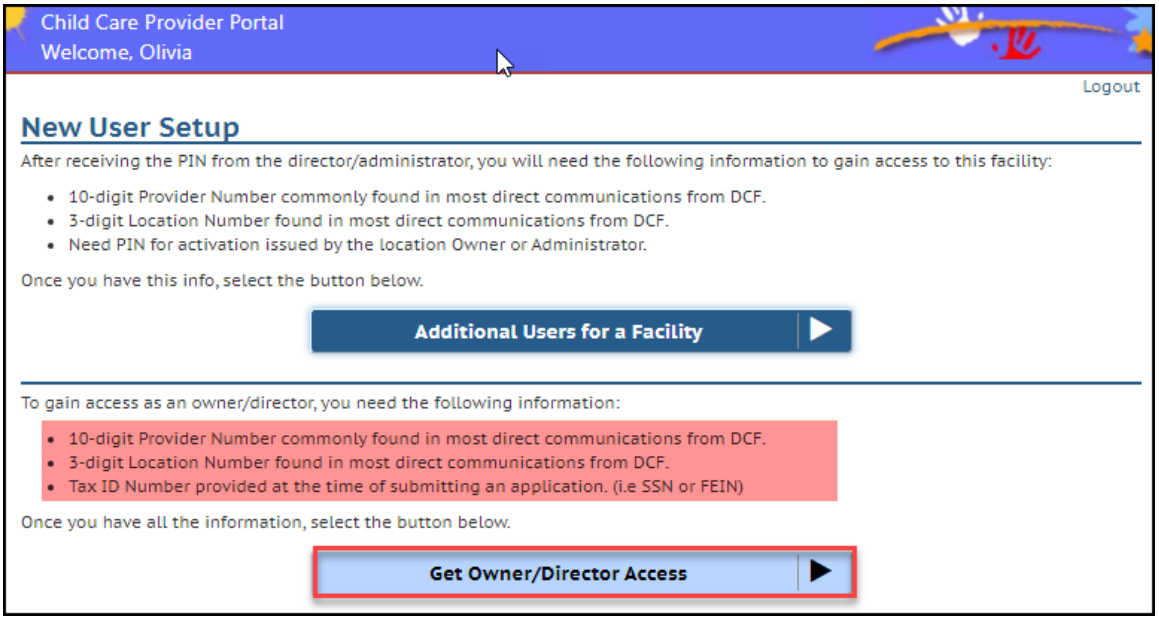
Take the steps below to gain access to a provider location:

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 and log in using your user ID and password.

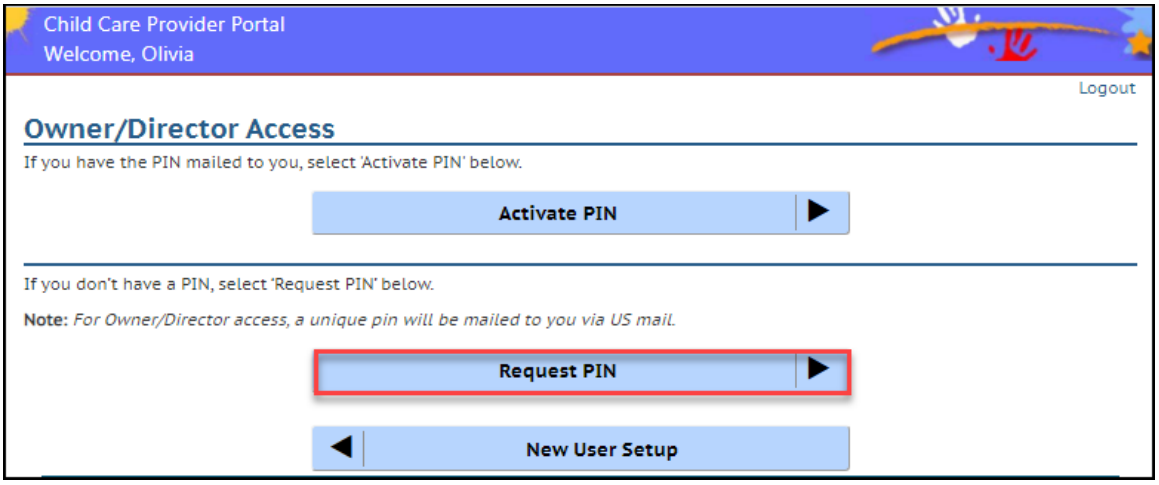
Step 3: After logging in, you are first taken to the **New User Setup** page (shown below). Select **Get Owner/Director Access**.

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



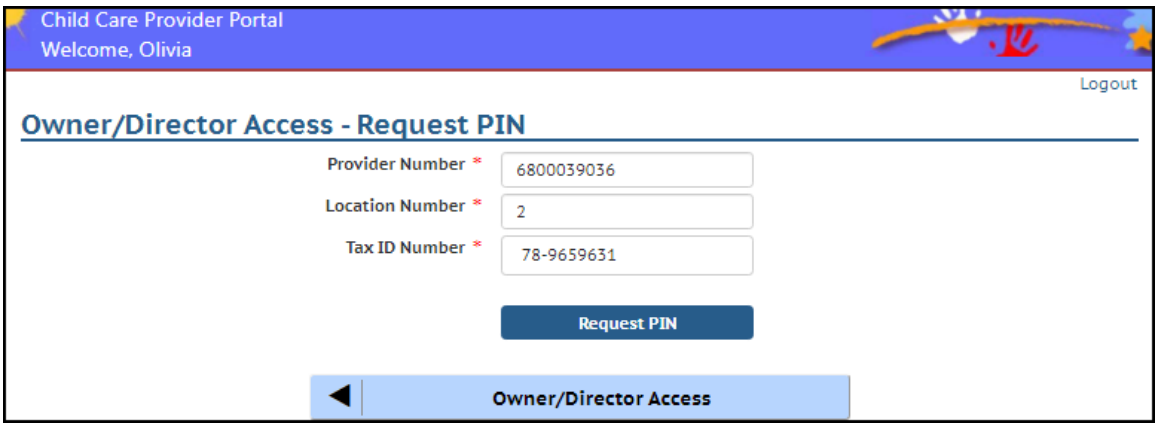
Step 4: On the following page, choose **Request PIN**. *To avoid unauthorized individuals from accessing your facility, the PIN will be mailed to the center by U.S. Mail.*

Note: Only one owner/director PIN can be valid at a time. If a second owner/director PIN is requested within five (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 five (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 another owner/director PIN until the initial one received has been activated or expires.

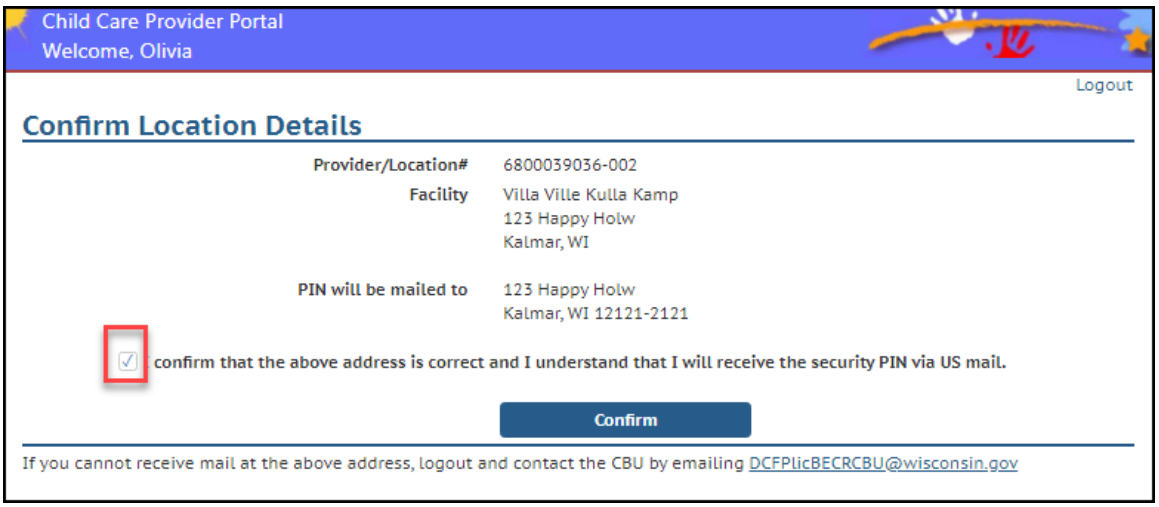


Step 5: Enter the provider/location number and the Tax Identification Number associated with the license/certification application. Then choose **Request PIN**.

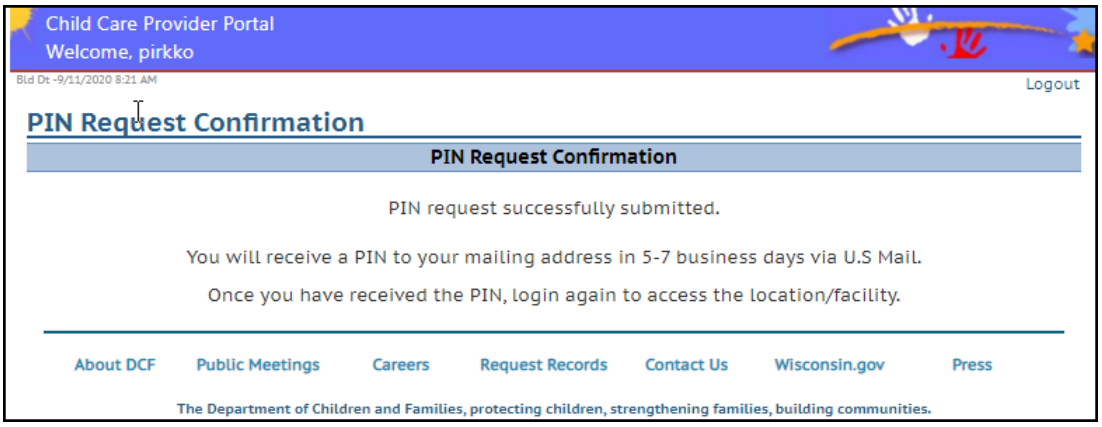
Note: The user entering the PIN is *required* to be the same user who requested the PIN.



Step 6: Review the confirmation page to make sure all information is correct. Then click the checkbox and choose **Confirm**. If the PIN mailing address needs to be changed, contact the CBU at the email provided on the page.

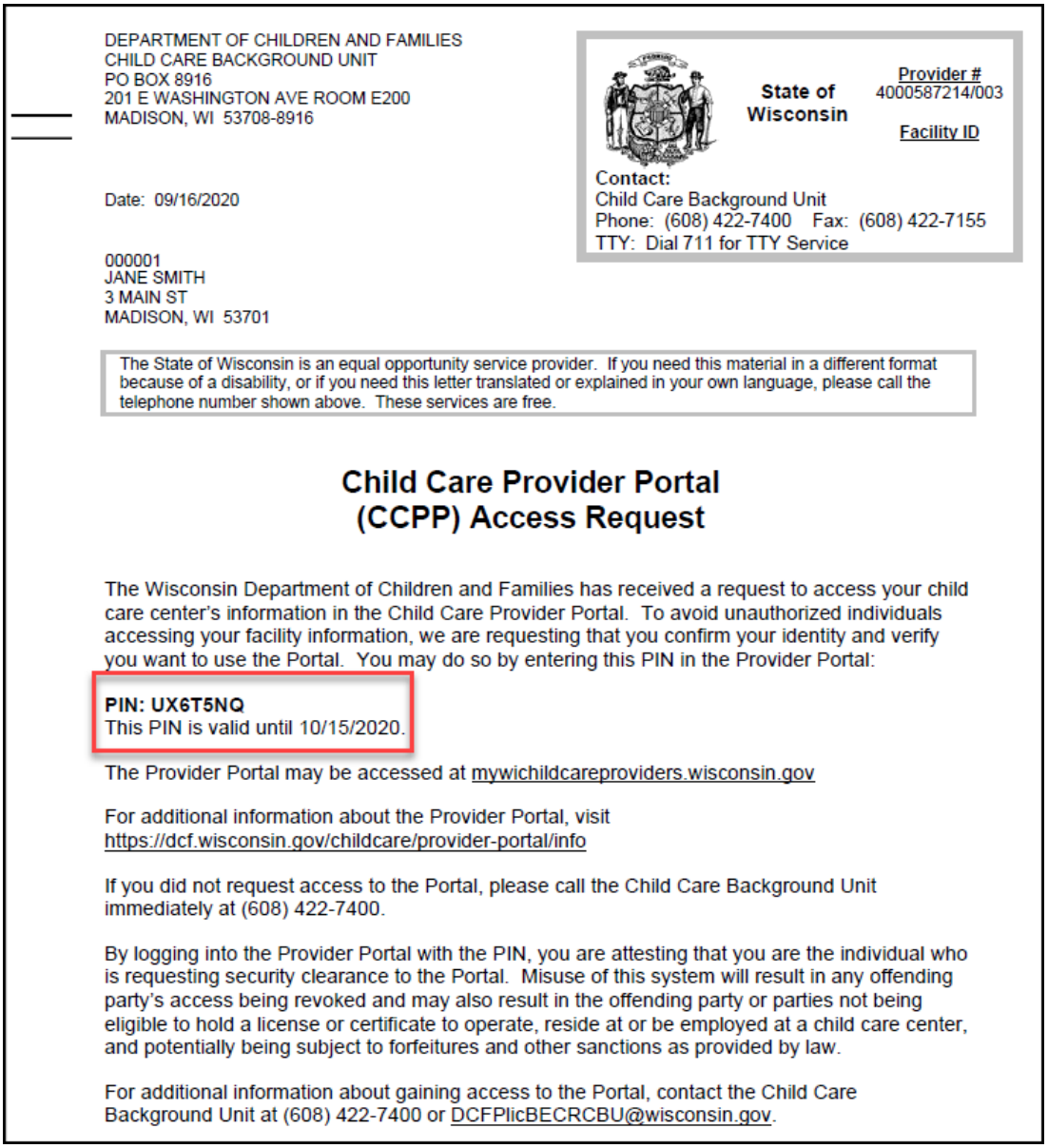


Once the PIN has been successfully requested, you will be directed to a Confirmation page.



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.



DEPARTMENT OF CHILDREN AND FAMILIES
CHILD CARE BACKGROUND UNIT
PO BOX 8916
201 E WASHINGTON AVE ROOM E200
MADISON, WI 53708-8916

State of Wisconsin

Provider #
4000587214/003

Facility ID

Contact:
Child Care Background Unit
Phone: (608) 422-7400 Fax: (608) 422-7155
TTY: Dial 711 for TTY Service

Date: 09/16/2020

000001
JANE SMITH
3 MAIN ST
MADISON, WI 53701

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Child Care Provider Portal (CCPP) Access Request

The Wisconsin Department of Children and Families has received a request to access your child care center's information in the Child Care Provider Portal. To avoid unauthorized individuals accessing your facility information, we are requesting that you confirm your identity and verify you want to use the Portal. You may do so by entering this PIN in the Provider Portal:

PIN: UX6T5NQ
This PIN is valid until 10/15/2020.

The Provider Portal may be accessed at mywichildcareproviders.wisconsin.gov

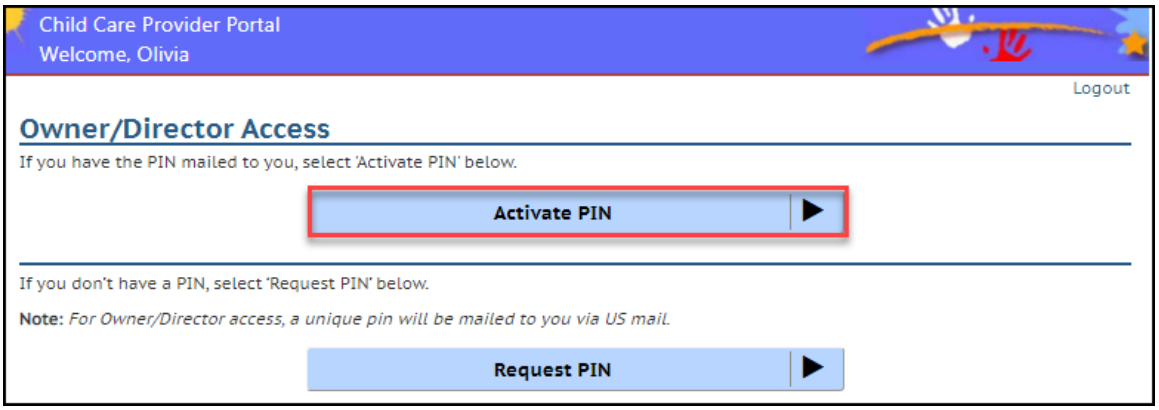
For additional information about the Provider Portal, visit https://dcf.wisconsin.gov/childcare/provider-portal/info

If you did not request access to the Portal, please call the Child Care Background Unit immediately at (608) 422-7400.

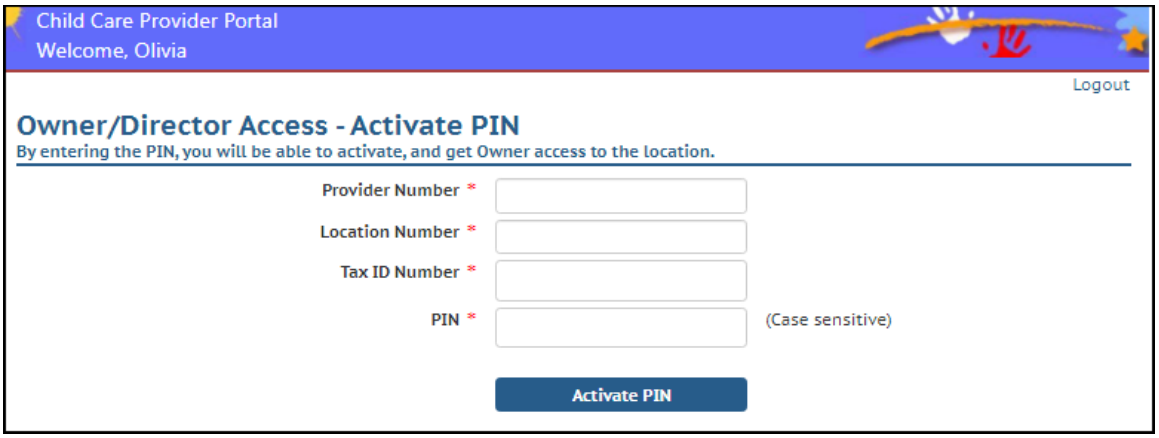
By logging into the Provider Portal with the PIN, you are attesting that you are the individual who is requesting security clearance to the Portal. Misuse of this system will result in any offending party's access being revoked and may also result in the offending party or parties not being eligible to hold a license or certificate to operate, reside at or be employed at a child care center, and potentially being subject to forfeitures and other sanctions as provided by law.

For additional information about gaining access to the Portal, contact the Child Care Background Unit at (608) 422-7400 or DCFPlicBECRCBU@wisconsin.gov.

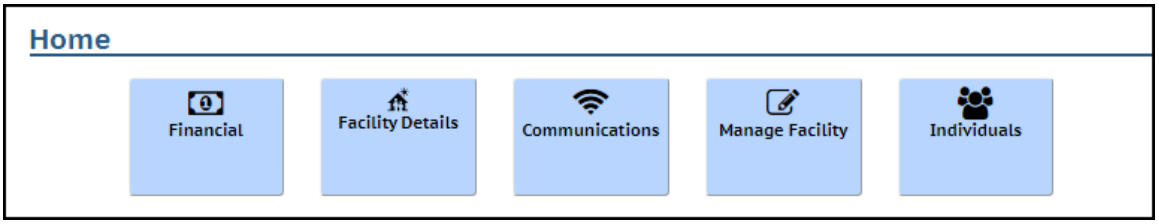
Step 9: After you log in, choose **Activate PIN** on the following page.



Step 10: Enter the Provider/Location Number, Tax Identification Number, and the PIN you received by mail.



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



Access Request for 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 for the following roles: Administrator, Finance, Individuals/HR, and Basic.

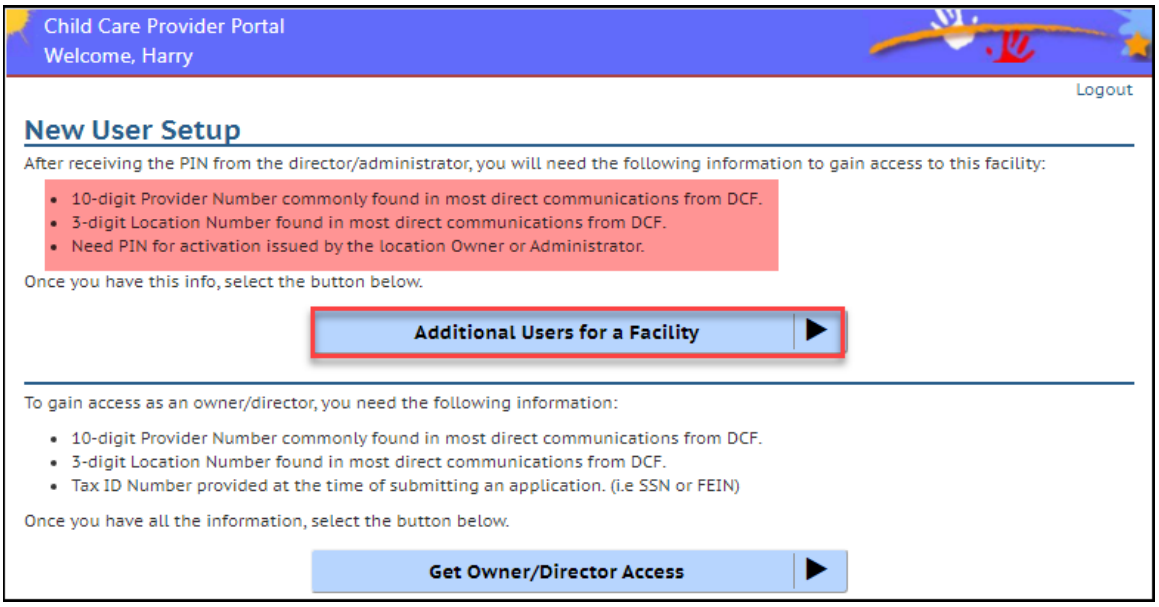
Step 1: Create a DWD User ID explained in this guide under **Creating DWD User Logon**. If you already have one (iChildCare, etc.), you can skip this step.

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 Child Care Provider Portal Login page and log in using your user ID and password created in Step 1.

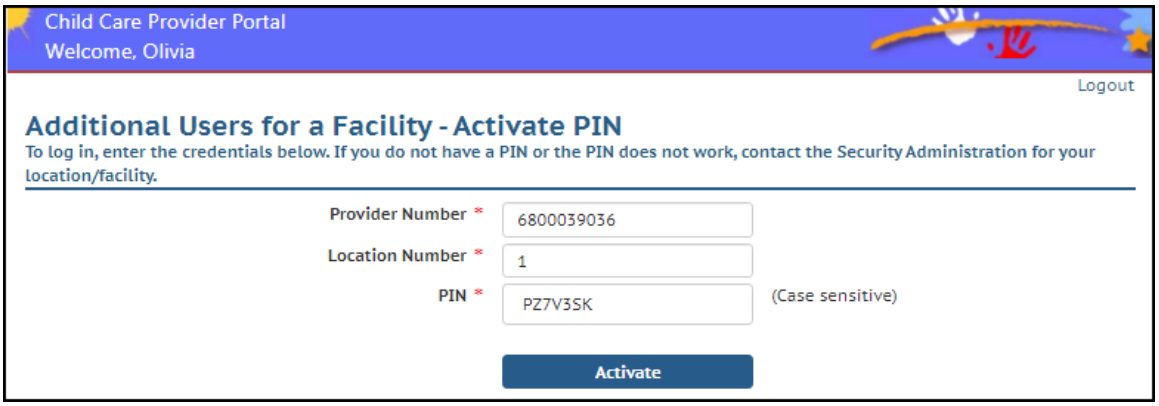
Step 4: After logging in, you are taken to the **New User Setup** page.

Note: You will need the provider/location number and the PIN (step 2) to proceed.



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.

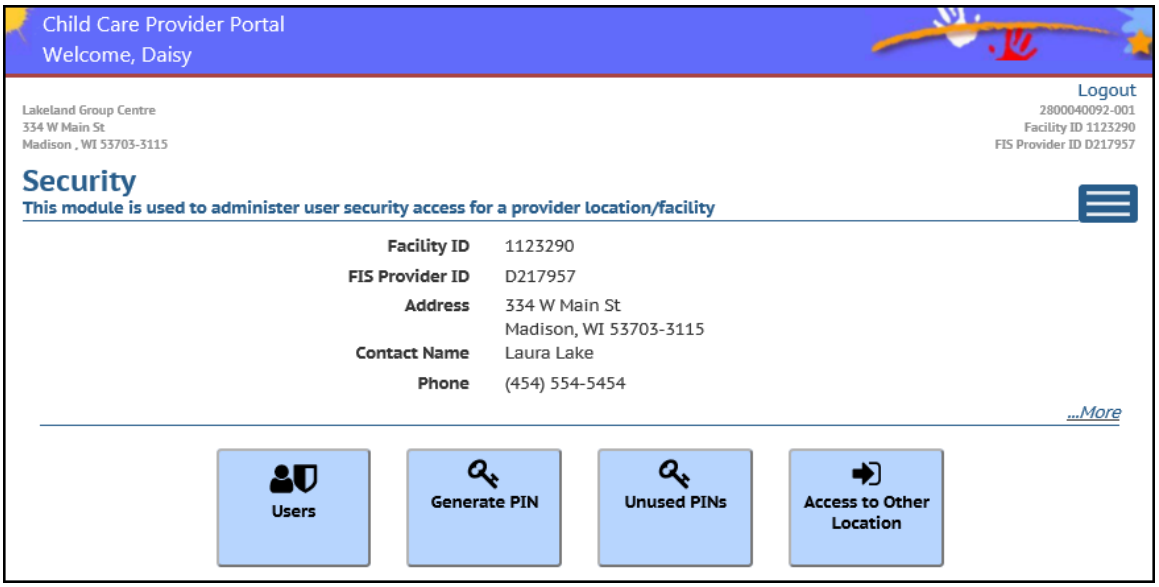
Step 6: If you need access other than the Basic (view only), the owner/director or administrator must grant you the correct profile/role.

Security Module – Owner/Director and Administrator only

This module explains the security screens. Only those with owner/director and/or administrator roles have update access to this module.

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

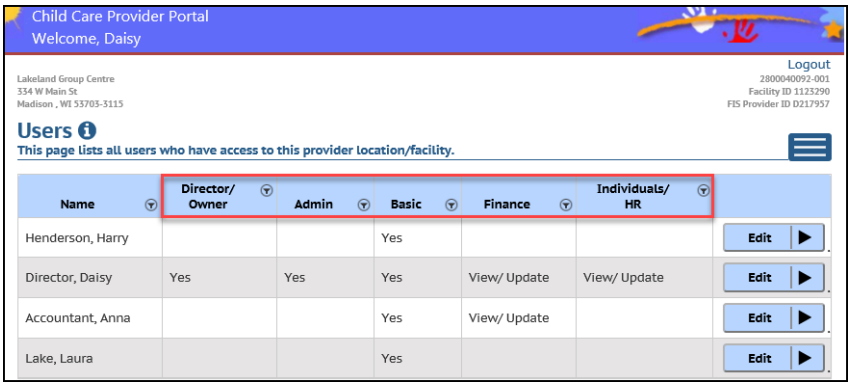
This link takes you to the Security Module.



Users

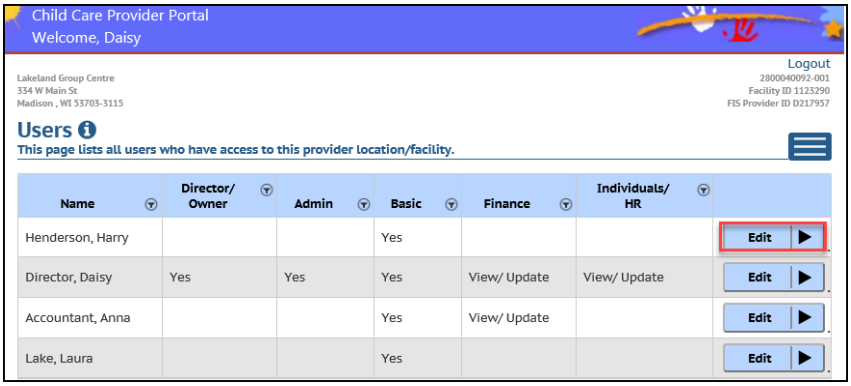
This page displays users who have access to the provider location. The profiles/roles are displayed on the upper header and the column indicates if the person has the profile and the type of access. If blank, the user does not have the profile to view security details.

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 portal with the PIN provided, the user is automatically granted a **Basic** (view) profile. To grant the user another role/profile (Administrator, 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 additional profile(s) can be added.

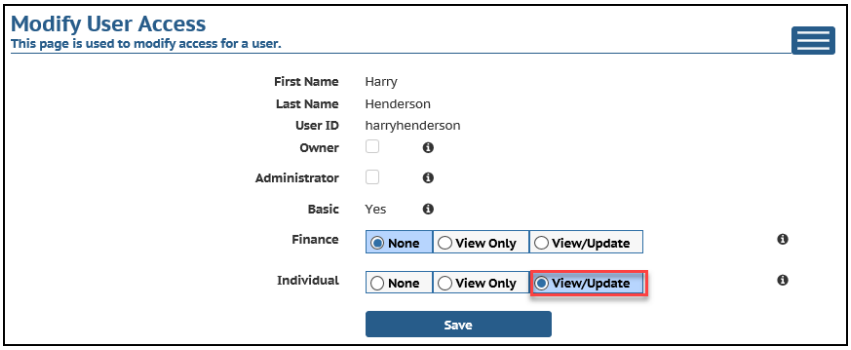
Modify User Access

This page shows the name of the user and their User ID.

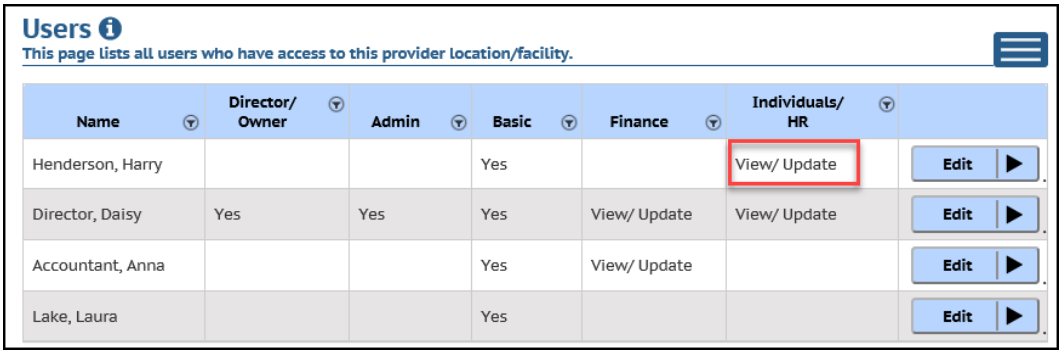
If the user needs owner/director or administrator access, choose the checkbox next to the role.

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.



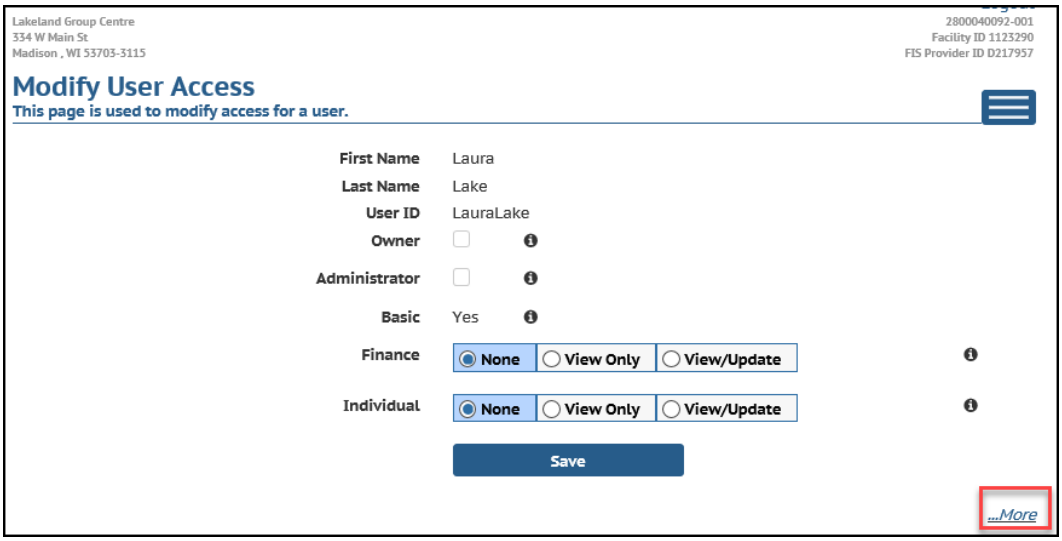
After the page is saved, the Users page shows the newly added profile.



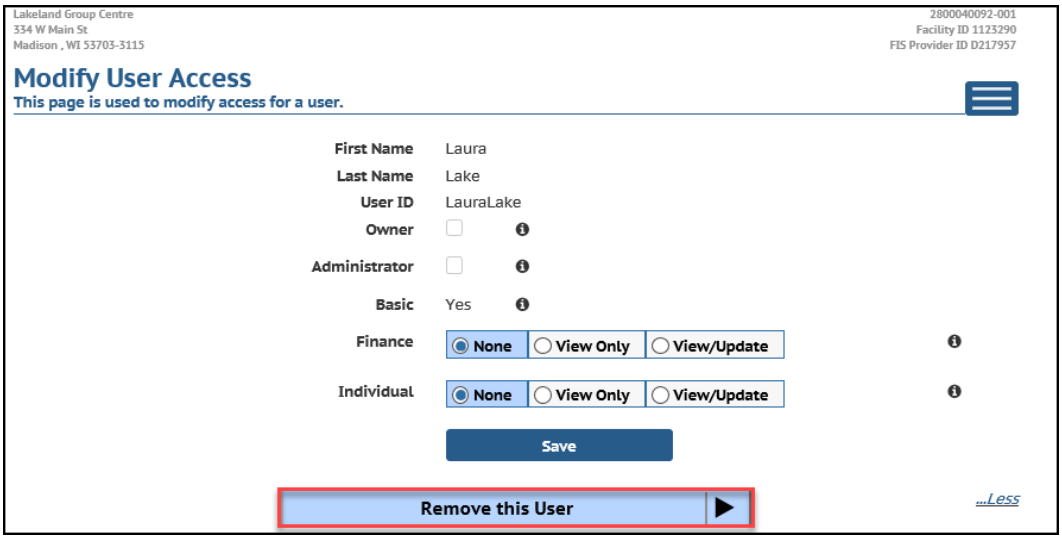
Note: If there is only one owner/director for the facility, the owner profile cannot be unchecked until another owner/director has been added.

Remove Access

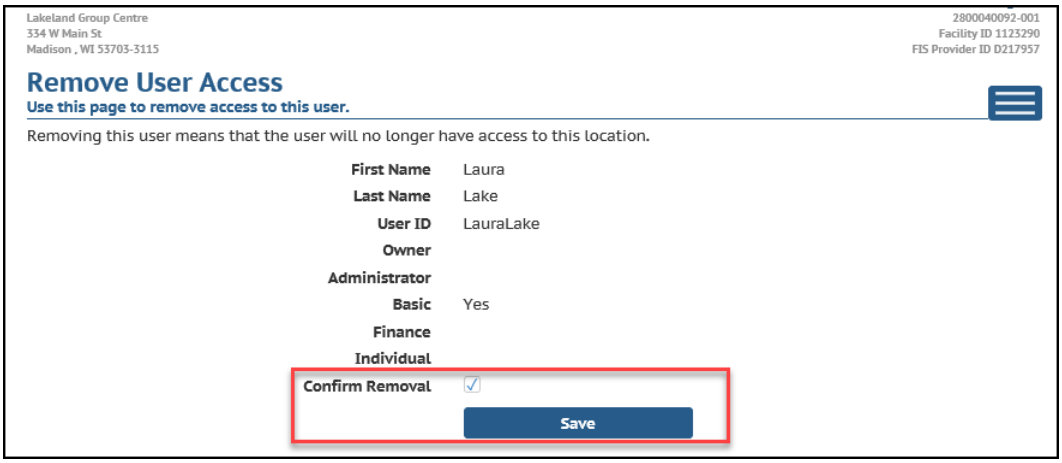
To remove access from a user, access the **Modify User Access** page by choosing the **Edit** button by the user on the list. Then choose ***...More*** on the lower right corner of the page.



Remove this User button displays.



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



After the user has been removed, they are no longer displayed on 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

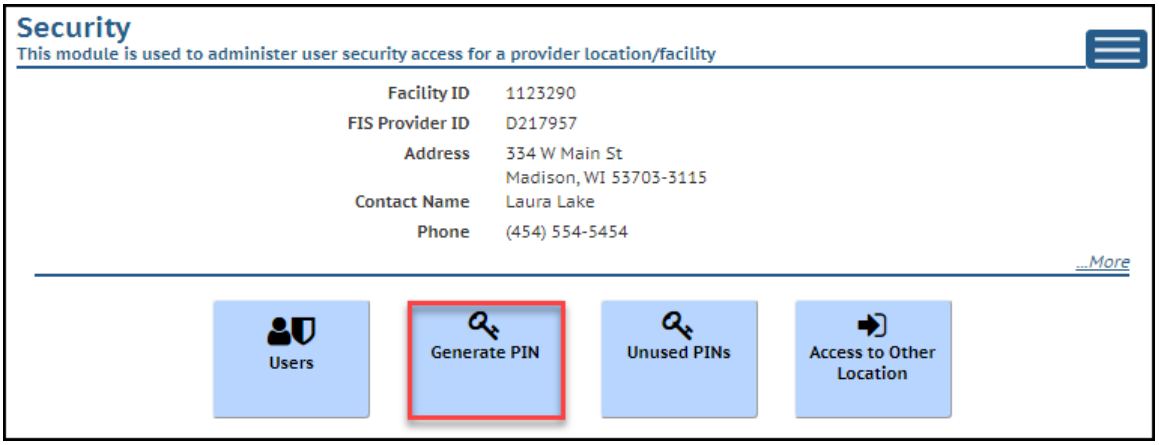
If a user is accidentally removed from the list, the user must be given a new PIN. After that, the user can log back in with the provider/location numbers and the new PIN.

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.

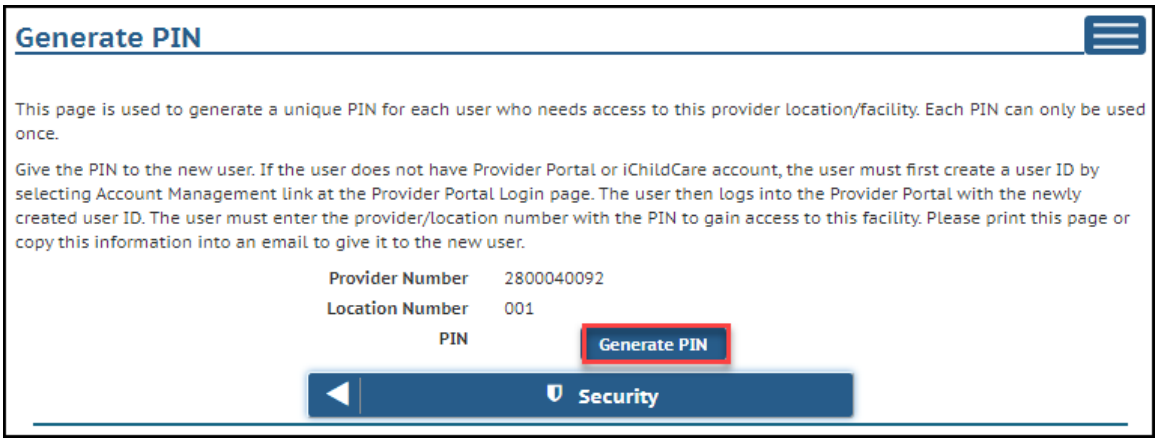
The above button takes the user to the **New User Setup** where the provider/location numbers and the new PIN can be entered.

Generating PINs

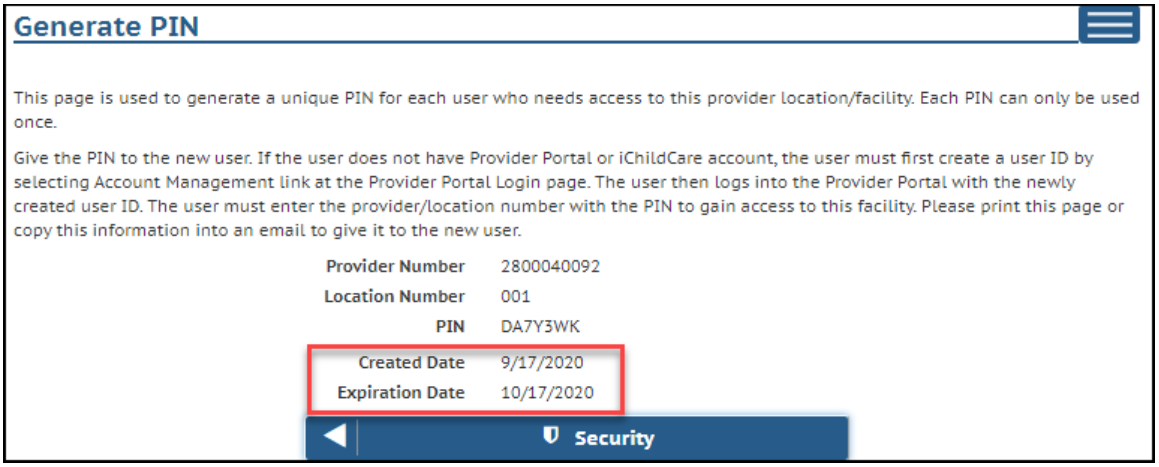
In order to activate a new user for a provider location/facility, the user must have a unique PIN. The owner/director and administrator can generate the PIN to be given to the new user. To generate a PIN, access the **Generate PIN** button on the **Security** page.



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.

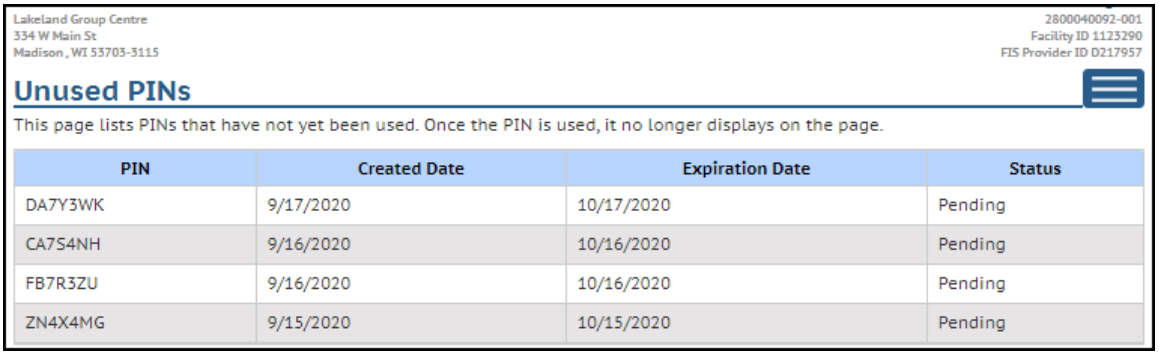


The PIN is valid for a month and can be used only once.

Unused PINs

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

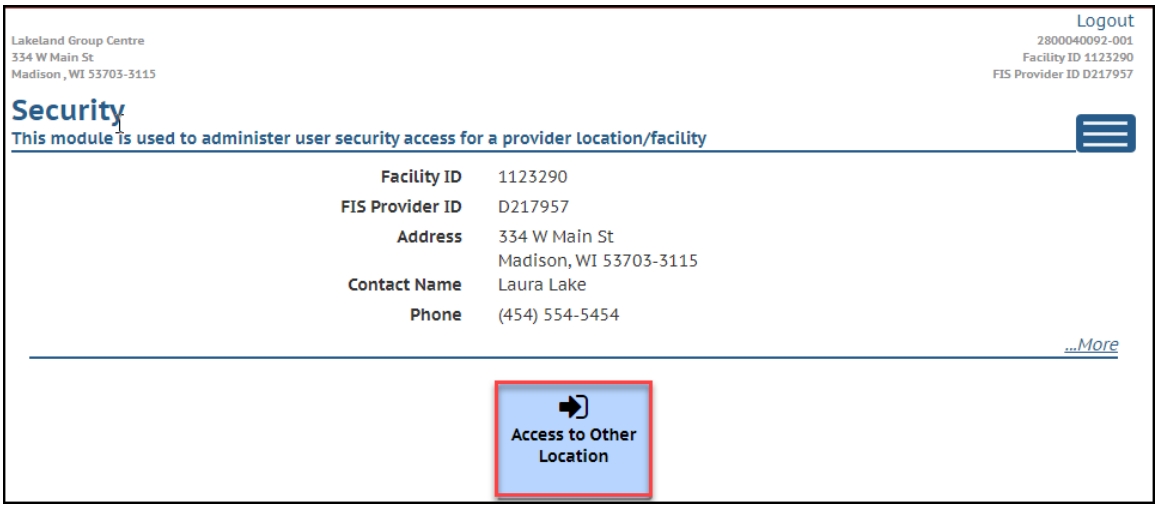
The page displays unused PINs with the creation date and the date they expire. Once the PIN is used or expired, the PIN falls off the page.



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:

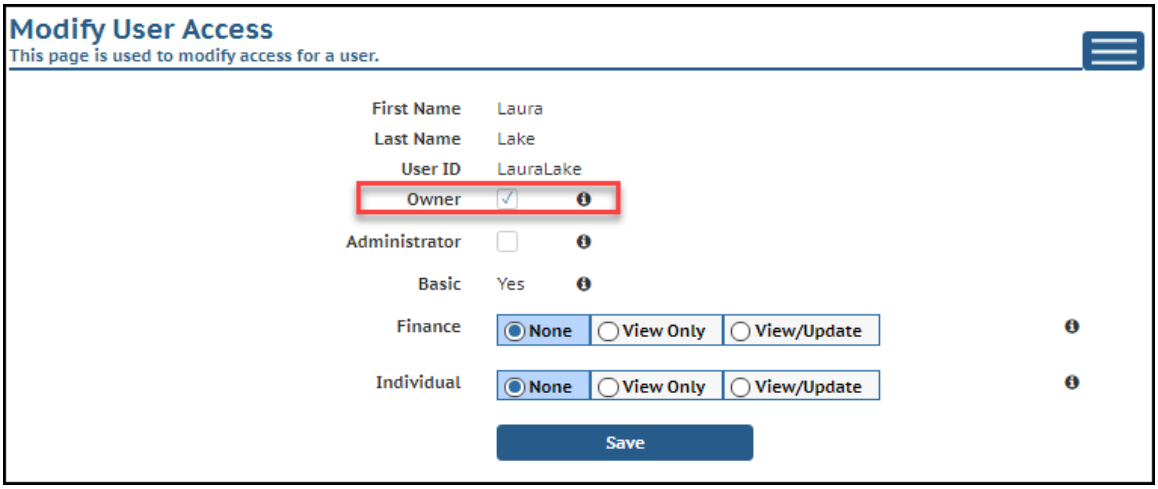
1. If you need access to a location that currently does **not** have a user with owner/director role, you must follow the instructions under **Applying for owner/director access to a provider location/facility that does not have current users** section earlier in this guide.

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.

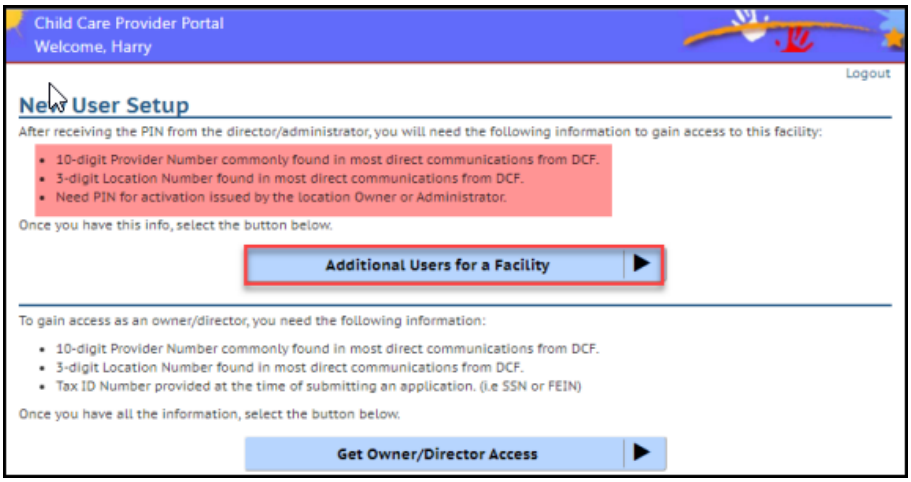


2. **If the previous owner/director no longer works at the facility,** DCF CBU can end access to the current owner/director and allow a new user to use the automated system to start new owner access. Contact CBU at DCFPlicBECRCBU@wisconsin.gov for this option.

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 on the DWD Wisconsin Logon Management System page.
2. New owner/director contacts CBU at DCFPlicBECRCBU@wisconsin.gov 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 enter 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 by the new owner/director.

User with a Pending Licensing/Certification Application

1. **Applicants – Paper application submitted**

Providers who have applied for licensing/certification using a paper application can gain access to the Child Care Provider Portal (CCPP) as soon as the application has been initiated/entered in the licensing/certification database. The applicant for licensure/certification will need to get the 10-digit provider and 3-digit location number from the regulatory agency (regional licensing or county/tribal certifier). Once the applicant has the provider/location number, they 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.

2. **Applicants – Expression of Interest/Initial Online application.**

Instructions on how to gain access is explained in the Online Applications user guide.

Help/Contacts

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