



Child Care Provider Portal (CCPP) Security Module

User Guide

December 2025

Division of Early Care and Education

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Contents

| | |
|--|----|
| Background | 2 |
| Security Profiles (Roles) | 2 |
| Users with Expression of Interest (EOI) and Initial Online Licensing/Certification Applications (OLCA) | 3 |
| Access by Profiles | 4 |
| Confidentiality | 4 |
| Creating DWD User Logon..... | 5 |
| Applying for Owner/Director Access to a Provider Location/Facility That Does NOT Have Current Users | 8 |
| Access Request for New Users (all roles except owner/director)..... | 12 |
| Security Module – Owner/Director and Administrator only | 14 |
| Users..... | 15 |
| Granting Access to a New User..... | 15 |
| Modify User Access | 15 |
| Remove Access | 16 |
| Accidental Removal of a User | 17 |
| Generating PINs | 19 |
| Unused PINs..... | 20 |
| Adding a New Location to Your Current User ID | 21 |
| Owner/Director Change..... | 22 |
| Previous Director/Owner is no Longer at the Facility..... | 22 |
| User with a Pending Licensing/Certification Application | 23 |
| Help/Contacts | 23 |

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.

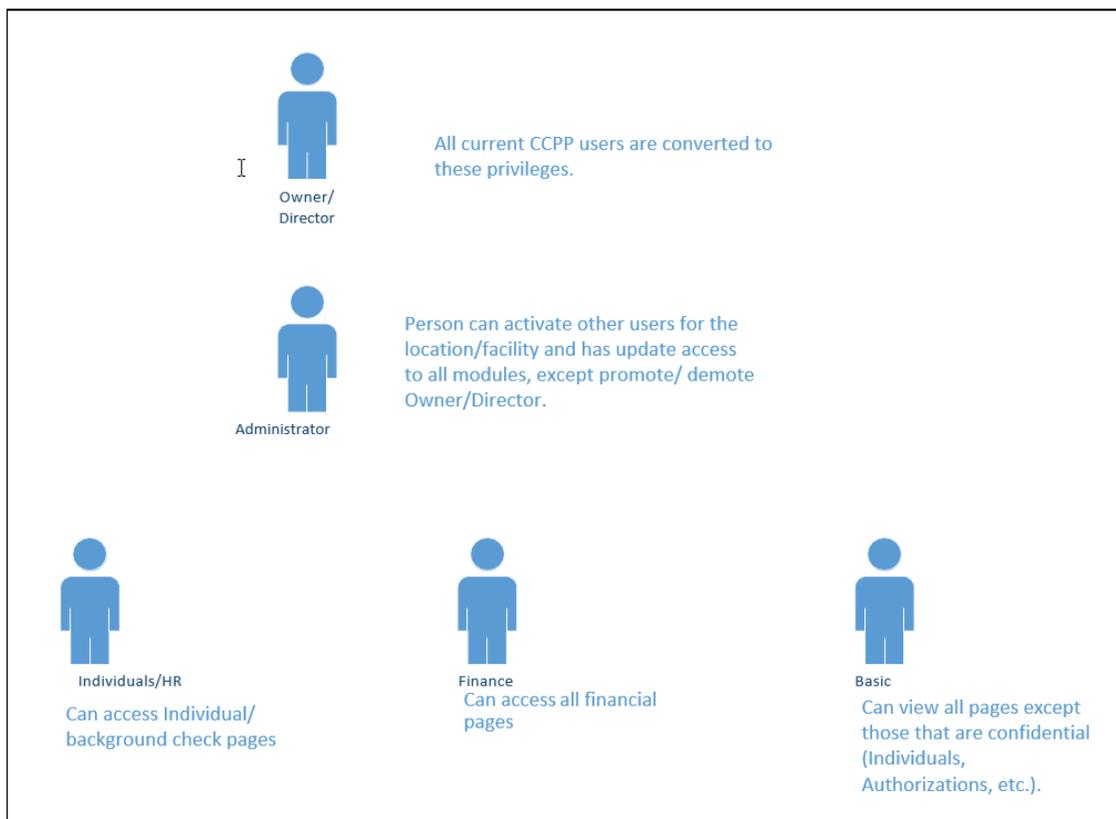
Security Profiles (Roles)

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.

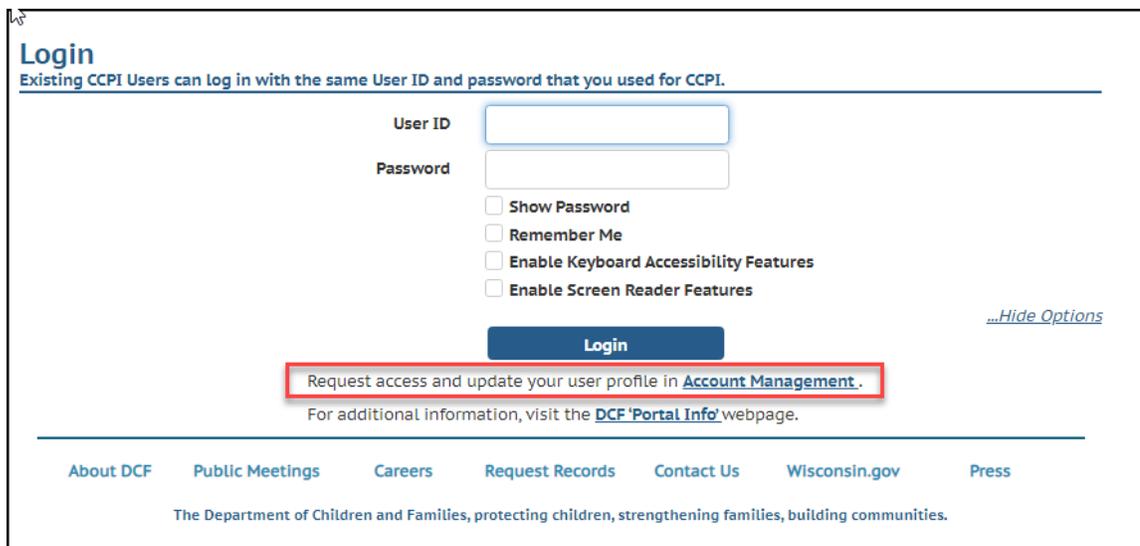
- **Do not share your User ID with anyone.** Each staff member who needs access to the portal must create his or her own account, request access and log in using their own credentials.

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 prefirere 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.)



Login
Existing CCPI Users can log in with the same User ID and password that you used for CCPI.

User ID

Password

Show Password
 Remember Me
 Enable Keyboard Accessibility Features
 Enable Screen Reader Features

[...Hide Options](#)

Login

Request access and update your user profile in [Account Management](#).

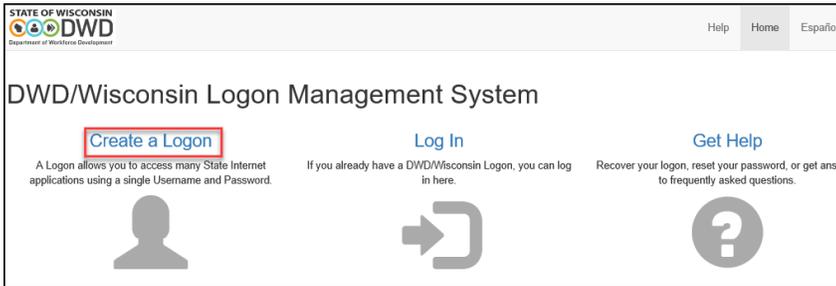
For additional information, visit the [DCF Portal Info](#) webpage.

[About DCF](#) [Public Meetings](#) [Careers](#) [Request Records](#) [Contact Us](#) [Wisconsin.gov](#) [Press](#)

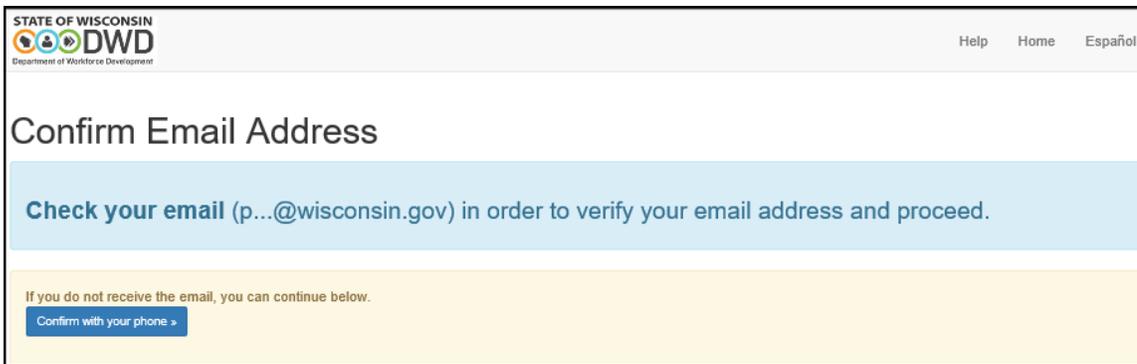
The Department of Children and Families, protecting children, strengthening families, building communities.

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

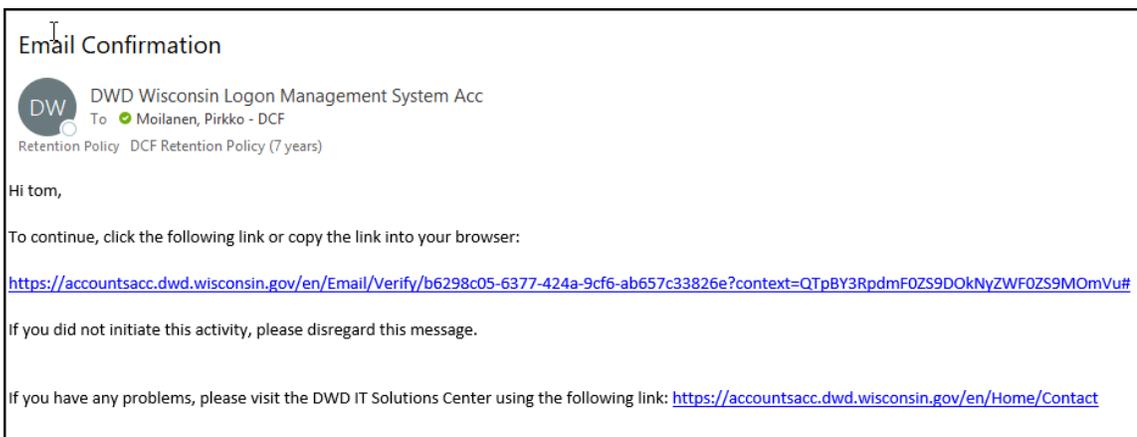
Note: If you already have a DWD ID under your email, you will get a message indicating that the email is already linked to a user. There will be a link for you to recover your account information.

The screenshot shows the 'Create a Logon' form. It includes fields for: First Name, Last Name, Email, Confirm Email, Mobile Phone, Confirm Mobile Phone, Username, Password, Confirm Password, a Question (with a dropdown arrow), and Answer. At the bottom, there is a checkbox for 'I Accept the Terms and Conditions required to use this site.' and a 'Next >' button.

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



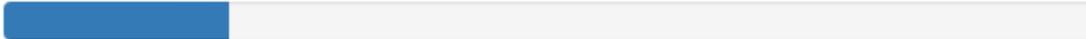
Step 4: In your email, click on the link from the DWD Wisconsin Logon Management System.



Step 5: The system will then create the user ID and activate your account.

Please wait while your account is activated

This will take approximately 15 seconds.



Logon created

Your username is: **ankeadmin** (it's important to remember this)

[Return to Child Care Provider Portal](#)

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

<https://mywchildcareproviders.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.

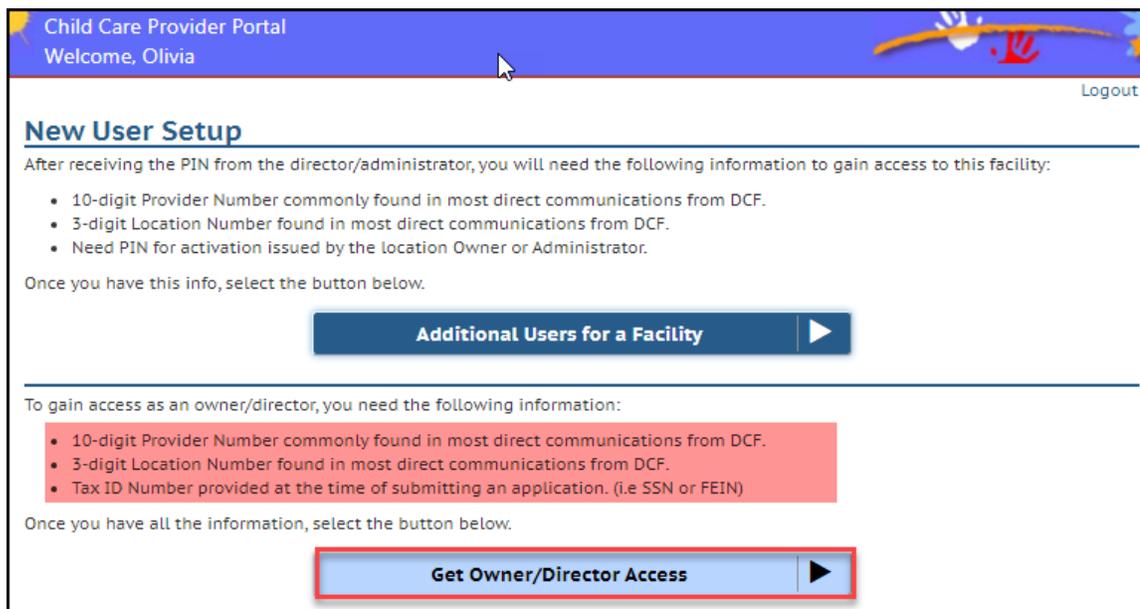
Take the steps below to gain access to a provider location:

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.

DCFPlcBECRCBU@wisconsin.gov'."/>

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

The screenshot shows the 'Child Care Provider Portal' interface. At the top, it says 'Welcome, pirkko' and 'Blid Dt -9/11/2020 8:21 AM'. The main heading is 'PIN Request Confirmation'. Below this, it states 'PIN request successfully submitted.' and 'You will receive a PIN to your mailing address in 5-7 business days via U.S Mail. Once you have received the PIN, login again to access the location/facility.' At the bottom, there are navigation links: 'About DCF', 'Public Meetings', 'Careers', 'Request Records', 'Contact Us', 'Wisconsin.gov', and 'Press'. A footer message reads: 'The Department of Children and Families, protecting children, strengthening families, building communities.'

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.

The image shows a mailed letter from the Department of Children and Families, Child Care Background Unit. The address is 201 E WASHINGTON AVE ROOM E200, MADISON, WI 53708-8916. The date is 09/16/2020. The recipient is JANE SMITH, 3 MAIN ST, MADISON, WI 53701. A box on the right contains the State of Wisconsin seal and contact information: Provider # 4000587214/003, Facility ID, and Contact: Child Care Background Unit, Phone: (608) 422-7400, Fax: (608) 422-7155, TTY: Dial 711 for TTY Service. A disclaimer states: 'The State of Wisconsin is an equal opportunity service provider. If you need this material in a different format because of a disability, or if you need this letter translated or explained in your own language, please call the telephone number shown above. These services are free.' The main heading is 'Child Care Provider Portal (CCPP) Access Request'. The text explains that the department has received a request to access the provider's information and is requesting confirmation of identity. A red box highlights the PIN: **PIN: UX6T5NQ** and notes 'This PIN is valid until 10/15/2020.' The letter provides the URL mywchildcareproviders.wisconsin.gov for access and contact information for the Child Care Background Unit at (608) 422-7400 or DCFPlcBECRCBU@wisconsin.gov.

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

Child Care Provider Portal
Welcome, Olivia Logout

Owner/Director Access

If you have the PIN mailed to you, select 'Activate PIN' below.

Activate PIN ▶

If you don't have a PIN, select 'Request PIN' below.

Note: For Owner/Director access, a unique pin will be mailed to you via US mail.

Request PIN ▶

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

Child Care Provider Portal
Welcome, Olivia Logout

Owner/Director Access - Activate PIN

By entering the PIN, you will be able to activate, and get Owner access to the location.

Provider Number *

Location Number *

Tax ID Number *

PIN * (Case sensitive)

Activate PIN

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

Home

Financial **Facility Details** **Communications** **Manage Facility** **Individuals**

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.**

Child Care Provider Portal
Welcome, Harry

Logout

New User Setup

After receiving the PIN from the director/administrator, you will need the following information to gain access to this facility:

- 10-digit Provider Number commonly found in most direct communications from DCF.
- 3-digit Location Number found in most direct communications from DCF.
- Need PIN for activation issued by the location Owner or Administrator.

Once you have this info, select the button below.

Additional Users for a Facility

To gain access as an owner/director, you need the following information:

- 10-digit Provider Number commonly found in most direct communications from DCF.
- 3-digit Location Number found in most direct communications from DCF.
- Tax ID Number provided at the time of submitting an application. (i.e SSN or FEIN)

Once you have all the information, select the button below.

Get Owner/Director Access

Then choose 'Additional Users for a Facility' button.

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

Child Care Provider Portal
Welcome, Olivia

Logout

Additional Users for a Facility - Activate PIN

To log in, enter the credentials below. If you do not have a PIN or the PIN does not work, contact the Security Administration for your location/facility.

Provider Number *

Location Number *

PIN * (Case sensitive)

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.

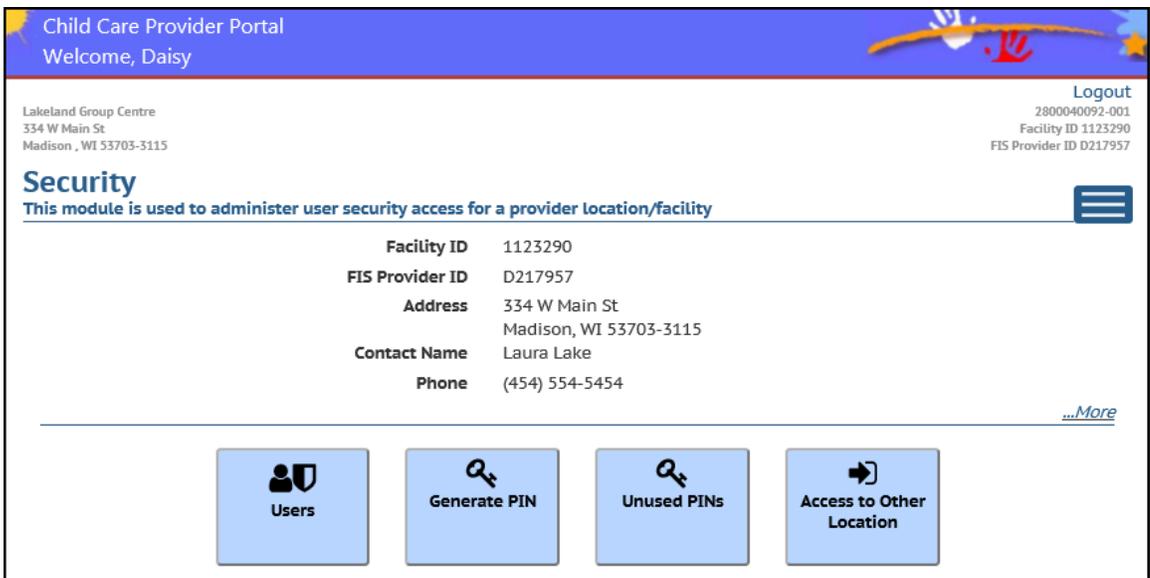
Security Module – Owner/Director and Administrator only

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.

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

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.

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

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.

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

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.

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

280004092-001
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 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.

Child Care Provider Portal – Security Module

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

2800040092-001
Facility ID 1123290
FIS Provider ID D217957

Security

This module is used to administer user security access for a provider location/facility

| | |
|-----------------|---|
| Facility ID | 1123290 |
| FIS Provider ID | D217957 |
| Address | 334 W Main St Madison, WI 53703-3115 |
| Contact Name | Laura Lake |
| Phone | (454) 554-5454 |

[More](#)

[➔ Access to Other Location](#)

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.

Security
This module is used to administer user security access for a provider location/facility

| | |
|-----------------|---|
| Facility ID | 1123290 |
| FIS Provider ID | D217957 |
| Address | 334 W Main St Madison, WI 53703-3115 |
| Contact Name | Laura Lake |
| Phone | (454) 554-5454 |

[...More](#)

Users

Generate PIN

Unused PINs

Access to Other Location

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

Generate PIN

This page is used to generate a unique PIN for each user who needs access to this provider location/facility. Each PIN can only be used once.

Give the PIN to the new user. If the user does not have Provider Portal or iChildCare account, the user must first create a user ID by selecting Account Management link at the Provider Portal Login page. The user then logs into the Provider Portal with the newly created user ID. The user must enter the provider/location number with the PIN to gain access to this facility. Please print this page or copy this information into an email to give it to the new user.

| | |
|-----------------|---------------------|
| Provider Number | 2800040092 |
| Location Number | 001 |
| PIN | Generate PIN |

Security

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

Generate PIN

This page is used to generate a unique PIN for each user who needs access to this provider location/facility. Each PIN can only be used once.

Give the PIN to the new user. If the user does not have Provider Portal or iChildCare account, the user must first create a user ID by selecting Account Management link at the Provider Portal Login page. The user then logs into the Provider Portal with the newly created user ID. The user must enter the provider/location number with the PIN to gain access to this facility. Please print this page or copy this information into an email to give it to the new user.

| | |
|-----------------|------------|
| Provider Number | 2800040092 |
| Location Number | 001 |
| PIN | DA7Y3WK |
| Created Date | 9/17/2020 |
| Expiration Date | 10/17/2020 |

Security

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.

Security
This module is used to administer user security access for a provider location/facility ☰

| | |
|-----------------|---|
| Facility ID | 1123290 |
| FIS Provider ID | D217957 |
| Address | 334 W Main St Madison, WI 53703-3115 |
| Contact Name | Laura Lake |
| Phone | (454) 554-5454 |

[More](#)


Users


Generate PIN


Unused PINs


Access to Other Location

◀ ✎ Manage Facility

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

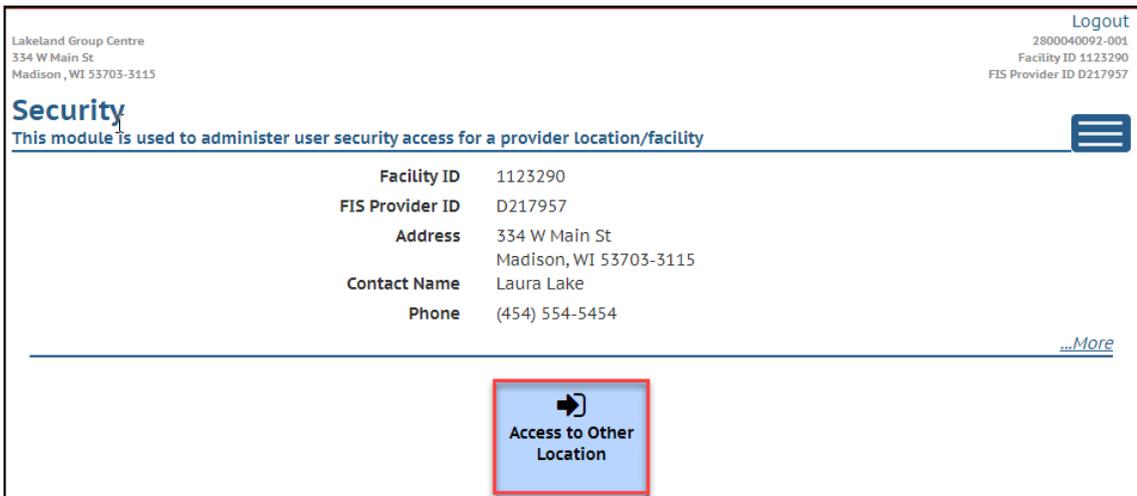
Unused PINs ☰

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**:



The screenshot shows the Security module interface. At the top left, it displays the facility name 'Lakeland Group Centre' and its address: '334 W Main St, Madison, WI 53703-3115'. At the top right, there is a 'Logout' link and three identification numbers: '2800040092-001', 'Facility ID 1123290', and 'FIS Provider ID D217957'. Below this is the 'Security' heading and a sub-heading: 'This module is used to administer user security access for a provider location/facility'. A table lists the following details: Facility ID (1123290), FIS Provider ID (D217957), Address (334 W Main St, Madison, WI 53703-3115), Contact Name (Laura Lake), and Phone ((454) 554-5454). A '...More' link is visible at the bottom right of the table. A blue button with a right-pointing arrow icon and the text 'Access to Other Location' is highlighted with a red border at the bottom center of the interface.

| | |
|-----------------|---|
| Facility ID | 1123290 |
| FIS Provider ID | D217957 |
| Address | 334 W Main St Madison, WI 53703-3115 |
| Contact Name | Laura Lake |
| Phone | (454) 554-5454 |

[...More](#)

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.

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

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.

Child Care Provider Portal
Welcome, Harry

New User Setup

After receiving the PIN from the director/administrator, you will need the following information to gain access to this facility:

- 10-digit Provider Number commonly found in most direct communications from DCF.
- 3-digit Location Number found in most direct communications from DCF.
- Need PIN for activation issued by the location Owner or Administrator.

Once you have this info, select the button below:

Additional Users for a Facility

To gain access as an owner/director, you need the following information:

- 10-digit Provider Number commonly found in most direct communications from DCF.
- 3-digit Location Number found in most direct communications from DCF.
- Tax ID Number provided at the time of submitting an application. (i.e. SSN or FEIN)

Once you have all the information, select the button below:

Get Owner/Director Access

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 DCFPlcBECRCBU@wisconsin.gov.