



Child Care Provider Portal Tip Sheet

Stay in compliance by keeping your Provider Portal up to date.

The Department of Children and Families Child Care Provider Portal (CCPP) helps make managing your child care business easier and more convenient! It's your one-stop-shop for updating your program's child care prices, background checks, and much more. And, keeping your Portal information up to date helps you stay in compliance.

The CCPP enables child care programs to:

- Submit background checks on individuals affiliated with the child care program
- View background check eligibility status and notices
- View Wisconsin Shares authorizations and payment details
- Update the center's child care prices (required for licensed centers participating in Wisconsin Shares Program)
- Send a request to end a Wisconsin Shares authorization for a child who is no longer attending or has never attended the program
- Report days (or weeks) the child care program will be temporarily closed so a parent can request an authorization to an alternate provider during the closure. The closure information is also displayed in the Child Care Finder, the regulatory and subsidy systems.
- View YoungStar quality rating information and documents
- View certain Licensing, Certification and Registry details/documents
- Pay licensing and background check fees using e-Payment.

If you have questions about accessing the Provider Portal, visit the [CCPP Information webpage](#).

New Hires

- Your prospective employees must get fingerprinted and have a preliminary eligibility decision before starting work in your center.
- Centers with pending applications can ask individuals to create their own accounts in iChildCare—**see the iChildCare section**.
- Update any new employee in the Provider Portal from “prospective” to “current” and add an employment begin date as soon as an employment decision is made. Or, if you did not hire the person, change the status from “prospective” to “did not hire.”
 - If you do not add an employment start date and 180 days have lapsed between the previous employment end date and the new employment start date, **eligibility will expire**.
 - This means your employee needs to get another FBI fingerprint. **Note: Backdating start dates will not prevent background checks from expiring after 180 days.**

Existing Employees and Household Members

- You are encouraged to **frequently update your Provider Portal** to ensure staff lists are current when individuals start and end employment or residency in your child care program.
 - This is essential for licensing and certification monitoring, as well as background check compliance.
- **Do not add individuals in the portal who do not require a child care background check.** If they are not caregivers, noncaregiver employees, or household members ([see Background Check Role Chart](#)), they do not need to be added to the portal (e.g., a parent volunteer who never has unsupervised access to the children). **If you enter the individual in your portal account, the system automatically submits them for background check requirements.** If you are unsure about whether to add someone, [see the Background Check Role Chart](#) or contact the CBU for assistance. *(continued on next page)*



Existing Employees *(continued)*

- **Enter individuals as soon as you hire them, or as soon as an employment decision is made.** Enter an employment begin date. Backdating employment start dates may cause background check compliance issues.
- **Inactivate individuals in the portal as soon as they leave your program.** You are billed for annual name-based background checks for anyone who is active in the portal. Also, incorrect information may cause compliance issues.
- **Update an individual's portal information if their role has changed at the center.**
- **Update any employee's change of address** in the portal so employees can continue to receive important mailed notifications regarding their background checks.
- **If an individual's final background check decision is ineligible,** they should not be an active caregiver, noncaregiver employee or household member even if they have filed an appeal or applied for rehabilitation review.
- **Note: Your programs will receive quarterly notices,** which allows time to review and update the Provider Portal before checks are run. Any active individuals' annual checks will be run and you will be responsible for any fees invoiced to the center.

- **View** which child care provider **locations you are associated with.**
- **Update your personal information,** such as a change in address, phone number, or name.
- **NOTE: If you aren't added to a program's Provider Portal within 180 days of submitting fingerprints, the background check will expire and you will need a new fingerprint background check.**

See the [Child Care Provider Portal and iChildCare Portal Quick Reference Guide](#) for additional information about gaining access to the Provider Portal and how to create an iChildCare account.

Note: Inaccurate information in your Provider Portal may result in financial loss and/or license revocation.

Helpful Background Check and Provider Portal Resources

- [DCF Background Check Home Page](#)
- [Background Check Frequently Asked Questions](#)
- [Background Check Checklist for New Providers](#)
- [Child Care Provider Portal Information](#)
- [Child Care Provider Portal Login](#)
- [iChildCare Portal Information](#)
- [Child Care Provider Portal and iChildCare Portal Quick Reference Guide](#)

Online Training

[Child Care Background Checks: Using the Provider Portal](#)

[Understanding Child Care Background Checks](#)

If you have questions, contact the DCF Child Care Background Unit at:
DCFplicBECRCBU@wisconsin.gov.

iChildCare Information

The DCF [iChildCare Portal](#) is a secure website where **individuals** actively working or interested in being employed at a child care center **can initiate the background check process.** In iChildCare, you can:

- **Request a background check for yourself** to establish your eligibility to reside or work in child care.
- **View** your individual background check **eligibility status and notices.**

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 dfcclicreg@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.