



Child Care Provider Portal (CCPP) User Guide

Communications

June 2024

Division of Early Care and Education

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 call the Division of Early Care and Education at 608-422-6002. 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.

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Background

This new module includes explanation of all Provider Portal functionality that pertains to communication between Department of Children and Families and the provider. The module includes the following:

- **Documents:** This includes system-generated notices and documents uploaded into the licensing/certification and YoungStar systems.
- **Messaging:** Messages generated to the Provider Portal when certain events happen in the system or if regulatory agency staff sends a message to the facility or a message blast has been sent from DCF to all providers.
- **Text/Email notifications:** Opting in for text or email notifications
- **Electronic Notices:** Opting in for paperless notices

Communication Preferences

This page includes all document/event types that the provider can subscribe to.

Johnson Early Care Loan 1 Fis
27 N Webster St
Madison, WI 53703-34123800036813-001
Facility ID 1000009
FIS Provider ID D205278

Communication Preferences ☰

This page allows you to opt-in for text, email and electronic notices from DCF/regulatory agency.

Phone Number

Email

Confirm Email

Note: Text messages will not be sent during the hours between 9 pm and 6 am the following day.

This number must be able to receive text messages. Note that standard message rates and data charges from your carrier may apply to receive text messages.

By checking the boxes below, you can choose your communication options for each type.

Communication Preferences			
Type	Electronic Notice	Email	Text Message
Background Check Eligibility Decision Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Background Check Invoices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Background Check Quarterly Notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fingerprint Instruction Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messages From Regulatory Agency	N/A	N/A	<input type="checkbox"/>
Provider EBT Authorization Letter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Notifications	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Youngstar Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>

Save

*Text messages are sent from 89486.

You can cancel all text messages at any time by texting STOP to 89486. This will stop all child care related text messages from DCF. For help, text HELP to 89486.

Note that if documents are generated for multiple types above, the system also sends multiple messages.

Opting In for Text Message Notifications

If you wish to receive text messages when any of the event types listed on the above screen print occur, enter your cell/mobile number into the Phone Number field and then put check boxes for each document/event type that should trigger a message.

Note that the same phone number cannot be used for multiple provider numbers. However, the same number can be used for multiple facilities/locations under the same applicant/licensee.

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3800036813-001
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Regulatory Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Notifications	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Youngstar Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>

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Once the page is saved, the cell phone receives the following welcome message.

DCF ChildCare: Welcome! Msg & data rates may apply. Msgs expected to be 2 per month.

Reply HELP for help. Reply STOP to cancel.

MessageID:2157000000

Receiving Text messages

After you have successfully subscribed to the text message options, the following text messages are sent:

- **Documents:** If one or more of the documents have been added to the provider's facility in the licensing/certification/subsidy/YoungStar system, a text message is sent the following day with a link to the document section in the Provider Portal.
- **Worker Messages:** If a licensing, certification, or background check worker sends the facility a message, you will immediately receive a text with a link to the Messages page in the Provider Portal where the message can be viewed. Note that the provider cannot respond to the message using the portal at this time. The provider must either call or email the worker.
- **Regulatory Notifications:** If violations have been documented for your facility, the following day, you will receive a text message with a link to the Child Care Finder, where the violations can be viewed.

Stopping Text Messages

If you wish to discontinue receiving text messages, you can send STOP to DCF number (89486). Another option is to access the Communication Preferences page and delete the phone number and uncheck the boxes in the Text Message column.

Help with Text Messages

If you text HELP to the DCF number (89486), you will receive a message with a link to a help page at <https://dcf.wisconsin.gov/mywchildcare/textmessages>.

Opting In for Email notifications

If you wish to receive email messages when any of the event types below occur, you can enter an email address into the Email Address field, and then choose the type of communication that should trigger an email.

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3800036813-001
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Email

Confirm Email

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Provider EBT Authorization Letter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Notifications	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Youngstar Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>

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When there is a new document/message generated for the types above, the provider receives an email from DCF Child Care with a link to the Provider Portal.

Accessing the Communication Preferences Page

- **New CCPP users:** The Communication Preferences page displays immediately after logging into the Provider Portal. If you are not ready to complete the Communication Preference page, choose the **Decide Later** button on the bottom of the page.

- **Current users:** The page can be found under **Communication Preferences** on the **Manage Facility** page or by clicking on the **Communication Preferences** link in the right side sandwich menu.

Electronic Notices

The **Mailing Options** page that has allowed the providers to opt-in for paperless notices has been eliminated and folded into the new **Communication Preferences** page.

To save mailing costs and the environment, the department has added electronic options to some automated provider notices triggered by the system. The provider notices that have a check mark in the **Electronic Notice** column are available in electronic format. When there is a checkbox checked next to the notice, no paper copy is sent via U.S. Mail. Electronic copies are immediately available in the **Documents** section in the portal for both paperless and paper notices.

For new users, the **Electronic Notices** are checked. If you want to receive paper copies, you must delete the check marks.

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Regulatory Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Notifications	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Youngstar Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>

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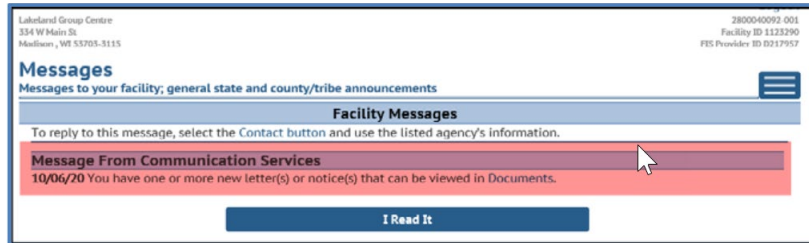
You can cancel all text messages at any time by texting STOP to 89486. This will stop all child care related text messages from DCF. For help, text HELP to 89486.

Note that the Background Check Eligibility Decision Letters include both Preliminary and Final Eligibility and Ineligibility letters to the facility.

When the system has generated notices for the facility that has opted for the paperless option, a message is sent to the **Message** inbox. The **Messages** button has a red indicator that shows that a message has been received.



The **Message** page shows the following message from the DCF Communication Services.



Mailing Options History

You can view historical information on the paperless options for your facility by clicking on the **...More** link on the bottom of the **Communication Preferences** page.

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Type	Electronic Notice	Email	Text Message
Background Check Eligibility Decision Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Background Check Invoices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Regulatory Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Youngstar Documents	N/A	<input type="checkbox"/>	<input type="checkbox"/>

[Save](#)

**Text messages are sent from 89486.*

You can cancel all text messages at any time by texting STOP to 89486. This will stop all child care related text messages from DCF. For help, text HELP to 89486.

[More](#)

Then choose the **Mailing Option History** button.

The following page shows the date the mailing option was changed. The **From Date** is defaulted to six months in the past, but can be changed to any date.

From	To	Mailing Options
Background Check Eligibility Decision Letters		
9/10/2020		Electronic Only
Background Check Invoices		
9/10/2020		Paper
Background Check Quarterly Notices		
9/10/2020		Paper
Fingerprint Instruction Letters		
9/10/2020		Electronic Only
Provider EBT Authorization Letter		
9/10/2020		Electronic Only

Users with Access to Multiple Provider Locations

The **Communication Preferences** are location/facility specific. If you have access to multiple sites and need to modify the settings, you must do this separately for each site.

Users who have Owner/Director or Security Administration user profiles to the Portal can update the Communication Preferences. All users can view the pages below. See the [Security User Guide](#).

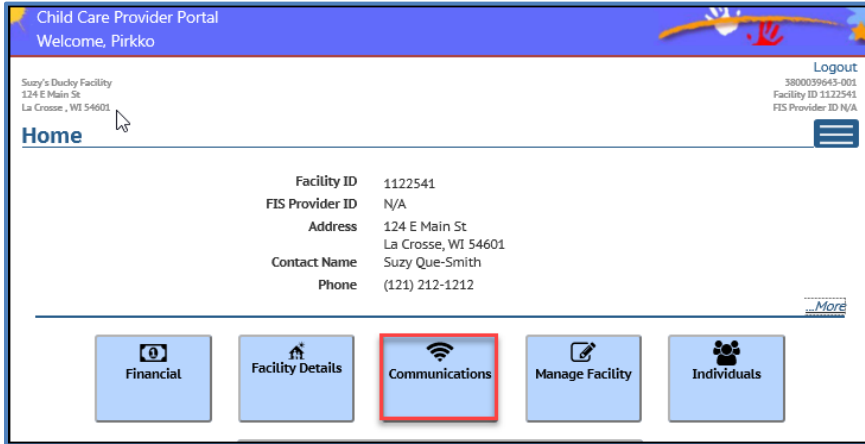
Documents

You can view subsidy, licensing/certification, and YoungStar documents in the Provider Portal. There are two levels of documents.

Facility Level Documents

This section includes documents such as authorization notices, YoungStar contract renewals, Fingerprint Instructional letters, and various documents submitted to Licensing/Certification agency.

To access the facility documents, choose the **Documents** link in the side sandwich menu or choose the **Communication** button from the main facility page.



Then choose the **Documents** button.



The documents are displayed in chronological order, with the latest document on top. The history allows you to view licensing/certification and YoungStar documents back to 2011.



Background Check Quarterly Notice

The department conducts annual name-based background checks on licensees, certified operators, adult household members, caregiver, and non-caregiver employees. The department sends **Quarterly Notices** to child care programs informing them which individuals are due for an annual name-based background check. The notices are sent to child care programs around the 20th of December, March, June, and September.

Licensees/operators must review these notices carefully to ensure the department has the most up-to-date list of individuals associated with their child care program. Annual name-based checks are conducted on the following individuals:

- Age 18 or older
- Has an employment/residency status of “current” or “prospective”
- Has completed a DCF-conducted fingerprint-based background check (or DOJ Initial on minor employees) within 12 months or earlier.

If the list of individuals included in the notice or employment/residency status is not up to date, the licensee/operator needs to update the information in the CCPP as soon as possible. **The cost of the annual name-based check is \$10 per individual.** The system generates invoices every four months for the cost of any annual name-based checks conducted during the previous four months. The invoices are sent in January, May, and September if there are billable annual checks for the center.

A copy of the notice is available in the CCPP facility documents.

The notice may have multiple sections depending on if any individuals associated with your program fall under the criteria for the section. The sections are explained below.

List of individuals who have a Five-Year fingerprint FBI check due within the next four months

Upcoming Fingerprint Background Checks		
Individual(s) scheduled for a five-year FBI background check within the next four months:		
Name	Role/Position	FBI Check Due
RANDY RANDALL	Applicant/Licensee	08/29/2019

In addition to individuals who are due to have the five-year fingerprint check done, this section also includes the following individuals:

- Minor employees who have had an Initial DOJ conducted, but the minor is turning 18 during the next four months.
- Individuals who reside outside WI must have the fingerprint check done on an annual basis.

Individuals who are associated with multiple facilities are listed in the notice to the center where the **Apply CBC Fee** is set at “Yes.” This indicator is found on the **Individual Details** screen.

Employment/Residency Details	
Effective Period	7/11/2019
Primary Role	Teacher - Assistant
Secondary Role	
Employment/Residency Status	Current
Employment/Residency Period	1/14/2019
Apply Ongoing Background Check Fee to this Location	Yes
Comments for this individual	

The five-year FBI due date (1-year for individuals residing outside WI) is calculated from the **Determination Start Date** of the latest background check. The date is found on the **Individual's Background Check** screen.

Background Check	
Background Check Level	Caregiver
DeterminationStartDateDisplay	12/20/2018
Background Check Type	Initial Fbi
Preliminary Decision	Eligible
Preliminary Decision Date	12/20/2018
Final Decision	Eligible
Final Decision Date	2/20/2019

Note that there can be scenarios when the **FBI Check Due** is in the past. This may happen with facilities that were licensed prior to the new background check rollout on October 1, 2018, but the center was scheduled to receive the Fingerprint reminders during the later stages of the rollout. If the individual has never had an FBI check done in the past, the system uses the date the first Fingerprint rollout notice was mailed to the facility.

List of individuals who are past due for a fingerprint check

This section lists individuals associated with the program that are past due for the fingerprint-based background check. The system will generate an Overdue Fingerprint Notice 30 days after the Quarterly Notice for the individuals listed here who have still not submitted their fingerprints at the time the Overdue Notice is generated.

Past Due Fingerprint Background Checks		
The following employee(s)/resident(s) associated with your program are past due for submitting fingerprints. Please have these individuals schedule a fingerprint appointment immediately to avoid a noncompliance.		
Name	Role/Position	FBI Check Due
JOHN JANUARY	Household Member	04/01/2020
SHELLY REED	Contracted teaching staff	10/16/2020
JAN JANUARY	Applicant/Licensee	01/24/2021
EL CAPITANO	Facilities staff	02/24/2021
GLORIA BELT	Contracted teaching staff	03/17/2021

List of individuals who are due for an annual name-based check

This section lists individuals associated with your program that are due to have an annual name-based background check done within the next four months.

Upcoming Annual Name-Based Background Checks		
Individual(s) scheduled for an annual name-based background check within the next four months:		
Name	Role/Position	DOJ Check Due
LENA LANNI	Applicant/Licensee	08/15/2019
SANSA STARK	Teacher - Lead	08/15/2019
DANI TARGARYEN	Teacher - Lead	09/05/2019

The system schedules the name-based DOJ annual check 12 months after the last FBI fingerprint-based check Determination Start date and annually thereafter. The annual name-based check is skipped during the year the 5-year FBI Check is done. No individual will have both the DOJ and FBI due within the same calendar year.

List of individuals who have had the annual name-based check conducted within last three months

This section lists all individuals associated with your program who have had an annual DOJ name-based check conducted. The initial mailing in December will mostly have minor employees listed.

Completed Background Checks		
Annual name-based background check(s) have been conducted on the following individual(s) associated with your facility within the last three months. You will receive an invoice for any of these checks you are yet responsible to pay for.		
Name	Role/Position	Latest DOJ Check
CAROM CASITTA	Student Intern	12/17/2019

The program will be invoiced for these checks. Note that there are scenarios with newly licensed/certified programs when the \$10 fee has been already paid by the provider/operator. The system will not include these in the invoicing.

List of Individuals in Prospective status associated with the program

This section lists all individuals associated with your program who have prospective status whether their background check is due or not. Please make sure that their status is updated once the employment/residency status has been made.

Prospective Employees		
The following employee(s)/resident(s) associated with your program have prospective status. Please update the status once the employment/residency decision has been made. Note that annual name based checks are automatically conducted on these individuals and your center may be invoiced for the checks.		
Name	Role/Position	Prospective As Of
BHA RATHI	Administrator	10/26/2018

A copy of the notice is available in **Communications - Documents**.

Overdue Fingerprint Letter

This letter will be sent to the facility 30 days after the Quarterly Notice has been mailed. This notice will include the individuals who were listed in the **Past Due Fingerprint Background Checks** section of the Quarterly Notice if they have not submitted their fingerprints. If all individuals, who were listed on the Quarterly Notice as past due are now in compliance, this notice will not be sent.

Overdue Fingerprint Background Checks		
The following employee(s)/resident(s) associated with your program are overdue for submitting fingerprints. Please have these individuals schedule a fingerprint appointment immediately to avoid a noncompliance.		
Name	Role/Position	FBI Check Due
CDA PROVIDER	APPLICANT/LICENSEE	08/28/2014

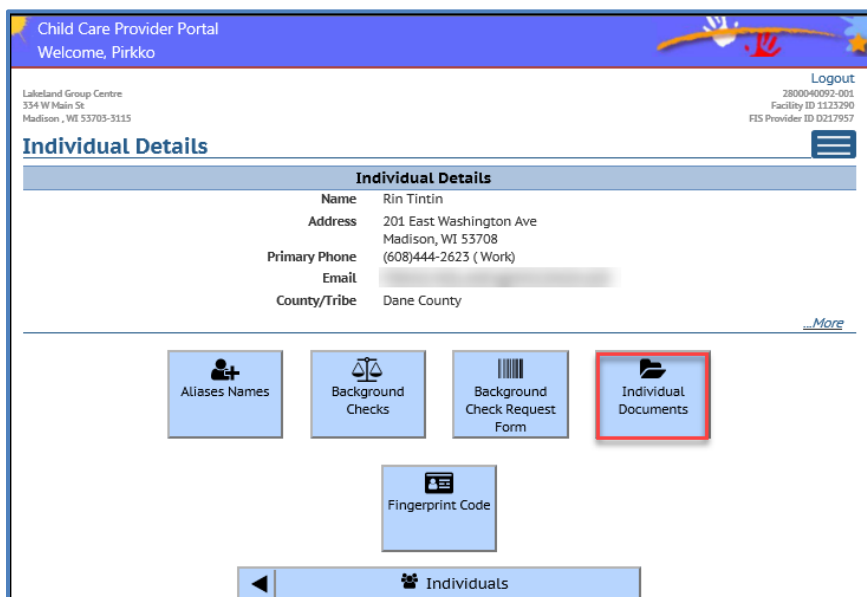
A copy of the notice is available in **Communications - Documents**.

Individual Level Documents

This section includes Preliminary and Final Decision letters on individuals whose background checks have been completed. To access the eligibility letters for an individual, choose the individual from the **Individuals List**.

Name	Role(s)	Employment Period	Background Check Status	
! Test Testington	Teacher - Lead			Details ▶
Tony Text	Driver	08/26/19	Pending	Details ▶
Rin Tintin	Director	01/01/19	Eligible	Details ▶
Theresa Toddler teacher	Teacher - Assistant	09/01/18	Incomplete	Details ▶

Then choose the **Individual Documents** button.



The **Individual Documents** page lists the eligibility letters sent to the facility on the individual's eligibility.

Documents			
Date	Document Type	Comments	
10/08/19	Facility-Final Eligibility For Individual		View ▶
10/07/19	Facility-Preliminary Eligibility For Individual		View ▶

Invoicing for Annual Name-Based Background Checks

Every four months (January, May, and September), the system sends an invoice to the provider location if there are pending fees for annual name-based checks conducted on individuals attached to the provider location since the last billing cycle. The invoice may include individuals who are no longer associated with the center if the individual was active at the time when the annual check was done.

Example: Joe was working at Center A starting January 2, 2023. The Annual was conducted on Joe on January 10, 2023. Joe ended employment at Center A on April 30, 2023, and started a new job in Center B. The May invoice will include Joe in Center A's invoice because he was employed by that facility when the annual check was done.

You can pay the invoice by either using the e-payment system (Financial screen) in the Provider Portal or by sending a check or money order to the address listed on the Remittance slip attached to the invoice.

30/60 Day Invoice Reminders

The payment for the invoice is due within 30 days from the invoice date. If no payment has been received, a 30-day Past Due Notice is sent when 60 days has passed from the invoice date. The 60-day Past Due notice is sent when 90 days has passed from the invoice date. The balance must be paid before a license can be renewed. If payment has not been received and a provider closes, the balance is referred to Department of Revenue for collection.

Communications

This page has links to various pages that include communication-related topics such as documents, announcements, messages, etc.



Documents

See the Documents section earlier in this guide.

Contacts

The **Contact** screen displays the following:

- **Regulation (certification or licensing):** Name of the Licensing/Certification Specialist assigned to your center. If your center is licensed, the phone and address for the licensing contact is also displayed. Certification contacts can be found at <https://dcf.wisconsin.gov/files/ccregulation/cccertification/certifiers.pdf>
- **Background Check Questions - Child Care Background Check Unit:** General contact information for the DCF CBU is provided.
- **YoungStar:** If a Technical Consultant has been assigned to your program, the name of the consultant with office address, phone, and fax are displayed.
- **Wisconsin Shares:** Contact your local Child Care Coordinator. [View the list of Coordinators.](#)

Messages from Regulatory Agencies

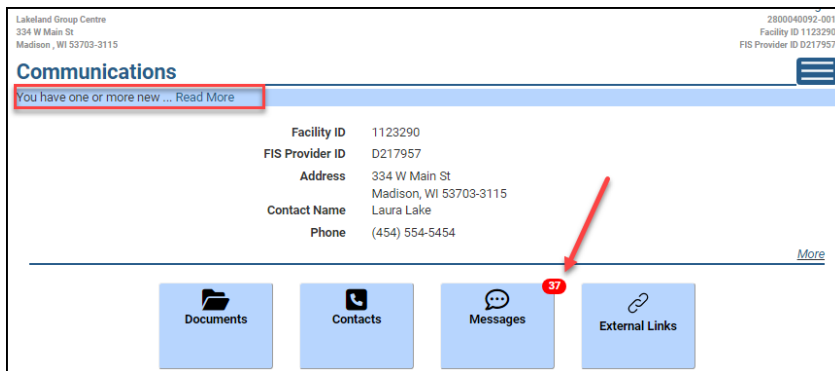
Staff in the following agencies can send messages to a facility:

- DCF Child Care Background Unit
- DCF Licensing staff
- County/Tribal certification staff

At this time, the provider cannot respond to the messages using the Portal. The responses can be submitted to:

- DCF Child Care Background Check Unit
Phone: 608-422-7400
Email: DCFPLicBECRCBU@wisconsin.gov
- DCF Licensing:
<https://dcf.wisconsin.gov/cclicensing/contacts>
- Certification:
<https://dcf.wisconsin.gov/files/ccregulation/cccertification/certifiers.pdf>

If there is an unread message in the Provider Portal, the **Communications** button has a message indicator (red circle with a number of unread messages). Also, partial text of the message is displayed below the **Communications** page title.

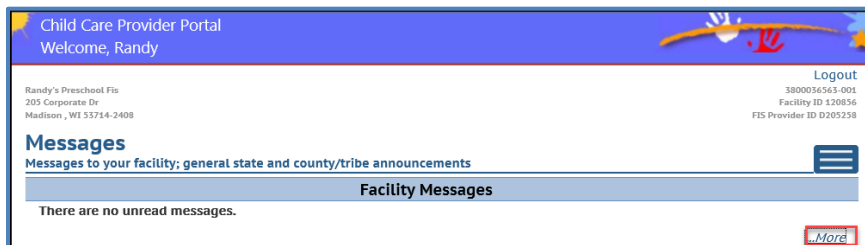


You can access the message by either choosing the **Read more...** link or by choosing the **Communications** button. The **Messages** page shows the entire message under the **Facility Messages** section.

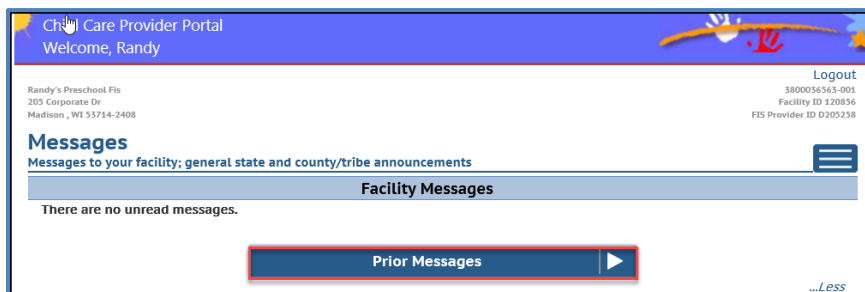


After you have read the message, choose the **I read it** button. By marking the message read, the message cannot be modified or cancelled by the worker.

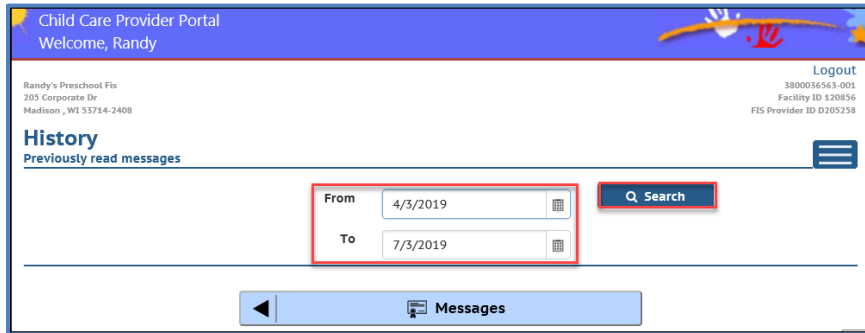
After the message is marked read, it is moved to the message archive. To access prior messages in the archive, choose the **...More**, link on the bottom of the **Messages** page.



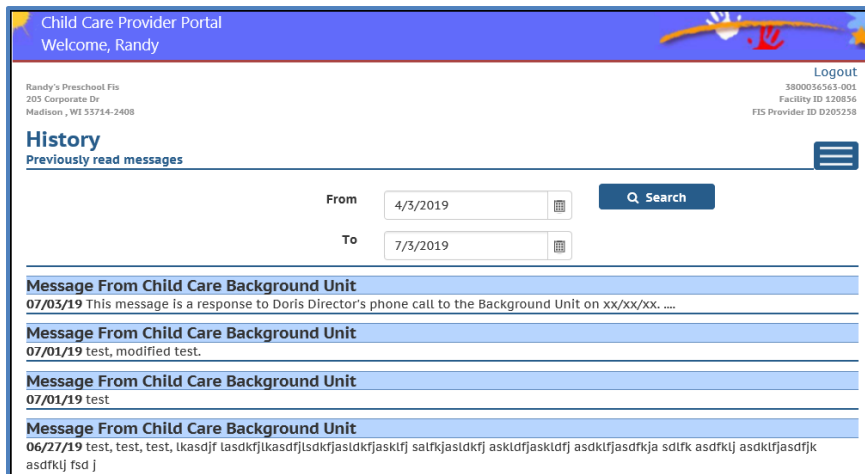
Then choose the **Prior Messages** button.



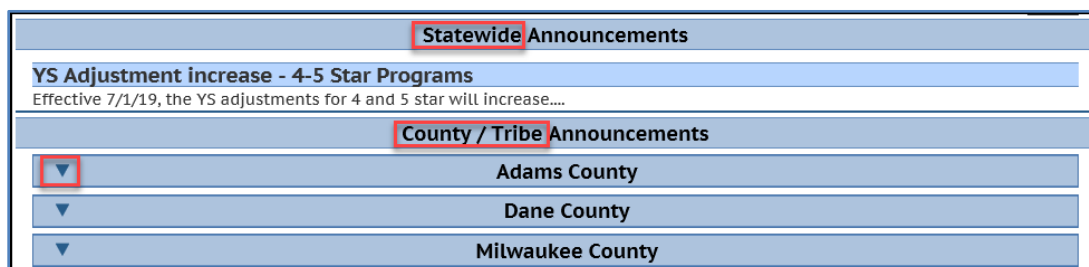
The following page defaults the search time period for the last three months, but the time period can be modified by changing the dates in the From and To date fields.



The **History** page lists all read messages received within the time frame.



The lower portion of the **Message** page displays **County/Tribal and Statewide Announcements**. To expand the messages, choose the arrow.



External Links

This button takes you to various external links.

The screenshot shows the 'Child Care Provider Portal' interface. At the top, a blue header contains the text 'Child Care Provider Portal' and 'Welcome, Rita' on the left, and a 'Logout' link on the right. Below the header is a navigation bar with the title 'External Links' and a hamburger menu icon. The main content area features a vertical list of eight blue buttons, each with a right-pointing arrow. The buttons are: 'Regulated Child Care and YoungStar Public Search' with the YoungStar logo; 'Child Care Provider Portal Resources'; 'Child Care Background Check Resources' with a magnifying glass icon; 'ebtEdge Provider Portal' with the ebtEdge logo; 'Child Care Registry' with the Registry logo; 'Child Care Resource & Referral Agencies (CCR&Rs)'; 'MyWChildCare Provider Resources' (highlighted in a darker blue); and 'Communications' with a Wi-Fi icon and a left-pointing arrow.