

Child Care Provider Portal (CCPP) User Guide

Online Licensing/Certification Applications

June 2025

Division of Early Care and Education

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Background

On June 1, 2024, a new feature called the **Expression of Interest (EOI)** was added to the Child Care Provider Portal (CCPP). The EOI is one of the first steps towards becoming a regulated child care provider. The applicants are connected with an agency worker to help them prepare for the Pre-Licensing process, Certification Orientation, or towards getting approval as a Licensed Day Camp operator. Agency workers support and assist potential new providers through the entire regulation process.

On February 15, 2025, the **Initial Application** used for licensed and certified child care programs was added to CCPP. This option is only available for applicants who have submitted an EOI through CCPP and have successfully completed the Orientation/Pre-Licensing process.

Effective June 20, 2025, **Continuation and Renewal Applications** will be available in the Provider Portal for licensed (family, group, camp) and regular certified child care programs. Programs that have a license expiration date of August 31, 2025 and certificate renewal end dates beginning August 23rd will be able to complete the applications online.

This guide explains how to enter and submit online licensing and certification applications to gain and/or maintain child care regulation. The child care regulation applications currently available for submission are as follows:

- Expression of Interest (EOI)
- Initial Application for both certified and licensed regulation types
- Continuation Application for licensed regulation types
- Renewal Application for certified regulation types

If you are a first-time user and have not set up an account, please reference the <u>Security Module</u> user guide for the instructions on how to create a DWD/WIEXT account.

Expression of Interest Entry

Who Should Submit an EOI?

Do you want to start your own regulated child care program as a first-time licensed/certified provider? If you said "Yes," then you qualify for submitting an EOI.

Did you already submit your initial application and/or are currently regulated? If you said "Yes," then you would NOT qualify for submitting an EOI. You will need to log into the <u>Provider Portal</u> to access your facility.

If you are a currently regulated child care provider and are interested in **applying for another type of child care regulation**, **do not submit an Expression of Interest (EOI) using the Child Care Provider Portal.** If an existing/currently certified family child care operator submits an EOI in error, this creates a new location number for your facility/program and have adverse consequences related to your YoungStar Quality Rating, Wisconsin Shares Authorizations, Child Care Counts and FIS/MyWIChildCare. If an EOI was submitted in error, please contact the <u>regional licensing office</u> for assistance.

Note: Your SSN or ITIN must be entered during EOI the process. If you prefer not to provide either, reach out to your local <u>certification</u> or <u>pre-licensing</u> agency for more information.

The application process has the following phases:

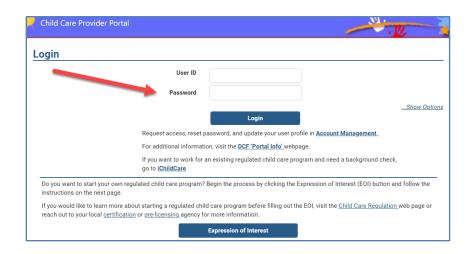
- 1. Provide DCF with basic information by completing the EOI.
- 2. Complete the pre-licensing process or the certification orientation.
- 3. Complete and submit the initial application.

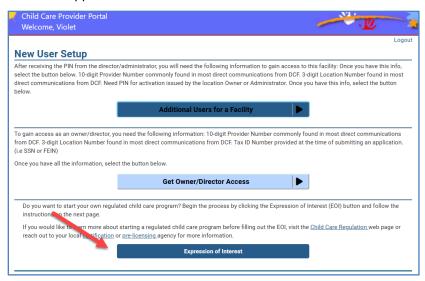
If you would like to learn more about starting a regulated child care program before filling out the EOI, visit the <u>Child Care Regulation</u> webpage, <u>Starting a Licensed Child Care</u> webpage, or reach out to your local <u>certification</u> or <u>pre-licensing</u> agency for more information.

Login

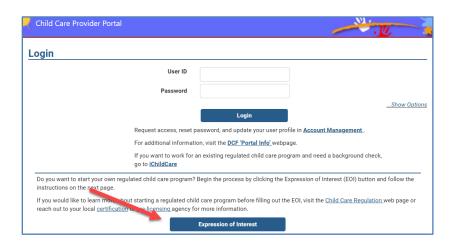
Using your DWD/WIEXT account username and password, login to the <u>Child Care Provider Portal</u> (CCPP) using either of the following two paths:

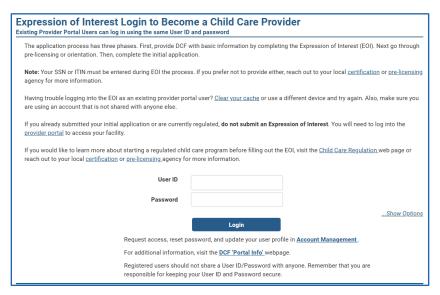
Option 1: Log in through CCPP and select Expression of Interest on the New User Setup screen.





Option 2: Select **Expression of Interest (EOI)** from the CCPP login page and then log in through the EOI login page.

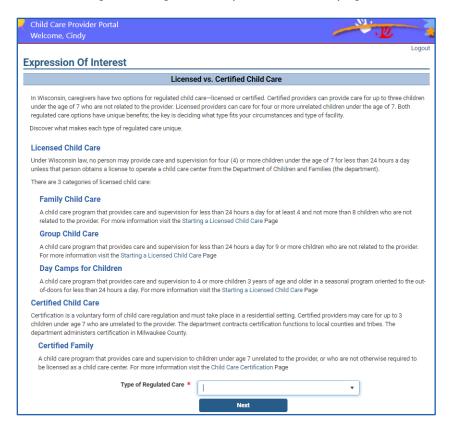




Selecting Regulation Type

After entering your login information, a new page will open explaining the difference between Licensed and Certified Child Care. It also describes the three categories of Licensed Child Care.

During the process of choosing the regulation type for your business, you can learn more about starting a Licensed or Certified Child Care Program using the links provided on the page.



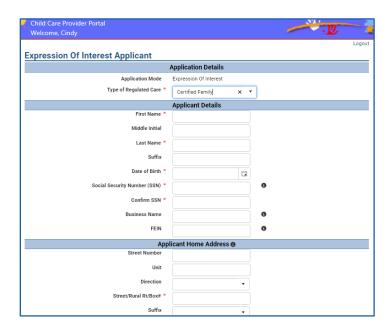
Carefully select the type of regulated care you are interested in from the drop-down menu then select Next.



After selecting the regulation type, the **Expression of Interest Applicant** page displays.

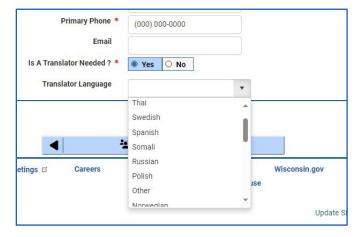
Entering Applicant Details

Enter requested details on the **Expression of Interest Applicant** page. All fields marked with an **asterisk** (*) are required before the system allows you to continue. If a required field is left blank, an error message pops up stating it needs to be resolved to proceed to the next page. Selecting an **information icon** • provides more details on what to enter for that field.

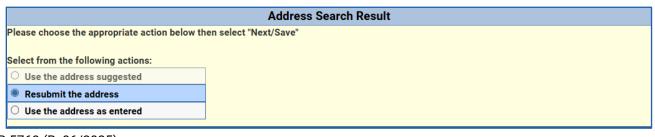


It's okay if you do not have a Business Name, or an FEIN at this time. You can leave those fields blank and provide that information later if you choose. **Note that an FEIN is required for group child care programs before the initial application can be submitted.** However, you do not need to enter that information in order to submit the EOI.

When answering the translator question, select **Yes** if you need translation assistance. This will be documented in your file. It provides guidance to the worker who will be contacting you. If no language assistance is needed, select **No**.

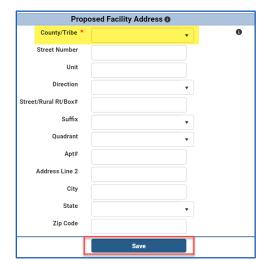


After completing the information on this page and after selecting **Next**, the applicant's home address is verified against the U.S. postal service's database. If there are possible errors, the message below shows, asking you to select from a list of actions. Be sure to review what was entered and make the selection accordingly.



Entering Facility Details

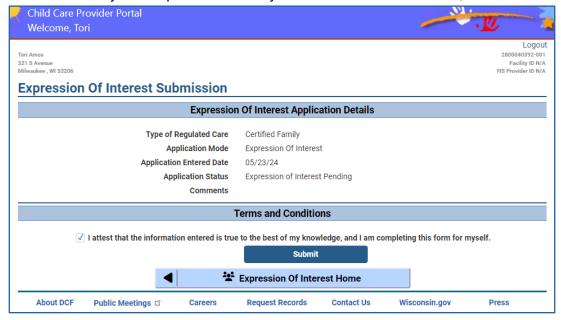
Enter information for the proposed facility on this page. If you do not have an address yet, you must enter at least the County or Tribe where the facility will be located.



After entering information on this page, select **Save**. This action takes you to the **Expression of Interest Submission** page.

Submitting the Expression of Interest

When you have completed the EOI form and select **Save** from the **Proposed Facility Address** page, the system takes you to the **Expression of Interest Submission** page. On this page, you must attest that the information you provided is true and that you completed the form yourself. Select the checkbox, then select **Submit**.



Upon submission, the application is sent to the appropriate agency, depending on the location/county tribe, and type of regulation chosen. A representative will reach out, after reviewing the submitted information, to inform you of the next steps. Please allow **at least three business days** for them to contact you.

Note: Changes cannot be made after submitting your EOI application. You will need to work with the agency worker to make any changes.

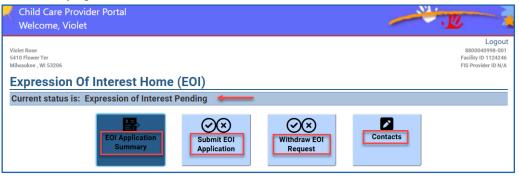
If you have immediate questions, use the listing linked from the **Contacts** page.



Expression of Interest Home Page

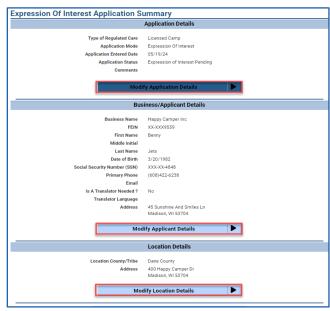
From the EOI home page you can:

- Check the status of your application
- View the Application Summary page and Modify Information
- Submit the application
- Request to withdraw the application
- View the Contacts page



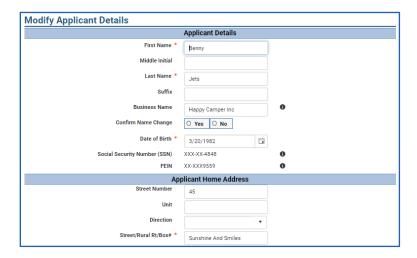
Expression of Interest Application Summary

Before submitting your application, you can review the information entered for each section by selecting the **EOI Application Summary** button. If you need to modify any of the information, select the corresponding modify button for that section.



Modifying EOI Information

From the **Application Summary** page, select the **Modify Details** button for the section you want to modify. The **Modify Details** page for that section will open for you to make changes to the information.



The only fields you cannot change on this page are the SSN and FEIN. If changes need to be made to these fields, please reach out to your pre-licensing or certification agency contact linked from the **Contacts** page.

After changes are made, select **Save** at the bottom of the modify screen. If no changes are made, select **EOI Application Summary** to return to the summary page to continue your review. After you have completed your review, select the **Expression of Interest Home (EOI)** button at the bottom of the summary page.



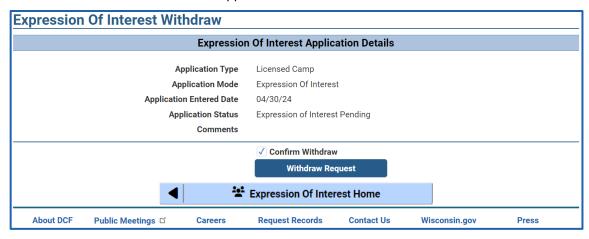
Requesting to Withdraw an Expression of Interest

You have the option of withdrawing your EOI. This can be done before or after submitting the EOI application.

Withdrawing before submitting the EOI: Your application status changes to **Expression of Interest Withdrawn**. **Please note:** Reaching out to an agency representative *before* withdrawing is highly recommended. They can assist you with issues or questions you might have so you are able to proceed with the regulation process.

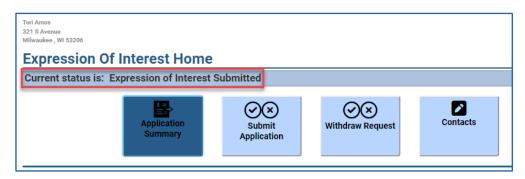
Withdrawing after submitting the EOI: Your application status changes to **Expression of Interest Withdraw Requested**. An agency representative will reach out to you and assist with any questions or concerns you have. The intent is to help overcome obstacles and keep you moving forward with the regulation process.

When you select **Withdraw Request**, the **Expression of Interest Withdraw** page opens. You must check the box next to **Confirm Withdraw**, then select **Withdraw Request** button.



Checking the Status of an Expression of Interest

The **Expression of Interest Home** page displays the status of your EOI application. There are several EOI statuses that may display throughout the process. **For example:** Once you have submitted the EOI, the status will change to **Expression of Interest Submitted**.



The Expression of Interest statuses are described below:

Status	Description
Expression of Interest Pending	This status is displayed after the applicant enters and saves at least
	the first page of information in the EOI.
Expression of Interest Withdrawn	This status is displayed after the applicant selects the Withdraw
(Pre-submission)	Request button prior to submitting the EOI.
Expression of Interest Submitted	This status is displayed after the applicant submits the EOI for
	review. No changes can be made after submitting the EOI.
Expression of Interest Withdraw	This status is displayed after the applicant has requested to
Requested	withdraw their EOI after submission.
Expression of Interest Withdrawn	This status is displayed if the applicant decides to withdraw after the
	agency provides assistance.
Expression of Interest Closed –	This status is displayed if the applicant is a current provider or if the
Provider Already Exists	applicant has regulation history in the DCF child care database. An

Status	Description
	agency representative will reach out to provide guidance for the applicant, depending on the next steps.
Pre-licensing Initiated	This status is displayed when the pre-licensing agency has initiated contact with the applicant and proceeds with the pre-licensing process.
Pre-licensing Discontinued/Lost Contact	This status is displayed when the pre-licensing agency has lost contact with the applicant therefore not completing the pre-licensing process.
Pre-Licensing Complete	This status is displayed when the applicant has completed the pre- licensing process and has moved on to the next step in the application process (initial application).
Orientation Initiated	This status is displayed for certification applicants when the certification agency has initiated contact with the applicant and proceeds with the orientation.
Orientation Discontinued/Lost Contact	This status is displayed when the county/tribe has lost contact with the applicant therefore not completing the orientation process.
Orientation Complete	This status is displayed when the applicant has completed the certification orientation process and has moved on to completing the initial certification application.
Expression of Interest for Day Camp Complete	This status is displayed when the Regional Office confirms an EOI submission for a day camp license and has provided guidance on completing the initial application.

Once you have successfully completed Orientation, Pre-Licensing, or you are applying to become a licensed day camp, the initial licensing or certification application will be available to you through CCPP. Details on when you can begin filling out the application will be provided by the agency you are working with.

Initial Licensing/Certification Application Entry

Login

You must use the same DWD/WIEXT account username and password used to submit the EOI and login to the Child Care Provider Portal (CCPP). After entering your login information, you will see your current application status, a statement explaining that the next step is to complete the initial application, and the **Begin Application** button will be accessible.

If you need to reset your password or recover your account credentials, follow the instructions provided through the DWD Account Management System.

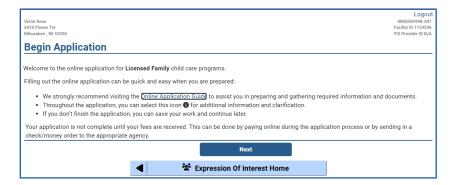
Selecting either the **Begin Application** link or the **Begin Application** button will take you to the **Welcome** page. If neither of these are available, you may not have completed pre-licensing/certification orientation. Reach out to your specialist for assistance.



The **Begin Application** page briefly explains what to expect while filling out the application. Selecting **Next** takes you to the beginning of the application and changes your application status to **Application in Progress**.

Note: You will no longer be able to access this **Begin Application** page after you proceed to the next page. Referencing the Online Application Guide while completing the application is strongly recommended.

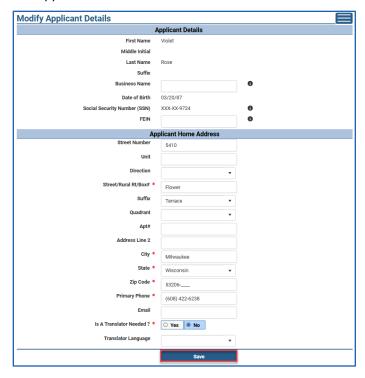
- For licensed family, group and camp applications: Online Application Guide
- For certified family applications: <u>Online Application Guide</u>



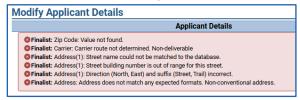
Modify Applicant Details

This page will display the information that was either submitted through the EOI process or entered/updated by the agency specialist while they were working with you. You will be able to update most of the fields on this page. The full name, DOB, SSN and FEIN (if submitted prior to beginning the initial application) are read only. If you need to make changes to the read only fields, please contact your agency specialist.

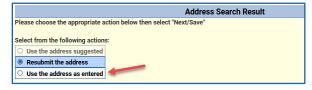
After making relevant updates and completing any required fields marked with an *, select **Save** to proceed to the next page.



After selecting **Save**, if you get any of the following error messages, be sure to review the address you entered and make the necessary changes. Resubmit the address by selecting **Save** again.



If you still get the error messages with a *valid address*, select the "Use the address as entered" option from the list and select **Save** to proceed to the next page.



Application Dashboard

The **Application Dashboard** displays a **Continue to...** button that links to the next page ready for completion. The dashboard also includes five additional buttons, representing the main categories for the application.

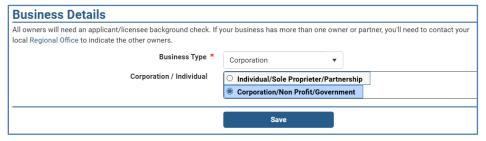


Here are the main application categories and the information that can be found within each category:

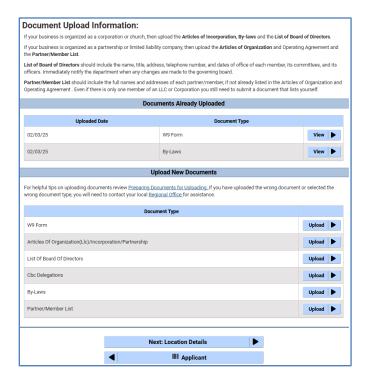
- Applicant: Applicant Details and Business Details (Groups and Camps)
- Facility: Location Details, Physical Plant and Environment (Groups and Camps), Additional Details,
 Mailing Addresses, Requested Operational Details, and Requested Ages Served
- Individuals: Copy Applicant and Add Individuals
- Program Features: Pets, Provide Transportation, Vehicle Details, Insurances, and Other Licenses
- Review and Submit: Regulatory Fees, Review, Submit Application, Withdraw Request, and Contacts

Business Details (For Licensed Group/Camp Only)

The **Business Details** page is for Licensed Group and Licensed Camp applicants to select how they have organized their business. The selection should match the same business type that was selected when applying for the FEIN with the IRS.



Select **Save** to proceed to the next page and upload all relevant business documents.



After uploading business related documents, select **Next: Location Details** to proceed to the next page.

Modify Location Details

This page displays the information that was either submitted through the EOI process or entered/updated by the agency specialist while they were working with you. You will be able to update all fields on this page except for the location address and county/tribe where the facility is located.

Contact Details: The contact details section should include information for the person who is in charge daily at the center.

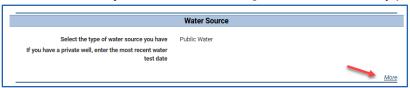
Water Source: Select the type of water source supplying the child care program and enter the most recent water test date if you selected "Private Well." You'll be able to upload the water test results on the next page. If you have questions about requirements for water testing be sure to contact your pre-licensing or certification agency.

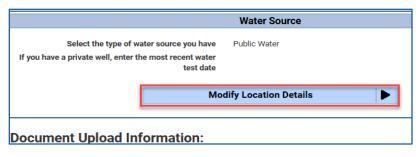
After reviewing, making relevant updates, and completing any required fields marked with an *, select **Save** to proceed to the next page.



Location Details

The location details entered on the previous page displays as read only. If changes need to be made, select **More**, then **Modify Location Details** to go back to the modify page.





You will be able to upload all the document types listed in the **Document Type** section. Review the **Document Upload Information** section for more information on each document. If there is a document type listed on the page and you are not sure if you need to submit or not, check the **Helpful Resources** section of this user guide or contact your agency specialist for assistance.

Once you are ready to move on to the next page, select **Next: Additional Details** to proceed. Licensed Group/Camp applicants will select **Next: Physical Plant and Environment.**

Physical Plant and Environment (For Licensed Group/Camp Only)

The **Physical Plant and Environment** page is accessible for Licensed Group and Licensed Camp applicants to provide information about the building where the care will be provided.

This is also the page the Building Inspection documentation should be uploaded, showing compliance with applicable building codes.

Once you are ready to move on to the next page, select **Next: Additional Details** to proceed.

Additional Details

This section of the application is collecting information on radon, pet accessibility, receiving monitoring results electronically, and whether there is another authorized person for signing subsequent applications on behalf of the applicant.

Radon Test: Proof of radon testing is required to become a licensed group (not located in a public school) or licensed family program. **Note:** Certified applicants are not currently required to report this information.

Pets in Location: Answer whether pets are on the premises and accessible to children in care. Be prepared to upload rabies vaccination documentation for each pet on the premises on the **Pets** page.

Monitoring Results: If you select "**Yes**" monitoring results will be sent to the email address that is listed on the Mailing Address page.

Other Authorized Person: For licensed programs, the Applicant/Licensee can designate another person to sign agreements and submit official documentation. Certified programs should answer "**No**."

Once you are ready to move on to the next page, select **Next: Mailing Address** to proceed. Certified Family applicants will select **Next: Care Location**.

Care Location (For Certified Family Only)

Select either "Child's Home" or "Provider's Home" from the dropdown. If you will be providing care in the child's home, the child/ren you plan to care for must be approved for an in-home authorization before your application can be processed.

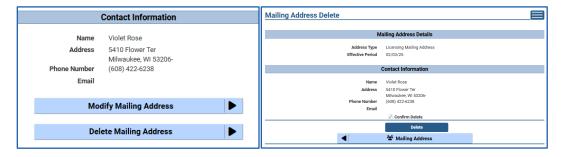
Once you are ready to move on to the next page, select **Next: Mailing Address** to proceed.

Add Mailing Address

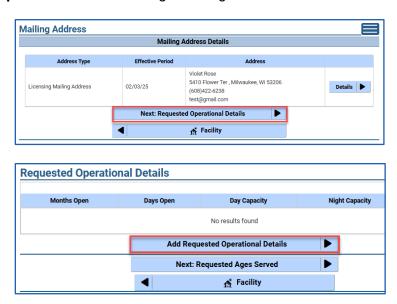
The address you select will determine where all official notices will be sent. This is a required selection. You are provided three options to choose from:

- The address for the applicant
- The location address
- An option to enter a different address

If you need to make modifications or delete the address, select the **Details** button to the right of the mailing address, then select **More** to access the **Modify** and **Delete** button options. When selecting **Modify**, you can edit the address and save it with updates. When selecting **Delete**, you must check the **Confirm Delete** box. After deletion, you are directed back to the **Add Mailing Address** page.



Once the mailing address is entered, select **Next: Requested Operational Details** to proceed to the next page. Then select **Add Requested Operational Details** to begin adding the information.



Requested Operational Details

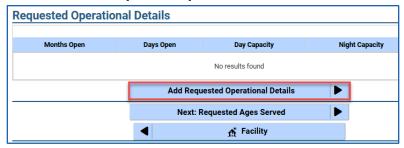
This page is for entering the months, days, and hours of operation, and the capacity for your child care program. The details entered on this page are considered "requested" by the applicant/provider. **This request needs to be reviewed by the agency specialist.** If approved, the details will be listed on the license/certificate.

Months of Operation

The system selects all 12 months, by default. If your program does not operate for one or more months during the year, you may need to make multiple entries to show the active months of operation. See example below.

Example: This program does not operate May – August each year. Since there is a break in operations, between January and December, it requires two separate entries.

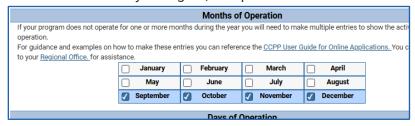
1. Select Add Requested Operational Details



2. Deselect May – December, complete all other entries and select **Save**.



- 3. Select Add Requested Operational Details for the second entry.
- 4. Deselect January August, complete all other entries and select **Save**.



Here is what the entries look like for a program that operates from September – April.



Days of Operation

If your program will be closed on certain days of the week, deselect those days.

Are you open on the weekends? If yes, select "Yes" and the weekend days you plan to provide care.

Hours of Operation

Select the Start and End times using the scrolling clock selector. Determine whether you have more than one Start and End time and enter those as well. If you have trouble entering your hours of operation, contact the regulatory agency for assistance.

Capacity

Day Capacity: Enter the maximum number of children in care between 05:00 a.m. and 10:00 p.m.

Night Capacity: Maximum number of children in care during any period between 10:00 p.m. and 05:00 a.m.

Note: For certified family applications, these fields display as Group Size (max of 6) and number of Children Under 7 Years (max of 3) instead of Day/Night Capacity.

Requested Ages Served

This page represents the ages served "requested" by the applicant/provider. **This request needs to be reviewed by the agency specialist.** If approved, the details will be listed on the license/certificate.

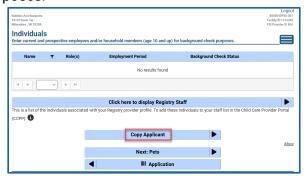
Enter the youngest age of children your program will serve in weeks, months and/or years. Also enter the oldest age of children your program will serve in weeks, months and/or years.

The **From Age** must be equal to or less than the **To Age**. In the example below, the applicant is requesting to care for children 6 weeks through age 10 (to 11 years).

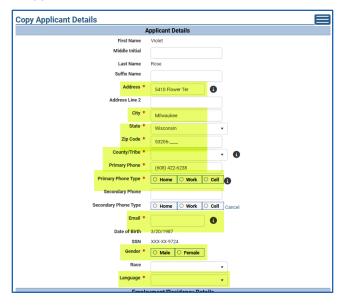


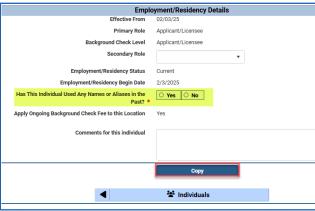
Individuals

You must **Copy Applicant** into the **Individuals Module** so a background check can be completed. This module also allows you to add all your current and prospective employees and/or household members (age 10 and older) for background check purposes.

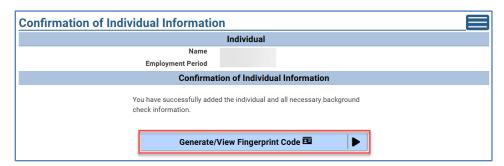


Select **Copy Applicant** from the Individuals page. This opens the **Copy Applicant** page displaying the applicant's details as read-only. Select the **Copy Applicant** button which opens the **Applicant Details** page. Review the details and complete all the required fields.





After completing all the details, select **Copy**. Then, you'll complete the background check questions for the applicant and generate/view the fingerprint code.



For guidance on adding individuals and how to complete background checks, reference the Individuals section of the CCPP User Guide.

Pets

For each dog or cat added, be prepared to upload a current certificate from a veterinarian documenting their rabies vaccination. This document can be uploaded on the next page of the application.

Once you are ready to move on to the next page, select **Next: Provide Transportation** to proceed.

Child Care Provider Portal - Online Applications

Provide Transportation

If the center provides transportation for children in care to/from school, home or for field trips, be prepared to enter the vehicle and insurance information for each vehicle. Select **Add Transportation** and choose **Yes** or **No** as the answer for whether the center provides transportation. Then select "**Add**" to save the information.

The Begin Date is auto populated with today's date.

Once you are ready to move on to the next page, select Next: Vehicle Details to proceed.

Vehicle Details

For each vehicle added, be prepared to provide details, and upload related documents. Select the vehicle mode from the dropdown and enter identifying information for each vehicle used to transport children in care.

Once you are ready to move on to the next page, select **Next: Insurances** to proceed.

Insurances

Be sure you have enough coverage for your business purposes.

All licensed group centers need proof of liability insurance. All providers are required to have auto/vehicle liability insurance if they transport children in care. Licensed family centers need proof of liability insurance if pets are on premise and are accessible to the children in care. Certified programs are not required to have liability insurance.

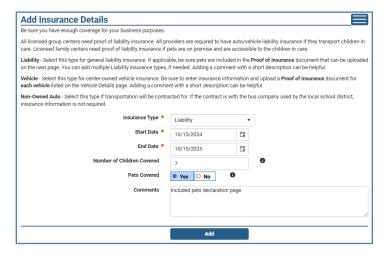
Insurance Type Descriptions

Liability - Select this type for general liability insurance. If applicable, be sure pets are included in the **Proof of Insurance** document that can be uploaded on the next page. You can add multiple Liability insurance types, if needed. Adding a comment with a short description can be helpful.

Vehicle - Select this type for center-owned vehicle insurance. Be sure to enter insurance information and upload a **Proof of Insurance** document for **each vehicle** listed on the Vehicle Details page. Adding a comment with a short description can be helpful.

Non-Owned Auto - Select this type if transportation will be contracted for. If the contract is with the bus company used by the local school district, insurance information is not required.

Add as many types of insurance as needed.



Child Care Provider Portal - Online Applications

Once you are ready to move on to the next page, select **Next: Other Licenses** to proceed.

Other Licenses

If the home/facility is licensed or certified as an adult family home or foster care, please make the appropriate selection from the dropdown. If not, then select "None" from the dropdown and proceed to the next page.

The licensee may not combine the care of children enrolled in the child care center with foster care of other non-related children or adults without the prior written approval of both licensing agencies.

Family child care certification requires completion of the <u>Regulatory Agency Approval form</u> by the foster care or adult family home regulating agency. This form can be uploaded on the <u>Location Details</u> page of the <u>application</u>.

You are required to select an option from the dropdown to submit the application.

Once you are ready to move on to the next page, select **Next: Regulatory Fees** to proceed.

Regulatory Fees

Paying the application fee is quick and convenient using the e-payment services portal. If you choose to submit your application without payment, it will not be processed/reviewed until payment is received. The e-payment services portal may be used to pay application fees by certification applicants in Milwaukee County and all licensing applicants. Certification applicants in the balance of the state will need to pay any application fees directly to their certification agency.

Note: If you make a payment after you have submitted your application, reach out to your local licensing/certification agency to let them know. Your application will not be processed until payment has been confirmed.

Once you are ready to move on to the next page, select **Next: Review** to proceed.

Application Review

The Application Review page shows a summary of all the information entered on prior pages of the application. The page shows highlighted items if the information/documentation is missing and must be completed before you can submit the application. A warning message is also displayed across the top of the page if there is missing or inconsistent information. Carefully review what has been entered and what still needs to be completed.

Each section of the Application Review page has a header row with an **Edit** link on the far-right side. That link takes you directly to the page where you are missing information.

Any documents that have been uploaded include a **View** button that you can click to open the document and verify the correct document had been uploaded.

The highlighted areas are either pieces of missing information or missing documents that are required to submit the application. You will need to make sure there are no warning messages left before submitting the application.



Once you are ready to move on to the next page, select **Next: Submit Application** to proceed.

Submit Application

The **Submit Application** page will also display a warning message across the top of the page if there is missing or inconsistent information. Again, you will not be able to submit the application until all missing items have been taken care of.

Read each paragraph prior to checking the corresponding box to ensure you understand what you are being held responsible for.

Once all missing information has been taken care of, all boxes are checked and you enter your name and title, then select **Submit.** This screen shot shows the application fees were paid through e-payment prior to submitting.



Congratulations! You have just completed the next step towards becoming a regulated child care provider. Your application status will update throughout the process. The descriptions are listed in the Application Statuses section of this User Guide.

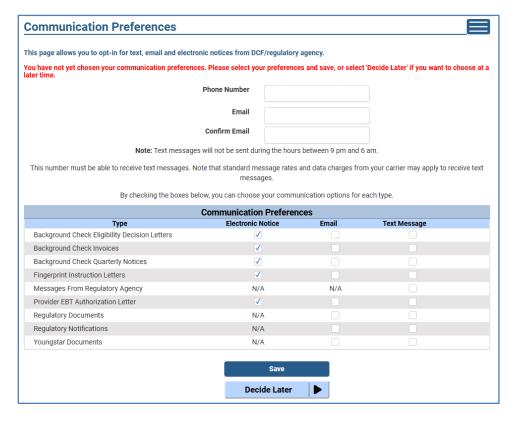
Feel free to reach out to your agency specialist if you have any questions.

Gain Full Access to Your Program

Once your application has been reviewed and you are approved to operate as a licensed or certified provider, the status of your application will be updated to "Regulation Approved" and you will see the link "Gain full access to your program".



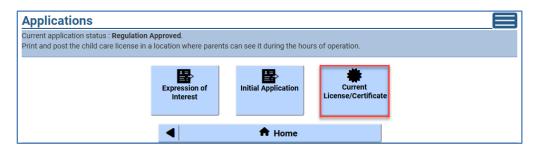
After selecting the link, you will gain full access to everything available to you within the Child Care Provider Portal (CCPP). The first page asks about your electronic communication preferences. You can either make the selections and save the information or select **Decide Later** to view other pages.



To learn more about how to use the Provider Portal and what other information is available to you, review the Child Care Provider Portal (CCPP) User Guide.

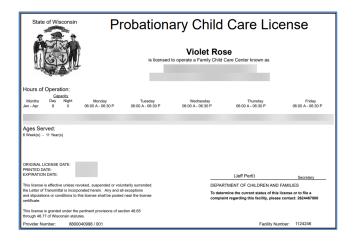
Print and Post Your License/Certificate

Once you are approved to operate as a licensed or certified provider you will be able to view and print your current License/Certificate.



Child Care Provider Portal - Online Applications

Select the **Current License/Certificate** button to open the document and then print it the way you normally print from your computer/device.



All regulated providers are required to print and post/display the child care license/certificate near the entrance or in some other conspicuous area of the center that is visible to the public, parents, and visitors.

Review the <u>Application Statuses</u> section of this user guide to learn what each status of your application means.

Continuation/Renewal Application Process

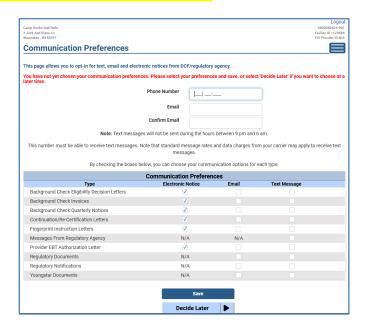
Receiving the Continuation/Renewal Letter

Approximately 70 days before your license/certification expiration date, a letter will be mailed and/or available in the Child Care Provider Portal (CCPP) on the **Documents** page. The letter will inform you of:

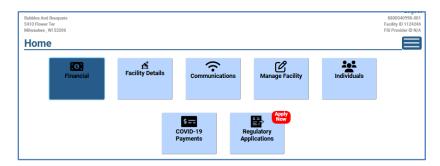
- When materials and fees (if applicable) are due
- The amount of fees due (if applicable)
- The options available to complete the application (online/paper)
- Guidance for preparing to submit materials

Home Page

After entering your login information for the <u>Child Care Provider Portal</u>, you will either see the **Communication Preferences** page (if updates are needed) or the **Home** page. To learn more about the **Communication Preferences** page, refer to the <u>Communications User Guide</u>.



The **Home** page displays buttons to help navigate to the most commonly used pages within the portal. This page now includes the **Regulatory Applications** button which takes you to the page that displays the previous and current regulatory applications for this location.



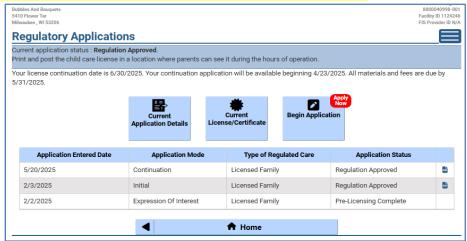
If you are a first time user, reference the <u>Security Module</u> user guide for the instructions on how to create a DWD/WIEXT account and gain access to your program.

If you need to reset your password or recover your account credentials, follow the instructions provided through the <a href="https://doi.org/10.2016/nccenter-needed-to-purple-

Regulatory Applications Page

This page provides information related to the previous and current regulatory applications for this location. Also, this is where you would begin the continuation/renewal application. From this page you can:

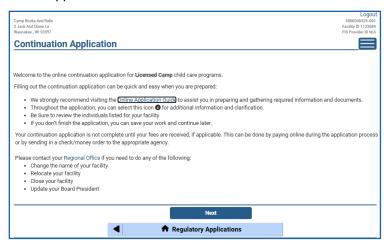
- Print your current license/certificate
- Check the status of the current/active application
- View the reminders for
 - Your continuation/renewal date
 - When the continuation/renewal application will be available
 - The date all materials and fees (if applicable) are due
- View the list of applications for this location
- View a PDF of the submitted application, if a is available
- Begin/continue the continuation/renewal application, when available



When the continuation/renewal application is available, the **Apply Now** bubble will display over the **Regulatory Applications** button on the **Home** page. This bubble will disappear once you have started the application or if you do not have the option to submit online.

The **Apply Now** bubble will also display over the **Begin Application** button on the **Regulatory Applications** page. This bubble and the button will disappear once you have started the application or if you do not have the option to submit online.

Selecting the **Begin Application** button will take you to the **Continuation Application** page where it briefly explains what to expect while filling out the application. Selecting **Next** takes you to the beginning of the application and changes your application status to **Application in Progress**.



Note: You will no longer be able to access this **Continuation Application** page after you proceed to the next page. Referencing the Online Application Guide while completing the application is strongly recommended.

- For licensed family, group and camp applications: <u>Licensing Online Application Guide</u>
- For certified family applications: <u>Certification Online Application Guide</u>

Application Dashboard

The **Application Dashboard** displays a group of buttons representing the main categories for the application. These buttons provide a quick way to access specific areas of the application. You will only be able to modify information within the categories for an application with the status of *Application in Progress*.



The application categories and the information that can be found within each category:

- Applicant: Applicant Details and Business Details (Groups and Camps)
- Facility: Location Details, Physical Plant and Environment (Groups and Camps), Additional Details,
 Mailing Addresses, Requested Operational Details, and Requested Ages Served
- Individuals: Copy Applicant and Add Individuals
- Program Features: Pets, Provide Transportation, Vehicle Details, Insurances, and Other Licenses
- Review and Submit: Regulatory Fees, Review, Submit Application, Withdraw Request, and Contacts

If there is an application in progress, this page also displays a **Continue to...** button that links to the last page where information was updated.

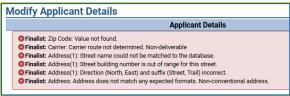
Applicant Details

This page displays the applicant/licensee information brought over from the licensing/certification system. The full name, business name, DOB, SSN, and FEIN are read only. You can modify the applicant home address, phone number, email and translator details.

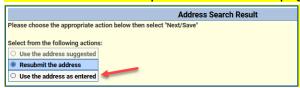
To modify information on the page, select **More**, then **Modify Applicant Details**. After updating the information, select **Save** to proceed to the next page. Refer to the **Modifying Information** section of this user guide for examples.



After selecting **Save**, if you get any of the following error messages, be sure to review the address you entered and make the necessary changes. Resubmit the address by selecting **Save** again.

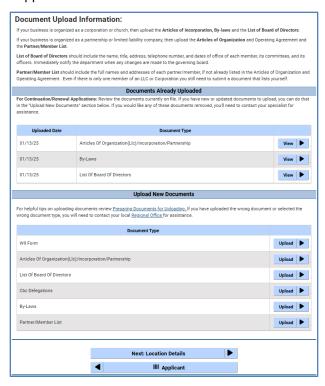


If you still get the error messages with a *valid address*, select the "Use the address as entered" option from the list and select **Save** to proceed to the next page.



Business Details (For Licensed Groups/Camps Only)

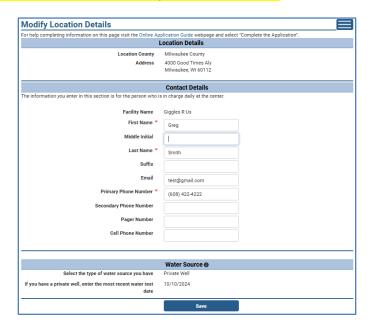
The **Business Details** page is available for Licensed Group and Licensed Camp programs only. You can review the documents currently on file and upload new or updated documents as needed. The business type cannot be updated during the continuation process.



Once you are ready to move on to the next page, select Next: Location Details to proceed.

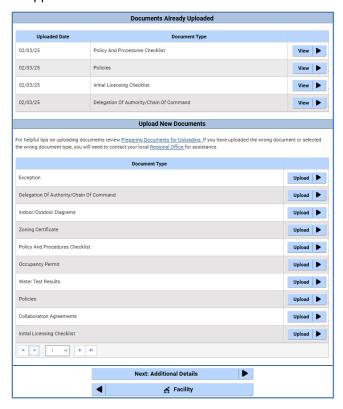
Location Details

This page displays the location information brought over from the licensing/certification system. You will **only** be able to update the contact information for the person who is in charge daily at the center. To make changes to the contact information, select **More**, then **Modify Location Details**.



After updating the information, select **Save** to return to the **Location Details** page. You can review previously uploaded documents and upload new/updated documents as needed.

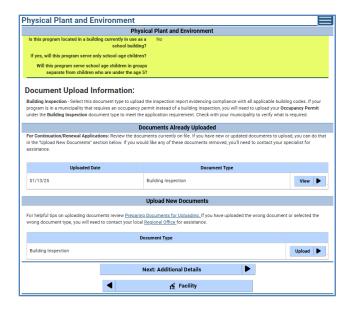
For any other changes to the location information, contact your regional licensing office/certification agency for further direction.



Once you are ready to move on to the next page, select **Next: Additional Details** to proceed. Licensed Group/Camp providers will select **Next: Physical Plant and Environment.**

Physical Plant and Environment (For Licensed Group/Camp Only)

The **Physical Plant and Environment** page is accessible for Licensed Group and Licensed Camp providers only. The questions shown in the top section of the screenshot below will only be available to answer if they have not been answered online, during the initial application process.



Review previous document uploads and upload new/updated documents if needed.

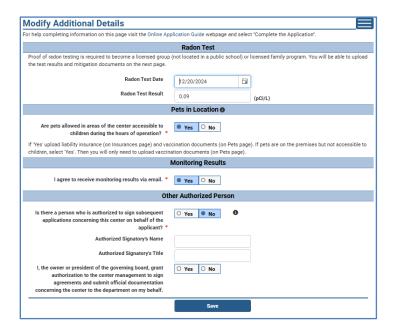
Once you are ready to move on to the next page, select Next: Additional Details to proceed.

Additional Details

This section of the application collects information on radon, pets, receiving monitoring results electronically, and whether there is another authorized person for signing subsequent applications on behalf of the applicant.

If these questions have not been answered online, during the initial application process, the **Modify Additional Details** page opens for you to provide the answers. If the questions have been answered previously, the **Additional Details** page opens to review the information brought over from the licensing/certification system.

To modify any of the additional details, select **More**, then **Modify Additional Details**. Refer to the **Modifying**Information section of this user guide for examples.

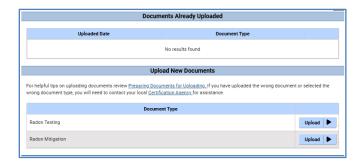


Radon Test: Provide updated information for radon testing. **Note:** Certified applicants are not currently required to report this information.

Pets in Location: Answer whether pets are on the premises and accessible to children in care. You'll be able to upload vaccination documentation for each pet on the **Pets** page.

Monitoring Results: If you select "Yes" monitoring results will be sent to the email address that is listed on the Mailing Address page.

Other Authorized Person: For licensed programs, the Applicant/Licensee can designate another person to sign agreements and submit official documentation. Certified programs should answer "No."



Review previous document uploads and upload new/updated documents if needed.

Once you are ready to move on to the next page, select **Next: Mailing Address** to proceed. Certified Family providers will select **Next: Care Location.**

Care Location (For Certified Family Only)

If this question was not answered online during the initial application process, you will be required to provide the answer. Select either "Child's Home" or "Provider's Home" from the dropdown. If you will be providing care in the child's home, the child/ren you plan to care for must be approved for an in-home authorization before your application can be processed.



If this question has been answered previously, you will not be able to change the response during the renewal process.

Once you are ready to move on to the next page, select Next: Mailing Address to proceed.

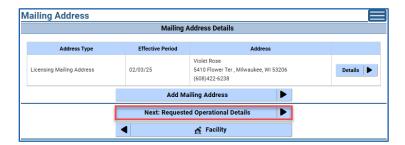
Mailing Address

The mailing address selected is where all official notices are sent. The page will display the mailing address brought over from the licensing/certification system, if one had been entered previously.

If you need to change the information, select Add Mailing Address, then select from the three options provided:

- Applicant address
- Location address
- Enter a different address

Note: This will replace the previous mailing address without the option to retrieve it. If you need assistance, reach out to your specialist or local agency.



Once you are ready to move on to the next page, select Next: Requested Operational Details to proceed.

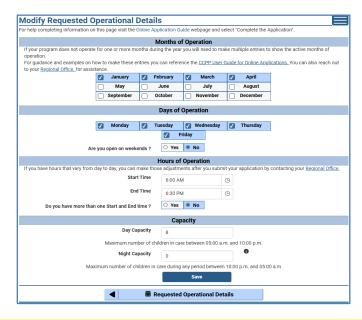
Requested Operational Details

This page displays the months, days, and hours of operation, and capacity for your child care program. The information is brought over from the licensing/certification system. You will be able to modify the information during the continuation/renewal process. However, **this request needs to be reviewed and approved** prior to your program operating under the newly requested parameters. If approved, the details will be listed on the license/certificate.





To modify the operational details, select the **Details** button next to the current entry. Select **More**, then select **Modify Requested Operational Details**. This will open the page to modify the details.



You can also select **Delete Requested Operational Details** which allows you to delete the entire entry and add the new details.

Note: If you do not delete the current details prior to **adding a new entry**, an error message will display, and you will not be able to add the new details. The months of operation cannot overlap.

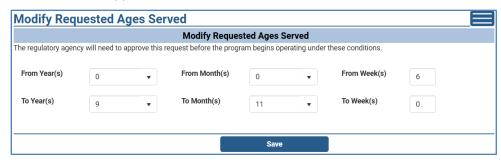
For guidance on how to select the months, days and hours of operation, review the **Requested Operational Details** section earlier in this guide, for the Initial Application.

Once you are ready to move on to the next page, select Next: Requested Ages Served to proceed.

Requested Ages Served

This page will display the currently approved ages served, brought over from the licensing/certification system. You will be able to modify the information during the continuation/renewal process. However, **this request needs to be reviewed and approved** prior to your program operating under the newly requested parameters. If approved, the details will be listed on the license/certificate.

To modify the requested ages served, select **More**, then select **Modify Requested Ages Served**. This will open the page to modify the details.

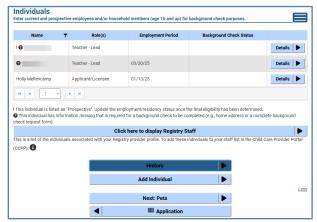


The **From Age** must be equal to or less than the **To Age**. In the example above, the provider is requesting to care for children 6 weeks through age 9 (to 10 years).

Once you are ready to move on to the next page, select Next: Individuals to proceed.

Individuals

This module allows you to add/modify/inactivate current and prospective employees and/or household members (age 10 and older) for background check purposes. Be sure to review the list and make adjustments as needed.



For guidance on adding/inactivating/modifying individuals and completing background checks, reference the Individuals section of the CCPP User Guide.

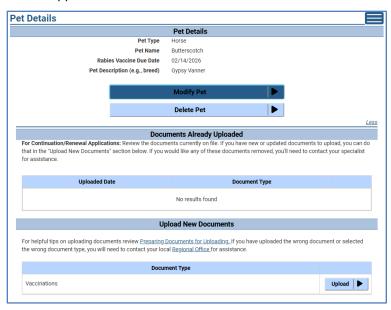
Once you are ready to move on to the next page, select **Next: Pets** to proceed.

Pets

For each dog or cat added, be prepared to upload a current certificate from a veterinarian documenting their rabies vaccination. This document can be uploaded on the next page of the application.

For pets already listed, you can only modify the comments. If you want to remove a pet, enter a comment stating something like "They are no longer at this location." You can also upload updated vaccination records if needed.

To modify the comment, select **More** in the **Pet Details** section, then select the **Modify Pet** button. Enter the comment and select **Save**.



Once you are ready to move on to the next page, select **Next: Provide Transportation** to proceed.

Provide Transportation

For continuation/renewal applications, these pages are read only. If you need to add or modify your transportation details, you'll need to contact your specialist for assistance.

Once you are ready to move on to the next page, select **Next: Vehicle Details** to proceed.

Vehicle Details

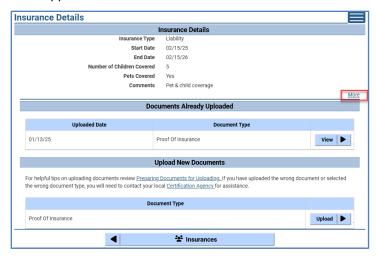
For continuation/renewal applications, these pages are read only. If you need to add or modify your vehicle details, you'll need to contact your specialist for assistance. For each vehicle already listed, you can upload Inspection Reports (for licensed programs only). Updated auto/vehicle liability insurance can be uploaded on the Insurances page.

Once you are ready to move on to the next page, select **Next: Insurances** to proceed.

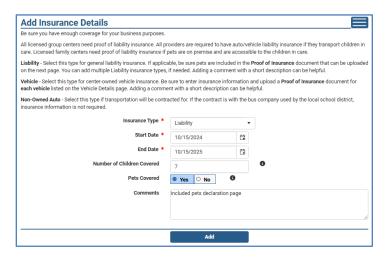
Insurances

The **Insurance** page allows you to add new insurance types and review the insurance information that has been brought over from the licensing/certification system. Be sure you have enough coverage for your business purposes.

For the insurances already listed, you can only update the end date and upload corresponding documents. Select the **Details** button for the insurance type you would like to open. To modify the end date, select **More**, then select **Modify Insurance**. Change the end date and select Save. Upload corresponding documents if needed and return to the **Insurances** page.



When adding new insurance types, you can upload corresponding documents for each.



Insurance Type Descriptions:

Liability - Select this type for general liability insurance. If applicable, be sure pets are included in the **Proof of Insurance** document that can be uploaded on the next page. You can add multiple liability insurance types, if needed. Adding a comment with a short description can be helpful. Certified programs are not required to have liability insurance.

Vehicle - Select this type for center-owned vehicle insurance. Be sure to enter insurance information and upload a **Proof of Insurance** document for **each vehicle** listed on the **Vehicle Details** page. Adding a comment with a short description can be helpful.

Non-Owned Auto - Select this type if transportation will be contracted for. If the contract is with the bus company used by the local school district, insurance information is not required.

Once you are ready to move on to the next page, select Next: Other Licenses to proceed.

Other Licenses

If this question has already been answered, you cannot change the answer during the continuation/renewal process. You'll need to contact your specialist for assistance.

If this question has not been answered and the home/facility is licensed or certified as an adult family home or foster care, make the appropriate selection from the dropdown. If not, then select "None" from the dropdown.

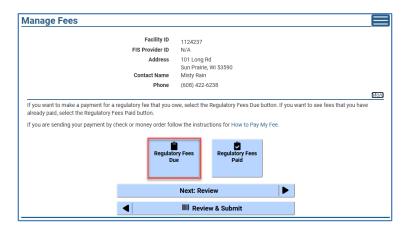
The licensee may not combine the care of children enrolled in the child care center with foster care of other non-related children or adults without the prior written approval of both licensing agencies.

Family child care certification requires completion of the <u>Regulatory Agency Approval form</u> by the foster care or adult family home regulating agency. This form can be uploaded on the **Location Details** page of the <u>application</u>.

Once you are ready to move on to the next page, select **Next: Regulatory Fees** to proceed.

Regulatory Fees

You can view the **Regulatory Fees Due** and **Regulatory Fees Paid** at any time in CCPP. Whenever there is a fee due, you can navigate to this page and make the payment using the e-payment services portal.





Any fees due to the department during the continuation/renewal period, must be paid in full. Paying your continuation/renewal fee and any other outstanding fees owed to the department, is quick and convenient using the e-payment services portal. If you choose to submit your application without payment, it will not be processed/reviewed until payment is received.

The e-payment services portal may be used by certified providers (in Milwaukee County) and all licensed providers. Certified providers in the balance of the state will need to pay any application fees directly to their certification agency.

Note: If you make a payment after you have submitted your application, reach out to your local licensing/certification agency to let them know. Your application will not be processed until payment has been confirmed.

Once you are ready to move on to the next page, select Next: Review to proceed.

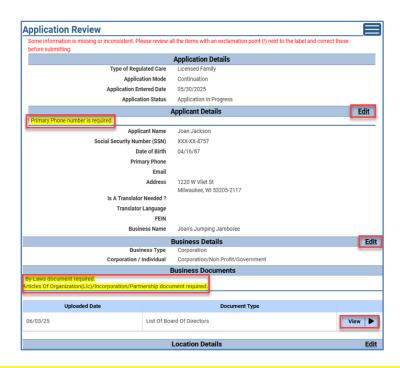
Application Review

The **Application Review** page shows a summary of all the information provided in the application. The page shows highlighted items if the information/documentation is missing and must be completed before you can submit the application. A warning message is also displayed across the top of the page if there is missing or inconsistent information.

Carefully review the information and documentation before proceeding to the Submit Application page.

Each section of the **Application Review** page has a header row with an "**Edit**" link on the far-right side. That link takes you directly to the page where you are missing information.

Any documents that have been uploaded include a "View" button that you can click to open the document and verify the correct document has been uploaded.

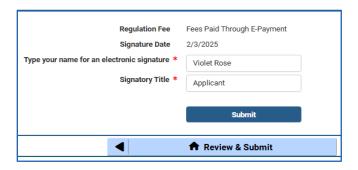


Once you have cleared all missing information messages and are ready to move on to the next page, select **Next: Submit Application** to proceed.

Submit Application

The **Submit Application** page will also display a warning message across the top of the page if there is missing or inconsistent information. You will not be able to submit the application until all missing items have been taken care of.

The submission page requires each box to be checked as an attestation of understanding and agreement. Read each paragraph prior to checking the corresponding box to ensure you understand what you are being held responsible for. Enter your name and title, then select **Submit**.



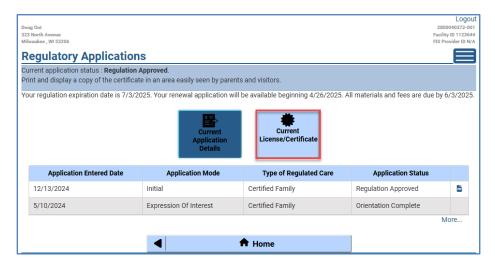
The **Regulatory Applications** page displays your application status and it will update throughout the review and approval process. The descriptions are listed in the **Application Statuses** section of this User Guide.

Feel free to reach out to your specialist if you have any questions.

Print Updated License/Certificate

Once your application has been reviewed and approved to continue operating as a licensed or certified provider, the status of your application will be updated to *Regulation Approved*. The dates for your next continuation/renewal process will be updated and displayed through the duration of the regulation period.

Your new License/Certificate will be available to print and post where parents/visitors can see it during the hours of operation.



To learn more about how to use the Provider Portal and what other information is available to you, review the Child Care Provider Portal (CCPP) User Guide.

Application Statuses

The application statuses are described below:

Status	Description
Application in Progress	This status is displayed after the applicant/provider begins entering/saving/reviewing information in the application.
Application Withdrawn - Pre- Submission	This status is displayed after the applicant/provider selects the Withdraw Request prior to submitting the application.
Application Submitted	Applicant/Provider has paid through the epayment system and submits the application for review. No changes can be made after submitting.
Application Submitted Without Payment	Applicant/Provider has submitted the application and selected "Pay by Check/Money Order." Application review will not begin until payment has been received if fees are due.
Application Under Review	This status is displayed when the Licensing/Certification agency staff have started review of the application and related items submitted.
Application Review Complete	This status is displayed after the regulatory agency has completed the application review process.
Regulation Approved	This status is displayed after the License/Certificate has been issued.
Application Withdraw Requested	Applicant/Provider has requested to withdraw their application after submission.
Application Withdrawn	This status is displayed if the applicant/provider decides to withdraw after the agency provides assistance.
Incomplete Submission	Applicant/Provider has not responded to inquiries to provide correct/complete application information within the 6-month time frame. This time frame may vary with certified family applications.
Incomplete - Did Not Submit	Applicant/Provider has not submitted the online application within the 6-month time frame. This time frame may vary with certified family applications.
Denied - See Notice	This status is displayed if the applicant/provider does not meet requirements to proceed with the regulation process. The Denial Notice will be available in the Provider Portal.
Non-Renewal (Certification)	Provider has not renewed their certification.

Status	Description
Not Eligible (Licensing)	This status displays when the applicant/provider has been found ineligible.

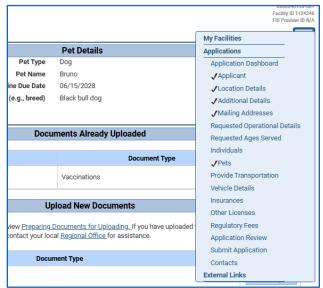
Navigating Online Licensing/Certification Applications

Navigation Flow

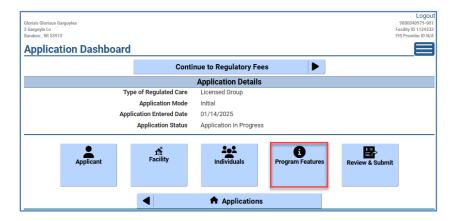
There are different ways to navigate through the application. The recommended path is to go through the application flow naturally from start to finish by completing each page and selecting **Save, Add,** or **Next:** to get to the next page. This option results in a more streamlined navigation flow.



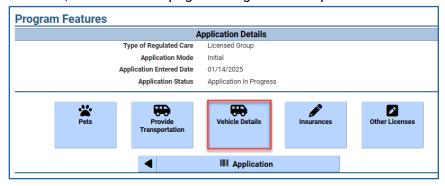
Another way to navigate through the application is by using the right-navigation menu in the upper right corner of each page. Notice, as information is saved for each page, a checkmark appears next to the link. This does not mean that page has all the required information, it simply means at least some information was saved on that page.



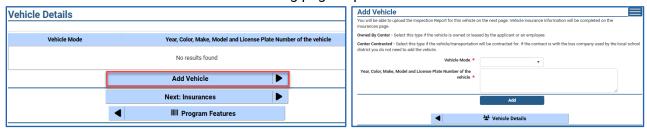
The **Application Dashboard** is a third way to navigate through pages of the application. Each button routes either to a page that needs to be reviewed and/or completed or to another set of categories that contain pages for review and/or completion.



If you select Program Features, the next set of pages/categories will open:



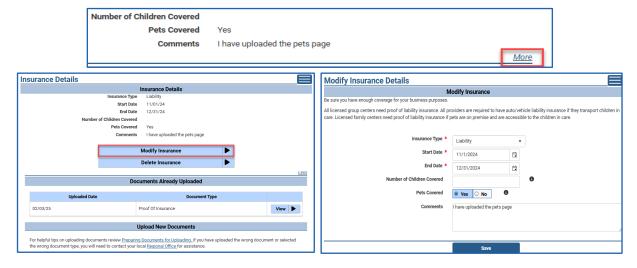
Then select **Vehicle Details** and the following pages open to add the details for each vehicle:



Modifying Information

Any page that allows updates to the information you have entered, will have a **Modify** button. This button opens the modify page so the information can be updated. If you don't see the modify button on the page, you may need to select "More" to reveal the option.

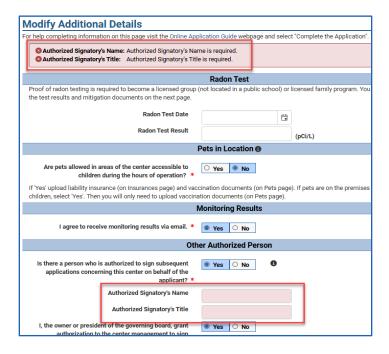
For continuation/renewal applications: There are fewer sections available for modifications during the continuation/renewal process. Therefore, you won't see this option on all pages.



Error Messages

Throughout the application there are questions, documents, and fields which are required in order to submit the application. If something isn't completed correctly the system displays an error message guiding you to clear the message by entering the information accurately, completing the task or uploading the correct document type.

This is an example of an error message for not entering the required name and title of an Authorized Signatory on the **Additional Details** page:



Application Resources

The following webpages, user guides, and documents are available for reference and may be helpful throughout the application process. These resources provide additional details and guidance to help understand how to enter information and upload documentation requested by the department.

<u>Child Care Provider Portal (CCPP) User Guides</u> – Provides guidance and other information about how CCPP works and what is available to the user.

<u>Becoming a Provider: Submitting Your Application</u> – Provides additional details and specific guidance on walking through the initial application.

Online Application Guide Webpages – These webpages provide additional details and specific guidance directly related to helping the applicant complete the application.

- Certification Online Application Guide
- > Licensing Online Application Guide

<u>Preparing Documents for Uploading</u> – This document helps applicants prepare and save their documents so they're available for uploading.

<u>How to Pay My Fees</u> – This document/form explains options for how the applicant can pay their application fees. It includes a remittance slip for mailing a check or money order.

<u>Starting a Licensed Child Care</u> – This webpage provides information on how to start a licensed child care program.

<u>Wisconsin Child Care Certification</u> – This webpage provides information on how to start a certified child care program.

<u>Licensing Regional Office</u> – Bureau of Early Care Regulation - Licensing Staff Contact Information

Certification Agencies – Listing of Certifiers by County/Tribe

Pre-Licensing Technical Consultants - Contact Information for WECA and 4-C For Children

Where to Go for Help

If you have questions about the Child Care Provider Portal, visit the <u>Systems Contact Information webpage</u> and select **CCPP (Child Care Provider Portal)** to find the right contact to answer your questions.

