

Child Care Provider Help Desk: Understanding Your Issue Options

When you're submitting a request to the Child Care Provider Help Desk, it's important to select the option that best describes your situation. This helps us direct your request to the right team and resolve it quickly.

Here's a breakdown of each issue option and when you should select:

1. I need additional roles in the provider portal

- **Meaning:** You already have access to the Provider Portal, but you need one of your staff or you need to perform tasks or view information that your current access level doesn't allow. This might include needing to manage different sections, view financial data, or access specific reports not currently available to you.
 - **When to Use:** Use this if you are an existing user of the Provider Portal and require expanded permissions or new functionalities within the portal.
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2. I have access to multiple sites and I need assistance with QPS.

- **Meaning:** You manage or have access to QPS child care information for more than one physical location (site), and you are encountering issues specifically with the **QPS** (Quality Performance System) aspect of the portal. You need to submit multiple site information.
 - **When to Use:** Select this if you work with multiple sites and are experiencing problems and you need us to rotate the sites as primary sites so you can submit information on each one.
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4. I am a new provider and need to be set up with SSO Provider Portal Access

- **Meaning:** You are a brand new child care provider (or a new entity/organization) who has just been approved or is in the process of becoming approved, and you need to gain initial access to the Provider Portal through Single Sign-On (SSO). This is for your very first setup.
 - **When to Use:** Choose this if your organization is new to the system and you need to establish your primary access credentials. You will need a provider ID. The SSO team will register your account with DEL so we can establish the initial SSO access.
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5. I need access to the provider portal. I am a new employee/We have a new employee that needs access.

- **Meaning:** Your organization already has an established Provider Portal account, but you are a new staff member joining that organization. You need your own individual access credentials to the existing portal.
 - **When to Use:** Use this if you are a new employee at an existing child care provider and need to be granted access to the Provider Portal under your organization's existing account. A business site admin, site manager or lead director will need to be contacted for verification. Best practice, one of these roles should submit the request.
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6. I see an error while trying to access the provider portal

- **Meaning:** You are attempting to log in to or use the Provider Portal, and you are encountering an error message or unexpected behavior that prevents you from accessing it or completing your tasks. This could include login failures, pages not loading, or system crashes.
 - **When to Use:** Select this if you are actively experiencing a technical error or bug when trying to use or access any part of the Provider Portal. Please be prepared to describe the error message and the steps you took that led to it. A full page screen shot of that error should be uploaded. We need to see the address bar.
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7. Staff Terminated

- **Meaning:** An employee who previously had access to the Provider Portal has left your organization, and their access needs to be revoked or disabled for security and data integrity reasons.
 - **When to Use:** Choose this option when an employee with Provider Portal access is no longer working for your organization and their login credentials need to be deactivated. You will need to provide their full name and last date of employment.
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8. Other issue (Please explain with full details)

- **Meaning:** Your specific problem or request does not fit neatly into any of the predefined categories above.
- **When to Use:** Only select this as a last resort if none of the other options accurately describe your situation. **It is crucial that you provide a detailed explanation of your issue in the comments or description box when selecting this option.** The more information you provide, the faster we can understand and address your unique request. Keep in mind a vague ticket takes longer to resolve. Provide us with many details that you can think of to help us, help you.

We will monitor the other issues trend and develop other streamlined topics as needed.