NC Provider Portal Quick Start Guide

The NC Child Care Resource & Referral (CCR&R) Council now has *Provider Profile Portal* – a new **secure web** portal (*powered by WorkLife Systems)* for child care providers *like you! We encourage you to use the Provider Profile Portal on a regular basis to:*

1. **Update your program data for families looking for child care.** You can use the new portal to update information such as your program's hours of care, rates, enrollment/vacancies, experience with special needs, transportation, ability to serve children/families in languages other than English, and special schedules such as temporary/emergency care, drop-in care, or 24-hour care.

2. **Add photos and logos to market your program to new families**. You can add up to 5 images (including your logo) to showcase your program. (Be sure to have signed releases from parents before posting any photos of their children.)

3. **Access your profile 24/7 to manage changes to your program data**. When you update your profile, you will not see any changes immediately. Your regional CCR&R will review and approve changes within 24 hours, at which time new information will be viewable.

   o The responses to the initial pop-up questions regarding open status and current enrollment/vacancies are an exception to this. Those will change immediately.

4. **Use the tabs in your program's record to access the information listed below:**

   o View your *program profile* (the information shared with families searching for child care)
   o View *referral counts* (the number of times we have referred a parent to your program)
   o Access consumer education *brochures* to share with your families (*Child Care in North Carolina* and *Resources for Families with Young Children*)

Be on the lookout for an email from the NC CCR&R Council and your regional CCR&R agency which will include login information to access your child care program's record in WLS. Please note:

- The primary program contact (center director, assistant director, family child care provider, etc.) will have her/his own User ID provided by your regional CCR&R and WorkLife Systems (WLS).

- For child care operators/chains with multiple sites, each site will have a unique login and password.

Below is a short guide for logging into and using the *Provider Profile Portal.*

Quick Start to Access your "Provider Profile Portal"

Using your preferred device https://stage.worklifesystems.com/PROGRAM/27

CCR&R Council
North Carolina Child Care Resource & Referral Council
Please contact us for any assistance:
childcaresearch@childcareresourcesinc.org

Welcome to the NC Child Care Resource & Referral (CCR&R) Council's new Provider Profile Portal – a new secure web portal (powered by WorkLife Systems) for NC child care providers like you! If you have questions or need help with your child care program's profile, please contact your local CCR&R agency or email childcaresearch@childcareresourcesinc.org.

Registered Users
Use the link in the email you receive and your email and password will be autofilled

or

1. Enter your login Email
2. Enter your login Password
3. Click Login

Forgot Password? Click "Request Password" after Login Button

First time users
1. Click Create Account & a form pops up for you to:
2. Enter your Email
3. Enter desired Password
4. Enter your License ID
5. Enter your ZIP code
6. Click Save

Please Enter Your Information

Email Address

Enter your email address

Password

Enter your password, 6 to 20 characters

[🔑 Login] [Create Account]

[Request Password]

Need Help?
Our email is located on each screen.

Provider Main Menu Tabs

❓Ask Us	Update Data	Pictures	View Profile	Resources	Referral Counts	Trainings

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Ask Us tab displays your regional CCR&R's contact information

Update Data lists your program's data & you may edit this data as often as needed (be sure to click [Save])

Pictures you can **upload up to 5 pictures** to showcase your program to families

View Profile pulls your data together for you to view and share with families, serves as a nice marketing piece

Resources contains consumer ed material

Referral Counts shows you the number of times a family has printed/emailed your profile in the last 2 months

Trainings Upcoming trainings, register for trainings, see completed trainings