



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Social Services

Child Care: Provider Self Service User Guide

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Introduction to Provider Self Service

The purpose of this guide is to provide an overview of how to navigate and use Provider Self Service (PSS). Each section in this guide contains specific information about the features and functionality of PSS screens.

The guide provides instructions to complete the following:

- Login to Provider Self Service
- Reset password
- View and modify Contractor and Site Information
- View Authorizations
- Enter, adjust, and view past attendance
- View and print POC and Stars Payments
- View Frequently Asked Questions, Announcements
- View Alerts for Contractors and Sites

Key Terms

The following terms are used throughout this guide:

Key Term	Definition
Home Screen	This screen is where the user will land when they login to PSS.
Breadcrumb	Identifies the current screen and the current module.
Expand / Collapse Arrow	Arrows to expand or collapse menus to reveal more or fewer options.
Button	Users click to perform actions indicated by the text on the button. Buttons that are not currently active will appear greyed out.
Contractor or Company	The business or person contracted by the State to provide Child Care services.
Site	The location where Child Care services are provided.
Modal Window	A pop-up window where the user performs additional screen actions and enters information.
Save as Draft	Saves entered Attendance but does not submit for payment.
Locked Account	An account is locked when the number of unsuccessful attempts to Login or answer security questions exceeds the system limit of three.
Expired Account	An account will expire if the user has not accessed PSS within the last 90 days.

Navigation

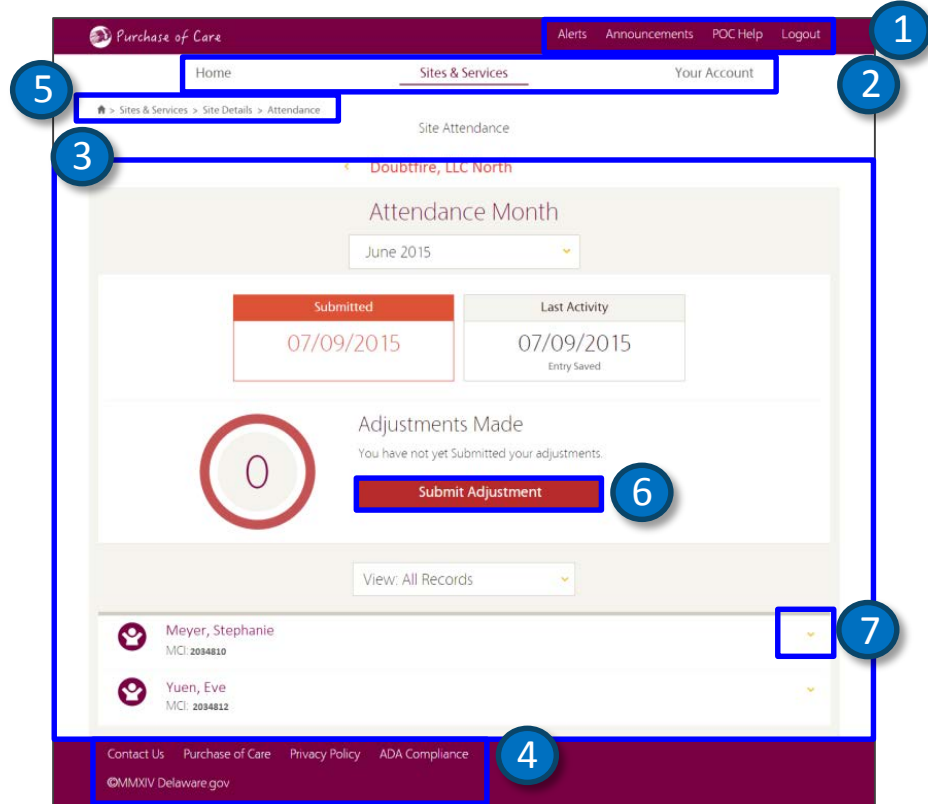
This user guide is divided into sections. To go directly to a particular section, scroll down or click on that section in the Table of Contents.

The picture below illustrates the general organization of PSS screens and other navigational elements when viewed from a desktop or tablet. Each screen is divided into the following areas:

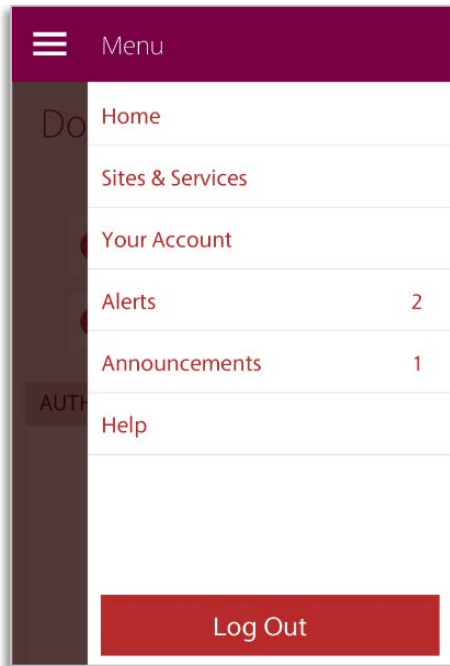
1. **Menu Navigation Bar** – Displays links to *Alerts*, *Announcements*, and *POC Help* screens and the Logout function.
2. **Navigation Panel** – Displays links to core system screens including *Home*, *Site and Services*, and *Your Account*.
3. **Page Body** – Displays information related to the selected feature and identifies the area of the screen used for information entry.
4. **Bottom Navigation Links** – Displays the Contact Us link to email the Helpdesk for assistance. Displays links to State of Delaware privacy policy, and State of Delaware accessibility statement.

Other navigational elements include:

5. **Breadcrumb** – Displays the current screen and current module.
6. **Button** – Click to perform actions indicated on the button. Buttons appear red when they are available, and appear grey when that option is not allowed.
7. **Arrow** – Expands or collapses menus and sections to reveal more or fewer options.



The navigation menu displays when PSS is accessed from a mobile device. The mobile drop-down menu is available in the top corner of each screen as shown below.



Confidentiality Guidelines

PSS contains confidential information. All registered users must follow the confidentiality guidelines listed below:

1. **When you are not using the portal, log out and close the browser.** Logging out and closing the browser prevents unauthorized people from entering or viewing information in PSS.
2. **Registered users should not share their Username or Password.** Each staff member that needs to use PSS should have their own Username. Each Contractor should determine who from their Contractor and / or Site(s) need access to PSS. If a staff member only needs to view the information in PSS (and does not need to enter or adjust Attendance), they must still have their own Username.

Website “Time Out”

The user's connection to PSS will “time out” if they are inactive on the same screen in PSS for more than 15 minutes. After the session expires, the user will be redirected to the *Login* screen to log in again. PSS will provide a warning after 14 minutes of inactivity that the system will terminate the session and log the user out.

The Timeout Warning includes a counter indicating the time remaining and provides an option for the user to extend the current session. This “time out” process is designed for security. It prevents unauthorized use of the Provider Self-Service in the event that the user leaves their computer without logging out of the website.

A horizontal banner with a light red background and a thin grey border. It contains the text "Your session will expire in 50 seconds due to inactivity." in a small, red, sans-serif font.

Your session will expire in 50 seconds due to inactivity.

When the Timeout Warning displays:

1. Click anywhere to remain logged in to the system, or
2. Take no action, and session will logout at the end of the countdown

Logout

1. From the top menu navigation bar, click Logout. Remember to close the browser window after logging out.



Browser Requirements

For best access to PSS, check your browser version and if necessary, update the browser to Internet Explorer (IE) version 9+ or Safari version 6+.

If the browser is IE Version 8 or previous or Safari Version 5 or previous, please choose one of the following options:

Option 1 – Install the latest version of your browser

Follow these steps to check and update the IE browser:

1. Open IE and select the *Tools* menu (or click Help in the menu bar).
2. Click About Internet Explorer.
3. Check the version.
4. If the version is IE8 or older, select the **Install new versions automatically** check box, and then click [OK].

Follow these steps to check and update the Safari browser:

1. Open Safari and select the *Safari* menu if using Mac OS (or click Help in the menu bar if using Windows PC).
2. Click About Safari.
3. Check the version.
4. If the version is Safari version 5 or older, download Safari (both Mac and PC), use this link: <http://www.apple.com/safari/download>.
5. Click [DOWNLOAD NOW] to save software to computer, locate the file, and install it to the computer.

Option 2 – Install an alternate browser

Follow these steps to install an alternate browser:

1. To download Google Chrome, use this link: <http://www.google.com/chrome/>.
2. To download Mozilla Firefox, use this link: <https://www.mozilla.org/en-US/firefox/new/>.

Please contact a Child Care Monitor with any additional questions. If you are having system issues, please contact the Help Desk at dhsshelppdesk@State.de.us.

Provider Self Service

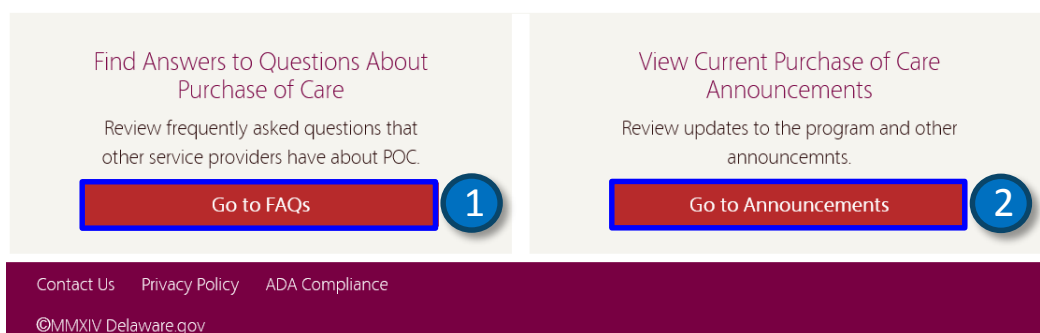
The *PSS Login* screen allows individuals to view Announcements, FAQs, and the User Guide, and also allows new Providers to register or existing Providers to login to Provider Self Service.

Please Note: If the user does not login to the PSS application for more than 90 days, their account will be locked. Contact dhsshelphelpdesk@state.de.us if the account is locked.

View Announcements, FAQs, and User Guide

Users can view Announcements, FAQs, and User Guide anytime via the following links.

1. From the Main *Login* screen, click [GO TO FAQs] to navigate to the *Frequently Asked Questions* screen as shown below. User Guide is also available from this screen.
2. From the Main *Login* screen, click [GO TO ANNOUNCEMENTS] to navigate to the *Announcements* screen as shown below.



Registration for New PSS Users

New Contractors and Sites sign-up to access Provider Self Service (PSS) from the *Login* screen. When the registration review process is complete, a Username and temporary password are sent to the user via email.


Please Note: This registration form is for new users only. Ongoing PSS users will complete the form to change their existing information, or adding a new user to their location; however, all changes to the form must be resubmitted (Agree & Submit button).

1. Open the web browser, type <https://childcare.dhss.delaware.gov> in the address bar, and click Go. The system displays the *Login* screen for PSS as shown below.
2. Click [GET STARTED] to navigate to the *Manage Access* screen.


2

Request a Login and Streamline Your Purchase of Care Tasks

Get Started

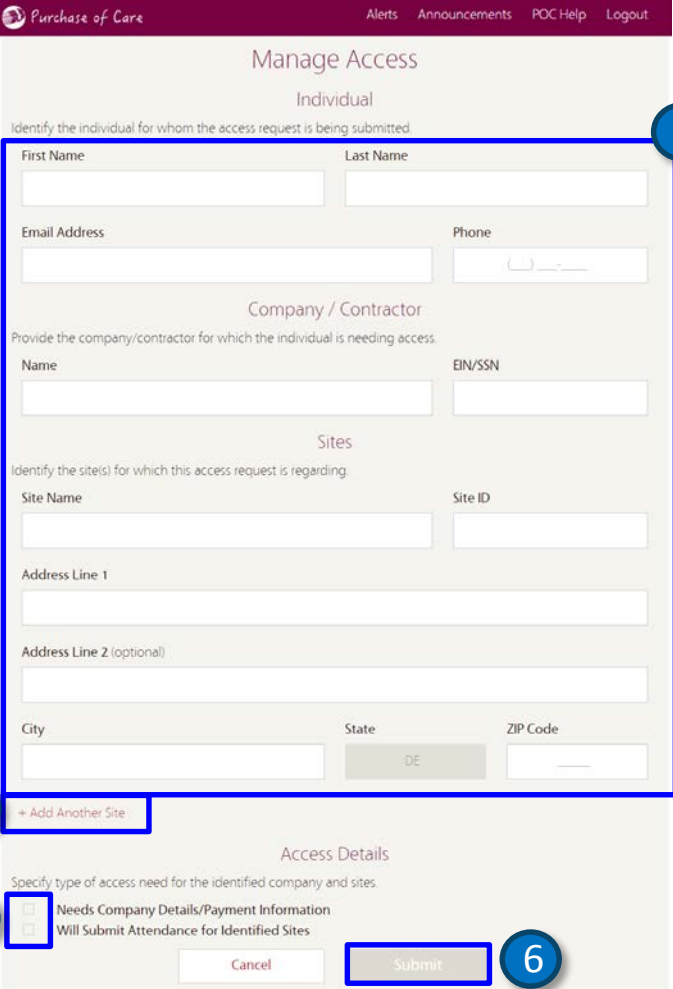


24/7 access to authorizations and payment history.



Ability to keep your information up-to-date.

- Enter the registration information for the User, Contractor, and Site.
- Click **+ Add Another Site** to enter information for additional Sites to which the user needs access.
- Both checkboxes will be selected for most users:
 - Select **Needs Company Details / Payment Information** to indicate that the user needs access to the Payment Statements online.
 - Select **Will Submit Attendance for Identified Sites** to indicate that the user needs the ability to Enter Attendance.
- Please read the User Acceptance Agreement. It includes facts about how we protect your account, information collected and how it is used, as well as a public disclosure, then click [SUBMIT] to accept the User Acceptance Agreement and submit registration form.



Purchase of Care Alerts Announcements POC Help Logout

Manage Access

Individual

Identify the individual for whom the access request is being submitted.

First Name Last Name

Email Address Phone

Company / Contractor

Provide the company/contractor for which the individual is needing access.

Name EIN/SSN

Sites

Identify the site(s) for which this access request is regarding.

Site Name Site ID

Address Line 1

Address Line 2 (optional)

City State ZIP Code

+ Add Another Site

Access Details

Specify type of access need for the identified company and sites.

☐ Needs Company Details/Payment Information

☐ Will Submit Attendance for Identified Sites

Cancel Submit

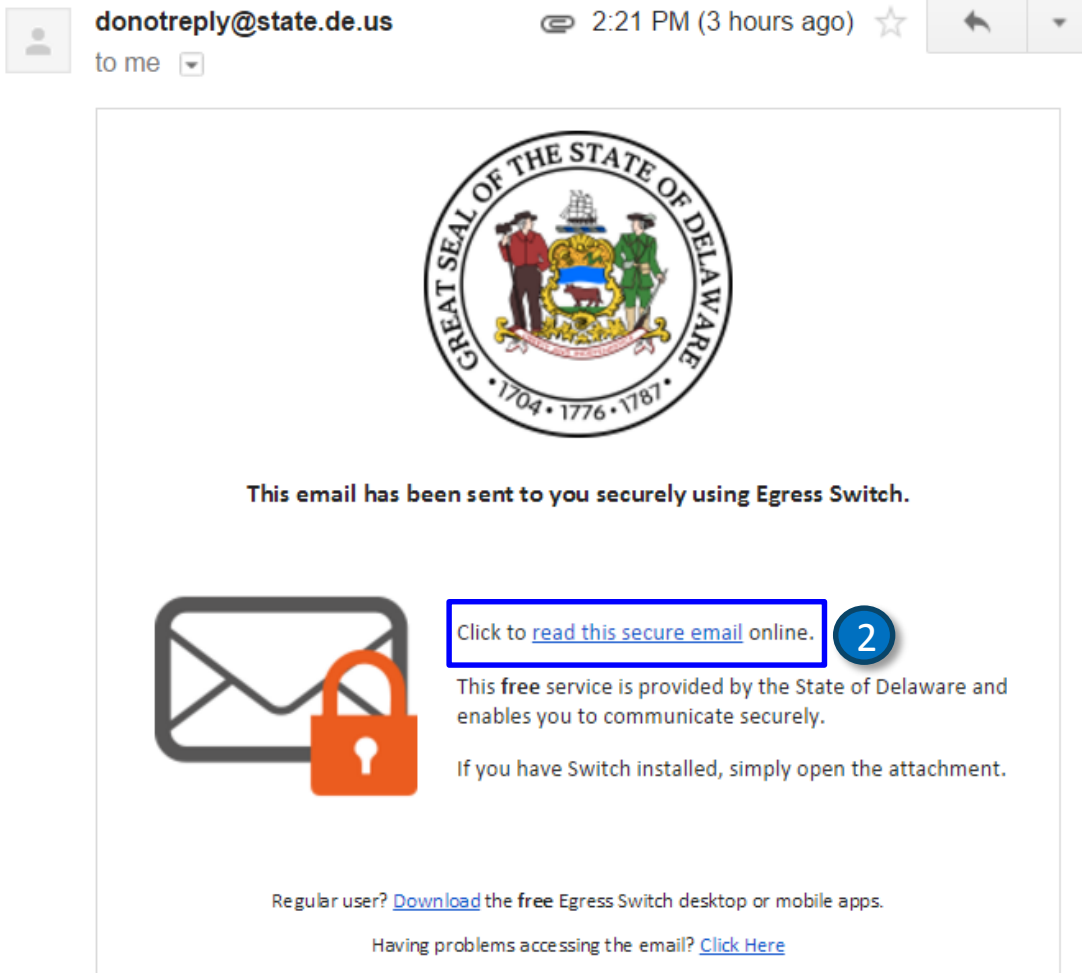
Create an Egress Account

Egress is a tool used to securely send temporary passwords. You must register for an Egress account which will be used to access temporary passwords to Provider Self Service (PSS).

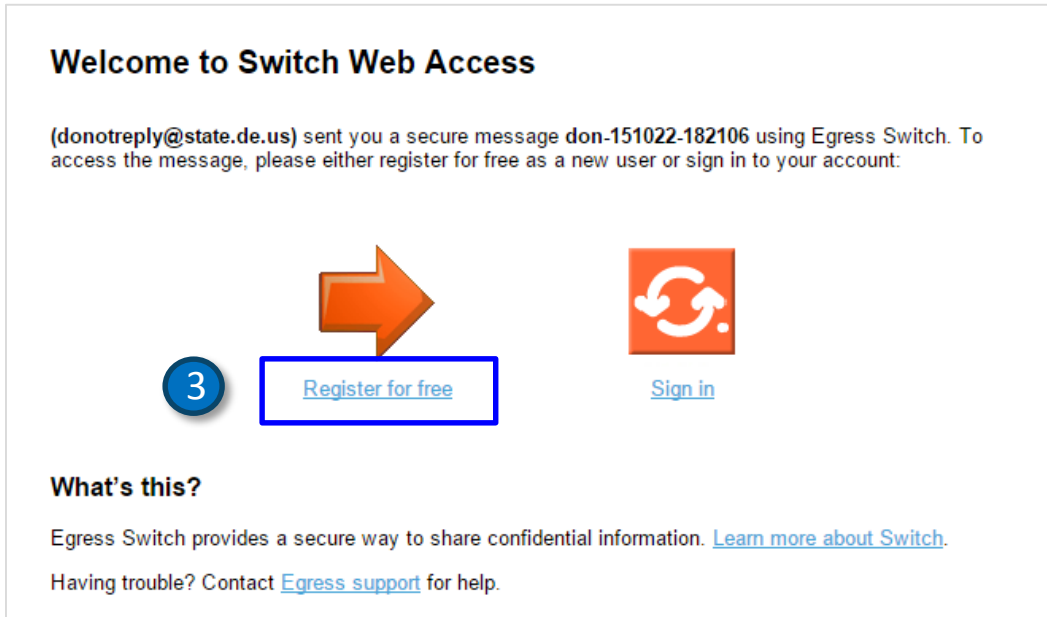
Please note: Your password to Egress is not your password to Provider Self Service.

You will login to Egress each time a temporary password is sent to you. If you forget your password to the Egress tool, you will be able to recover it through Egress Security Q&A.

- 1) Locate the email from donotreply@state.de.us with subject "PROD: Temporary Password Reset – Assist APPS"
- 2) Click the link in the email to [read this secure email].



- 3) The Egress welcome page will display. If this is the first time, click [Register for free].



Welcome to Switch Web Access

(donotreply@state.de.us) sent you a secure message don-151022-182106 using Egress Switch. To access the message, please either register for free as a new user or sign in to your account:

3 [Register for free](#) [Sign in](#)

What's this?

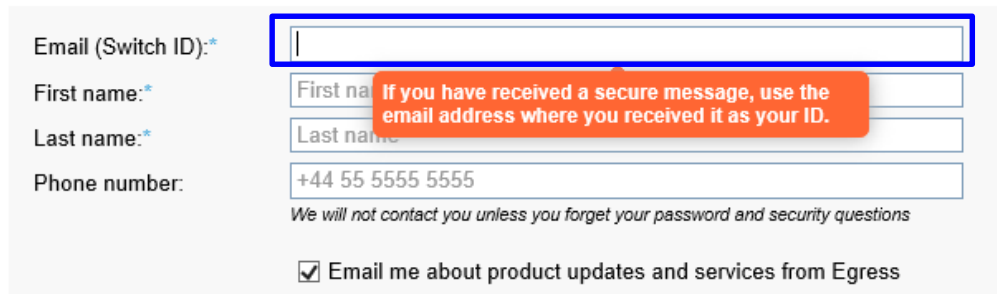
Egress Switch provides a secure way to share confidential information. [Learn more about Switch.](#)

Having trouble? Contact [Egress support](#) for help.

- 4) Enter the email address that received the email from donotreply@state.de.us in the *Email (Switch ID)* field, and First/Last name. You must use the email address to which the Egress email was sent.

Sign Up

- 1** Please enter your details below to create a new Egress Switch user account.



Email (Switch ID):*

First name:*

Last name:*

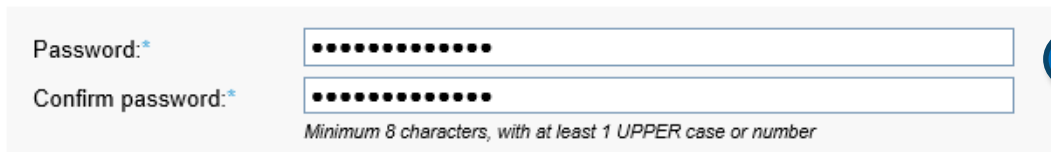
Phone number: +44 55 5555 5555

☒ Email me about product updates and services from Egress

We will not contact you unless you forget your password and security questions

- 5) Enter and Confirm a New Password for Egress. Please note, this is not your password to Provider Self Service

- 2** Choose a strong password to protect your identity.



Password:*

Confirm password:*

Minimum 8 characters, with at least 1 UPPER case or number

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- 6) Select and Answer two Security Questions. These questions can be used to recover your Egress password should you forget it.
- 7) Enter the displayed Security Code.
- 8) Read the [Egress Privacy Statement] and agree. Click [Create account].

Question #1:

Answer #1.*

Question #2:

Answer #2.*

6

- 3 To complete the sign up process please enter the security code shown below.

Security code.*

The code contains 6 characters and may contain digits and letters A-F

☒ I have read and agree with the [Egress Privacy Statement](#)

[Create Account](#)

7

8

- 9) User will receive "Welcome to Egress Switch" email which will contain an activation code and a link to activate your Egress account. Click the link provided.

Welcome To Egress Switch Inbox x

Egress Switch <switch@egress.com> 2:30 PM (2 hours ago) ☆

to me

Dear John Doe,

Welcome to Egress Switch.

Please enter the following code to activate your account:

P95J-2QDK-WP5M-KJWW-JM30

Or click on the link below:

<https://switch.egress.com/ui/registration/activation.aspx?code=P95J-2QDK-WP5M-KJWW-JM30>

**** Please note that this code is only valid for 24 hours. If you do not activate your account within 24 hours of receiving this email then you will need to complete the sign up process again.**

Regards,
Egress Switch

9

10) Enter Activation Code from previous step and click [Submit Activation Code].

Almost Done

A new Egress Switch account with Switch ID **testprovideremail@gmail.com** has been created but is not active yet. A message with an activation code was sent to your address.

To activate your Switch account please click on the link contained in the email, or copy the activation code into the box below.

Note: If you don't get the email within 3-5 minutes, please check your Spam folder.

Activation code:*

Submit Activation Code

10

11) Enter the Egress Password you created in the registration form and click [Activate Switch Account].

Almost Done

Please confirm the password you entered when registering Switch account **testprovideremail@gmail.com**:

Confirm password:*

.....

Activate Switch Account

11

12) Click [Read your Message Now] to view the temporary password for Provider Self Service

All Done

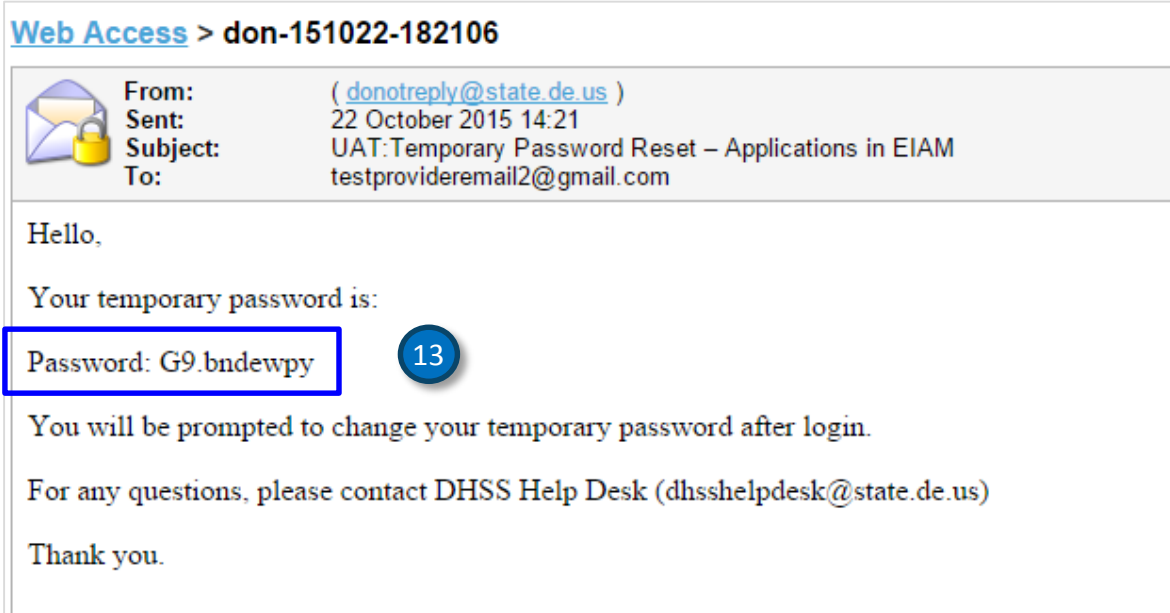
You can now access Switch secure messages using your new Switch account:
testprovideremail@gmail.com

Thank you for signing up with Egress Switch.

Read your message now

12

- 13) The password listed is your temporary password to Provider Self Service. Next, navigate to PSS (<https://childcare.dhss.delaware.gov>). Enter your User ID and Temporary Password.

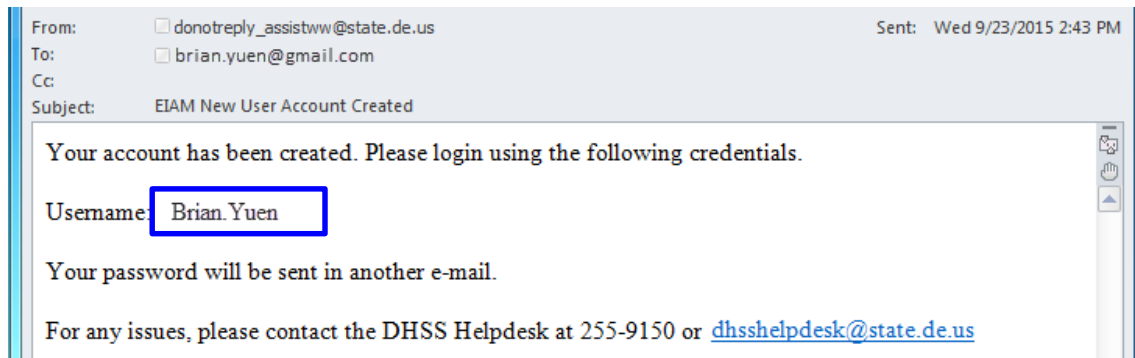


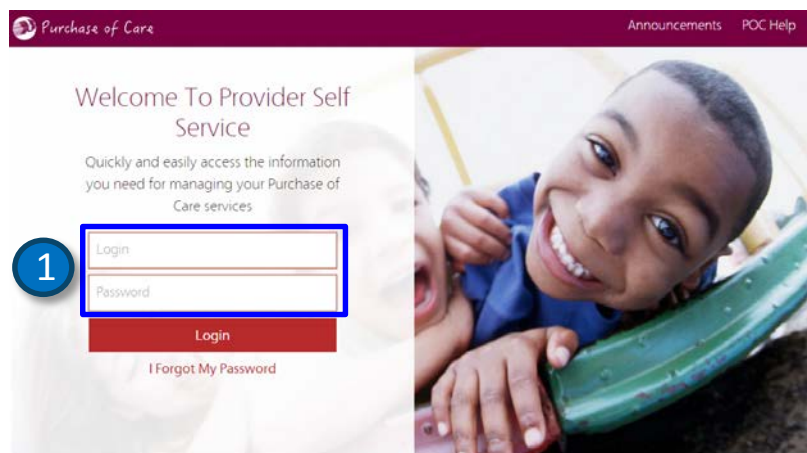
Please Note: Access the Child Care: Provider Self Service: Security Quick Reference Card for more information about egress. User can also contact the Helpdesk if they continue to have issues.

First Time Login

These instructions are for first time login only, to transition from the Provider Portal to the new Provider Self Service: users will be required to set their new password and security Q&A upon first login.

1. From the *Login* screen, enter the Username and temporary Password and click the [LOGIN] button. The system prompts the user to set a new password. Username can be found in user's email inbox with the subject "New User Account Created."

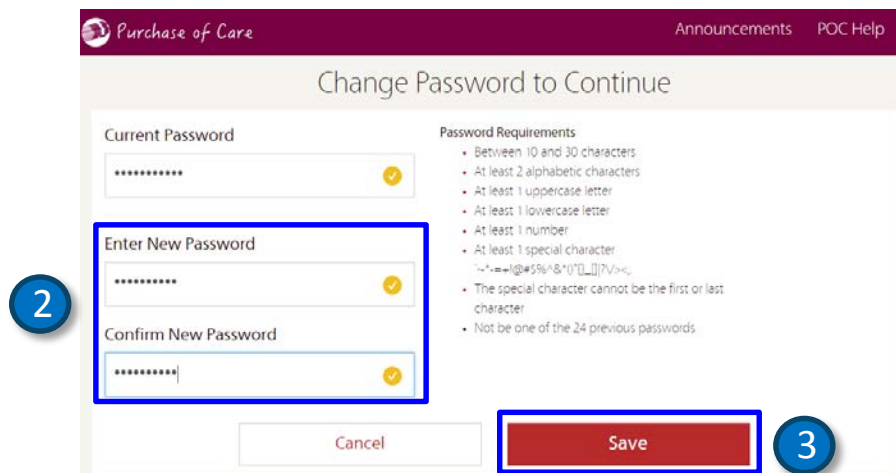




2. When prompted to set a new password, enter the temporary password in the *Enter Current Password* field. Enter the new password in the *Enter New Password* and the *Confirm New Password* fields. The password entered in the *Enter New Password* field and the *Confirm New Password* field must be identical.

Please Note: The new password must include the password validation requirements displayed on the screen. The password requirements will display as red text if the new password entered did not meet the password requirements.

3. Click [SAVE]. The system will navigate back to the *Login* screen and the user will be prompted to login again with their new password.



Please Note: After logging in to Provider Self Service for the first time, the user will be required to set up three security challenge questions. In the future, if the user forgets their password, these security challenge questions and answers will allow the users to reset their password.

4. Click the drop-down **Arrow** to select three security questions and enter an answer for each. There are 10 questions available.
5. Click [SAVE] to save the answers to the security questions and navigate to the *Home* screen.

Purchase of Care Alerts Announcements POC Help Logout

Your Profile

Security Questions
Security questions are used to identify yourself when needing to reset your password. You must provide the answers below to use the site.

Question 1
What is your favorite sport?

Question 2
What is your favorite hobby?

Question 3
What is your favorite vacation country?

Save

Please Note: In order to create a valid answer, the following conditions must be observed:

- Answers cannot be repeated
- Answers must contain at least two characters
- Answers cannot have two or more consecutive spaces

Password Recovery: Email Temporary Password

If you have forgotten your password, you can recover it through one of the following options. As it was available with the Provider Portal, there is an option to login with a temporary password received via email.

1. On the *Login* screen, click [I Forgot My Password](#) to navigate to the *Password Recovery* screen.

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Purchase of Care Announcements POC Help

Welcome To Provider Self Service

Quickly and easily access the information you need for managing your Purchase of Care services

Login

Password

Login

I Forgot My Password

2. Click Send me a temporary password, enter the username, and click [SEND].

Purchase of Care Announcements POC Help

Password Recovery

Forgot your password?

Not a problem. Select how you would like to recover your password.

Send me a temporary password

Enter your Email address and we will send you a temporary password.

Email Address

Send

Reset my password now

Cancel Password Reset

Purchase of Care Announcements POC Help

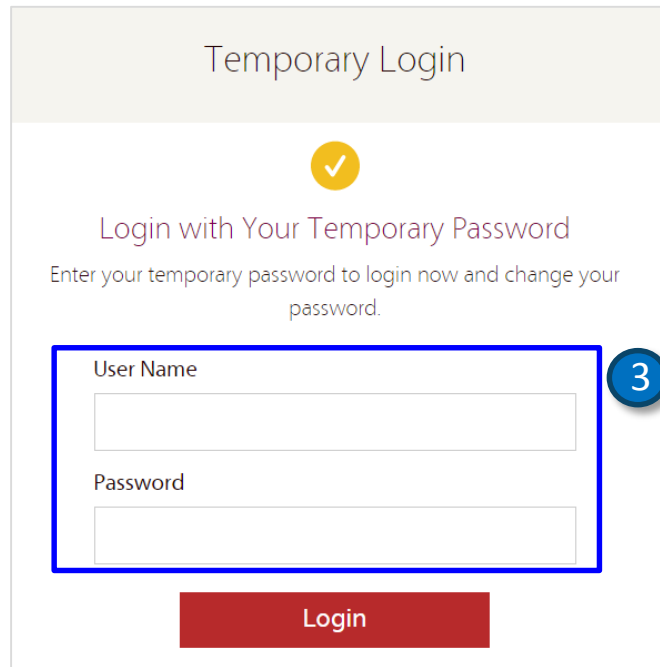
Password Reset

Your request for access has been submitted.

You will receive a follow up email in the future with additional details and next steps for accessing the self service site.

< Login

3. You will receive an email that contains a temporary password from a Do Not Reply address with the subject "PROD: Temporary Password Reset – Assist APPS." Enter the temporary password within the screen below.



The image shows a 'Temporary Login' screen. At the top, the title 'Temporary Login' is displayed. Below it is a yellow checkmark icon. The main heading is 'Login with Your Temporary Password'. Underneath, it says 'Enter your temporary password to login now and change your password.' There are two input fields: 'User Name' and 'Password'. A blue box highlights these two fields, and a blue circle with the number '3' is next to it. At the bottom, there is a red 'Login' button.

4. After entering the temporary password, you will be prompted to set a new password.

Password Recovery: Answer Security Questions

The *Reset my password now* option is a new feature which allows the user to reset their password by answering a security question.

1. On the *Login* screen, click [I Forgot My Password](#) to navigate to the *Password Recovery* screen.
2. Click [Reset my password now](#), enter the **Username** (not email address), and click the **Magnifying Glass** to navigate to the *Password Reset* screen.

Purchase of Care Announcements POC Help

Password Recovery

Forgot your password?

Not a problem. Select how you would like to recover your password.

Send me a temporary password

Reset my password now

Let's find your account. Please enter your user name.

User Name

Cancel Password Reset

3. System will display the three questions previously setup during first time login/account setup. Select and answer one of these security questions.
4. Enter and confirm a new password.
5. Click [SEND].

Purchase of Care Announcements POC Help

Password Reset

We found your account!

Answer one of your security questions to reset your password.

Select a Question

Select a Question

Enter New Password

Confirm New Password

Send

Cancel Password Reset

Password Requirements

- Between 10 and 30 characters
- At least 2 alphabetic characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character ~!@#\$%^&*()_[]{}|'"/><.,
- The special character cannot be the first or last character
- Not be one of the 10 previous passwords

Please Note: The user can try the same or different security questions. If the user has three failed security question attempts, the system locks their account for 30 minutes. After 30 minutes, the user can attempt Password Recovery again.

Alternatively, the user can contact the helpdesk at dhsshelphdesk@state.de.us for assistance during normal business hours.

Reset a Password

Passwords expire every 90 days. When a password is about to expire, the user will receive an email from donotreply@state.de.us with the subject "Password Expiry Notification" stating their password needs to be changed.

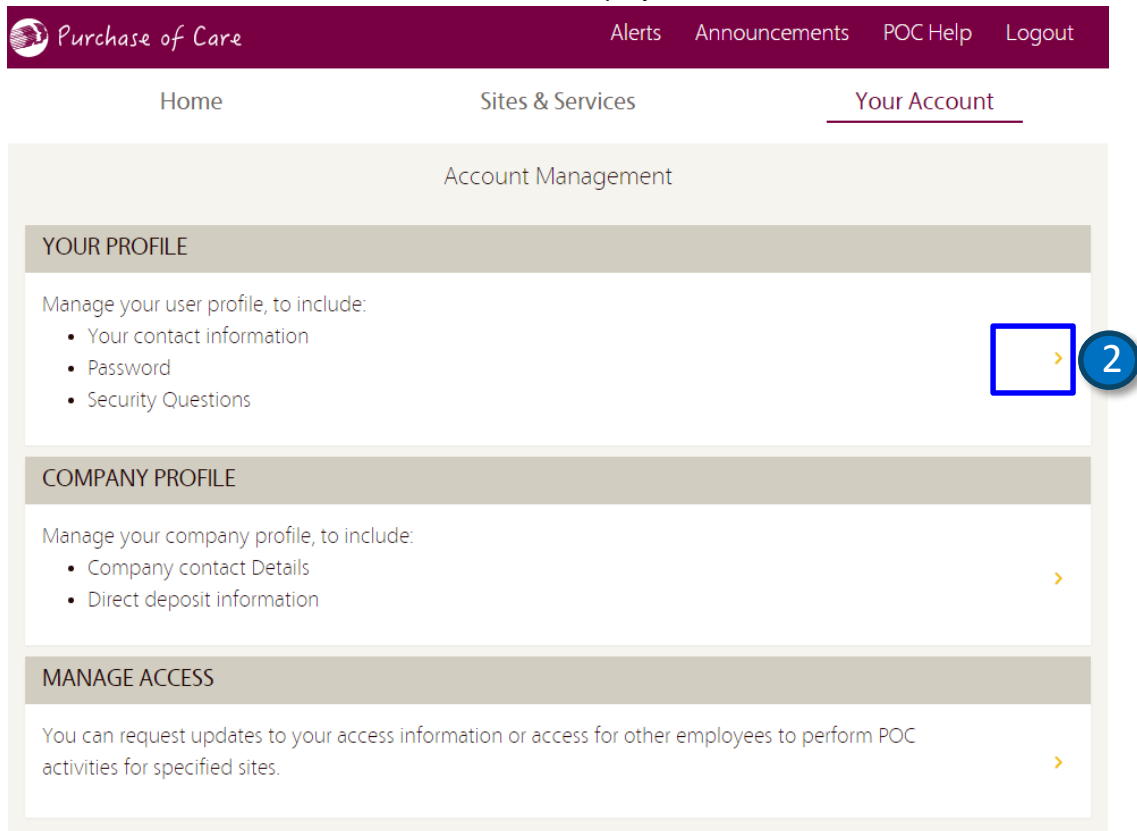
A notification will be sent when a password is about to expire in 14, seven, two, and the same day intervals. The user can change their password even if the password has expired.

Follow the steps below to change a password:

1. From the *Home* screen, click Your Account to navigate to the *Account Management* screen.



2. Click the **Arrow** in the Your Profile section to display the *Your Profile* screen.



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3. Click [UPDATE PASSWORD] and the button label changes to [CANCEL PASSWORD UPDATE]. The system displays the *Password* fields.
4. Enter the old password and new password. In the *Confirm New Password* field, enter the new password again.
5. Click [SAVE]. The system displays confirmation that the password was successfully changed.

The screenshot shows the 'Your Profile' page for Brian Yuen. The 'Your Password' section is highlighted with a blue box. Callout 3 points to the 'Cancel Password Update' button. Callout 4 points to the 'Current Password' field. Callout 5 points to the 'Save' button. The 'Enter New Password' and 'Confirm New Password' fields are also visible. To the right of the password fields, the 'Password Requirements' are listed.

Your Password

Cancel Password Update

Current Password

Enter New Password

Confirm New Password

Cancel Save

Password Requirements

- Between 10 and 30 characters
- At least 2 alphabetic characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character
- The special character cannot be the first or last character
- Not match or contain first name
- Not match or contain last name
- Not match or contain user email ID
- Not be one of the 10 previous passwords

Please Note: A password cannot be changed more than once per day. Contact the helpdesk at dhsshelpdesk@state.de.us for any of the following:

- The user is unable to change their password.
- The user received a Password Change Notification, but did not change their password.

Recover your Egress Password

If you forget your Egress password, follow the steps below to recover your password.

- 1) Access Egress Login page and select "Forgot Your Password"

The screenshot shows the Switch login interface. The Switch logo (two orange arrows forming a circle) and the text "switch® secure data exchange" are at the top. Below is a sign-in form with fields for "Switch ID:" (containing "user@example.com") and "Password:". A "Remember my Switch ID" checkbox is below the password field. A "Sign In" button is at the bottom right. To the right of the form is a sidebar with links: "New User?", "Forgot Your Password?" (highlighted with a blue box), and "What Is Switch?". A blue circle with the number "1" is positioned to the right of the "Forgot Your Password?" link.

- 2) Specify your email address within the Switch ID and enter the Security Code requested and click [Begin Password Reset Process]

The screenshot shows the "Reset Password" page. At the top, a yellow message box says "Security code is invalid." Below it is a blue bullet point: "• Please enter the code displayed". A paragraph states: "If you do not remember your Egress Switch password, please enter your Switch ID below to begin password reset process. Your Switch ID is likely to be the same as your email address." Below this is a "Switch ID:" field containing "test.contractor@gmail.com". A blue circle with the number "2" is to the right of this field. Below the Switch ID field is a security code display area showing a blurred image with the word "ABSTRACT" and a small Switch logo. Below this is a "Security Code:" field. A note below the field says: "The code contains 6 characters and may contain digits and letters A-F". At the bottom right is a "Begin Password Reset Process" button.

- 3) Locate an email which is received with an activation code, enter the code and click [Continue with Password Reset]

Reset Password

A password reset request for Switch account **gotis@deloitte.com** has been received. A confirmation email with an activation code has been sent to an email address associated with this account.

Please click the link in the email or copy/paste the activation code below.

Activation code:*

Continue With Password Reset

Account Benefits

Your Switch ID is a secure identity. This allows you to read and reply to encrypted emails as well as access large files that have been sent to you securely.

- Read & reply to encrypted emails for free.
- Track in real-time when your secure emails or files are opened.
- Grant and revoke access to your messages after they were sent.

- 4) Answer both Security Questions, enter and confirm your new password, and click [Reset Password]

Almost Done

One or more of the security questions were answered incorrectly. Please check your answers and try again. If you do not remember answers to your security questions, contact support.

In order to prove your identity, please answer the following security questions:

Question #1: What high school did you attend?

Answer #1:*

Question #2: What colour was your first car?

Answer #2:*

Please specify a new password for account **gotis@deloitte.com**.

Password:*

Confirm password:*

Minimum 8 characters, with at least 1 UPPER case or number

Reset password

Account Benefits

Your Switch ID is a secure identity. This allows you to read and reply to encrypted emails as well as access large files that have been sent to you securely.

- Select your own password & security questions.
- Read & reply to encrypted emails for free.
- Track in real-time when your secure emails or files are opened.

- 5) A confirmation message displays. Return to the login page and enter the newly set password.

<p>Password was reset</p> <p>The password for your Egress Switch account pss.train021@gmail.com has been reset.</p> <p>You can now sign in to the client software and administration panel with your new password.</p>	<p>Next steps</p> <p>Get the most out of Switch</p> <p>To get the most out of Switch install a Desktop or Mobile client.</p> <p>Mobile and Web Access</p> <p>You can access your messages at anytime using Web Access.</p> <p>Learn more about Switch</p> <p>Take a quick tour of Switch and learn how to access secure messages.</p>
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- 6) If you cannot remember your Egress Security Q&A, contact Egress support:

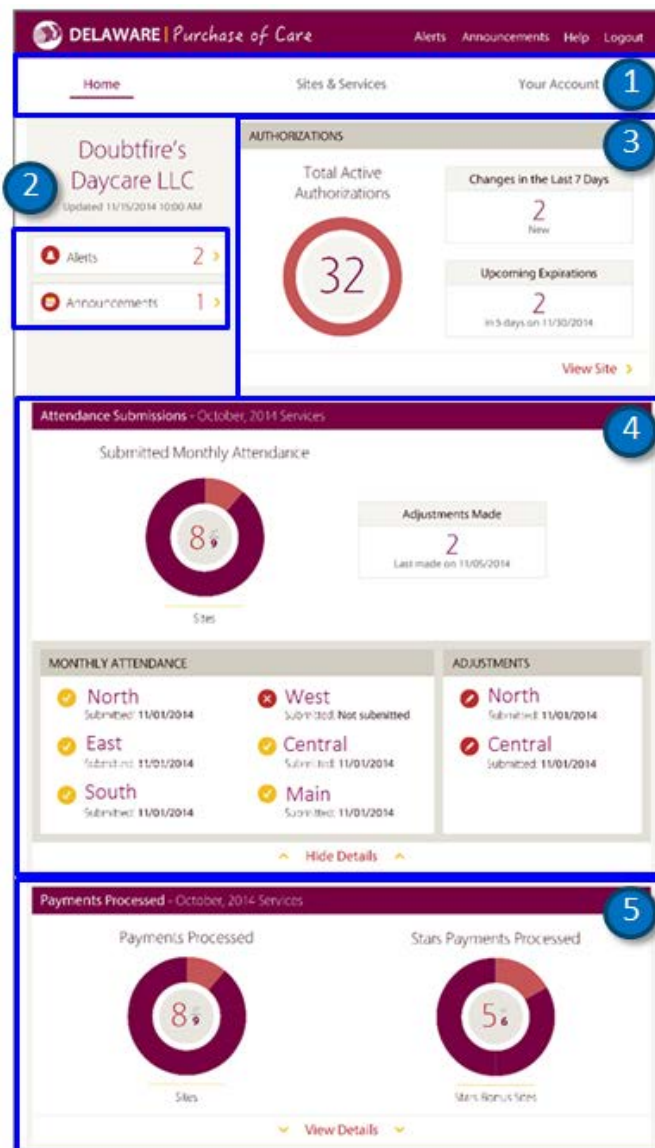
Egress Support Phone: 1-888-505-8318

Egress Support Email: support@egress.com

Your Home Screen

After logging in to Provider Self Service, your *Home* screen displays summary information.

1. **Navigation Panel** – Access to screens to manage Site rates, holidays, contact information, and security information.
2. **Alerts and Announcements** - Displays the number of unread Alerts and Announcements and navigates to Alerts or Announcements screens.
3. **Authorizations** – Displays a summary of active, expiring, and recently created Authorizations.
4. **Attendance Submissions** – Displays Attendance status for each Site. Navigates to screen where users with permission access can enter or adjust Attendance.
5. **Payments Processed** – Navigates to screen that user with permission access can view and print the payment statements.



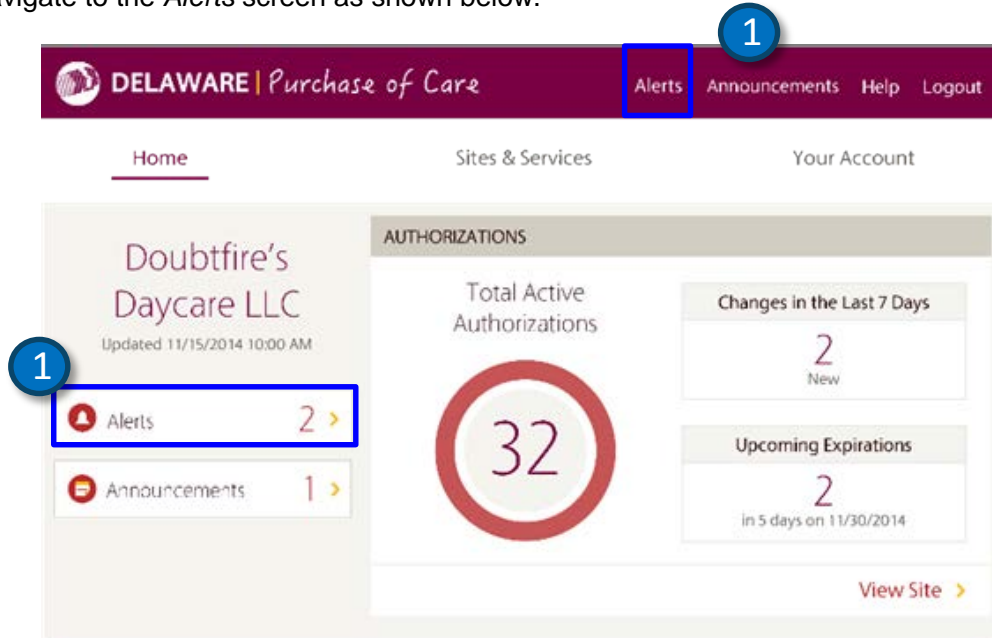
View Alerts

PSS generates alerts for Contractors and Sites:

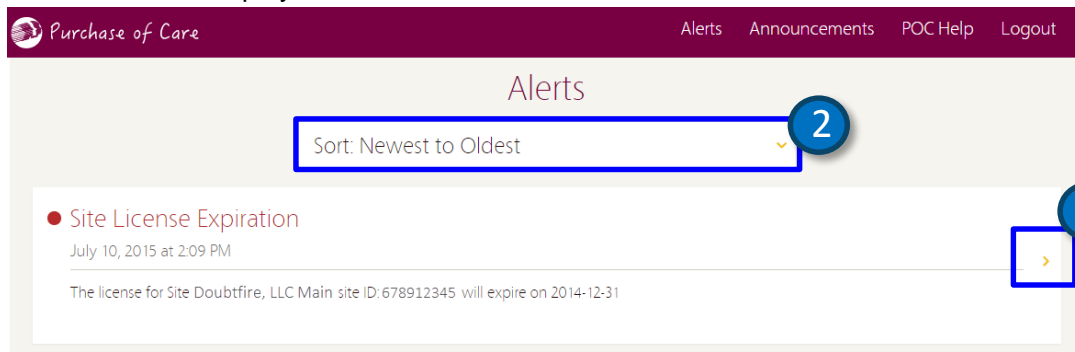
- License Expires within 30 Days.
- Certificate Contract Expires within 30 Days (for relative care).

Follow the steps below to view Alerts.

1. After logging in, number of unread alerts displays on your *Home* screen. Click Alerts (find the link located in the top left section of the page body or on the menu navigation bar) to navigate to the *Alerts* screen as shown below.



2. Click *Sort* drop-down to filter Alerts by **Newest to Oldest**, **Oldest to Newest**, and **Unread First**.
3. Click the **Arrow** to display the entire Alert text.

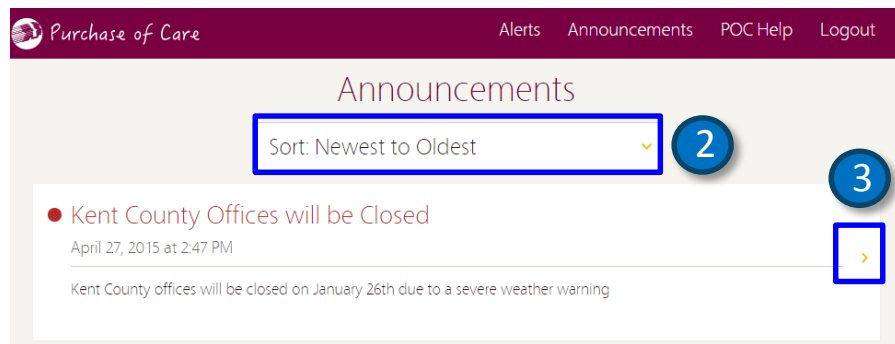


View Announcements

The Announcements page contains the list of Announcements. To view Announcements:

1. Login to PSS, and click the “Announcement” link within the header.
2. Click *Sort* drop-down to filter Announcements by **Newest to Oldest**, **Oldest to Newest**, or **Unread First**.
3. Click an Announcement or click **Arrow** to display the entire Announcement.

Please Note: Announcements are also accessible within the system. After logging in, the system displays a link to view Announcements on the top of every screen in PSS.

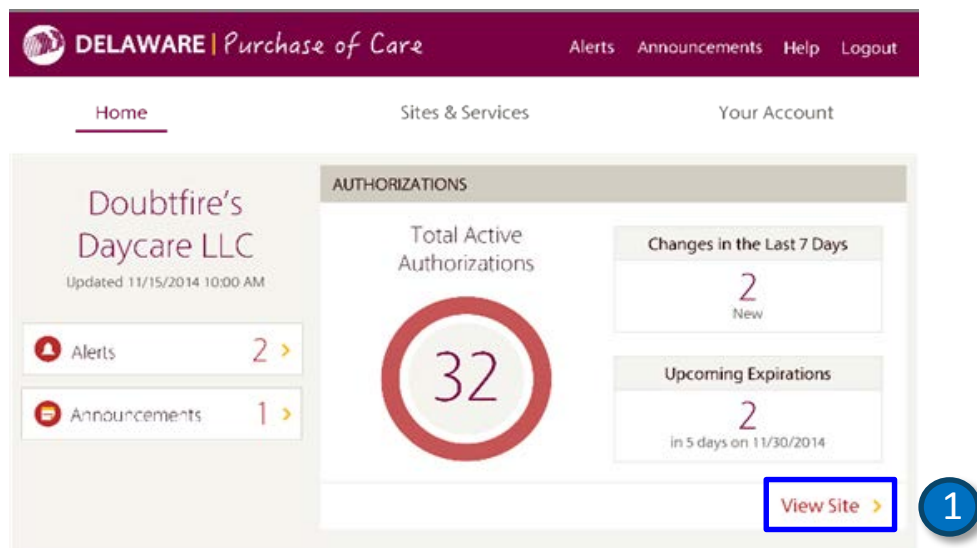


Authorizations

PSS provides information on children at Site location(s) authorized to receive Child Care services.

Follow the instructions below to view Authorizations:

1. From the *Home* screen, click View Details to navigate to the *Site Details: Authorizations* screen. If you have more than one Site, you will be prompted to select a Site to view its Authorizations.



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2. Click [View Details](#) to display the *Site Authorizations* screen. The system by default displays **Current Authorizations** comprising all active and future Authorizations.
3. Select to narrow the list of Authorized children to those **Added Recently** or **Expiring Soon**.

Please Note: Clicking **Added Recently** displays all Authorizations created within the last seven days. Clicking **Expiring Soon** displays all Authorizations with expiration dates within the next 30 days.

4. Click the **Arrow** to expand and view more Authorization information for each child.

The screenshot shows the 'DELAWARE Purchase of Care' header with navigation links: Alerts, Announcements, Help, Logout. Below is a breadcrumb trail: Home > Sites & Services > Site Details > Authorizations. The main heading is 'Authorizations' with a sub-heading 'Site Name'. The 'Authorized Participants' section has three tabs: 'Current Authorizations' (selected), 'Added Recently', and 'Expiring Soon'. A list of participants is shown, each with a profile icon, name, and MCI number. The first participant, 'Foley, York' (MCI: 2034811), has a detailed view showing: Effective Date (01/01/14), Expiration Date (11/30/15), Days & Type (4 Half Days), Absent Payments (Yes), Extended Care (No), and Parent Fee (\$3.67 Per Day). Below this are four more participants: 'Meyer, Stephanie' (MCI: 2034810), 'Rizzo, Cheryl' (MCI: 2034814), 'Yuen, Eve' (MCI: 2034812), and 'Ahlquist, Ray' (MCI: 2034813). Each participant row has an expand arrow icon on the right.

Participant	Effective Date	Expiration Date	Days & Type	Absent Payments	Extended Care	Parent Fee
Foley, York MCI: 2034811	01/01/14	11/30/15	4 Half Days	Yes	No	\$3.67 Per Day
Meyer, Stephanie MCI: 2034810						
Rizzo, Cheryl MCI: 2034814						
Yuen, Eve MCI: 2034812						
Ahlquist, Ray MCI: 2034813						

Enter Attendance

The *Attendance Entry* screen is used to enter and submit Attendance for payment, and to adjust previously submitted Attendance. Attendance is always submitted for a previous month. The next month is available on the last day of the current month.

1. From the *Login* screen, enter the User Name and Password and click the [LOGIN] button.
The system navigates the user to the *Home* screen.
2. From the *Home* screen, click Sites & Services to navigate to the *Sites & Services Dashboard Summary* screen. If you have access to multiple Sites, please select one Site.
3. Click Attendance to navigate to the *Attendance Entry* screen.
4. Click Enter and Adjust Attendance to display the *Attendance Entry* screen.

The screenshot shows the 'Purchase of Care' dashboard. At the top, there are links for Alerts, Announcements, POC Help, and Logout. Below this is a navigation bar with Home, Sites & Services (highlighted with a blue box and a blue circle with the number 2), and Your Account. The main content area shows the 'Site Details' for 'Doubtfire, LLC North'. It includes the site ID (123456789), address (800 LINGO DRIVE, DOVER, DE 19901-060), and tabs for Overview, Authorizations, and Attendance (highlighted with a blue box and a blue circle with the number 3). Below the tabs is the 'ATTENDANCE SUBMISSIONS' section, which displays a table with columns for Submitted (7/09/2015) and Last Adjustment (6/30/2015). Below this is the 'PAYMENTS RECEIVED' section, which displays a table with columns for Last POC Payment (5/15/2015) and Stars Payment (5/15/2015). At the bottom right, there is a link for 'Enter and Adjust Attendance' (highlighted with a blue box and a blue circle with the number 4) and a link for 'Review Full Payment History'.

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- On the *Attendance Entry* screen, click the *Attendance Month* drop-down to select and view attendance for one of the past 12 months.

Purchase of Care Alerts Announcements POC Help Logout

Home Sites & Services Your Account

Sites & Services > Site Details > Attendance

Site Attendance

Doubtfire, LLC North

Attendance Month

June 2015

Submitted Last Activity

Not Submitted 4/30/2015

Incomplete Attendance

You have not entered attendance for all of your POC children. 0 of 2 records have been addressed.

Submit Attendance

View: All Records

Ahlquist, Ray
MCI: 2034813

Rizzo, Cheryl
MCI: 2034814

- Click the Enter Attendance to display the Attendance Entry **modal window** displays. Please Note: Holidays are automatically paid by the system while calculating a payment amount.
- Click the drop-down to enter the number of **Half**, **Full**, **1.5 Days**, and **Absent Days** for that month. Select the **No Days Attended** check box if child did not receive services.

Ahlquist, Ray
MCI: 2034813

☐ No Days Attended

Half Days Full Days

1 3

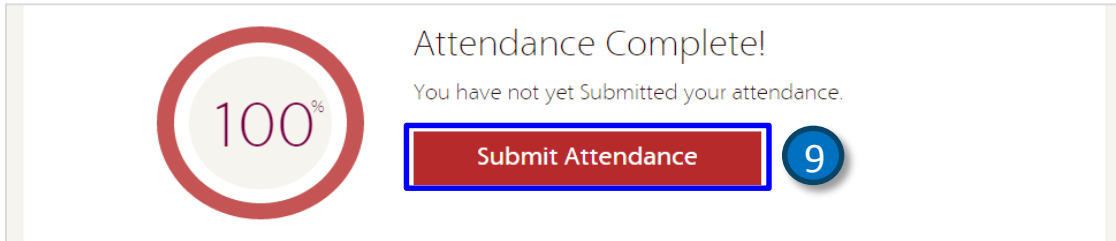
1.5 Days Absent Days

0 1

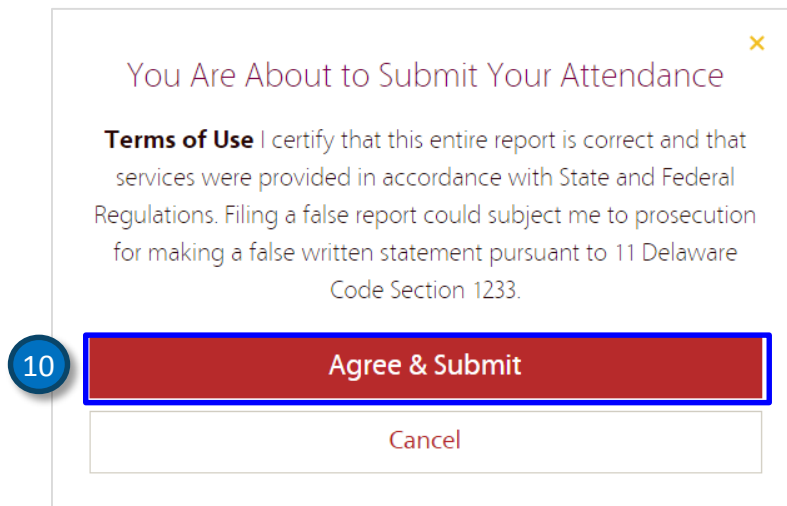
Save

1 of 2 >

8. Click [SAVE] to save as a draft entry. **Saving as a draft does not submit Attendance for payment: you must enter attendance for all children and the click "SUBMIT"**
9. Click [SUBMIT ATTENDANCE] to display the Attendance Certification prompt. The system displays the percent of total Site Attendance submitted for the specified month.

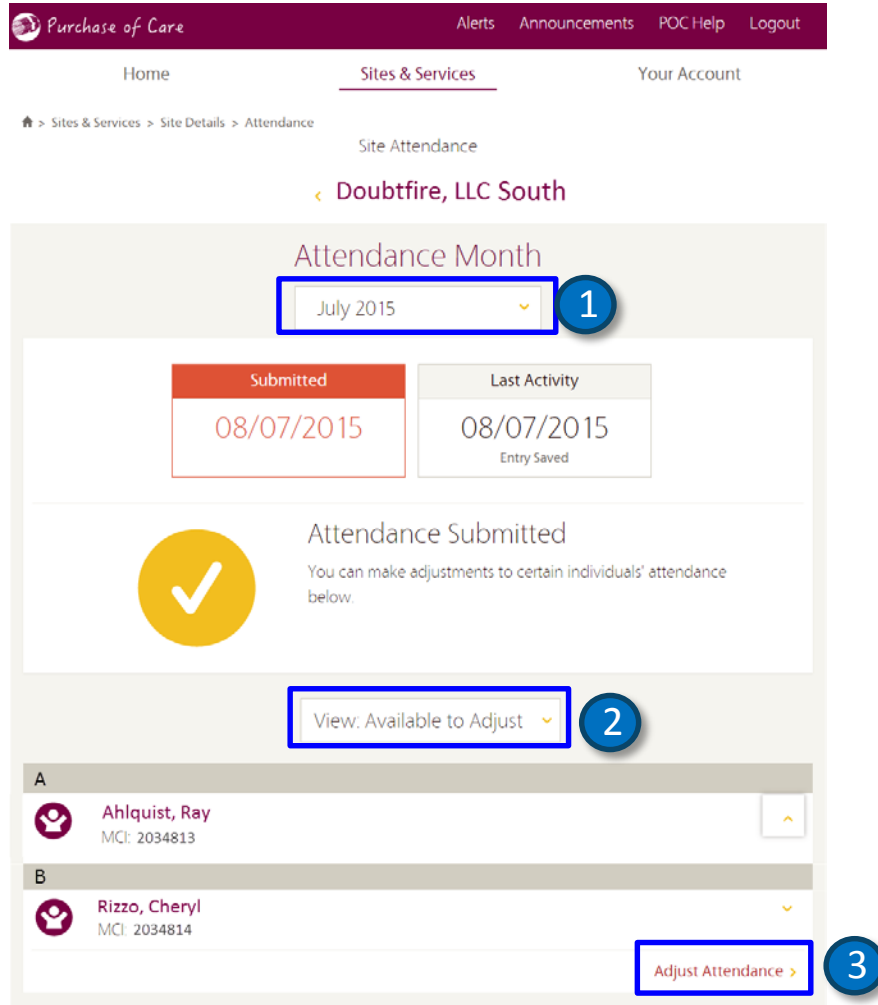


10. Click [AGREE AND SUBMIT] to submit all previously saved drafts for a given Site and month for payment.



Adjust Attendance

1. From the *Attendance Entry* screen, click the *Attendance Month* drop-down to select the month and year.
2. Click the *Sort* drop-down to filter and view children with Attendance **Available to Adjust**.
3. Click the [Adjust Attendance](#) to display the *Attendance Entry modal window*



Purchase of Care Alerts Announcements POC Help Logout

Home Sites & Services Your Account

Home > Sites & Services > Site Details > Attendance

Site Attendance

< Doubtfire, LLC South

Attendance Month

July 2015 1

Submitted 08/07/2015

Last Activity 08/07/2015
Entry Saved

Attendance Submitted

You can make adjustments to certain individuals' attendance below.

View: Available to Adjust 2

A Ahlquist, Ray
MCI: 2034813

B Rizzo, Cheryl
MCI: 2034814

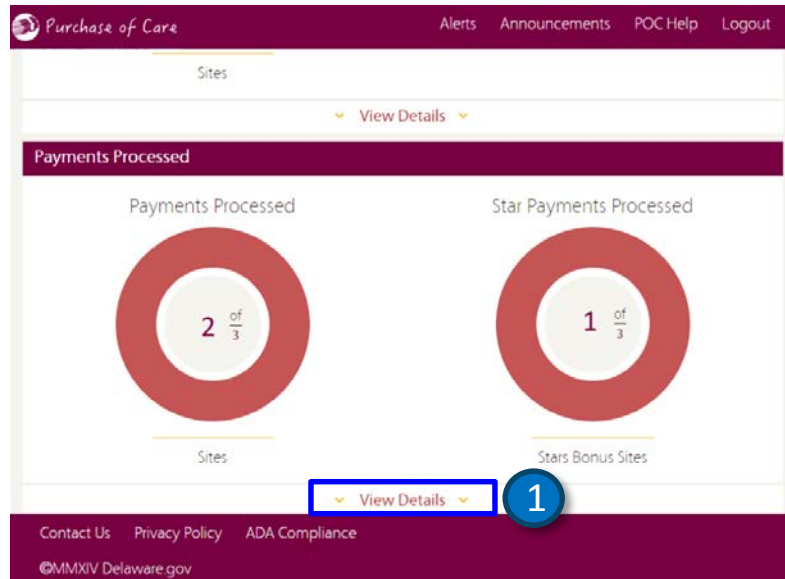
Adjust Attendance > 3

Please Note: Attendance cannot be adjusted until the payment has been processed and will display a warning “Unable to adjust at this time.”

View and Print Payments

Follow the instructions below to view POC and Stars payments online:

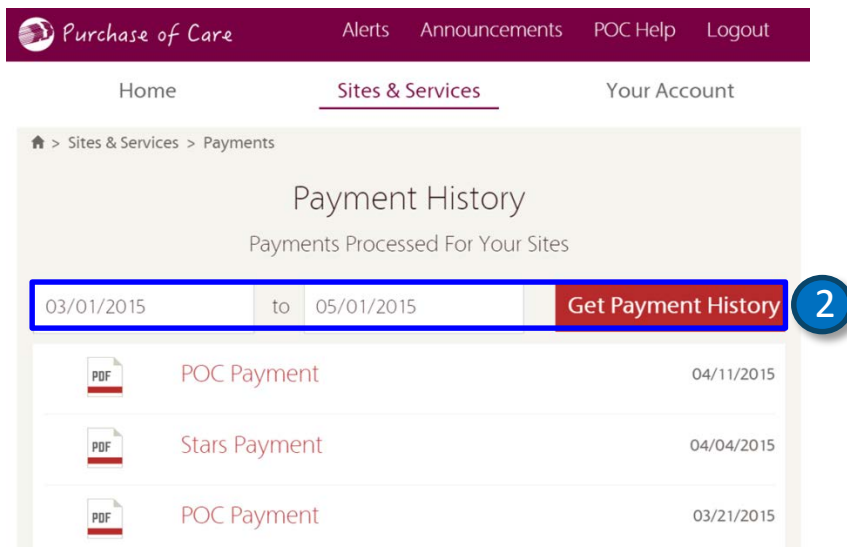
1. From the *Payments Processed* section of the *Home* screen, click View Details.



2. Filter to select a date range of months and years to view the Payment Statements. Click [GET PAYMENT HISTORY]. Information will be available from November 2015 and forward: no historical statements will display within the application.

Please Note: Adobe Acrobat must be installed on the computer in order to view PDF files.

[Click here to download Acrobat PDF reader.](#)



Sites and Services

Screens within *Sites & Services* allow the user to view and modify Site information.

View Dashboard Summary

The *Sites & Services Dashboard* displays *Site Details* and links to view Authorizations and submit Attendance. On the *Site Details* screen, users can view basic Site information, and can edit Contact, Rates, and Holiday information.

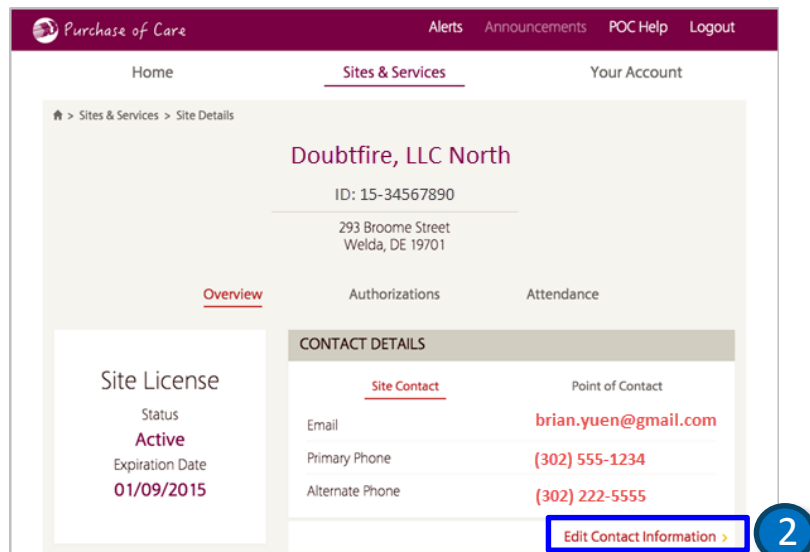
Edit Site Contact Information

Follow the steps listed below to view and modify Site contact information:

1. From the *Home* screen, click Sites & Services to display the *Sites & Services Dashboard*.



2. Click Edit Contact Information to navigate to *Contact Information* screen.



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3. Enter the Site Contact and Point of Contact information in text fields and click [SAVE].

Purchase of Care Alerts Announcements POC Help Logout

Contact Information

Doubtfire, LLC North

Site Contact Information

Email

Primary Phone Alternate Phone

Point of Contact

First Name Last Name

☐ Contact details are the same as company contact

Email Primary Phone Alternate Phone

Cancel Save

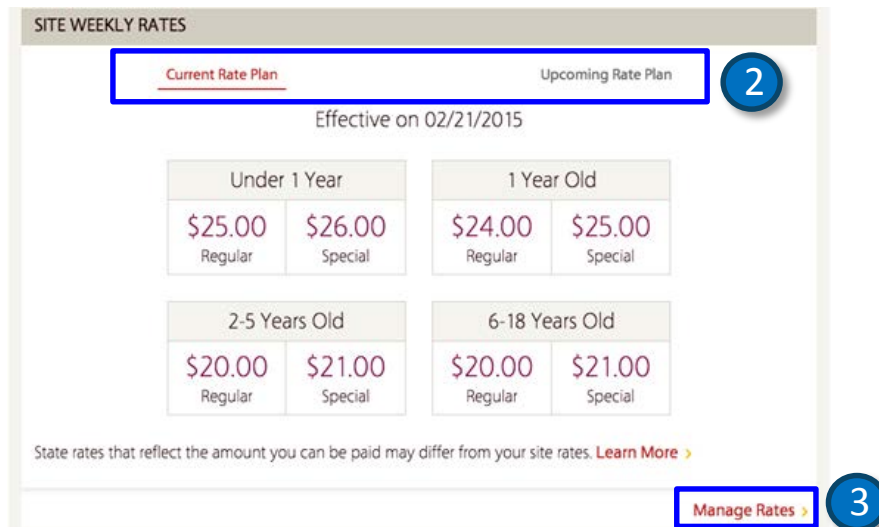
Edit Site Rates

Follow the steps listed below to view and edit Rates for each Site:

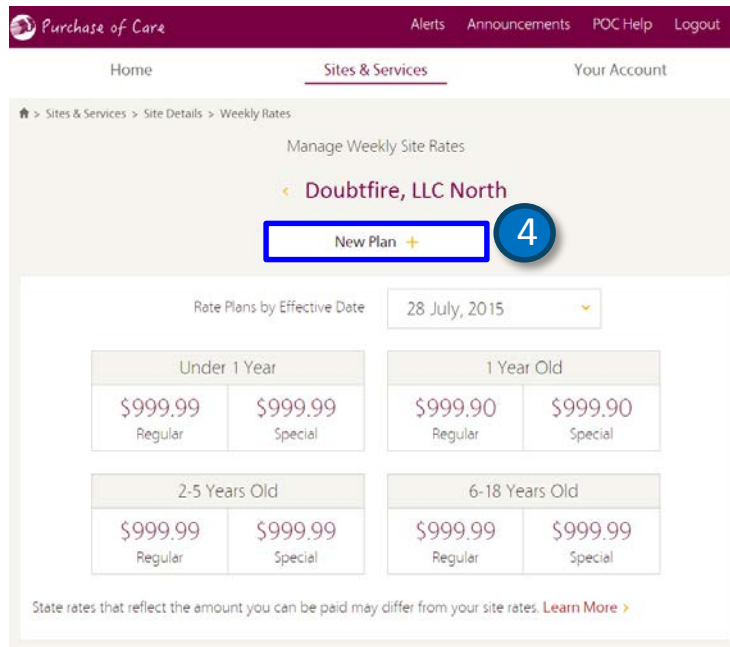
1. From the *Home* screen, click Sites & Services to display the *Sites & Services Dashboard*.



2. Select to view the **Current Rate Plan** or **Upcoming Rate Plan**.
3. Click Manage Rates to change your Site Rate schedule as shown below.



4. Click [NEW PLAN +] to display a new Site Rates Schedule. Please note, these rates are Weekly, not Daily.



5. Click the *Date* drop-down to select when the new Rate schedule will take effect.
6. Enter the new Weekly Rate(s) for each age group and click [SAVE].

Please Note: The effective date must be a future month and the user may select effective date(s) within the next two years.

Edit Holidays

PSS displays the six State-defaulted DSS Paid Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. These dates will be automatically set each year and no changes are required. However, annually in the month of October, you can make changes if you would like to modify any of these holidays:

1. From the *Home* screen, click Sites & Services to display the *Sites & Services Dashboard*.

2. In October, click Edit Holidays to navigate to the *Holiday Schedule* screen.

- Click the *Schedule Year* drop-down to establish when the new Holiday Schedule will take effect.

Purchase of Care Alerts Announcements POC Help Logout

DOUBTFIRE'S DAYCARE LLC / SOUTH SITE

Customize your six holidays per calendar year

Schedule Year 2016 3

NEW YEARS DAY 4	DAY AFTER THANKSGIVING	INDEPENDENCE DAY
01/01/2016 5	11/25/2016	07/04/2016
LABOR DAY	THANKSGIVING	CHRISTMAS
09/05/2016	11/24/2016	12/25/2016

Cancel Save 6

- Enter the name of the new holiday in the text field.
- Use the **Calendar** icon to enter the date of the holiday.
- Click [SAVE].

Your Account

Your Account menu provides the following options:

- Your Profile** includes the ability to edit your password and security Q&A
- Company Profile** includes company contact and direct deposit information
- Manage Access** links the user to complete a registration form to add or remove sites

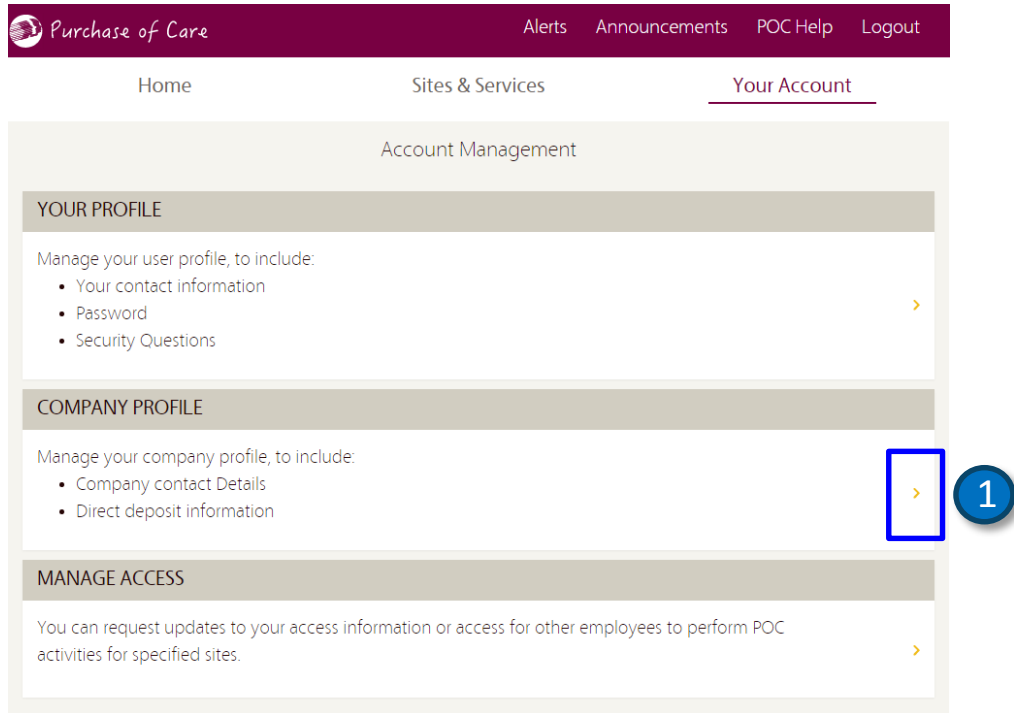
Your Profile

Refer to page 16 above for instructions to change your security questions and answers, and to change your password, and to modify security challenge questions and answers.

Company Profile

Follow the steps below to edit company contact and direct deposit information:

1. From the *Account Management* screen as shown above, click Company Profile to navigate to the *Company Profile* screen (as shown below).



2. Enter the company email address, primary phone number, alternate phone number, and name of a Point of Contact person in the text fields.

Delaware Provider Self Service User Guide

Purchase of Care

AlertsAnnouncementsPOC HelpLogout

Company Profile

Doubtfire's Daycare, LLC

EIN/SSN: 9876543210 | DBA:

293 Broome Street
Welda, DE 19701

2

Company Contact Information

Email

Primary Phone

Alternate Phone

Point of Contact

First Name

Last Name

☐ Contact details are the same as company contact

Email

Primary Phone

Alternate Phone

3

Direct Deposit Information

Account Type

☐ Corporate Checking ☐ Corporate Savings ☐ Personal Checking ☐ Personal Savings

Bank Name

4

Routing Number

Account Number

1936

PAY TO THE ORDER OF

DATE

\$

DOLLARS

FOR

000000186

000000529

1000

Routing Number

Account Number

Cancel

Save

3. To update the Direct Deposit information, select the **Account Type** radio button to indicate the type of account.

4. Enter the routing number and account number in the text field (view the sample check to identify where to find the routing and account numbers).

Please Note: If the routing number entered does not exist in the system, an error message will display indicating that the user should contact a Child Care Monitor for further assistance.

5. Click [SAVE] and the system will validate the information entered. If the routing and account number were successfully entered, the system will display the name of the bank.

Please Note: When modifying the bank information, the new direct deposit information may take a few business days to take effect. Please contact your Child Care Monitor with additional questions.

Manage Access

Ongoing PSS users will complete the form to change their existing information, or adding a new user to their location; however, all changes to the form must be resubmitted (Agree & Submit button).

POC Help

POC Help includes the Frequently Asked Questions and User Guide.

View Frequently Asked Questions (FAQs) and User Guide

The FAQs screen contains answers to the most common questions on topics like Authorizations, payments and Attendance. Follow the steps mentioned below to view the FAQs:

1. From the Login screen, click [GO TO FAQs] to navigate to the POC Help screen.
2. Click the Arrow to expand and display the answer to the selected question below the question.
3. Scroll to bottom of the page and click to download the user guide.

