Child-Care Regulation Online Provider Account Updates

On November 14, 2021, CCR made the following changes to the Online Child-Care Provider Account:

1. Added the seven provisional conditions to a person’s background check results when the person’s eligibility status is Provisional.
2. Added an option allowing account managers to update the account manager’s user ID on the Manage Operation E-mail and Account Manager Information page.
3. Added instructional language to advise providers that the Contact Email Address will be the email address to which CCR sends the Account Manager User ID and/or temporary password when login information is forgotten.
4. Added instructional language to contact the operation’s CCR inspector or CBCU if they become locked out of their provider account or if the Contact Email Address needs to be changed.
5. Added instructional language to allow 24 hours for updates to the Contact Email Address before requesting the user ID or a temporary password.
6. Updated page titles and text to change references as follows:
   a. “DFPS” to “HHSC”;
   b. “Child Care Licensing” to “Child Care Regulation”; and
   c. “CCL” to “CCR.”

Displaying Conditions for Persons with a Provisional Background Check Eligibility
When a person’s background check eligibility status is Provisional, the seven conditions placed on a person’s presence will display in the Conditions field on Online Background Check History page. Before this change was made, the Conditions field for a provisional status was blank, and providers had to navigate to the HHSC website page to view the list of provisional conditions.
Updates to Forgot User ID or Password Reset Instructions
CCR has updated the Child-Care Regulation Account Login Information page to more clearly explain:

- How a designated account manager can obtain forgotten login information, including that needed information/instructions will be emailed to the operation’s Contact Email Address.
- To contact the designated account manager when a person who is not the designated account manager needs assistance with logging into the account.
- How the user must wait at least 24 hours after the operation updates the Contact Email Address before selecting the Email User ID or Email Password buttons.
- Who the account manager can contact when he or she is locked out of the account.
Updating Account Manager Information

In the Child-Care Regulation Account Main Page, a person designated as the operation account manager may update the following account manager information:

- Name
- User ID
- Password

How to Update Account Manager Name and/or User ID

In the Account Manager Information section of the Manage Operation E-mail and Account Manager Information page, the person designated by the operation as the account manager may select the Edit Account hyperlink to update an existing account manager’s First Name, Last Name, and/or User ID.

After updating the information, the user will not be required to confirm the change(s); a confirmation email will not be sent.
Below are screenshots showing the steps to update account manager information.

**Step 1: Select *Edit Account* Hyperlink**

![Screen capture of the Edit Account hyperlink](image)

The "Contact Email Address" is used:
- When CCR staff need to contact you;
- When CCR sends messages with information specific to your operation (for example, background check eligibility results, fee notices, etc.);
- When CCR sends important messages to providers (for example, information about rule changes or disaster response); and
- to send the designated account manager his or her User ID or password reset information if this information is forgotten.

The "Public Email Address" section below is the email you want the public to see on the Texas Child Care Search website.

The "Contact Email Address" and "Public Email Address" can be the same or different.

It may take up to 24 hours after you submit updates to your operation's "Contact Information" before the updates display on the HHSC Texas Child Care Search website or in CCR's CLASS database.

![Account Manager Information table](image)
Step 2: Update information in the *Update Account Manager and User ID* pop-up window and select *Update*.

Step 3: Read the notification message. To confirm the change(s), select *OK*. To exit without making changes, select *Cancel*.
Step 4: If desired, log in using new User ID.

Step 5: Confirmation of update

The "Contact Email Address" is used:
• When CCR staff need to contact you;
• When CCR sends messages with information specific to your operation (for example, background check eligibility results, fee notices, etc.);
• When CCR sends important messages to providers (for example, information about rule changes or disaster response); and
• to send the designated account manager his or her User ID or password reset information if this information is forgotten.

The "Public Email Address" section below is the email you want the public to see on the Texas Child Care Search website. The "Contact Email Address" and "Public Email Address" can be the same or different.

It may take up to 24 hours after you submit updates to your operation's "Contact Information" before the updates display on the HHSC Texas Child Care Search website or in CCR's CLASS database.
How to Update the Account Manager Password

In the Account Manager Information section of the Manage Operation E-mail and Account Manager Information page, the person designated by the operation as the account manager may select the Update Account Manager Password hyperlink to update an existing account manager’s Password.

After updating the information, the account manager will not be required to confirm he change; a confirmation email will not be sent.

Below are screenshots showing the steps to update account manager information.

Step 1: Select Update Account Manager Password Hyperlink

The "Contact Email Address" is used:

- When CCR staff need to contact you;
- When CCR sends messages with information specific to your operation (for example, background check eligibility results, fee notices, etc.);
- When CCR sends important messages to providers (for example, information about rule changes or disaster response); and
- to send the designated account manager his or her User ID or password reset information if this information is forgotten.

The "Public Email Address" section below is the email you want the public to see on the Texas Child Care Search website.

The "Contact Email Address" and "Public Email Address" can be the same or different.

It may take up to 24 hours after you submit updates to your operation’s "Contact Information" before the updates display on the HHSC Texas Child Care Search website or in CCR’s CLASS database.

<table>
<thead>
<tr>
<th>Account Manager Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td>Account</td>
</tr>
<tr>
<td>Last Name:</td>
<td>Manager</td>
</tr>
<tr>
<td>User ID:</td>
<td>Operation01</td>
</tr>
</tbody>
</table>

[Update Account Manager Password]
**Step 2:** Update information in the *Update Account Manager Password* pop-up window and select *Update*. To exit without making changes, select *Cancel*.

![Update Account Manager Password pop-up window](image)

**Step 3:** User is returned to the *Manage Operation E-mail and Account Manager Information* page.

![Manage Operation E-mail and Account Manager Information page](image)

The "Contact Email Address" is used:
- When CCR staff need to contact you;
- When CCR sends messages with information specific to your operation (for example, background check eligibility results, fee notices, etc.);
- When CCR sends important messages to providers (for example, information about rule changes or disaster response); and
- to send the designated account manager his or her User ID or password reset information if this information is forgotten.

The "Public Email Address" section below is the email you want the public to see on the Texas Child Care Search website.

The "Contact Email Address" and "Public Email Address" can be the same or different.

It may take up to 24 hours after you submit updates to your operation's "Contact Information" before the updates display on the HHSC Texas Child Care Search website or in CCR’s CLASS database.
How to Change the Account Manager Name, User ID, and Password

In the Account Manager Information section of the Manage Operation E-mail and Account Manager Information page, the person designated by the operation as the account manager may select the new Update Account Manager hyperlink to change the account manager's User ID. The First Name, Last Name, and/or Password may also be changed.

The user must change the user id; the other items may also be changed if the user chooses. The user cannot reuse any previous User ID(s).

After updating the information, the system will:

- Notify the user that he or she will be logged out; and
- Send an email to the operation’s contact email address (same email address where background check notifications are sent) that includes a link the user must select to validate (confirm) the change(s).

Below are screenshots showing the steps to update account manager information.

**Step 1:** Select Update Account Manager Hyperlink
Step 2: Update information in the new Update Account Manager pop-up window and select Update.

![Update Account Manager pop-up window](image)

- User ID must be changed.
- User IDs may not be reused.
- The other fields must be entered; they may be changed.

Step 3: Read the notification message. To confirm the change(s), select OK. To exit without making changes, select Cancel.

![Confirmation message](image)

- User will be logged out after selecting "OK".
- Confirmation email will be sent to the operation contact e-mail address.
Step 4: Read the confirmation email sent to operation’s contact e-mail address and follow the instructions to validate the change(s).

If the user does not click the link to validate the change, the user will be locked out of the account and must contact CCR to regain access.

Step 5: View the confirmation message on the login page after confirming the change(s). If desired, log in using new credentials.

Congratulations! You have been successfully updated your operation’s Account Manager information. Proceed by entering your User ID and Password.