



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](#).

Online Background Check History

Last Validation: 10/14/2021

[Validate Employee List](#)
[Print List](#)

Filter

Filter By:
☐ Name
☐ Employment Status
☐ Date Last Submitted

From Date:
To Date:
Starts With:
Go
Clear

Name	DOB	Employment Status	Employment Status Date	Date Last Submitted	Conditions?	Ineligible?
Visitor, Volunteer	1/4/2000	Inactive	10/11/2021	8/6/2021	No	No
Employee, Staff	3/28/1970	Inactive	9/14/2021	9/26/2017	No	No
Subject, Applicant	12/13/1995	Active Inactivate	10/13/2021	10/12/2021	Yes	No

Date Submitted	Role	Eligibility	Eligibility Start Date	Eligibility End Date	Conditions
10/12/2021	Staff/Employee	Provisional	10/13/2021	Inactivate Role	<div> (1) This person must never be left in charge of the operation. (2) This person must never be left alone with a child or group of children in the care of or enrolled in your operation, including during transportation. (3) This person may only be supervised by a person with no conditions regarding his or her presence at the operation. (4) This person must never be allowed to transport children in the care of or enrolled in your operation during hours of operation. (5) This person must never be responsible for financial transactions at your operation. (6) This person must never be allowed to administer medication to children in the care of your operation, except for in a medical emergency to prevent the death or serious bodily injury of a child. (7) This person must never be allowed to supervise caregivers, or volunteers or employees that have access to children. </div>

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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.

Child-Care Regulation Account Login Information

DFPS Home > Child Care > Search Texas Child Care > This Page

[f](#)
[t](#)
[e](#)
[p](#)
[m](#)
[+](#)

Child Care Regulation

PARENTS

- Information for Parents
- Search Texas Child Care

PROVIDERS

- Information for Providers
- Licensed Administrators
- Provider Login & Background Checks

Login Information

Forgot User ID or Password?

If you are not the designated account manager for your operation and have forgotten your User ID or password, contact the designated account manager at your operation to regain access to your account.

If you are the designated account manager for your operation and have forgotten your User ID, enter your operation number and click the "Email User ID" button. Your User ID will be emailed to the "Contact Email Address" that CCR has on file for your operation. If your operation number has an Agency Number and/or Branch Number (for example, 123456-123 or 123456-123-12), those must be entered in the Operation Number field.

If you are the designated account manager of the operation and have forgotten your password, enter your operation number and your User ID, and click the "Email Password" button to reset your password. A reset password email will be sent to the "Contact Email Address" that CCR has on file for your operation.

If you make updates to your operation's "Contact Email Address," allow up to 24 hours after making the update before clicking the "Email User ID" or "Email Password" buttons.

Locked out of Your Account?

If you are not the designated account manager and are locked out of your account, contact your account manager.

If you are the account manager and have been locked out of your account, contact your CCR inspector or CBCU inspector.

Operation Number:

Email User ID

e.g. 123456 OR 123456-123 OR 123456-123-12

User ID:

Email Password

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.

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11/14/2021

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

Step 1: Select *Edit Account* Hyperlink

[Back to Child-Care Regulation Account Main Page](#)Currently logged in as: [Operation01](#) [Logout](#)

Operation Name: **Test Operation**

Operation Type: **Child Placing Agency**

Operation Number: **1000005**

E-mail Address: **ncTest.operation@hhs.texas.gov**

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

First Name: Account

Last Name: Manager

User ID: Operation01

[Edit Account](#)

[Update Account Manager Password](#)

[Update Account Manager](#)

Step 2: Update information in the *Update Account Manager and User ID* pop-up window and select *Update*.

Update Account Manager Name and User ID

First Name:

Last Name:

User ID:

[Update](#) [Cancel](#)

- User may change any of the fields.
- Email Confirmation is not required.
- User will be logged out and taken to the *Child-Care Regulation Account Login* page if the User ID is changed.

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

Message from webpage

? Confirmation Required
Select "OK" to confirm this change to your User ID. You will be required to log back into your account with this new User ID. If you do not want to make this change to your User ID, select the "Cancel" button.

[OK](#) [Cancel](#)

Step 4: If desired, log in using new User ID.

LOGIN

Please enter your User ID and Password below to access your account.

WARNING: You are about to login to a secure site. If you leave your Provider site, you may be required to login again.

User ID:

Password:

[Forgot your User ID or Password?](#)

Attention: Please use Google Chrome or Internet Explorer to access your account.

Step 5: Confirmation of update

[Back to Child-Care Regulation Account Main Page](#)

Currently logged in as: [Manager510](#) [Logout](#)

Operation Name: **Test Operation**

Operation Type: **Child Placing Agency**

Operation Number: **0000005**

E-mail Address: **Test.operation@hhs.texas.gov**

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

First Name:	Test	Edit Account
Last Name:	Manager	Update Account Manager Password
User ID:	Manager510	Update Account Manager

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 the 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

[Back to Child-Care Regulation Account Main Page](#)Currently logged in as: [Operation01](#) [Logout](#)

Operation Name: **Test Operation**

Operation Type: **Child Placing Agency**

Operation Number: **000005**

E-mail Address: **Test.operation@hhs.texas.gov**

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.

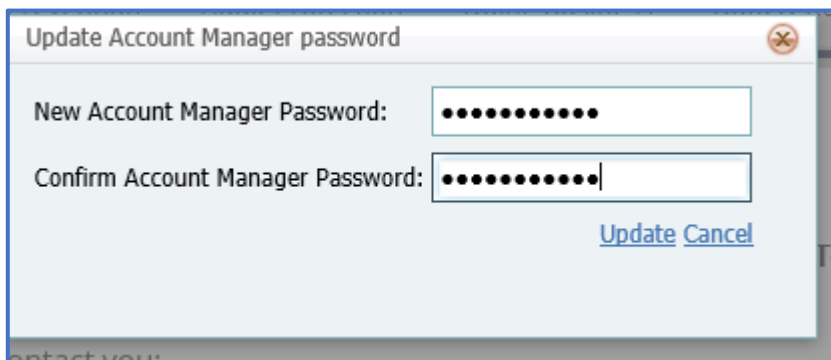
The "Contact Email Address" and "Public Email Address" can be the same or different.

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.

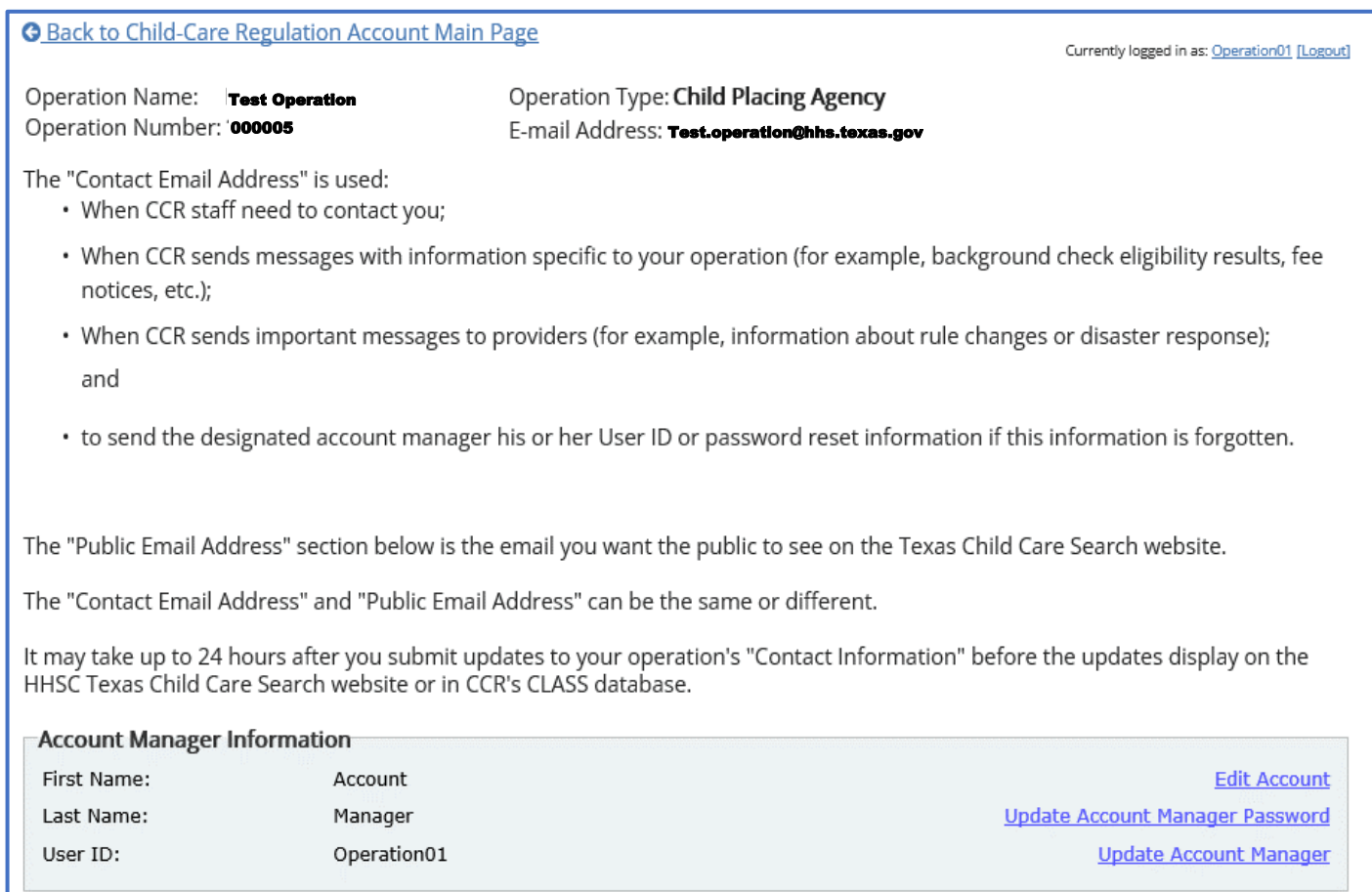
Account Manager Information

First Name:	Account	Edit Account
Last Name:	Manager	Update Account Manager Password
User ID:	Operation01	Update Account Manager

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



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



[Back to Child-Care Regulation Account Main Page](#) Currently logged in as: [Operation01](#) [\[Logout\]](#)

Operation Name: **Test Operation** Operation Type: **Child Placing Agency**
Operation Number: **000005** E-mail Address: **Test.operation@hhs.texas.gov**

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		
First Name:	Account	Edit Account
Last Name:	Manager	Update Account Manager Password
User ID:	Operation01	Update Account Manager

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

[Back to Child-Care Regulation Account Main Page](#) Currently logged in as: **Test Operation** [Logout]

Operation Name: **Test Operation** Operation Type: **Licensed Center**
Operation Number: **0000005** Program Provided: **Child Care Program**
E-mail Address: **Regulatory_ClassProjectTest@hhsc.state.tx.us**

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

First Name:	Account	Edit Account
Last Name:	Manager	Update Account Manager Password
User ID:	Operation001	Update Account Manager

Contact Information

Newly added option.

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

Note: Updating the account manager will replace the current account manager. A new manager account will be created with the credentials provided below.

* First Name:

* Last Name:

* User ID:

* New Account Manager Password:

* Confirm Account Manager Password:

User ID is required and length must be between 6 and 15 characters and contain only letters or numbers

- 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*.

Message from webpage

Confirmation Required

Select "OK" to confirm that you want to replace the current account manager with the information submitted. If you select "OK", you will be logged out and a confirmation email will be sent to your operation's Contact Email Address where you must confirm this update. If you would like to not update your operation's account manager information, select the "Cancel button".

- 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).

Operation Name : Test Operation

New Account Manager Information
User ID: Operation002
First Name: Account 2
Last Name: Manager 2

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.

Thank you for updating the Account Manager information for your operation's online account with the Texas Health and Human Services Commission, Child Care Regulation Department.

Please click on the link below to validate this change:

https://qawwww.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilityLogin.asp?IPL=228030&nbrRgstrtn=52cceed520600000995200239927cd61

If you are not taken to the Login page upon clicking the link, please copy the URL and paste it into your web browser and try again.

After completing this validation, you can log into your account by clicking 'Login to your CCR account' <https://hhs.texas.gov/doing-business-hhs/provider-portals/protective-services-providers/child-care-licensing/child-care-licensing-account-registration-login> on the Child Care Regulation Account Registration and Login page on the HHS website.

If you received this e-mail message but did not submit a request to update your operation's Account Manager Information through the "Manage Operation E-mail and Account Manager Information" page, please contact a local Child Care Regulation office.

Thank you!

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

This page allows you to login to your online provider account. Within your account, you can perform a variety of tasks.

Create an Account Before Logging In!

- [Child Care Home Provider](#)
- [Child Care Center-Based Provider](#)
- [24-Hour Residential Care Provider](#)

Once you have completed Pre-Application activities:

- [Complete Online Registration](#)

LOGIN

Please enter your User ID and Password below to access your account.

WARNING: You are about to login to a secure site. If you leave your Provider site, you may be required to login again.

User ID:

Password:

Login Reset