



Texas Department of
Family and Protective Services

Provider Portal Job Aid

2/2/2024
Version 7.00

Table of Contents

Introduction	3
Overview	3
Purpose	3
Scope	3
Definition	3
Registration and Login.....	4
Provider Registration	4
Primary and Secondary Administrator Login	5
How to Add a New Secondary Administrator.....	6
How to Add a New Caregiver.....	9
Provider Portal Overview	15
Home Tab	15
How to Edit Provider Info.....	16
How to Edit Your Info (Administrator)	17
Administrators Tab.....	18
Caregivers Tab	19
Course Completions Statuses Tab	20
How to Download a Course Completion Statuses Report	20
Details Tab.....	22
Logout.....	23
Helpful Tips.....	24
Help Desk.....	25
Revision History	26



Introduction

Overview

From the Provider Portal, providers can manage their administrator and caregiver information, and see caregivers training status.

Purpose

The purpose of this job aid is to outline the process to login and manage an organization's administrators and caregivers in the Provider Portal.

Scope

The scope of this **Provider Portal Job Aid** is to explain how to navigate the Provider Portal. Specifically, the job aid focuses on the process of creating and manage profiles for administrators and caregivers and how to review course completion activities. This job aid will review the **Home, Administrators, Caregivers, Course Completions Statuses,** and **Details tabs**. The document will also provide answers to frequently asked questions.

Definition

For the purposes of the Provider Portal, "Providers" are defined as General Residential Operations (GROs), Child Placing Agencies (CPAs), childcare providers contracted with Single Source Continuum Contractors (SSCCs), Foster and Adoptive Home Development (FAD) homes, State Supplemental Caregivers, and caseworkers entering on behalf unlicensed kin.



Registration and Login

Provider Registration

Provider accounts and Provider Portal Primary Administrators (Primary Administrators) are registered into the Provider Portal by the Department of Family and Protective Services (DFPS) staff. Primary Administrators are responsible for managing their organization's account and profiles, which includes creating new administrator and caregiver profiles, inactivating profiles, and ensuring data quality for their organization.

Each Provider may have only one Primary Administrator and is strongly encouraged to designate one or more Secondary Administrators. Secondary Administrators are registered into the Provider Portal by the provider's Primary Administrator. One administrator, either primary or secondary, should have the indicator of Provider Training Compliance POC selected in their profile.

Primary and Secondary Administrator Login

When a primary or secondary administrator has a profile created in the portal, a “Welcome to the Provider Portal” email is automatically forwarded to the administrator. The email contains a link to the Provider Portal and the administrator’s **username**. If you are registered with multiple provider accounts, your username is different for each account.

Follow the steps below to login to the Provider Portal for the first time:

1. Open the “Welcome to the Provider Portal” email that includes the link to the Provider Portal and your username.
 - **Important:** Please make note of your username.
2. Copy the link in the email, then paste it into a Microsoft Edge, Google Chrome, Firefox, or Safari browser. Do NOT use Internet Explorer.
3. The Change Your Password page displays. Enter a new password into the **New Password** field, re-enter the password into the **Confirm New Password** field, then select **Change Password**.

- **Note:** Passwords are case sensitive.
4. The Provider Portal Home page displays. Bookmark the website or add the website to your Favorites (recommended.)



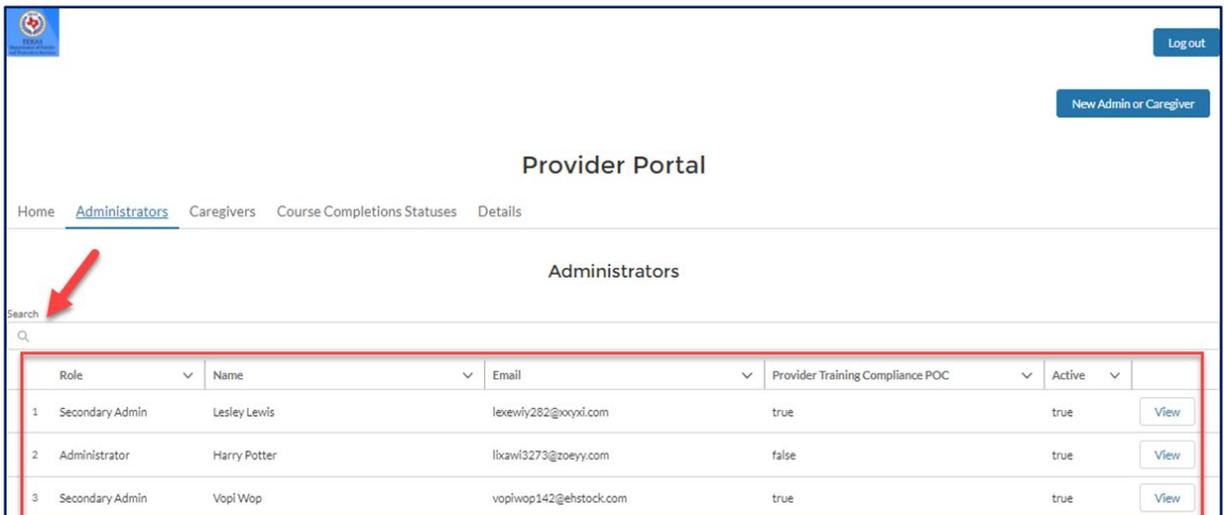
How to Add a New Secondary Administrator

Only primary administrators can add secondary administrators to the system. Follow the steps below to add a new secondary administrator to the system:

1. From the Provider Portal Home, select the **Administrators tab**.

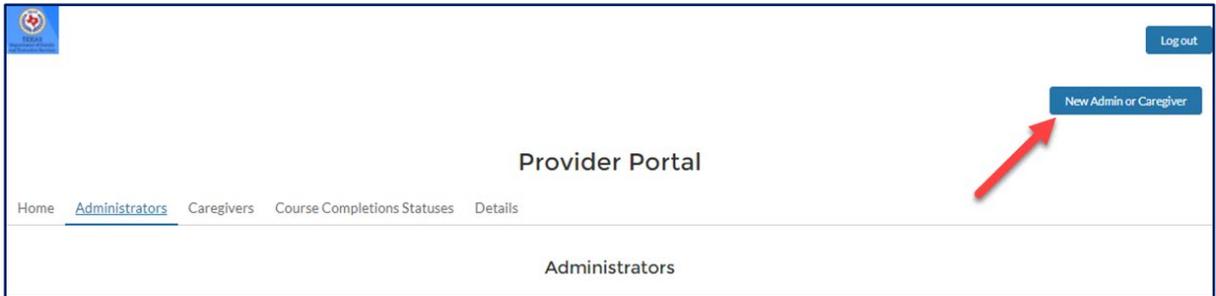


2. The Administrators list opens. Use the **Search bar** or read the **Administrator list** to confirm the person you are adding does **NOT** have a profile already.





3. Select the **New Admin or Caregiver** button in the top right corner of the page.



4. The Select Action options display. Select **New Secondary Admin**, then select **Create**.



5. The New Secondary Admin page displays. Enter the new secondary administrator's **profile information** into the fields, then select **Next**.

- **Note:** Required fields have an asterisk (*) shown next to field name.



6. A message displays, confirming that the secondary administrator was created. Select **Finish**.



After you select **Finish**, the newly created Secondary Administrator will receive an email with further instructions.

Note: If the message displayed states "Your request cannot be processed at this time. The site administrator has been alerted," this indicates the email is already in use by another DFPS application within the Salesforce platform, such as Awake Check. Use another email address or contact the Help Desk for assistance. The Help Desk contact information is in the last section of this job aid.

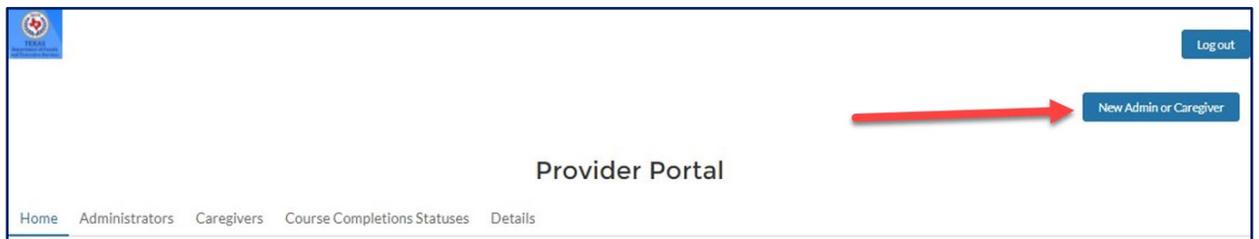


How to Add a New Caregiver

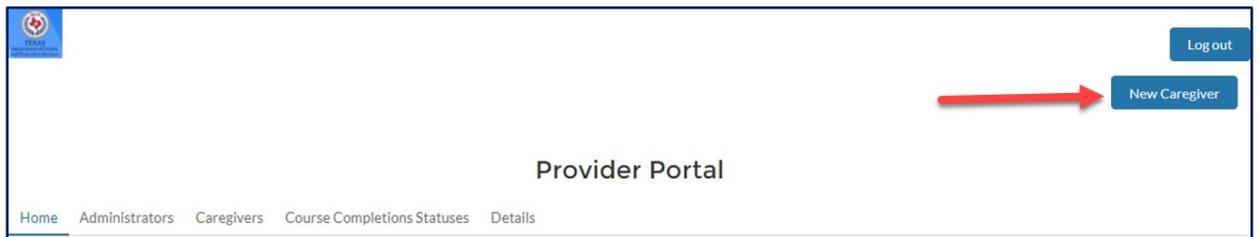
Primary and secondary administrators can add new caregivers to the system. Follow the steps below to add a new caregiver to the system:

1. From the Provider Portal Homepage:

- If you are a **primary administrator**, select the **New Admin or Caregiver** button in the top right corner of the page.



- If you are a **secondary administrator**, select the **New Caregiver** button in the top right corner of the page.





- The Select Action options display. Select **New Caregiver**, then select **Create**.

The screenshot shows a 'Select Action' menu with two options: 'New Caregiver' (selected with a radio button) and 'New Secondary Admin'. A red arrow points to the 'New Caregiver' option. In the top right corner, there is a 'Log out' button. In the bottom right corner, there are 'Previous' and 'Create' buttons, with a red arrow pointing to the 'Create' button.

- The New Caregiver page opens. Enter the new caregiver's **SSN/ITIN** (Social Security Number/Individual Taxpayer Identification Number) using XXX-XX-XXXX format (with the dashes included) into the search field, then select **Search**.

The screenshot shows the 'New Caregiver' page. At the top right is a 'Log out' button. Below it is the text 'New Caregiver'. Underneath is the instruction 'Enter the person's SSN or ITIN to search existing Caregivers.' There is a search input field with a red box around it and a red arrow pointing to it. To the right of the input field is a 'Search' button. At the bottom right, there are 'Previous' and 'Search' buttons.

- If the **SSN/ITIN does not exist**, skip to **Step 6**.
- If the **SSN/ITIN already exists** in the system, proceed to **Step 4**.



- The Caregiver Info displays. Enter the caregiver's **start date** at your Provider organization into the **Date Started as Caregiver** field.

The screenshot shows a web form titled "New Caregiver" with a "Log out" button in the top right. A message at the top states: "An existing Caregiver was found. Please verify their details and make updates as necessary." The form is divided into two sections: "Caregiver Info" and "Caregiver Provider Information".

Caregiver Info

SSN/ITIN: 111-11-1111

Legal First Name: Ronald

Legal Last Name: McDonald

Legal Middle Name: M

Birthdate: September 18, 1991

Caregiver Provider Information

* Date Started as Caregiver

A red arrow points to the empty text input field for "Date Started as Caregiver".

- **Date Started as Caregiver** is the prospective date the Caregiver will begin caring for child(ren).
- **NOTE:**
 - To attain compliance, the **Date Started as Caregiver** must be after the date when the Caregiver will take the training.
 - **No caregiver should be allowed to care for children without first completing required training.**
 - For **CPS/CPI Staff as Caregivers**, use the date the individual staff begins as a Caregiver.
 - For **Other DFPS Staff as Caregivers**, use the date the individual staff begins as a Caregiver.
 - For **KIN Caregivers**, use the most current KIN placement start date.
 - For **FAD/ICPC Caregivers**, use the most current FAD/ICPC placement start date.
 - For **CPA Caregivers**, use the CLASS verification start date.
 - For **GRO Caregivers**, use the date after Caregiver training is completed or the actual date the individual staff is scheduled to begin work as a caregiver.



5. Select **Add to Provider**. Skip to **Step 11**.

The screenshot shows a web form titled "New Caregiver" with a "Log out" button in the top right. The form contains the following information:

- Message: "An existing Caregiver was found. Please verify their details and make updates as necessary."
- Section: "Caregiver Info"
- SSN/ITIN: 111-11-1111
- Legal First Name: Ronald
- Legal Last Name: McDonald
- Legal Middle Name: M
- Birthdate: September 10, 1991
- Section: "Caregiver Provider Information"
- Field: "Date Started as Caregiver" (empty, with a red border and the text "Complete this field.")
- Buttons: "Previous" (disabled) and "Add to Provider" (active).

A red arrow points from the "Add to Provider" button towards the right.

6. If the SSN/ITIN does not exist in the system, you will have the option to select Create a new Caregiver or Enter a different SSN/ITIN. Select **Create a new Caregiver**, then select **Next**.

The screenshot shows a web form titled "New Caregiver" with a "Log out" button in the top right. The form contains the following information:

- Message: "No existing Caregiver was found with the given SSN/ITIN"
- Section: "Proceed With Caregiver Creation?"
- Radio buttons: "Create a new Caregiver" (selected) and "Enter a different SSN/ITIN"
- Buttons: "Next" (active).

A red arrow points from the "Create a new Caregiver" radio button towards the left, and another red arrow points from the "Next" button towards the right.



7. The New Caregiver page displays. Enter the new caregiver's **Legal First Name, Legal Last Name, Legal Middle Name, Birthdate,** and **Date Started as Caregiver** at your Provider organization into the respective fields.

New Caregiver

Caregiver Information

SSN/ITIN:
111-11-1112

* Legal First Name

Complete this field.

* Legal Last Name

Legal Middle Name

* Birthdate

Caregiver Provider Information

* Date Started as Caregiver

- **Note:**
 - When entering new Caregivers, use the prospective date the Caregiver will begin caring for child(ren) as the **Date Started as Caregiver**.
 - To achieve compliance, the **Date Started as Caregiver** must be after the date when the Caregiver will take the training.
 - **No caregiver should be allowed to care for children without having first completed the training.**
 - For **CPS/CPI Staff as Caregivers**, use the date the individual staff begins as a Caregiver.
 - For **other DFPS Staff as Caregivers**, use the date the individual staff begins as a Caregiver.
 - For **KIN Caregivers**, use the most current KIN placement start date.
 - For **FAD/ICPC Caregivers**, use the most current FAD/ICPC placement start date.
 - For **CPA Caregivers**, use the CLASS verification start date.
 - For **GRO Caregivers**, use the date after Caregiver training is completed or the actual date the individual staff is scheduled to begin work as a caregiver.



8. Select **Add to Provider**.

The screenshot shows a web form titled "New Caregiver". At the top right is a "Log out" button. The form is divided into two sections: "Caregiver Information" and "Caregiver Provider Information". Under "Caregiver Information", there is a field for "SSN/ITIN:" with the value "111-11-1112". Below this are fields for "Legal First Name", "Legal Last Name", "Legal Middle Name", and "Birthdate". Under "Caregiver Provider Information", there is a field for "Date Started as Caregiver". A red arrow points to the "Add to Provider" button at the bottom right of the form.

9. A message displays stating that the individual must take the required training course. Select **Proceed**.

The screenshot shows a message box titled "New Caregiver" with a "Note" section. The note text reads: "The individual must take Recognizing and Reporting Sexual Abuse, Including Child-On-Child Sexual Abuse training prior to starting as a Caregiver who provides direct care to a child/youth in care. If the individual has previously taken the training, the Caregiver must retake the training in the Training Hub by the annual due date or by February 1, 2022, whichever is sooner." At the bottom right of the message box, there are two buttons: "Previous" and "Proceed". A red arrow points to the "Proceed" button.

10. A message displays stating that the Caregiver was successfully added to the current Provider. Select **Finish**.

The screenshot shows a message box titled "New Caregiver" with the text: "Caregiver was successfully added to the current Provider." At the bottom right of the message box, there is a "Finish" button. A red arrow points to the "Finish" button.

11. After a caregiver has been added to the Provider organization, the Provider may inform the Caregiver that they should complete the required training course in the Caregiver Training Hub.



Provider Portal Overview

Home Tab

After logging into the Provider Portal, you will be taken to the **Home** tab. There are two sections on this page - Provider Info and Your Info (Administrator). All the administrators can view the **Provider Info** section; however, the ability to **Edit** the **Provider Info** is limited to the provider's Primary Administrator. When entering or editing information, the required fields are marked with an asterisk (*).

The screenshot displays the Provider Portal interface. At the top left is the DFPS logo. A red arrow points to the 'Home' tab in the navigation menu. The main content area is titled 'Provider Portal' and contains two primary sections: 'Provider Info' and 'Your Info (Administrator)'. Both sections are highlighted with red boxes. The 'Provider Info' section includes fields for Provider Name, Unique Provider Identifier, Main Address (Street, City, State, Zip), and Main Contact (Name, Phone, Email). The 'Your Info (Administrator)' section includes fields for First Name, Middle Name, Phone Number, Last Name, Email, and Provider Training Compliance POCT. Both sections have an 'Edit' button. The navigation menu at the top includes Home, Administrators, Caregivers, Course Completions Statuses, and Details. There are also 'Logout' and 'New Admin or Caregiver' buttons in the top right corner.

Section	Field	Value
Provider Info	Provider Name *	Test50 Productions
	Unique Provider Identifier *	1234567890345678
	Main Address Street *	50 Main ST
	Main Address City *	Round Rock
	Main Address State *	Texas
	Main Address Zip *	78665
Main Contact	Main Contact Name *	Test50
	Main Contact Phone *	313-678-4567
	Main Contact Email *	test50@test.com
Your Info (Administrator)	First Name *	Harry
	Middle Name	
	Phone Number	456-890-1234
	Last Name *	Potter
	Email *	ixaw3273@roeyy.com
	Provider Training Compliance POCT	<input type="checkbox"/>



How to Edit Provider Info

Only Primary Administrators can edit the Provider Info section. Follow the steps below to edit this section:

1. Select the **Edit** button on the right side of the Provider Info section. The screen will open in a view that allows for changes to be made.

The screenshot shows the 'Provider Portal' interface. At the top, there are navigation links: Home, Administrators, Caregivers, Course Completions Statuses, and Details. Below these is a 'Provider info' tab highlighted with a red box. To the right of the tab is an 'Edit' button, which is pointed to by a red arrow. The main content area is titled 'Provider Information' and contains several input fields:

Field	Value
Provider Name *	Test50 Productions
Unique Provider Identifier *	1234567890345678
Main Address Street *	50 Main ST
Main Address State *	Texas
Main Address City *	Round Rock
Main Address Zip *	78665
Main Contact Name *	Test50
Main Contact Email *	test50@test.com
Main Contact Phone *	313-678-4567

2. Modify the values as needed, then select **Update** to save changes. Select **Cancel** to discard changes without saving.

The screenshot shows the 'Provider Portal' interface in edit mode. The 'Provider info' tab is selected. The 'Update' button at the bottom center is highlighted with a red box. The input fields are the same as in the previous screenshot:

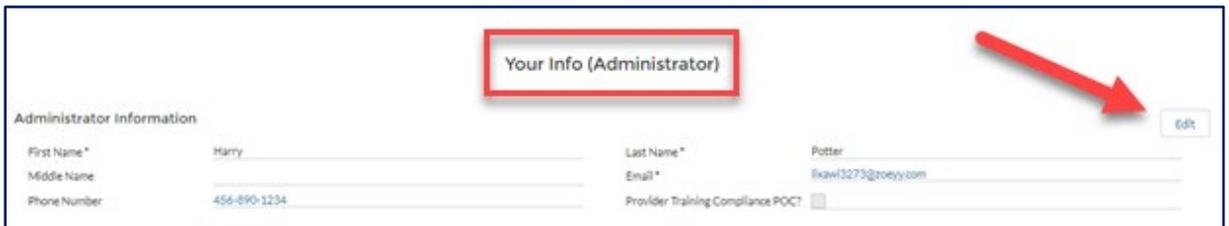
Field	Value
Provider Name *	Test50 Productions
Unique Provider Identifier *	1234567890345678
Main Address Street *	50 Main ST
Main Address State *	Texas
Main Address City *	Round Rock
Main Address Zip *	78665
Main Contact Name *	Test50
Main Contact Email *	test50@test.com
Main Contact Phone *	313-678-4567

How to Edit Your Info (Administrator)

The **Your Info (Administrator)** section contains information specifically for the person logged into the Provide Portal. All users have an **Edit** button and can make modifications as needed. The **Email** field is not editable.

Follow the steps below to edit the Your Info section:

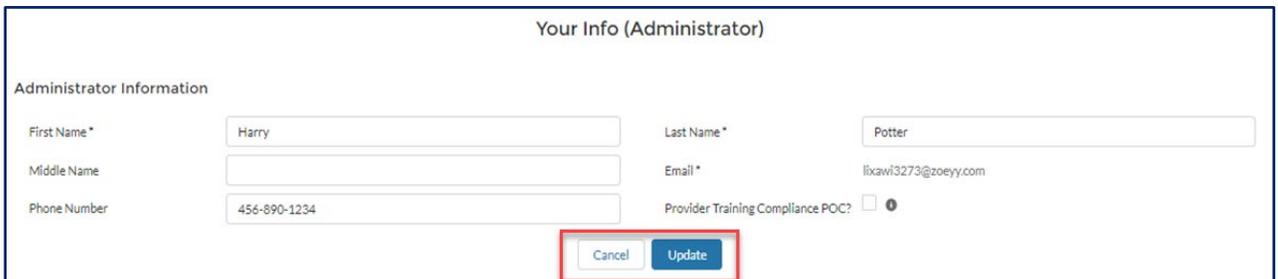
1. Select the **Edit** button on the right side of the Your Info section. The screen will open in a view that allows you to edit the applicable fields.



Administrator Information

First Name *	Harry	Last Name *	Potter
Middle Name		Email *	lixaw13273@zoeyy.com
Phone Number	456-890-1234	Provider Training Compliance POC?	<input type="checkbox"/>

2. Modify the values as needed, then select **Update**. Select **Cancel** to cancel the edit and discard changes.



Your Info (Administrator)

Administrator Information

First Name *	Harry	Last Name *	Potter
Middle Name		Email *	lixaw13273@zoeyy.com
Phone Number	456-890-1234	Provider Training Compliance POC?	<input type="checkbox"/> ⓘ

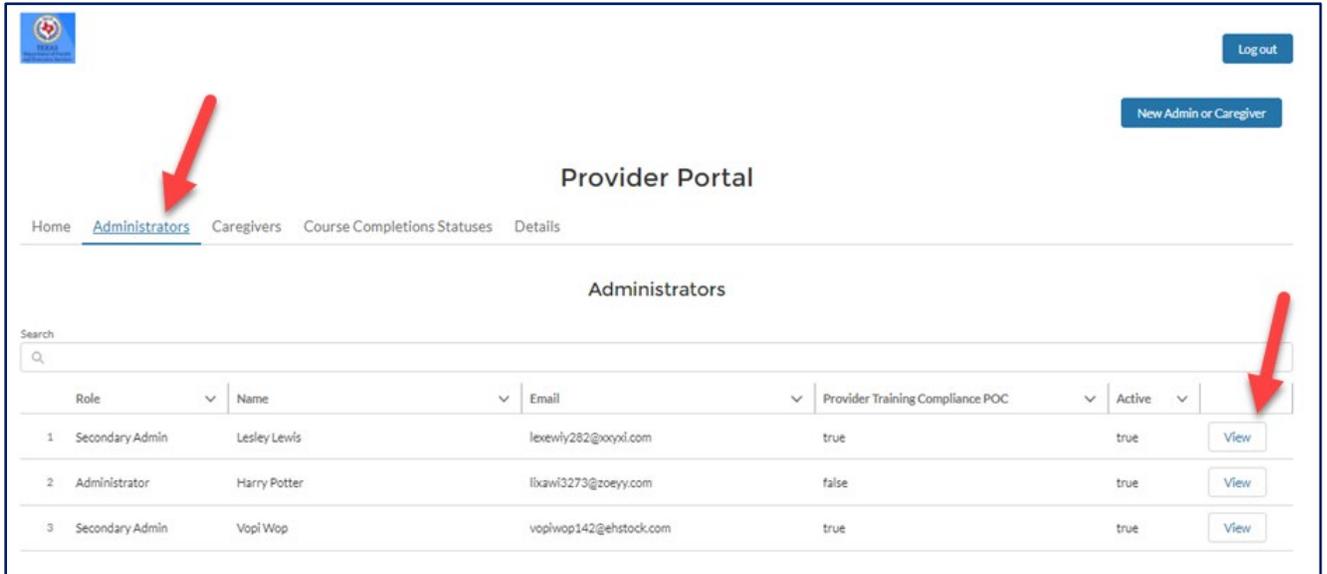
Note: The information icon is shown when in edit mode for some fields. Place your cursor on the icon to display helpful information pertaining to that field. (Example: **Provider Training Compliance POC?**).



Figure 1: Information icon.

Administrators Tab

The Administrators tab is a list of all the administrators associated with a provider account. The Administrators tab displays the **Role**, **Name**, **Email**, **Provider Training Compliance POC**, and **Active** fields. Additionally, there is a **View** button next to each row. When the View button is selected, the selected profile will open in the Details tab.



Provider Portal

Home Administrators Caregivers Course Completions Statuses Details

Administrators

Search

Q

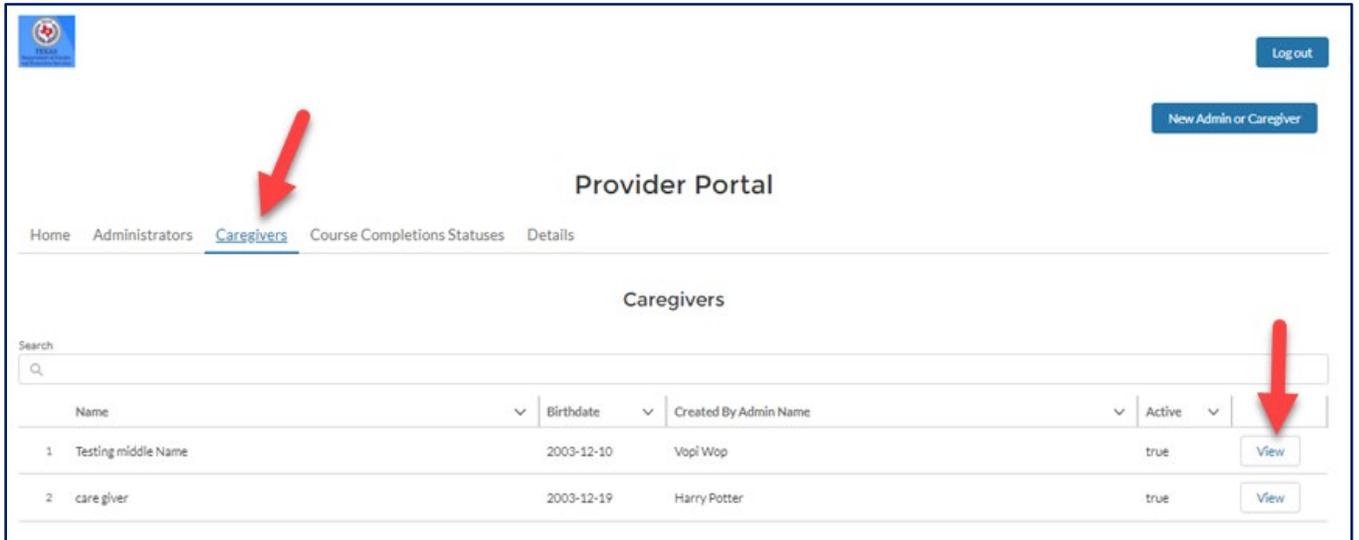
	Role	Name	Email	Provider Training Compliance POC	Active	
1	Secondary Admin	Lesley Lewis	lexewly282@xoxy.com	true	true	View
2	Administrator	Harry Potter	lixaw13273@zoey.com	false	true	View
3	Secondary Admin	Vopi Wop	vopiwop142@ehstock.com	true	true	View

The following are **Administrators tab** functionalities:

- **Search:** Enter a value to limit the number of profiles displayed.
- **Sort:** Select a row header to sort by that field (ascending or descending). If the list is sorted an arrow, pointing up/ascending or down/descending, will appear next to the header row name.
- **Wrap Text or Clip Text:** Select the down-arrow on the right side of a column heading to select either to Wrap Text or Clip Text.
 - **Wrap Text** allows for the entire data in a field to be viewed.
 - **Clip Text** fits the data to the space allotted; thus, if information is cut off, leader dots will be displayed to indicate more information is available.
- **View:** Select the **View** button to display profile information for a specific administrator. Selecting the View button will open the selected profile on the **Details** tab.

Caregivers Tab

The **Caregivers** tab provides a listing of all caregivers associated with a provider account. The Caregivers tab displays **Name**, **Birthdate**, **Created by Admin Name**, and **Active** fields. Additionally, there is a **View** button next to each row. When the View button is selected, the selected profile will open in the **Details** tab.



Name	Birthdate	Created By Admin Name	Active	View
1 Testing middle Name	2003-12-10	Yopl Wop	true	View
2 care giver	2003-12-19	Harry Potter	true	View

The following are **Caregivers tab** functionalities:

- **Search:** Enter a value to limit the number of profiles displayed.
- **Sort:** Select a row header to sort by that field (ascending or descending). If the list is sorted an arrow, pointing up/ascending or down/descending, will appear next to the header row name.
- **Wrap Text or Clip Text:** Select the down-arrow on the right side of a column heading to select either to Wrap Text or Clip Text.
 - **Wrap Text** allows for the entire data in a field to be viewed.
 - **Clip Text** fits the data to the space allotted; thus, if information is cut off, leader dots will be displayed to indicate more information is available.
- **View:** Select the **View** button to display profile information for a specific caregiver. Selecting the View button will open the selected profile on the **Details** tab.



Course Completions Statuses Tab

The Course Completions Statuses tab will display the courses completed by caregivers in your organization. There is a **Report Download** button that allows you to download the **Course Completions Statuses** for all Caregivers under your Provider Organization.

The screenshot shows the 'Provider Portal' interface. The navigation menu includes 'Home', 'Administrators', 'Caregivers', 'Course Completions Statuses' (highlighted with a red arrow), and 'Details'. The main content area is titled 'Course Completion Statuses' and features a 'Report Download' button. Below the button is a search bar and a table with the following data:

1	Caregiver	Active Caregiver	Course ID	Course Name	Enrollment Date	Completion Date
1	Test Test	true	6	Recognizing and Reporting Child Sexual Abuse		
2	Testing middle Name	true	6	Recognizing and Reporting Child Sexual Abuse		
3	care giver	true	6	Recognizing and Reporting Child Sexual Abuse		

How to Download a Course Completion Statuses Report

Follow the steps below to download a course completion statuses report:

1. In the Course Completion Statuses tab, select the **Report Download** button.

This screenshot is similar to the previous one but with a red arrow pointing directly to the 'Report Download' button in the 'Course Completion Statuses' section. The table below shows only the first row of data:

1	Caregiver	Active Caregiver	Course ID	Course Name	Enrollment Date	Completion Date
1	Test Test	true	6	Recognizing and Reporting Child Sexual Abuse		



- The Choose Contact Course window opens. Select one or multiple **courses** for which to download the report by selecting the **checkbox** on each course row. Select the header row checkbox to select or deselect all of the course rows.

Choose Contact Course						
<input type="checkbox"/>	Course Id	Course Id	Course Name	Course Enrollment Date	Course Completion Date	Contact Name
<input checked="" type="checkbox"/>	123	Recognizing and Reporting Child Sexual Abuse	2021-11-12	2021-11-16	One Test Caregiver One	
<input checked="" type="checkbox"/>	456	Test Course Two	2021-10-01	2021-10-06	Three Test Caregiver	
<input checked="" type="checkbox"/>	123	Recognizing and Reporting Child Sexual Abuse	2021-10-21	2021-11-12	Three Test Caregiver	

- Select **OK**.

Choose Contact Course						
<input type="checkbox"/>	Course Id	Course Id	Course Name	Course Enrollment Date	Course Completion Date	Contact Name
<input checked="" type="checkbox"/>	123	Recognizing and Reporting Child Sexual Abuse	2021-11-12	2021-11-16	One Test Caregiver One	
<input checked="" type="checkbox"/>	456	Test Course Two	2021-10-01	2021-10-06	Three Test Caregiver	
<input checked="" type="checkbox"/>	123	Recognizing and Reporting Child Sexual Abuse	2021-10-21	2021-11-12	Three Test Caregiver	

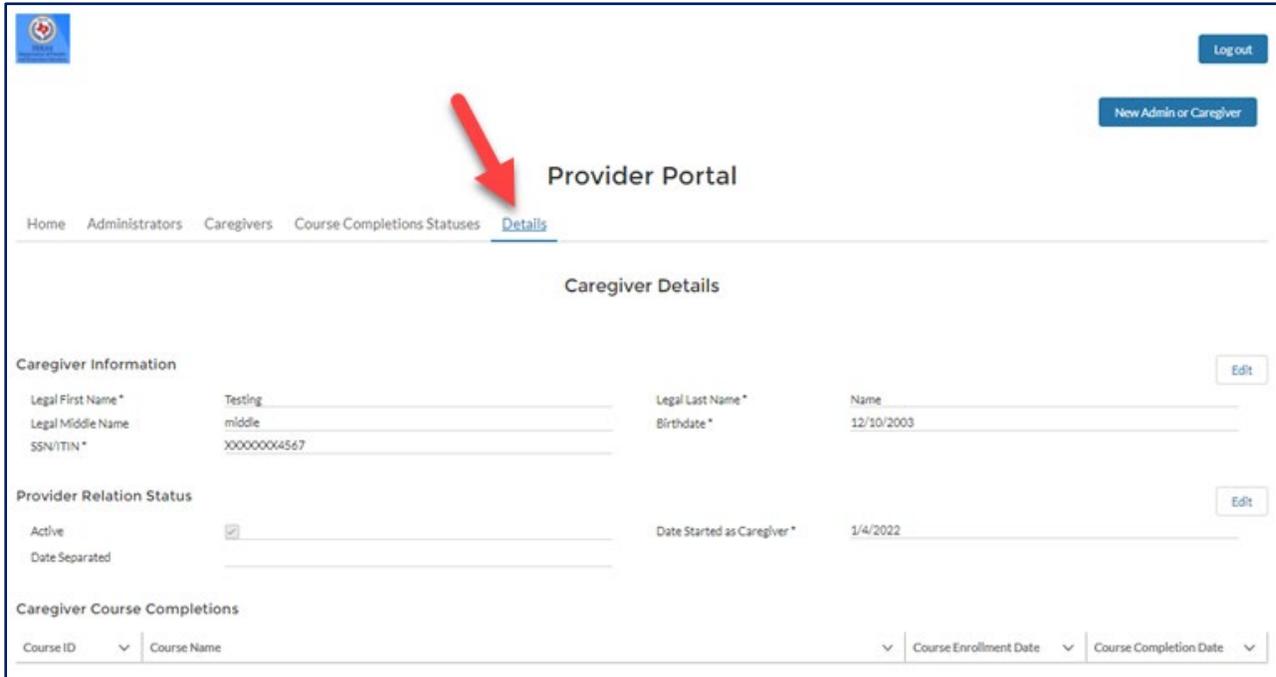
The report downloads as an Excel file. Open the file to access the report information.

Course Id	Course Name	Course Enrollment Date	Course Completion Date	Contact Name
123	Recognizing and Reporting Child Sexual Abuse	11/12/2021	11/16/2021	One Test Caregiver One
456	Test Course Two	10/1/2021	10/6/2021	Three Test Caregiver
123	Recognizing and Reporting Child Sexual Abuse	10/21/2021	11/12/2021	Three Test Caregiver

Note: After a caregiver completes a course, it might take up to one hour for the course completion information to be displayed in the Provider Portal.

Details Tab

The **Details** tab displays the details associated with last administrator or caregiver profile selected to view. If there is no information displayed on the tab, then the user has never viewed a profile for an administrator or caregiver. Information only populates the **Details** tab when the **View** button on the **Administrators** or **Caregivers** tabs is selected.



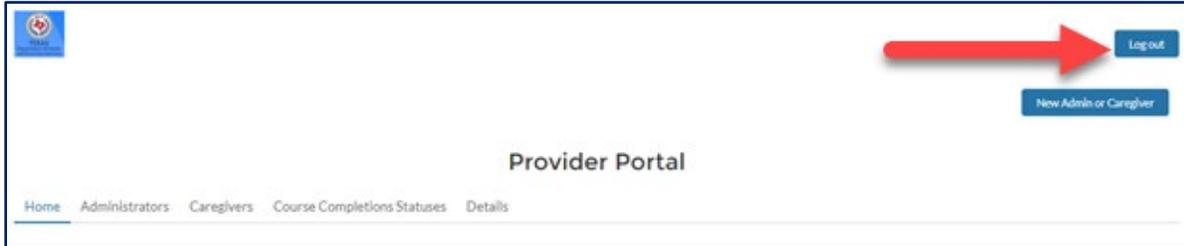
The screenshot shows the 'Provider Portal' interface. A red arrow points to the 'Details' link in the navigation menu. The page title is 'Provider Portal' and the sub-header is 'Caregiver Details'. The 'Caregiver Information' section includes fields for Legal First Name (Testing), Legal Middle Name (middle), SSN/ITIN (XXXXXXXX4567), Legal Last Name (Name), and Birthdate (12/10/2003). The 'Provider Relation Status' section includes an 'Active' checkbox (checked), Date Separated, and Date Started as Caregiver (1/4/2022). There are 'Edit' buttons for both sections. At the bottom, there is a table for 'Caregiver Course Completions' with columns for Course ID, Course Name, Course Enrollment Date, and Course Completion Date.

- **Note:**
 - The **Email** field is not editable.
 - When a Primary Admin views the Details for a Secondary Admin, the **Activate/Deactivate** and **Promote to Admin** buttons are visible.
 - A provider can only have one primary administrator; thus, if you promote a secondary administrator to a primary administrator, the previous primary administrator will now be a secondary administrator.



Logout

The **Log out** button is always accessible in the upper right-hand corner of the Provider Portal. This button will log you out of the system properly.





Helpful Tips

1. Effective 2/1/2024, Providers are no longer allowed to create a Provider account for themselves.
2. As of 6/23/22 Recognizing and Reporting Child Sexual Abuse has been replaced with Preventing and Recognizing Youth Sexual Abuse. New Caregivers after 6/23/22 will only have to take Preventing and Recognizing Youth Sexual Abuse.
3. Trauma Informed Care is an optional course.
4. Administering Psychotropic Medication training is only required if the Caregiver states Yes to administering psychotropic medication to youth.
5. The SSN/ITIN and Date of Birth listed in the Provider Portal must match to what is in Caregiver Training Hub for each Caregiver, otherwise when the Caregiver registers in the Training Hub, the authentication/validation will fail when it goes to lookup the Caregiver record created in your Provider Portal account. Between you and the Caregiver, please make sure the data is entered accurately within both systems before contacting the Help Desk.
6. If you need to reset the password, select **Forgot your password?**
7. When entering passwords, if you enter an incorrect password five times, you will be locked out of your account. If you get locked out, you will not be able to use the **Forgot your password?** link to reset your password. To have your account unlocked:
 - **Non-DFPS Staff:** Please contact the DFPS Help Desk at 877-642- 4777, Press *, and then Option 6-Other to reach a Help Desk Representative.
 - **DFPS Staff:** Please contact the DFPS Help Desk at 877-642-4777, input your Employee ID, then Option 6-Others to reach a Help Desk Representative.
8. The link in the "Welcome to the Provider Portal" email expires 36 hours from receipt. If do not set up your password within 36 hours from receipt of email, the account will be locked. If locked, you are required to call to the help desk to unlock your account.



Help Desk

- **Non-DFPS Staff:** Please contact the DFPS Help Desk at 877-642-4777, Press *, and then Option 6-Other to reach a Help Desk Representative.
- **DFPS Staff:** Please contact the DFPS Help Desk at 877-642-4777, input your Employee ID, then Option 6-Others to reach a Help Desk Representative.



Revision History

Version	Date	Name	Description
1.00	12/30/21	DFPS	Initial version
2.00	1/5/22	DFPS	Updated instructions for how Secondary Administrators login. Updated instructions on Unique Provider Identifier.
3.0	6/8/22	DFPS	Removed caregiver training email address. Added help desk contact info, added link expiration verbiage. Added what to do if Provider is unable to add a secondary admin.
4.0	6/17/22	DFPS	Changed how to download a caregiver status report. Added troubleshooting section.
5.0	7/5/22	DFPS	Remediated accessibility issues. Added retrieving user's course completion status and view progress within user's dashboard sections.
6.0	7/26/22	DFPS	Removed retrieving user's course completion statute and view progress within user's dashboard sections.
7.0	2/2/24	DFPS	Total publication reorganization and update.