



# Instructional Guide

A Guide To Navigating The Family Portal & How To Register  
For The VPK & School Readiness Programs



**Early Learning  
Coalition**  
OF PINELLAS COUNTY

# Contact Us

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(727) 40-4411

**Voluntary Prekindergarten (VPK)**  
Option 3, then 1

**School Readiness (SR)**  
Option 3, then 4

## Web

[www.elcpinellas.net](http://www.elcpinellas.net)

## Email

[info@elcpinellas.net](mailto:info@elcpinellas.net)

## Main Office

2536 Countryside Blvd., Suite 500  
Clearwater, FL 33763

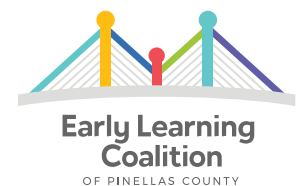
## South County Office

3420 8th Ave. S  
St. Petersburg, FL 33711



Sponsorship by Early Learning  
Coalition of Pinellas County,  
Inc. & the State of Florida,  
Office of Early Learning

OFFICE OF  
**Early Learning**  
LEARN EARLY. LEARN FOR LIFE.



# Florida VPK



## Email - Username

Do you have a valid email address?

If yes, please go to **next step**.

If no, please set up a free Gmail account at [google.com/gmail](https://www.google.com/gmail)



## How do I qualify?

- Parents/guardians must be a Florida resident
- Children who turn 4 years old on or before September 1st of the current school year.



## Required Documents

- Proof of child's age - birth certificate OR current immunization record
- Driver's license OR current utility bill OR current signed lease

*\*The address MUST match the application*



## OEL Family Portal

Select "OEL Family Portal" on the ELC homepage

- **New Users** - Register for an account
- **Returning Users** - Enter your username & password
- Complete the application & scan documents
- Instructions for scanning: please see the "How to Scan" page within this booklet



## Verify Application

- Submit
- You will receive an email notifying you of your application status within 10 business days.

*\*Emails come from a "Do Not Reply" address & may go to your Spam folder*



### Email - Username

Do you have a valid email address?

If yes, please go to **next step**.

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### How do I qualify?

All parents/ guardians in the household MUST:

- Be working at least 20 hours weekly OR
- Going to school fulltime OR
- A combination of work and school OR
- Be exempt from work requirements due to disability



### Required Documents

- Current paystub (Four weeks preferred) that includes hours worked and dates OR a School Verification form
- Social Security Award letter (if applicable) OR
- Disability form (available on the ELC website)



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# How to Scan

Use only at ELC Kiosk & Outpost Locations



Epson Scan

**1.**

Look for the scanner icon on the ELC desktop



**2.**

Place the document face down on scanner, with the top of document facing the “Kiosk” sign



**3.**

Press “Scan” button on the scanner

- Click on “Scan” & allow the image to convert formats
- Minimize the scanning & conversion window
- Maximize the Parent Portal account
- Click “Upload” to upload the document



**4.**

Open the PDF to verify your document



# Family Portal FAQ's

## General Account

### **1 I have a Family Portal account, but I can't remember my password**

- Please select "Forgot My Password" beneath the "Log On" button.
- Please keep your User Name and Password in a safe location, as this will be the only way to make changes or recertify your eligibility.
- Please contact the Office of Early Learning at 1-850-717-8600 if you lose your password or are experiencing difficulty with the family portal

### **2 I am an active ELC client with a child currently in SR services, but I don't have a Family Portal account OR I already have a Family Portal account, but I can't remember my User Name**

Please contact the ELC Portal Helpdesk at [portal.helpdesk@elcpinellas.net](mailto:portal.helpdesk@elcpinellas.net). Do not create an account on your own as that will not link to your current eligibility.

### **3 How does ELC contact me?**

The primary method of contact will be by email. ELC may also need to reach you by phone. Please make sure that ELC always has your current email address and phone number.

### **4 If I already have an existing VPK account, can I use the same account for SR services?**

Yes. Please log on to the Family Portal account you have already created. If you are experiencing difficulties, please contact the ELC Portal Helpdesk. Do not create an account on your own as that will not link to your current eligibility.

### **5 I do not have access to a scanner or need assistance uploading documents**

Please visit either our Clearwater or St. Petersburg locations to utilize the kiosks.

### **6 How do I recertify?**

- Log on to your family portal account, and click on the blue "Update Eligibility" button on the School Readiness Applications section.
- You will be directed to the Eligibility Wizard. Click start to begin the process.
- When you reach the end of the application, please sign electronically exactly as your name appears on the record and click "Submit Eligibility Verification."
- Log in to the Family Portal. Under the School Readiness Funding section you will click on the blue "Sign" button next to each of your child(ren)'s name(s). Please Note: If you don't receive the email, you can still log on to the Family Portal and complete the process.
- You will be asked to read and accept the Parental Rights and Responsibilities/Terms and Conditions. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.

### **7 I am unable to move forward on the Eligibility Verification Wizard. How do I upload my documents?**

- If you see a blue box stating, "Additional information is needed," then you will need to upload documents in order to complete the section. Click on "No, I need to update the information."
- The "Edit" button will appear for you to select.
- The next screen will give you the prompt to "Upload Document..."

### **8 How do I know when my recertification is complete? My child is not showing up on my provider's attendance roster**

- Log in to the Family Portal. Under the School Readiness Funding section, you will see "Pending Family Acceptance" under the Enrollment Status. Click on the blue "Sign" button next to each of your child(ren)'s name(s).
- You will be asked to read and accept the Parental Rights and Responsibilities/Terms and Conditions. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.
- Your provider can then log onto their attendance roster and complete your child's attendance.
- Please Note: If you do not sign off on the Payment Certificate, your provider will be unable to complete your child's attendance and cannot be paid for your child by ELC. It is imperative that you complete the process ASAP.

# Family Portal FAQ's

## School Readiness Transfers

### **9 How do I do a transfer from one provider to another?·**

- Print the Child Transfer Form from the ELC website.
- Current & new providers will complete the Transfer form and clients will fax completed form to 727-400-4486 or drop off at one of the ELC locations.

### **10 I have submitted my transfer form, but how do I know when it's complete? My child is not showing up on the new provider's attendance rosters**

- Once ELC has completed the transfer, you will need to sign the Payment Certificate for your child to show up on the new provider's attendance roster. • You will be asked to read and accept the Parental Rights and Responsibilities/Terms and Conditions. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.
- Your provider can then log onto their attendance roster and complete your child's attendance.
- Please Note: If you do not sign off on the Payment Certificate, your provider will be unable to complete your child's attendance and cannot be paid for your child by ELC. It is imperative that you complete the process ASAP.

### **11 How do I temporarily suspend my child's care?**

- Contact ELC to find out if you are eligible for a temporary termination, go to the ELC website and print the Temporary Termination form.
- If eligible, print the Temporary Termination form from the ELC website and complete with your current provider.
- Fax completed form to 727-400-4486 or drop off at one of the ELC locations.