

## Family Portal FAQ's

1. I have a Family Portal account, but I can't remember my password.
  - a. Please select "Forgot My Password" beneath the "Log On" button.

The screenshot shows a login interface with a blue header bar containing the text: "If you are a new user, [Click Here](#) to register for an account." Below this, there are three lines of instructional text: "If you are a returning user, enter your user name and password below.", "If you have forgotten your password, click the Forgot My Password link below.", and "If you need to change your password, click the Change My Password link below." The main content area is titled "Returning User" and contains a form with two input fields: "Parent User Name (Must be a valid email address)" and "Password". Below the fields is a blue "Log On" button. At the bottom of the form area, there are two links: "Forgot My Password" and "Change My Password".

- b. 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.
2. I am an active ELC client with a child currently in SR services, but I don't have a Family Portal account.
  - a. Please contact the ELC Portal Helpdesk. Do not create an account on your own as that will not link to your current eligibility.
  - b. **Check to ensure that the client's record migrated properly. If so, please complete the "Token Process."**
3. I am an active ELC client with a child currently in SR services. I already have a Family Portal account, but I can't remember my User Name.
  - a. Please contact the ELC Portal Helpdesk. Do not create an account on your own as that will not link to your current eligibility.
  - b. **Look in EFS MOD to see what email is linked to their Family Portal account. Ask the client if they have access to that email. If so, the client can follow the "Forgot Password" instructions. If the client can't access the email address and would like their portal account linked to another email address, send a ticket.**
4. How does ELC contact me?
  - a. The primary method of contact will be by email. ELC may also need to reach you by phone. Therefore, please make sure that ELC always has your current email address and phone number.

5. If I already have an existing VPK account, can I use that same account for School Readiness services?
  - a. 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.
  - b. **If the client logs into their portal account and it is not linked properly, send in a ticket.**
6. I do not have access to scanner or need assistance uploading documents.
  - a. Please visit either our Clearwater or St. Petersburg locations to utilize the kiosks.
7. How do I recertify?
  - a. **Check to make sure the client's record migrated properly and is linked to the correct portal account.**
  - b. **Set the client's record to Active if it is under Coalition Review and then select Pending Update.**
  - c. Log on to your Family Portal account.
  - d. Under the School Readiness Applications section, click on "Verify Eligibility" blue button.

School Readiness Applications

Your Children Are Being Considered For Funding

The following children are currently being considered for School Readiness funding:

| Name          | Expiration Date |
|---------------|-----------------|
| Tulip Flower  | 06/28/2018      |
| Violet Flower | 06/28/2018      |

Please click the Verify Eligibility button to begin (or continue) the process of verifying your family's eligibility.

[Verify Eligibility](#)

- e. You will be directed to the Eligibility Wizard. Click start to begin the process:

Early Learning  
FLORIDA'S EARLY LEARNING SYSTEM

Welcome to the Eligibility Verification Wizard

The Early Learning Coalition may have funding available to assist in paying for child care.

But first, we need your help in confirming that your child is still eligible.

The Eligibility Verification Wizard will guide you through the process of:

1. Verifying your existing information (and updating whatever may have changed), and
2. Uploading documents that validate the information you've provided.

When you're ready to begin, click **Start**.

[Start](#)

- f. When you reach the end of the application, please sign electronically exactly as your name appears on the record and click “Submit Eligibility Verification”.

**Step 2: Sign and submit the verification.**  
 In the Parent Signature box below select the checkbox labeled **Certify by Electronic Signature**, type the primary parent's full name into the **Signature** box, and then click the **Submit Eligibility Verification** button to submit your verification.

**Parent Signature**

I hereby certify that the household income information I provide is true and complete to the best of my knowledge. I understand that if I knowingly give wrong information, I may be liable for prosecution under state law and that School Readiness services may be terminated. I also understand that if any changes occur to the information on this worksheet, I will notify the coalition of those changes within ten (10) calendar days.

**Certify by Electronic Signature \***

**Signature \*** Rose Flower  
 (Parent's Full Name)

**Verification Completion Date** 05/25/2018

**Submit Eligibility Verification**

Previous

- g. Once ELC completes your recertification, you will receive an email directing you back to the Family Portal. Log in to 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.

**VPM Applications**

Use the links below to view or update any previously created VPM applications or to create a new VPM application for your household.

[Create a new VPM application](#)

The following is a list of existing VPM applications submitted on your behalf.

| Child Name   | Contribution Amount | Status | Last Update | Action               | View Application                 | Certificate of Eligency          |
|--------------|---------------------|--------|-------------|----------------------|----------------------------------|----------------------------------|
| Clare Demott | \$0.00              | Active | 4/20/19     | <a href="#">Sign</a> | <a href="#">View Application</a> | <a href="#">View Certificate</a> |

**School Readiness Applications**

Use the links below to view or update any previously created school readiness applications or to create a new school readiness application for your household.

The following is a list of existing school readiness applications on your behalf.

| Child Name       | Contribution Amount | Status | Last Update | Action               | View Application                 |
|------------------|---------------------|--------|-------------|----------------------|----------------------------------|
| Christine Foster | \$0.00              | Active | 4/20/19     | <a href="#">Sign</a> | <a href="#">View Application</a> |

**School Readiness Funding**

The following table shows the School Readiness funding status for all of the children in your household.

| Child Name   | EIF Number   | Status   | Establishment Status        | Provider Name                | Payment Certificate  |
|--------------|--------------|----------|-----------------------------|------------------------------|----------------------|
| Clare Demott | EIF_00000001 | Eligible | Preschool Family Assistance | HONGKONG UNLIMITED PRESCHOOL | <a href="#">View</a> |
| Clare Demott | EIF_00000002 | Eligible | Preschool                   | HONGKONG UNLIMITED PRESCHOOL | <a href="#">View</a> |
| Clare Demott | EIF_00000003 | Eligible | Preschool                   | HONGKONG UNLIMITED PRESCHOOL | <a href="#">View</a> |

Please contact your provider agency for immediate assistance.

This table is not related with funding status when EIF is higher. Download the data sheet in excel format.

You are using an Internet browser that may not be compatible with this application. Please contact your system administrator for more information.

- h. You will be asked to read and accept to 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.

8. 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 screenshot shows the 'Eligibility Verification Wizard' interface. On the left, a vertical navigation bar lists sections: Household, Employment, School/Training, Other Income, Allowance and Child Support, Child Provider Information, Documents, and Review and Submit. The 'Employment' section is currently active and highlighted with a green checkmark. The main content area is titled 'Employment Information' and contains the following text: 'Our records indicate that the adults in your household currently hold the following job.' Below this, a box displays job details for 'Rose Flower': 'Pizza Hut', 'Location: Georgia', 'Schedule: 20 hours per week (no work days selected)', and 'Pay: \$12.00 per hour, paid bi-weekly'. A blue link labeled 'Additional information is needed' is visible. At the bottom of the job details box, there are 'Edit' and 'Remove' buttons. Below the job details, a question asks 'Is this information accurate and complete?'. Two buttons are provided: a green 'Yes' button with the text 'It is accurate and complete.' and a red 'No' button with the text 'I need to update the information.' At the very bottom of the screen, there are 'Previous' and 'Next' navigation buttons.

- The “Edit” button will appear for you to select.

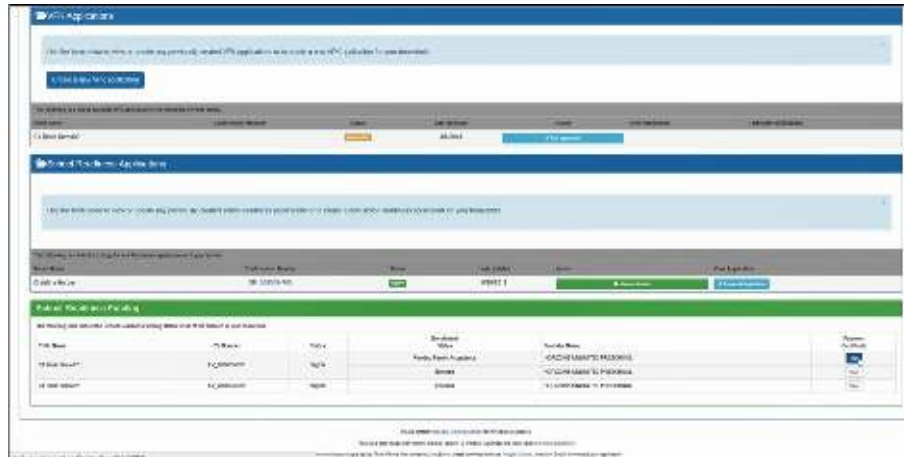
This screenshot is similar to the previous one, showing the 'Eligibility Verification Wizard' at the 'Employment Information' step. The job details for 'Rose Flower' are the same. However, the 'Edit' and 'Remove' buttons are now visible in the top right corner of the job details box. The 'No' button for the accuracy question is still present. The 'Previous' and 'Next' buttons are at the bottom.

- The next screen will give you the prompt to “Upload Document...”

The screenshot shows the 'Eligibility Verification Wizard' at a different step. The left navigation bar is the same. The main content area is titled 'Hourly Rate of Pay' and contains several fields: 'Hourly Rate of Pay' (set to \$12.00), 'Number of Hours Worked Per Week' (set to 20), 'Allowance & Child Support Deductions' (with radio buttons for Yes/No), 'Reason for Hire' (with radio buttons for seasonal or school board employee), 'Weekly Work Days (based on the week)' (with radio buttons for Monday through Sunday), and 'Proof of Employer' (with a radio button for Yes/No). Below these fields, there is a section titled 'Proof of Employment' with an 'Upload Document...' button and a note: 'A proof of employment document is required.' At the bottom of the screen, there are 'Save' and 'Cancel' buttons.

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

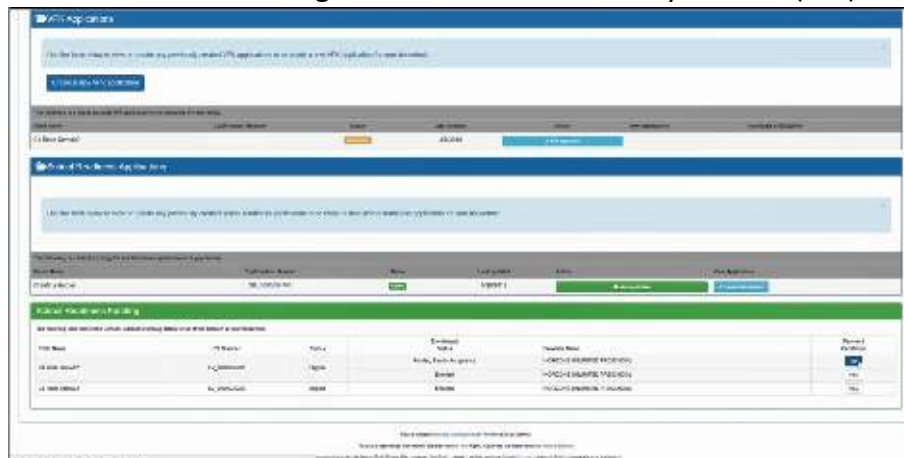
- a. Log in to Family Portal. Under the School Readiness Funding section, you will see "Pending Family Acceptance" under the Enrollment Status. Click on the blue "Sign" button next to each of your child(ren)'s name(s).



- b. 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.
- c. Your provider can then log onto their attendance roster and complete your child's attendance.
- d. 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.

10. How do I do a transfer from one provider to another?

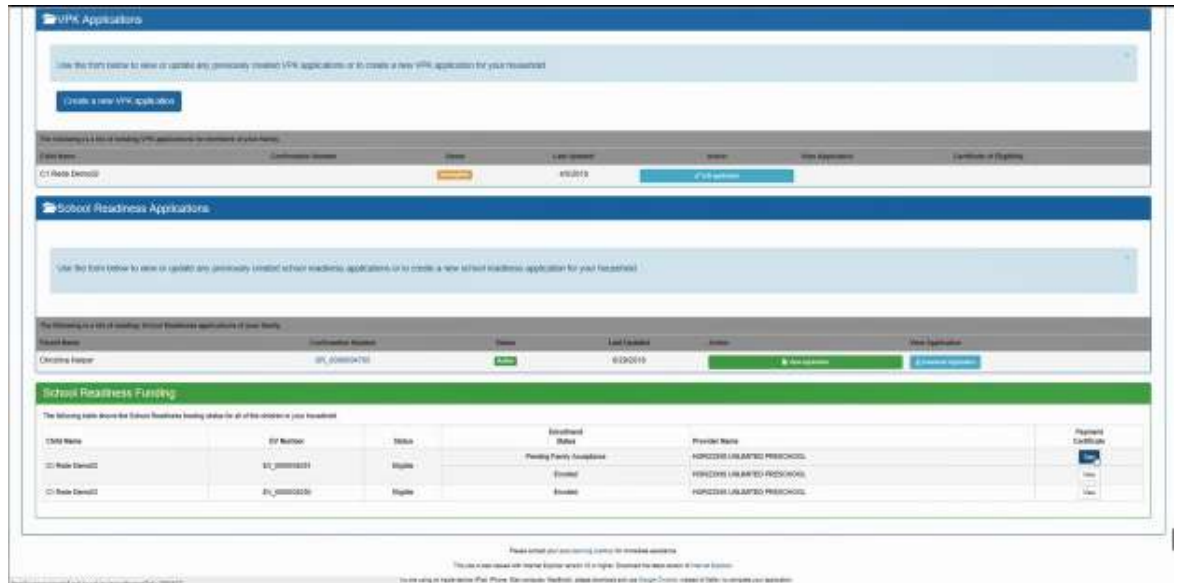
- a. Go to <http://elcpinellas.net/sr-downloads/> and print the Child Transfer Form.
- b. Complete the Transfer form with your current and new providers.
- c. Fax completed form to 727-400-4486 or drop off at one of the ELC locations.
- d. Once ELC has completed the transfer, you will need to sign the Payment Certificate in order for your child to show up on the new provider's attendance roster. Log in to 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).



- e. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.
- f. Your provider can then log onto their attendance roster and complete your child's attendance.
- g. If you do not see the Payment Certificate in your Family Portal account within two business days, please call 727-400-4411.
- h. Please Note: If you do not sign off on the Payment Certificate, you 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. I have submitted my transfer form in, but how do I know when it's complete? My child is not showing up on the new provider's attendance rosters.

- a. Once ELC has completed the transfer, you will need to sign the Payment Certificate in order for your child to show up on the new provider's attendance roster. Log in to 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).



- b. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.
- c. Your provider can then log onto their attendance roster and complete your child's attendance.
- d. Please Note: If you do not sign off on the Payment Certificate, you 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.

12. How do I temporarily suspend my child's care?

- a. If eligible for a Suspended Enrollment, go to <http://elcpinellas.net/sr-downloads/> and print the Suspended Enrollment Request form.
- b. Complete the Suspended Enrollment Request form with your current provider.
- c. Fax completed form to 727-400-4486 or drop off at one of the ELC locations.