Welcome to the Office of Child Care
DWS Provider Portal Orientation Webinar
Purpose of this Webinar

This webinar will provide an orientation to the DWS Provider Portal, or the “portal”.

The portal is a tool for sharing case and payment information with child care providers, and for providers to communicate changes to Workforce Services.
OCC will create your account

Requirements:

● You must be fully licensed by Child Care Licensing

● You must be eligible to receive subsidy payments

● Utah-Id assistance: [https://idhelp.utah.gov](https://idhelp.utah.gov)
  ○ 801-538-3440
Accessing the portal

Go to:
jobs.utah.gov/childcare

Use your Utah-Id email and password to sign in.

Click Sign In
Your first visit to the portal

On the Home page, Click the Banking tab:
Towards the bottom, click on the blue link that says ‘Add A Direct Deposit Account’.

Enter your information and **save**.

**Important**: if you do not enter a direct deposit account, you will be paid by a mailed check.
Portal Features and Functions

Log in = accepting Current terms and conditions for accepting subsidy payments

Home tab:

- All tabs available to you
- What’s New notification box
- FAQ section
- “I want to” box at the bottom, including a direct link to email OCC
• Providers are responsible for information posted in the pink “What’s New” section.
• The Common FAQs section provides fast answers to many common questions.
• The Common FAQ’s section includes a link to the full current Provider Guide.
• At the bottom of each page, the “I Want To” box shows links to common actions.
Children in Care: your most used tab.

Basic current, historical and next month’s case information.
Children in Care tab

- Default Display:

- Additional details: click case line, or the “Actions” button and “View Details”
  Displays children’s names, subsidy per child, coverage hours, any co-payment, application and review dates.

- Use the arrows for additional month’s information
Children in Care tab

- Export, save and print your current Children in Care roster

- Drop down menus: “Currently Open” or all Cases from the last 12 Months

- Use filters to search by parent’s case number or name.
Children in Care tab Actions

The “Actions” drop down buttons to the right of each family’s name is where you report changes to a case, such as:

- Child has not attended for 90 [calendar] days or is no longer enrolled
- Child Attended less than 8 hours in the initial benefit month
- Apply a DWS Credit to a Case
- Report Child Care Rate Per Child
- And Child Has Returned to Care
Actions, or provider change reports will be covered in detail in a separate webinar.

The Children in Care tab is also where All licensed family and center providers must certify each month. Certification does not apply to Family Friend and Neighbor, FFN, license exempt programs or Residential Certificate providers. We cover certification in detail in the Certification Webinar.
My Facilities and My Employees tab

- The My Facilities tab displays multiple sites for providers that have more than one location.

- The My Employees tab shows who has current access to the portal. Clicking the “Actions” button and “Edit” will display each employee’s access level and allow you to edit.
My Employees tab

○ Financial Administrators have FULL access to all portal tabs and can complete certification. This access is best restricted to as few users as possible.
○ Facility Admins can access all tabs except the Banking tab, and can complete certification.
○ Facility Workers have View only access to the Children in Care tab.
Reports tab

- Information to help manage your records
- Search historical case information and specific financial transactions
- Export to Excel and save and/or print
Reports tab

- Transaction History
- 1099 Form **Note: electronic 1099s only include subsidy income received from DWS.**
- Monthly & Historical Change Report Summary
Thank you!

Questions?

Email OCC@Utah.gov