Pay by Enrollment Provider Portal Manual

Version 1.0 | Prepared by TCC Solutions

Document Approval

Reviewers' Signatures

Your signature indicates that, as a content expert, you have reviewed this document and that it accurately reflects the level of detail needed for the impacted systems.

Name	Title	Signature	Date

Approvers' Signatures

Your signature indicates that you acknowledge your responsibilities, agree with the purpose and scope of this document, and that the document has been reviewed by appropriate personnel to ensure successful completion of this procedure.

Name	Title	Signature	Date

Before you Proceed:

If in the course of processing this document, your selectable options in various dropdown fields disappear, or your information appears to go blank, you have likely been timed out of the application. Close your browser, reopen it, and resume your efforts.

Document Version History

This Version History documents changes to this document. Any differences between this version and previous ones are resolved in favor of the present document.

Ver.	Date	Author	Section changed/ Description
1.0	7/11/2024	Isaac Brown	Initial Production Version

Table of Contents

1. Introduction

This Training Document details the specific actions to follow to utilize the Provider Portal for the Pay By Enrollment (PBE) system. The portal allows on-program childcare providers to view and manipulate site closures and child attendance data; and creates payment partnerships between the provider site and Tyler Technologies for subsidy voucher payments from the State of Indiana to providers.

1.1. Scope

This manual is intended for use by childcare providers who accept children on the CCDF and OMW-PK programs for operation of the Provider Portal for the Pay by Enrollment (PBE) system.

1.2. Terminology

This document contains the following terms, acronyms, and abbreviations.

| Term	Explanation
TCC	TCC Solutions
CCDF	Child Care and Development Fund
OMW-PK	On My Way Pre-K
I-LEAD	Indiana-Licensing and Education Access Depot
AIS	Automated Intake System
PPP	Parent Provider Portal
PBE	Pay by Enrollment
CCMS	Childcare Management System

2. Creating & Accessing your Access Indiana Account

The following process is intended primarily for new providers. Existing providers already have I-LEAD and Access Indiana accounts. As a provider, you will log into I-LEAD in order to access the Provider Portal.

If you…	Then…
Already have an Access Indiana account (most existing providers)…	Login to I-LEAD and proceed to step 14 on page 14 of this document.
Do not already have an Access Indiana account (new providers)…	Proceed to the next step.

1. Open a web browser and navigate to https://secure.in.gov/apps/fssa/childcare/portal/home.

   Result: The I-LEAD login page is displayed.
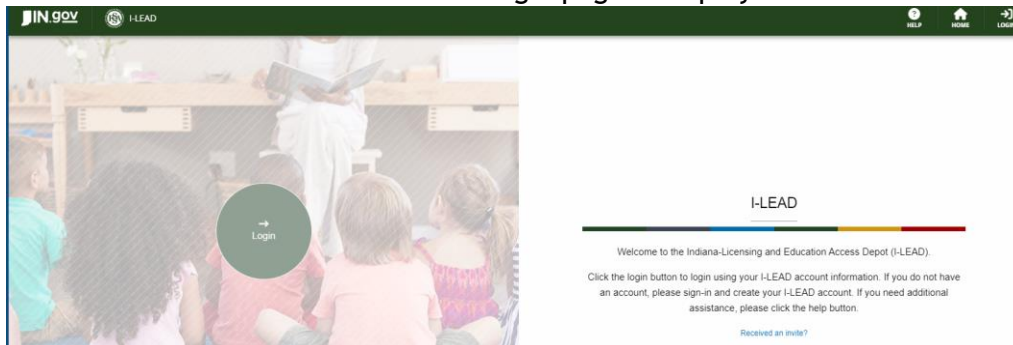
2. Click the green **"Login"** button.

Result: The Access Indiana login page is displayed.
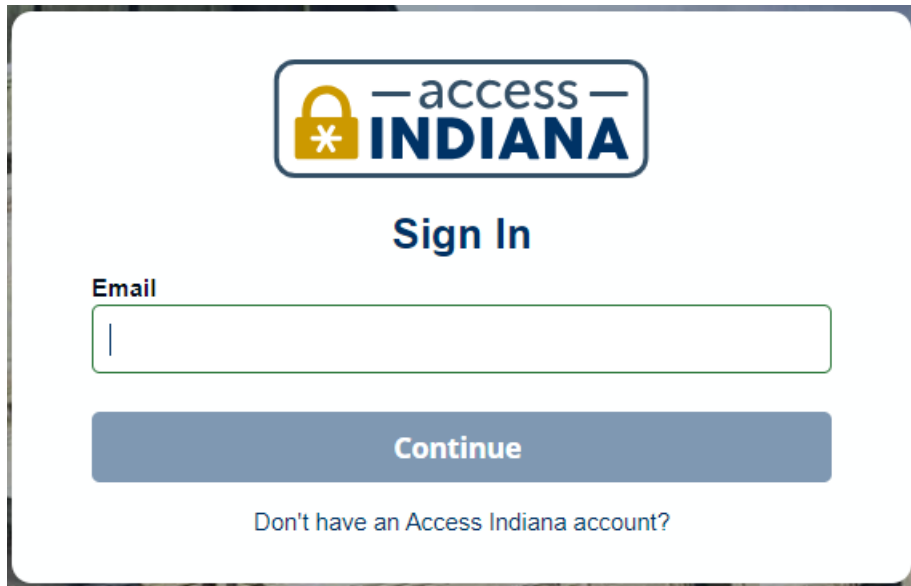
| If you…	Then…
Already have an Access Indiana account (most existing providers)…	Proceed to the directional selection at the end of step 14 of this section on page 14.
Do not already have an Access Indiana account (new providers)…	Proceed to the next step.

3. Click the **"Don't have an Access Indiana account?"** link.

> **Result**: The Access Indiana signup window is displayed.
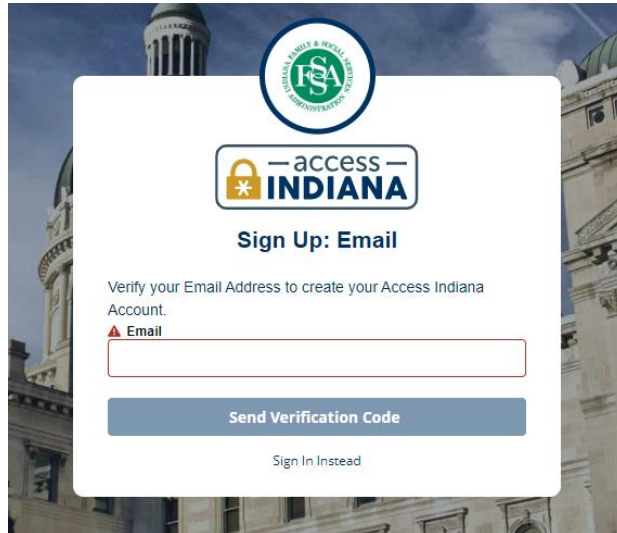
4. Enter the email address associated with your provider site in the "Email" field.
5. Click the **"Send Verification Code"** button. A verification code will be sent to the email address specified in the prior step.

> **Result:** The Access Indiana Sign Up window is displayed.
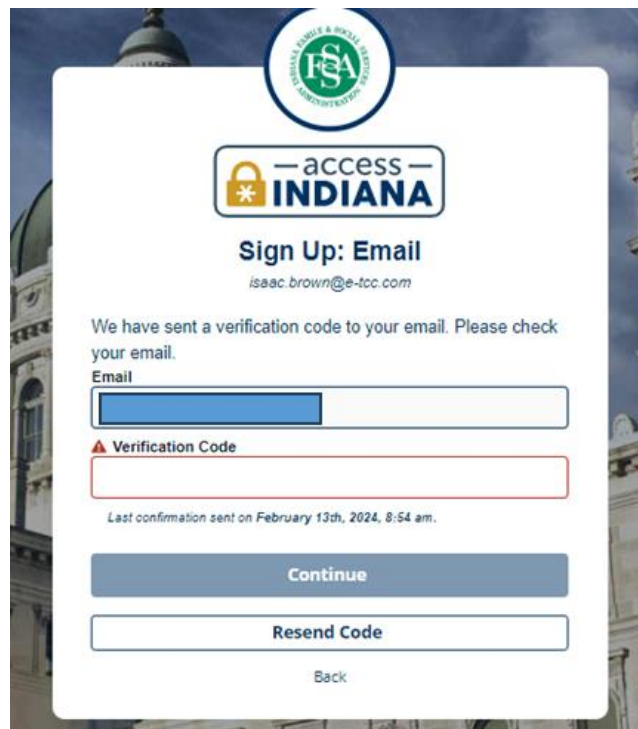
6. Enter the code provided in the automated email and click the **"Continue"** button.

Result: The Password Screen is displayed.

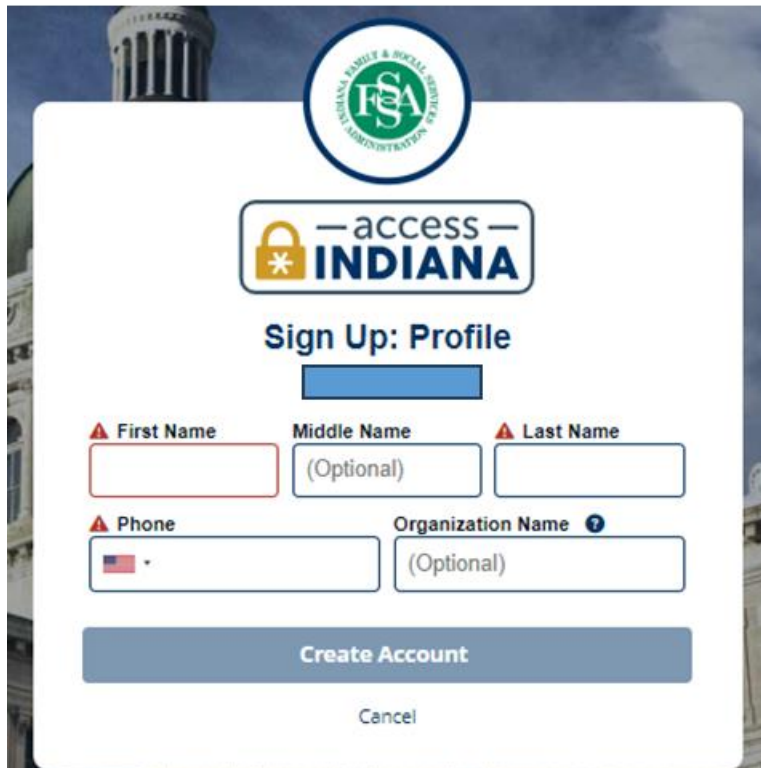7. Enter your desired password in the in the "Password" field.

Note: Passwords must meet the following required security criteria:

Must contain digits (0-9)
Must have one of the following: !@#$%^&*-_+=[]{}|\:',?/`~"();.
Password must be at least 8 characters.

8. Re-enter your desired password in the "Confirm Password" field.

9. Click the **"Continue"** button.

> **Result:** The Indiana Access Profile window is displayed.

10. Enter information for the required fields (First Name, Last Name, & Phone Number).

11. Click the **"Create Account"** button.

Result: The Access Indiana Two-Step Verification window is displayed.
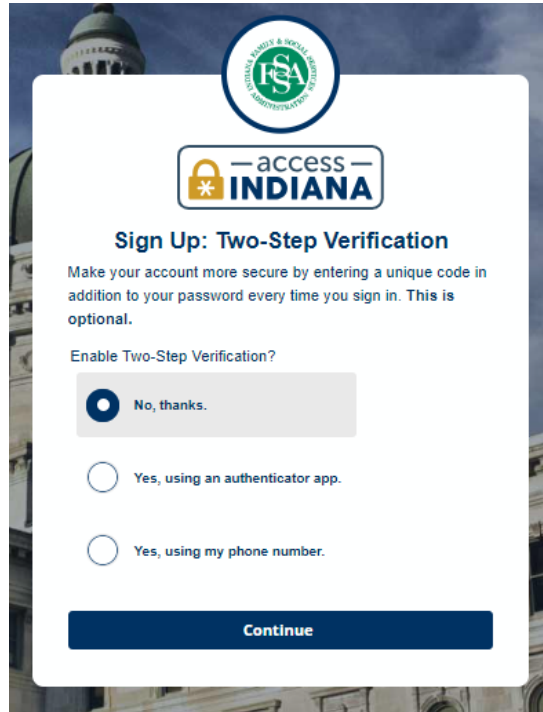
Note: While two-step verification is a good security measure for a user account, enabling this feature is optional.

12. Choose an option and click the **"Continue"** button.

Result: The Access Indiana Recovery Email window is displayed.
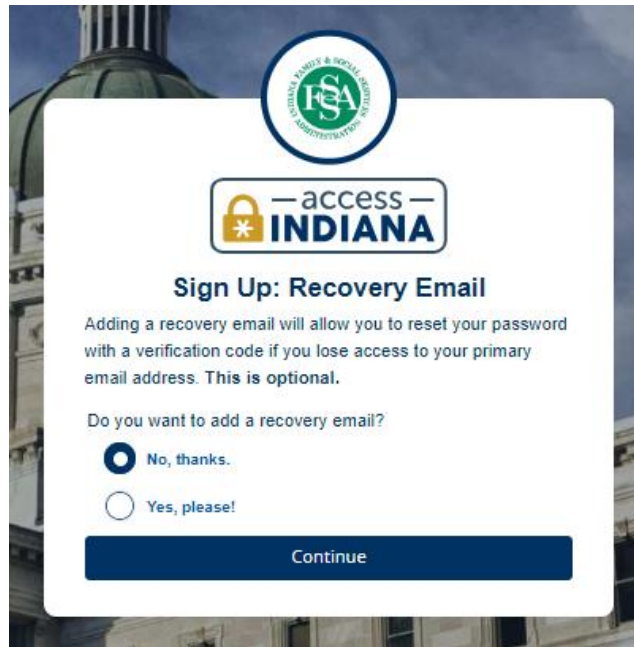
Note: Similar to the prior step, this provision is optional.

13. Choose an option and click the **"Continue"** button.

Result: The Educator dashboard is displayed.

14. In the "Log Attendance and View Vouchers" section, click the "**Attendance and Voucher Info**" button.

Result: The Provider Portal home page is displayed.
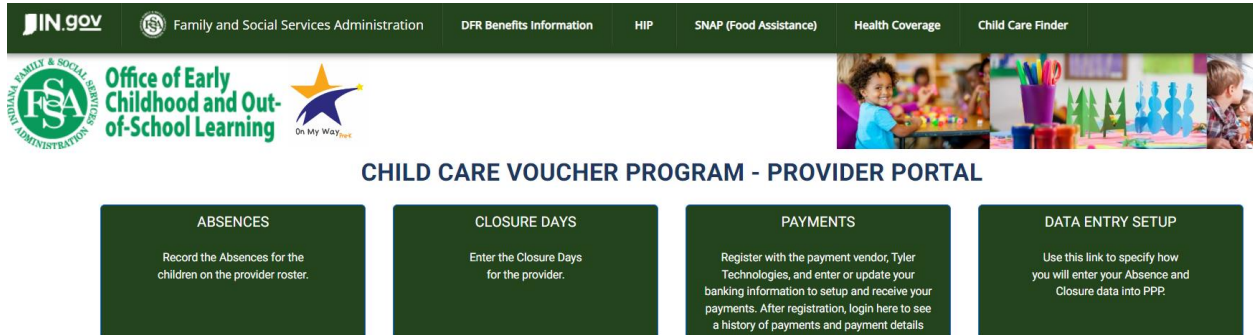
If you...	Then proceed to...
Wish to set up your provider information for the first time...	Section 3 or page 15 of this document.
Wish to perform or view Data Entry Setup to choose whether you will enter attendance through this provider portal or through one of the three State preferred CCMS vendors...	Section 4 or page 19 of this document.
Wish to view or set up payment information or enter / update banking information...	Section 5 or page 21 of this document.
Wish to view or manage Absences...	Section 6 or page 24 of this document.
Wish to view or manage Closure Days...	Section 7 or page 31 of this document.

3. Provider Setup

The following process is intended for initial provider setup in the provider portal. If you have already established your childcare sites in the provider portal, you may skip this section. If in the course of your business you open new provider sites, you may revisit this section.

1. Refer to the email you received from OECOSL with your invitation to link your provider site. If you did not receive this email, please call 1-800-299-1627 or visit Brighterfuturesindiana.org/I-Lead.
2. Click the **"Accept Invitation"** button at the bottom of the message.

Result: The Portal Invitation Login Screen is displayed.

Portal Invitation

In order to accept invitations, you must be logged in to I-LEAD with a state account. Click the 'Login' button below to login or register.

Login and Accept Invitation   **Decline**

Need to resend the invite?
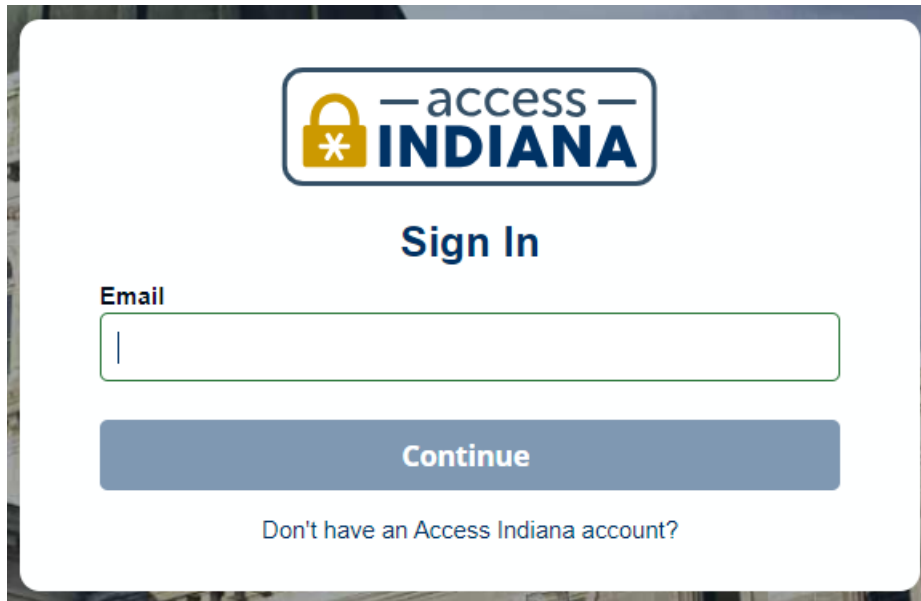
If your invitation has expired, please enter your email here to receive a new invitation.

EMAIL

Email (your@email.com)

Resend Invite

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3. Click the **"Login and Accept Invitation"** button.

Result: The Access Indiana Login screen is displayed.

4. Confirm or enter your email address in the "Email" field and click the **"Continue"** button.

Result: The password prompt is displayed.

5. Enter your password in the "Password" field and click the **"Sign In"** button.

Result: You will receive a notification in the bottom-right corner of the screen indicating that your invite was accepted, and the "Update Your Profile Information" window is displayed.

6. Fill out all required fields and click the "Update Your Profile button in the bottom-right corner of the window.

Result: The Educator Dashboard is displayed.

7. In the "Log Attendance and View Vouchers" section, click the **"Attendance and Voucher Info"** button.

Result: The Provider Portal is displayed.

If you...	Then proceed to…
Are setting up a new provider site…	The next section of this document.
Wish to perform or view Data Entry Setup to choose whether you will enter attendance through this provider portal or through one of the three State preferred CCMS vendors…	The next section of this document.
Wish to view or set up payment information or enter / update banking information…	Section 5 or page 21 of this document.
Wish to view or manage Absences…	Section 6 or page 24 of this document.
Wish to view or manage Closure Days…	Section 7 or page 31 of this document.

4. Data Entry Setup

In the provider portal, the tile labeled "Data Entry Setup" is used to select which method of submission the provider wishes to use to submit absence and attendance data. By default, all programs are set up to use the provider portal as their way to submit attendance to the State. However, providers may also choose to use one preferred CCMS vendors to submit attendance to the State instead.

1. Click the "**Data Entry Setup**" tile.

Result: The Data Entry Setup window is displayed. Take note of the elements of the page below.

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

Home

Return to the Provider Portal Screen

DATA ENTRY SETUP

Select which provider to manage, if multiple are managed

Provider: [   ] ⌄

Legal Name: dhuruu Hugyttd

Facility Name: [   ]

Facility Type: Licensed Home

County: Hendricks

Select which CCMS vendor your program uses or select PPP to make entries on the Provider Portal

Entry Application: brightwheel ⌄

Date to Start: 02/23/2025 ⌄

Choose the date on which your financial partnership starts

Save   Cancel

2. With the provider site selected and verified in the Provider field, choose the appropriate Child Care Management System (CCMS) partner that you'd like to use for absence entries. from the "Entry Application" field.

Note: Utilization of a Childcare Management System vendor is not required. You may leave this selection at the default option of PPP if you wish to manually enter your absences. If you are using a CCMS vendor, you may have instructions related to their software application, from the application vendor, separate from this guide. Make sure to follow this documentation to complete your setup.

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3. By default, the start date for your section will always be the start of a service period. Choose a future date at which your data entry selection should be effective; and click the "**Save**" button. You will receive notification that your entry has been saved.

4. Click the "**Home**" button.

Result: You are returned to the Provider Portal Screen.
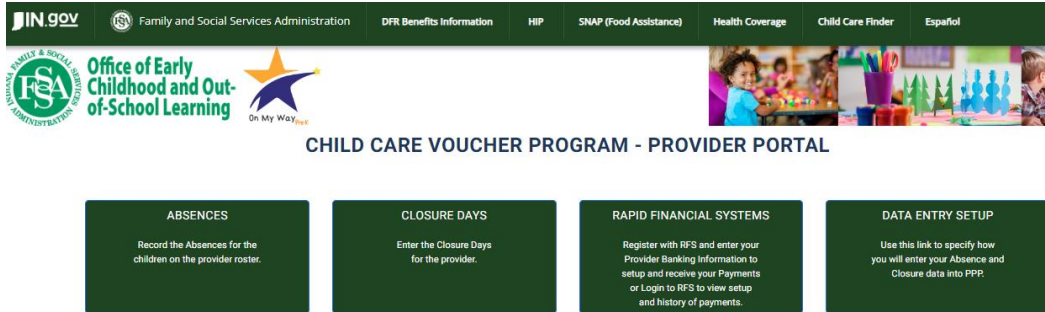
If you…	Then proceed to…
Are setting up a new provider site…	The next section of this document.
Wish to view or set up payment information or enter / update banking information…	The next section of this document.
Wish to view or manage Absences…	Section 6 or page 24 of this document.
Wish to view or manage Closure Days…	Section 7 or page 31 of this document.

5. Payments Setup

All providers will need to register each site with Tyler Technologies. This includes creating an account with Tyler Technologies by following the instructions below and entering your bank information.

IMPORTANT: Providers will <u>not</u> be paid until this step has been completed.

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1. Click the **"Payments"** tile.

   Result: The payments page is displayed. Take note of the elements on the page below.

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

Service Period 03/10/2024 - 03/23/2024, due on 04/06/2024. Please enter and review absences for this service period and submit.

Return to the Provider Portal

Home

PAYMENTS

Select which provider to manage, if multiple are managed

Provider:	
Legal Name:	dhuruu Hugyttd
Facility Name:	
Facility Type:	Licensed Home
County:	Hendricks
Registered:	Yes
User Provider Key:	q?5mxD6#

This key is generated per provider site when the Payments tile is accessed. Each site will have a unique key

(Copy the above Provider Key to paste when registering with the payment vendor, Tyler Technologies.)

PAYMENT VENDOR LOGIN

Login to Tyler Technologies to view setup and your history of payments.

PAYMENT VENDOR REGISTRATION

Register with Tyler Technologies and enter your provider's banking information to set up and receive your payments. Once registered, this link will be disabled.

Note: Write down or copy your user provider key, as it is needed for payment registration. The "Payment Vendor Registration" tile will allow you to perform first time setup with Tyler Technologies. The Tyler Technologies "Payment Vendor Login" tile will allow you to log into your vendor account to view your payment history, see payment detail reports, and manage your banking information. These sections are not discussed in this document. Please refer to your supplemental documentation relevant to your payment vendor.

2. Click the **"Payment Vendor Registration"** tile.

Result: The Bank Information page is displayed in a new browser tab.

Submit Provider Banking Information

Use this form to submit your provider banking information to Tyler Technologies for the first time.

> When entering your license number, please enter all fields including any letters or dashes that may be in your license number.
> For your provider key, you will enter the code provided when you login to your Provider Portal.

If you have any questions about this form or about your CCDF/OMW payments, please contact your CCDF policy consultant. You can find your CCDF policy consultant contact information at https://www.in.gov/fssa/carefinder/files/CCDF_Consultant_Policy_map.pdf If you need assistance with submitting your banking information for payment, please contact Tyler Technologies at (844) 959-7997.

Please note: banking information must be submitted/updated at least two (2) business days prior to a payment date to be effective with that payment.

First Name | Last Name
First Name | Last Name

License Name
License Name

License Number
0000000000-000000

Provider Key
0000000000-000000

☐ By checking this box and clicking accept, you agree to and accept the terms and conditions, privacy policy, fees and arbitration provisions associated with the account.

Next →

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3. Fill out all fields, select the Checkbox to accept the terms and conditions, and click the **"Next"** button.

Result: The Registration Success confirmation window is displayed, and you will receive a welcome email for confirmation.

IN.gov | CCDF/ OMW Provider Payments- Bank Information

Registration Success

Thank you, you have successfully registered your account and updated your banking information with Tyler Technologies.

No further action from you is required.

Your funds will be automatically sent to the bank account you provided.

If you would like to view transaction history, you may login below at any time.

For assistance with CCDF/OMW Vouchers or payment details, please contact your CCDF Policy Consultant.

https://www.in.gov/fssa/ carefinder/files/ CCDF_Consultant_ Policy_map.pdf

If you need further assistance regarding the information provided, please contact Tyler Technologies at

(844) 959-7997

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4. Close the browser tab and return to your original tab.

5. Click the **"Home"** button.

Result: You are returned to the Provider Portal Screen.

If you...	Then proceed to...
Wish to view or manage Absences...	The next section of this document.
Wish to view or manage Closure Days...	Section 7 or page 30 of this document.
View or perform Data Entry Setup to choose whether you will enter attendance through this provider portal or through one of the three State preferred CCMS vendors...	Section 4 or page 19 of this document.

6. Managing Absences

1. Click the **"Absences"** tile.

   Result: The Absences window is displayed.

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

Service Period 03/10/2024 - 03/23/2024, due on 04/06/2024. Please enter and review absences for this service period and submit.

| Home | Closures | My Vouchers |

ABSENCES

Provider: [   ] ⌄
Legal Name: dhuruu Hugyttd
Facility Name: [   ]
Facility Type: Licensed Home
County: Hendricks

Reminder: Please contact the Eligibility Office at ccdfvouchers@fireflyin.org if a child on your roster is no longer attending.

Service Period: 10/22/2023-11/04/2023 ⌄   Status: Processed   Last Updated Date/Time: 05/03/2024 03:57:05 PM   Submission Date/Time: 03/20/2024 11:26:05 AM

Student Name	Sun 10/22	Mon 10/23	Tue 10/24	Wed 10/25	Thu 10/26	Fri 10/27	Sat 10/28	Sun 10/29	Mon 10/30	Tue 10/31	Wed 11/1	Thu 11/2	Fri 11/3	Sat 11/4
3/4/5 years old														
Ltull, Jusmur (CCDF)	OD	P	P	P	P	P	OD	OD	P	P	P	P	P	OD
School Age														
vurrtd, Juvtus-Duntul (CCDF)	OD	P	P	P	P	P	OD	OD	P	P	P	P	P	OD
vurrtd, urult-Jundt (CCDF)	OD	P	P	P	P	P	OD	OD	P	P	P	P	P	OD

Attendance Symbols

Print ▾

Note: Printing is detailed in Section 8 of this document. If you wish to print, go to page 34.

2. Click on a Child's name to view a complete list of their vouchers.

   Result: The Vouchers window is displayed. This is a read only area.

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

| Home | Absences | Closure Days | Return |

VOUCHERS

PROVIDER

Provider #: [ ]

Legal Name: dhuruu Hugyttd

Facility Name: [ ]

Facility Type: Licensed Home

Location Address: 55231 Htwintiin nq, qwFNuGuN, 46112

County: Hendricks

CHILD DETAIL

Case #: [ ]   Child Name: vurrtd, Juvtus-Duntul   Date of Birth: [ ]   Anniversary Date:

VOUCHER DETAILS

Case Seq.	Voucher #	Funding Source	Voucher Begin Date	Voucher End Date	Age Group	Provider Rate	Market Rate	Weekly Subsidy	Total Subsidy	Wee Over
20	9289606	CCDF	07/31/2022	12/17/2022	School Age	$ 130.00	$ 77.00	$ 26.00	$ 520.00	$ 53
21	9570271	CCDF	12/18/2022	12/31/2022	School Other	$ 150.00	$ 110.00	$ 39.00	$ 78.00	$ 40

3. Click the **"Return"** button.

Result: The Absences window is displayed.

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

Service Period 03/10/2024 - 03/23/2024, due on 04/06/2024. Please enter and review absences for this service period and submit.

Home	Closures	My Vouchers

ABSENCES

Provider: [ ] ⌄
Legal Name: dhuruu Hugyttd
Facility Name: [ ]
Facility Type: Licensed Home
County: Hendricks

Reminder: Please contact the Eligibility Office at ccdfvouchers@fireflyin.org if a child on your roster is no longer attending.

Service Period: 10/22/2023-11/04/2023 ⌄   Status: Processed   Last Updated Date/Time: 05/03/2024 03:57:05 PM   Submission Date/Time: 03/20/2024 11:26:05 AM

Student Name	Sun 10/22	Mon 10/23	Tue 10/24	Wed 10/25	Thu 10/26	Fri 10/27	Sat 10/28	Sun 10/29	Mon 10/30	Tue 10/31	Wed 11/1	Thu 11/2	Fri 11/3	Sat 11/4
3/4/5 years old														
Ltull, Jusmur (CCDF)	OD	P	P	P	P	P	OD	OD	P	P	P	P	P	OD
School Age														
vurrtd, Juvtus-Duntul (CCDF)	OD	P	P	P	P	P	OD	OD	P	P	P	P	P	OD
vurrtd, urult-Jundt (CCDF)	OD	P	P	P	P	P	OD	OD	P	P	P	P	P	OD

Attendance Symbols

Print ▾

4. To make attendance or absence changes to an unsubmitted service period, select a service period in the "Service Period" drop-down box.

5. To manipulate a day for a child in the grid, click on the entry for that child on the day you wish to alter.

Note: Each click on a value will toggle it to the next available value. For example, clicking a cell with a value of "P" (Present) will toggle that value to "AB" (Absent). Clicking a cell with a value of "AB" will cycle the value to "OD" (Off Day) and clicking a cell with a value of "OD" will return the value to "P".

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

Service Period 03/10/2024 - 03/23/2024, due on 04/07/2024. Please enter and review absences for this service period and submit.

| Home | Closures | My Vouchers |

ABSENCES

Provider: [   ] ⌄
Legal Name: dhuruu Hugyttd
Facility Name: [   ]
Facility Type: Licensed Home
County: Hendricks

Select which service period to manage

Reminder: Please contact the Eligibility Office at adonges@FireflyIN.org if a child on your roster is no longer attending.

Service Period: [04/21/2024-05/04/2024 ✔]   Status: Open   Last Updated Date/Time: 04/04/2024 12:51:37 PM   Submission Date/Time:

Student Name	Sun 4/21	Mon 4/22	Tue 4/23	Wed 4/24	Thu 4/25	Fri 4/26	Sat 4/27	Sun 4/28	Mon 4/29	Tue 4/30	Wed 5/1	Thu 5/2	Fri 5/3	Sat 5/4
3/4/5 years old														
Ltull, Jusmur (CCDF)	OD	P	P	P										
School Age														
vurrtd, urult-Jundt (CCDF)	OD	P	P	P										
vurrtd, Juvtus-Duntul (CCDF)	OD	P	P	P										

An attendance value which may be toggled

Attendance code descriptions   Attendance Symbols

| Print ▾ | Save |

Note: Attendance code descriptions are referenced below and are accessible form the "**Attendance Symbols**" link in the screenshot of the prior step of this procedure.

Attendance Symbols

PC (Paid Closure) - Providers get 11 Paid Closure Days per calendar year which can be used for provider Vacations, Sick Days, Inclement Weather Days, Emergency Closures, Staff In-Service, or Holidays. Providers will need to enter 5 Paid Closures if they are closed for the entire week.

OD (Off Day) - Off Days should be used when the provider does not operate, or the child is not regularly scheduled to attend on this day (for example, the child only attends Mon-Thurs). These days are paid and do not count against the child's excessive absence total.

NP (Non-Paid Closure) - Any day your program would normally be open, but no children are in attendance. This would be used for weeks that already have attendance recorded, and providers will still be paid.

P (Present) - This is used when a child attended any amount of time during a given date.

AB (Absent) - Absent should be used when a child is regularly scheduled to attend but was not in attendance at all on a given date (pre-planned or not) for a child's vacations, sick days, emergencies, etc. Children are allowed up to 45 absence days, across all providers they attend, per enrollment year.

[Close]

Note: If you use a CCMS provider such as Alliance CORE powered by Early Learning Ventures, brightwheel, or Playground, this screen will be read only in the provider portal. Please refer to the application guide provided by your CCMS vendor. Only those using PPP as their Entry Application will be able to change attendance from this screen.

6. Once you have made your necessary attendance alterations, you may click one of the two following buttons.

   a. **Save** – This button will save your changes but will NOT submit them for action.

Note: If you use a CCMS provider such as Alliance CORE powered by Early Learning Ventures, brightwheel, or Playground, you will not see the Save or Submit buttons. Data is managed through your CCMS.

IMPORTANT: Once submitted, the service period is locked for editing! Ensure that your entries are correct before clicking the "Submit" button.

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   a. **Submit** – This button will submit your changes for processing. Only submitted absences pages will be available for payment via the Payments portal. No payments will be initiated that haven't had the service period submitted. You must wait for a service period to end before you will be able to submit attendance or absences for that service period. Submissions are due two weeks after the service period ends. If you do not see a submit button on this screen it is likely because either the service period has already been submitted or the current date falls within the service period begin and end dates.

Note: The first unsubmitted pay period will be paid. Additional pay periods will not be paid until unsubmitted service periods are caught up.

Note: Printing is detailed in Section 8 of this document. If you wish to print, go to page 34.

7. Click the **"Home"** button.

Result: You are returned to the Provider Portal Screen.

If you...	Then proceed to...
Wish to view or manage Closure Days...	The next section of this document.
View or perform Data Entry Setup to choose whether you will enter attendance through this provider portal or through one of the three State preferred CCMS vendors...	Section 4 or page 19 of this document.
View or setup Payment information or enter/update banking information...	Section 5 or page 21 of this document.

7. Managing Closure Days

1. Click the **"Closure Days"** tile.

Result: The Closure Days window is displayed. Take note of the elements of the page below.

2. To add a closure, enter a date in the "Date" field by manually typing the date, or, clicking on the Calendar icon next to the field.
3. Choose a closure type, from the "Type" drop-down menu.

Result: Closure information is populated.

Note: Closures can be added before or after the closure, as long as they are added before submitting the service period.

Note: A provider is allowed 11 paid closures per year. After 11 paid closures have been recorded, only the Non-Paid-Closure option will be available. Providers can use non-paid closure days at any time, and do not have to exhaust paid closure days prior.

Note: Closures are not managed in the CCMS system like other attendance and absence data. Closures must be added in the PPP.

4. Click the "**Add**" button.

Result: A record for your specified closure is added to the grid, and the type of closure is iterated above.

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

Service Period 03/10/2024 - 03/23/2024, due on 04/07/2024. Please enter and review absences for this service period and submit.

| Home | Absences |

CLOSURE DAYS

Provider:
Legal Name: dhuruu Hugyttd
Facility Name:
Facility Type: Licensed Home
County: Hendricks

Date: 🗓 Type: | Add |

SAVED CLOSURES

Calendar Year: 2024   Paid Closures: 01 of 21   Non-Paid Closures: 02

Date	Type	Action
05/06/2024	PC	Delete
04/22/2024	NP	Delete
04/08/2024	NP	Delete

5. To delete a closure, click the "**Delete**" button beside the closure's entry. You will only be able to delete closures that occur during service periods that have not been submitted. Once a service period has been submitted, a closure cannot be deleted.

**Result:** The Delete Closure confirmation window is displayed.

Delete Closure

Would you like to restore all entries that were previously recorded for 04/22/2024?

| Yes | No |

Office of Early Childhood & Out-of-School Learning

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6. Click the **"Yes"** button.

> **Result:** The selected entry is removed.

7. Click the **"Home"** button.

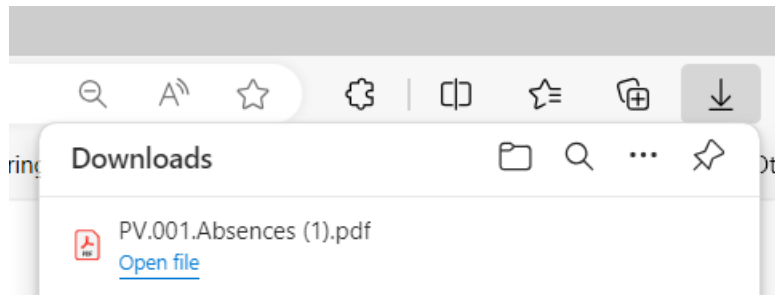> **Result:** You are returned to the Provider Portal Screen.
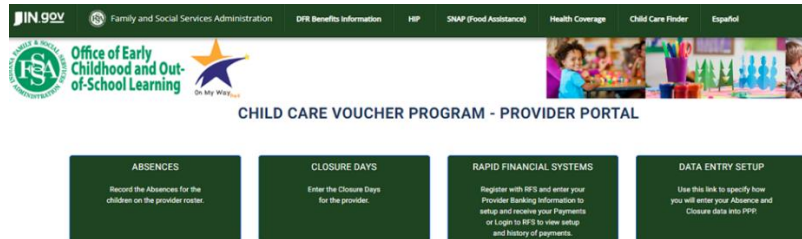
8. Printing

Note: Options to Print can be found on the "Absences" and "My Vouchers" pages.

1. Click the "**Print**" button.
2. From the drop-down menu, choose a format for the report, PDF, or Excel.

Result: The report will render, and when ready; will appear in your browser's downloads folder.

Note: In the above example, the Print button was utilized from the absences page. Depending on which report your print, your report name may differ from the example above.