



Child Care Licensing System

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# Registration Guide for New Applicants

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## Introduction

### Overview

**Prospective licensees** can perform several functions in the Child Care Licensing System (CCLS). They can:

- View the Orientation Video
- Create and update a profile
- Apply for licences

Once an application is submitted, **applicants** can also:

- Check the status of an application
- Send updates
- Withdraw an application
- Add staff members and request staff Director approval (once the licence application is assigned to a Program Advisor)

Once a licence has been issued, applicants, now called **licensees** use the system to:

- Renew licences
- Report serious occurrences
- Request staff Director approval
- Ask for a licence revision if required
- And more!

Before getting access to CCLS, a prospective licensee must register to use the software.

### Using this Guide

- This guide includes instructions for individuals, corporations and First Nations. When required, different processes are noted by group.
- Window samples are used to provide a general point of reference and may not show all the fields in of a window. In addition, your window may not be exactly as shown in the example. Any data appearing in window samples is fictitious.

### Getting More Information or Assistance

For more information about child care licensing, contact your local Child Care Quality Assurance and Licensing office. For a list of offices see:

<http://www.edu.gov.on.ca/childcare/offices.html>

For all other questions regarding registering and using the Child Care Licensing System, contact the Child Care Helpdesk:

Toll-Free: 1-855-457-5478

Local: 416-314-6230

Email: [childcare.helpdesk@ontario.ca](mailto:childcare.helpdesk@ontario.ca)

## How to Register

### **Important Note:**

You must complete this one-time process before you can apply for a licence.

If you are an **existing licensee** do not follow these instructions. Refer to the *Registration Guide for Existing Licensees and Others* available on the Early Years Portal at:  
[www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/](http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/)

### **Introduction**

Before you can start applying for a licence you must register to use the Child Care Licensing System. It is a one-time process that involves several steps. Be sure to follow the steps outlined below.

At the end of the process you will have the three things you require to access CCLS:

1. ONe-key ID
2. ONe-Key password
3. CCLS PIN

### Step 1: Create your ONE-key account

**What is ONE-key?** ONE-key is a system used by the Government of Ontario to give external users secure access to government websites. Once you have a ONE-key user ID and password, you are able to access various sites in addition to the Child Care Portal.

1.1. Open your browser (such as Internet Explorer).

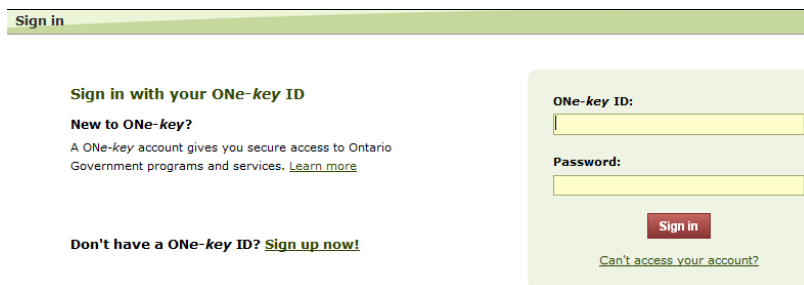
1.2. Type the following address in the **address** area:

<https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>

The following window appears.



1.3. Click **Login/Register>**. The **Sign In** window appears.



1.4. Click **Sign up now!**. The **ONE-key Account Registration** window appears.

**ONE-key Account Registration**

**Create your ID and Password** (\*) indicates a mandatory field

\* Choose your ONE-key ID:

\* Password:

\* Confirm your password:

\* I accept the [Terms and Conditions of Use](#) and I have reviewed the [Notice of Collection](#)


[Need assistance?](#) Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097

- 1.5. Enter the ONE-key ID that you would like to use. Here are the guidelines:
  - 8 characters minimum
  - It cannot contain \* \ + “ or a space
- 1.6. Enter the password that you would like to use. Here are the guidelines:
  - 8 characters minimum
  - 16 characters maximum
  - You must have both UPPER and lower case characters
  - You must have at least one number (0-9)
  - You must have at least one symbol such as ! @ # \$ % ^, etc.
  - Your password cannot be similar to your ONE-key ID
- 1.7. Record your ONE-key ID and password somewhere safe. You'll need them every time you log in to the Child Care Licensing System.
- 1.8. Click the **Terms and Conditions of Use** link.
- 1.9. Read the **Terms and Conditions of Use**. Click the X to close the window.
- 1.10. Click the **Notice of Collection** link.
- 1.11. Read the **Notice of Collection**. Click the X to close the window.
- 1.12. If you agree, click the acceptance checkbox. It should have a checkmark when you are done.

\* I accept the [Terms and Conditions of Use](#)

- 1.13. Enter your three password recovery questions and answers. These questions will help you recover your password if you forget it.

1.14. **Optional:** Enter your email address in the **optional recovery id info** section. This information will allow ONE-key to email your login ID to you if required.

1.15. Click . After a few seconds, the **Confirmation** window appears.


**ONE-key Account Registration**

**Confirmation**


You have successfully registered your ONE-key account. Your ONE-key ID is **hello123**

ONE-key gives you secure access to Ontario Government online services. You can login at any time on the ONE-key portal to manage your ONE-key account (change ID, change password, change language preferences, etc.) and to enrol for accessing the available online services.

Please print this page for your records and store it in a secure manner. Do not share your ONE-key ID or password with anybody.



Need more assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097.

1.16. Click . The **All Services from A to Z** window may appear. If it does not appear, continue to the next step.

**All Services from A to Z**

ONE-key has made several changes. [Find out more](#)

Select a link below to enrol for service(s) access. After completing the enrolment you can access the service from the My Services list, for future visits.

<ul style="list-style-type: none"> <li>• <a href="#">ASK OMAFRA (DEV)</a></li> <li>• <a href="#">Accessibility Compliance Reporting (ACR) (DEV)</a></li> <li>• <a href="#">Accessibility Compliance Reporting (ACR) (PROD-FIX)</a></li> <li>• <a href="#">Accessibility Compliance Reporting (ACR) (UAT)</a></li> <li>• <a href="#">AutoBP Enrolment (DEV)</a></li> <li>• <a href="#">AutoBP Enrolment (UAT)</a></li> <li>• <a href="#">CCIM Enrol1 (DEV)</a></li> <li>• <a href="#">Child Care Licensing System (DEV)</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Grants Ontario System (UAT)</a></li> <li>• <a href="#">MCYS/MCSS Transition Aged Youth Application (DEV)</a></li> <li>• <a href="#">Ministry of Natural Resources Registry for Business (DEV)</a></li> <li>• <a href="#">Ministry of Natural Resources Registry for Business (UAT)</a></li> <li>• <a href="#">Ministry of Natural Resources Registry for Individuals (DEV)</a></li> <li>• <a href="#">Ministry of Natural Resources Registry for Individuals (UAT)</a></li> <li>• <a href="#">My Account (Dev)</a></li> </ul>
---	--

Click **Child Care Licensing System**.

1.17. The following window appears.

**Child Care Licensing System**

If you have received three emails from [ChildCare.HelpDesk@Ontario.ca](mailto:ChildCare.HelpDesk@Ontario.ca) with your enrolment information, click 'Complete enrolment' to complete your enrolment in the Child Care Licensing System. If you are not an existing child care licensee, click 'Create new account'. If you are a child care licensee and have not received emails with enrolment information contact the ministry at [ChildCare.HelpDesk@Ontario.ca](mailto:ChildCare.HelpDesk@Ontario.ca).

Complete enrolment >

Create new account >

**You're done creating your ONE-key account!**

Make note of your ONE-key ID and password then go on to the next step.



## Step 2: Create your Child Care Licensing System Account

This window appears at the end of Step 1:

**Child Care Licensing System**

If you have received three emails from ChildCare.HelpDesk@Ontario.ca with your enrolment information, click 'Complete enrolment' to complete your enrolment in the Child Care Licensing System. If you are not an existing child care licensee, click 'Create new account'. If you are a child care licensee and have not received emails with enrolment information contact the ministry at ChildCare.HelpDesk@Ontario.ca.

[Complete enrolment >](#) [Create new account >](#)

2.1 Click [Create new account >](#). The **Register New User** window appears.

**Register new user**

Add New User

Title:

First Name: \*

Last Name: \*

Email: \*

Primary Phone Number:  Ext:

Alternative Phone Number:  Ext:

[Exit >](#) [Save >](#)

2.2 Complete the information. A red asterisk\* indicates that the information is mandatory.

2.3 Click [Save >](#). The following window appears.

**Child Care Licensing System**

Welcome to the Ontario's Child Care Portal. To 'login' or 'register' please click on the link below which will take you to the ONE-key login page.

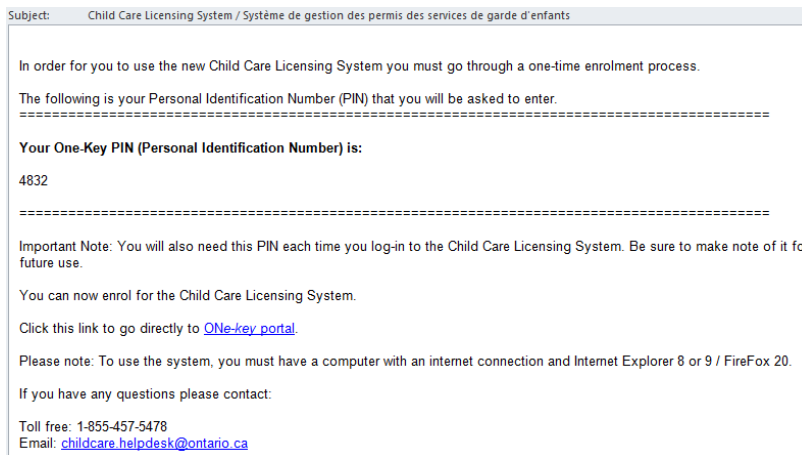
[Login/Register >](#)

The system sends you an email with your personal identification number (PIN). You will use your PIN to log in to the Child Care Licensing System.

Go on to Step 3.

**Step 3: Open your Email**

3.1 Open your email from the [Childcare.helpdesk@ontario.ca](mailto:Childcare.helpdesk@ontario.ca). Here is an example of what you'll find.

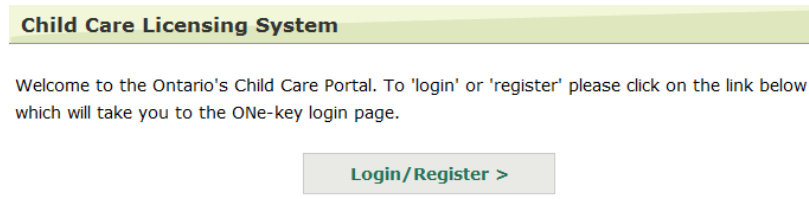


3.2 Record your Personal Identification Number (PIN) somewhere safe. You will use it every time you log in to the Child Care Licensing System.

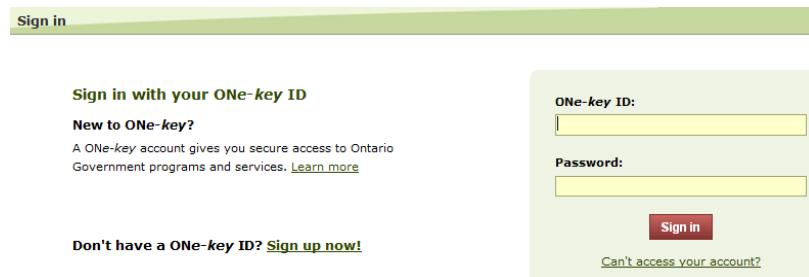
Go on to Step 4.

**Step 4: Go back to ONE-key**

This window appears at the end of Step 2:

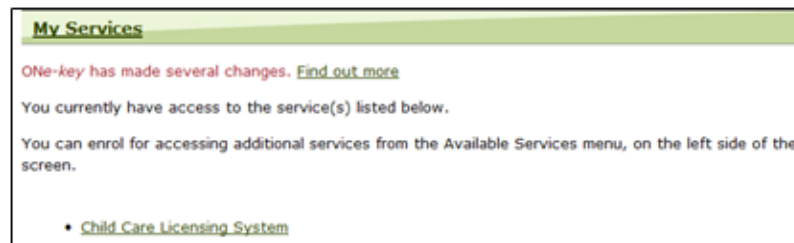


4.1 Click **Login/Register >**. The ONE-key **Sign in** window appears.



4.2 Enter your **ONE-key id** and **password**.

4.3 Click **Sign in**. The **My Services** window appears.



4.4 Click **Child Care Licensing System**. The **Confirm Your Identity** window appears.

**Confirm your identity**

\* Required Field

**Enter your ONE-key PIN \***

Tip: See Email #3

[Submit](#) [Clear](#) [Cancel](#)

4.5 Type the **ONE-key PIN** that was in your email.

4.6 Click [Submit](#). The **Welcome** window appears.

The screenshot shows the Ontario Ministry of Education website. The header includes the Ontario logo and 'MINISTRY OF EDUCATION'. The page title is 'Child Care Licensing System'. A navigation bar contains links for 'HOME', 'WELCOME JOHN(MY ACCOUNT)', and 'LOG OUT'. A sidebar on the left has links for 'Licensee Orientation', 'CCEYA Licensing Standards Test', and 'Need Help?'. The main content area displays 'Welcome to the Child Care Licensing System' with a 'New User' link. The footer contains 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', and copyright information for Queen's Printer for Ontario, 2015.

**So far so good!** The next step is to watch the Licensee Orientation video.

## Step 5: Watch the Licensee Orientation Video

The Licensee Orientation is an online video that answers many questions you may have about becoming a child care licensee. It explains the *Child Care Early Year Act, 2014*, the licensing requirements and walks you through the application process. The Orientation must be viewed before you can continue.

The following window appears at the end of Step 4.



5.1 Click **Licensee Orientation**.

5.2 Watch the orientation video.

- Use the **<PREV** and **NEXT>** buttons to go through the screens.
- The **Menu** link lists all the topics so you can see how you are progressing.
- The **Glossary** link displays definitions of terminology you will read in the orientation.
- The **Resources** link provides valuable links to relevant sites and documents.
- To read a transcript of the narrative click **Transcript**.

5.3 When you have finished watching the video click

**I have Finished**. The ***Declaration and Consent*** window appears.

**DECLARATION AND CONSENT**

I declare that I have completed this Orientation module in its entirety. I further declare that I am aware that the completion of this module will not result in the issuance of a licence to operate a child care centre or home child care agency.

I Agree

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

[<Previous](#)

5.4 If you agree with the statement, click  I Agree .

5.5 Click  . A **Confirmation** window appears.

**Confirmation**

You have successfully completed the Orientation Module. **If you wish to begin the application process, please log out now. Then, log back in and create your profile.**

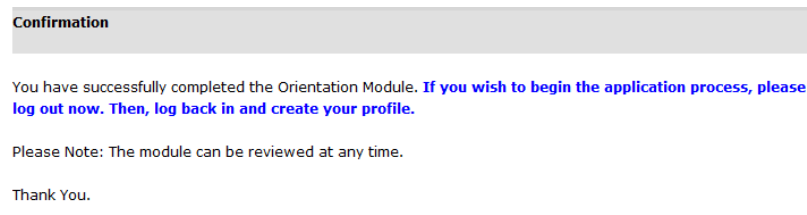
Please Note: The module can be reviewed at any time.

Thank You.

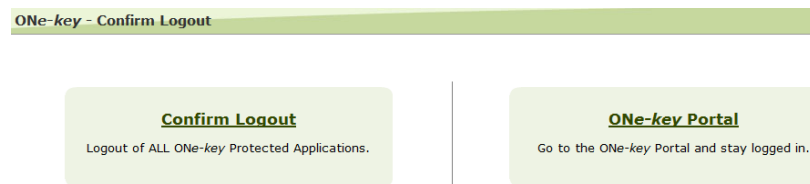
**Go on to Step 6.**

**Step 6: Log in to CCLS**

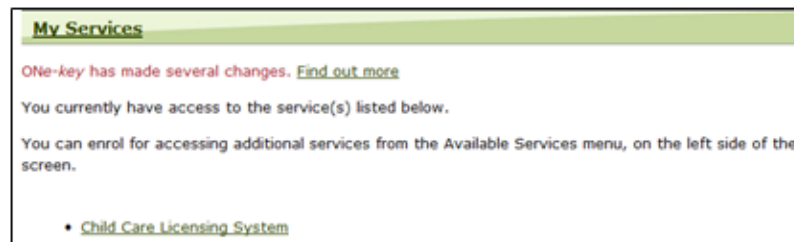
The following window appears at the end of step 5.



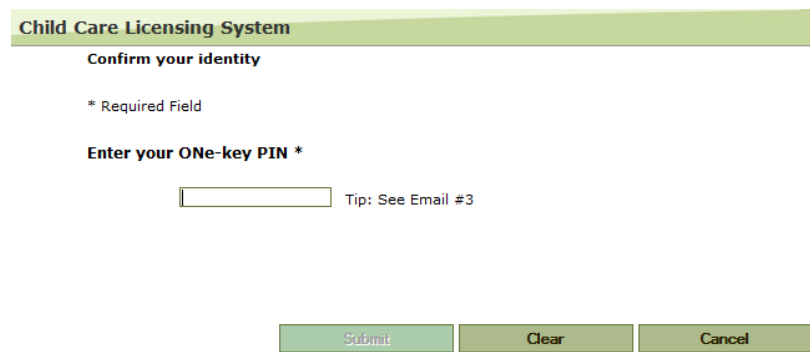
6.1 Click **LOG OUT**. The **Confirm Logout** window appears.



6.2 Click **ONE-key Portal**. The **My Services** window appears.

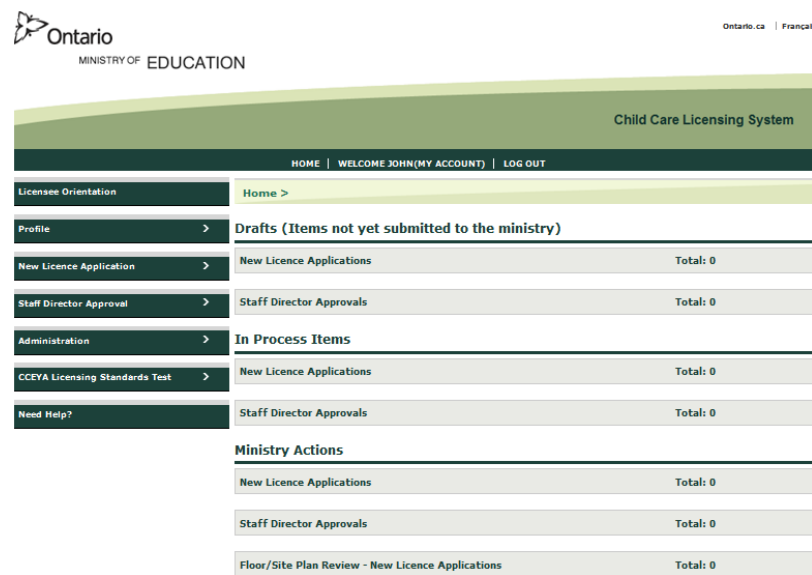


6.3 Click **Child Care Licensing System**. The authentication window appears.



6.4 Type your **PIN** (from your email).

- 6.5 Click **Submit**. The following window appears. Now that you have watched the video, more options appear on the window. At this point however you cannot apply for a licence. There is still one more step.



**Go on to Step 7.**



## Step 7: Create your Profile

The next step is creating a profile. The profile information required varies depending on whether you are applying as an individual, corporation or First Nation. It is very important that you keep your profile up-to-date even after you complete your registration. Details can be found in the *Reference Guide for Applicants/Licensees*.

**Note:** A red asterisk \* indicates mandatory information.

7.1 Click **Profile** > .

7.2 Click **Profile Information** . The **Applicant/Licensee Type** window appears.

7.3 Select the correspondence language you prefer.

7.4 Select the type of applicant you are applying as:

### Individual

- An individual holds the licence personally under their own name.
- He/she is personally responsible for operation of the child care centre.
- You must register a business name with the Ministry of Government and Consumer Services if the child care centre /home child care agency is operated with a name that is different than the individual's name.

### Corporation

A corporation is a business type that:

- Is incorporated either provincially or federally
- May be **For Profit** or **Non-Profit**.

Types of Corporations include:

- Churches or Religious Groups
- Municipalities
- Municipality/District Social Services Administration board
- School Boards
- College/University
- CMSM
- Parent Cooperatives
- Hospital/Health Facility (operated by a Board of Governors of a hospital or children's treatment centre).

You must complete and submit an Initial Return to the Ministry of Government and Consumer Services (MGCS) within 60 days after the date of incorporation.

If your corporation is carrying on business with a name different than the corporate name, you are required to register the business name with MGCS.

### **First Nation**

- You must meet the definition of First Nation as set out in the *Indian Act* (Canada).
- You must meet the requirements set out by the First Nation.

The window expands automatically after you make your selection. The window that appears depends on the type of applicant you selected in the previous step.

## 7.5 If you are applying as an individual:

<b>Applicant/Licensee Type</b>	
<b>Preferred Language of Correspondence: *</b>	<input checked="" type="radio"/> English <input type="radio"/> French
<b>Applicant/Licensee Type: *</b>	<input checked="" type="radio"/> Individual <input type="radio"/> Corporation <input type="radio"/> First Nation
<b>First Name: *</b>	<input type="text" value="Chippie"/>
<b>Last Name: *</b>	<input type="text" value="Munk"/>
<b>Has the business name been registered with the Ministry of Government and Consumer Services (MGCS)? *</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Are you a Registered Early Childhood Educator? *</b>	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Exit"/> <input type="button" value="Save"/> <input type="button" value="Save &amp; Next&gt;"/>	


7.5.1 Complete/edit the information.


7.5.2 Go on to Step 7.8.

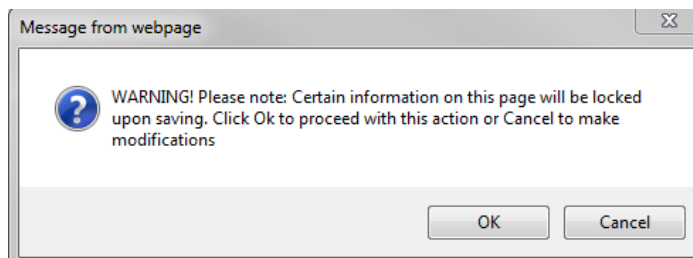
## 7.6 If you are applying as a corporation:

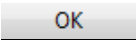
<b>Applicant/Licensee Type</b>								
<b>Preferred Language of Correspondence: *</b>			<input checked="" type="radio"/> English <input type="radio"/> French					
<b>Applicant/Licensee Type: *</b>			<input type="radio"/> Individual <input checked="" type="radio"/> Corporation <input type="radio"/> First Nation					
<b>Corporation Number: *</b>			<input type="text"/>					
<b>Corporation Name: *</b>			<input type="text"/>					
<b>Is the corporation a co-operative corporation?: *</b>			<input type="radio"/> Yes <input type="radio"/> No					
<b>Is the corporation: *</b>			<input type="radio"/> For-Profit <input type="radio"/> Non-Profit					
<b>Please select the type of organization (if applicable):</b>			<input type="radio"/> Consolidated Municipal Service System Manager /District Social Services Administration Board <input type="radio"/> Publicly-Funded School Board <input type="radio"/> Hospital/Health Facility <input type="radio"/> College/University <input type="radio"/> Church/Religious Group <input type="radio"/> Other					
<b>Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *</b>			<input type="radio"/> Yes <input type="radio"/> No					
<b>Is the corporation carrying on business with a name different than its corporate name?: *</b>			<input type="radio"/> Yes <input type="radio"/> No					
Director's Last Name	Director's First Name	Date Elected	Date Ceased	Address	Telephone No.	Signing Authority	CECE Number	
								Add Director>
Officer's Last Name	Officer's First Name	Role	Date Elected	Date Ceased	Address	Telephone No.	Signing Authority	CECE Number
								Add Officer>
<p>Please Note: Corporations must complete and submit an Initial Return to the <a href="#">Ministry of Government and Consumer Services</a> within 60 days after the date of incorporation, amalgamation or continuation. A Notice of Change must be submitted within 15 days after any change takes place (e.g., change in address, directors or officers)</p>								
						<a href="#">Exit</a>	<a href="#">Save</a>	<a href="#">Save &amp; Next&gt;</a>

### 7.6.1 Complete the information.

 **Tip:** Click the **Ministry of Government and Consumer Services** link to go directly to their site to complete a return if required.

7.6.2 Click . The following warning appears.









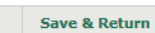



7.6.3 If the information you have added thus far is correct, click .

7.6.4 Add the directors of the corporation:

**Note:** Directors can be added, updated and deactivated after the initial profile is created.

1. Click **Add Director>**. The **Director** window appears.

Director			
Director's First Name: *	<input type="text"/>		
Director's Last Name: *	<input type="text"/>		
Date Elected:(dd/MM/yyyy) *	<input type="text"/>		
Country: *	CANADA 		
Address: *	Street #: *	Street Name: *	Street Dir: 
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:		No.: <input type="text"/>	
Extra Address Information:	<input type="text"/>		
City: *	<input type="text"/>		
Province: *	Ontario 		
Postal Code: *	<input type="text"/>		
P.O. Box:	No.:	Box Type:	Box Area Name:
	<input type="text"/>		<input type="text"/>
Rural Route:		No.: <input type="text"/>	
Telephone No.:	<input type="text"/>		
Signing authority for the corporation: *	<input type="radio"/> Yes <input type="radio"/> No		
Is this person a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No		
			 

2. Enter the director's information.
3. Click . The person appears in the director's list.

7.6.5 Add the officers of the corporation.

**Note:** Officers can be added, updated and

deactivated after the initial profile is created.

1. Click **Add Officer>**. The **Officer** window appears.

Officer			
Officer's First Name: *	<input type="text"/>		
Officer's Last Name: *	<input type="text"/>		
Title/Role: *	Please select... ▾		
Date Elected:(dd/MM/yyyy) *	<input type="text"/>		
Country: *	CANADA ▾		
Address: *	Street #: *	Street Name: *	Street Type: ▾
	<input type="text"/>	<input type="text"/>	Street Dir: ▾
Unit Designator:	▾ No.: <input type="text"/>		
Extra Address Information:	<input type="text"/>		
City: *	<input type="text"/>		
Province: *	Ontario ▾		
Postal Code: *	<input type="text"/>		
P.O. Box:	No.:	Box Type: ▾	Box Qualifier: <input type="text"/>
	<input type="text"/>	<input type="text"/>	Box Area Name: <input type="text"/>
Rural Route:	▾ No.: <input type="text"/>		
Telephone No.:	<input type="text"/>		
Signing authority for the corporation: *	<input type="radio"/> Yes <input type="radio"/> No		
Is this person a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No		
		Cancel	Save & Return

2. Enter the officer's information.
3. Click **Save & Return**. The person appears in the officer's list.
4. Go on to step 7.8

## 7.7 If you are applying as a First Nation:

<b>Applicant/Licensee Type</b>						
<b>Preferred Language of Correspondence: *</b>		<input checked="" type="radio"/> English <input type="radio"/> French				
<b>Applicant/Licensee Type: *</b>		<input type="radio"/> Individual <input type="radio"/> Corporation <input checked="" type="radio"/> First Nation				
<b>Select First Nation: *</b>		Please select... ▾				
<b>Add First Nation Member</b>						
Role *	First Name *	Last Name *	Signing Authority *	Registered ECE *	CECE Number *	
Please select ▾	<input type="text"/>	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	Add First Nation Member
<b>First Nation Member</b>						
Role	First Name	Last Name	Date Ceased	Signing Authority	CECE Number	
		<a href="#">Exit</a>		<a href="#">Save</a>		<a href="#">Save &amp; Next&gt;</a>

### 7.7.1 Select the **First Nation**.

### 7.7.2 Add First Nation members:

**Note:** In order to complete and save the initial profile, at least First Nation member record having the “Chief” role is required. First Nation members can be added, updated and deactivated after the initial profile is created.

1. Enter the First nation member’s information directly in the table.
2. Click [Add First Nation Member](#). A warning message appears.
3. Click  to continue. The person appears in the First Nation Member list.

**Continue to step 7.8.**

7.8 Verify your entries. The following information will be locked once you save your entries:

**Applicant/Licensee Type**

Individual:

**First Name**  
**Last Name**

Corporation:

**Corporation Number**  
**Corporation Name**  
**Is The Corporation A Co-Cooperative Corporation?**  
**Is The Corporation (For-Profit/Non-Profit)**

First Nation:

**Name of first nation**

7.9 Click .

7.10 If a warning appears click . The **Applicant/Licensee Information** window appears.

Applicant/Licensee Information				
Applicant/Licensee Name:	Chip Corp			
Phone: *	<input type="text"/>	Ext:	<input type="text"/>	
Fax:	<input type="text"/>			
Email: *	debra.starr@ontario.ca			
Website:	<input type="text"/>			
Contact Name: *	Chippie	Munk	<input type="text"/>	
Contact Title:	<input type="text"/>			
Contact Phone: *	<input type="text"/>	Ext:	<input type="text"/>	
Applicant/Licensee Mailing Address				
Country: *	CANADA			
Address: *	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/>	No.:	<input type="text"/>	
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province: *	Ontario			
Postal Code: *	<input type="text"/>			
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rural Route:	<input type="text"/>	No.:	<input type="text"/>	
			<Previous	Exit
			Save	



7.11 Enter the information.

7.12 Verify your entries.

7.13 Click . A confirmation message appears.

**You have successfully created your profile. You can proceed to apply for a licence by clicking on “Apply for a New Licence” under “New License Application” now or the next time you log in.**

**You’re done!** Remember to store your ONE-key login, password and PIN somewhere safe. You’ll need all three each time you log in.

You can now apply for a licence. The *Reference Guide for Applicants/ Licensees* contains step-by-step information about how to submit a licence application and more. To access the Portal, type the following address in your browser:

[www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/](http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/)