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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
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/

**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.
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.

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 **Sign up**. After a few seconds, the Confirmation window appears.

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

1.17. The following window appears.

**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:

2.1 Click \[\text{Create new account} \] . The \textit{Register New User} window appears.

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

2.3 Click \[\text{Save} \] . The following window appears.

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. 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:

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**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 >](#)

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

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

4.6 Click **Submit**. The *Welcome* window appears.

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

5.5 Click Submit. A Confirmation window appears.

Go on to Step 6.
Step 6: Log in to CCLS

The following window appears at the end of step 5.

<table>
<thead>
<tr>
<th>Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Please note: The module can be reviewed at any time.</td>
</tr>
<tr>
<td>Thank You.</td>
</tr>
</tbody>
</table>

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 .

7.2 Click . 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:
How to Register

- 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:

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:

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 Save >. The following warning appears.
7.6.3 If the information you have added thus far is correct, click OK.

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.

2. Enter the director's information.

3. Click Save & Return. 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.

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:

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 **OK** 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-Operative Corporation?
- Is The Corporation (For-Profit/Non-Profit)

**First Nation:**
- Name of first nation

7.9 Click **Save & Next**.

7.10 If a warning appears click **OK**. The **Applicant/Licensee Information** window appears.
7.11 Enter the information.

7.12 Verify your entries.

7.13 Click [Save]. 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/