Child Care Licensing System

Registration Guide for Licensed Child Care Programs*

*Existing Licensed Child Care Licensees
Site Designates
Agency Home Visitors
CMSM/DSSAB Service Managers

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Welcome to the Child Care Licensing System!

Introduction

The Child Care Licensing System (CCLS) is the system used by the Ministry of Education to automate child care licensing in Ontario.

If you are an existing licensed child care licensee you will use the Child Care Licensing System to:
- Renew your licences
- Report serious occurrences
- Add Staff Members and Request Director approval for staff
- Request a licence revision, if required
- Apply for a new licence
- and more!

If you have been enrolled by the licensee as a site designate (supervisor), you will be able to submit serious occurrence reports and updates, as well as manage staffing.

If you have been enrolled by the licensee as an agency designate (home visitor), you will be able to submit serious occurrence reports and updates.

If you have been enrolled as a CMSM/DSSAB service manager, you will be able to view licensing information and serious occurrence reports.

Before you can start using CCLS you must complete your registration. This is a one-time process that involves several steps. This document provides step-by-step instructions on how to complete your registration and review/update your profile (if you are an existing licensee).

At the end of the process you will have the five items you require to register for CCLS:
1. ONE-key ID
2. ONE-key password
3. Enrolment Code 1
4. Enrolment Code 2
5. One Key PIN

What is ONE-key? ONE-key is a system used by the Government of Ontario to provide the public 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 Licensing System.

**Getting More Information or Assistance**

For questions regarding registering for 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

For other 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
How to Register

**Important Note:**
You must complete this one-time process before you can use the Child Care Licensing System.

**Step 1: Locate Your Three Emails**

1.1 Locate three emails from childcare.helpdesk@ontario.ca.

Each email contains a piece of information you will need to enrol in CCLS:
- Enrolment Code #1
- Enrolment Code #2
- One-key PIN

If they are not in your inbox, check your spam/junk folder. If you do not have all three emails you cannot continue. Please contact the Child Care Helpdesk for assistance (see page 2 for contact information).
Step 2: Create your ONe-key account

Note: 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 Licensing System.

2.1 Click the link in the email with the subject: "Email 3 – Child Care Licensing System".

- or -

Open your browser (such as Internet Explorer). Type the following address in the address area of your browser (such as Internet Explorer):

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

2.2 The Sign In window appears.

2.3 Click Sign Up now! The ONe-key Account Registration window appears.
2.4 Enter the ONe-key ID that you would like to use. Here are the guidelines:
- 8 characters minimum
- It must not contain: * \ + “ space

2.5 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.

2.6 Record your ONe-key ID and Password somewhere safe. You’ll need them every time you log in to the Child Care Licensing System.

2.7 Read the Terms and Conditions of Use and the Notice of Collection.

2.8 Click the acceptance checkbox. It should have a checkmark when you are done.

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

2.10 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.

2.11 Click Sign up. The Confirmation window appears.
2.12 Click **Continue**. The *All Services from A to Z* window may appear. If it does not appear, continue to the next step.

Click **Child Care Licensing System**.

2.13 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 3: Complete your Child Care Licensing System Enrolment

This window appears at the end of Step 2:

3.1 Click **Complete enrolment >**. The following window appears.

3.2 Enter your **ENROLMENT CODE #1** (found in the email with the subject: *Email 1 – Child Care Licensing System.*)
   **Tip:** Copy and paste the information from the email. Be sure there are no spaces when you enter the code.

3.3 Click **Submit**. The following window appears.
3.4 Type your ENROLMENT CODE #2 (found in the email with the subject *Email 2 – Child Care Licensing System*).
   **Tip:** Copy and paste the information from the email. Be sure there are no spaces when you enter the code.

3.5 Type your ONE-KEY PIN (found in the email with the subject: *Email 3 – Child Care Licensing System*).

3.6 Click . The *Terms and Conditions* window appears.

3.7 If you agree with the terms and conditions click . The *My Services* window appears.

3.8 Click **Child Care Licensing System**. The following window appears.

3.9 Type your ONE-KEY PIN (found in the email with the subject: *Email 3 – Child Care Licensing System*.)

3.10 Click . Your home page appears.
So far so good!
Step 4: Make Sure Everything Works Correctly

Log Out

Now you’ll log out and log back in to make sure everything works as it should.

1. Click **LOG OUT**. The following window appears.

2. Click **Confirm Logout**. The **ONe-key Login** window appears.

3. Close the window. Click **X**.
Log In to CCLS

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

2. In the address area type:

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


4. Click Login/Register >. The ONe-key Sign In window appears.

5. Enter your ONE-KEY ID and PASSWORD.

6. Click Sign in. Your My Services window appears.

7. Click Child Care Licensing System. The Confirm your Identity window appears.
8. Enter your PIN (from Email 3: in the **ONE-KEY PIN** box.)

9. Click **Submit**. Your home page appears.

(Your window may not look exactly like the sample.)

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**You’re done!** Remember to store your ONe-key login, password and PIN (from Email 3) somewhere safe. You’ll need all three each time you log in.

**P.S:** You won’t need this document again. For step-by-step instructions on how to use the Child Care Licensing System please see the **CCLS Reference Guide for Applicants / Licensees** available on the Early Years Portal at:

www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/