



# Navigation: Provider Portal

## QUICK REFERENCE GUIDE



### Purpose

This Quick Reference Guide (QRG) covers how to navigate through the Child Care Licensing Bureau (CCLB) Provider portal.



### Business Role(s)

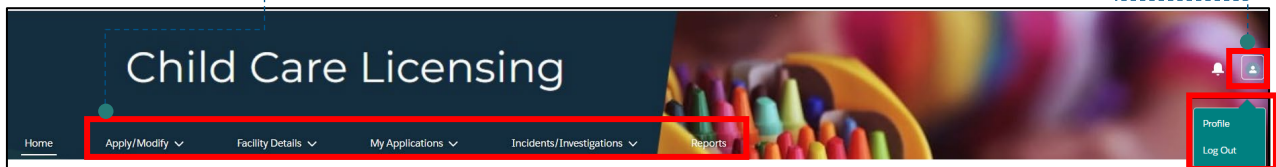
Providers

# Provider Portal Navigation: Home Page

Once you login to the CCLB Provider portal, the home page is displayed. Let's look at the features of the home page:

**Menus:** Enable you to access different features such as creating new applications/modification requests, details of facilities and licenses you own, your applications, details of incidents/investigations, reports, etc.

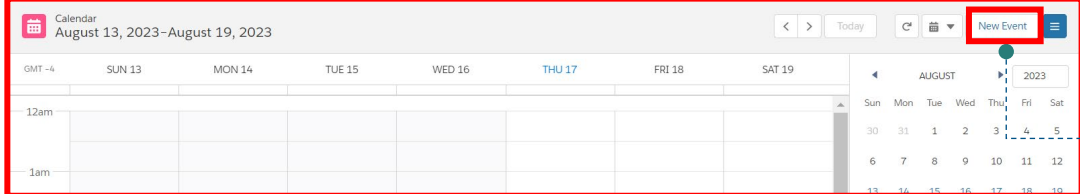
**Profile:** Enables you to view/edit your profile details such as email, phone number, address, etc. You can also log out by clicking the **Log Out** option in the menu.



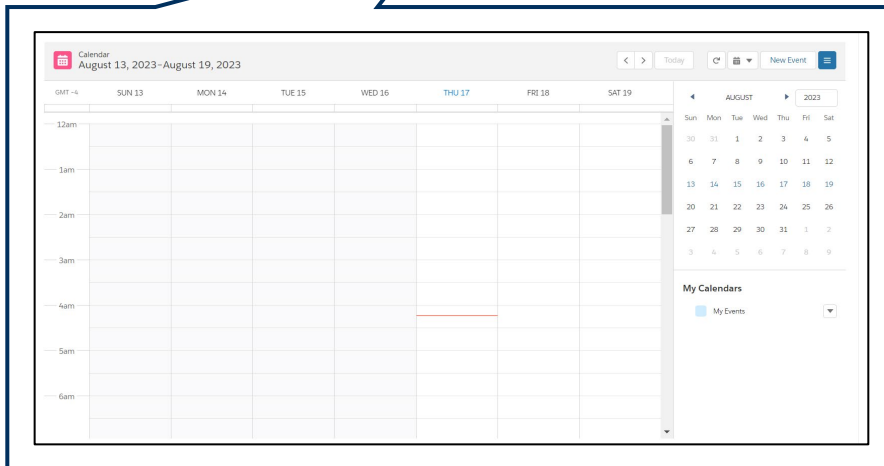
## Child Care Licensing Resources

- Child Care Licensing Bureau
- Rules & Statutes
- Child Care Licensing Forms
- Licensed Provider Training
- Licensing Rules Technical Assistance
- PDF Guide to Licensure

**Resources:** Provides easy access to various CCLB resources such as CCLB site, rules, licensing forms, provider training, etc.



**New Event:** Enables you to add new events to indicate periods of non-operation (i.e., field trips, extended leave of absences, temporary closures, etc.)



**Calendar & Events:** Displays scheduled inspections and/or events for your facility in a calendar.

**Note:** You can refer to the **Non-Operating Job Aid** for steps on how to add a new event to indicate periods of non-operation.

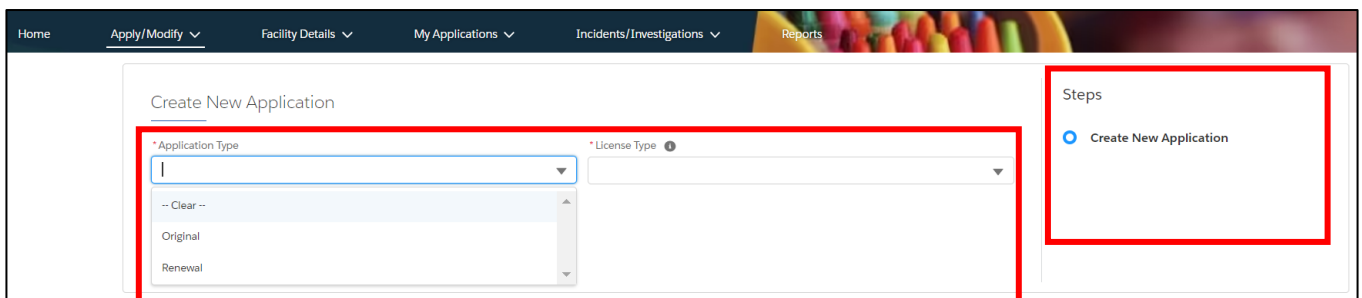
# Apply/Modify Menu (1/2)

The **Apply/Modify** menu enables you to create/renew a license application and create a license modification request.



## Apply/Modify >> Applications

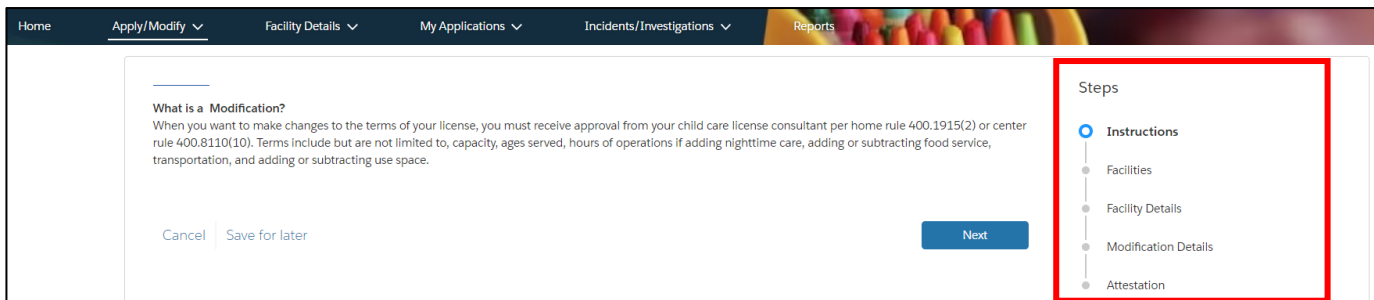
The **Applications** menu opens the **Create New Application** screen. Here, you can apply for original license or renew the license as required. Based on the **License Type** you choose (**Family Home, Group Home, or Center**), the **Steps** section will populate on the right. You need to complete all the steps and submit the request.



# Apply/Modify Menu (2/2)

## Apply/Modify >> Modifications

The **Modifications** menu opens the screen where you can raise a modification request in case of any modification in your license, for example, a change in capacity. Complete all the steps displayed on the right and submit the request.



# Facility Details Menu (1/2)

The **Facility Details** menu enables you to view your facilities and existing licenses. It also enables you to authorize a facility on the Provider portal, which means that you can link a child care facility you are authorized on to your account in the portal.



## Facility Details >> My Facilities

The **My Facilities** menu displays the details of all your facilities including name, address, phone number, email address, license status, etc. You can also view and edit family members on this screen.



*Note:* While you can edit family members for Family/Group Homes, you can edit the facility staff for Centers.

Facility Name	Facility Address	Phone Number	Email Address	License Status	
Kent St. Child Care Facility	5 Pine St., South Haven, MI, US, 49090	(534)534-5345	test@test.com	Application in Progress	<a href="#">Remove Facility Staff</a> <a href="#">Add/Modify</a>
Kent St. Child Care Facility	10 Kent St., Lake Isabella, MI, US, 48893	(938)383-9300	manuelito@tkhplanesw.com	Active	<a href="#">Remove Facility Staff</a> <a href="#">Add/Modify</a>

# Facility Details Menu (2/2)

## Facility Details >> My Licenses

The **My Licenses** menu displays the details of your business licenses.

LicenseNumber DCBA0001424	Facility Name O'Reilly Care	License Type Original	Facility Type Center	Expiration Date 8/27/2025
 Download/Print	 Request Mailed Copy			

## Facility Details >> Authorize a Facility

The **Authorize a Facility** menu enables you to link a facility that you are authorized on to your account in the portal. You can read the guidelines on the first page. On the next pages, you can search for a facility using the license number and authorize it using the PIN that you received to confirm access.

Authorize a Facility

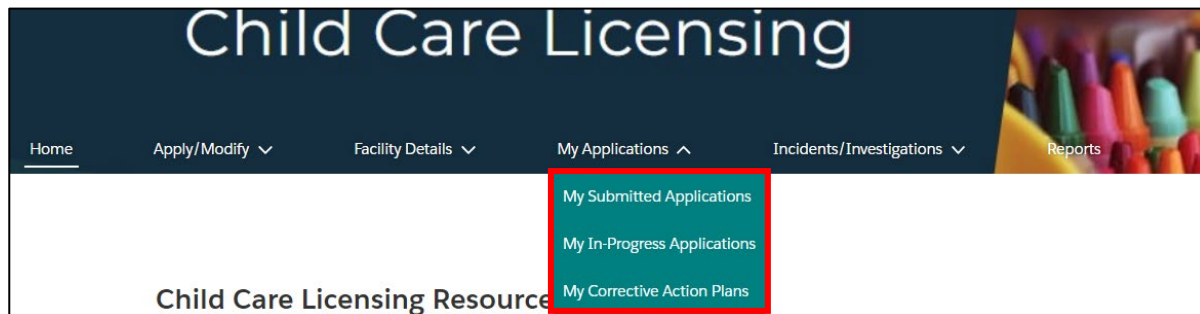
As a Child Care License Portal User, you are able to link a Child Care Facility you are authorized on to your account. You would be authorized to access a Child Care facility if you are a current Licensee, Licensee Designee, Program Director or Central Administrator.

If you are authorized on a child care facility, you will need to have the PIN that was sent to you available to confirm access. If you need to be authorized on a child care facility and have not received a PIN, please contact lara-cclb-help@michigan.gov or call us at (517) 284-9730.

[Next](#)

# My Applications Menu (1/2)

The **My Applications** menu enables you to view submitted/in-progress applications and any Corrective Action Plans assigned to you.



## My Applications >> My Submitted Applications

The **My Submitted Applications** menu displays the details of your submitted applications such as license type, application type, application status, etc.

Enrollment Number	License Type	Application Type	Application Status	
DCAR0001423	Center	Original	Pending Payment	<a href="#">Open Application</a>

# My Applications Menu (2/2)

## My Applications >> My In-Progress Applications

The **My In-Progress Applications** menu displays the details of your in-progress applications that have not yet been submitted.

Enrollment Number	License Type	Application Type	Application Status
	Family Home	Modification	Draft

[Open Application](#)

## My Applications >> My Corrective Action Plans

The **My Corrective Action Plans** menu displays the details of the Corrective Action Plans that have been assigned to you because of violation on an inspection, incident, or a Special Investigation. A Corrective Action Plan details the plan to resolve a cited violation.

The list below represents Corrective Action Plan(s) related to your facility. To complete and submit a Corrective Action Plan please select Open Corrective Action Tasks.

Facility Name	Facility Address	Parent	Corrective Action Plan Name	Status
O'Reilly Care	Street Test 1 Lansing Michigan City State Lansing MI County Zip Code 11111	Child Care Case Incident	00005334	Approved

# Incidents/Investigations Menu (1/2)

The **Incidents/Investigations** menu enables you to log an incident and view details of incidents logged by you.



## Incidents/Investigations >> Log an Incident

The **Log an Incident** menu enables you to log any incident that has happened in your facility.

The screenshot shows the 'Log an Incident' form. The form is titled 'INSTRUCTIONS' and includes a 'Complete and Submission' section with licensing rules. It features a 'Type of Report' dropdown, a 'Select Facility for Incident' section with a table of facility details, and a 'Steps' sidebar on the right. A red box highlights the main form content.

**INSTRUCTIONS**

**Complete and Submission**  
The completion and submission of this form to the department is required by the following licensing rules:

- Family Group Child Care Homes R 400.1962(4).
- Child Care Centers R 400.8158(4).

\*Type of Report  
[Dropdown menu]

Select Facility for Incident.

<input checked="" type="checkbox"/> Select Facility	Facility Name Ashwin koshy	Facility Address Street Test 1 Lansing Michigan City Lansing County	Type Family Home State MI Zip Code 11111
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Save for later [Next]

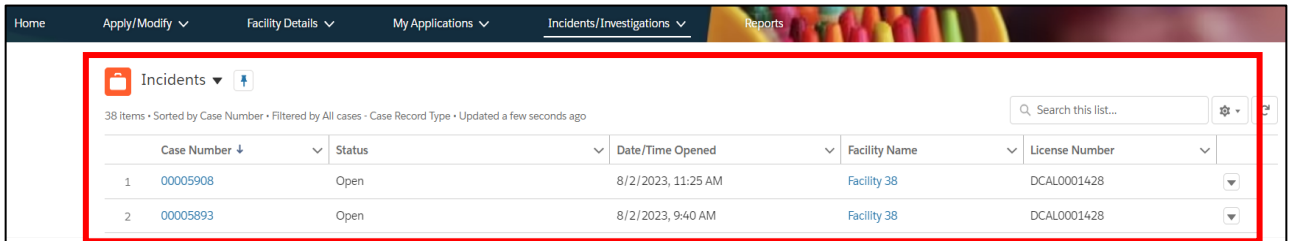
**Steps**

- INSTRUCTIONS
- Children Details
- Caregiver(s)/Other Person(s) Involved/Witness(es)
- Incident Details
- Person Notified
- Confirmation

# Incidents/Investigations Menu (2/2)

## Incidents/Investigations >> My Incidents

The **My Incidents** menu displays the details of all incidents logged by you.

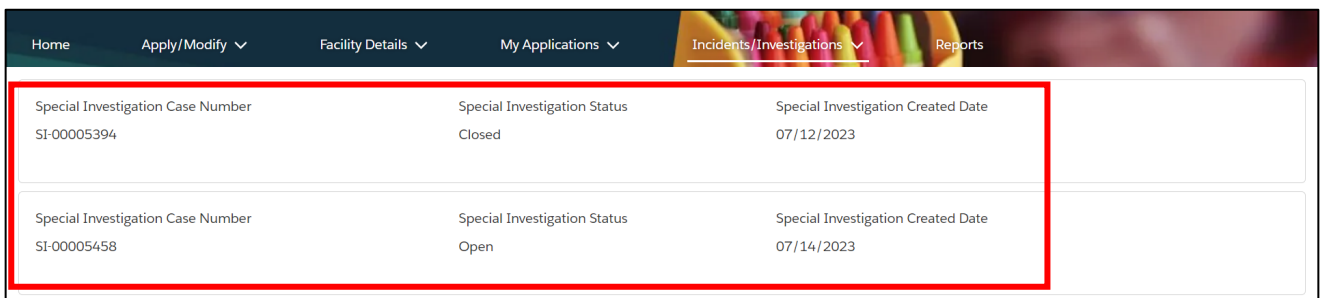


The screenshot shows the 'My Incidents' menu with a table of incident records. The table has columns for Case Number, Status, Date/Time Opened, Facility Name, and License Number. Two incidents are listed, both with a status of 'Open' and occurring at 'Facility 38'.

Case Number	Status	Date/Time Opened	Facility Name	License Number
00005908	Open	8/2/2023, 11:25 AM	Facility 38	DCAL0001428
00005893	Open	8/2/2023, 9:40 AM	Facility 38	DCAL0001428

## Incidents/Investigations >> Special Investigations

The **Special Investigations** menu displays details of a Special Investigation when an investigation into a possible violation is in progress or has been completed. Click the Special Investigation Case Number link to view details.



The screenshot shows the 'Special Investigations' menu with a table of special investigation records. The table has columns for Special Investigation Case Number, Special Investigation Status, and Special Investigation Created Date. Two investigations are listed, one with a status of 'Closed' and one with a status of 'Open'.

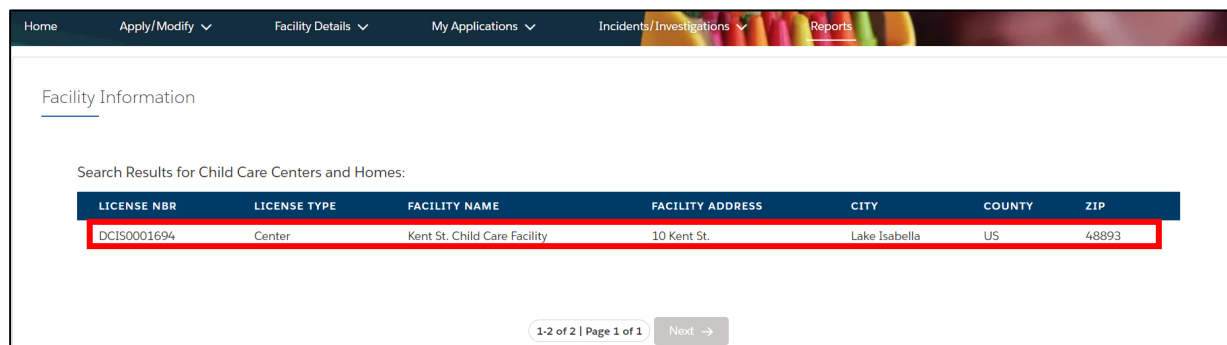
Special Investigation Case Number	Special Investigation Status	Special Investigation Created Date
SI-00005394	Closed	07/12/2023
SI-00005458	Open	07/14/2023

# Reports (1/2)

The **Reports** menu displays the Special Investigation Report(s) and/or Inspection Summary Report(s) that are generated by a Consultant for your facility.

## Facility Information >> Select License/Facility

In the Reports page, the facilities tagged to you are displayed as search results. You need to select the relevant license/facility from the results.



The screenshot shows a web application interface with a dark navigation bar at the top containing links: Home, Apply/Modify, Facility Details, My Applications, Incidents/Investigations, and Reports. Below the navigation bar, the page title is "Facility Information". Underneath, it says "Search Results for Child Care Centers and Homes:". A table with a dark blue header and one data row is displayed. The table columns are LICENSE NBR, LICENSE TYPE, FACILITY NAME, FACILITY ADDRESS, CITY, COUNTY, and ZIP. The data row contains: DCIS0001694, Center, Kent St. Child Care Facility, 10 Kent St., Lake Isabella, US, 48893. A red box highlights the entire data row. At the bottom of the table area, there is a pagination control showing "1-2 of 2 | Page 1 of 1" and a "Next" button with a right arrow.

LICENSE NBR	LICENSE TYPE	FACILITY NAME	FACILITY ADDRESS	CITY	COUNTY	ZIP
DCIS0001694	Center	Kent St. Child Care Facility	10 Kent St.	Lake Isabella	US	48893

## Reports >> Inspection Reports

Here, you will see sections including Facility Information, Inspection Reports, and Inspection Reports without Violations. The Inspection Reports is where you will find reports that are generated in case of any violations such as the Original Center Licensing Report or Inspection Report, Special Investigation Report, etc. Click the **Download** link to download the report you want to view.

The **Inspection Reports without Violations** section displays reports without violations such as Renewal Inspection Report.

Inspection Reports		
REPORT NAME	REPORT CREATED DATE	
Special Investigation Report	8/22/2023	<a href="#">Download</a>
Original Center Licensing Report	9/14/2023	<a href="#">Download</a>

Inspection Reports without Violations

Report definitions

- **Original and Renewal Licensing Study Report**  
An Original Licensing Study Report is the first report written for a new child care family home, group home or center. At the original inspection, a consultant reviews the licensing rules and regulations and makes sure the child care facility is in full compliance with the law and rules. The report includes basic information about the child care and remain on the CCLB website as long as the license