

## New Hampshire Connections Information System (NHCIS) Guide

*\*This table of contents is clickable. Hover over the section you need help with and click, you will be brought to that page of the guide. Each page has a "Return to Table of Contents" link to make it quicker to come back to this page. The top right-hand corner of this page indicates the date this guide was last updated.*

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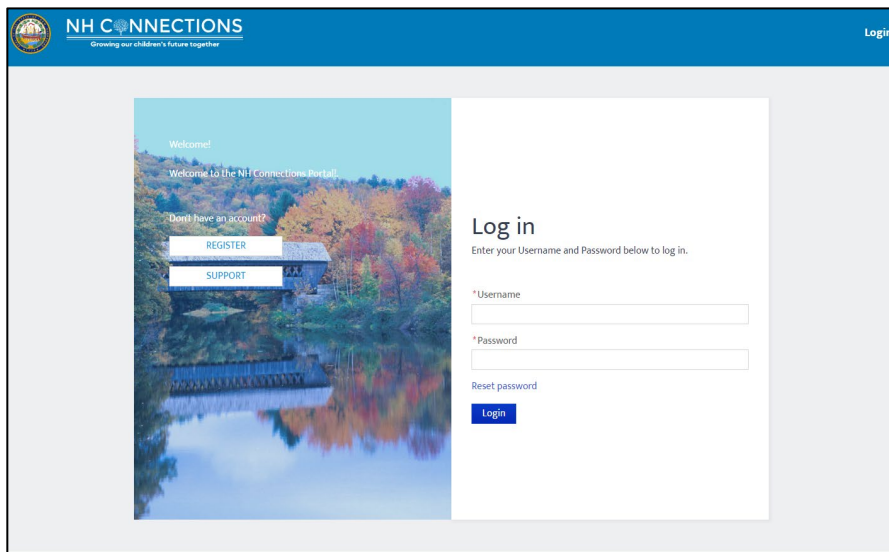
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This is the **Community Portal** for the NH Connections Information System (NHCIS). This is where individuals working in the field of early childhood and out-of-school time register to access professional development, credentialing, and background checks. Administrators, approved by the Child Care Licensing Unit, have access to their staffs’ BRC eligibility status and expiration.

We call this the **Community Portal** or the **New Hampshire Connections Portal**.

<https://nhpublichealth.force.com/nhccis/s/login/?startURL=%2Fnhccis%2Fs%2F&ec=302>

[Registering for NHCIS](#)



If you are new to the system, you should sign up for an account as soon as possible. Please use your personal email address so you have access to this account if you change employers and use your legal first and last names. This email address will also be your username.

Register by clicking the **REGISTER** button on the left-hand side of the screen. You will land on this form to complete.

### Create an account

Create your account by filling the form below.

\* First Name  Middle  \* Last Name

\* Date of Birth  \* Email

\* Phone

\* Mailing Address  Apartment #

\* City  \* State

\* Zip

\* Create a secure password

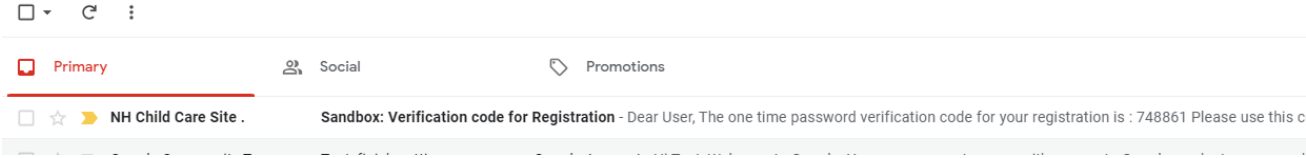
Include at least :  
 10 characters  
 uppercase and lowercase letters  
 at least 1 special character  
 at least 1 number

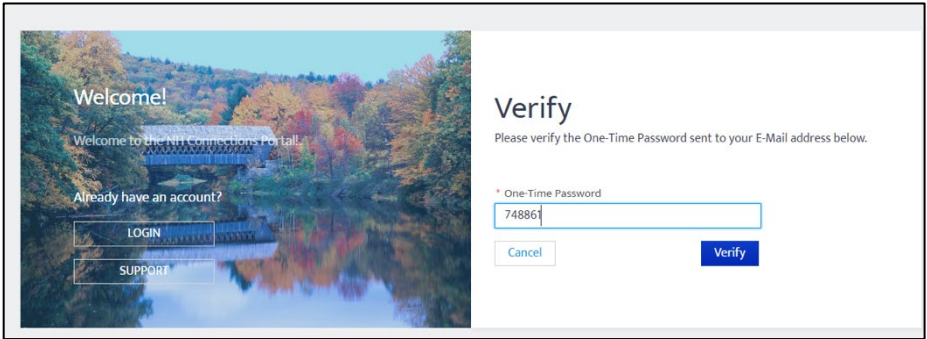
Once you complete the registration form you will come to this screen. You should have an email (pictured below) in your mailbox (yours will not say “Sandbox”). If you do not see this e-mail, please check your spam folders and include it as a “trusted sender” so this e-mail will not go to your spam folder.

## Verify

Please verify the One-Time Password sent to your E-Mail address below.

\* One-Time Password





**\*TIP:** Type your code into this box as copy/paste doesn't always work.

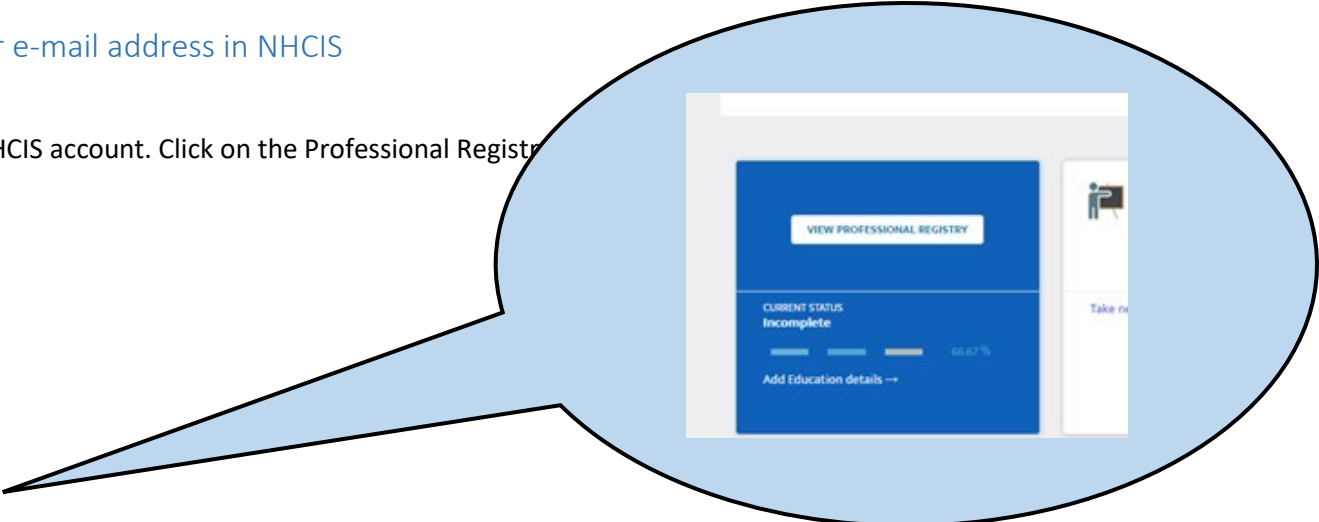
Once you enter your verification code you will need to answer these 4 questions to move forward. These questions are for data purposes to help DHHS get a better picture of the early childhood and out-of-schooltime workforce in New Hampshire.

Now you are in the **Community Portal!**

## [Updating your information in the Professional Registry](#)

Updating your e-mail address in NHCIS

Log into your NHCIS account. Click on the Professional Registry



From here you can update your contact information by clicking on the pencil icon.

Update your information here, including your e-mail address. This will NOT change your log in. Your log in will remain the same but all communication will be directed to the e-mail address entered here.

**Contact Information** [X]

\* First Name: Cookie Middle Name: Last Name: Jones

\* Email: testccdu+1@gmail.com \* Phone: (555) 555-5555

Previous Last Name: Snacker.Snacker Birthdate: Jan 1, 1994

### Updating and completing “Position” field

This field is different than the role in the BRC application and includes a large variety of possible positions for those working in or on behalf of children and families.

To change your role within a child care program this must be done by the director in the staff roster.

\* Position

Other [v]

- Agency Administrator
- Applicant
- Assistant Group Leader
- Assistant Teacher
- Bookkeeper/Office Staff
- Camp Counselor
- Center Director
- Center Child Care Assistant
- Contract Employee
- Cook/Kitchen Staff
- Direct Care Staff

## Entering your education, self-reported training, CPR & first Aid, other credentials and certificates

### Education

Enter your highest level of education and any relevant transcripts in the top section.

EDUCATION

Highest Level of Education: --None--

Upload Transcript: Upload Files Or drop files

Attachments: Please add any schools you have attended. ADD A DEGREE

Please add any credit you have attained. ADD CREDITS

Previous Next

Next Add information for any colleges you have attended. You can enter information for all degree levels including current enrollment.

Please add any schools you have attended

Add a degree

\* Indicates required field

Institution of Higher Education: Search Institutions of Higher Education...

If your institution is not in the list above, please enter your institution name below

Degree Name: [Text Field]

\*Degree Category: Select

\*Degree Level: Select

Degree Conferral End Month: --None--

Degree Conferral End Year: --None--

CANCEL SAVE

ADD A DEGREE

\* Degree Level

Select

- Select
- Associate's
- Bachelor's
- Master's
- Doctorate
- Currently Enrolled

Once you add your college information you can upload your transcript:

Upload Transcript

Upload Files Or drop files

The last section in Education allows you to add any credits you have attained and the related transcript.

Please add any credit you have attained

Add credits

Number of Business/Administration Credits: [Text Field]

Number of ECE Credits: [Text Field]

Number of School-Age Credits: [Text Field]

CANCEL SAVE

ADD CREDITS

Previous Next

Upload Transcript

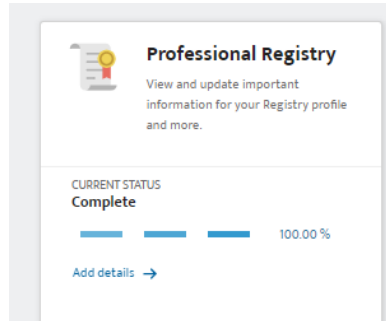
Upload Files Or drop files



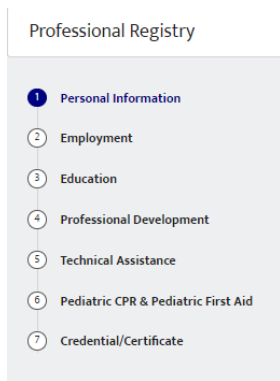
## Professional Development - Self-Reported Training

This section allows you to see your validated trainings and upload any additional trainings for review and validation by the department. Your self-reported trainings will be reviewed by department staff and verified.

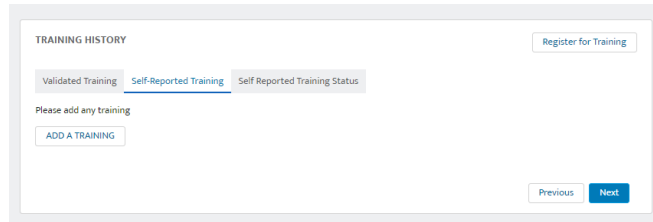
Enter the Professional Registry tile:



Navigate to the “Professional Development” section:



From here you can see your Validated Trainings, Self-Reported Trainings, and Self-Reported Training Status:



Chose “Self-Reported Training” and Click on “ADD A TRAINING”. Complete all areas of this section and “SUBMIT”

Please add any training

Add a training

\* indicates required field

\* Training Title  Training Organization

\* Completion Date  \* Total Hours

Age Group Content Pretains To

|              |        |
|--------------|--------|
| Available    | Chosen |
| Infants      |        |
| Toddlers     |        |
| Preschoolers |        |
| School-Agers |        |

CKA - AfterSchool

|                           |        |
|---------------------------|--------|
| Available                 | Chosen |
| Child/Youth Growth an...  |        |
| Child/Youth Observati...  |        |
| Equity And Inclusion      |        |
| Family, School, and Co... |        |

CKA - Early Childhood

|                           |        |
|---------------------------|--------|
| Available                 | Chosen |
| Developing as a Profes... |        |
| Teaching and Learning     |        |
| Promoting Child Grow...   |        |
| Observing, Documenti...   |        |

\* Training Type

Once you have entered all the required training information and clicked on the **SUBMIT** button you will need to upload any relevant training documents here:

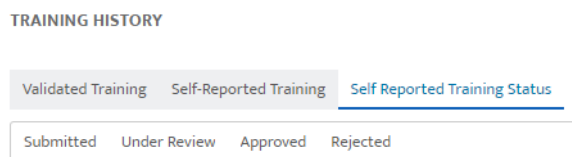
Proof of Training

- Please upload supporting documentation to include a completion certificate or enrollment email with completion of a self study form, brief biography of the trainer that includes their qualifications, and an agenda or description from the training.

Upload Transcript

Or drop files

You can follow the status of your training approval under the “Self-Reported Training Status” tab.



## Technical Assistance

Any reported technical assistance will be reported here.

## Pediatric CPR & Pediatric First Aid

In this section you will be able to enter your certification training organization, and completion and expiration dates. This information will be available to the program director, allowing them to plan for recertification needs.

### PEDIATRIC CPR & PEDIATRIC FIRST AID

Please upload your Pediatric CPR and Pediatric First Aid Certificates and details

\* indicates required field

|   |   |
|---|---|
| Pediatric CPR Completed Date                            | Pediatric CPR Expiration Date             |
| <input type="text" value="May 10, 2024"/>               | <input type="text" value="May 10, 2025"/> |
| Pediatric CPR Training Organization                     |   |
| <input type="text" value="American Heart Association"/> |   |

Pediatric CPR

Or drop files

---

CPR Certification.pdf

|  |   |
|--|---|
| Pediatric First Aid Completed Date                   | Pediatric First Aid Expiration Date       |
| <input type="text" value="May 10, 2024"/>            | <input type="text" value="May 10, 2026"/> |
| First Aid Training organization                      |   |
| <input type="text" value="National Safety Council"/> |   |

Pediatric First Aid

Or drop files

---

First Aid Certification.pdf

## Credential/Certificate

Here you can see any validated credentials you have through the Bureau of Child Development and Head Start Collaboration and upload outside credentials you may have.

### CREREDENTIAL/CERTIFICATE (OPTIONAL)

Validated Credentials Self-Reported Credential/Certificate

If applicable, please add any credential

Add a credential/certificate

|  |  |
|--|--|
| * Name of Credential/Certificate         | Awarding State                             |
| <input type="text" value="CDA"/>         | <input type="text" value="New Hampshire"/> |
| Awarding Entity                          | * Issuance Date                            |
| <input type="text" value="CDA Council"/> | <input type="text" value="May 7, 2022"/>   |
| Expiration Date                          |  |
| <input type="text" value="May 7, 2025"/> |  |

Upload Credential/Certificate

Or drop files

## Connecting to your Child Care Program

Below you will see two squares. One says Professional Registry and the other says Training. We call these **Tiles**. Everyone can see these tiles upon registering.

Now to connect to the child care program you work for or plan to work for, if that applies to you.

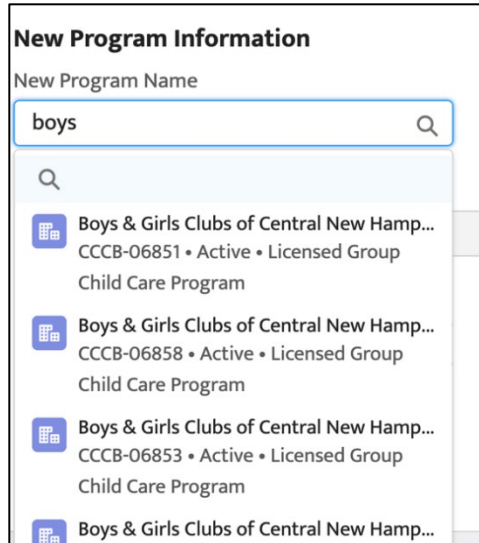
Click on the **GET STARTED** box within the pink square. Once you do this you will search for the program you are planning to work at (or are already working at). Use the exact name as it appears on the program's license, which can be found by searching for the child care program using the Child Care Search on the NH Connections Website:

[https://nhpublichealth.force.com/nhccis/NH\\_ChildCareSearch](https://nhpublichealth.force.com/nhccis/NH_ChildCareSearch)

The image shows two screenshots from the NH Connections website. The left screenshot is the user's dashboard, featuring a blue header with the NH Connections logo and navigation links. Below the header, there is a 'Welcome Cookie Monster' message and a 'Registry id: 005RPFNQAC' label. Two main tiles are visible: 'Professional Registry' with a progress bar showing '0%' completion and 'Add Personal Information details' link, and 'Training' with a 'Take new training' link. A pink banner asks 'Are you working with a Child Care program?' with a 'GET STARTED' button. The right screenshot is a modal window titled 'Associate with a Program'. It contains a search bar for 'Program Name', a dropdown for 'Position', and a date picker for 'Start date'. At the bottom, there are 'Cancel' and 'Save' buttons.

Here is what this looks like as you enter information. There are roles within the system (such as Center Director) that require the approval of the Child Care Licensing Unit and allow you elevated access within the system. You should be in touch with your licensing coordinator about being approved per He-C 4002. If you need assistance, please call us at 603-271-9025.

When searching for your program verify the license # as seen below with an organization that has multiple programs.



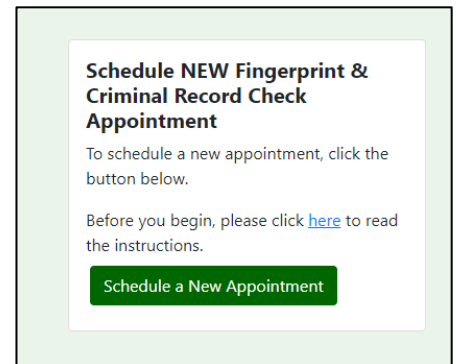
### Schedule a fingerprint appointment

You must schedule and complete your fingerprinting with the NH State Police. The link to that portal is:

<https://services.dos.nh.gov/chri/cpo/>

There are instructions linked on this page that you should reference before setting up your appointment:

The screen shot below shows what Type of Agency and Agency you should choose in order for your results to be released to CCLU for review and eligibility determination. Any other option will not allow CCLU review and will require that you get your prints redone at an additional cost.



## Agency Selection

→ Please select the employment or licensing Agency you are applying to. Background check results will be delivered to the Agency you select. If you are unsure which Agency to select, or the Agency does not appear in the selection please contact the Agency you are applying to. Please note: The Department of Safety is not responsible for results delivered in error due to the applicant selecting the incorrect Agency.

→ To select an agency first select the Agency Type from the drop down list. Selecting the agency type will narrow the number of agencies that appear in the Select Agency drop down. Once the agency type is selected then find and select the specific agency you wish your results to be delivered to.

**→ Note: For 'School Transportation Agency' applicants only -you may select more than one agency from the 'Agency' drop down. Each additional agency selected will incur an additional \$5 charge.**

Select Type Of Agency \*

DHHS - Child Care

Select Agency \*

STATE OF NH - DHHS BCCL & CHILD C...

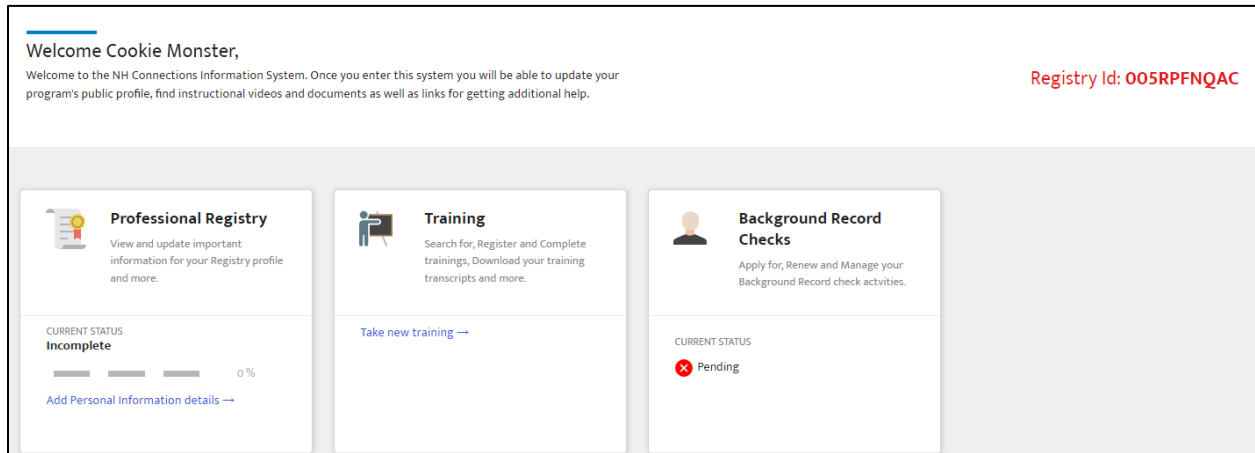
Back

Next

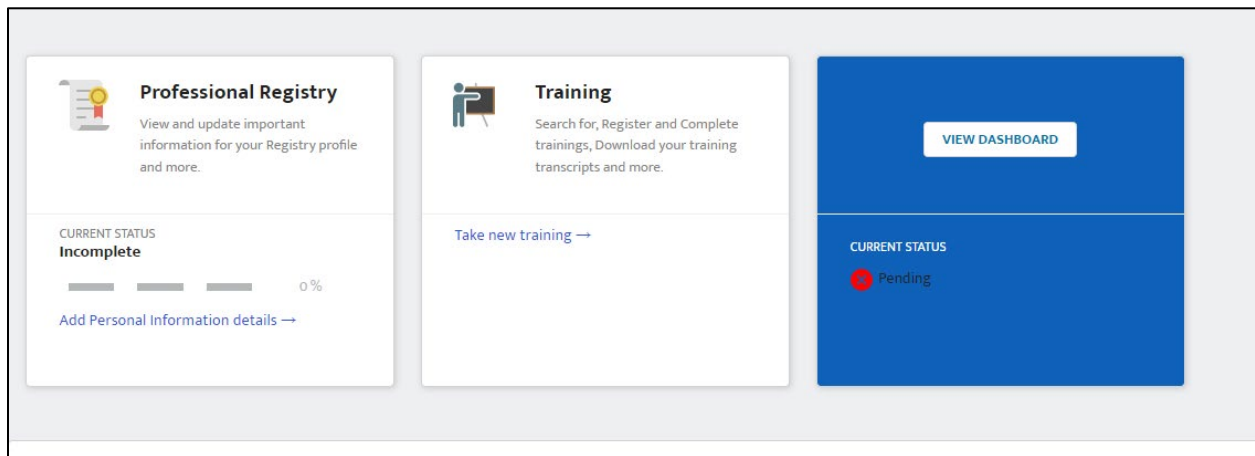
## Completing your Background Record Check in NHCIS

Check out and download the [BRC Infographic!](#)

Once you are registered and connected with a child care program you will now have a Background Record Checks (BRC) Tile. You will also have a registration ID which can sometimes be helpful if you run into issues and need further assistance.



Your next step is to begin the Background Record Check Process. Once you hover over this tile you will see the VIEW DASHBOARD square. Enter this tile by clicking on this square.



Once you enter the BRC tile you will see an option to start a New Application

**Dashboard**

0

Open Applications >

0

Approved Applications >

**My Applications** NEW APPLICATION +

In Progress
Submitted
Under Review
Processed

New Application

New Background Record Check

**Please read all instructions and make sure you don't miss any important information.**

**Introduction**

Getting started with your Background Record Check

Welcome to the NH Connections Background Record Check Portal. If you have been hired by or are currently working in a licensed child care, or residential program; or are a household member in either, you are required to complete a background record check (BRC) before you can begin working in the program. This includes anyone who resides in a program that may not work in the program, but could have unsupervised access to children in care. To initiate a new BRC you will complete a new BRC request. Once complete, an email will be sent to you at the email address you have provided, detailing next steps, including how to schedule a fingerprint appointment, and a checklist of what must be submitted to ensure that your packet is complete. Throughout the process, you will receive email updates, but you can also log in to the portal to follow the progress of your BRC request.

The NH Child Care Licensing rules currently mandate that ALL BRC materials be submitted together in one packet, therefore, please ensure to follow this process, as a BRC packet that is missing any of the required documentation will be returned to the program in which you are affiliated with, for completion. Upon receipt of a complete packet, CCLU staff will process it.

Keep copies of all documentation submitted for your records.

If you have any questions regarding the BRC process, you may call the Child Care Licensing Unit at (603) 271-9025 to speak with our office staff.

Click Next to begin.

Cancel
Next

✓

Introduction

✓

Personal Information

✓

CHRI Authorization

4

Household and Personnel

4.1 Aliases and Addresses

4.2 Employment

5

Review and Submit

Personal Information

2.1 Contact Details

Please review and update your personal information, ensuring that all information provided is complete and accurate.

Please pay particular attention to this section and make sure you are including the required information.

**CHRI Authorization** - Appointment Details, you must provide the date and location of your fingerprint appointment. Your appointment date must be within the last 180 days, or a future date, otherwise it will not be accepted. If you're going to a local police department, select "Other", and provide the name of the PD.

**CRIMINAL HISTORY RECORD INFORMATION AUTHORIZATION (CHRI)**  
Please review the information below to ensure that the program you currently work for is listed.

Child Care Program: Dinosaurs Of Doubleknots License Number: CCFB-04091

Program's Physical Address: 66 Kaunas Circle, Manchester, New Hampshire - 03102  Mailing address is same as Physical address

**Appointment Details**  
Please provide the date and location of your scheduled appointment. If you are going to a local police department, choose Other then enter the name of the PD. If you have not made an appointment yet, please do so then return to your BRC application to add the required information.

\*Appointment Date:  \*Location: 

- Concord SPHQ
- Dover Point DMV
- Keene - Troop C
- Manchester DMV
- Salem DMV
- Tamworth - Troop E
- Twin Mountain - Troop F
- Other

**Record Challenge**  
Saf C 570332 Procedure for Correcting a CHRI (a) correction shall appear at the central repository. (b) pursue the challenge. (c) Any person making a challenge, and shall also give a correct version of his (d) The director shall take the following actions with agency or court which submitted the record to correct which means there is a discrepancy between the in the record shall be corrected and the person and advised of the right to appeal pursuant to RSA. agencies, to whom the data has been disseminated in the last year, of the correction (f) The person shall be entitled to review the information that their CHRI for the purpose of challenge or review he/she indicates he/she needs the copy to which he/she believes to be inaccurate or that he/she believes his/her version to be correct. the records and contact the law enforcement the challenge is valid; (2) if the challenge is valid, obtained by the law enforcement agency or court, challenge is invalid, the person shall be informed division shall notify all non-criminal justice

**Household and Personnel 4.1** - if you currently live outside of NH (e.g. Maine, Massachusetts, Vermont), you must include that information in the Out of State Addresses section.

**Aliases:** It is important to include all aliases (maiden names, previous married names, any/all last names you have ever used) here.

**Out of State Addresses:** Include all addresses for states **other than NH** that you currently live in or have lived in within the previous 5 years. If you currently live outside of NH, be sure to select the Current Address checkbox when entering your information. Also, if you lived in another state while you attended college within the previous 5 years that address must also be included.

**HOUSEHOLD AND PERSONNEL**

4.1 Aliases and Addresses

Please review the information below, and add any additional Aliases, as needed, ensuring that ALL aliases are provided.

**Aliases** (include maiden names, previous married names and ANY/ALL last names that you have ever used.)

Click the "Add an Alias" button to get started

**Out of State Addresses** (states other than NH)

Please provide complete addresses for all out of state towns/cities that you have lived in/are living in during the previous five years. You must also include the month, day and year to capture the time you moved in through the time in which you moved out of each location.(if applicable)

Click the "Add an Address" button to get started

Add another address

\* indicates required field

Search for Personal address below or input in the fields

Current Address

\* Street Address  Apt / Suite #

\* City  \* State  \* Zip / Postal Code

\* Move in Date  \* Move out Date



**Review and Submit** – review the summary page to ensure that you have provided complete and accurate information, then at the bottom of the page, Submit your BRC application.

\* I hereby swear that:

a) All information provided above is accurate.

b) I have not been convicted of a felony consisting of murder, child abuse or neglect, crimes against children (including pornography and trafficking), spousal abuse, rape or sexual assault, kidnapping, arson, physical assault or battery, or a drug related offense (in the last 5 years) or convicted of a violent misdemeanor committed as an adult against a child including child abuse, child endangerment, sexual assault or child pornography, or a crime which shows that I might be reasonably expected to pose a threat to a child, such as violent crime or sexually related crime against an adult.

CCLU will investigate all criminal records, sex offender registries and abuse and neglect registries and offer opportunity for eligibility. The crimes listed in b above exclude you from eligibility. You can challenge all criminal records through either the state police or the FBI.

[Previous](#)
[Submit](#)

Once you have submitted your application you can find the application in “My Applications” in the submitted section.

### Dashboard

1 Open Applications >

0 Approved Applications >

#### My Applications

[NEW APPLICATION +](#)

In Progress
Submitted
Under Review
Processed

|       |  |           |   |   |
|-------|--|-----------|---|---|
| 15147 | 129 Pleasant St, Concord, New Hampshire, 03301 | Submitted | Application Type<br>New BRC Application | <a href="#" style="border: 1px solid #007bff; padding: 2px 5px;">View</a> |
|-------|--|-----------|---|---|

In addition, you will receive an email with instructions on next steps:

Immediate Attention Required

---

Date: 4/18/2023

Re: Background Record Check submission # 16847

Dear ,

Our records indicate that you have initiated a background record check (BRC) via the NH Connections Information System (NHCS). If you have not yet scheduled a fingerprint appointment, go to [our website](#) for more information on scheduling your appointment.

Once your appointment is scheduled, log in to NHCS, and click on the Background Record Check tile. Under 'My Applications' on the left side of the screen, click on 'My Documents.' This will bring you to the application currently in progress. Click on the application number, then the icon next to the form(s) to download and print.

If your fingerprint appointment was scheduled and paid for online using the Department of Safety CHRI Applicant Portal:

- Employment Eligibility Card if applicable

or

If your fingerprint appointment was at a local police department:

- CHRI Page
- Employment Eligibility Card if applicable

Review all forms, and sign and date where required.

If your fingerprint appointment was at a local police department, you will receive an Applicant/Licensing LiveScan Fingerprinting form, which must be mailed to CCLU with the forms above. If you are required to submit an Employment Eligibility Card Application, page 2 must include the date and the location of your scheduled fingerprinting appointment.

\*Submit all forms and applicable fees as noted on the forms, in one packet, directly to the Child Care Licensing Unit, 129 Pleasant Street, Concord, NH 03301.

\*If your application indicated you currently live or have lived in a state other than NH in the previous 5 years you will receive another email with instructions on additional forms to be submitted. Please mail those forms WITH the information above.

**What Happens Next:**

- If no disqualifying convictions are identified, you will be deemed "eligible" to work and your BRC status will be updated and available to you and the program in the NH Connections Information System.
- If the BRC identifies immediate disqualifying convictions, you will receive a letter informing you that you have been deemed ineligible to work, as well as detailed information relevant to that determination. The program will not receive information regarding any disqualifying convictions, but will be notified that you are no longer eligible to work in their child care program.
- If the BRC identifies convictions that need further investigation, you will receive a letter with instructions on what to be submitted to CCLU and a due date for the information. Failure to respond by the due date will result in a determination of ineligible to work.

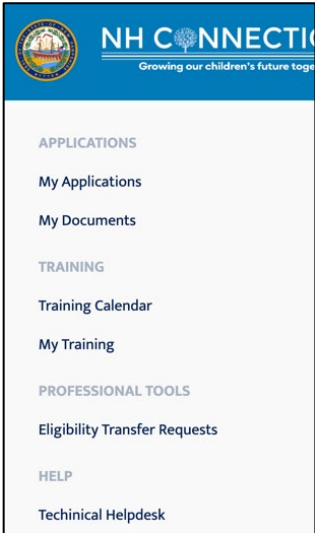
Sincerely,  
 Department of Health and Human Services  
 Child Care Licensing Unit  
 129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9925  
 Fax: (603) 271-4762  
 Email: [CCLUinfo@dhhs.nh.gov](mailto:CCLUinfo@dhhs.nh.gov)  
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-children/child-care-licensing>

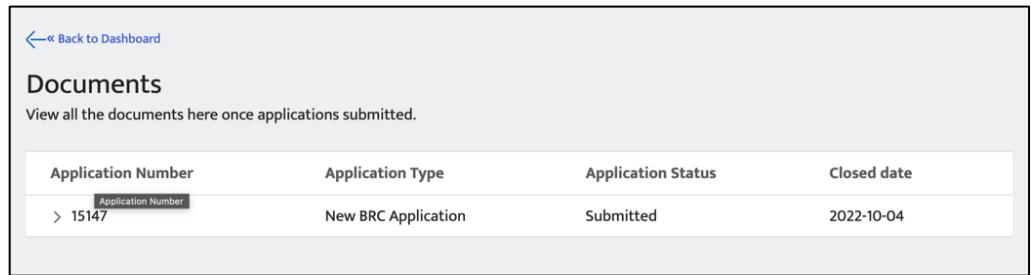
## Downloading Forms

You will find your documents under My Documents along the left-hand column of your BRC page. The screen shots below show how you can access this section and download your documents for printing. **Please refer to the email you will receive once your application is submitted, to determine which documents are required to be printed and mailed to CCLU.**

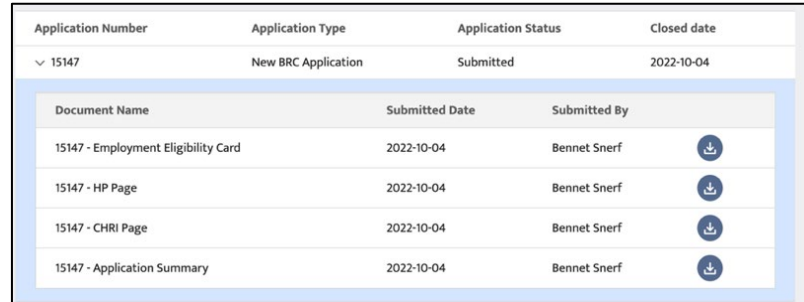
Step 1, click on My Documents.



Step 2, click on the Application Number to open the application.

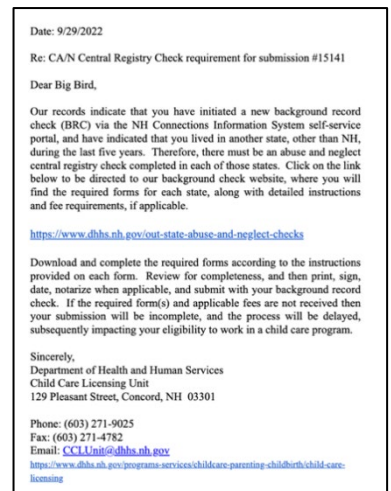
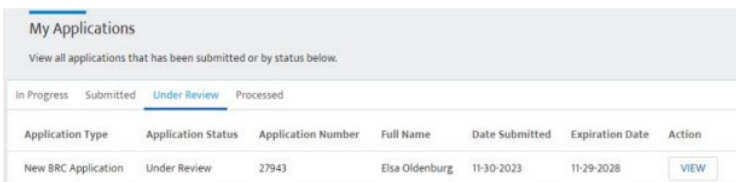


Step 3, click on the download symbol to the far right of the document.



If you have lived in another state during the last 5 years you will also receive an email with instructions on where to find the out of state forms and instructions. This must be submitted with your completed paperwork and any payments required.

Your application status will change to “Under Review” when CCLU receives your submission and enters updates. This process may take from a week to several weeks depending on results received from criminal history records, or abuse and neglect registries. Should there be results from any of these searches you will receive a letter from us with a deadline for providing additional information. Please be sure to respond by the deadline. Failure to do so will result in being deemed ineligible.



If parts of your application are incomplete, missing out-of- state forms/fees, or if you're eligible to work under supervision, you will receive an email. For incomplete submissions, please work with the program to submit any outstanding requirements by the deadline given, as failure to do so will result in your application being withdrawn, and a status of ineligible.

**URGENT - FINAL Notification**

Date: 11/29/2023

Re: Incomplete Out-of-State Central Registry Check requirement for submission # 27940

Dear Elsa Oldenburg

The Child Care Licensing Unit has received your BRC application, however, we have not received the information required for out-of-state child abuse and neglect registry checks. Therefore, the application is incomplete.

Click on the link below to be directed to our background check website, where you will find detailed instructions and fee requirements, if applicable, for the abuse and neglect registry checks.

<https://www.dhhs.nh.gov/out-state-abuse-and-neglect-checks>

Complete the process according to the instructions provided on our website, and submit the information to our office no later than 12/6/2023. Any paper forms and check payments that are required are sent to our office, not the other state.

If the information and applicable fees are not received, we will be unable to complete your background record check, and your submission will be withdrawn from our system, impacting your eligibility to work in a child care program.

If you have any questions, please email [CCLUnit@dhhs.nh.gov](mailto:CCLUnit@dhhs.nh.gov) or call 603-271-9025.

Sincerely,  
Department of Health and Human Services  
Child Care Licensing Unit  
129 Pleasant Street, Concord, NH 03301

Email: [CCLUnit@dhhs.nh.gov](mailto:CCLUnit@dhhs.nh.gov)

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Once your application has been deemed eligible you will receive an e-mail and your application will move to Processed. You will also see your expiration date in that status area as well as the top right of the BRC section of your NHCIS portal.

Your background record check (BRC) is now complete, and our office has determined that you are eligible to work in child care at this time. The status of your BRC is available to you and the program in the NH Connections Information System (NHCIS). This ensures that your employer is aware of your eligibility status.

Sincerely,  
Department of Health and Human Services  
Child Care Licensing Unit  
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025  
Fax: (603) 271-4782  
Email: [CCLUnit@dhhs.nh.gov](mailto:CCLUnit@dhhs.nh.gov)  
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

**My Applications**  
View all applications that has been submitted or by status below.

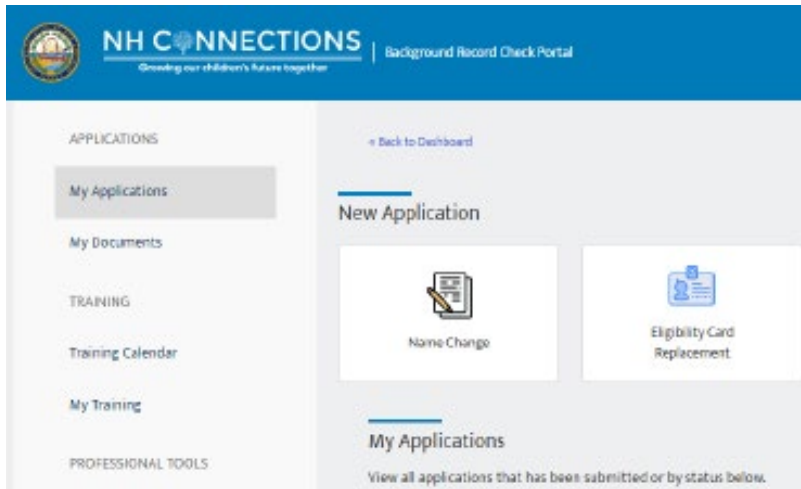
| Application Type    | Application Number | Full Name    | Date Submitted | Expiration Date |                      |
|---------------------|--------------------|--------------|----------------|-----------------|----------------------|
| New BRC Application | 15147              | Bennet Snerf | 10-04-2022     | 10-04-2027      | <a href="#">VIEW</a> |

**BRC STATUS/EXPIRY DATE**

Eligible/10-4-2027

## Additional Applications

You can find additional applications by clicking on the link on your left-hand side menu.



## Name Change

A Name Change Application will change your name in the system.

## Eligibility Transfer Request

Complete the fields on this page and SUBMIT:

**New Eligibility Transfer Request**  
Submit a new request using the fields below. Once the request has been submitted you will receive updates via email, and on this portal as they occur.

\* indicates required field

|  |   |
|--|---|
| Applicant Name<br>[Redacted]   | Current or Most Recent Program Name<br>BRC Testing Program Center Based |
| Applicant Email<br>[Redacted]  | Applicant Phone<br>(555) 555-5555                                       |
| Are you still working at this program?<br><input type="radio"/> Yes<br><input checked="" type="radio"/> No | *Employment End Date<br>Mar 28, 2022                                    |

**New Program Information**

|  |  |                                      |
|--|--|--------------------------------------|
| New Program Name<br>Testing BRC Program Family Based | *Eligibility Transfer Request Date<br>Mar 28, 2022 | *Role<br>Family Child Care Assistant |
| Street Address<br>[Redacted]                         | Apt/Suite #<br>[Redacted]                          |                                      |
| City<br>[Redacted]                                   | State<br>[Redacted]                                | Zip/Postal Code<br>[Redacted]        |

[CANCEL](#) [SUBMIT](#)

You will see the status of your submission here:

[« Back to Dashboard](#)

## Eligibility Transfer Requests



View all transfer requests that has been submitted or create a new one [NEW REQUEST +](#)

| FULL NAME  | NEW PROGRAM NAME                 | INITIATION DATE | DATE SUBMITTED | STATUS    |                                |
|------------|----------------------------------|-----------------|----------------|-----------|--------------------------------|
| ██████████ | Testing BRC Program Family Based | 3/27/2022       | 3/28/2022      | Submitted | <a href="#">View Details »</a> |

And you will receive an e-mail letting you know the application has been submitted. (In some cases, the director will receive an email, but not always, the director should follow the next steps to approve the transfer)

You will receive an e-mail indicating you have been approved.

Sandbox: NH Child Care Licensing Unit - Eligibility Transfer Request approval [Inbox x](#)

 **NH CCLU - BRC** [cclunit@dhhs.nh.gov](mailto:cclunit@dhhs.nh.gov) via [via](#) [oc8duomgxcfill.r-3b65eae.cs32.bnc.sandbox.salesforce.com](#)  
to ██████████ 

Date: 3/28/2022

Re: Eligibility Transfer Request approval

Dear ██████████

Your Eligibility Transfer request has been approved, and the NH Connections Information System has been updated to reflect your transfer of employment.

Sincerely,  
Department of Health and Human Services  
Child Care Licensing Unit  
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025  
Fax: (603) 271-4782  
Email: [CCLUnit@dhhs.nh.gov](mailto:CCLUnit@dhhs.nh.gov)  
<https://www.dhhs.nh.gov/oos/cclu/index.htm>

**NOTE:** You can do multiple transfers and indicate you continue to work at another program if you work at more than one program, it's the same process.

### DIRECTORS/PROVIDERS

Through NHCIS you can review staff eligibility and expiration as well as update roles and end date staff.

When staff we up for renewal they do receive e-mails 120, 90, 60, and 30 days before expiration. Once expired an email is sent to the program e-mail address and the individual.

## Background Record Checks

Staff and household members 10-17:

- If you have staff or household members between the ages of 10 and 17 you only need to submit a Household and Personnel form. The Household and Personnel form for ages 10-17 can be found [here](#).
- If a 10–17-year-old has lived outside of NH during any part of the last 5 years, please also submit the appropriate Out of State CAN form. You can find that [here](#)

## Your Staff Roster and BRC approval Process

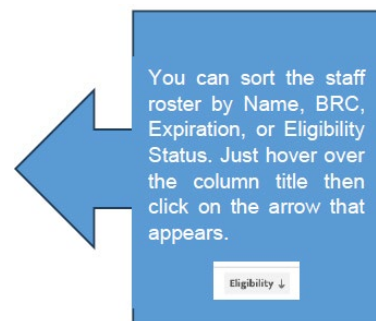
You will notice in the steps above that your staff will receive an email with instructions once they submit their BRC application through NHCIS. It is important that they print any forms required, and the forms and payments are sent to CCLU. We recommend these are mailed from the program so you can ensure all steps were completed.

## What you will see in your NHCIS portal

If a staff is listed as eligible they have a current BRC and can work. Ineligible means they do not have a current BRC and must not be present at the program until they are deemed eligible. Staff who are new and awaiting BRC results are marked as Pending and are not eligible to work until deemed eligible.

| Eligibility Transfer Requests |                          | Pending Hires |             | Active                  |                   |         |
|-------------------------------|--------------------------|---------------|-------------|-------------------------|-------------------|---------|
| Name                          | Role                     | Start Date    | Eligibility | Application Status      | Employment Status | Details |
| Anna Oldenburg                | Center Lead Teacher      | 9/4/2023      | Pending     | Incomplete Out-of-State | Active            | >       |
| Snuffe Upagus                 | Center Associate Teacher | 11/27/2023    | Pending     | Under Review            | Active            | >       |

If you have questions about the status of your staff's application, you can check it on your programs staff roster. You will be able to see if it is under review, incomplete, withdrawn, etc.. If you mailed documents to our office and you don't see that their application has moved from Submitted to Under Review, and it has been more than 2 weeks, please e-mail our office for more information ([cclunit@dhhs.nh.gov](mailto:cclunit@dhhs.nh.gov)).



## Sorting you BRC staff roster

| Eligibility Transfer Requests |                          | Pending Hires       |            | Active       |                           |                   |        |
|-------------------------------|--------------------------|---------------------|------------|--------------|---------------------------|-------------------|--------|
| Name                          | Role                     | BRC Expiration Date | Start Date | Eligibility  | Application Status        | Employment Status | Detail |
| Elsa Oldenburg                | Center Director          | 11/29/2028          | 10/23/2023 | ✓ Eligible   | Approved                  | Active            | >      |
| Finley Brown                  | Child Care Assistant     | 11/22/2023          | 11/3/2023  | ✗ Ineligible | Withdrawn                 | Active            | >      |
| Kristoff Bjorgman             | Center Director          | 10/27/2028          | 12/4/2023  | ✓ Eligible   | Incomplete ECard          | Active            | >      |
| Olaf Snowman                  | Center Assistant Teacher | 12/18/2023          | 11/27/2023 | ✓ Eligible   | Working Under Supervision | Active            | >      |

If the application status indicates that the submission is incomplete, withdrawn, etc., check with your staff as they will receive emails when something additional is required. The requirements will need to be mailed to our office for completion, before the due date provided within the email. Here is a sample of the email your staff will receive:

**Attention Required - URGENT**

Date: 12/4/2023

Re: Incomplete Employment Eligibility Card submission # 27897

Dear Kristoff Bjorgman

The Child Care Licensing Unit has approved your BRC application, however, the fee required for the Employment Eligibility Card has not been received. Please mail a check or money order, made payable to Child Care Licensing Unit, to our office no later than 12/11/2023, and either include a copy of this letter with your submission, or write your name in the memo line on the check or money order.

If you have any questions regarding this communication, please contact us for assistance.

Sincerely,  
 Department of Health and Human Services  
 Child Care Licensing Unit  
 129 Pleasant Street, Concord, NH 03301

Email: [CCLUnit@dhhs.nh.gov](mailto:CCLUnit@dhhs.nh.gov)

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Once your staff have been deemed eligible you will see them on your staff roster with their expiration date.

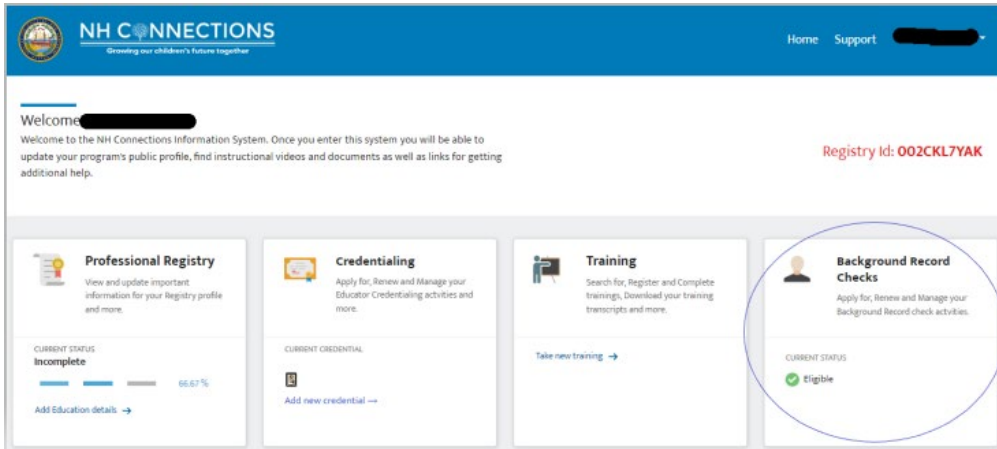
| Eligibility Transfer Requests |                      | Pending Hires       |            | Active      |                    |                   |         |
|-------------------------------|----------------------|---------------------|------------|-------------|--------------------|-------------------|---------|
| Name                          | Role                 | BRC Expiration Date | Start Date | Eligibility | Application Status | Employment Status | Details |
| Elsa Oldenburg                | Center Director      | 11/29/2028          | 10/23/2023 | ✓ Eligible  | Approved           | Active            | >       |
| Anna Oldenburg                | Center Lead Teacher  | 11/20/2028          | 9/4/2023   | ✓ Eligible  | Approved           | Active            | >       |
| Finley Brown                  | Child Care Assistant | 11/22/2028          | 11/3/2023  | ✓ Eligible  | Approved           | Active            | >       |
| Kristoff Bjorgman             | Center Director      | 10/27/2028          | 12/4/2023  | ✓ Eligible  | Approved           | Active            | >       |

## Eligibility Transfer Requests

Once completed there is no need to file anything with CCLU. The only time you need to send anything to CCLU is when someone is required to get a complete BRC done.

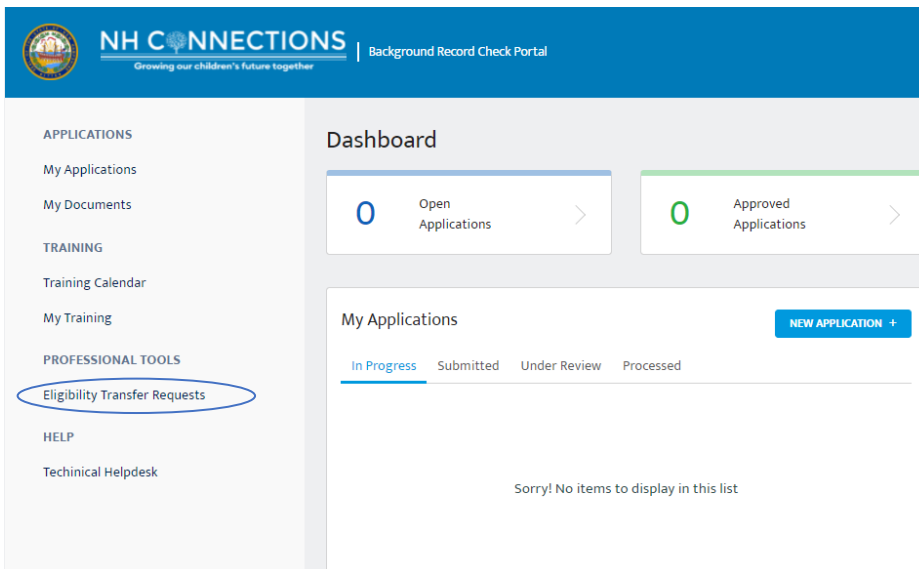
Staff should log into NHCIS to initiate their BRC eligibility transfer request to a new program. Staff may remain connected to more than one program at a time.

Once logged into NHCIS navigate to the Background Record Check tile:



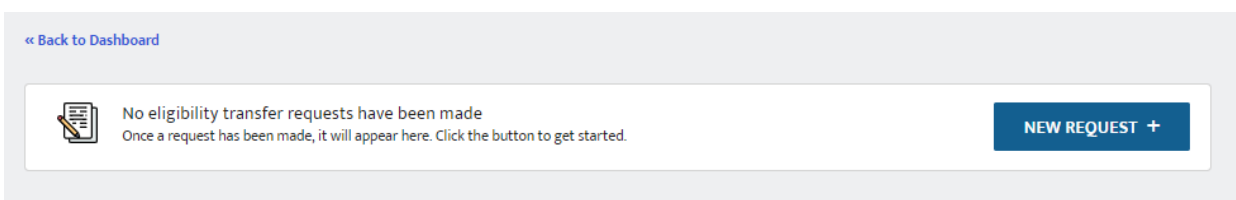
The screenshot shows the NH CONNECTIONS dashboard. The header includes the logo and navigation links for Home and Support. A welcome message is displayed, along with the Registry ID: 002CKL7YAK. The dashboard features four main tiles: Professional Registry, Credentialing, Training, and Background Record Checks. The Background Record Checks tile is circled in blue and shows a current status of 'Eligible'.

Choose Eligibility Transfer request from the menu on the left of the page:



The screenshot shows the Background Record Check Portal. The header includes the logo and the text 'Background Record Check Portal'. The left sidebar contains a menu with categories: APPLICATIONS, TRAINING, PROFESSIONAL TOOLS, and HELP. The 'Eligibility Transfer Requests' item under PROFESSIONAL TOOLS is circled in blue. The main content area shows a 'Dashboard' with two cards for 'Open Applications' and 'Approved Applications', both showing zero. Below this is a 'My Applications' section with a 'NEW APPLICATION +' button and tabs for 'In Progress', 'Submitted', 'Under Review', and 'Processed'. The 'In Progress' tab is selected, and the message 'Sorry! No items to display in this list.' is shown.

Any pending eligibilities will show up here or the option to create a new request:



The screenshot shows the 'My Applications' section. At the top left, there is a link to 'Back to Dashboard'. Below this, a message states: 'No eligibility transfer requests have been made. Once a request has been made, it will appear here. Click the button to get started.' A blue button labeled 'NEW REQUEST +' is positioned to the right of the message.



Date: 3/28/2022

Re: Eligibility Transfer Request

Dear [REDACTED]

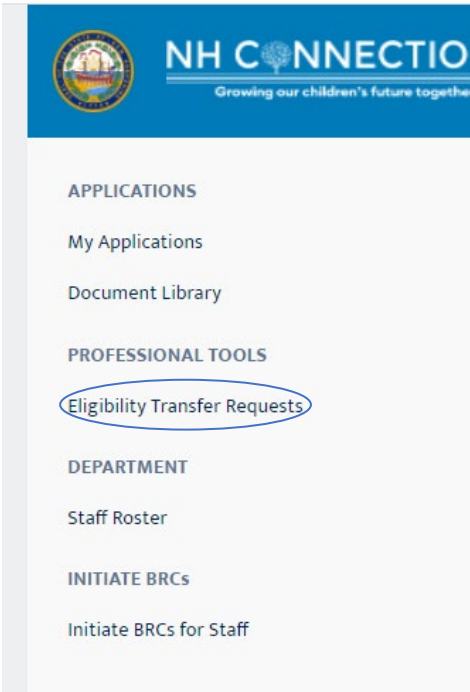
You have initiated an Eligibility Transfer Request within the NH Connections Information System portal. The program you are requesting to transfer to has been notified, and will be required to verify your request, and approve the transfer. You may follow the progress of your submission through the NH Connections Information System portal.

<https://nat-nhpublichealth.cs32.force.com/nhccis>

Sincerely,  
Department of Health and Human Services  
Child Care Licensing Unit  
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025  
Fax: (603) 271-4782  
Email: [CCLUnit@dhhs.nh.gov](mailto:CCLUnit@dhhs.nh.gov)  
<https://www.dhhs.nh.gov/oos/cclu/index.htm>

The Center Director or Family provider may then approve the transfer by logging into NHCHIS and entering the Background Record Check area through the tile on that home page. From there choose the Eligibility Transfer Request option from the menu along the left-hand side of the page:



Once you enter that area of the roster you will have three tabs related to the status of your staff. Choose Eligibility Transfer Requests and the arrow next to the Submitted option for the person you wish to approve or deny:

# Staff Roster

Add New Staff

Browse, search and view staff members using the filters and fields below.

## Testing BRC Program Family Based


Eligibility Transfer Requests

Pending Hires

Active

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Search to filter...

| FULL NAME  | NEW PROGRAM NAME                 | ELIGIBILITY TRANSFER REQUEST DATE | DATE SUBMITTED | STATUS      |
|--|----------------------------------|-----------------------------------|----------------|-------------|
|  [REDACTED] | Testing BRC Program Family Based | 3/27/2022                         | 3/28/2022      | Submitted > |

From the next screen you can approve or deny the request by choosing the appropriate option.

Staff Roster

Browse, search and view staff members using the filters and fields below.

Add New Staff

Testing BRC Program Family Based

Eligibility Transfer Requests Pending Hires Active

« Back to transfer requests

### Eligibility Transfer Request

View information provided with your eligibility transfer, or withdraw your request.

DENY APPROVE

Current status: Submitted  
Date submitted: 3/28/2022  
Eligibility Transfer Request Date: 3/27/2022  
Role: Family Child Care Assistant

Request Details

Current Program Name: [REDACTED] New Program Name: [REDACTED]

You will receive confirmation that you want to approve this request and then the person will be added to your Active tab (you may need to refresh the screen).

« Back to transfer requests

### Eligibility Transfer Request

#### Approve Request Confirmation

Do you want to approve current request?

CANCEL APPROVE

Current Program Name: [REDACTED] New Program Name: [REDACTED]

The individual will receive an e-mail indicating they have been approved

 **NH CCLU - BRC** cclunit@dhhs.nh.gov via oc8duomgxc6ll.r-3b65eae.cs32.bnc.sandbox.salesforce.com  
to [REDACTED]



Date: 3/28/2022

Re: Eligibility Transfer Request approval

Dear [REDACTED]

Your Eligibility Transfer request has been approved, and the NH Connections Information System has been updated to reflect your transfer of employment.

Sincerely,  
Department of Health and Human Services  
Child Care Licensing Unit  
129 Pleasant Street, Concord, NH 03301

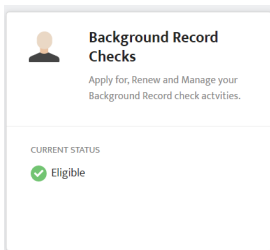
Phone: (603) 271-9025  
Fax: (603) 271-4782  
Email: [CCLUnit@dhhs.nh.gov](mailto:CCLUnit@dhhs.nh.gov)  
<https://www.dhhs.nh.gov/oos/cclu/index.htm>

### How to Update the Program Staff Roster in NHCIS BRC:

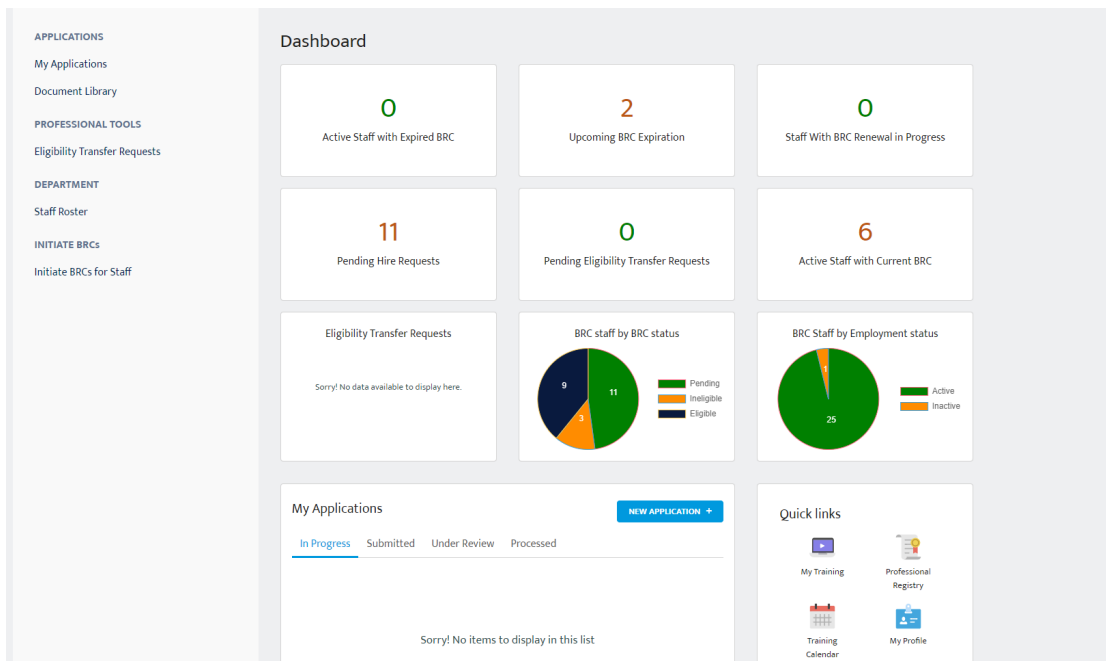
As the Center Director/Site Director/Site Coordinator/Program Director/Family Child Care Provider, you have access to the Staff Roster of your program when you log into [NHCIS](#). After you log in, you will see this tile. The Current Status indicates your Background Record Check (BRC).

**If your BRC status is ineligible, you will not be able to proceed, please contact the office at 603-271-9025.**

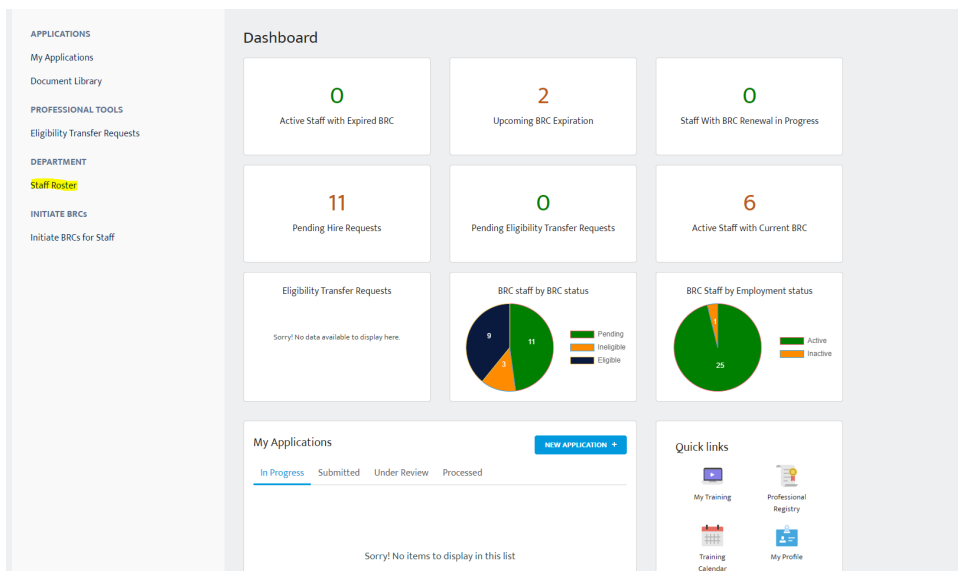
1. Click on the tile.



2. You have a Dashboard to show you the status of BRCs for individuals in your program.



3. To see detailed information, go to the Staff Roster on the left side of the screen, highlighted below:



### When an individual leaves

4. There are 3 tabs, select Active to see a list of individuals the CCLU has on file as working or living in your program. When an individual leaves, click on the arrow to the right of their name to enter the date the individual left.

## Staff Roster

Browse, search and view staff members using the filters and fields below.

### ▼ Sesame Street Early Learning Testing Center

Eligibility Transfer Requests

Pending Hires

Active

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Search to filter

| Name           | Role                     | BRC Expiration Date | Start Date | Eligibility  | Employment Status | Details |
|----------------|--------------------------|---------------------|------------|--------------|-------------------|---------|
| Cookie Jones   | Center Director          | 2/9/2025            | 2/13/2015  | ✓ Eligible   | Active            | >       |
| Large Bird     | Center Lead Teacher      | 10/6/2027           | 12/13/2022 | ✗ Ineligible | Active            | >       |
| Snuffe Upagus  | Center Director          | 11/8/2027           | 2/15/2023  | ✓ Eligible   | Active            | >       |
| Oscar T Grouch | Afterschool Group Leader | 9/20/2027           | 7/28/2022  | ✓ Eligible   | Active            | >       |
| Prairie Dawn   | Center Lead Teacher      | 8/2/2027            | 8/2/2022   | ✓ Eligible   | Active            | >       |
| Queen Tut      | Center Director          | 8/1/2024            | 1/1/1900   | ✗ Ineligible | Active            | >       |
| Mrs Hooper     | Center Assistant Teacher | 10/4/2022           | 8/1/2022   | ✗ Ineligible | Active            | >       |

1 2 Next

5. You will see the individual's information, click on the edit screen at the top, highlighted here:

**APPLICATIONS**  
My Applications  
Document Library

**PROFESSIONAL TOOLS**  
Eligibility Transfer Requests

**DEPARTMENT**  
Staff Roster

**INITIATE BRCs**  
Initiate BRCs for Staff

**Contact information**

|         |              |               |       |
|---------|--------------|---------------|-------|
| Address | Phone number | Date of Birth | Email |
|---------|--------------|---------------|-------|

**BRC Information**

|                          |                       |
|--------------------------|-----------------------|
| BRC Status<br>✓ Eligible | Last BRC Renewal Date |
|--------------------------|-----------------------|

**Demographics**

|        |          |                    |                   |                |
|--------|----------|--------------------|-------------------|----------------|
| Gender | Language | Secondary Language | Learning Language | Race/Ethnicity |
|--------|----------|--------------------|-------------------|----------------|

**Credentials**

|                 |                 |
|-----------------|-----------------|
| Credential Type | Expiration Date |
|-----------------|-----------------|

**Education**

|                  |             |                 |              |       |      |
|------------------|-------------|-----------------|--------------|-------|------|
| Institution Name | Degree Name | Degree Category | Degree Level | Month | Year |
|------------------|-------------|-----------------|--------------|-------|------|

**Employment**

|  |                       |                   |
|--|-----------------------|-------------------|
| Program Name                             | Start Date - End Date |                   |
| Date Staff Started Working with Children | Hire Date             | Employee End Date |

2/11/2022

**Edit**

6. At the bottom of the screen, add the individual's end date, and click Save.

## Employment

Program Name                      Start Date - End Date

Date Staff Started Working with Children      Hire Date                      Employee End Date

02/11/2022      mm/dd/yyyy      02/16/2022

Save

Once saved, the individual is no longer visible in the Staff Roster.

## Updating Staff Roles

7. Updating staff roles can also be done from this screen. This is the only way that a staff role can be updated. The individual cannot update their own role at the program.

Date Staff Started Working with Children      Hire Date                      Employee End Date

03/29/2023      mm/dd/yyyy      mm/dd/yyyy

Employee Role

Afterschool Group Leader

Save      Cancel

Keeping the Staff Roster up to date will assist with ensuring that individuals, once employed, remain current with their BRC renewals.

## Downloading your staff roster

You can download your staff roster by clicking on the “Export Data” box show in the screen shot below:

**Staff Roster**  
Browse, search and view staff members using the filters and fields below.

Test Group Child Care Program

Eligibility Transfer Requests      Pending Hires      Active

All A B C D E F G H I J K L M N O P Q R S T U V W

| Name               | Role                               | BRC Expiration Date | Start Date | Eligibility | Appl |
|--------------------|------------------------------------|---------------------|------------|-------------|------|
| Cookie Monsters    | Center Director                    | 3/29/2029           | 2/23/2024  | Eligible    | Appr |
| Anastasia Moonbeam | Afterschool Assistant Group Leader | 3/1/2024            | 3/28/2024  | Eligible    | With |
| big bird           |                                    | 3/21/2024           | 1/1/1900   | Eligible    |      |
| Abby Caddaby       | Afterschool Project Leader         | 3/24/2024           | 3/6/2024   | Eligible    | Appr |

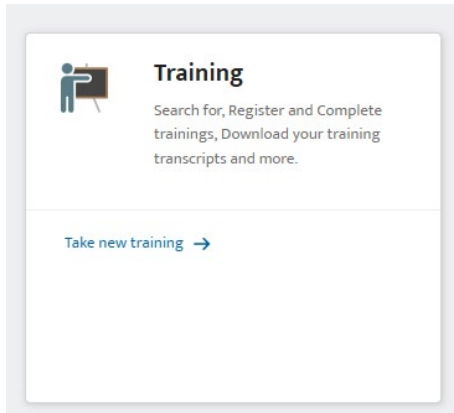
Export Data

If you require assistance with updating your Staff Roster please contact the Outreach Specialist at Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531

## Staff Training/Credential/CPR & First Aid Roster

In order to view approved trainings, NH EC and OST Credentials held by staff, and CPR and First Aid completion and expiration dates of your staff we have implemented a staff roster through the training tile.

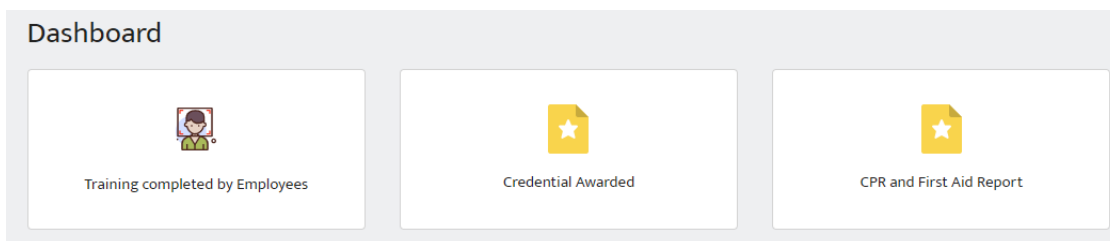
Enter through the Training Tile:



Navigate to the staff roster from the menu on the lefthand side of your screen:



From here you will have three options:



Choose any of these links to see a list of all your staff and their training history by calendar year, credentials, or CPR & First Aid records (including expiration dates). (If you hold an administrative role in more than one program you will see all staff on this report, we will add program name to the report in a future release)

Here is a sample of the training report. For CPR & First Aid each staff must enter their CPR and First Aid records through the professional registry (Instructions can be found [here](#))

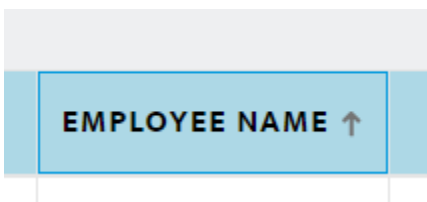
Training Completed By Employees

[Export Report](#)

| TRAINING YEAR   | EMPLOYEE NAME ↓  | COMPLETED TRAININGS   | TRAINING HOURS |
|-----------------|------------------|---|----------------|
| 2024 (5)        | First Second (3) | Event 2 - Sprint 3  | 30             |
|                 |                  | KT Sessions to I & K - Event name unspecified - Long text testing in report | 21             |
|                 |                  | PRIVATE TRAINING Session  | 27             |
|                 | <b>Subtotal</b>  |   | 78             |
|                 | Naga Satya (1)   | Event 2 - Sprint 3  | 30             |
|                 | <b>Subtotal</b>  |   | 30             |
|                 | Test q8 (1)      | PRIVATE TRAINING NEW  | 90             |
| <b>Subtotal</b> |                  | 90  |                |
| <b>Subtotal</b> |                  | 198   |                |

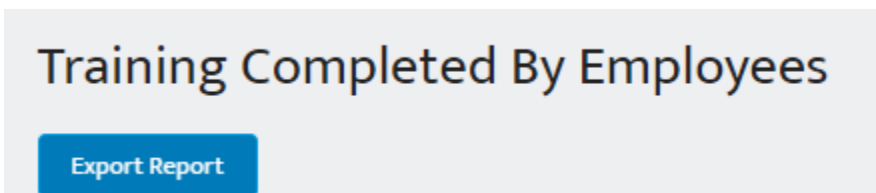
Sort training/credential/CPR & first aid records for staff

You can sort your training roster by employee name by clicking the arrow next to the column title.



Download training/credential/CPR & first aid records for staff

You can also download a copy of this report to excel by clicking on the “Export Report” button





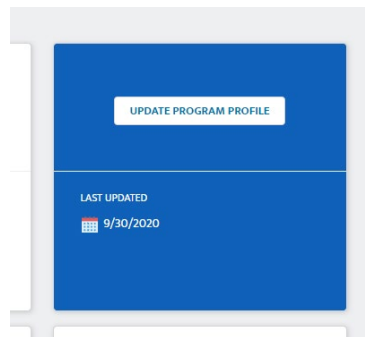
## Updating your program profile (directors)

**If you require assistance with updating your Child Care Profile please contact the Outreach Specialist at Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531**

The program profile page is used to share information on the public facing child care search. Families searching for child care use this site to find child care that meets their family's needs. The more information posted here more informed choices can be made by families.

It is important to review this information often. The program e-mail address is where all correspondence are sent for renewal of license, visit results, and more. In addition your child care profile information is used when Child Care Aware is working with families seeking child care. The more accurate and up to date this information is the more likely the best matches will be made for families.

Navigate to the Child Care Profile Tile:



Once within your program profile make sure you update your enrollment status and program status. This area requires you to indicate if your program is Profit or Non-Profit

**Dwarf Village Childcare**  
 129 Pleasant Concord, New Hampshire 03301

Get Directions →

Phone  
 (603) 555-1212

Email  
 testccclu@gmail.com

Status\*  
 Select an Option  
Complete this field.

Current Enrollment Status  
 --None--

Temporarily Closed due to COVID-19

Status\*

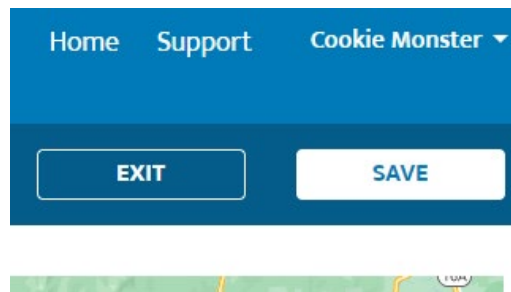
Select an Option  
 Profit  
 Non-Profit

Current Enrollment Status

--None--  
 Accepting Children  
 Accepting Children on Wai...  
 Not Accepting Children

VID-19

Once you have updated this part of your profile be sure to save it. The save button for this can be found on the top right of your screen under your name.



## Share Options

This section allows you to share your social media, website, email, and phone numbers on the child care search page

**Program Details**

Share Options

Hours of Operation and Rates

Ages Served and Capacity

Other Information

Facebook URL

Website URL

\*E-mail address  
Complete this field.

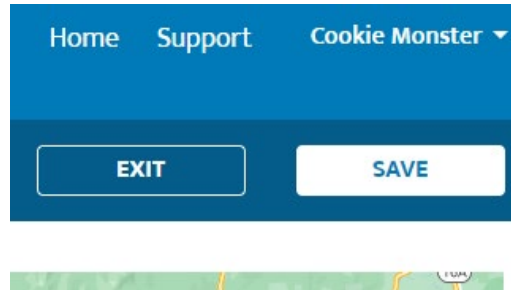
\*Phone

Share options to show on profile

Facebook  Website  E-mail

You will need to provide an email address for your program as well as a phone #.

This section can be saved by clicking the save button found at the top right of your screen under your name.



### Hours of Operation and Rates

All programs should enter their rates here, you can determine if those rates are posted publicly or not.

This section is critical to providing information for families as well as information for DHHS when reporting to the federal Office of Child Care, setting child care assistance reimbursement rates, and answering questions from the state legislature.

### Hours of Operation and Rates +

**NOTE:** Due to some providers offering multiple schedule options (i.e. "full-time", "summer only" etc.) more than one "Schedule Shift" may be displayed below (along with the associated "Hours of Operation" and "Fees" pertaining to each shift offered.)

You can add information or edit this area by choosing the + to add different Schedule Types. Each Schedule Type allows you to provide various information about that type of schedule, the days and rates.

You can edit any information already added by choosing the pencil tool.

### Hours of Operation and Rates

*\* indicates required field*

**\* Schedule Type**

**Before School Hours**

**After School Hours**

**Temp/Emergency**

**Open Holidays**

**Accepts Children**

**Available**

- Full-Time
- Part-Time
- Flexible schedule

**Chosen**

**Drop In Care Available**

**Is 24 Hours**

As you add your schedule and fees you will need to add them one at a time within that Schedule Type. When finished click "Save".

| Day                                   | Start Time                            | End Time                              |  |
|---------------------------------------|---------------------------------------|---------------------------------------|--|
| <input type="text" value="--None--"/> | <input type="text" value="06:30 AM"/> | <input type="text" value="05:00 PM"/> |  |

Here are some screenshots of the ages and rate types available.

| Age Group  | Rate Type | Fee Amount  |
|--|-----------|---|
| --None--   | --None--  |   |
| <input type="checkbox"/> Redact Fee? <span style="margin-left: 20px;"><b>ADD DAY</b></span> <span style="margin-left: 20px;"><b>ADD FEE</b></span> |           |   |
|  |           | <span><b>SAVE</b></span> <span><b>CANCEL</b></span> |

**Age Group**

--None--

- Infant
- Preschool
- School Age
- Toddler

- Hourly Part Time
- Hourly Full Time
- Daily Part Time
- Daily Full Time
- Weekly Part Time
- Weekly Full Time
- Monthly Full Time
- Monthly Part Time
- Other Part Time
- Other Full Time

--None--

**\*NOTE:** When entering your rates, you can opt to redact them from the public website by checking the box that says: "Redact Fee?" If you do this the fees will not be posted on Child Care Search but will be available to the department for reporting purposes.

|   |                |   |
|---|----------------|---|
| <input checked="" type="checkbox"/> Redact Fee? | <b>ADD DAY</b> | <b>ADD FEE</b>                                      |
|   |                | <span><b>SAVE</b></span> <span><b>CANCEL</b></span> |

## Ages Served and Capacity

Your licensed capacity will be displayed then you can enter your program opens.

### Ages Served and Capacity

Total Licensed Capacity: 12

Age Range: undefined Month(s) To 6 Year(s)

| Age Group  | Capacity | Available Slots |
|------------|----------|-----------------|
| Infant     |          |                 |
| Toddler    |          |                 |
| Preschool  |          |                 |
| School Age |          |                 |

### Ages Served and Capacity

|            |                            |
|------------|----------------------------|
| Infant     | Available Infant Slots     |
| Toddler    | Available Toddler Slots    |
| Preschool  | Available Preschool Slots  |
| School Age | Available School Age Slots |

## Other Information

This section provides families with what your program offers and assists them in finding the right care for their family.

### Other Information

TYPES OF FINANCIAL ASSISTANCE:

ENVIRONMENT:

TRANSPORTATION:

AVAILABLE SCHEDULE OPTIONS:

SPECIAL NEEDS:

LANGUAGES SPOKEN BY STAFF:

MEALS:

TYPE OF CARE:

LICENSED GROUP CHILD CARE PROGRAM

SPECIAL SKILLS:

*If you require assistance with updating your Child Care Profile please contact the Outreach Specialist at Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531*

Market Rate Survey, Narrow Cost Analysis, and Workforce Survey ([worksheet](#))

*For instructions, checklist, and worksheet to collect information for the Market Rate Survey, Narrow Cost Analysis, and Workforce Survey download it [here](#). Completion of these sections is critical to determining the assistance child care programs need as well as setting the rates for child care scholarship.*

### Enrolled Provider Cost Share Questions

It's important that the Department collect information on the cost of care to families receiving child care scholarship. Please update the following information as changes are made to your programs billing practices.

On the Market Rate Survey section of the Child Care Profile please complete the last question related to receiving CCDF Scholarship. Once you indicate yes various options will appear if relevant. Here is a screen shot of the full section if you respond "yes" to both questions. Please review the instructions to calculate the average billed to families and apply each amount to the specified age group.

Do you currently receive CCDF scholarship reimbursement?

Yes  No

\*Do you charge families the difference between scholarship reimbursement and tuition rates?

Yes  No

Calculate the average cost share by adding up your weekly billed balance for each age group and divide it by the # of children on CCDF scholarship in that age group. If you do not have any children on CCDF scholarship for the age group enter N/A.

How much do you charge:

\*0 - 17 months

N/A

\*18 - 35 months

N/A

\*36 - 78 months

N/A

\*79 - 155 months

N/A

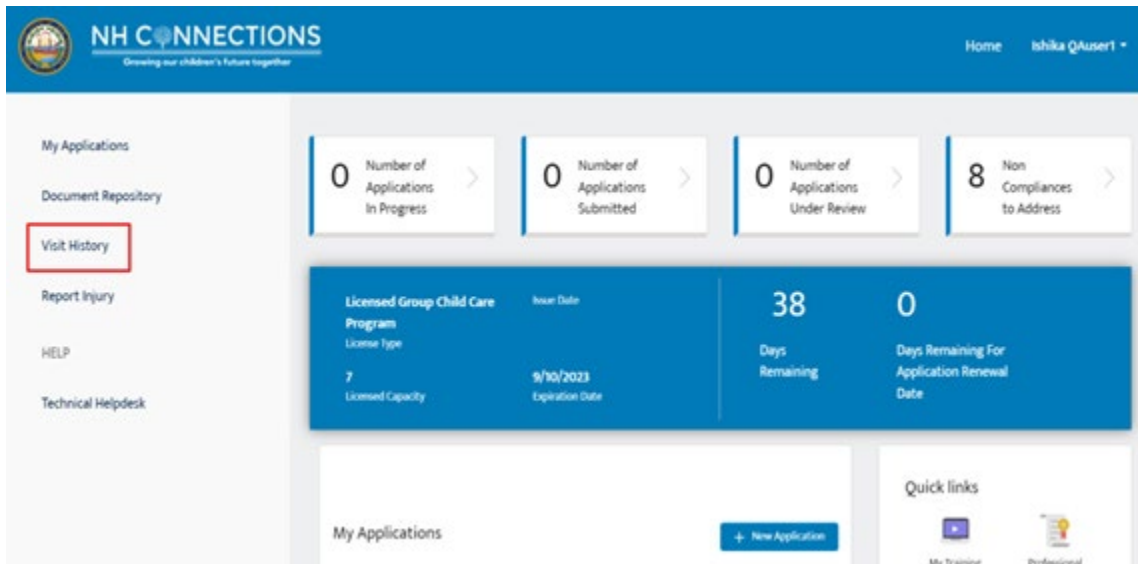
\*How frequently do you bill for the balance:

Weekly  Bi-Weekly  Monthly

### Visit Results and providing a corrective action plan (CAP)

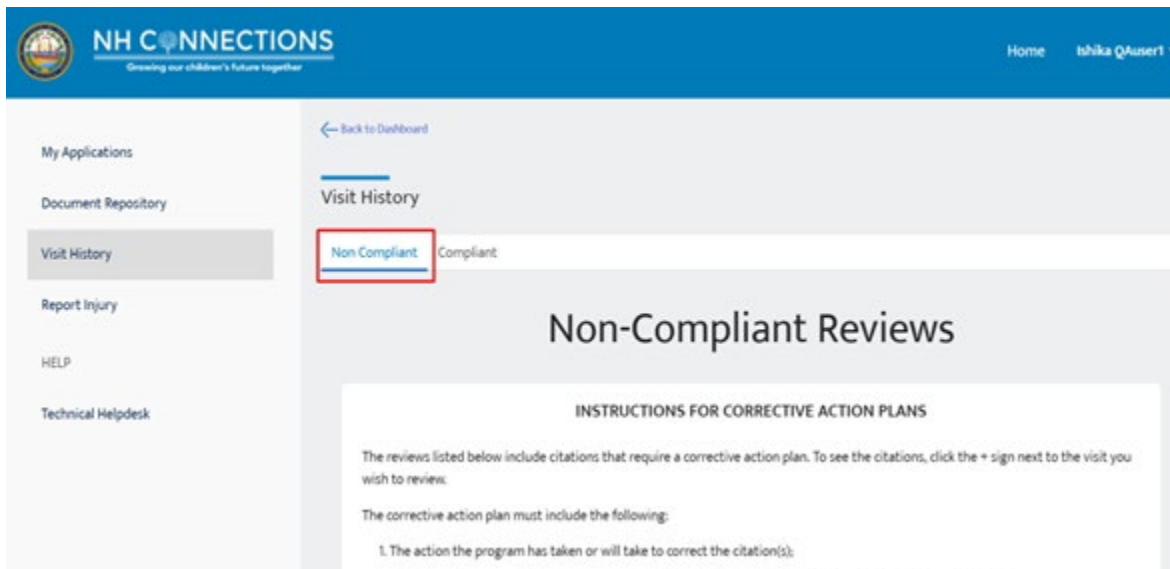
Navigate to the [NHCIS portal](#) and open your program through the licensing tile.

Click on the **Visit History** section from the Left hand navigation pane.



This will take you to the Visit History page; by default, we can see the **Non Compliant** tab selected.

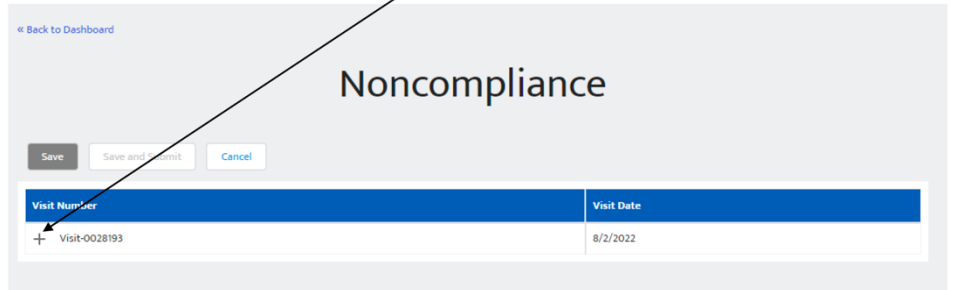
If you are not required to complete corrective action plans for your visit, the visit will be under the Compliant tab, and your Statement of Findings will be emailed to you. There will be nothing to complete in NHCIS for those visits.





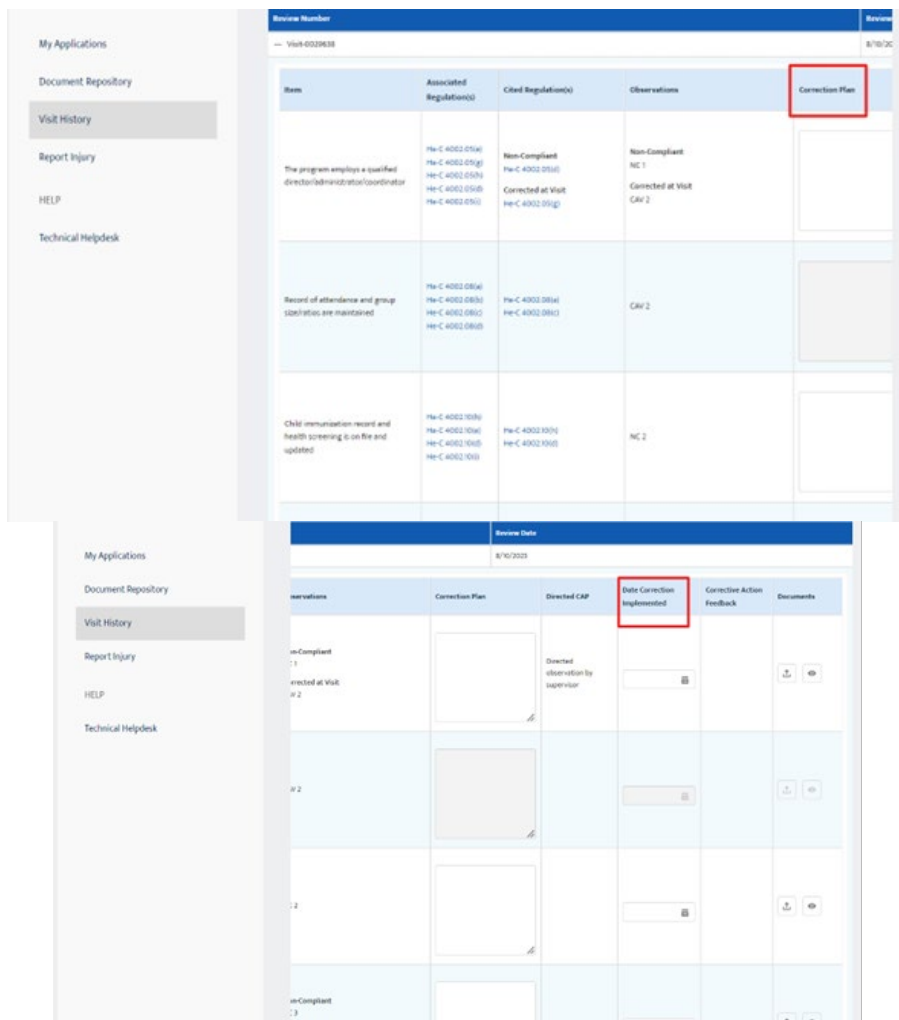
# Find your visit results

Once on the Noncompliance page click the + sign next to the visit you wish to view to access the findings.



Review the rule and findings from your visit report.

Fill in the **correction plan** values and **date correction implemented** values for all the non-compliant items.



Once all these columns are filled for each non-compliant visit item, click on **Save and Submit** button

Licensee believes the citation was issued erroneously. The department will provide a response within 30 days of the request and receipt of any and all information from the licensee.

If you have any questions, you may contact our office at [cdluoffice@dhs.nh.gov](mailto:cdluoffice@dhs.nh.gov) or 603-271-9025. If you are licensed as a Youth Recreation Program, email us at [YouthCampPrograms@dhs.nh.gov](mailto:YouthCampPrograms@dhs.nh.gov).

Save Save and Submit Cancel

Review Number Review  
 --- Visit-0029638 8/10/20

| Item   | Associated Regulation(s)  | Cited Regulation(s)   | Observations   | Correction Plan |
|--|---|---|--|-----------------|
| The program employs a qualified director/administrator/coordinator | He-C 4002.05(e)<br>He-C 4002.05(g)<br>He-C 4002.05(h)<br>He-C 4002.05(b)<br>He-C 4002.05(i) | Non-Compliant<br>He-C 4002.05(b)<br>Corrected at Visit<br>He-C 4002.05(g) | Non-Compliant<br>NC 1<br>Corrected at Visit<br>CAV 2 | CAP 1           |
| Record of attendance and group size/ratios are maintained          | He-C 4002.08(a)<br>He-C 4002.08(b)<br>He-C 4002.08(c)<br>He-C 4002.08(d)                    | He-C 4002.08(a)<br>He-C 4002.08(c)  | CAV 2  |                 |

## Finishing Up

Once your CAP has been reviewed and approved you will receive an email letting you know. If there are corrections or additional information needed, you will be notified and can update your plan.

The visits history will be maintained on this page. In the future PDF documents of visits, with and without deficiencies, will be available in the portal.

You will receive a PDF once the entire visit process has been completed and approved. This document should be posted in your program as required.

[NH Child Care Search](#)

Visits will be available on the public website 21 business days after the statement of findings was sent to the program. Visit history will be posted on the Child Care Search site for 3 years from the visit date.

**Inspection and Monitoring Visit Reports**

| Review Date | Type of Review   | Level of Compliance | Details                     |
|-------------|------------------|---------------------|-----------------------------|
| 09/27/2023  | Monitoring Visit | 224 / 227           | <a href="#">View Detail</a> |
| 08/24/2023  | New Visit        | 227 / 227           | <a href="#">View Detail</a> |

Public users can click on the view detail to see the complete information about the visit.

The **Level of Compliance** shows the number of compliant items against the total number of visit items (Compliant, Non-Compliant, Corrected at visit & Corrected at visit/non-compliant).

| Domain Category                         | Level of Compliance | Indicator |
|---|---------------------|-----------|
| Administration                          | 12 / 12             | ✓         |
| Care of Children                        | 67 / 67             | ✓         |
| Curriculum and Activities               | 17 / 17             | ✓         |
| Emergency Preparedness                  | 3 / 3               | ✓         |
| Facility Requirements                   | 23 / 23             | ✓         |
| Health                                  | 6 / 6               | ✓         |
| Medication                              | 13 / 13             | ✓         |
| Nutrition, Food Service and Food Safety | 12 / 12             | ✓         |
| Physical Space-Indoors                  | 37 / 37             | ✓         |

## Completing your Licensing Applications in NHCIS (new, renewal, revision)

Once you log into the NHCIS portal you can complete your Renewal and Revision Applications from the licensing tile.

**NH CONNECTIONS**  
Growing our children's future together

Home Support Cookie Monster

Welcome Cookie Monster,  
Welcome to the NH Connections Information System. Once you enter this system you will be able to update your program's public profile, find instructional videos and documents as well as links for getting additional help.

Registry Id: 00CMHGJQA1

**Professional Registry**  
View and update important information for your Registry profile and more.  
CURRENT STATUS: Incomplete  
0%  
Add Personal Information details

**Training**  
Search for, Register and Complete trainings. Download your training transcripts and more.  
Take new training

**Child Care Profile**  
View, update or manage child care profile page information.  
LAST UPDATED: 9/30/2020

**Licensing**  
Apply for, Renew and Manage your program licensing activities and more.  
CURRENT STATUS: Licensed

**Scholarship**  
Apply for and Manage your Scholarship Applications

**Background Record Checks**  
Apply for, Renew and Manage your Background Record check activities.  
CURRENT STATUS: Eligible

**Grants Application**  
Apply for Grants Application

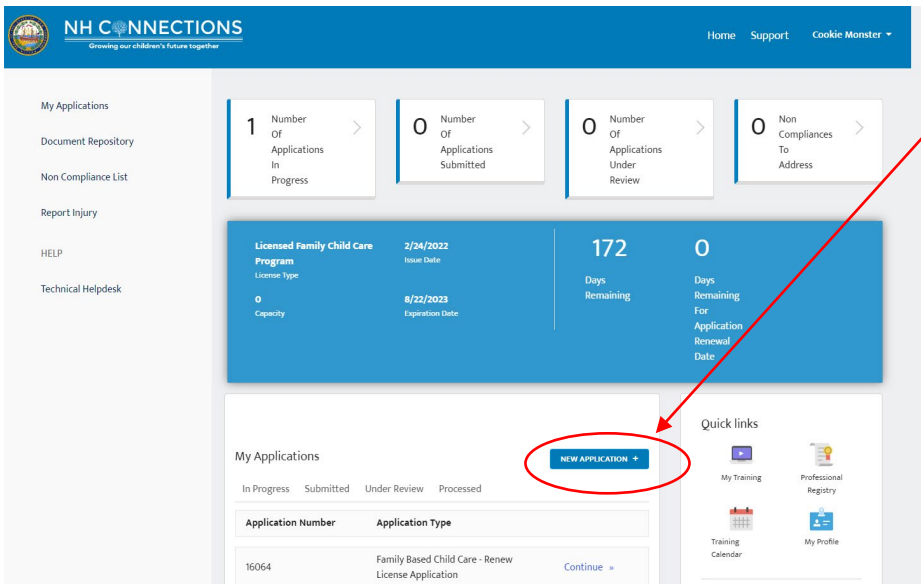
### How to read this screen:

**Days Remaining:** the # of days until your current license is expired. When this # is 90, your renewal application is due.

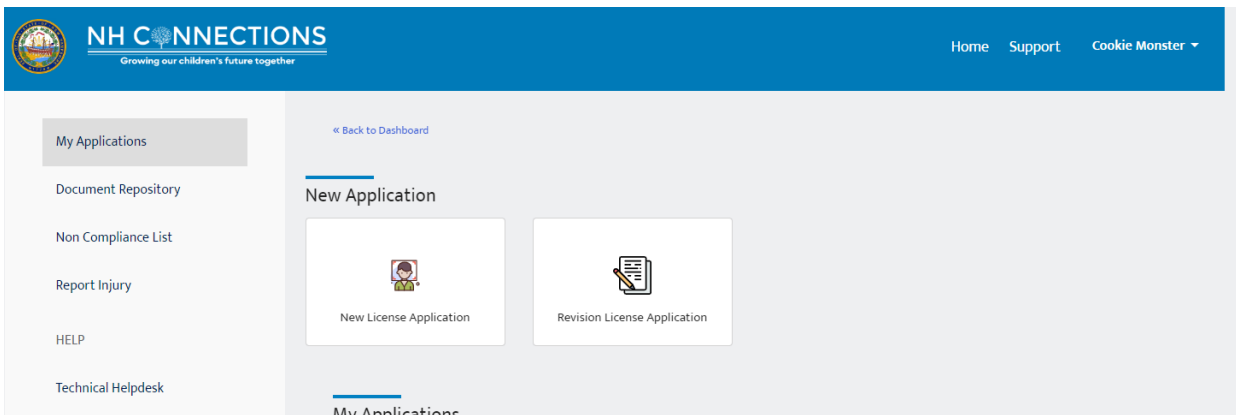
**Days Remaining For Application Renewal Date:** the # of days until the renewal application is available for you to start, so you have 3 months to complete and submit no later than 90 days before your current license expires.

|  |                                    |                              |  |
|--|------------------------------------|------------------------------|--|
| <b>Licensed Group Child Care Program</b><br>License Type | Issue Date                         | <b>193</b><br>Days Remaining | <b>13</b><br>Days Remaining For Application Renewal Date |
| <b>105</b><br>Licensed Capacity                          | <b>1/1/2024</b><br>Expiration Date |                              |  |

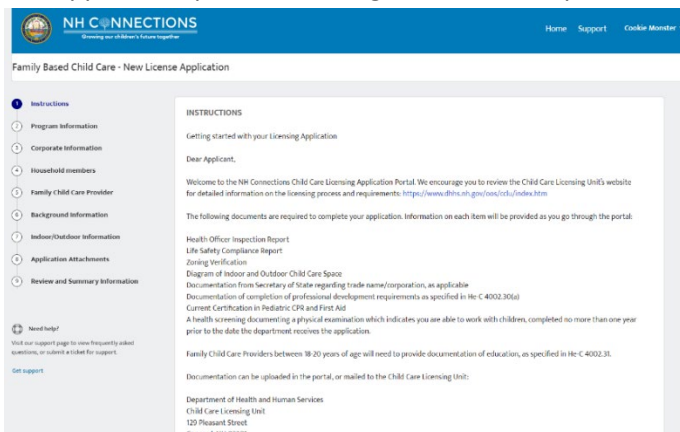
To get started with your application choose “New Application” in the section labeled “My Applications”



Your available license applications can be found here. Open the application you are completing and get started.



The application process is straight forward but potential questions will be answered by reviewing the following steps.



Once you read through the introduction you may “Get Started” Below are various screen shots for Family Child Care and Group Child Care.

Depending on your license type you will choose the type of program you are offering (definitions of these can be found in the licensing rules).

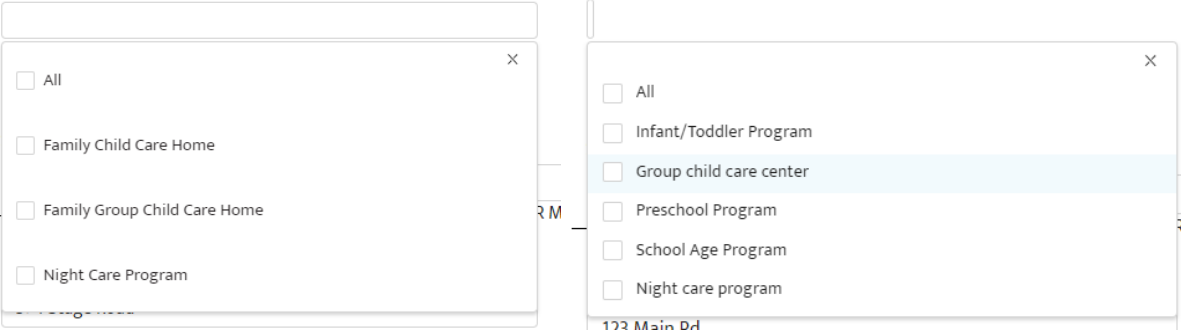
Program Information

2.1 Program Details

periodically used for such purposes. The term includes residence camps at

\* Family Based Child Care

\* Center Based Child Care



Complete Section 2.2 with all relevant owner information and Section 2.3 with the Capacity, age ranges and months of operation for your program. The final license may be issued with different age and capacity depending on licensing, fire, health, and zoning restrictions.

2.2 Applicant/Owner/Corporation Details

\* Applicant/Owner/Corporation Name

\* Applicant/Owner's Phone Number

\* Applicant/Owner's Email Address

Federal Tax I.D. number if one has been assigned

Search for applicant/owner/corporation mailing address below or input in the fields

Start typing

OR ENTER MANUALLY

\* Street Address

Apt / Suite #

\* City

\* State

\* Zip / Postal Code

Please select

2.3 Number & Age Range of Children to be cared for

\* Total Capacity

\* Months of Operation

\* Age Range To Be Cared For

Low Range

\* Years

\* Months

\* Weeks

High Range

\* Years

\* Months

\* Weeks

Complete the section on Corporate Information if required. Upload your Secretary of State documentation of good standing. You can find your businesses documentation here: [NH Secretary of State](#)

**Corporate Information (You must complete this section if incorporated)**

Secretary of State Business Look-up Please upload your most recent documentation that indicates your business is in good standing with the secretary of state

<https://sos.nh.gov/corporation-ucc-securities/corporation/business-name-lookup/>

\* Is your Program incorporated?

- Yes
- No

Name of Corporation

Business Id

Profit or Non-Profit

Please select

Corporate Document

[Upload Files](#) Or drop files

- I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

Officers of Corporation

[Add an Officer](#)

[Previous](#)

[Save And Next](#)

**Ownership and Household Members:** If you are operating out of a home, all household members 18 years of age and older must register and complete a BRC in NHCIS. All children ages 10-17 years must be submitted on a Household and Personnel Form. NOTE: If a household member is 17 years of age, they will be required to complete a BRC when they turn 18 years old. They will be able to complete the BRC process in NHCIS 4 months prior to their 18<sup>th</sup> birthday. [Keep the rest]

**Ownership and Administration Information**

Must list all the Household members, regardless of age or amount of contact with enrolled children, and other individuals who will have daily contact with children enrolled in the program, other than child care personnel.

- Is this child care center being operated out of a home?

Household Members

[Add a Member](#)

THE FOLLOWING SECTION REGARDING CENTER DIRECTOR OR SITE DIRECTOR MUST BE COMPLETED. YOU MUST ALSO SUBMIT DOCUMENTATION OF EDUCATION AND EXPERIENCE IN NEXT PAGE AS REQUIRED BY He-C 4002.32(k) OR He-C 4002.32(p) of the NH CHILD CARE PROGRAM LICENSING RULES.

Directors

[Add a Director](#)

Add another Director ×

|  |   |
|--|---|
| <p>* First Name</p> <input type="text"/> | <p>* Last Name</p> <input type="text"/>     |
| <p>* Role</p> <p>Please select</p>       | <p>* Date of Birth</p> <input type="text"/> |

[Save](#)

Documentation is required for new directors and will be asked for during the “Add a Director” process.

The director’s Personnel Health Form is required for all new applications, and for renewal applications if there has been a new director since the previous application was filed and the department has not received the required information regarding the change in director.

Document

Child Care Personnel Health Form Not Uploaded

[Upload Files](#) Or drop files

I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301 before submitting my online application. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

[Previous](#) [Save And Next](#)

Please provide relevant property information for your program in this next section. You must “Save Building Information” to move on. Please upload a floor plan in this section for all new applications, and for renewals, only if there have been changes to your space since the previous application.

YOU MUST COMPLETE A SEPARATE PLAN FOR EACH BUILDING WHEN THERE ARE MULTIPLE BUILDINGS

THE PLAN MUST IDENTIFY:

A. FOR INDOOR SPACE: FOR EACH BUILDING THAT WILL BE USED AS CHILD CARE SPACE, THE FLOOR PLAN SHALL INCLUDE:

- 1. ROOM DIMENSIONS;
- 2. LOCATION OF EXITS;
- 3. HOW EACH ROOM WILL BE USED;
- 4. THE LOCATION OF BATHROOMS AND BATHROOM FIXTURES (TOILETS & SINKS); AND
- 5. THE LOCATION OF OTHER HAND WASHING SINKS.

B. FOR OUTDOOR PLAY SPACE:

- 1. THE OVERALL DIMENSIONS OF OUTDOOR PLAY SPACE;
- 2. THE LOCATION OF EXITS, GATES, AND STATIONARY PLAY EQUIPMENT;
- 3. THE LOCATION OF THE OUTDOOR PLAY SPACE IN RELATION TO THE INDOOR SPACE; AND
- 4. THE PRESENCE AND LOCATION OF POOLS, PONDS, STREAMS, RIVERS, STREETS, ROADS, OR OTHER HAZARDS THAT ARE IN CLOSE PROXIMITY.

Building Information [Add](#)

| Building Identifier | Maximum # of Children | Age Range | Floor Plan | Edit/Remove |
|---------------------|-----------------------|-----------|------------|-------------|
|---------------------|-----------------------|-----------|------------|-------------|

Add Building Information ×

\* Building Identifier

\* Maximum Number Of Children

\* Age Range To Be Cared For

Low Range

\* Years  \* Months  \* Weeks

High Range

\* Years  \* Months  \* Weeks



Please save the building information to upload the Building Floor Plan document.

Attach the Building Floor Plan

Attach the Building Floor Plan

Or drop files

I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

The final step is to upload required local approvals, sign and submit your application. Zoning is not required for renewal applications.

Documents

\* Are you a school age program located in a currently operating public or private school?

Yes  
 No

If you do not have the Health Officer Report, Life Safety Compliance Report, or Zoning Verification, click on the document name to download. Once completed you may upload them here, or select the option to mail them to the address provided.

| Document Name                                   | Status       | Upload/Mail Documents  |
|---|--------------|--|
| * <a href="#">Health Officer Report</a>         | Not Uploaded | <input type="button" value="Upload Files"/> Or drop files <input type="checkbox"/> I will mail this document |
| * <a href="#">Life Safety Compliance Report</a> | Not Uploaded | <input type="button" value="Upload Files"/> Or drop files <input type="checkbox"/> I will mail this document |
| * <a href="#">Zoning Verification</a>           | Not Uploaded | <input type="button" value="Upload Files"/> Or drop files <input type="checkbox"/> I will mail this document |

## Indoor/Outdoor Information of Buildings

| Building Identifier | Maximum # of Children | Age Range              | Floor Plan   | Mail Documents |
|---------------------|-----------------------|------------------------|--------------|----------------|
| Main House          | 12                    | 6 Week(s) - 12 Year(s) | Not Uploaded | Yes            |

\* By signing below I hereby certify that:

- I understand that the department may investigate any criminal conviction record, finding of child abuse or neglect, or investigation of or final determination regarding any juvenile delinquency and will make a determination regarding whether the individual is eligible to be in the child care program;
- I understand that the department may delay its decision to approve or deny this application pending the outcome of any investigation, when the applicant, owner, center director, site coordinator, or site director, are named as the perpetrator in any current investigation of any crime, or in an allegation of abuse or neglect;
- I understand that providing false information on this application or any of the attachments, or failing to disclose any information required on the application, or required to be submitted with this application, shall be considered grounds for license denial or revocation;
- I have read the NH Child Care Program licensing rules, and understand that failure to maintain my program in compliance with the applicable rules, may jeopardize my license/permit and/or result in fines being assessed by the department;
- I authorize any police department, court system or human service agency in this or any other state to release copies of any criminal records or child abuse or neglect records to the department;
- All information provided as part of this application and in the required attachments is true and complete to the best of my knowledge.

\* Legal Name of Applicant(s)/Owner(s)

Cookie Monster

\* Legal Name of Provider

Cookie Monster

Previous

Submit

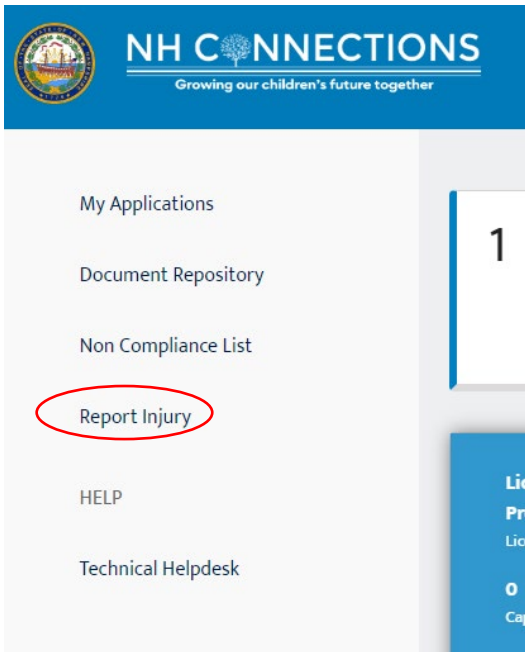
## Injury Reporting

You can now submit your serious accident and injury reports for those injuries identified in rule.

To submit an online Injury Report, you should enter through the Licensing tile:

The screenshot shows the NH Connections Information System dashboard. The top navigation bar includes 'Home', 'Support', and 'Cookie Monster'. The main content area displays a grid of tiles. The 'Licensing' tile is circled in blue and shows a 'Licensed' status with a green checkmark. Other tiles include 'Professional Registry' (Incomplete), 'Training' (Take new training), 'Child Care Profile' (Last updated: 9/30/2020), 'Scholarship' (Apply for and Manage your Scholarship Applications), 'Background Record Checks' (Eligible), and 'Grants Application' (Apply for Grants Application).

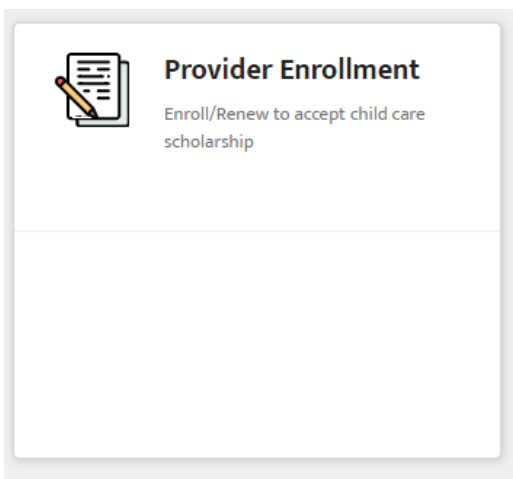
Once there you will see the Report Injury option on the left hand menu:



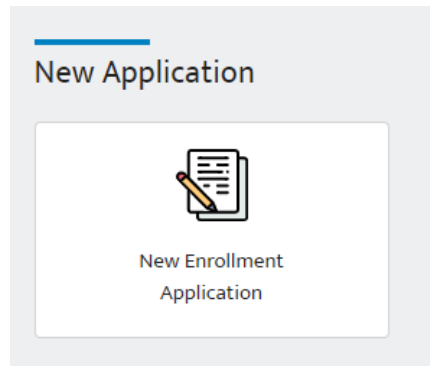
From here you will be able to enter all the injury information that is currently required on the current [Child Care Program Injury Report](#). If you submit your report online there is no need to fax or email the current form as this process replaces that form.

### Provider Enrollment (enroll/renew to accept child care scholarship)

Access the Provider enrollment tab from your NHCIS community portal:



Once here you will see the option to begin an application:



Please review the Application Instructions carefully as there are various forms and document that must be collected to complete your enrollment. These vary depending on the type of program you are enrolling.

It's very important you review this page and collect everything you need before submitting the application. You will be able to come back to this page before you submit and your application is saved as "In Progress" and does not need to be completed in one sitting.

A screenshot of the NH CONNECTIONS website's "Enrollment Application" page. The page features a blue header with the logo and navigation links. A sidebar on the left contains a progress indicator with five steps: 1. Instructions (highlighted), 2. Provider Information, 3. Provider Address Information, 4. Documents, and 5. Review And Submit. Below the sidebar is a "Need help?" section with a support link. The main content area is titled "INSTRUCTIONS" and provides a detailed list of requirements for the enrollment application, including forms, background checks, and training. At the bottom right of the instructions, there are "Cancel" and "Next" buttons.

Your program information will pre-populate on the Provider Information screen, and you just need to indicate how you file taxes and provide the relevant information for tax purposes.

The screenshot shows a form titled "PROVIDER INFORMATION" with a red asterisk indicating required fields. The form contains the following fields and values:

- Program Type:** Licensed Group Child Care Program
- How do you file taxes for your child care services?:** Employer Identification Number (dropdown menu)
- Program Name:** Sesame Street Early Learning
- Program Email:** srthottempudi1997@yahoo.com
- Program Phone:** (222) 222-2222
- Program Billing Address:** (empty)
- Program Shipping Address:** (empty)
- Program License#:** (empty)
- Program Capacity:** 200
- Program Age Range:** 12,12,
- Employer Identification Number:** ex:11-1111111

Buttons at the bottom right: "Previous" and "Save And Next".

Next please indicate your Primary Language and if you need and interpreter:

The screenshot shows a form titled "PROVIDER ADDRESS INFORMATION" with a red asterisk indicating required fields. The form contains the following fields and values:

- Primary Language Spoken:** English (dropdown menu)
- Do you need an interpreter:** Yes (radio button), No (radio button, selected)

### Documents:

On this page there are a couple documents you must download, print, complete, and mail to the Department and a place to upload other required documents. These uploaded documents vary depending on your program type so please refer to the guidance on [provider enrollment](#) or reach out to the [enrollment specialist](#) with your questions.

The screenshot shows the "Enrollment Application" page on the NH Connections website. The page has a blue header with the logo and navigation links (Home, Support, Cookie Monster). The main content area is divided into a sidebar and a main panel.

**Sidebar:**

- Instructions (checked)
- Provider Information (checked)
- Provider Address Information (checked)
- Documents** (active)
- Review And Submit (disabled)
- Need help? (link to support page)

**Main Panel:**

**DOCUMENTS**

Print and mail the following to BCDHSC, 129 Pleasant Street, Concord, NH 03301

- AWS tax form
- Direct Deposit form

**Upload Documents**

Upload the following:

- Health and Safety Training transcript,
- Pediatric first aid and CPR certifications,
- Letter of non-profit (if applicable),
- Health and Safety Checklist for relative-only care
- NH Child Abuse and Neglect Central Registry name Search Authorization forms for anyone between 10 and 17

Upload File

Upload Files Or drop files

Buttons at the bottom right: "Previous" and "Save And Next".

## **Review and Submit:**

This page provides a summary of your application but also lists all the requirements you are agreeing to follow as an enrolled provider. Entering your name and checking the box indicates to the Department that you have answered all areas of the application truthfully and will follow all laws and rules related to billing for enrolled children. Please take the time to review this application before signing off as this is legally binding.

This agreement becomes effective upon the date of submission.

\* Legal Name of Applicant(s)/Owner(s)

\* Legal Name of LE Provider or LE Site Director

\* Legal Name

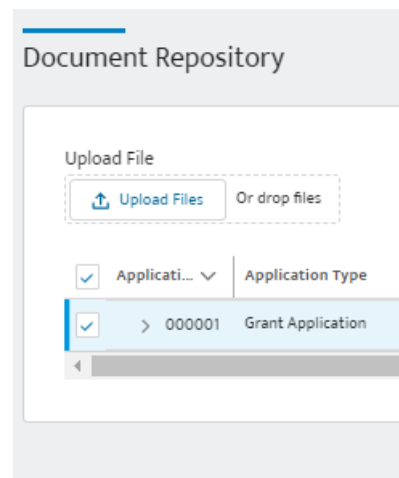
\*I have read and understood the questions in this application. I have reviewed my answers to the application questions, and, to the best of my knowledge, the information I have provided and the responses I have given are true.

Previous Submit

## **Adding documents to a submitted application**

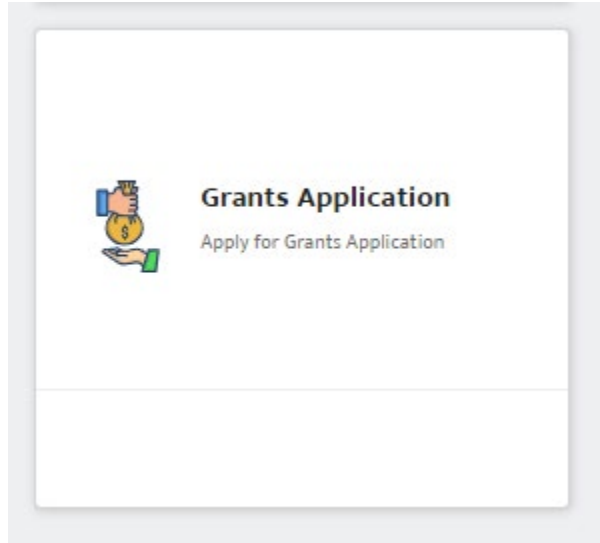
In the event that you are asked to submit missing documents for an application several application processes allow the upload of these within the application.

Navigate to the application that requires additional documentation (this could be for licensing, enrollment, credentials, or grants), use the “Document Repository” option on the left-hand menu and indicate the application that you are attaching documents to. By checking the box next to the application. Upload the required file.



## Grant Applications

Currently grant Details will be added by state staff, you will be able to track your application and upload documents as requested.



My Applications

Document Repository

HELP

Technical Helpdesk

You can upload required documents and see the status of your grants here.

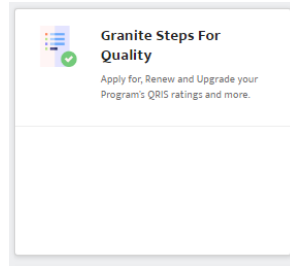
### My Applications

[Under Review](#) [Processed](#)

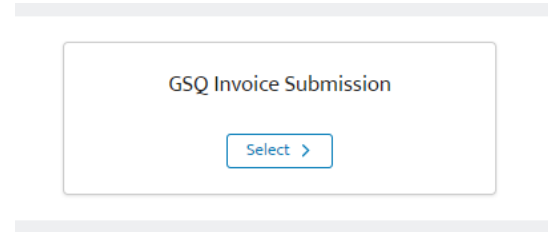
## GSQ Quarterly Invoices

You can now submit your quarterly invoices for GSQ through NHCIS.

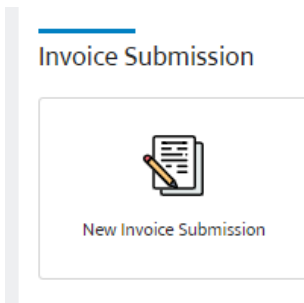
Enter through the GSQ tile:



Next, Click on "GSQ Invoice Submission":



Finally, enter the "New Invoice Submission" by clicking on this tile:



Once in this Invoice Submission there will be a couple fields to enter information, the test will be entered and confirmed by state staff.

When completing this screen make sure you enter your name in the "Invoice Completed By" and the "Authorized Signature" box.

Read the attestation and click the box before submitting your application.

Vendor Name  Vendor Number

DBA  Vendor Mailing Address

Resource ID#  Child Care Center License #

Invoice Completed By  Date Submitted

Licensed Capacity at the time of submission  Step

Quarter  Total To be Paid On This Invoice

I attest that my program is currently maintaining the criteria required for our Step award. I have read and understand the Granite Steps for Quality Guide to Incentive Funds including the lists of allowable and non-allowable uses for GSQ incentive funds. I understand that submission of false or misleading information or misuse of quality incentive funds may result in loss of invoicing privileges, and revocation of our Quality Step and/or our NH Child Care Agency License.

By typing my name and title here, I am certifying that the above information is accurate including the Quality Step I have indicated, program type, and license capacity to the best of my knowledge.

\*Authorized Signature  \*Title  \*Date Signed

You can follow the progress of your application.

Submissions

In Progress **Submitted** Under Review

Your Granite Steps for Quality incentive invoice has been received by the Bureau of Child Development and Head Start Collaboration. Your invoice will be processed after the last day of the quarter.

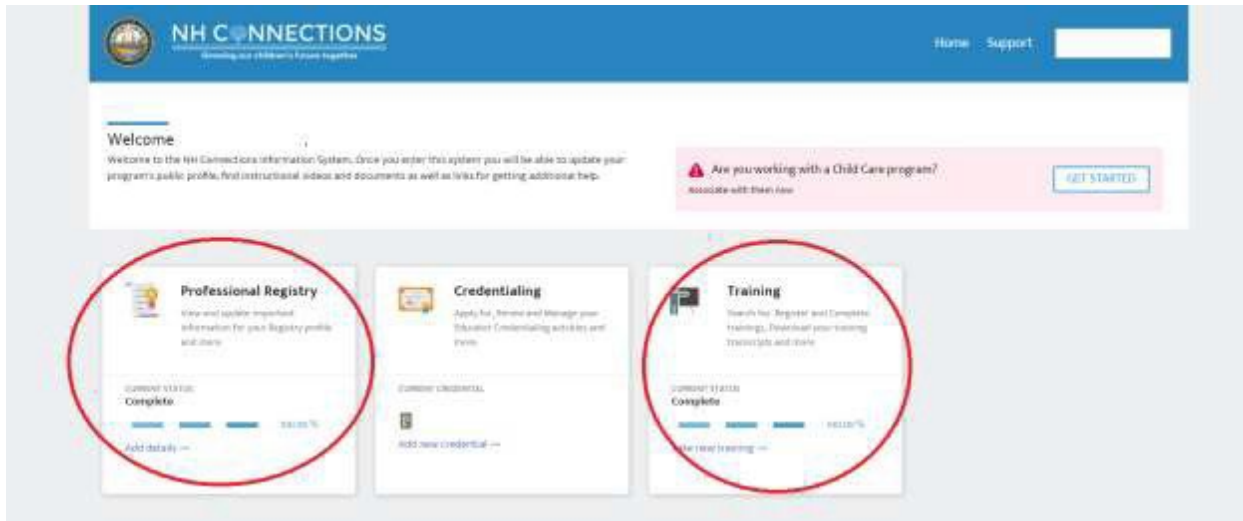
| Invoice Number | Invoice Type | Quarter | Date Submitted | Actions              |
|----------------|--------------|---------|----------------|----------------------|
| 31339          | GSQ Invoice  | Q2      | 2024-05-31     | <a href="#">View</a> |

Once reviewed payments are typically received within 20 days of the end of the quarter or 20 days from approval if your application was submitted late.



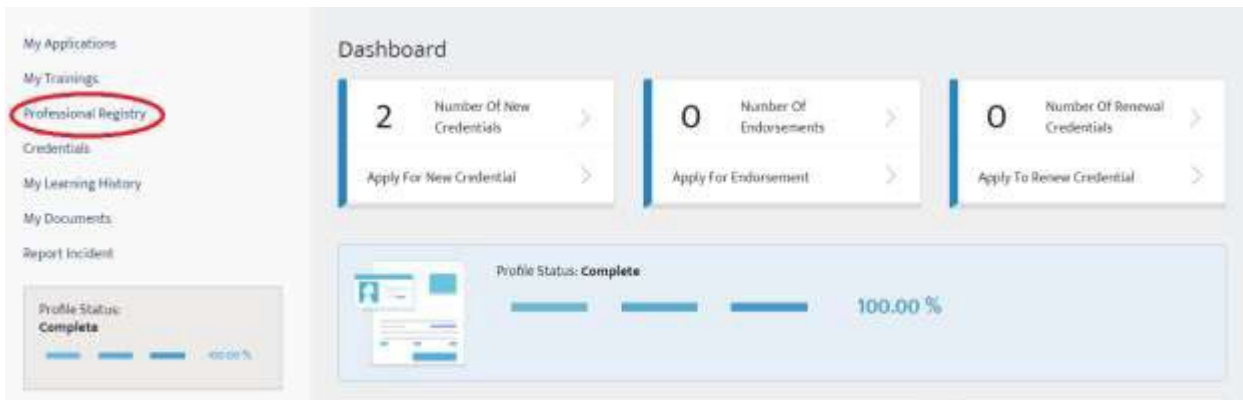
# Training

Currently, there are a few ways to find and access your transferred (and new) training information. The first place is within the Professional Registry Tile Application and the other is within the Training Tile Application.



## To Access Trainings in the Professional Registry Tile Application

- Click the Professional Registry Tile Application, when you hover over it you will see “VIEW PROFESSIONAL REGISTRY”.
- When this Tile launches, click “PROFESSIONAL REGISTRY” on the menu to the left.



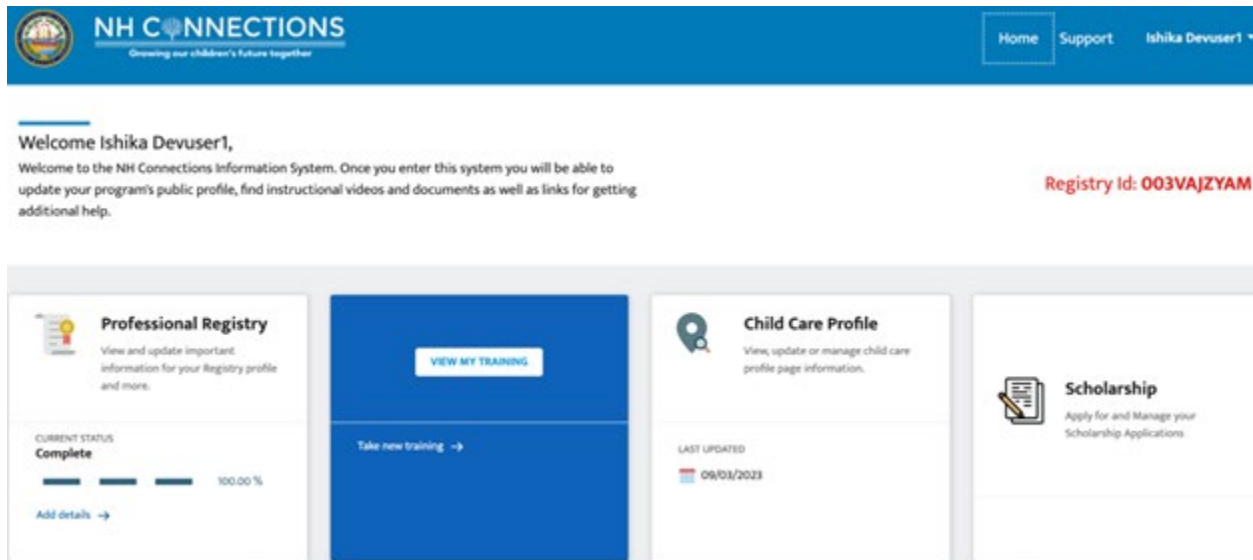
- Click “PROFESSIONAL DEVELOPMENT” on the menu to the left.



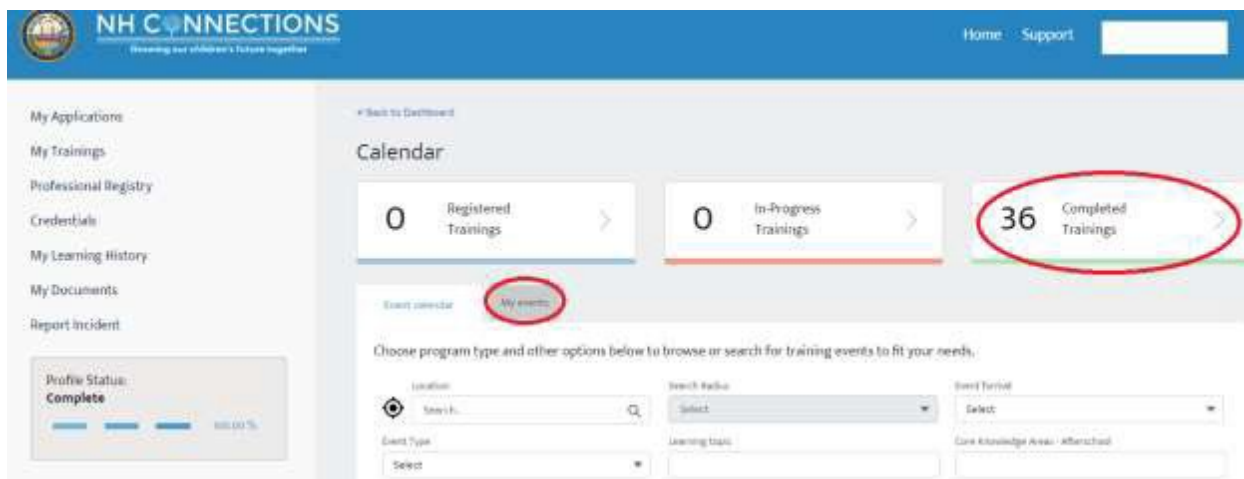
- Scroll down through your list to see trainings that have been imported from NHPR and new trainings completed through NHCIS/ProSolutions.

You can also generate a “Profile PDF” which will print all education and training information. To do so, simply click the “DOWNLOAD PROFILE PDF” near the top of your screen.

## To Access Trainings in the Training Tile Application



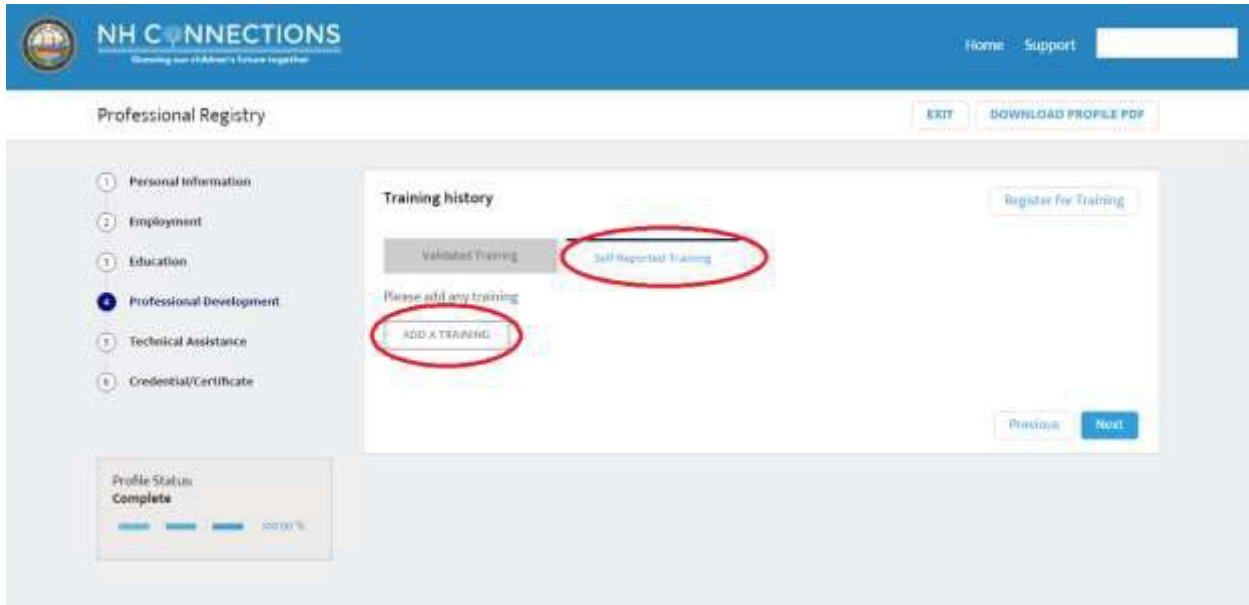
- Click the Training Application Tile, when you hover over it you will see “VIEW MY TRAINING”.
- When this Tile launches, there are two places to see trainings. The first is in the “MY EVENTS” tab and the other is in the “COMPLETED TRAININGS” section.
- By clicking the “MY EVENTS” tab you should find previous trainings.
- “COMPLETED TRAININGS” also features trainings you have taken.



## Adding Self-Reported Trainings

- Within your “Professional Section” click “PROFESSIONAL DEVELOPMENT”.

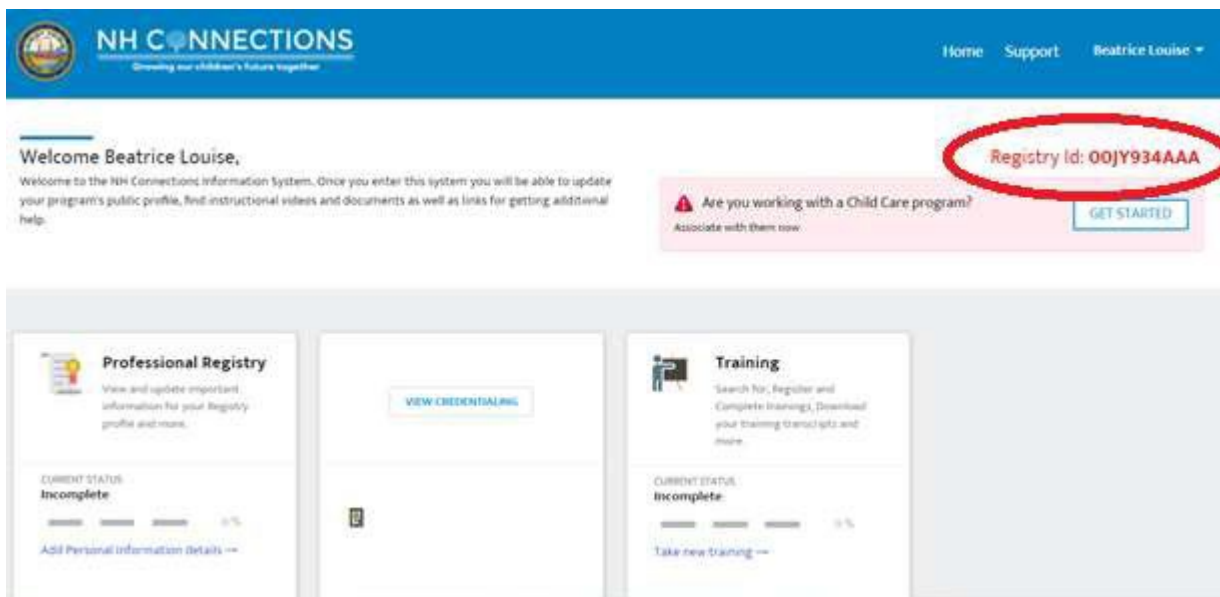
- Then click the “SELF-REPORTED TRAINING” tab.
- Click the “ADD A TRAINING” button.
- Enter all the training information and click “SAVE” button.
- Upon saving, go back to the box containing the entry and click “UPLOAD FILES” to attach the file from your computer.



**ProSolutions Support:**

Where do I find the Registry ID for ProSolutions trainings in the NHCIS Registry?

The Registry ID for ProSolutions is found on your individual Registry application on the NHCIS. You will find this in the top right hand corner of your screen in red text. Once you put your Registry ID into your ProSolutions trainings, these trainings will be populated into your account.



## Adding your Registry ID to an existing ProSolutions Account

Navigate to the [ProSolutions](#) website.

- Enter your account information and sign in.
- Click your Name in the top Right corner of the page, then select "PROFILE".
- Ensure all fields with an asterisk are completed.
- In the "STATE REGISTRY ID" box enter your 10 digit Registry ID from your NHCIS: Registry Record.
- Click the "SAVE PROFILE CHANGES BUTTON".

\*State: New Hampshire

\*Home Zip Code: Home Zip Code

You have indicated that you live in New Hampshire. To ensure that future completed courses are included in the New Hampshire Professional Registry, your 10-character state Registry ID# is required. This is a one-time only requirement. Enter your Registry ID# in the "State Registry ID" box below.

- Unsure of your Registry ID? Log into your account on the New Hampshire Professional Registry by visiting <https://nhpublichealth.force.com/nhccis>. Your Registry ID will appear on the page after you log in.
- Need to create a NH Registry account? Visit <https://nhpublichealth.force.com/nhccis> to create an account in the New Hampshire Professional Registry. After creating an account, you will be provided with a Registry ID unique to you.
- If you do not wish to receive credit in the New Hampshire Professional Registry for your training hours, check the opt out box.

State Registry ID:

\*Language: English

I choose to opt out of sending my completed training hours to my state registry for credit.

\*Field or Profession: Early Care and Education Professional

Title:

Where did you learn about us? Other

Place of employment: Place of Employment

Save Profile Changes

## Registering for Trainings

You can register in the training by clicking on the session and you will be landed to the below page where you need to click on Register button

NH CONNECTIONS  
Creating our children's future together

Home Support Ishika Devsani

My Applications  
My Trainings  
Professional Registry  
Credentials

Profile Status: Complete 100.00%

Calendar

18 Registered Trainings | 1 In-Progress Trainings | 1 Completed Trainings

Event Calendar My Events

Choose program type and other options below to browse or search for training events to fit your needs.

Location: Search... Search Radius: Select Event Format: All

Learning Topic: Core Knowledge Areas - Afterschool Core Knowledge Areas - Early Childhood

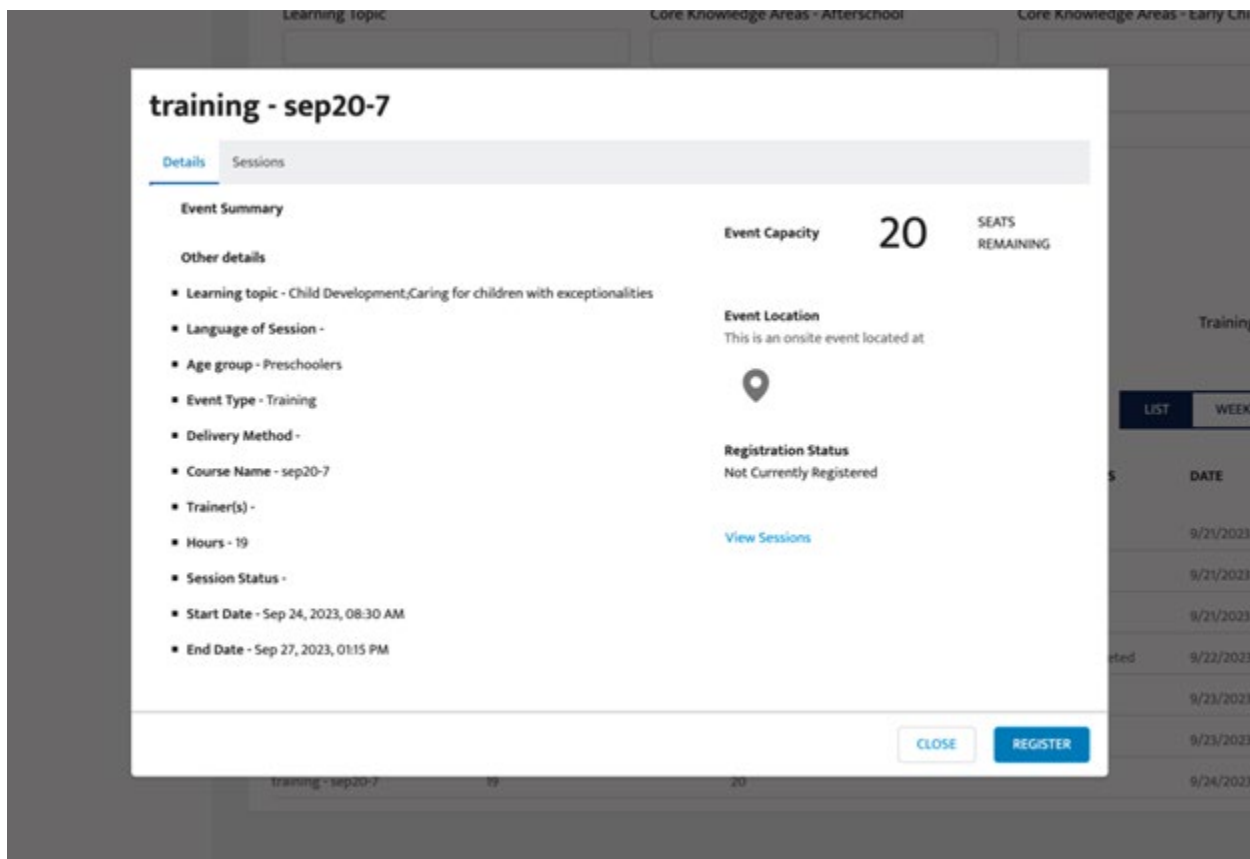
Age Group: Start Date: End Date:

Please Click Here to Register for ProSolution Trainings

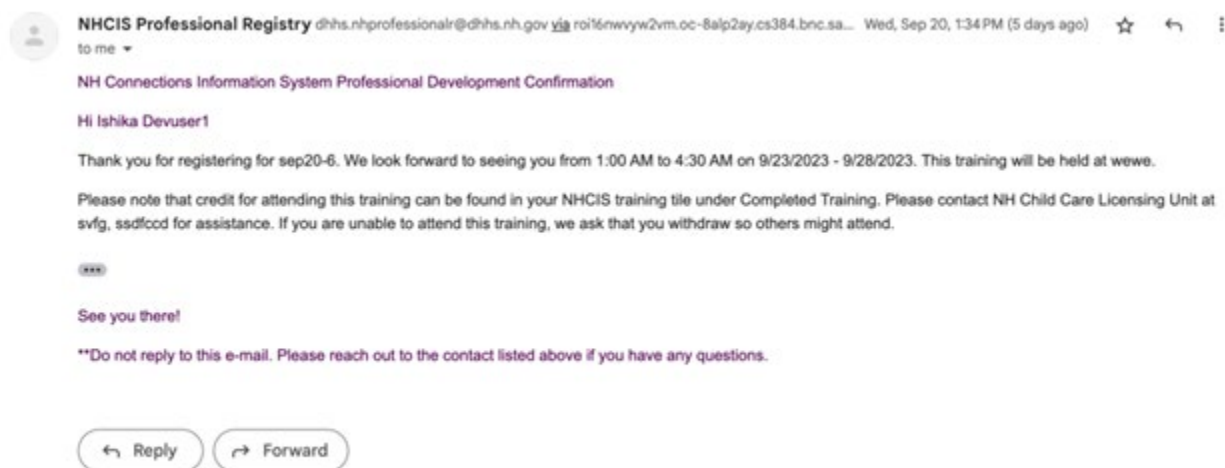
Training Type: All Trainings

September 2023

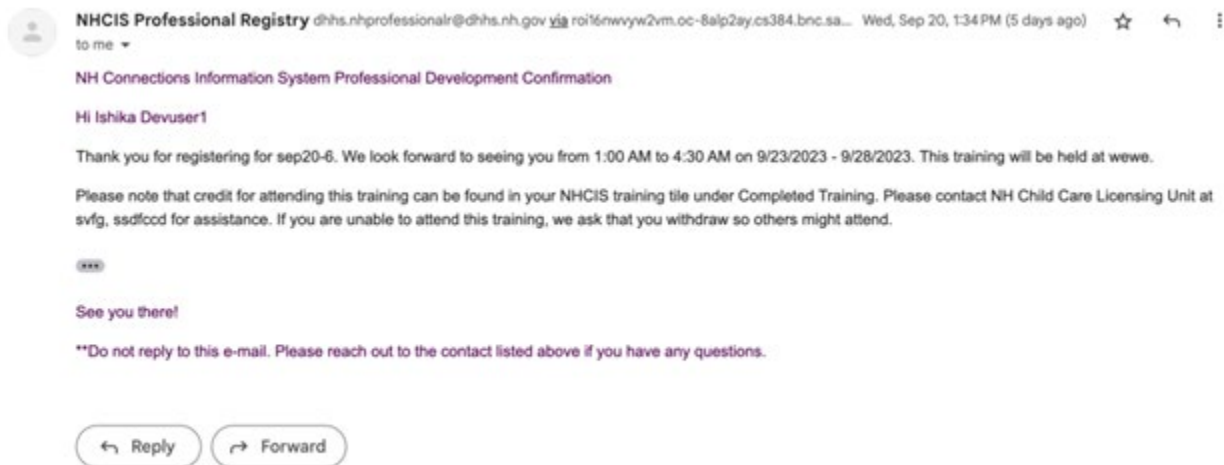
| EVENT                     | HOURS | TRAINERS | AVAILABLE SPOTS | LOCATION | STATUS    | DATE                  |
|---------------------------|-------|----------|-----------------|----------|-----------|-----------------------|
| training - september20-2  | 47.25 |          | 17              |          |           | 9/20/2023 - 9/28/2023 |
| training - september20-1  |       |          | 19              |          |           | 9/20/2023 -           |
| training - september-3    | 125   |          | 0               |          |           | 9/20/2023 - 9/30/2023 |
| training - september-20-5 | 99.75 |          | 44              |          | Completed | 9/20/2023 - 9/28/2023 |
| training - sep20-6        | 21    |          | 41              |          |           | 9/20/2023 - 9/28/2023 |
| training - september20-4  | 124   |          | 230             |          |           | 9/20/2023 - 9/30/2023 |



After clicking on the "Register" button you will be Register successfully and a mail will be sent which is mentioned below in the screenshot



After clicking on the "Register" button you will be Register and a e-mail will be sent to the e-mail address in your account record.



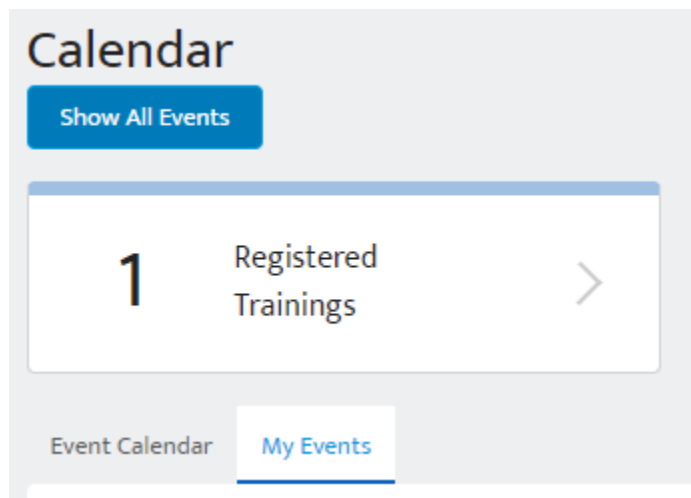
You will receive a reminder e-mail before the training.



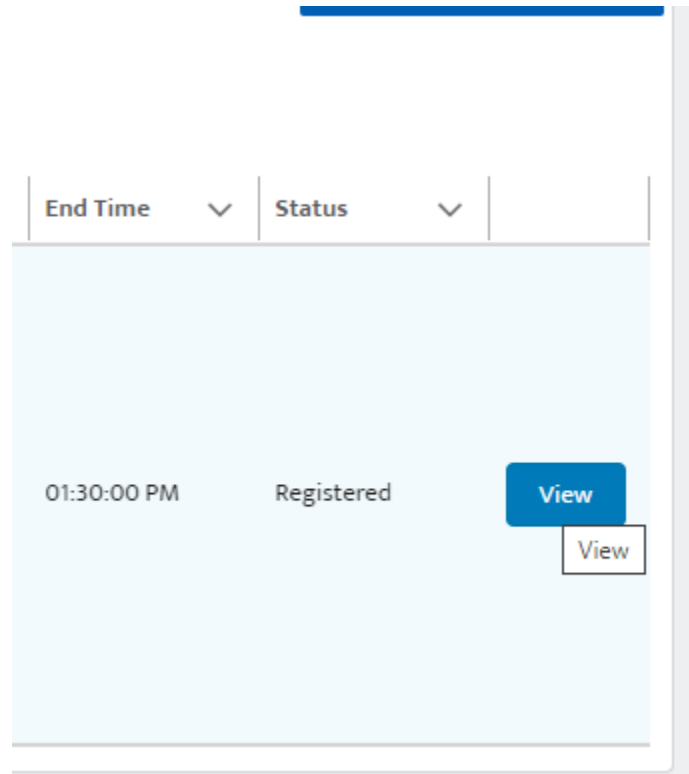
### [Withdraw from a training](#)

If you are unable to attend the training you may withdraw through NHCIS.

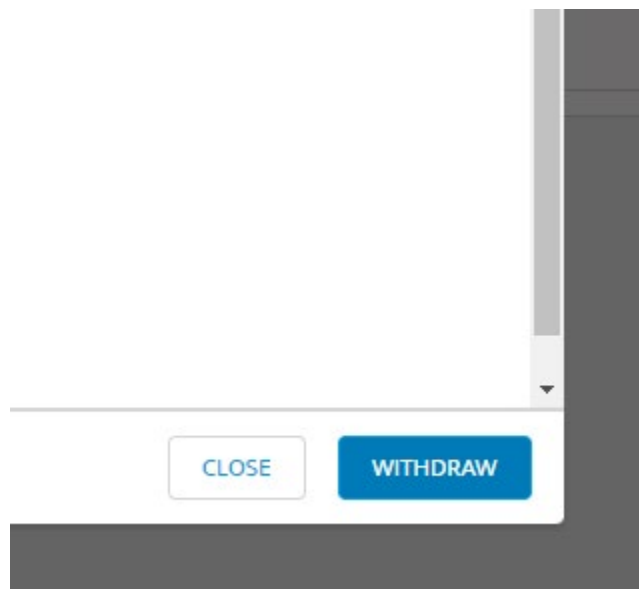
Navigate to your training tile and click on the tile that shows the registered trainings.



Find the training you wish to withdraw from and click the “view” button.

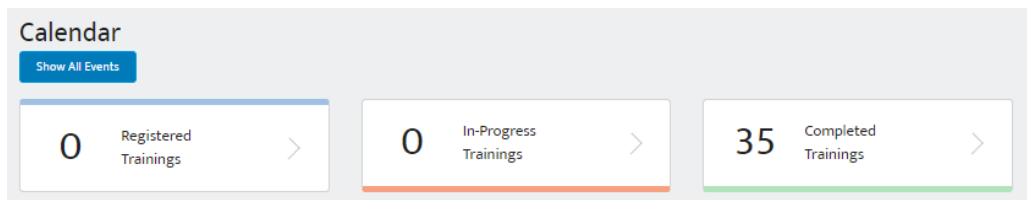


From here you can simply click on the withdraw button to withdraw from the training.




## Downloading/Printing your training transcript

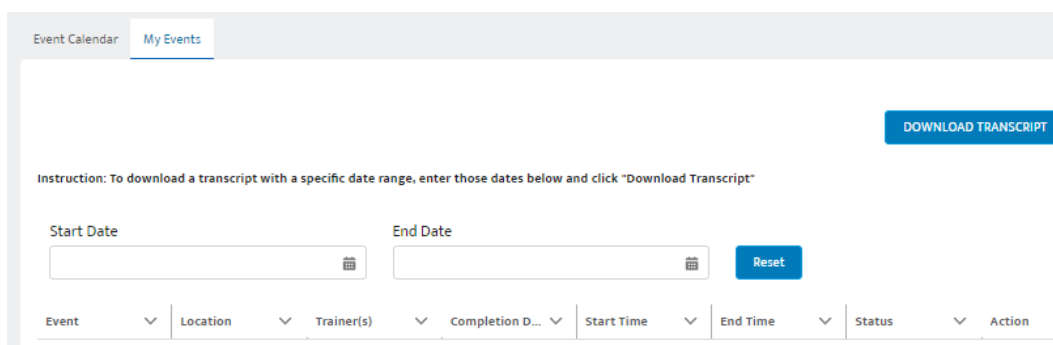
Once you have opened the training tile click on the tab that shows your completed trainings.



Once there you must enter a date range for your transcript.

You can sort all your trainings on this screen to show the completion dates in order or any field where this is a “ ▾ ”.

Once you choose your date range click on the blue  button.

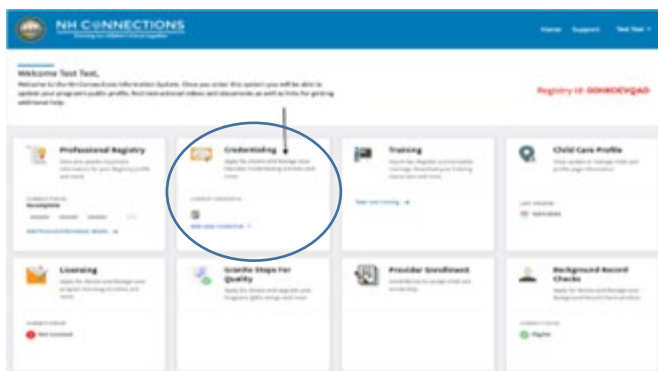


## Credential Application

### Overview:

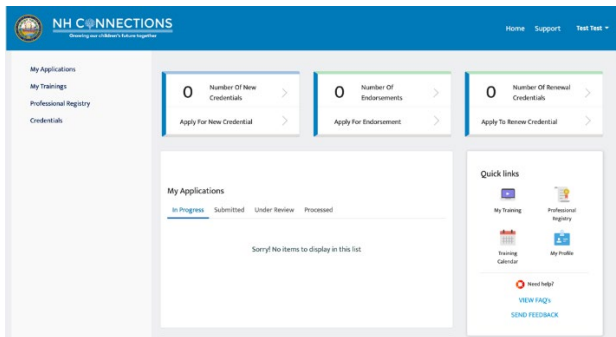
This document describes the step-by-step procedure of the Credential application and how a user can submit a New or a Renewal Application.

1. The user with their valid credentials will log in to the NHCIS portal, once the user successfully logs in, they land on the Home page of the NHCIS Portal. They will click on the Credential Application tile.

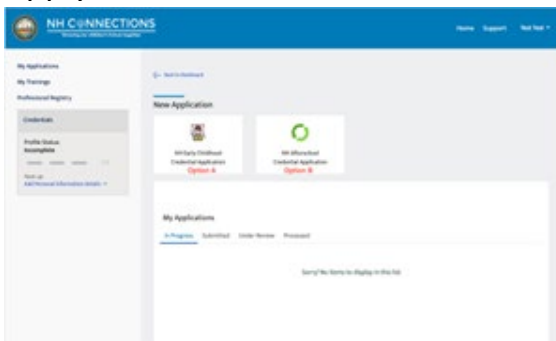




2. Once the user clicks on the Credentialing tile, they are redirected to the below page, where they can see various tabs.

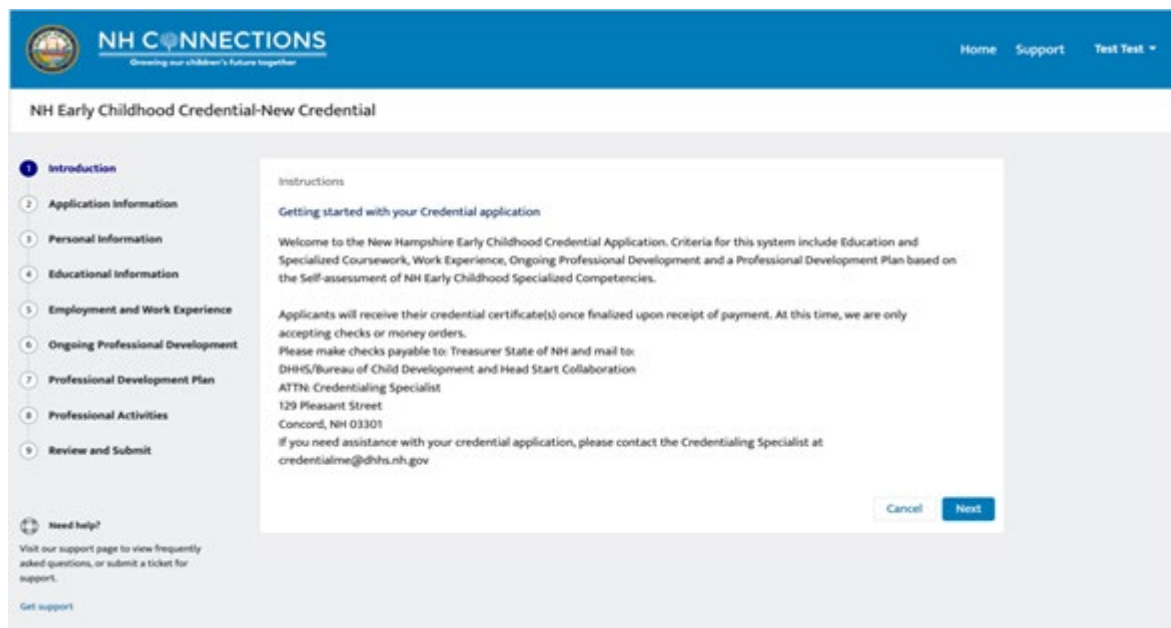
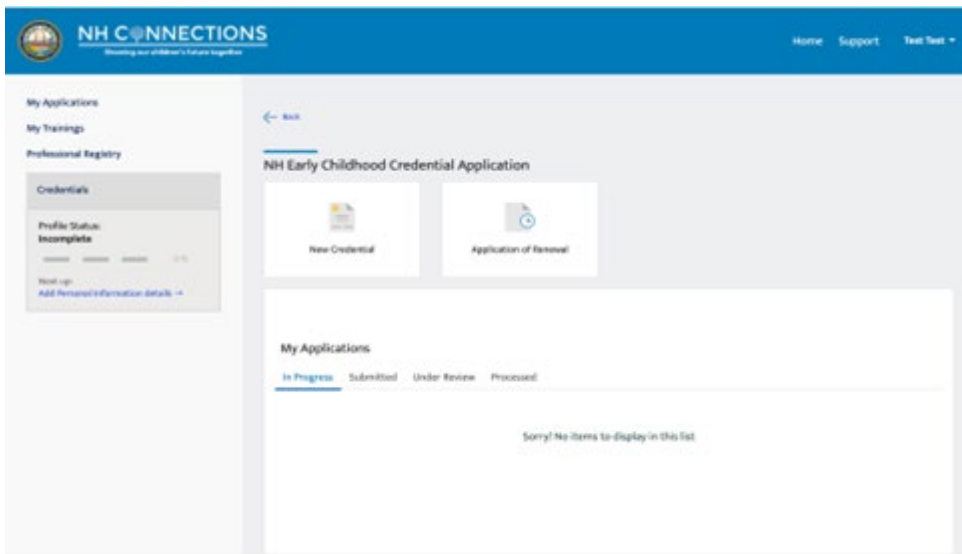


Apply For New Credential: Once the user clicks on the tab, the user can see below options:



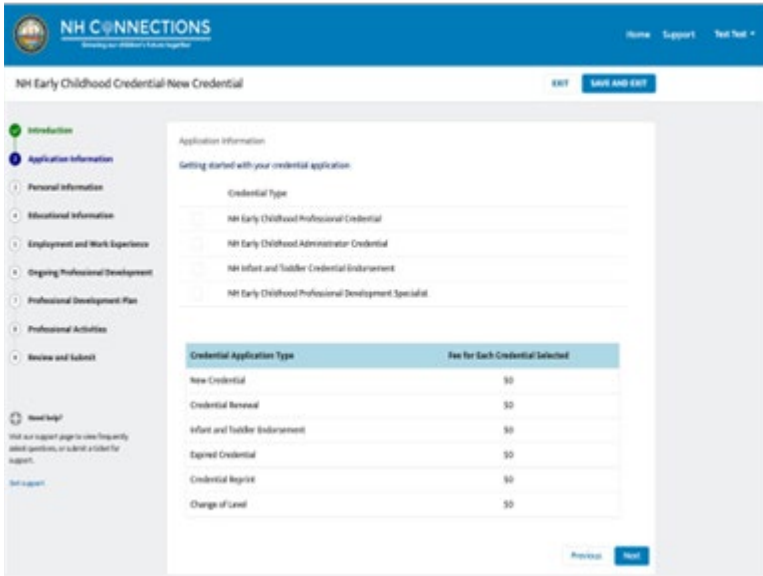
The user will click on Option A to apply for the NH Early Childhood Credential Application. To apply for the NH Afterschool Credential Application the user should click Option B.

For Example: If the user clicks on Option A, “New Early Childhood Credential” the user is given two options, either they can select ‘New Credential’ or ‘Application of Renewal’. If the user selects New Credential, a new application is opened.

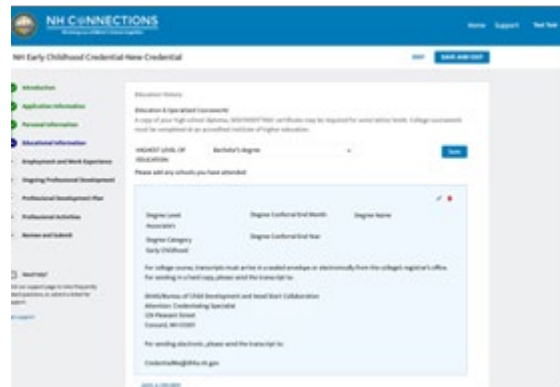
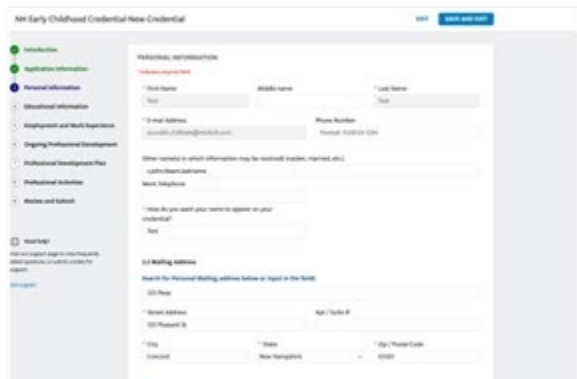


After reading the requirements on the intro page you will begin the application:

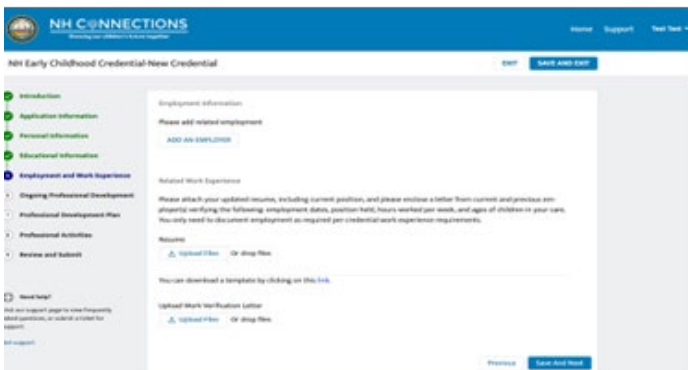
- Here the user has to select a Minimum of one credential type to proceed with the application. Once selected and clicked on the Next button the user gets on the third page of the application.



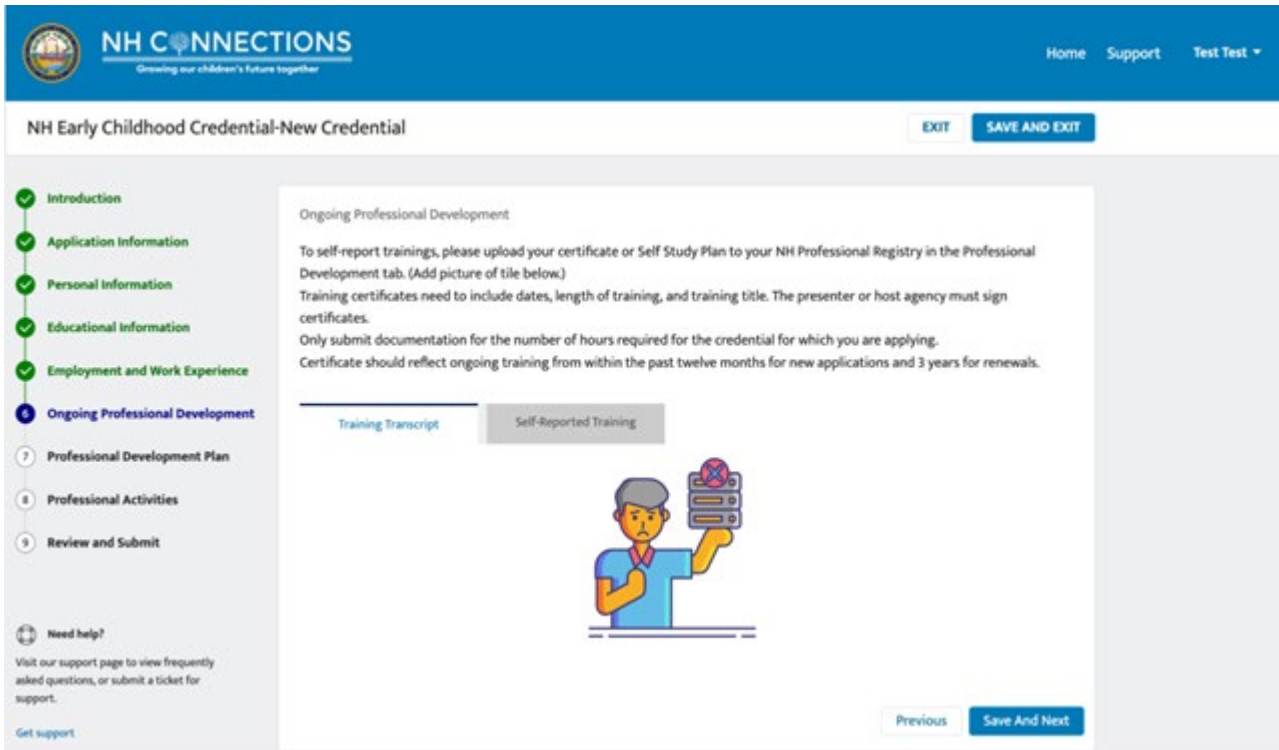
- Next, the user fills in their personal information on the application and their education.



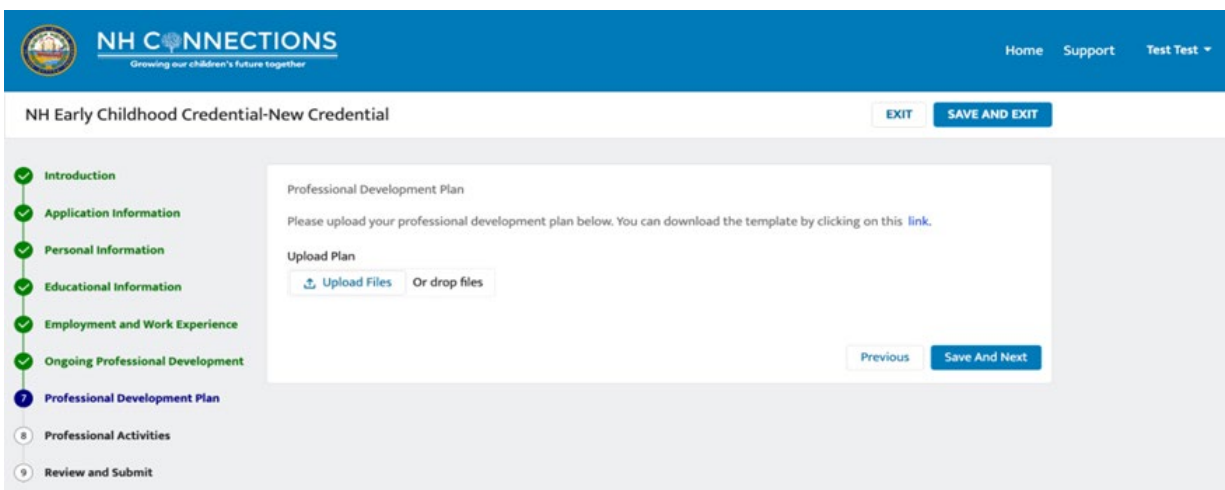
- Here the user can fill in their Employment information, and upload their Resume, and also their Work Verification letters using the upload files option.



- Once the user gets on the page of the application, they can see all the information related to their Training (completed by the user earlier) and also they can add their self-reported training. The system populates all the completed trainings automatically in the Training Transcript tab.



- On this page, the user will upload their Professional Development Plan using the Upload file option.



Here the user can fill in their Professional activities, the user can add multiple rows of data according to their need, Once the information is filled in the user clicks on the Save and Next button. The system takes the user to the Review and Submit page.

**NH CONNECTIONS**  
Growing our children's future together

Home Support Test Test

NH Early Childhood Credential-New Credential

EXIT SAVE AND EXIT

- Introduction
- Application Information
- Personal Information
- Educational Information
- Employment and Work Experience
- Ongoing Professional Development
- Professional Development Plan
- Professional Activities**
- Review and Submit

**Professional Activities**

Each credential lattice includes requirements for Professional Activity Units. The list below is not a comprehensive list. If you are participating in other EC professional activities, please submit the New Hampshire Early Childhood Professional Development System "Professional Activities Documentation Form", found immediately after the Matrix. The Credentialing Specialist will consider the submission and, if approved, assign units. Please reference the Professional Activities Matrix in the guidebook.

To review the Professional Activities Matrix or download the Professional Activities form please visit [here](#)

| Title of the Activity        | No. of Units | Action |
|------------------------------|--------------|--------|
| <a href="#">Add Activity</a> |              |        |

Previous Save And Next

**Need help?**  
Visit our support page to view frequently asked questions, or submit a ticket for support.  
[Get support](#)

Finally, the user can review and check all the details they have filled in their application. Now the user can click on the Submit button option and the application is submitted.

Upon submission, the user receives an email from the stateside which states that the application is successfully submitted.

**NH CONNECTIONS**  
Growing our children's future together

Home Support Test Test

NH Early Childhood Credential-New Credential

EXIT

- Introduction
- Application Information
- Personal Information
- Educational Information
- Employment and Work Experience
- Ongoing Professional Development
- Professional Development Plan
- Professional Activities
- Review and Submit**

**Credential Type**

Credential Type  
NH Early Childhood Professional Credential

**Personal Information**

|   |   |                    |
|---|---|--------------------|
| Name  | E-mail Address                                  | Phone Number       |
| Test Test                                       | test@nh.chshale@ntsh2b.com                      |                    |
| Mailing Address                                 | Physical Address                                | Other Known Names  |
| 123 Pleasant St, Concord, New Hampshire - 03301 | 123 Pleasant St, Concord, New Hampshire - 03301 | John,Naam,lastname |
| Name to Appear on Credentials                   | Test  |                    |

**Education (Degrees)**

I have requested my transcript from the Institute of Higher Learning  
Yes

|                 |                            |             |
|-----------------|----------------------------|-------------|
| Degree Level    | Degree Conferral End Month | Degree Name |
| Associate       |                            |             |
| Degree Category | Degree Conferral End Year  |             |
| Early Childhood |                            |             |

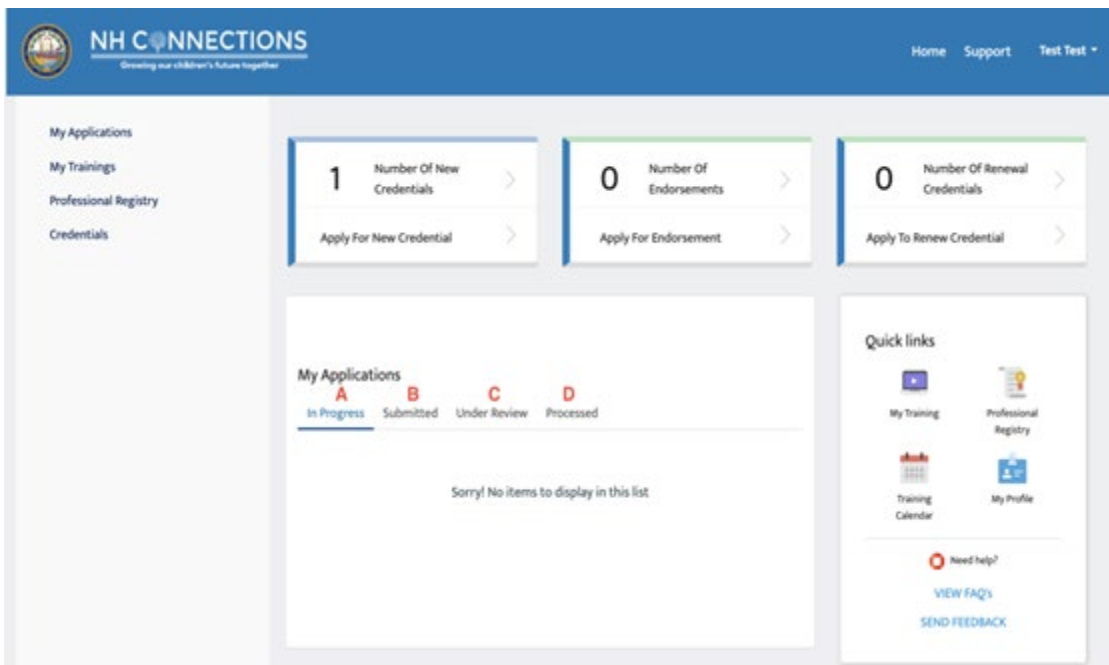
\* Legal Name  
Test Test

I have read and understood the questions in this application. I have reviewed my answers to the application questions, and, to the

**Need help?**  
Visit our support page to view frequently asked questions, or submit a ticket for support.  
[Get support](#)

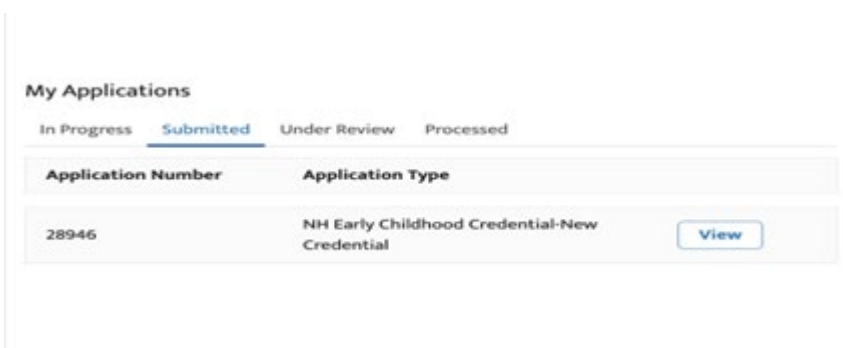
3. On the My Application dashboard: The user can view all the application-related progress from the My Application dashboard.

**Option A:** Here the user can see all the applications that they have started but not yet submitted. Whenever the user starts an application a new application record is created and that is under the 'In Progress' tab. The user can continue their application by clicking on the application tab under this section.

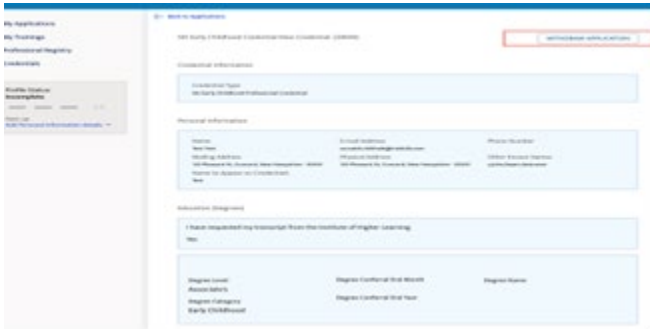


**Option B:** Here the user can view all the submitted applications, here they can also withdraw any application by clicking on the withdraw button.

They click on the View button option.



Once the user clicks on the View button, the application details page is opened and by clicking on the Withdraw option, they can withdraw their application.



**Option C:** The user can view the status of their application under this tab, once the stateside starts their review process of a particular application and updates the status manually to Under Review then that application is shown under this tab.

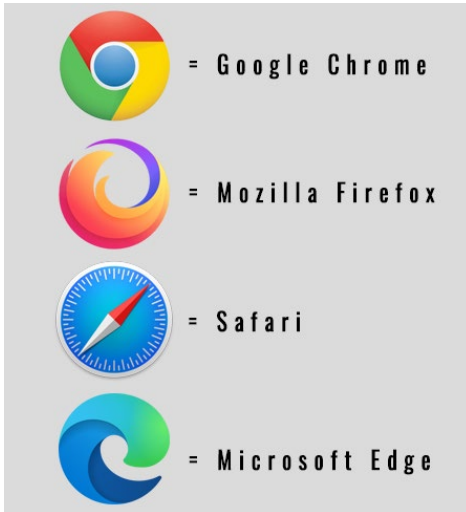
**Option D:** Once the stateside approves the application, the application record is shown under this tab.

## Troubleshooting

### Browser

It is best to use the Google Chrome browser to access NHCIS.

If you don't know what browser you are using check using <https://www.whatsmybrowser.org>



NHCIS was designed to work best with Chrome on a laptop or desktop PC or Mac. We highly recommend that you do not use a mobile phone, or MS Edge, Safari, Firefox, or any other browser other than Google Chrome on a laptop or desktop PC or Mac.

#### Cache/Incognito

We understand that it is often necessary for staff members to work closely with you - and use your computer or a shared computer - to register for and log into their NHCIS accounts. In such cases, it is a good idea to use the [Incognito Mode](#) of your Google Chrome browser before having each different user log into their account.

Because all websites store information on your computer when accessed, the "cached" information created by multiple users can sometimes result in conflicts that cause unusual errors and prevent you from completing your task.

This is not a situation unique to NHCIS. If you were to have several employees or household members log into their AT&T account on the same computer, for example, you would likely encounter similar cache and cookie issues. You should also clear cache and cookies from time to time, if you use your computer to log into multiple sites related to NH Child Care.

#### Steps for clearing your cache:

**Login issues can sometimes be caused by information that was stored by your browser during previous visits to NHCIS. If you are already using Chrome, clear the cache and cookies to avoid potential login conflicts, using the following steps:**

- Close the Chrome browser, if it is still open.
- Reopen Chrome.
- At the top right, click on the 3 vertical dots in the top right corner.
- Click More tools and then select Clear browsing data.
- At the top, select the time range, "All time."
- Check the boxes next to "Cookies and other site data" AND "Cached images and files."
- Click Clear data.
- Close and reopen Chrome.
- Log in to NHCIS.





### Help Desk/Support Ticket

Do know that the Help Desk is here to assist you when needed. We will work closely with you and new employees to set up their account and complete tasks as necessary. Although our team does not provide phone support, we do monitor incoming support requests continuously throughout the day, and we will respond to users' requests for help as soon as possible.

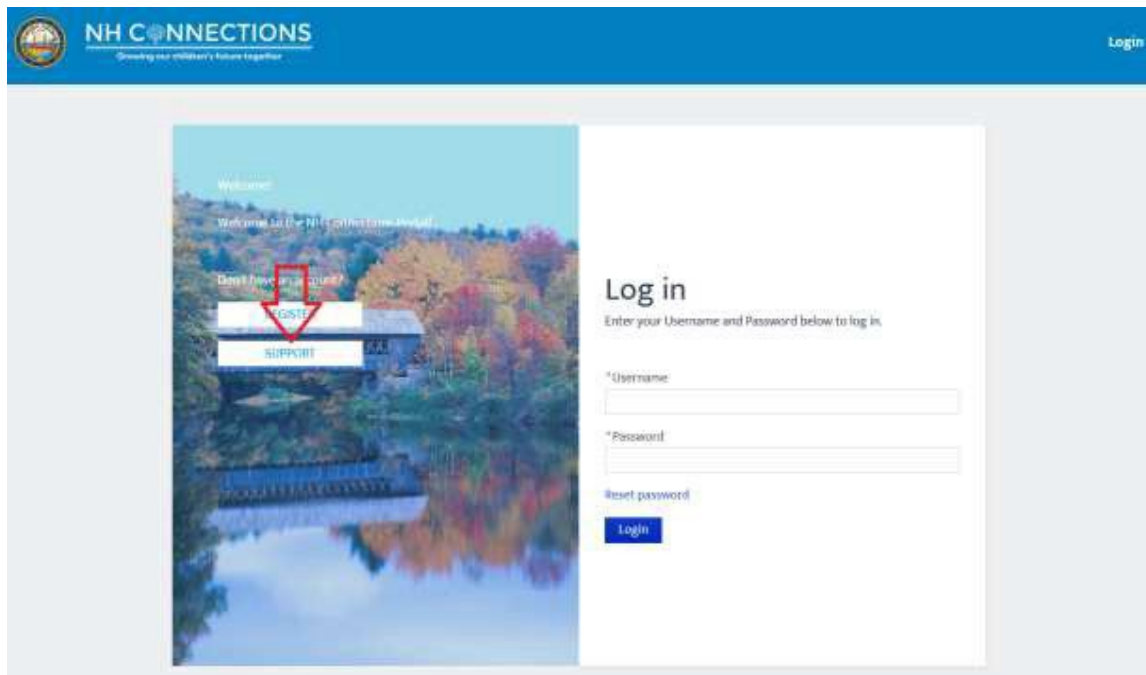
Please let us know if you have any questions, or you encounter any further difficulties.

### Submitting a support ticket for a login issue

Navigate to the [NHGIS Login Page](#) and click the white "SUPPORT" button on the left hand side.

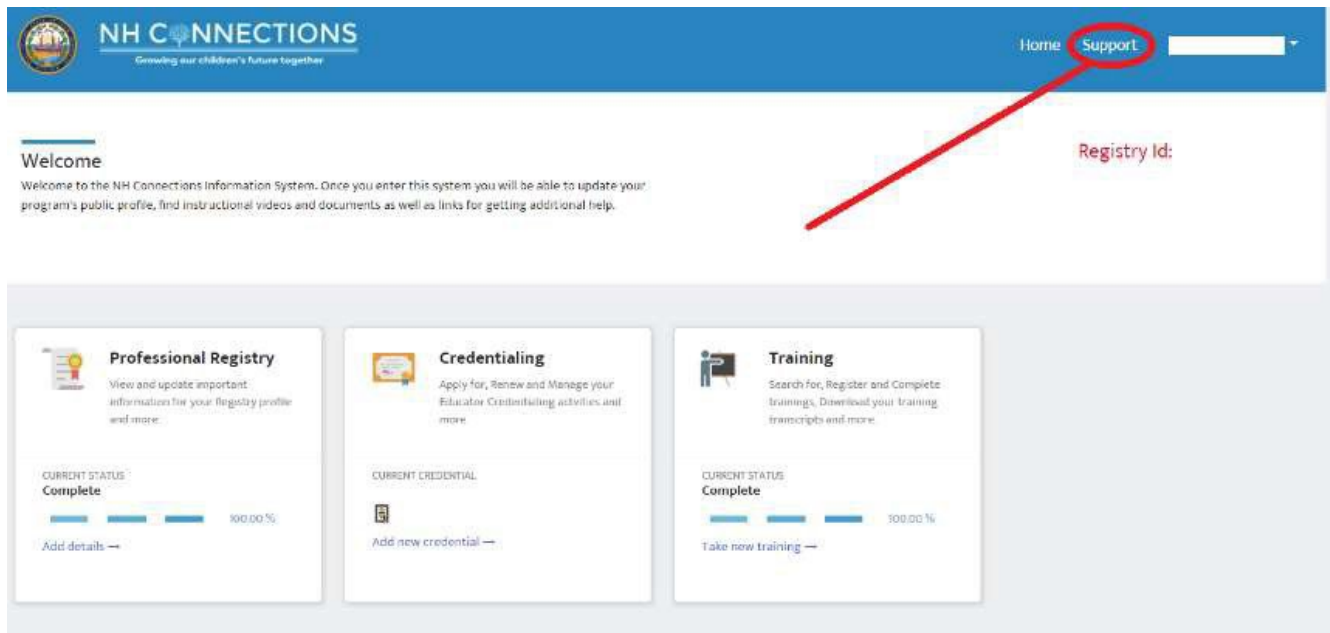
Enter your contact information.

- Select the ticket type that applies to your issue. (Login Issue, Forgot Password does not work or Forgot Username).
- Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.



## Submitting a support ticket for a non-login issue

- Navigate to the [NHCIS Log in Page](#).
- Login using your email address and password for your NHCIS account.
- Click the white “SUPPORT” button in the top right hand corner of the page.
- Select the item you need assistance with in the “I NEED ASSISTANCE” drop down.
- Add a basic subject in the “SUBJECT” field.
- Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.



*Please note: NHCIS help is for issues related to assistance using the NHCIS portal. All other questions should be directed to the organization that oversee those programs.*

[Bureau of Child Development and Head Start Collaboration](#), [Child Care Licensing](#), [Child Care Aware](#), [ACROSS NH](#)


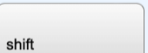

Each organizations website includes a wealth of information to assist you and direct you to the right person to help answer your questions.

## Taking a Screen Shot




You may be asked to provide a screen shot so we can better assist you. Screen shots taken from the computer screen are much clearer than a photo of your screen using your phone. This guide is created using screen shots.

Here are some steps to taking screen shots:



### Using a Mac

hold down  and  and press  = Use your mouse to draw a **rectangle** in order to specify what to capture – or press the **spacebar** and then click on something (e.g. a **window**) to capture it. Your Mac then saves it as a **file** on the desktop. The file name will look like "Screen shot 2023-10-05 at 08.45.00 AM.png".

## Using a PC (or non-Mac)

hold down  and  and press  = Use your mouse to draw a **rectangle** in order to specify what to capture. Windows then copies it to the **clipboard**.

**I guess it's in the clipboard now. How can I paste it into a document or something?**

hold down  and press  = Windows pastes the screenshot (that is in the **clipboard**) into a document or image you are currently editing.