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1. General Support

1.1 How do I create a Provider Portal Account?

Steps to Register a Provider Site and Create a Provider Portal Account

- 1) To create a Provider Portal Account, you must first register your Provider site. To register a new Provider site, navigate to <https://providerservices.floridaearlylearning.com/Account/Register>
- 2) Enter your Taxpayer or Provider identification number and your License/Registration/Exemption number for your provider site. Click the **Verify License Details** button.
- 3) Enter the details for your provider site by completing all the required fields.
- 4) If you are registering for a new provider site due to a change in ownership, select **Yes** on the question “Is this site being created due to a change/transfer of Ownership?” You will be required to enter additional information regarding the site being adopted.
- 5) Click the **Register** button. A message will display letting you know your registration has been successfully submitted to your Coalition for review. An email will be sent to you stating the same.

1.2 How do I log into my Provider Portal account?

Steps to Log into your Provider Portal Account

- 1) Once you have submitted a Provider Portal registration to your Coalition, your Coalition will review and approve or reject the registration. An email will be sent to you once approved or rejected.
- 2) Following your provider registration getting approved, your coalition will need to request your site and user to be added to the Florida Department of Education (FLDOE) Single Sign-On.
- 3) Once your site and user have been set up in FLDOE Single Sign-On, you will receive two emails from DONOTREPLY@fldoe.org- one will contain your username, and the other will contain your password.

- 4) Navigate to the Provider Portal at <https://providerservices.floridaearlylearning.com/>. You will automatically be redirected to FLDOE Single Sign-On.
- 5) Click **Hosted / Self-Registered Login**
- 6) Enter the username provided to you in your email. Click the **Sign In** button.
- 7) Enter the password provided to you in your email. Click the **Continue** button.
- 8) Select your method for multi-factor authentication and enter the required information. Click **Send Code** button.
- 9) Retrieve the code from your selected method of authentication. Enter the code and click **Verify Code**.
- 10) The Provider Portal home page will display.

Note: Menus and actions are dependent on the Provider Portal role(s) provisioned to your signed in user. Please contact your coalition if you are unable to perform your desired functions.

1.3 How can I resolve technical issues?

Experiencing technical issues can be frustrating. This guide provides steps to troubleshoot common problems and contact support if needed.

Steps to Resolve Technical Issues

1. Check Your Internet Connection:
 - Ensure your device is connected to the internet.
 - Restart your router or modem if necessary.
2. Clear Your Browser Cache:
 - Go to your browser settings.
 - Find the option to clear browsing data or cache.
 - Restart your browser and try accessing the portal again.
3. Update Your Browser:
 - Ensure you are using the latest version of your web browser.
 - Update or switch to a different browser if needed.

4. Restart Your Device:

- Sometimes a simple restart can resolve technical issues.

1.4 Why don't I see the new provider I added through the Add Site process?

After registering the new site, you need to contact your Coalition so they can get your site set up in Single Sign-On (SSO). Once your site has been created, and your user has been associated with the new site, your site will be accessible.

Note: Check with your Coalition for their process for how to contact them about newly added sites.