ARISE Provider Portal – Applying for a Center License

Once Provider's register on the Provider Portal, they can apply for a license or exemption, as per their provider type, using the portal.

How to apply for a center facility license on the Arise Provider Portal?

The following is a quick step-by-step guide to begin and submit your licensing application for a childcare center!

Following the standard registration process, ensure that you select 'Center' as the Provider type when registering as a Provider (please refer to the Quick Reference Guide on Registration or to the Provider User Manual for further details on this).

Once you have completed the registration, having selected 'center', logging in using your registered account will lead to the following landing page:

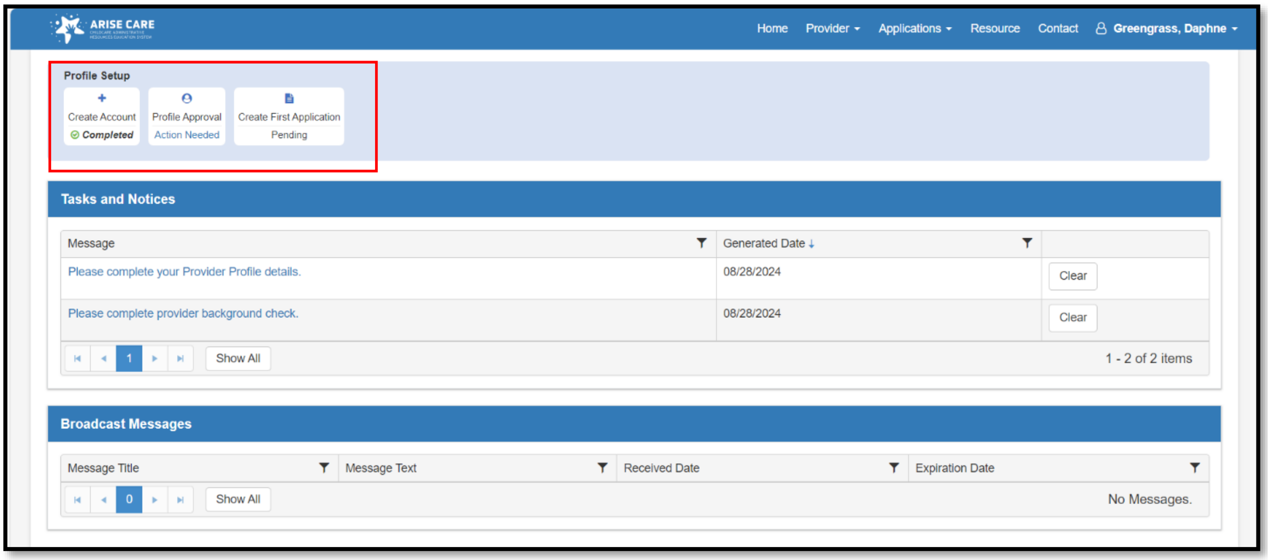

Figure 1: Landing page

The landing page is the first page that you see when you log in to the provider portal. This is the screen where you will be able to see your progress, receive notices and messages, and complete the steps required to submit your application.

On the landing page, you will see an application wizard at the top, containing a set of steps. These are the various steps to be completed when submitting your initial license application.

The process begins as follows:

1. Complete Provider Profile (Profile Approval)
2. Initiate License Application (Create First Application)

After these two steps have been completed, you will be able to proceed once your application has been accepted.

Step One: Provider Profile

How to Complete Provider Profile?

1. Click on the ‘Action Needed’ link under the ‘Profile Approval’ step in the application wizard, to be directed to the following page:

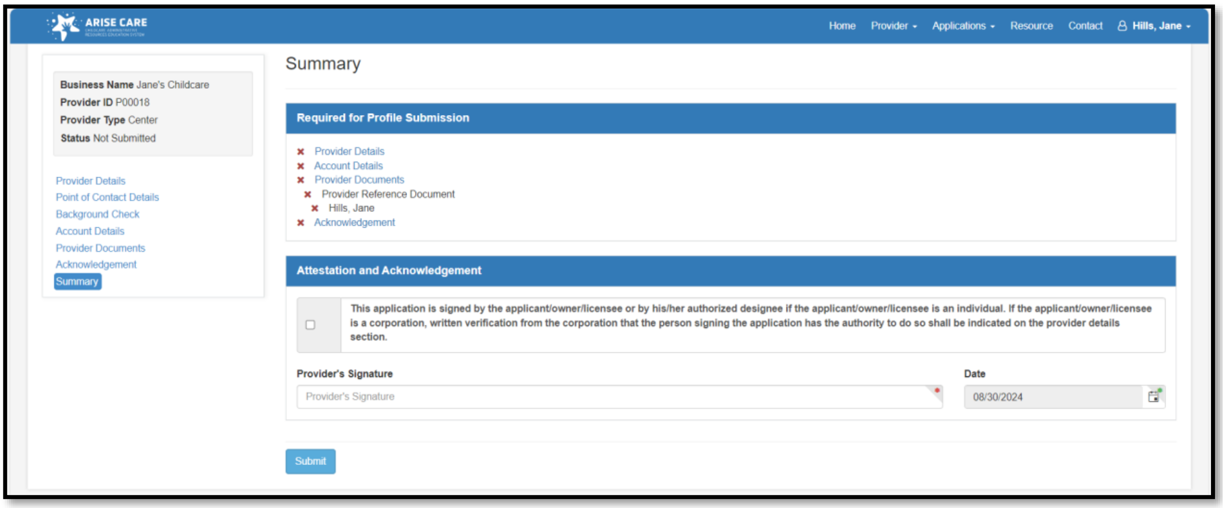

Figure 2: Summary Page

The Summary Page depicts a list of actionable items that must be completed in order to finish your profile.

You may click on each item on the list OR use the navigation pane on the left.

2. First click on ‘Provider Details’ on the left to be taken to the following page:

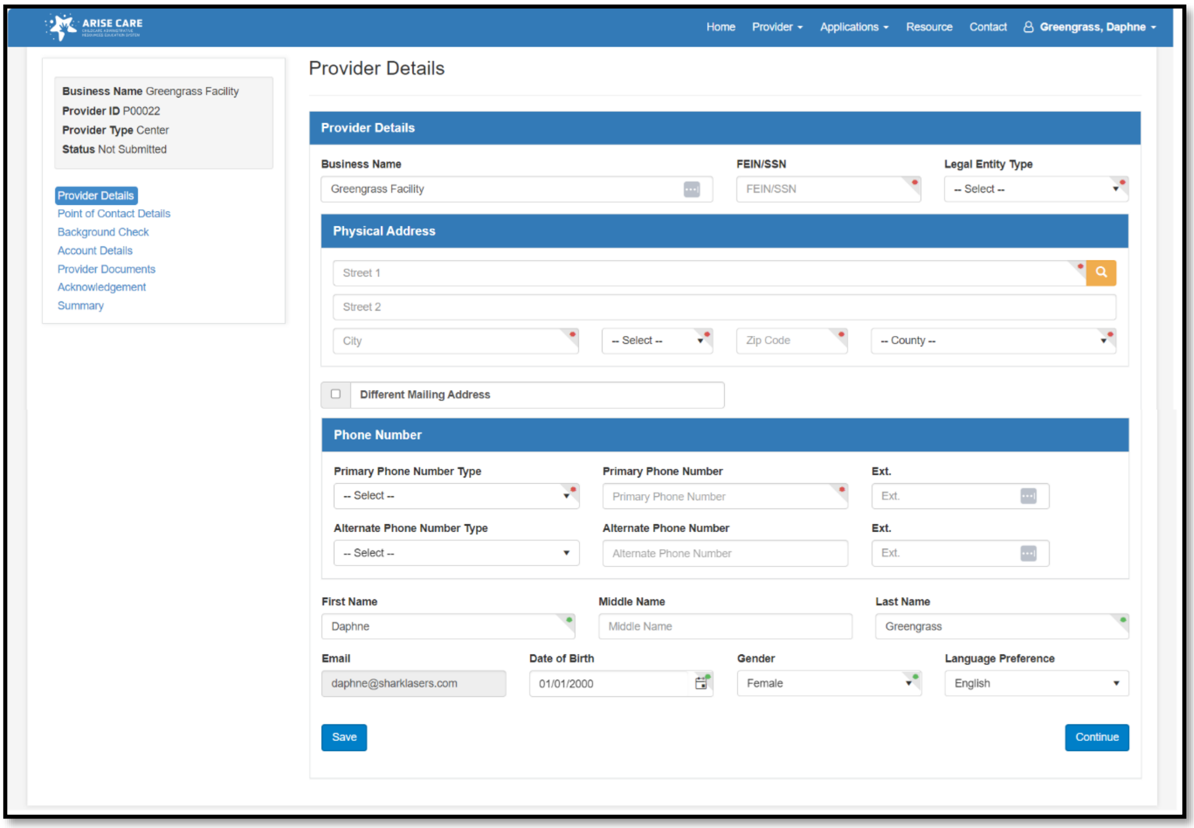

Figure 3: Provider Details

3. On this page, fill in all mandatory details (marked by a red asterisk on the top right corner of the respective data fields).
4. Click on 'save' once all details have been filled.
5. To proceed, click on the 'Continue' button on the bottom right of the page

OR

Click on 'Point of Contact Details' on the left navigation pane to be redirected to the following page:

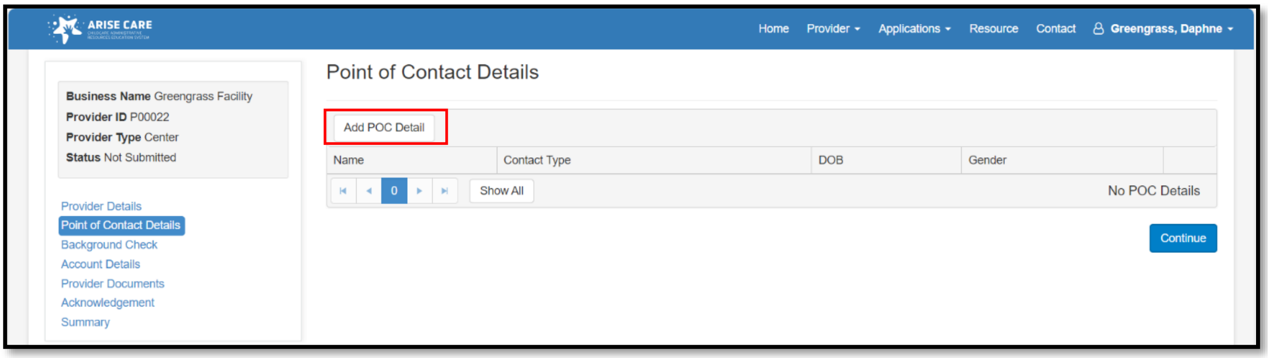

Figure 4: Point of Contact Details Grid

To add point of contact details:

1. Click on the 'Add POC Detail' button on the grid (refer to Figure 4), to be redirected to the following form:

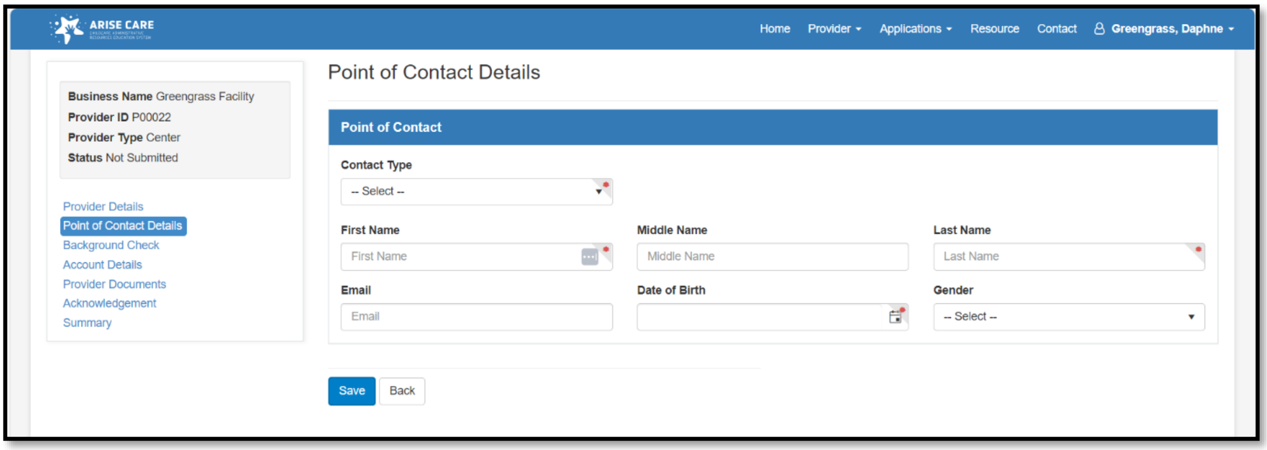

Figure 5: Point of Contact Details Form

2. Add all mandatory details
3. Click on 'Save' to save your information and be directed back to the Point of Contact Details Grid (Figure 4)
4. Click on the 'Continue' button on the bottom right of the page

OR

Click on 'Background Check' on the left navigation pane to be redirected to the following page:

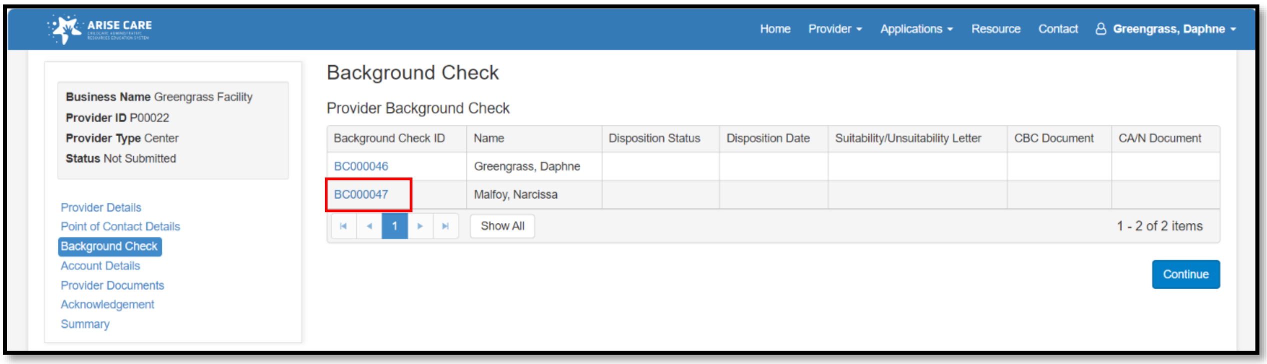

Figure 6: Background Check

5. On this page, click on the background check ID to be redirected to the Background Check Summary Page:

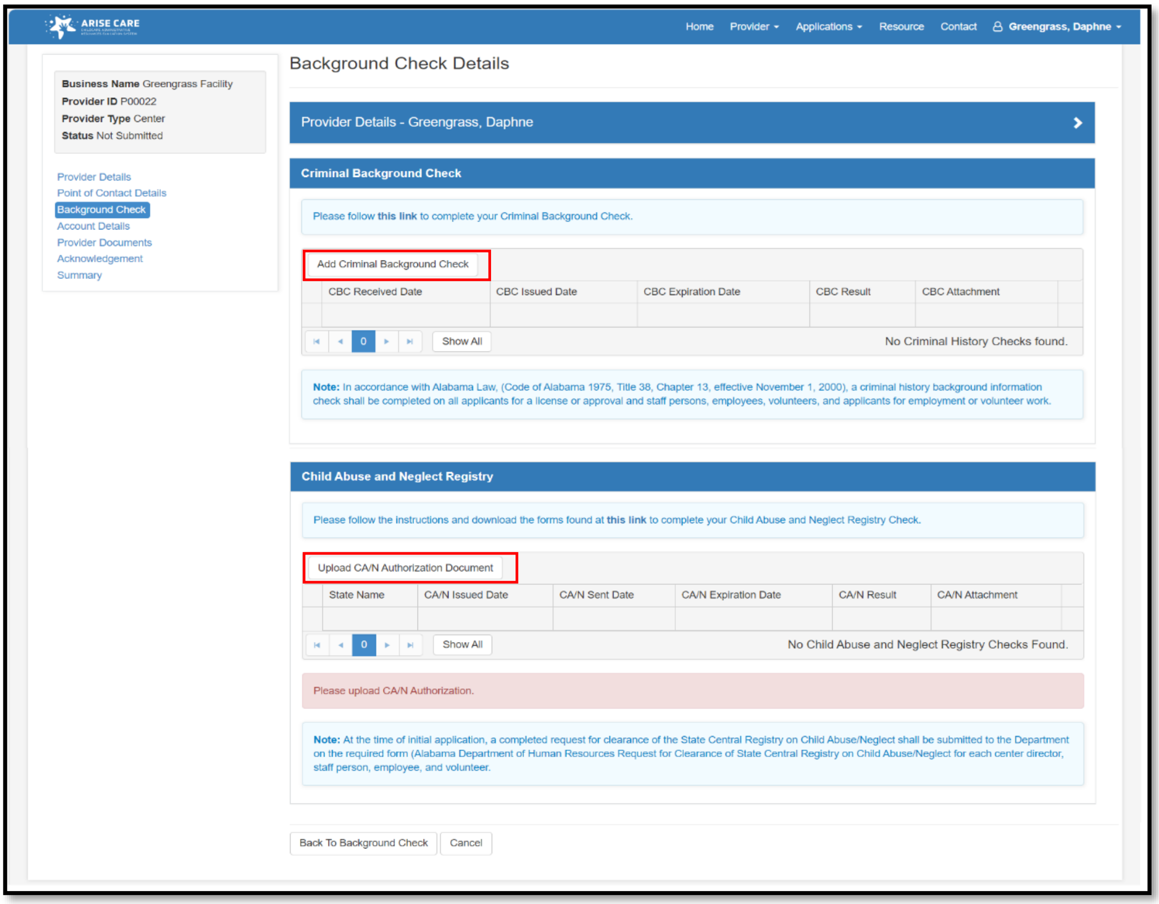

Figure 7: Background Check Summary Page

Here, you are expected to fill in your 'Criminal Background Check' details, as well as your 'Child Abuse and Neglect Registry details.

6. To complete this – first click on 'Add Criminal Background Check' to be redirected to the following screen:

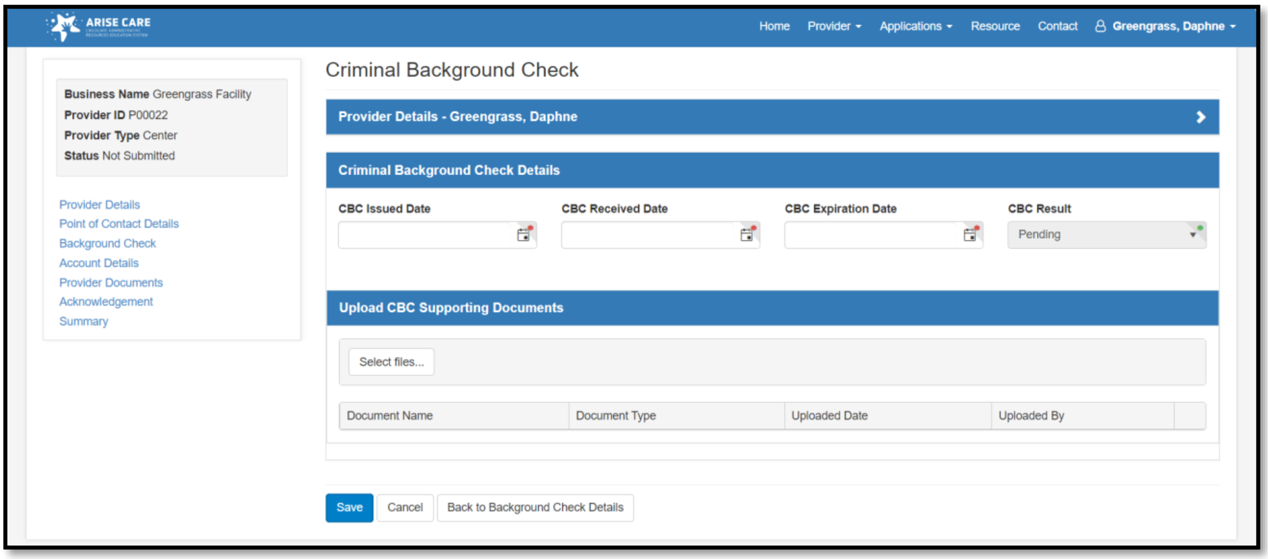

Figure 8: Criminal Background Check Page

7. On this page, fill in all mandatory details and click ‘save’ to proceed (marked by a red asterisk on the top right corner of the field).
8. Ensure that you upload relevant documents as well (if any).
9. Click on ‘Back to Background Check Details’ to return to the Background Check Summary Page (Figure 7).

To complete the next part of the background check:

1. Click on ‘Upload CA/N Authorization Document’ (refer to Figure 7) to be redirected to the following screen:

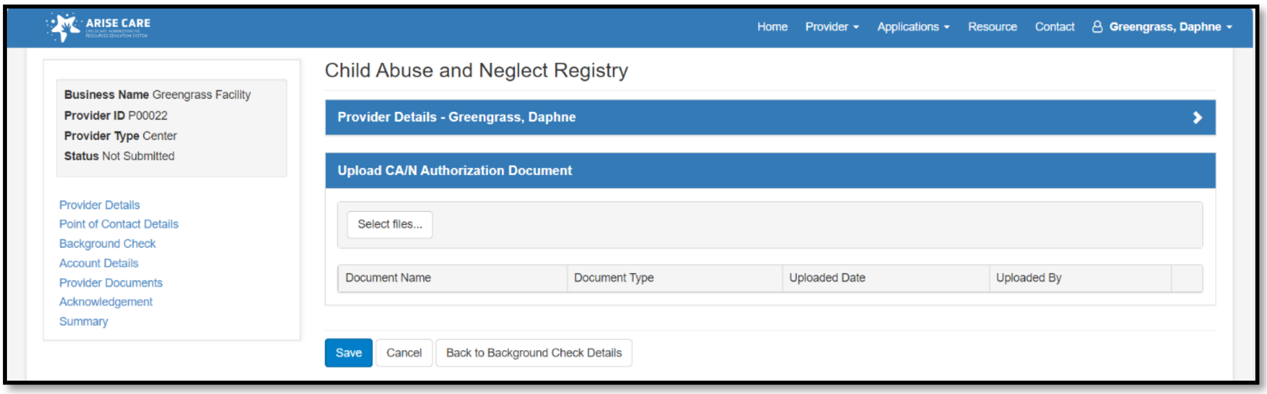

Figure 9: Child Abuse and Neglect Registry

2. On this page, upload the required documents and click ‘save’ to proceed
3. Click on ‘Back to Background Check Details’ to return to the Background Check Summary Page (Figure 7).
4. Click on the ‘Submit’ button that now appears:

Figure 10: Submit Button

To proceed to the next stage:

1. Click on the next step on the navigation pane – Account Details.

This action will direct you to the following page:

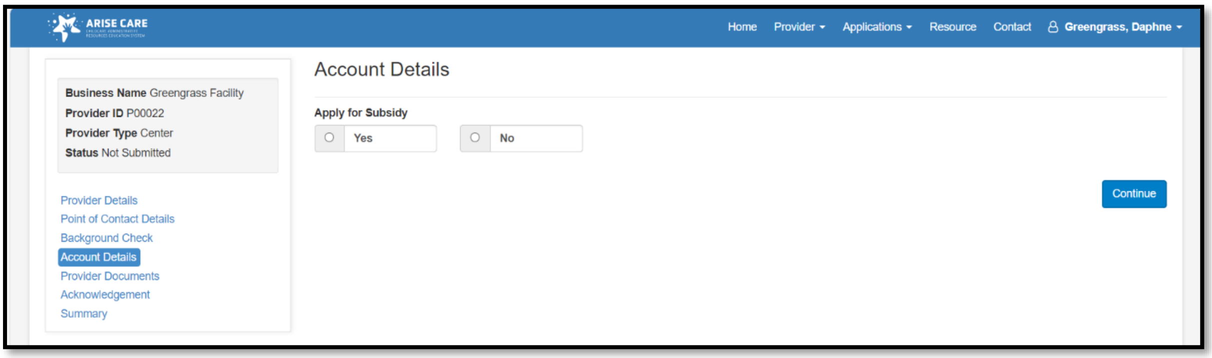

Figure 11: Account Details

On this page:

1. Click on ‘no’ if you do not wish to apply for subsidy, following which you may proceed to the next stage.
2. Click on ‘yes’ if you wish to apply for subsidy. This action will display the following grid:

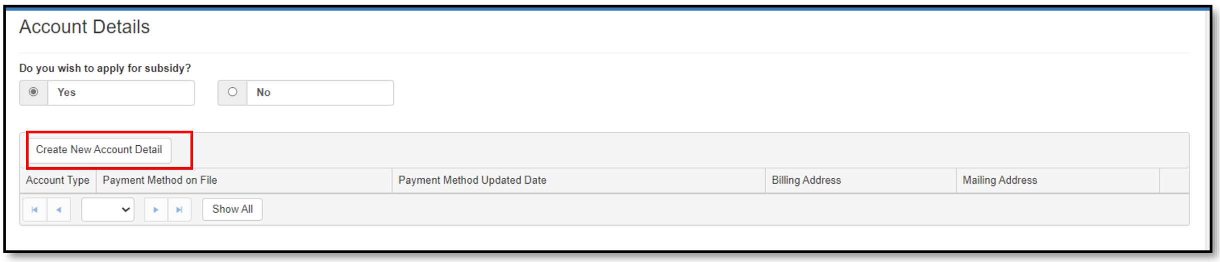

Figure 12: Account Details Grid

To proceed:

1. Click on the ‘Create New Account Detail’ button to be directed to the following form:

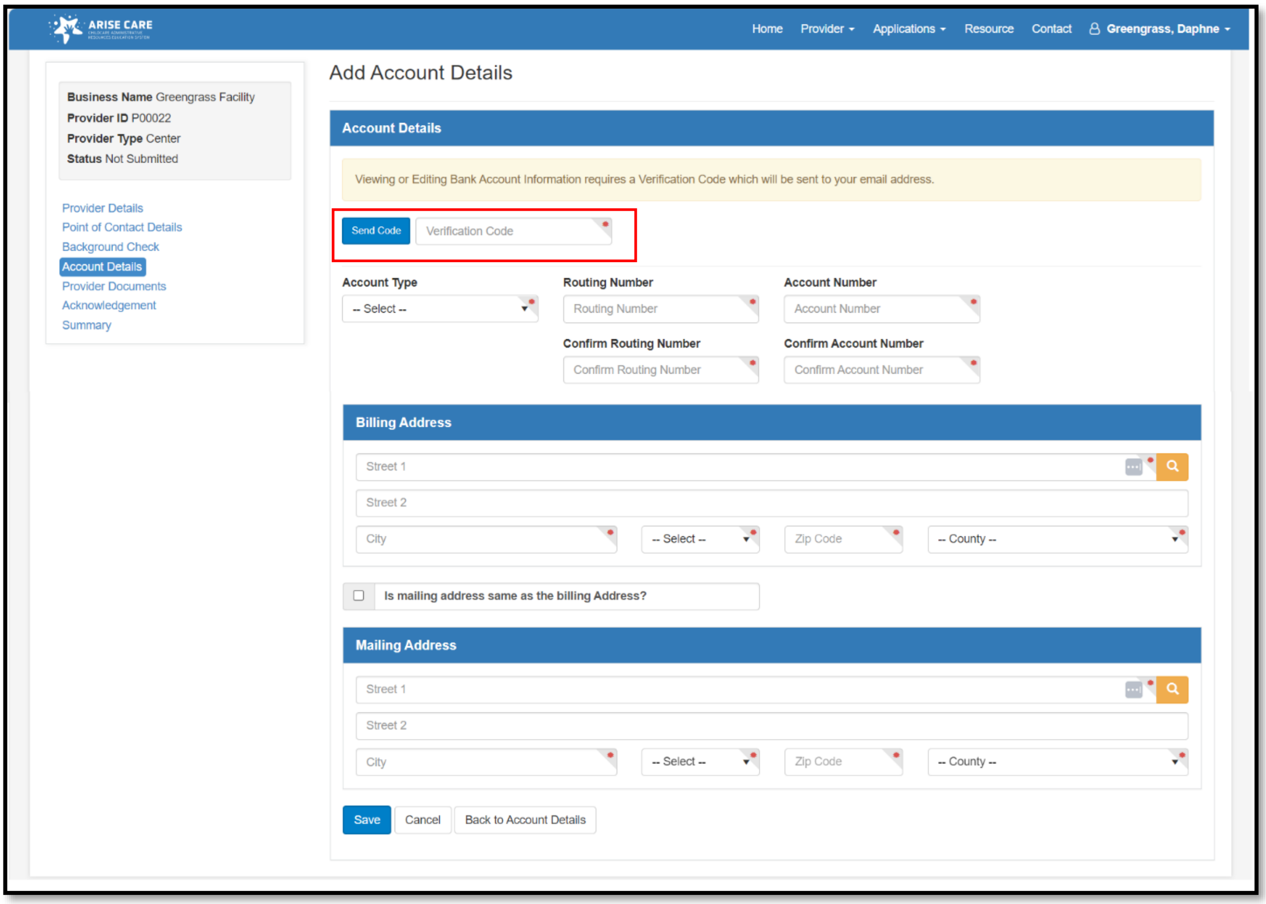

Figure 13: Add New Account Details Page

2. Fill in all mandatory details, including the verification code that will be sent to your associated email address once you click on the ‘Send Code’ button.
3. Click on ‘Save’ to save all your details and be taken back to the Account Details Grid (Figure 12). The grid should now reflect your saved account details.

Once the Account Details section has been completed, to proceed:

1. Click on the next step on the navigation pane – Provider Documents. This action will direct you to the following page:

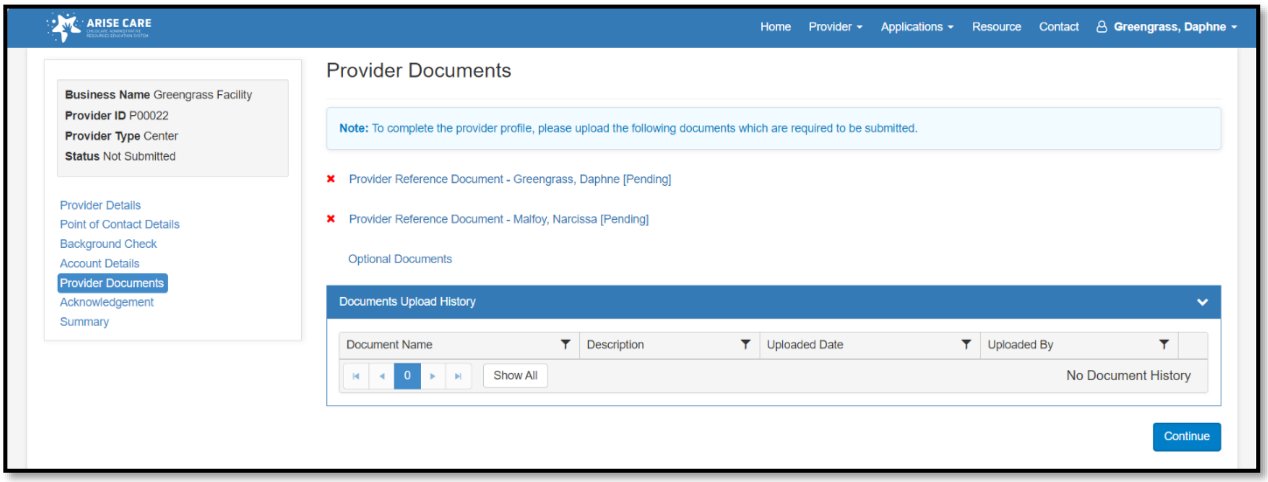

Figure 14: Provider Documents

2. On this page, upload all relevant documents by first clicking on the respective links and then clicking on the 'select file' button.

On uploading the documents, you will see that the red cross next to each item turns green.

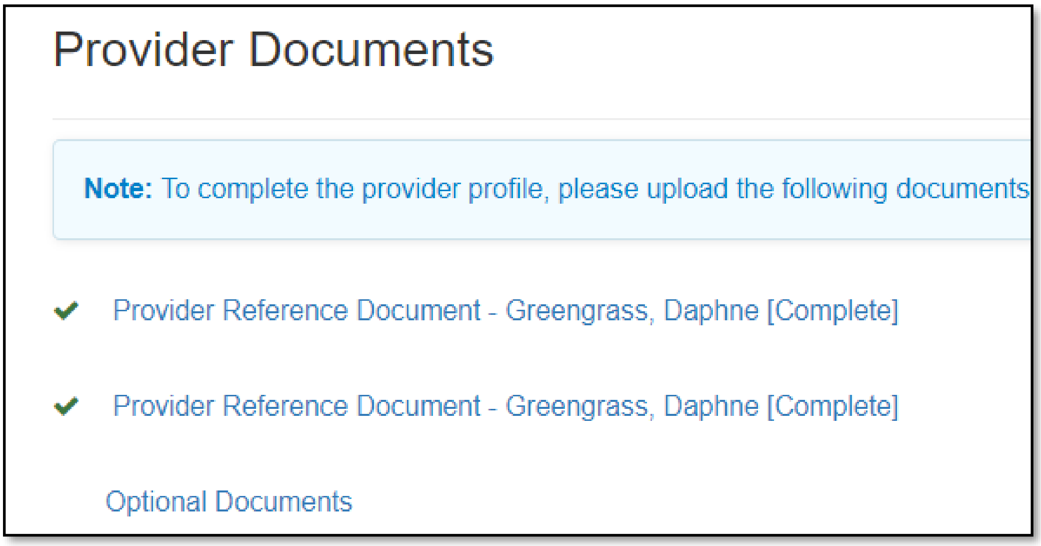

Figure 15: Uploaded Provider Documents

3. To proceed from here, click on the 'Acknowledgement' link on the left navigation pane, to be redirected to the following page:

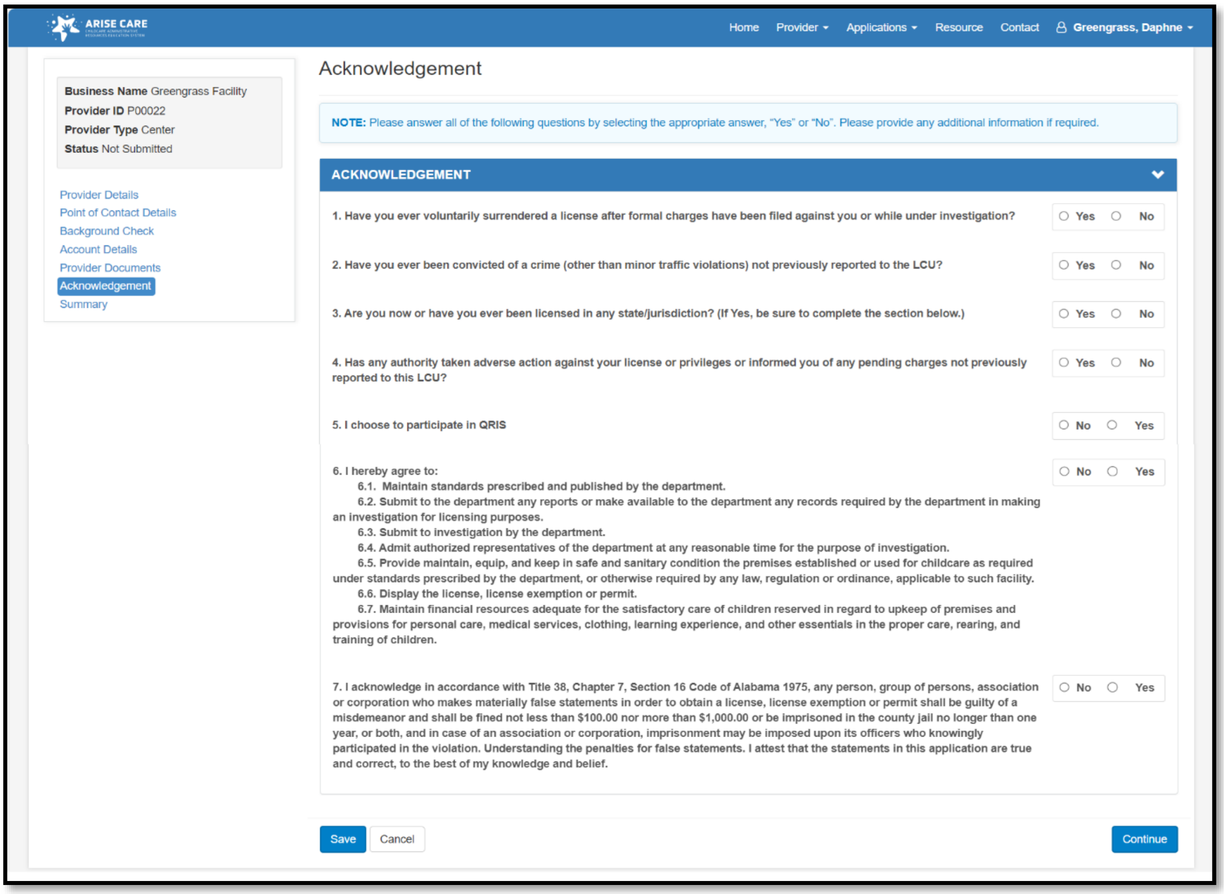

Figure 16: Acknowledgement

4. On this page, respond to the questions by selecting 'yes' or 'no' options.
5. In certain cases, your response may require further elaboration which will lead to a description box appearing – fill the description box as required.
6. Click on the 'save' button, once completed.
7. Finally, click on 'Summary' on the left navigation pane to be guided to the following page:

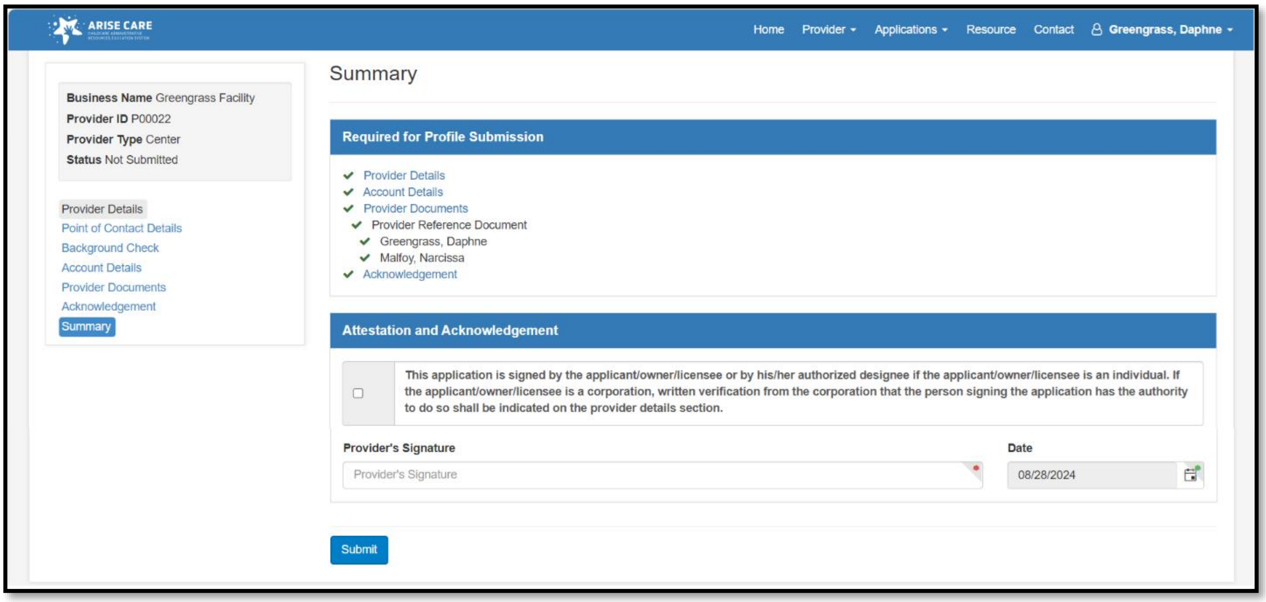

Figure 17: Summary Page

This time, you will see that each required actionable item on the list also displays a green tick next to it, since you have completed all relevant sections.

To proceed:

1. Click on the Attestation and Acknowledgement checkbox to accept.
2. Fill in your signature.
3. Ensure that the pre-filled date is correct.
4. Click on 'submit'.

Congratulations! You have successfully submitted your Provider Profile for Approval!

Step Two: Initiate Licensing Application

While you wait for your profile to be approved, it's time to move on to the next step – Initiating your License Application!

How to begin your License Application?

1. Click on the 'Home' module at the top of the page to be redirected to the landing screen.
2. This time, on the landing screen, you will see that the statuses on the steps of the application wizard have been updated, as follows:

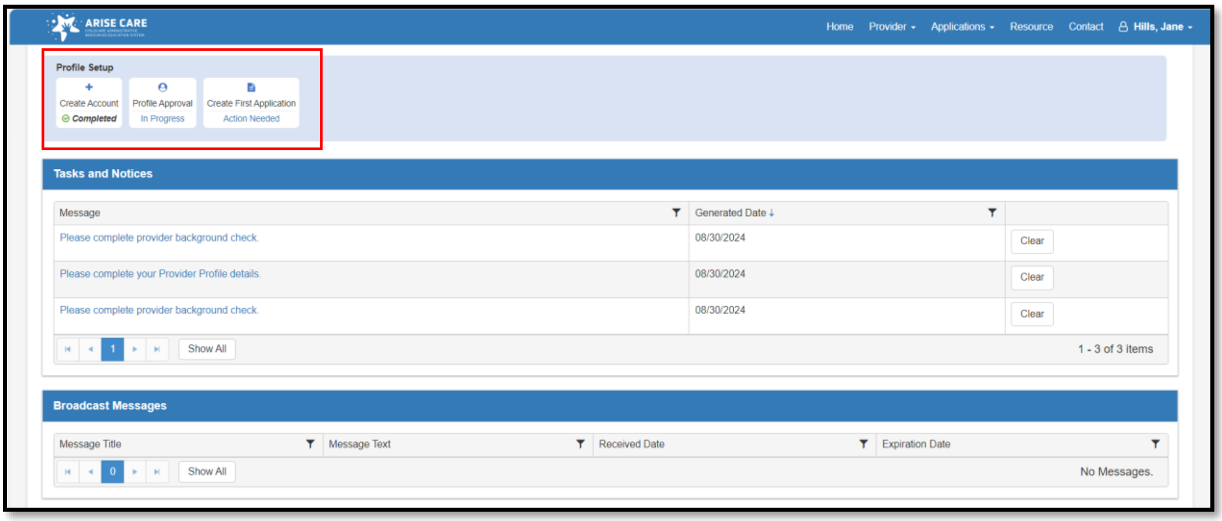

Figure 18: Application Wizard

To proceed:

1. Click on the 'Action Needed' link on second step of the application wizard – Create First Application, to be redirected to the following page:

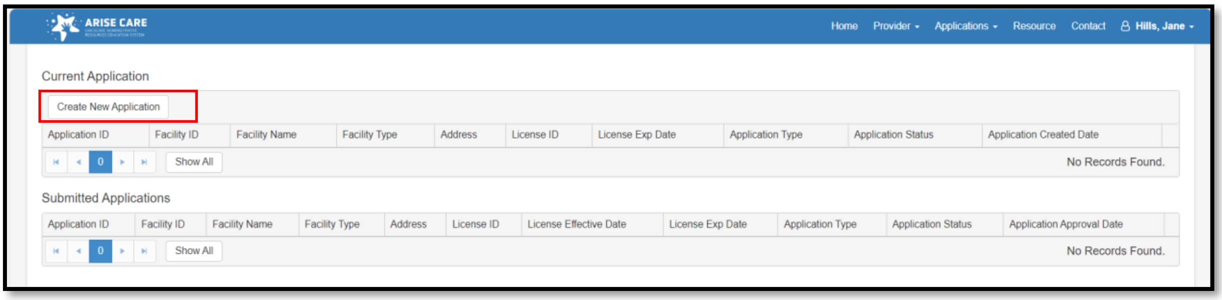

Figure 19: License Application Page

2. Click on the 'Create New Application' button to be taken to the following page:

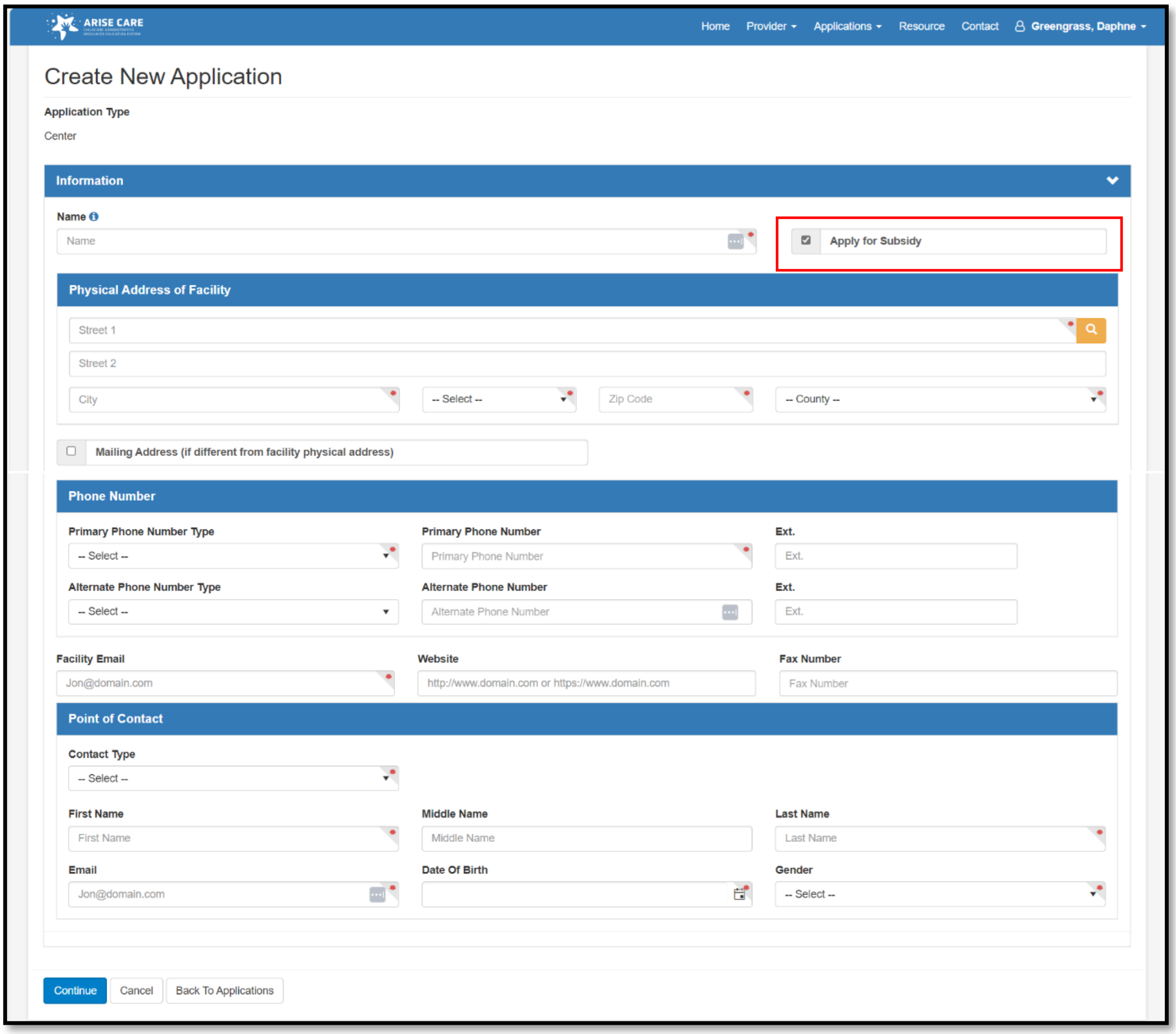

Figure 20: New License Application

3. On this page, fill in all mandatory details and then click continue to be taken to the Orientation Page:

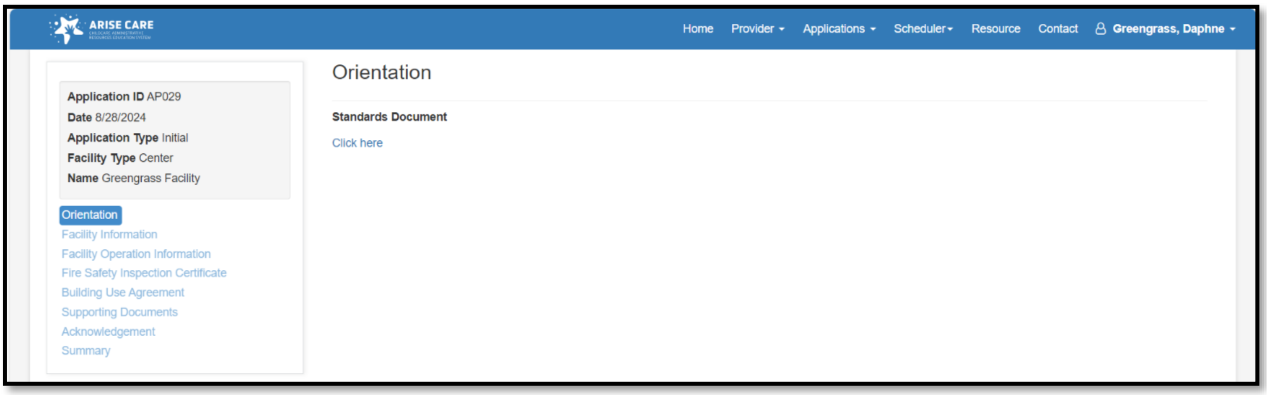

Figure 21: Orientation Page

4. Click on the link to download the orientation material.
5. Go through the material thoroughly and then return to this page.
6. Click on the link to Take the Orientation Quiz.
7. Select correct answers, based on the material, to successfully complete the orientation quiz and proceed to the next step (Remember – you only get three tries and at least 80% of your responses need to be accurate!)
8. On successfully completing the quiz, you will see the following screen:

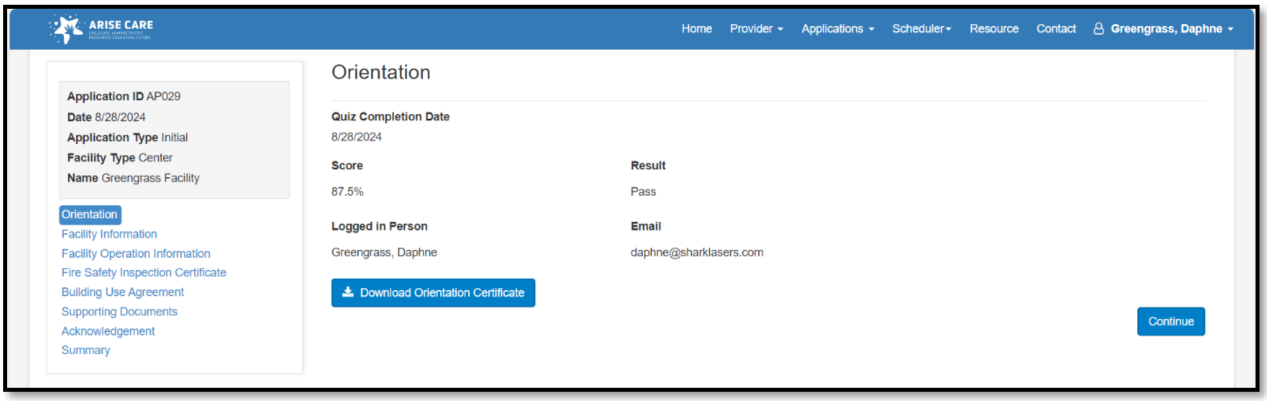

Figure 22: Completed Orientation Quiz

Notice that the items on the navigation pane on the left are now clickable!

The next part of the process is clicking on each link on the navigation pane to complete the necessary steps to submit your application.

1. First, click on 'Facility Information', to be directed to the following screen:

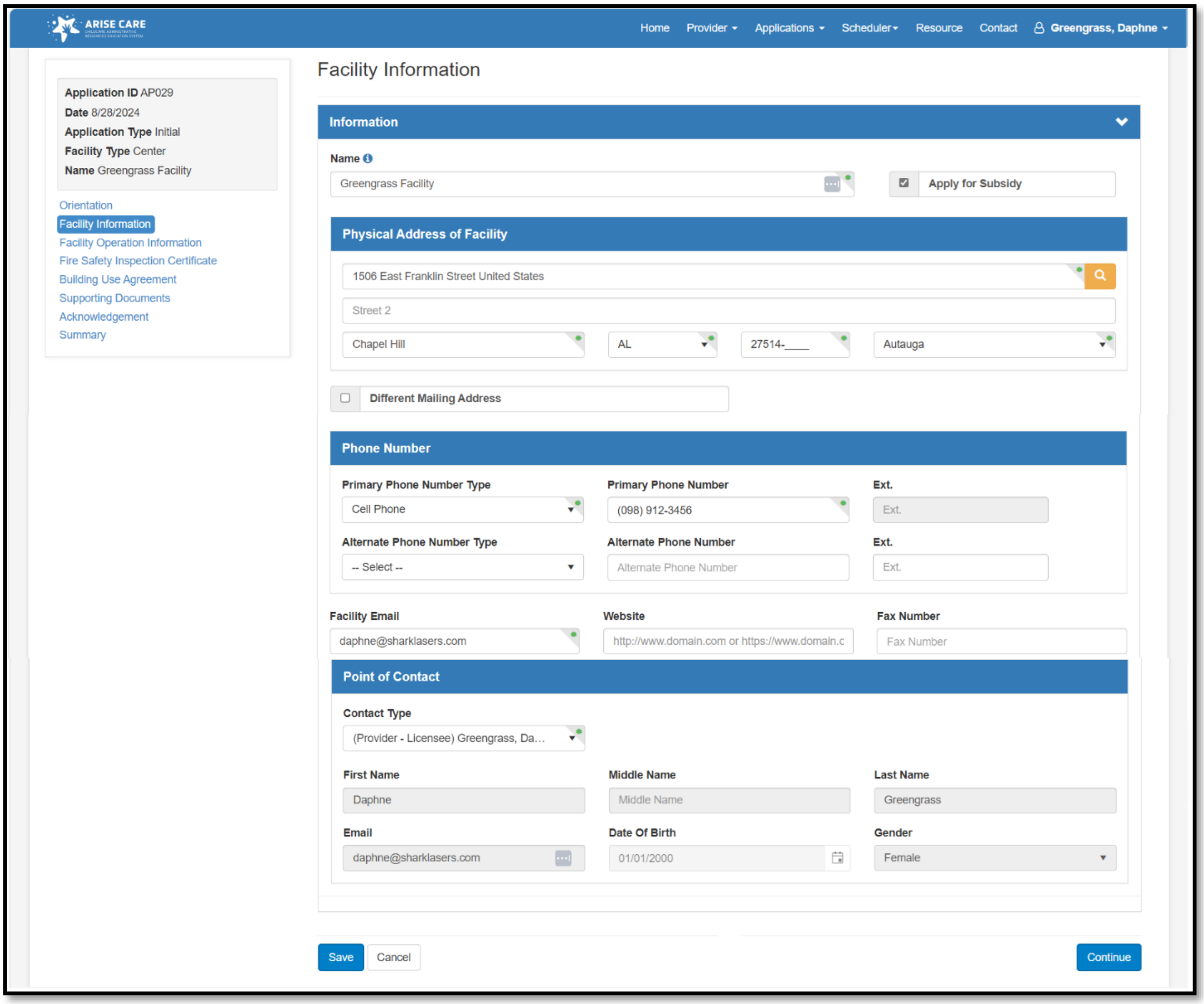

Figure 23: Facility Information Page

2. Here, double-check all pre-filled information, based on your earlier responses.
3. Add any missing mandatory information (marked by the red asterisk).
4. Click on 'save' to save your progress.
5. To proceed, click on 'Facility Operation Information' on the navigation pane, to be directed to the following screen:

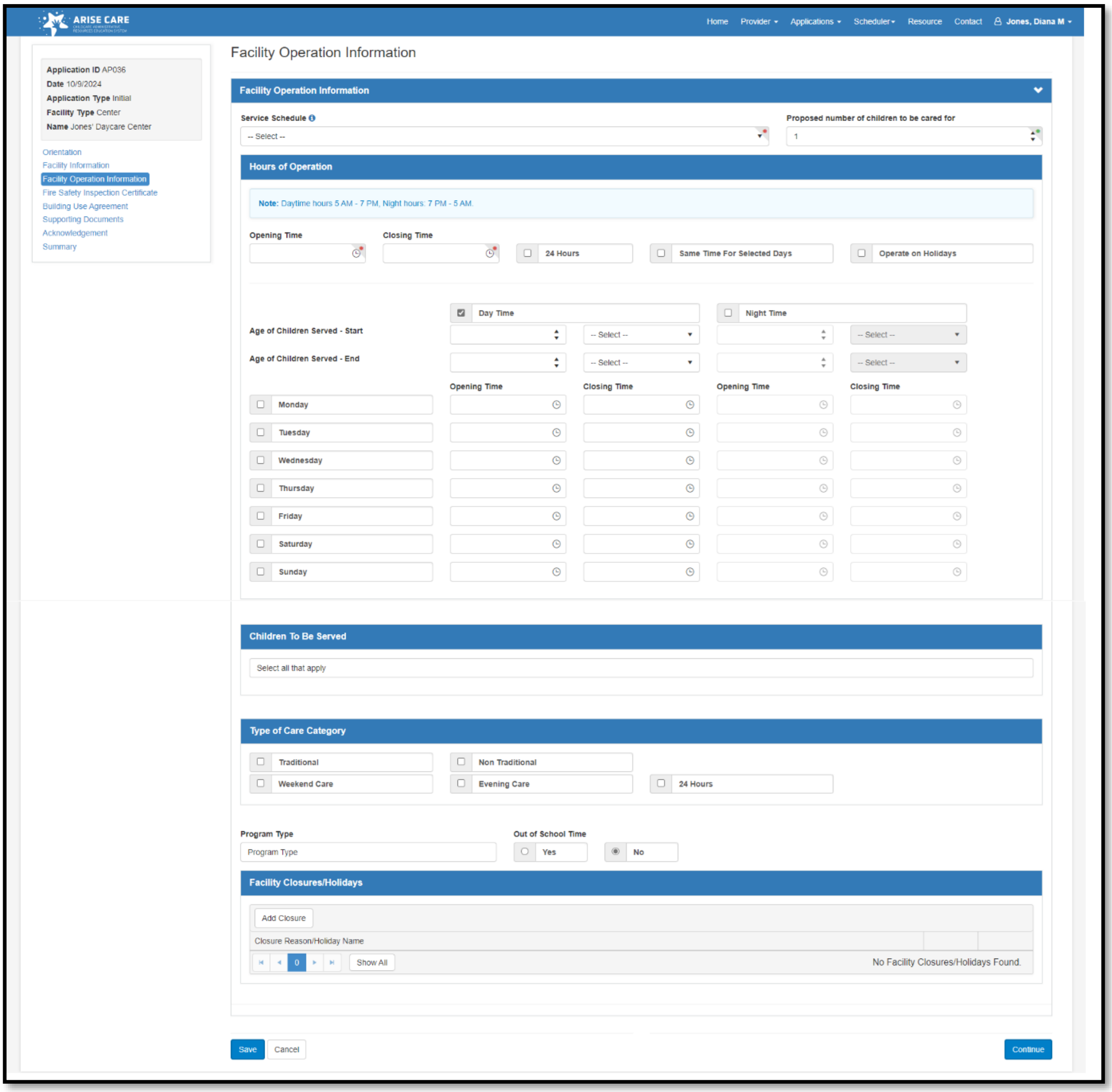

Figure 24: Facility Operation Information Page

On this screen:

1. Fill in all mandatory information, including the planned schedule, operation timings, the age groups of children who will be eligible to be enrolled in your facility, and other fields.
2. Click on the ‘save’ button to save and move on to the next step.
3. To proceed, click on the next section of the navigation pane – Fire Safety Inspection Certificate.

This action will direct you to the following page:

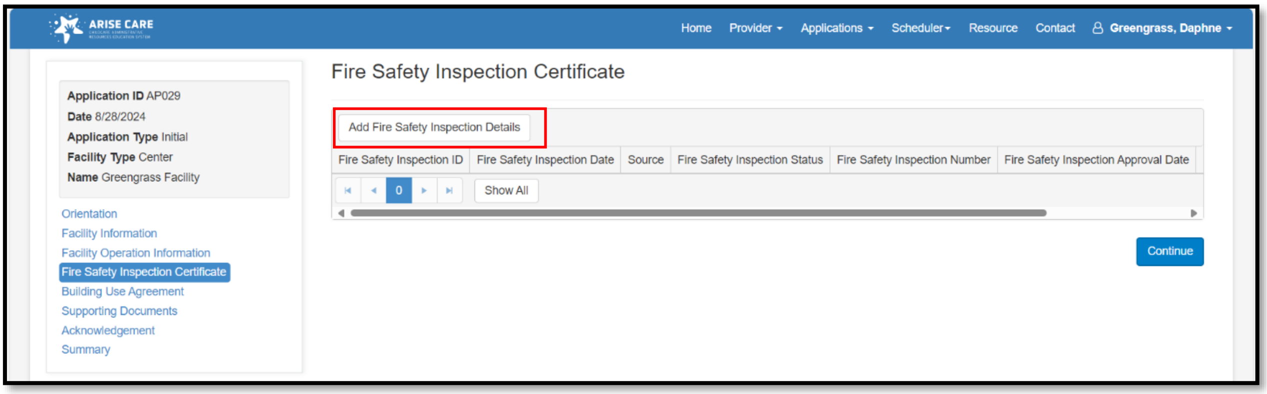

Figure 25: Fire Safety Inspection Certificate Page

On this page, click on the 'Add Fire Safety Inspection Details' button to proceed to the following page:

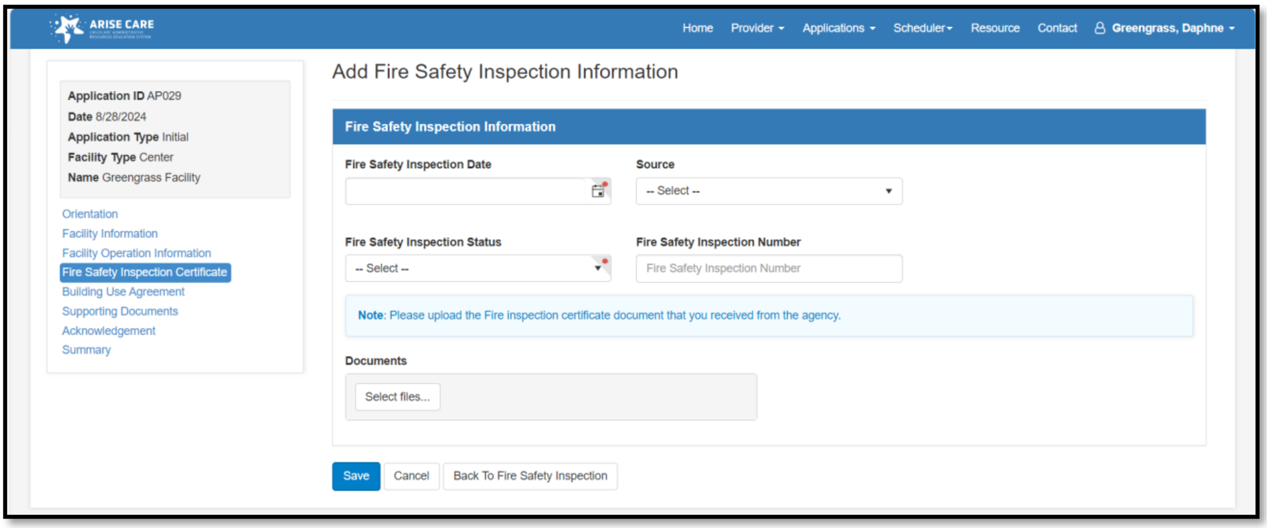

Figure 26: Add Fire Safety Inspection Information Page

1. Enter all mandatory details.
2. Upload the relevant document.
3. Click on 'save' to save your information and proceed.
4. On clicking save, you will be taken back to the Fire Safety Inspection Certificate Page (Figure 25).
5. Click on the next section on the navigation pane on the left – Building Use Agreement, to be directed to the following page:

Figure 27: Building Use Agreement Page

On this page, you will see a single drop-down menu, where you may choose either ‘yes’ or ‘no’ based on whether you would like to supply a Building Use Agreement Certificate.

In case you choose ‘No’, select ‘No’ from the dropdown menu and proceed with the rest of the application.

In case, you choose ‘Yes’, the following form will appear:

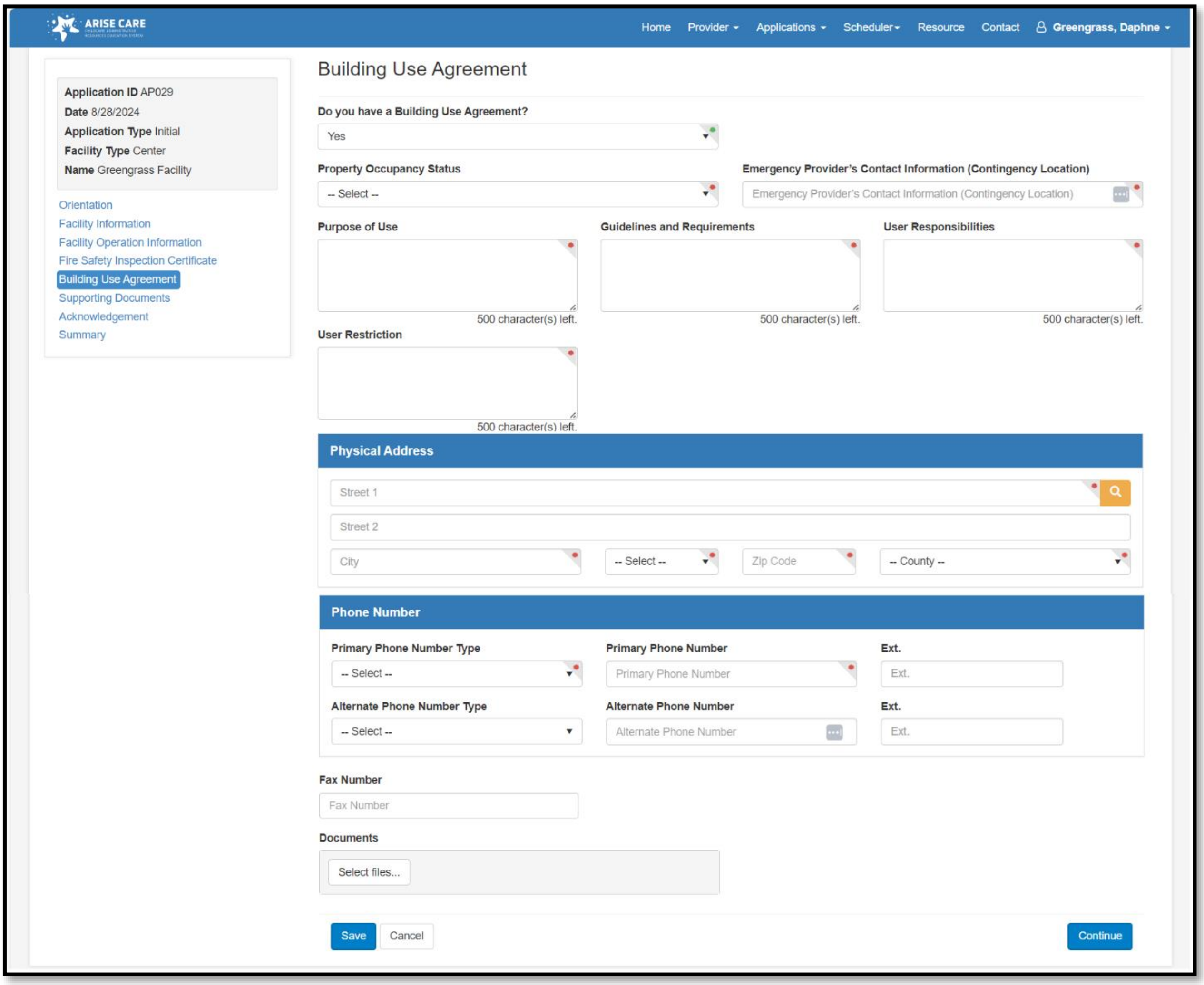

Figure 28: Adding Building Use Agreement Details

On this form:

1. Fill in all mandatory details.
2. Upload the relevant document/s.
3. Click on ‘save’ to save your progress.
4. To proceed to the next step, click on the next section on the left navigation pane – Supporting Documents.

Clicking on the link will lead you to the following page:

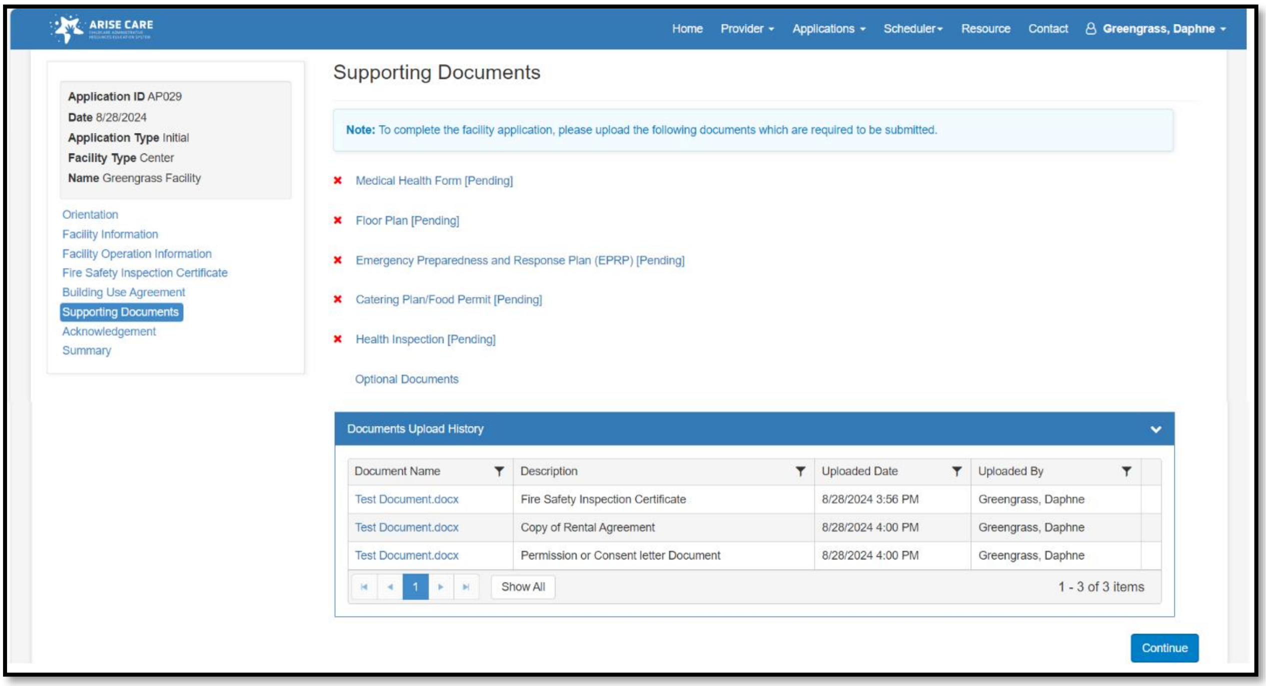

Figure 29: Supporting Documents Page

On this page, you will see a list of clickable items, all referring to the documents to be uploaded.

Complete the section as follows:

1. Click on each link to select the files to upload.
2. Complete the list to see green tick marks appear next to every completed item.

Once all supporting documents have been uploaded, click on the next section on the navigation pane on the left – Acknowledgement.

Clicking on the link will lead to the following page:

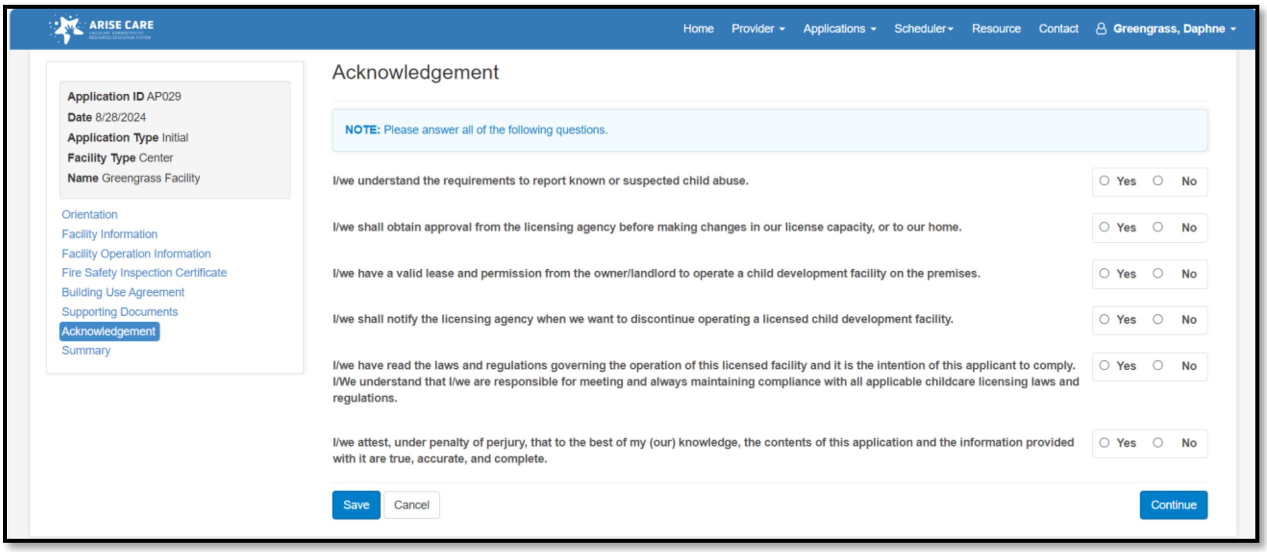

Figure 30: Acknowledgement Page

1. Complete this section by answering the questions with ‘Yes’ or ‘No’ responses.

2. In case of a ‘No’ response, a description box will appear which will need to be mandatorily filled with an explanation of the response.
3. Once complete, click on the ‘Save’ button to save your progress.
4. Click on ‘Summary’ on the navigation pane to be redirected to the following screen:

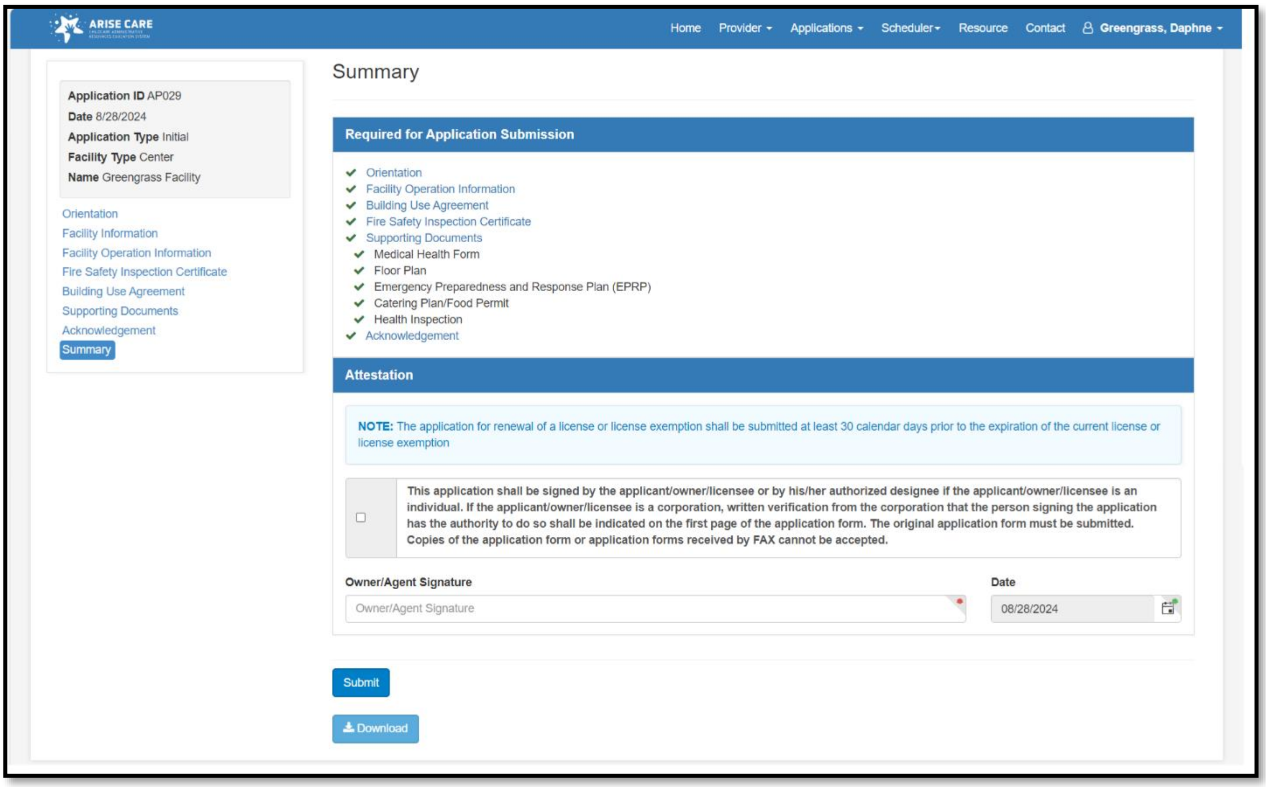

Figure 31: Summary Page

Ideally, at this point, the summary list will be completed and will only depict green checks.

In case of any incomplete element, click on the respective link to fill in the missing information.

Once the entire list has been completed, you may proceed as follows:

1. Click on the acknowledgement checkbox to indicate your agreement.
2. Fill in your signature.
3. Ensure that the date is filled in correctly.
4. Finally, click on the ‘submit’ button to submit your completed application.
5. Following this, you may download your submitted application by clicking on the ‘Download’ button on the same page.

Congratulations! You have completed the second step and have submitted your License Application!