ARISE Provider Portal – Applying for a Group/Family Home 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 group/family home license on the Arise Provider Portal?

The following is a quick step-by-step guide to begin and submit your licensing application for a group or family home childcare facility!

Following the standard registration process, ensure that you select either 'Group Home' or 'Family Home' as per your requirement, 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 the appropriate provider type, logging in using your registered account will lead to the following landing page:

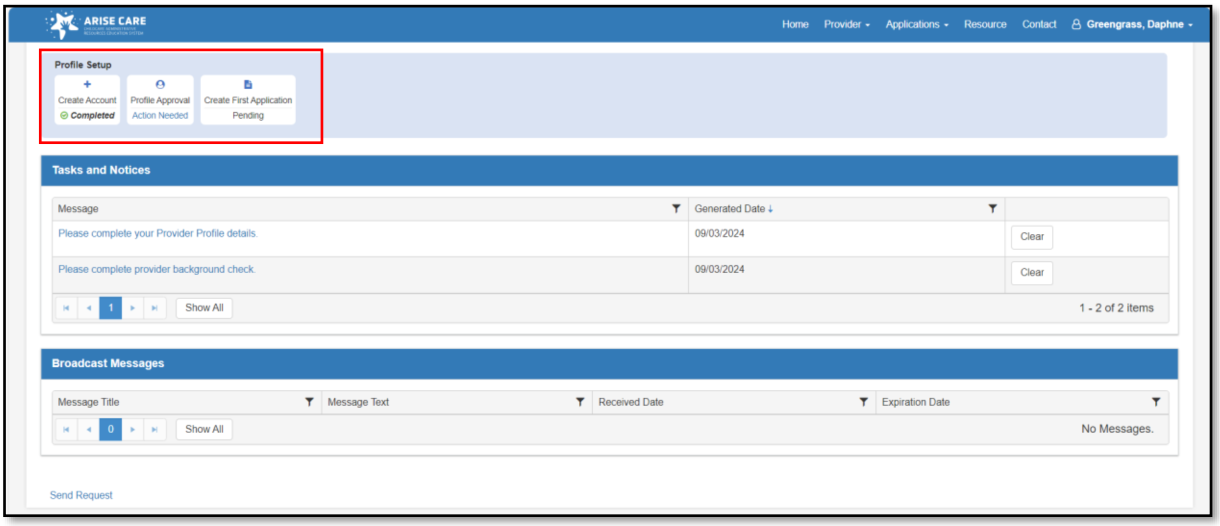

Figure 1: Landing page

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 license application.

The process begins as follows:

1. Complete Provider Profile
2. Create First License Application

After these two steps have been completed, you will be able to proceed with the rest of the licensing process 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:

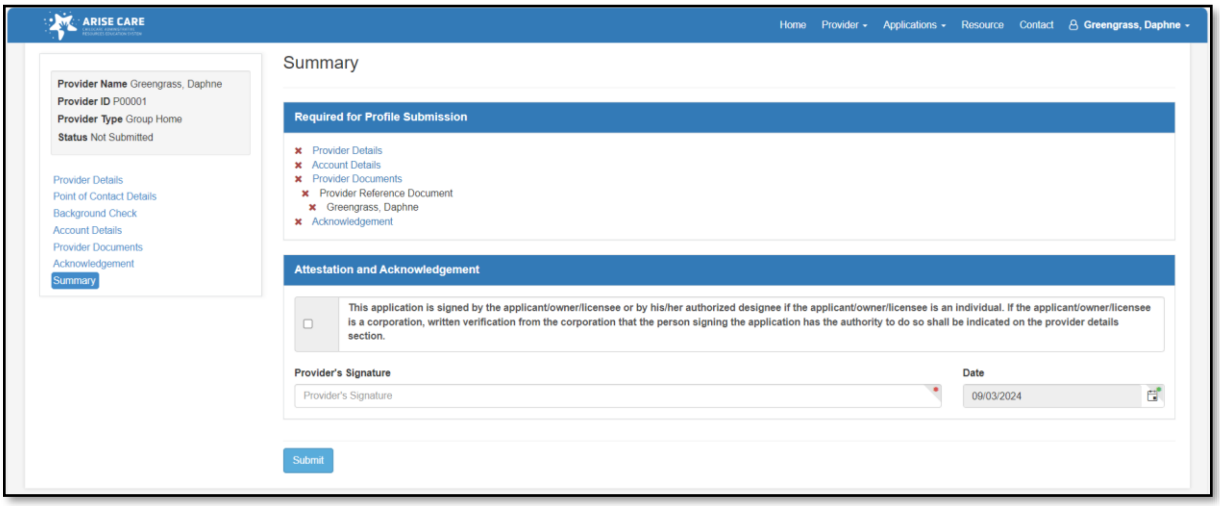

Figure 2: Summary Page

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:

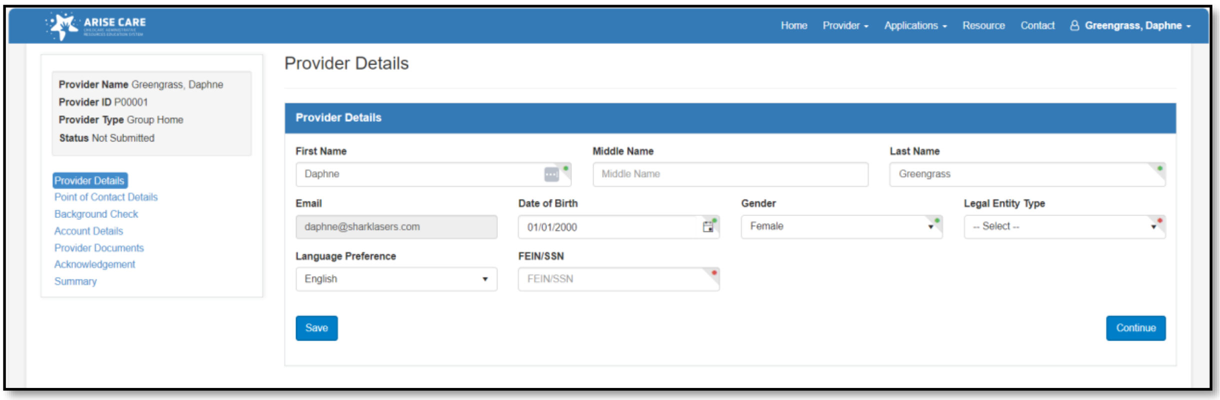

Figure 3: Provider Details

3. On this page, double-check all mandatory details that have been filled in based on your earlier responses during registration.
4. Fill in any additional mandatory information (marked by a red asterisk at the top right corner of the respective fields).
5. Click on ‘save’ once all details have been checked/filled.
6. 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:

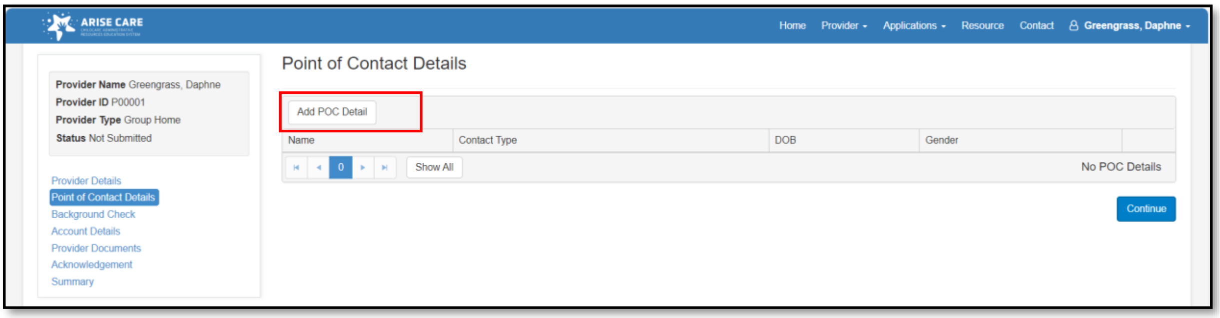

Figure 4: Point of Contact Details Grid

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:

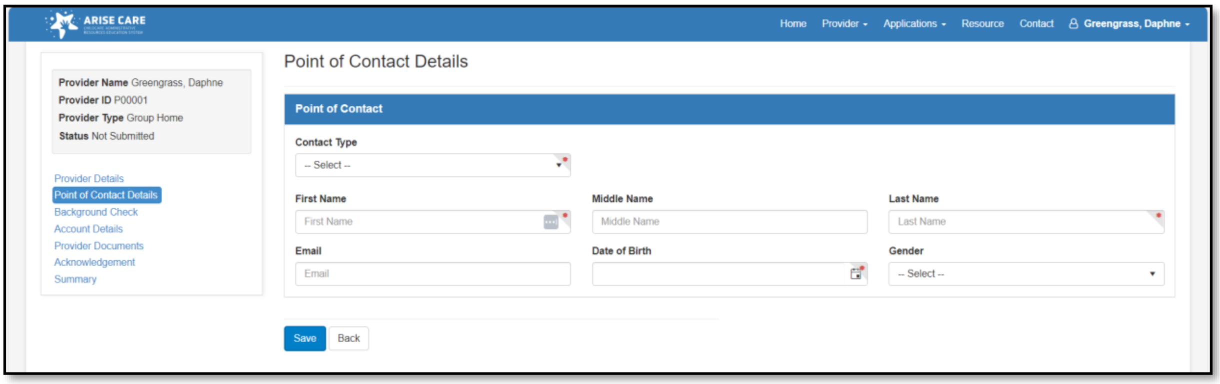

Figure 5: Point of Contact Details Form

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:

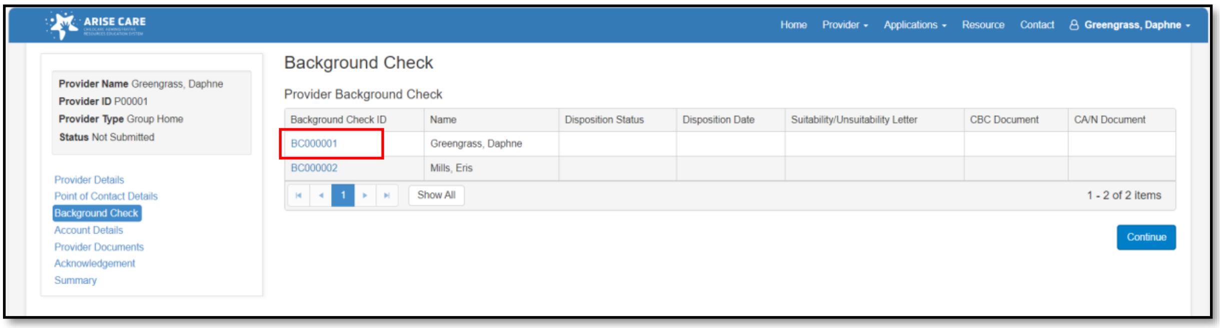

Figure 6: Background Check

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

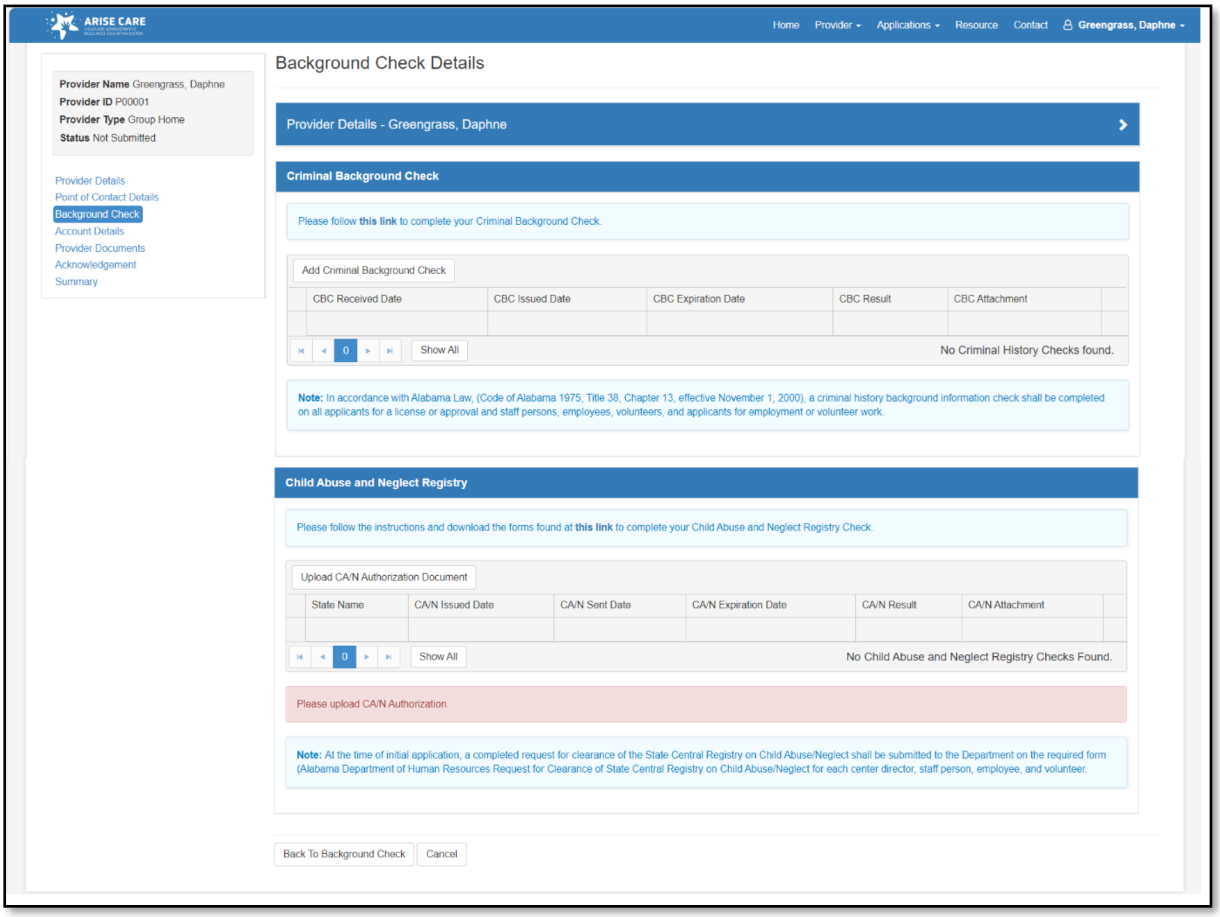

Figure 7: Background Check Summary Page

Here, you are expected to fill in the 'Criminal Background Check' and the 'Child Abuse and Neglect Registry', forms.

8. To complete these sections, first click on 'Add Criminal Background Check' to be redirected to the following page:

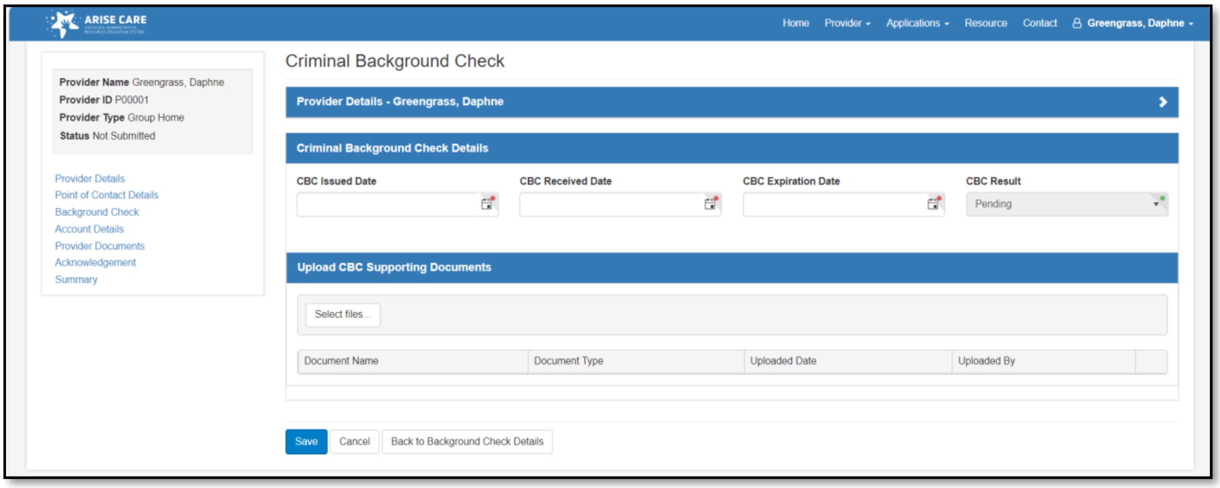

Figure 8: Criminal Background Check

9. On this page, fill in all mandatory details and click 'save' to proceed (please refer to the complete Provider Portal User Guide for further guidance on how to fill in mandatory details).
10. Ensure that you upload relevant documents as well (if any).
11. Click on 'Back to Background Check' to return to the Background Check Summary Page (Figure 7).

This time, you will see that the Criminal Background Check grid has been filled in with the details you had provided.

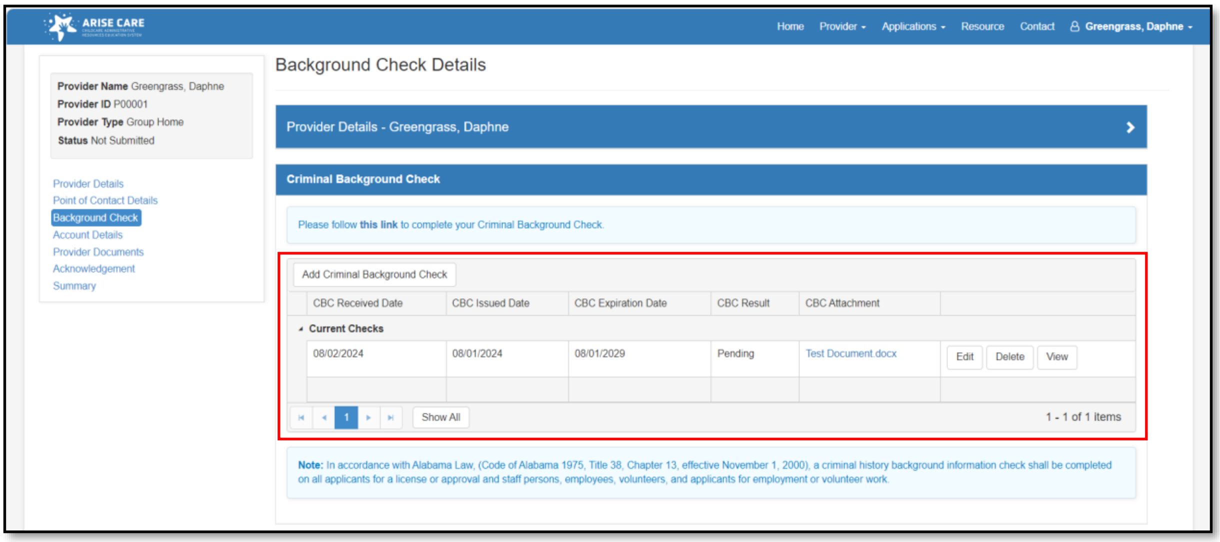

Figure 9: Filled in Criminal Background Check

To proceed to the next step of the background check:

12. Click on 'CA/N Authorization Document' (refer to Figure 7) to be redirected to the following screen:

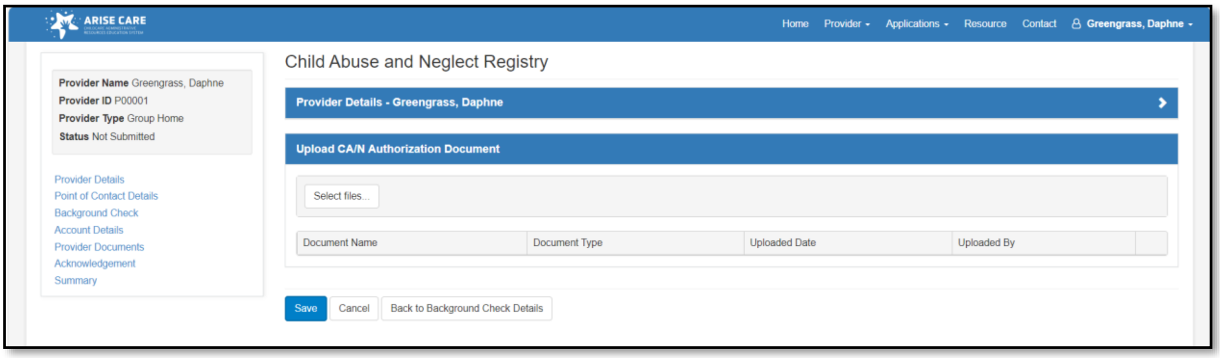

Figure 10: Child Abuse and Neglect Registry

13. On this page, upload the required document and click 'save' to proceed
14. Click on 'Back to Background Check' to return to the Background Check Summary Page (Figure 7).
15. Click on the 'Submit' button that now appears:

Figure 11: Submit Button

16. Repeat the background check completion process described above for the provider as well as point of contact (as displayed on the background check grid)

To proceed:

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

This action will direct you to the following page:

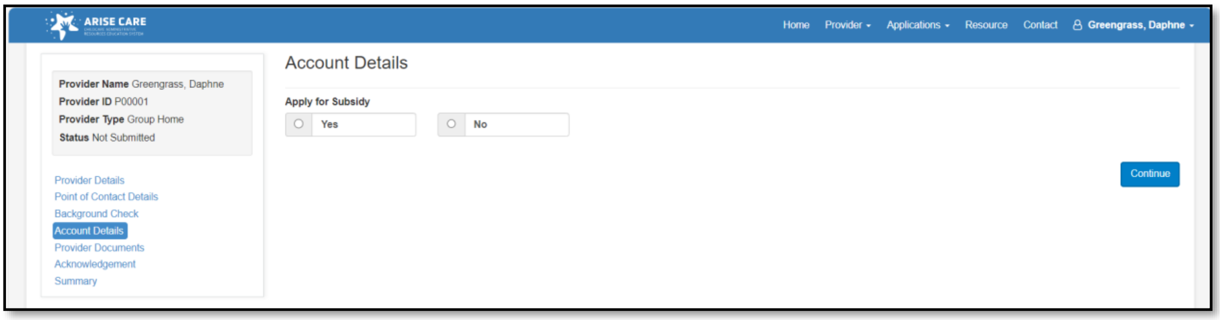

Figure 12: Account Details Page

On this page, you will see options regarding whether you would like to apply for a subsidy as well, or not. Select the appropriate option to proceed and fill in any additional details based on whether your response is 'yes' or 'no'.

Please refer to the Quick Reference Guide on applying for a provider subsidy, or to the full Provider Portal manual for further details on how to fill in this section.

Once this section has been completed, you may move on to the next section on the navigation pane – Provider Documents.

To proceed:

2. Click on the 'Provider Documents' link to move on to the following screen:

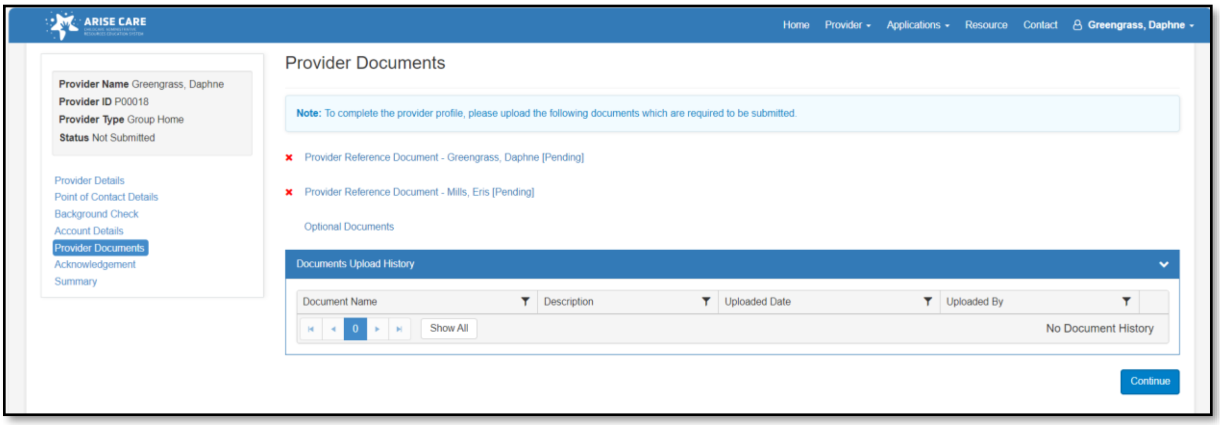

Figure 13: Provider Documents

3. 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.

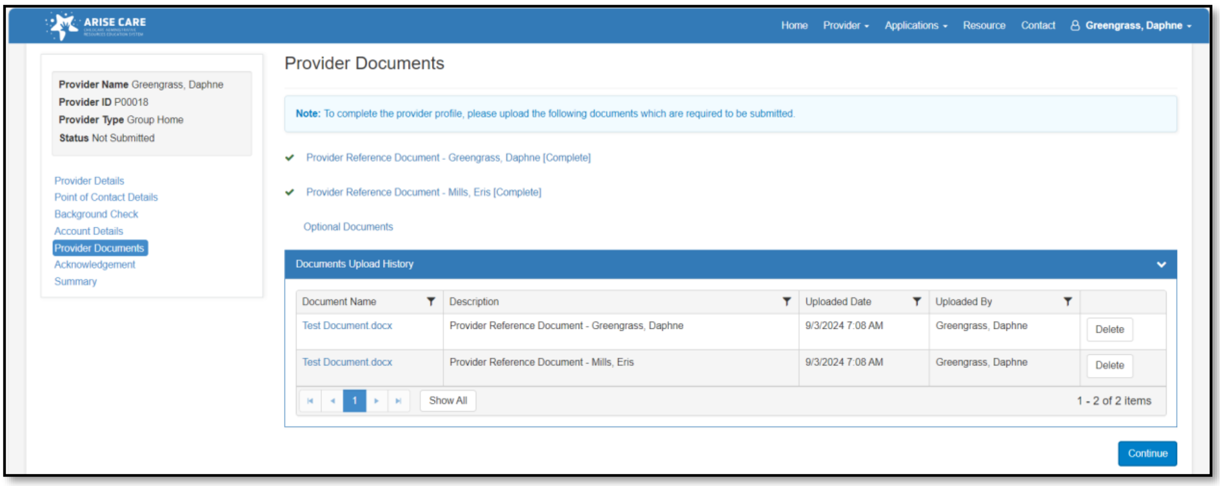

Figure 14: Completed Provider Documents

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

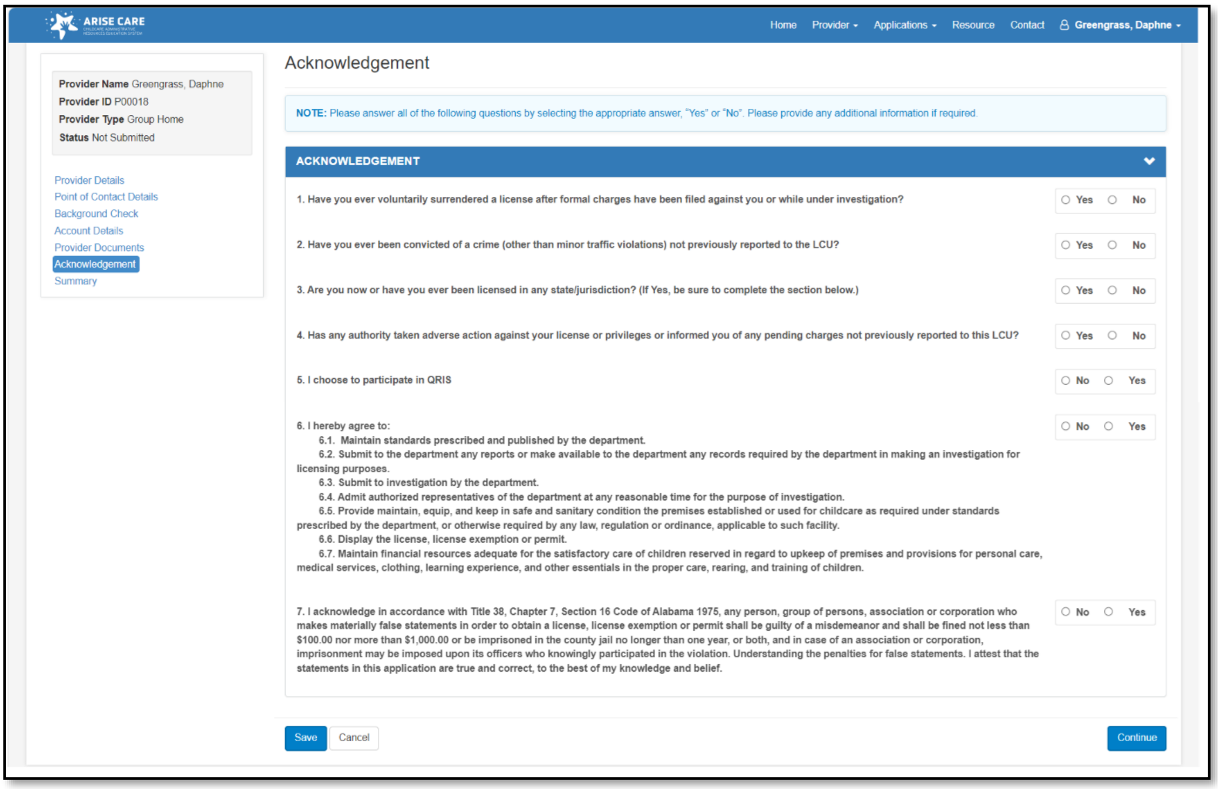

Figure 15: Acknowledgement

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

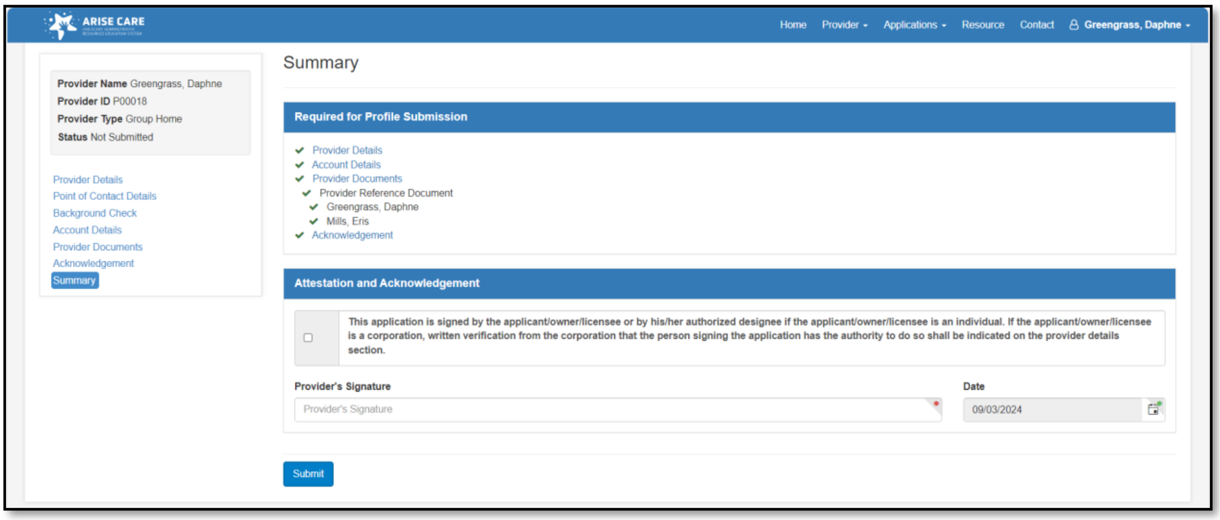

Figure 16: Summary Page

This time, you will see that each required actionable item on the list 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. On the landing screen, click on the 'Action Needed' link on second step of the application wizard – Create First Application, to be redirected to the following page:

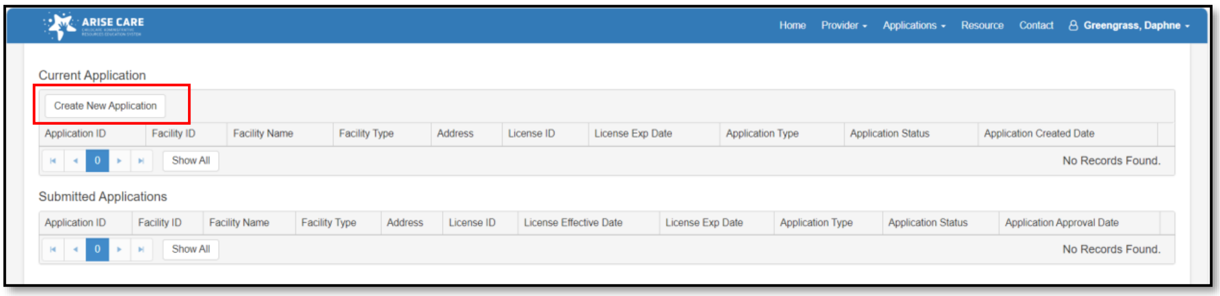

Figure 17: Create First Application

3. Click on the 'Create New Application' button to be directed to the following page:

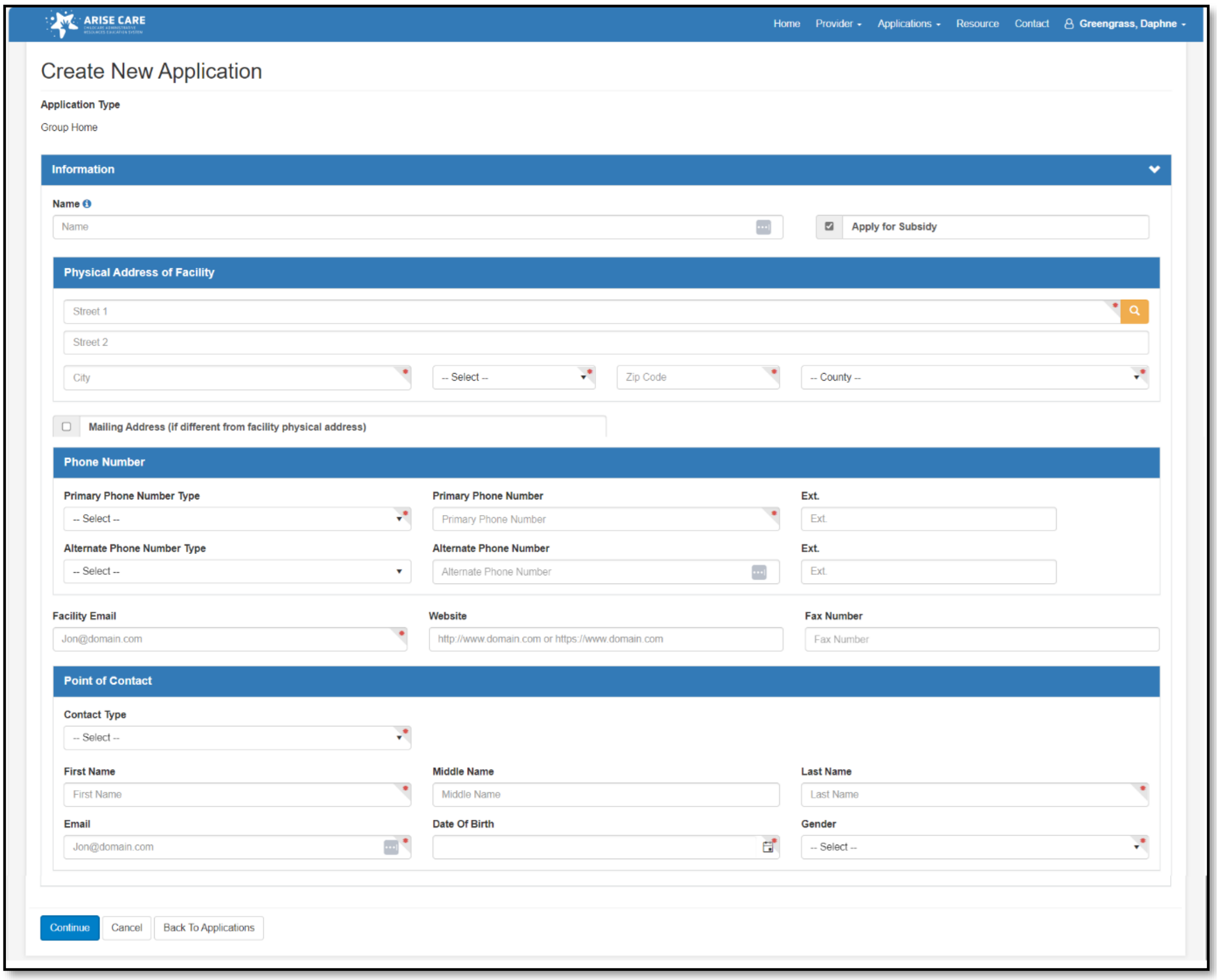

Figure 18: Create New Application Form

On this page:

4. Fill in all mandatory details
5. Click on 'Continue' to proceed to the following page:

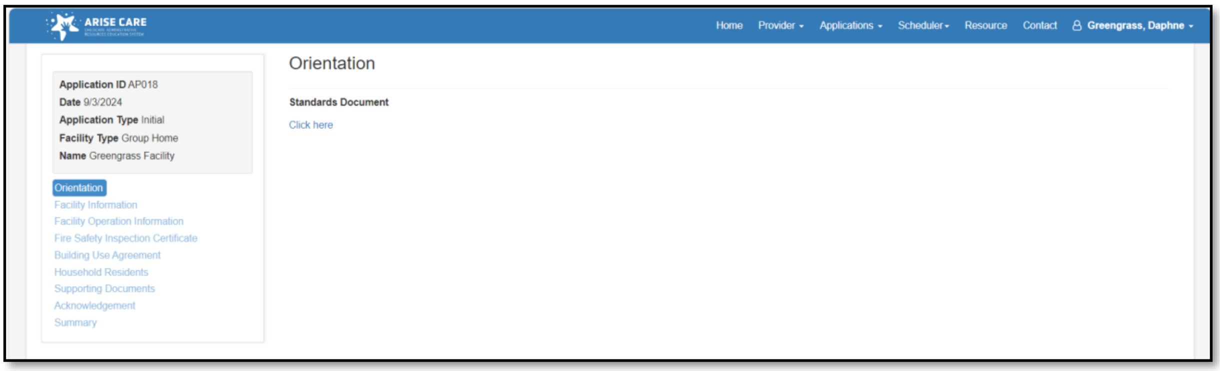

Figure 19: Orientation Page

6. Click on the link to download the orientation material.
7. Go through the material thoroughly and then return to this page.
8. Click on the link to take the Orientation Quiz.
9. 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!)
10. On successfully completing the quiz, you will see 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.

To procced:

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

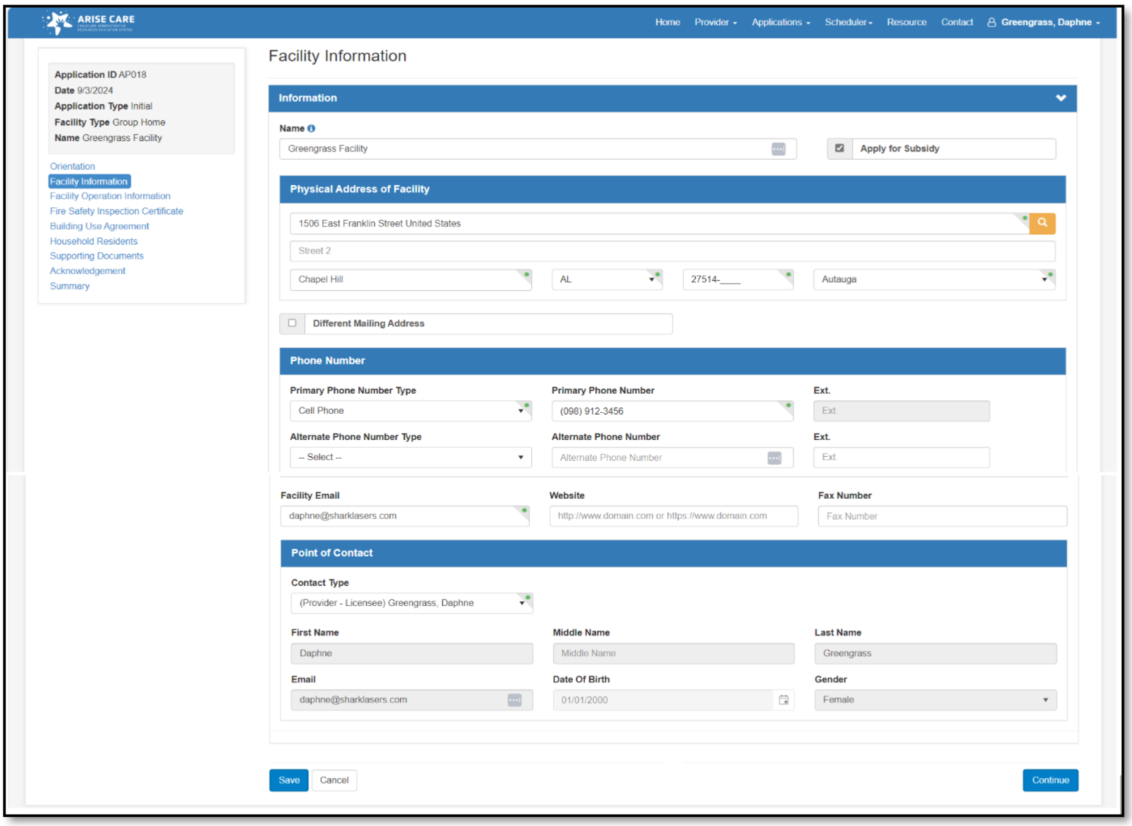

Figure 20: Facility Information Page

2. 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:

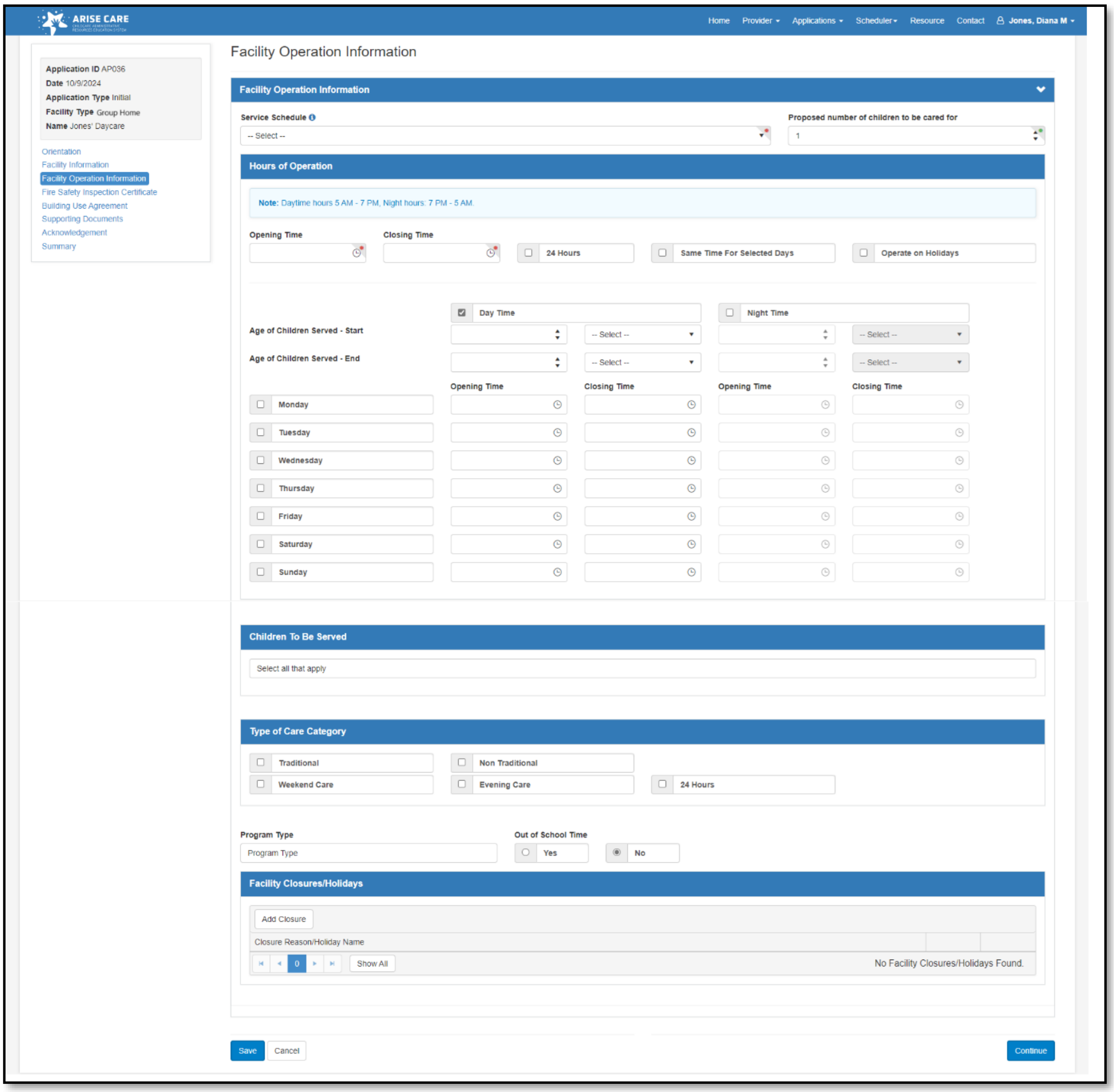

Figure 21: Facility Operation Page

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.

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

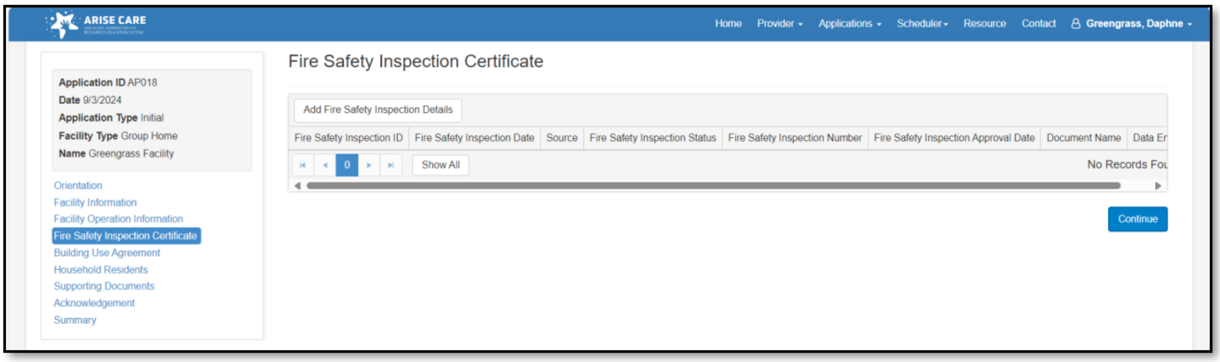

Figure 22: Fire Safety Inspection Certificate Page

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

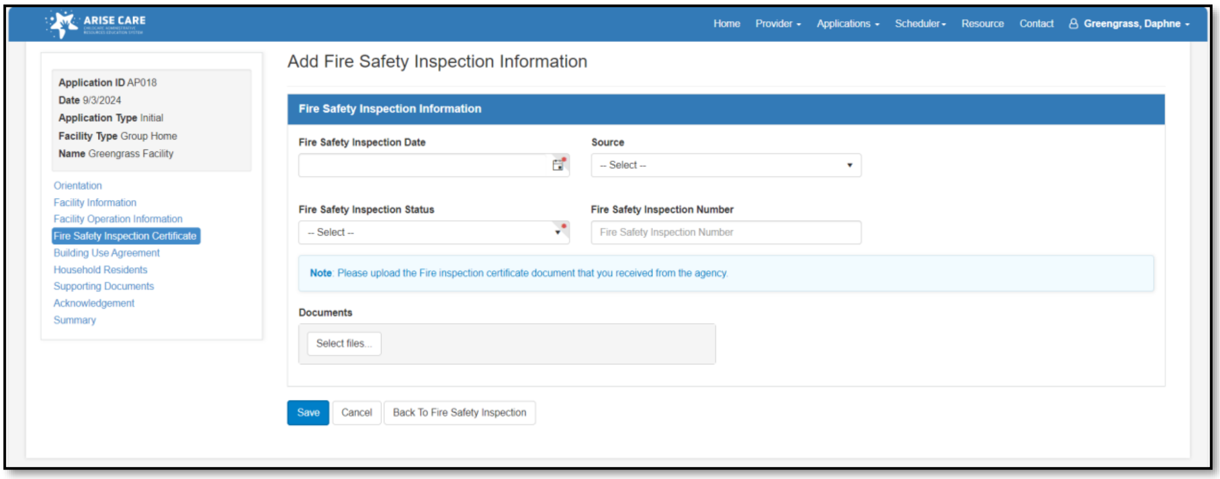

Figure 23: Add Fire Safety Inspection Information Page

On this 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 22).
5. Click on the next section on the navigation pane on the left – Building Use Agreement, to be directed to the following page:

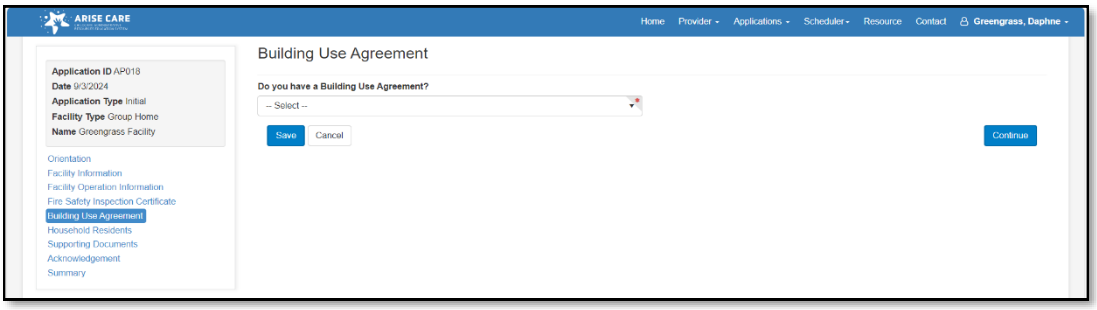

Figure 24: Building Use Agreement Page

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 'Yes', the following form will appear:

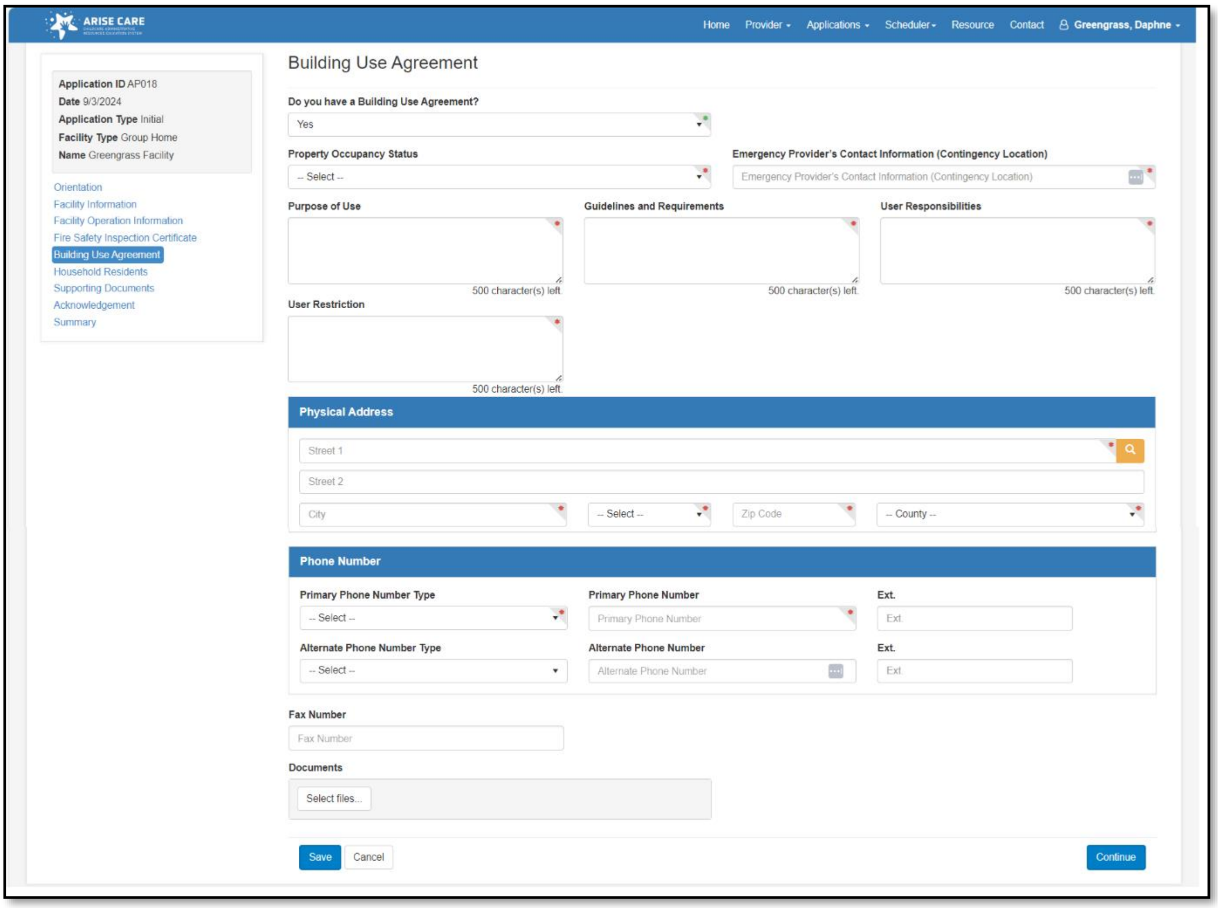

Figure 25: Adding Building Use Agreement Details

On this form:

1. Fill in all mandatory details.
2. Upload the relevant document.
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 – Household Residents.

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

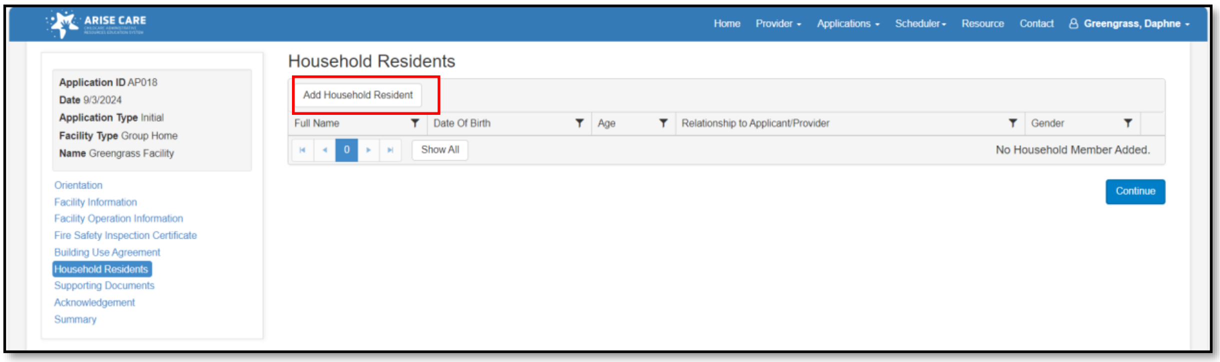

Figure 26: Household Residents Summary Page

On this page, click on the 'Add Household Residents' button to proceed to the following page:

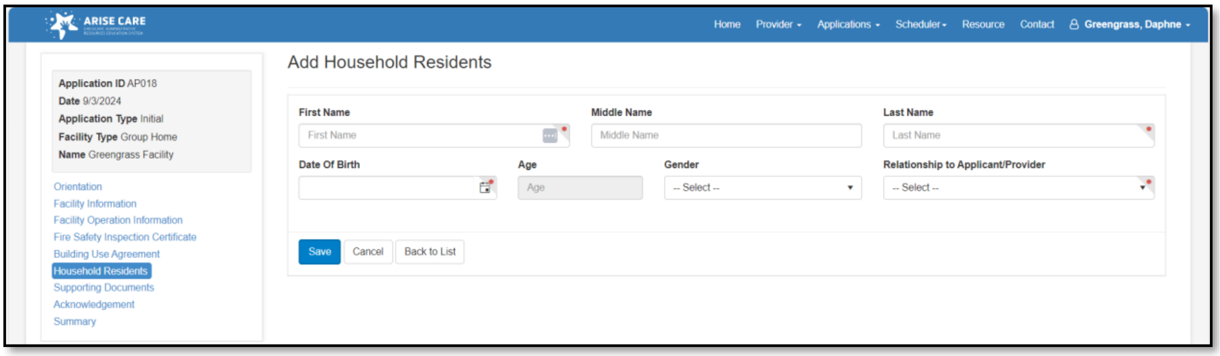

Figure 27: Add Household Residents Page

To proceed:

1. Fill in all mandatory information regarding household residents who will be present in the group/family home during its operational and other hours.
2. Click on save to be directed back to the Household Residents Summary Page (Figure 25)
3. Repeat the process until all residents have been added.

Once all residents have been successfully added, click on the next section on the navigation pane – Supporting Documents.

Clicking on the 'Supporting Documents' link will lead you to the following page:

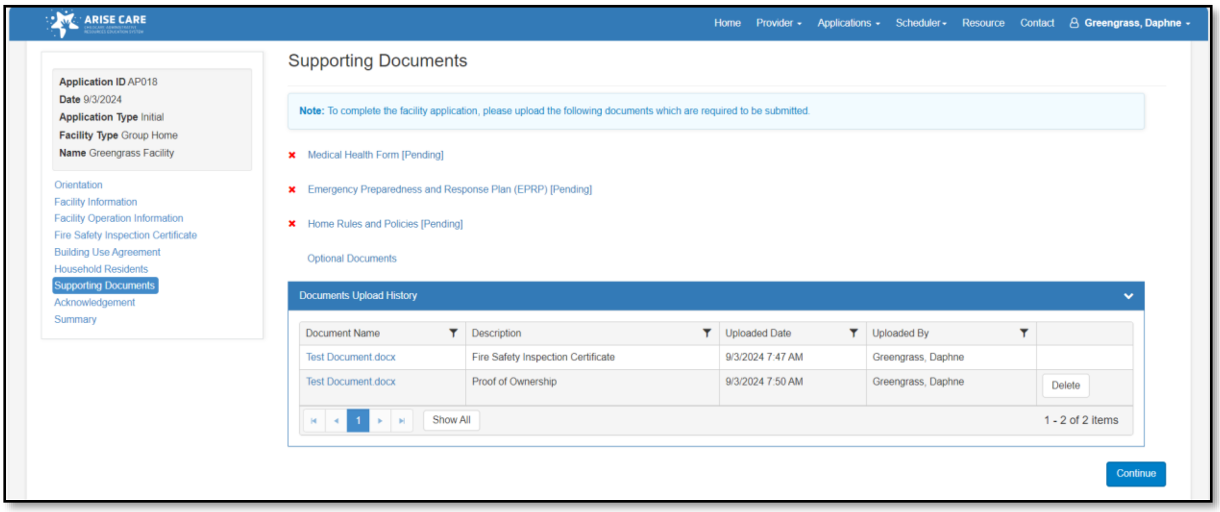

Figure 28: Supporting Documents Page

On this page, you will see a list of clickable items, all referring to the documents to be uploaded. Additionally, you will also see a grid including all documents that you have already uploaded during the application process thus far.

To complete this section:

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:

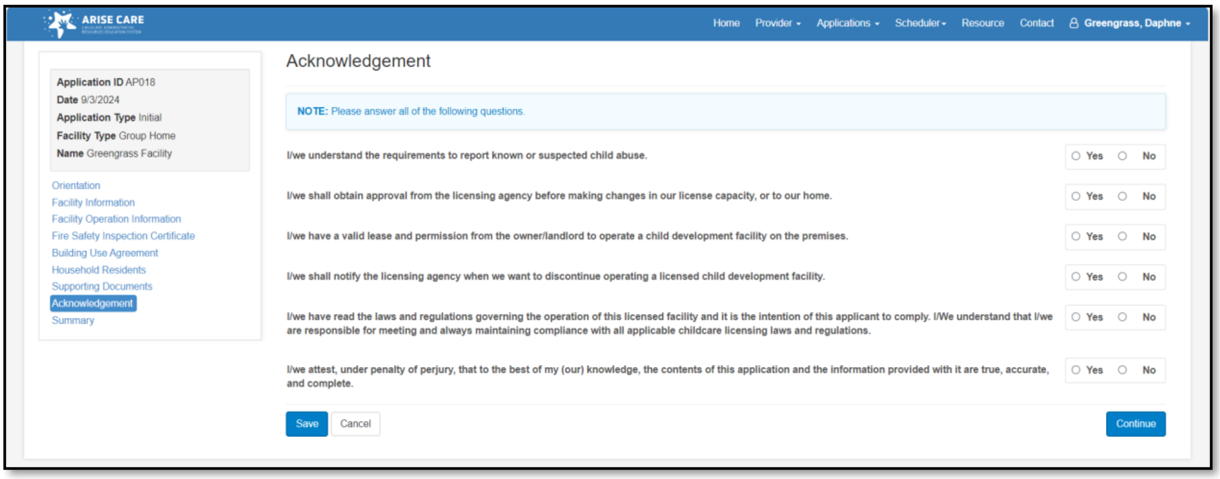

Figure 29: Acknowledgement Page

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:

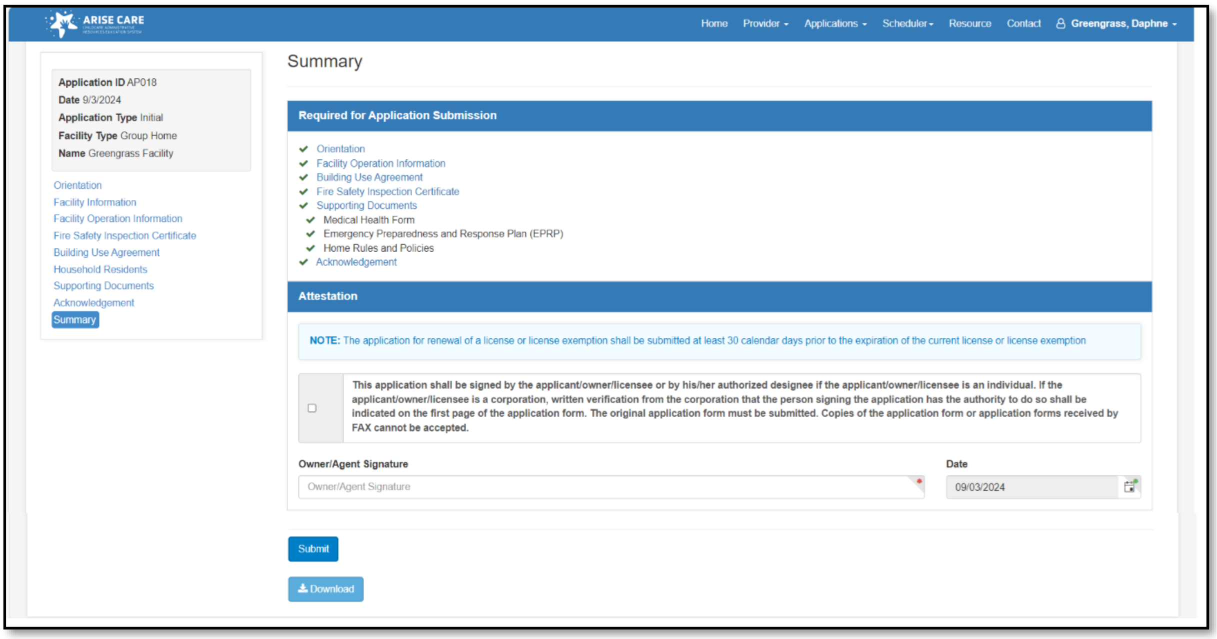

Figure 30: Summary Page

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

In case of any incomplete elements, click on the respective links 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 Family/Group Home License Application!