

ARISE Provider Portal – Applying for an Out-of-School/University License Exemption

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 license exemption as an out-of-school/university childcare provider?

The following is a quick step-by-step guide to begin and submit your license exemption application as an out-of-school/university childcare provider!

Following the standard registration process, ensure that you select 'out-of-school' or 'university' 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 'out-of-school' or 'university', logging in with your email ID and password will lead to the following landing page:

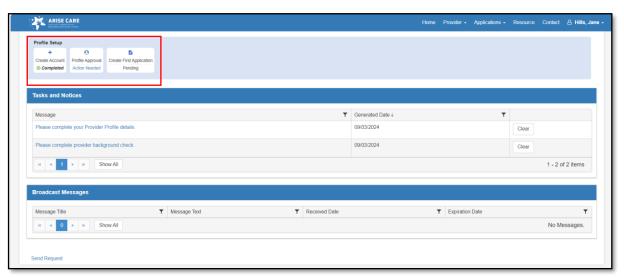


Figure 1: Landing Page

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 exemption application.

The process is as follows:

- 1. Complete Provider Profile
- 2. Initiate License Exemption Application



Step One: Provider Profile

How to Complete Provider Profile?

To complete your Provider Profile:

1. Click on the 'Action Needed' link in the first step of the application wizard – 'Profile Approval', to be directed to the following page:

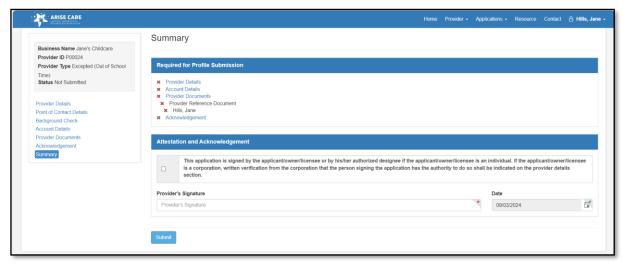


Figure 2: Summary Page

The Summary Page depicts a list of actionable items that must be completed in order to finish your profile. At the end of the process, each item must have a green tick to indicate that it has been completed.

- 2. You may click on each item on the list OR use the navigation pane on the left.
- 3. Click on 'Provider Details' on the left, to be taken to the following page:



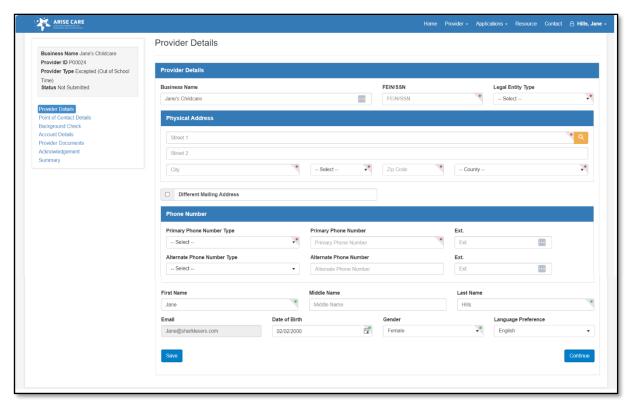


Figure 3: Provider Details Page

- 4. On this page, fill in all mandatory details (marked by a red asterisk on the top right corner of the respective fields).
- 5. Click on 'save' once all details have been filled in.
- 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:

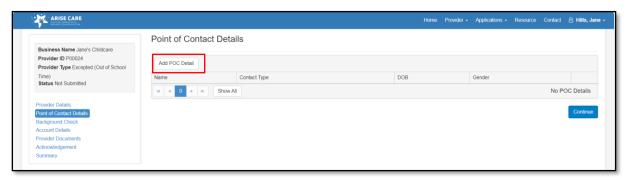


Figure 4: Point of Contact Details Grid

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:



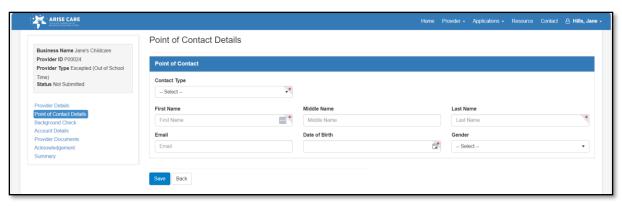


Figure 5: Point of Contact Details Form

- 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 the next section on the navigation pane – Background Check. This action will lead you to the following page:

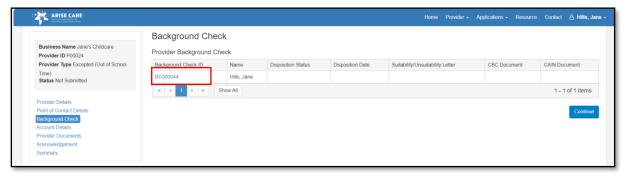


Figure 6: Background Check Summary Page

On this page:

1. Click on the Background Check ID to be redirected to the following page:



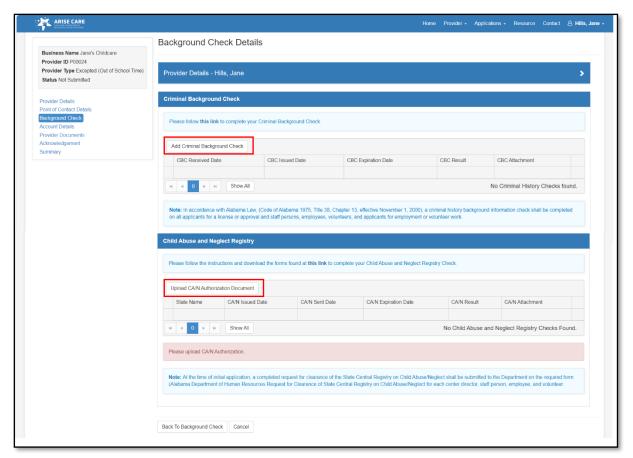


Figure 7: Add Background Check Details Page

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

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

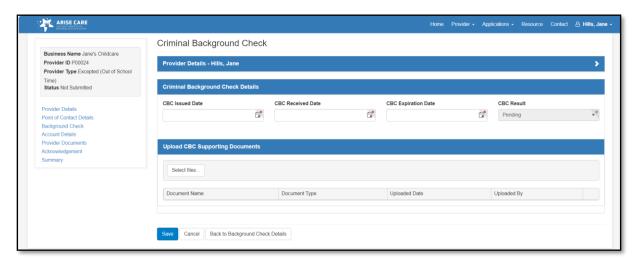


Figure 8: Criminal Background Check Page

- 6. 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).
- 7. Ensure that you upload relevant documents as well (if any).



8. Click on 'Back to Background Check Details' to return to the Background Check Details 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:

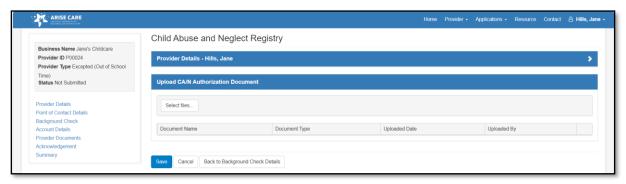


Figure 9: Child Abuse and Neglect Registry

- 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 section on the navigation pane – Account Details. This action will direct you to the following page:



Figure 11: 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:

1. Click on the 'Provider Documents' link on the navigation pane. This action will direct you to the following page:

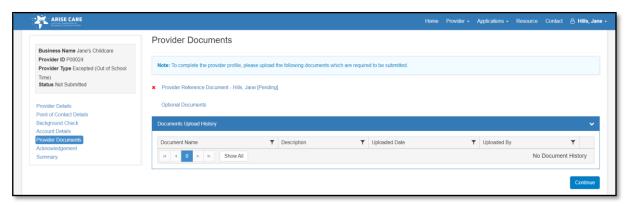


Figure 12: Provider Documents Page

- 2. On this page, upload all relevant documents by clicking on the respective links and clicking on the 'select file' button.
- 3. On uploading the documents, you will see that the red cross next to each item turns green, as follows:

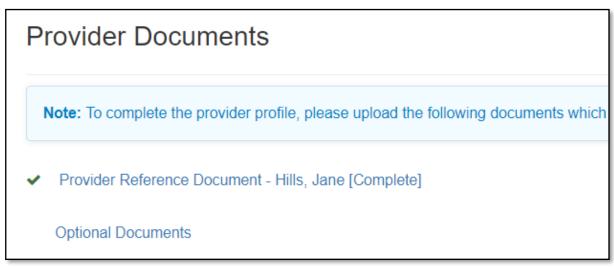


Figure 13: Uploaded Provider Documents Page

To proceed from here:

1. Click on 'Acknowledgement' on the left navigation pane to be directed to the following page:



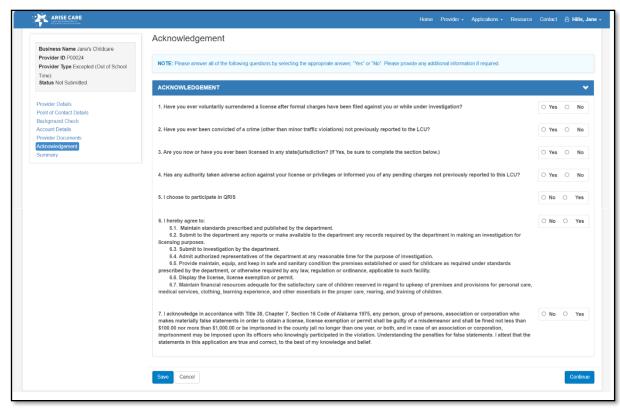


Figure 14: Acknowledgement Page

On this page, you will see a list of questions that you will need to respond to with either 'yes' or 'no'. In some cases, your response may result in a mandatory description box appearing, which will need to be filled with an explanation regarding your response.

Once you have finished answering the questions, click on 'save' to save your progress.

To proceed, click on the next link on the navigation pane – Summary.

This action will lead you back to the first summary page, as follows:



Figure 15: Summary Page



This time, you will see that the list depicts green ticks instead of red crosses. This indicates that all relevant items have been completed.

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 License Exemption Application

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

How to begin your License Exemption Application?

- 1. Click on the 'Home' module at the top of the page to be redirected to landing screen.
- 2. On the landing screen, click on the 'Action Needed' link in the second step Create First Application of the application wizard. You will be redirected to the following page:



Figure 16: License Application Page

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



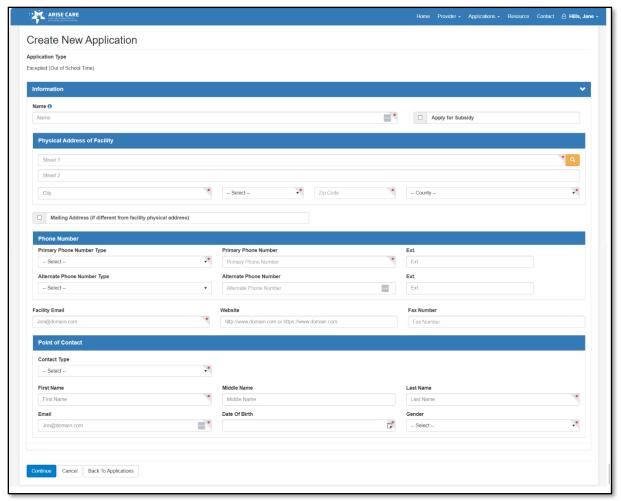


Figure 17: Application Details Page

4. Fill in all mandatory fields and click on 'Continue' to move to the next page:



Figure 18: Orientation Page

- 5. Click on the link to download the orientation material.
- 6. Go through the material thoroughly and then return to this page.
- 7. Click on the link to take the Orientation Quiz.

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!)



On successfully completing the quiz, you will see the following screen:



Figure 19: 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:

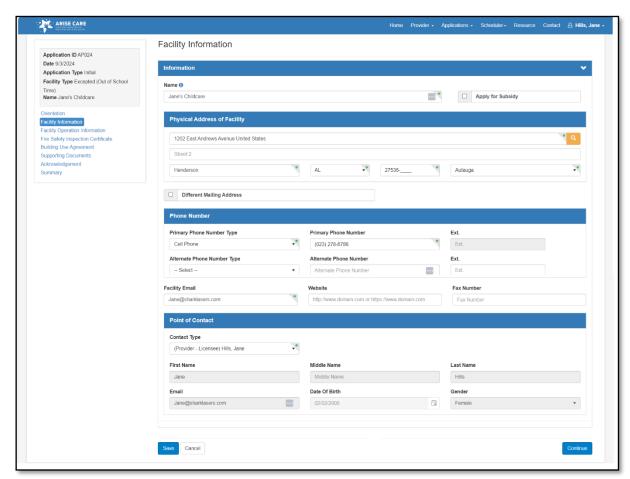


Figure 20: Facility Information Page

- 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:

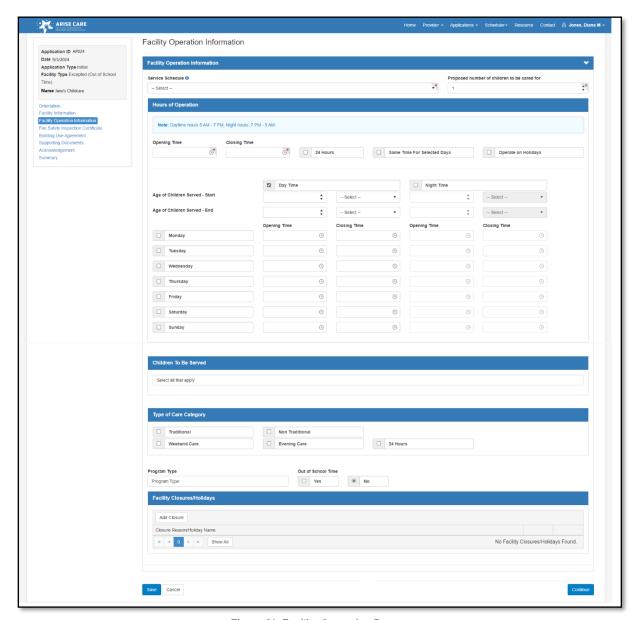


Figure 21: Facility Operation Page

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 link on the navigation pane 'Fire Safety Inspection Certificate' to be redirected to the following page:



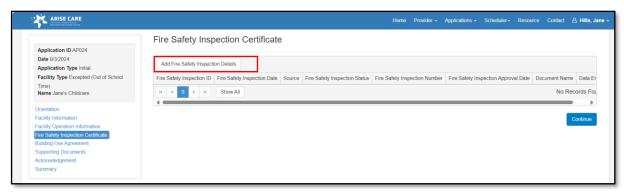


Figure 22: Fire Safety Inspection Certificate Page

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

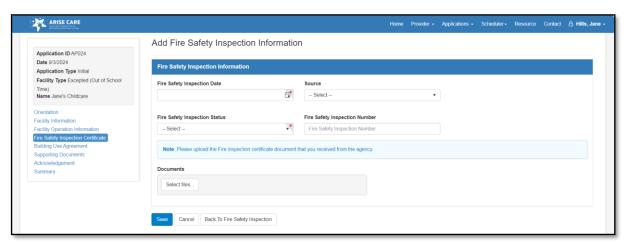


Figure 23: Add Fire Safety Inspection Information Page

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:



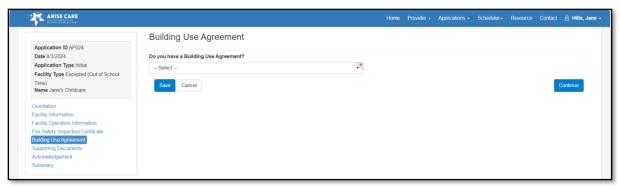


Figure 24: Building Use Agreement Page

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:

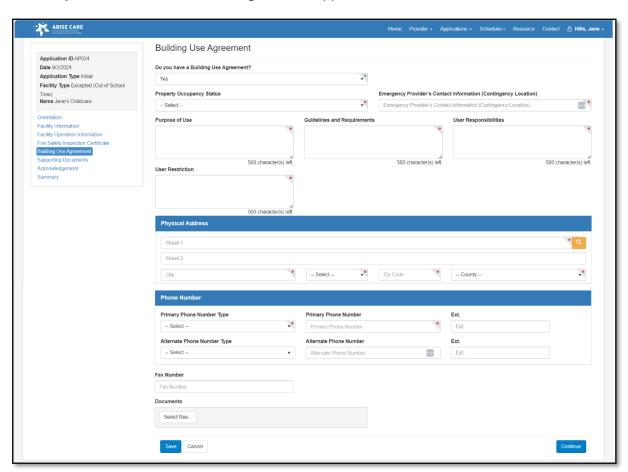


Figure 25: Adding Building Use Agreement Details

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 Supporting Documents.



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

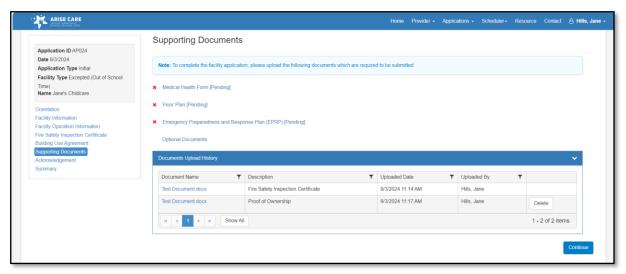


Figure 26: Supporting Documents Page

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:

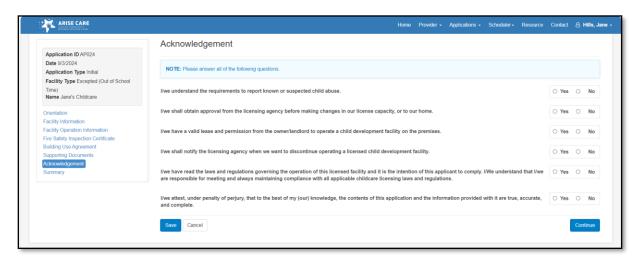


Figure 27: Acknowledgement Page

- 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:

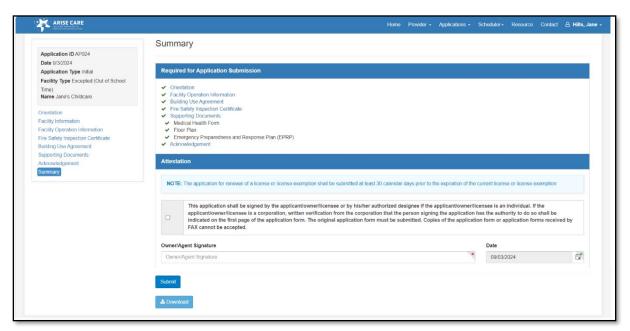


Figure 28: Summary Page

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 Exempt Application!