



NHCIS Program Profile Frequently Asked Questions



1. How do I access the New Hampshire Connections Information System (NHCIS) to access my Program's Profile?

You can access NHCIS by clicking on the link below:

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

2. What is a Program Profile on NHCIS?

The Program Profile is a section of NHCIS that collects information about a licensed or license exempt programs in the state of New Hampshire. This section is where Families can access information on programs when they are seeking child care or alternative child care arrangements.

New Hampshire Home Support Program Admin ▾

Welcome Program Admin,

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- Background Record Checks**
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- Professional Registry**
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Recent updates and announcements

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3. What is contained on a Program Profile on NHCIS?

The Program Profile section includes your program's name, address, points of contact including social media links and general program information. This includes license capacity, vacancies, type of care, hours of operation and ages served.

4. Who has access to the Program's Profile?

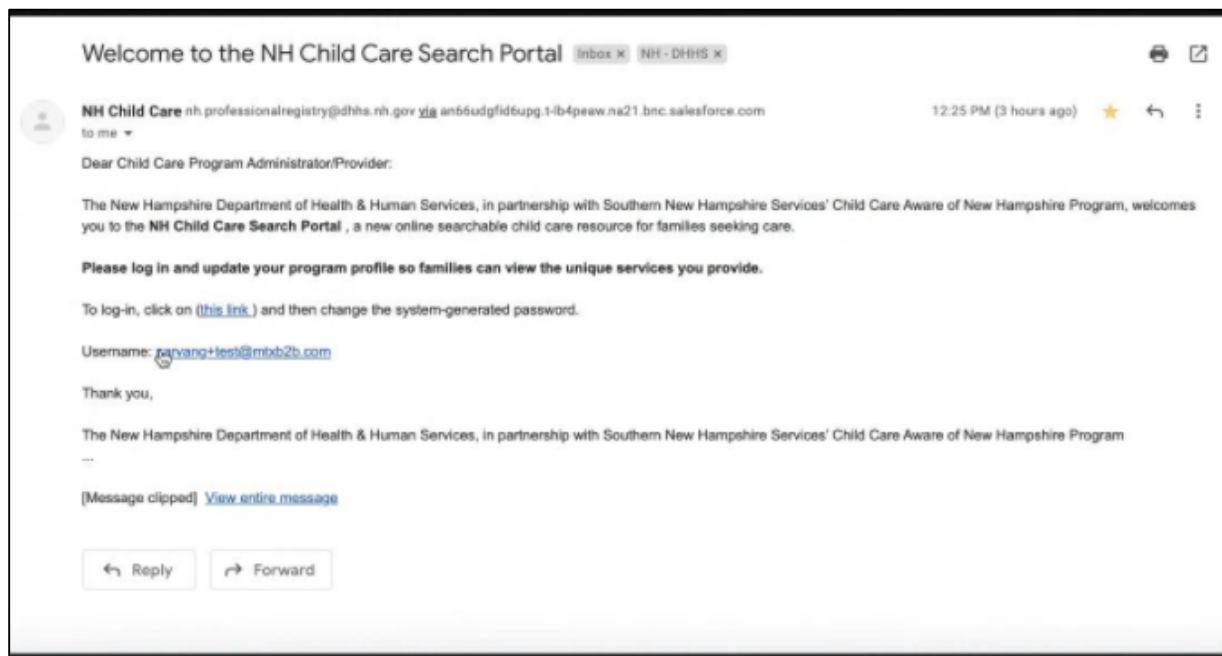
The administrator, site director, director and/or provider on file listed with the NH Child Care Licensing Unit is the individual who has access to the Program Profile information on NHCIS.

5. We have had a change in program administration. Who do we contact?

To change program administration for administrators, site director, director and/or providers you would contact the NH Child Care Licensing Unit at 603-271-9025 or 1-800-852-3345, ext. 9025 or via email ccluoffice@dhhs.nh.gov.

6. What contact information is used to give me access and communication regarding NHCIS as the individual responsible for the Program Profile for my program?

The personal email address that you supplied to the NH Child Care Licensing Unit is used to give you access and communications regarding this system. The email you receive regarding initial access will be from Salesforce.



7. Is there a guidebook regarding how I use the NHCIS Program Profile and how I update my program information?

Yes, to gain access to the guidebook please visit <https://www.nh-connections.org/uploads/2020/11/Quick-Reference-Guide-Search-Portal.pdf>

8. Who do I contact if I have not received an email and my information is correct with Child Care Licensing?

If you go to the log in page above, #1, you can create a support ticket by clicking on "Need Support"

9. If I create a support ticket and have not heard back who can I contact?

For technical assistance, you can call Child Care Aware of NH at 603-578-1386, ext. 2531 or email crr@snhs.org. Please use subject line "NHCIS Admin Access".

10. If I forgot my password, what do I do?

You can reset your password on the login screen of NHCIS.

11. My program has multiple sites and we have more than one person that would like access to the Program Profile. Is this possible?

At present, only the administrator, site director and/or director on file with the NH Child Care Licensing Unit have access to the Program Profile. Efforts are underway on development to give read only access to others identified at a later date.

12. I am having an issue accessing my Program Profile in NHCIS?

To troubleshoot, you must use either Google Chrome or Mozilla Firefox. Internet Explorer and Microsoft Edge are NOT compatible and should not be used. The profile will not be accessible with Internet Explorer or Microsoft Edge.

13. I was told grant applications will be done through NHCIS Program Profiles?

Yes, grant applications will be able to be accessed on March 1, 2021 on the NHCIS Program Profile section. Grant applications will be due by March 17, 2021. If you are a program that has multiple sites, you will need to complete an application for each site at this time through each Program Profile.

14. If I need assistance in updating my profile and need someone to talk to directly, who do I contact?

Please feel free to contact Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531 or via email at crr@snhs.org. Please use subject line "NHCIS Program Profile Question".