

New Hampshire Connections Information System (NHCIS)

Quick Guide

Table of Contents

Registering for NHCIS	2
Updating your information in the Professional Registry	4
Updating your e-mail address in NHCIS	4
Updating and completing "Position" field	5
Connecting to your Child Care Program.....	6
Schedule a fingerprint appointment.....	7
Completing your Background Record Check in NHCIS	8
Downloading Forms	12
Additional Applications	15
Name Change	15
Replacement Eligibility Card.....	15
Eligibility Transfer Request	16
DIRECTORS/PROVIDERS.....	17
Staff and household members 10-17:.....	17
Your Staff Roster and BRC approval Process.....	17
What you will see in your NHCIS portal	17
Eligibility Transfer Requests.....	19
How to Update the Program Staff Roster in NHCIS BRC:	23
When an individual leaves	24
Updating Staff Roles.....	26
Updating your program profile (directors).....	26
If you require assistance with updating your Child Care Profile please contact the Outreach Specialist at Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531	26
Share Options.....	28
Hours of Operation and Rates.....	28
Ages Served and Capacity	31
Other Information	31
Market Rate Survey, Narrow Cost Analysis, and Workforce Survey (worksheet).....	31
Visit Results and providing a corrective action plan (CAP).....	32
PUBLIC WEBSITE	35
Completing your Licensing Applications in NHCIS (new, renewal, revision).....	36
Injury Reporting	42
Training.....	44

Last Updated: Thursday, January 25, 2024

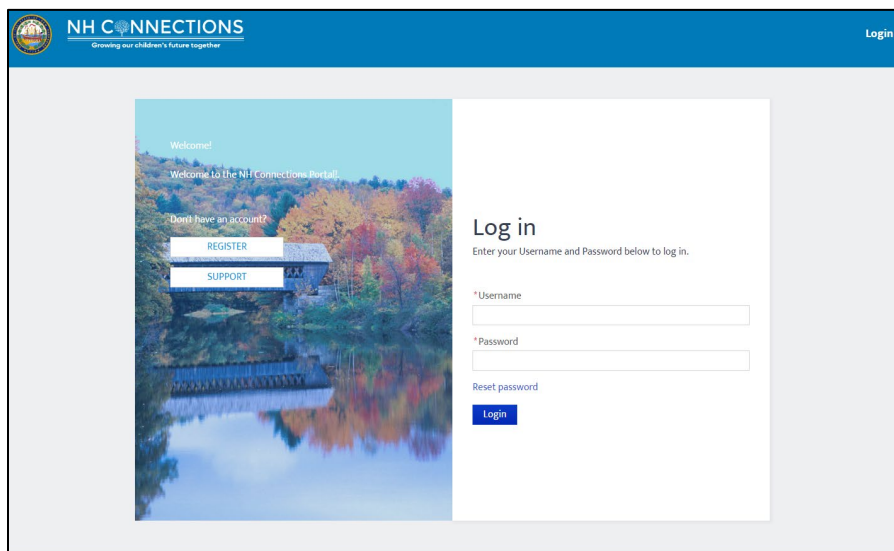
To Access Trainings in the Professional Registry Tile Application.....	44
To Access Trainings in the Training Tile Application	45
Adding Self-Reported Trainings.....	45
ProSolutions Support:	46
Where do I find the Registry ID for ProSolutions trainings in the NHCIS Registry?	46
Adding your Registry ID to an existing ProSolutions Account	47
Registering for Trainings.....	47
Withdraw from a training	49
Credential Application – Coming in March 2024	51
Troubleshooting	58
Browser	58
Cache/Incognito.....	58
Steps for clearing your cache:	58
Help Desk/Support Ticket.....	59
Submitting a support ticket for a login issue.....	59
Submitting a support ticket for a non-login issue	60
<i>Please note: NHCIS help is for issues related to assistance using the NHCIS portal. All other questions should be directed to the organization that oversee those programs.</i>	60
Taking a Screen Shot	60
Using a Mac.....	60
Using a PC (or non-Mac).....	61

This is the **Community Portal** for the NH Connections Information System (NHCIS). This is where individuals working in the field of early childhood and out-of-school time register to access professional development, credentialing, and background checks. Administrators, approved by the Child Care Licensing Unit, have access to their staffs' BRC eligibility status and expiration.

We call this the **Community Portal** or the **New Hampshire Connections Portal**.

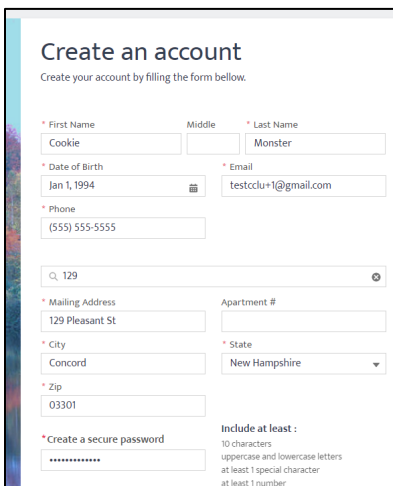
<https://nhpublichealth.force.com/nhccis/s/login/?startURL=%2Fnhccis%2Fs%2F&ec=302>

Registering for NHCIS

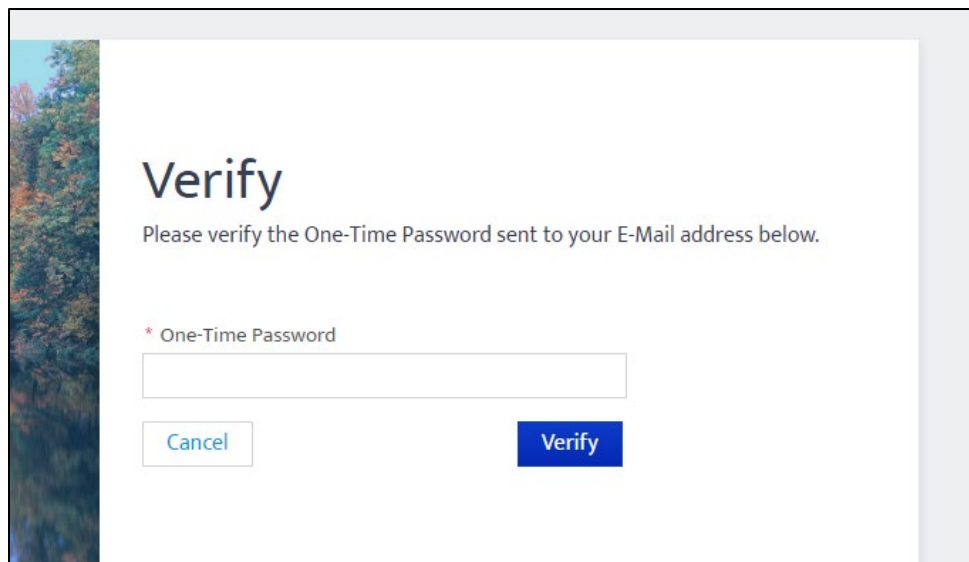
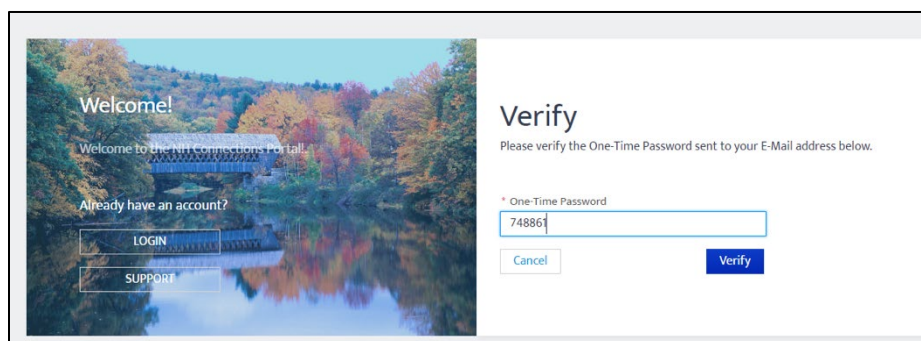
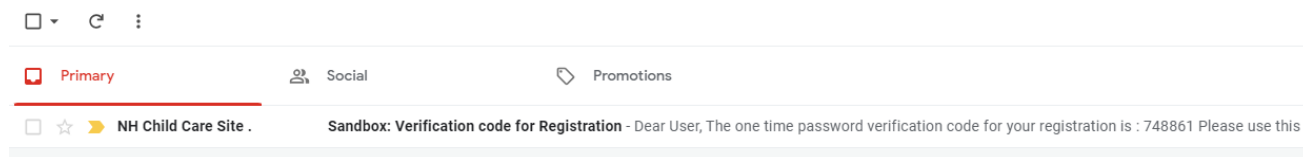
The screenshot shows the NH Connections Portal login page. At the top, there is a blue header with the NH Connections logo and the tagline "Growing our children's future together". On the right side of the header is a "Login" link. The main content area is divided into two sections. On the left, there is a "Welcome!" message, a "Welcome to the NH Connections Portal" message, and a "Don't have an account?" link. Below these links are two buttons: "REGISTER" and "SUPPORT". On the right, there is a "Log in" section with the instruction "Enter your Username and Password below to log in." Below this instruction are two input fields: "* Username" and "* Password". There is also a "Reset password" link and a "Login" button.

If you are new to the system, you should sign up for an account as soon as possible. Please use your personal email address so you have access to this account if you change employers and use your legal first and last names. This email address will also be your username.

Register by clicking the **REGISTER** button on the left-hand side of the screen. You will land on this form to complete.

The screenshot shows the "Create an account" form. The title is "Create an account" and the subtitle is "Create your account by filling the form below." The form contains several input fields: "* First Name" (with "Cookie" as a placeholder), "* Middle" (with "Monster" as a placeholder), "* Last Name" (with "Monster" as a placeholder), "* Date of Birth" (with "Jan 1, 1994" as a placeholder and a calendar icon), "* Email" (with "testccur1@gmail.com" as a placeholder), "* Phone" (with "(555) 555-5555" as a placeholder), "* Mailing Address" (with "129 Pleasant St" as a placeholder), "* City" (with "Concord" as a placeholder), "* Zip" (with "03301" as a placeholder), and "* Create a secure password" (with "*****" as a placeholder). There are also fields for "Apartment #", "* State" (with a dropdown menu showing "New Hampshire"), and a section for password requirements: "Include at least : 10 characters, uppercase and lowercase letters, at least 1 special character, at least 1 number".

Once you complete the registration form you will come to this screen. You should have an email (pictured below) in your mailbox (yours will not say “Sandbox”). If you do not see this e-mail, please check your spam folders and include it as a “trusted sender” so this e-mail will not go to your spam folder.

A screenshot of a web page titled "Verify". The page has a light gray background with a vertical strip of autumn foliage on the left. The main content area is white. At the top, the word "Verify" is in a large, dark blue font. Below it, the text "Please verify the One-Time Password sent to your E-Mail address below." is in a smaller, dark gray font. There is a label "* One-Time Password" in red. Below the label is a white text input field. At the bottom of the form are two buttons: a light gray "Cancel" button and a dark blue "Verify" button.A screenshot of a web page with a "Welcome!" section on the left and a "Verify" section on the right. The "Welcome!" section has a background image of a lake and trees, and contains the text "Welcome to the NH Connections Portal!", "Already have an account?", and two buttons: "LOGIN" and "SUPPORT". The "Verify" section is identical to the one in the first image, with the text "Please verify the One-Time Password sent to your E-Mail address below." and a text input field containing the number "748861".

***TIP:** Type your code into this box as copy/paste doesn't always work.

Once you enter your verification code you will need to answer these 4 questions to move forward. These questions are for data purposes to help DHHS get a better picture of the early childhood and out-of-schooltime workforce in New Hampshire.

Select All To Save And Proceed

<div style="margin-bottom: 5px;">Highest grade or level of schooling completed</div> <div style="border: 1px solid #ccc; padding: 2px; text-align: center;">Select an Option ▼</div>	<div style="margin-bottom: 5px;">Field or profession</div> <div style="border: 1px solid #ccc; padding: 2px; text-align: center;">Select an Option ▼</div>
<div style="margin-bottom: 5px;">Place of Employment</div> <div style="border: 1px solid #ccc; padding: 2px; text-align: center;">Select an Option ▼</div>	<div style="margin-bottom: 5px;">Role or Title</div> <div style="border: 1px solid #ccc; padding: 2px; text-align: center;">Select an Option ▼</div>

Now you are in the **Community Portal!**

Updating your information in the Professional Registry

Updating your e-mail address in NHCIS

Log into your NHCIS account. Click on the Professional Registry

NH CONNECTIONS
Growing our children's future together

Welcome Cookie Jones,

Welcome to the NH Connections Information System. Once you enter this system, you can view your program's public profile, find instructional videos and documents as well as more.

Professional Registry
View and update important information for your Registry profile and more.

CURRENT STATUS
Incomplete

66.67 %

[Add Education details →](#)

Training
Search for, Register and Complete trainings, Download your training transcripts and more.

[Take new training →](#)



From here you can update your contact information by clicking on the pencil icon.

The screenshot shows a 'Contact Information' form. At the top right, there is a text instruction 'Click on the pencil icon to edit the information.' followed by a small pencil icon. A blue arrow points to this pencil icon. The form contains the following fields:

Cookie Jones	129 Pleasant St Concord, New Hampshire 03301 US	(555) 555-5555
Previous Last Name Snacker,Snacker	Birthdate 1/1/1994	testccclu+1@gmail.com
Mailing or Street Address 129 Pleasant St	City Concord	State/Province New Hampshire
Zip/Postal Code 03301		

A 'Next' button is located at the bottom right of the form.

Update your information here, including your e-mail address. This will NOT change your log in. Your log in will remain the same but all communication will be directed to the e-mail address entered here.

The screenshot shows a 'Contact Information' form with the following fields:

* First Name Cookie	Middle Name	* Last Name Jones
* Email testccclu+1@gmail.com	* Phone (555) 555-5555	
Previous Last Name Snacker,Snacker	Birthdate Jan 1, 1994	

Updating and completing “Position” field

This field is different than the role in the BRC application and includes a large variety of possible positions for those working in or on behalf of children and families.

To change your role within a child care program this must be done by the director in the staff roster.

The screenshot shows a dropdown menu for the 'Position' field. The menu is open, displaying a list of roles. The current selection is 'Other'.

- Other
- Agency Administrator
- Applicant
- Assistant Group Leader
- Assistant Teacher
- Bookkeeper/Office Staff
- Camp Counselor
- Center Director
- Center Child Care Assistant
- Contract Employee
- Cook/Kitchen Staff
- Direct Care Staff

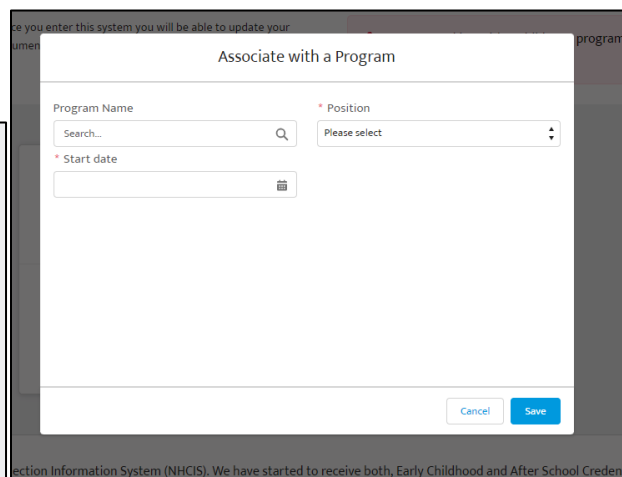
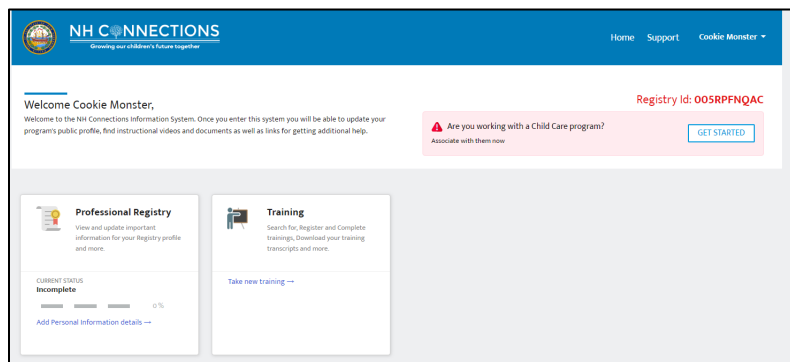
[Connecting to your Child Care Program](#)

Below you will see two squares. One says Professional Registry and the other says Training. We call these **Tiles**. Everyone can see these tiles upon registering.

Now to connect to the child care program you work for or plan to work for, if that applies to you.

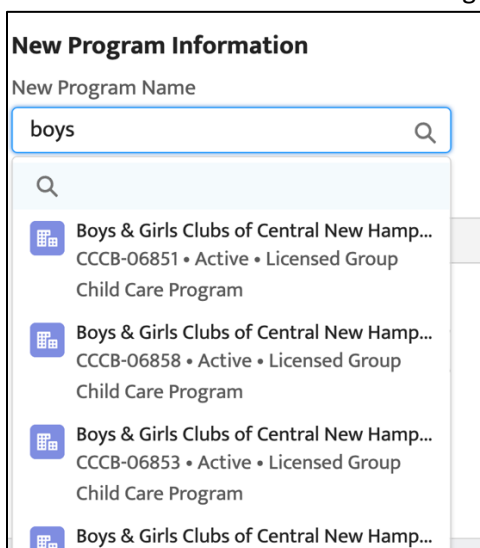
Click on the **GET STARTED** box within the pink square. Once you do this you will search for the program you are planning to work at (or are already working at). Use the exact name as it appears on the program's license, which can be found by searching for the child care program using the Child Care Search on the NH Connections Website:

https://nhpublichealth.force.com/nhccis/NH_ChildCareSearch



Here is what this looks like as you enter information. There are roles within the system (such as Center Director) that require the approval of the Child Care Licensing Unit and allow you elevated access within the system. You should be in touch with your licensing coordinator about being approved per He-C 4002. If you need assistance, please call us at 603-271-9025.

When searching for your program verify the license # as seen below with an organization that has multiple programs.



Schedule a fingerprint appointment

You must schedule and complete your fingerprinting with the NH State Police. The link to that portal is:

<https://services.dos.nh.gov/chri/cpo/>

There are instructions linked on this page that you should reference before setting up your appointment:

The screen shot below shows what Type of Agency and Agency you should choose in order for your results to be released to CCLU for review and eligibility determination. Any other option will not allow CCLU review and will require that you get your prints redone at an additional cost.

Schedule NEW Fingerprint & Criminal Record Check Appointment

To schedule a new appointment, click the button below.

Before you begin, please click [here](#) to read the instructions.

[Schedule a New Appointment](#)

Agency Selection

→ Please select the employment or licensing Agency you are applying to. Background check results will be delivered to the Agency you select. If you are unsure which Agency to select, or the Agency does not appear in the selection please contact the Agency you are applying to. Please note: The Department of Safety is not responsible for results delivered in error due to the applicant selecting the incorrect Agency.

→ To select an agency first select the Agency Type from the drop down list. Selecting the agency type will narrow the number of agencies that appear in the Select Agency drop down. Once the agency type is selected then find and select the specific agency you wish your results to be delivered to.

→ Note: For 'School Transportation Agency' applicants only -you may select more than one agency from the 'Agency' drop down. Each additional agency selected will incur an additional \$5 charge.

Select Type Of Agency *

DHHS - Child Care

Select Agency *

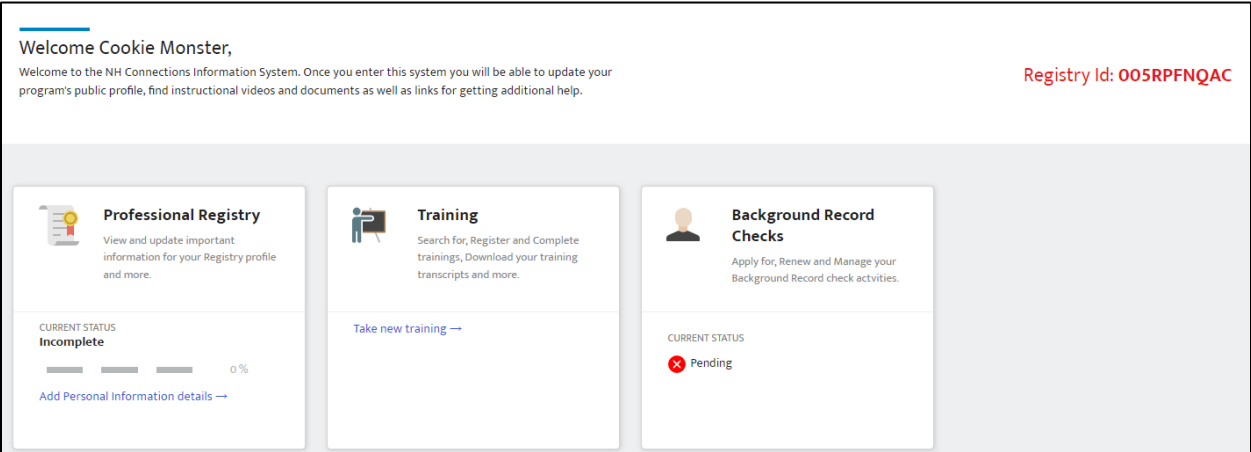
STATE OF NH - DHHS BCCL & CHILD C...

[Back](#)

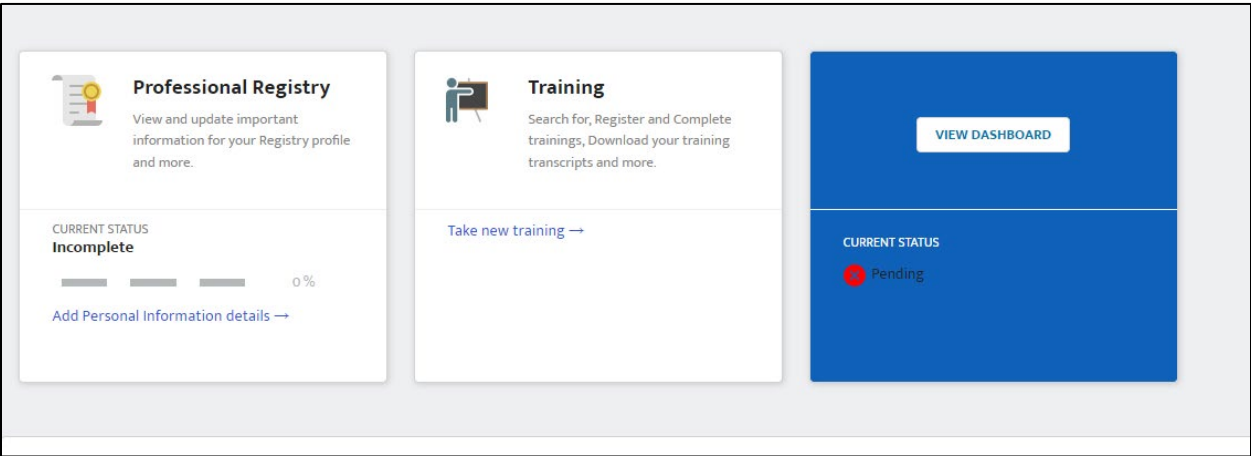
[Next](#)

Completing your Background Record Check in NHCIS

Once you are registered and connected with a child care program you will now have a Background Record Checks (**BRC**) Tile. You will also have a registration ID which can sometimes be helpful if you run into issues and need further assistance.



Your next step is to begin the Background Record Check Process. Once you hover over this tile you will see the VIEW DASHBOARD square. Enter this tile by clicking on this square.



Once you enter the BRC tile you will see an option to start a New Application

Dashboard

0
Open Applications
>


0
Approved Applications
>

My Applications

NEW APPLICATION +

In Progress
Submitted
Under Review
Processed

New Application



New Background Record Check

Please read all instructions and make sure you don't miss any important information.

Introduction

Getting started with your Background Record Check

Welcome to the NH Connections Background Record Check Portal. If you have been hired by or are currently working in a licensed child care, or residential program; or are a household member in either, you are required to complete a background record check (BRC) before you can begin working in the program. This includes anyone who resides in a program that may not work in the program, but could have unsupervised access to children in care. To initiate a new BRC you will complete a new BRC request. Once complete, an email will be sent to you at the email address you have provided, detailing next steps, including how to schedule a fingerprint appointment, and a checklist of what must be submitted to ensure that your packet is complete. Throughout the process, you will receive email updates, but you can also log in to the portal to follow the progress of your BRC request.

The NH Child Care Licensing rules currently mandate that ALL BRC materials be submitted together in one packet, therefore, please ensure to follow this process, as a BRC packet that is missing any of the required documentation will be returned to the program in which you are affiliated with, for completion. Upon receipt of a complete packet, CCLU staff will process it.

Keep copies of all documentation submitted for your records.

If you have any questions regarding the BRC process, you may call the Child Care Licensing Unit at (603) 271-9025 to speak with our office staff.

Click Next to begin.

Cancel

Next

✓

Introduction

✓

Personal Information

✓

CHRI Authorization

4

Household and Personnel

4.1 Aliases and Addresses

4.2 Employment

5

Review and Submit

Personal Information

2.1 Contact Details

Please review and update your personal information, ensuring that all information provided is complete and accurate.

Please pay particular attention to this section and make sure you are including the required information.

CHRI Authorization - Appointment Details, you must provide the date and location of your fingerprint appointment. Your appointment date must be within the last 180 days, or a future date, otherwise it will not be accepted. If you're going to a local police department, select "Other", and provide the name of the PD.

Household and Personnel 4.2 - ‘Am I required to obtain an Employment Eligibility Card?’, read the instructions carefully, and make a selection **ONLY** if this section applies to you. If you are not exempt from getting an employment eligibility card then leave this section blank.

HOUSEHOLD AND PERSONNEL

4.2 Employment

Please review the current employment information listed below.

Current employment

EMPLOYER NAME	START DATE	POSITION	ACTION
Dinosaur Of Doubleknots	10/23/2023	Center Director	

if one of the following categories applies to you, then you are not required to obtain an employment eligibility card. Please make a selection only if it applies to you, otherwise, leave blank.

Am I required to obtain an Employment Eligibility Card?

Please select

Previous Employment

Please list all licensed NH child care employment information during the last 6 months ONLY. If you have not been employed in a licensed child care in NH for over 6 months you MUST leave this section blank.

Add an Employer

Review and Submit – review the summary page to ensure that you have provided complete and accurate information, then at the bottom of the page, Submit your BRC application.

* I hereby swear that:

a) All information provided above is accurate.

b) I have not been convicted of a felony consisting of murder, child abuse or neglect, crimes against children (including pornography and trafficking), spousal abuse, rape or sexual assault, kidnapping, arson, physical assault or battery, or a drug related offense (in the last 5 years) or convicted of a violent misdemeanor committed as an adult against a child including child abuse, child endangerment, sexual assault or child pornography, or a crime which shows that I might be reasonably expected to pose a threat to a child, such as violent crime or sexually related crime against an adult.

CCLU will investigate all criminal records, sex offender registries and abuse and neglect registries and offer opportunity for eligibility. The crimes listed in b above exclude you from eligibility. You can challenge all criminal records through either the state police or the FBI.

Previous

Submit

One you have submitted your application you can find the application in “My Applications” in the submitted section.

Dashboard

1

Open Applications

>

0

Approved Applications

>

My Applications

NEW APPLICATION +

In Progress

Submitted

Under Review

Processed

15147

129 Pleasant St, Concord, New Hampshire, 03301

Submitted

Application Type

New BRC Application

View

In addition, you will receive an email with instructions on next steps:


Immediate Attention Required

Date: 4/18/2023

Re: Background Record Check submission # 16847

Dear ,

Our records indicate that you have initiated a background record check (BRC) via the NH Connections Information System (NHICIS). If you have not yet scheduled a fingerprint appointment, go to [sag.nh.gov](#) for more information on scheduling your appointment.

Once your appointment is scheduled, log in to NHICIS, and click on the Background Record Check tile. Under 'My Applications' on the left side of the screen, click on 'My Documents.' This will bring you to the application currently in progress. Click on the application number, then the icon  next to the form(s) to download and print.

If your fingerprint appointment was scheduled and paid for online using the Department of Safety CHRI Applicant Portal:

- Employment Eligibility Card if applicable

OR

If your fingerprint appointment was at a local police department:

- CHRI Page
- Employment Eligibility Card if applicable

Review all forms, and sign and date where required.

If your fingerprint appointment was at a local police department, you will receive an *Applicant/Licensing LiveScan Fingerprinting form*, which must be mailed to CCLU with the forms above. If you are required to submit an Employment Eligibility Card Application, page 2 must include the date and the location of your scheduled fingerprinting appointment.

*Submit all forms and applicable fees as noted on the forms, in one packet, directly to the Child Care Licensing Unit, 129 Pleasant Street, Concord, NH 03301.

*If your application indicated you currently live or have lived in a state other than NH in the previous 5 years you will receive another email with instructions on additional forms to be submitted. Please mail those forms WITH the information above.

What Happens Next:

- If no disqualifying convictions are identified, you will be deemed "eligible" to work and your BRC status will be updated and available to you and the program in the NH Connections Information System.
- If the BRC identifies immediate disqualifying convictions, you will receive a letter informing you that you have been deemed ineligible to work, as well as detailed information relevant to that disqualification. The program will not receive information regarding any disqualifying convictions, but will be notified that you are no longer eligible to work in their child care program.
- If the BRC identifies convictions that need further investigation, you will receive a letter with instructions on what to be submit to CCLU and a due date for the information. Failure to respond by the due date will result in a determination of ineligible to work.

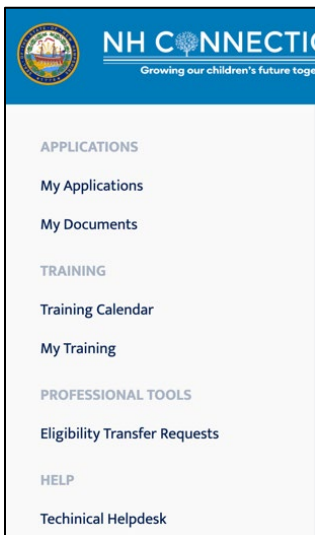
Sincerely,
 Department of Health and Human Services
 Child Care Licensing Unit
 129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
 Fax: (603) 271-4762
 Email: CCLUinfo@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-current/fpy-children/child-care-licensing>

Downloading Forms

You will find your documents under My Documents along the left-hand column of your BRC page. The screen shots below show how you can access this section and download your documents for printing. ***Please refer to the email you will receive once your application is submitted, to determine which documents are required to be printed and mailed to CCLU.***

Step 1, click on My Documents.



Step 2, click on the Application Number to open the application.





[← Back to Dashboard](#)

Documents

View all the documents here once applications submitted.

Application Number	Application Type	Application Status	Closed date
> Application Number 15147	New BRC Application	Submitted	2022-10-04

Step 3, click on the download symbol to the far right of the document.

Application Number	Application Type	Application Status	Closed date
15147	New BRC Application	Submitted	2022-10-04
Document Name	Submitted Date	Submitted By	
15147 - Employment Eligibility Card	2022-10-04	Bennet Snerf	
15147 - HP Page	2022-10-04	Bennet Snerf	
15147 - CHRI Page	2022-10-04	Bennet Snerf	
15147 - Application Summary	2022-10-04	Bennet Snerf	

If you have lived in another state during the last 5 years you will also receive an email with instructions on where to find the out of state forms and instructions. This must be submitted with your completed paperwork and any payments required.

Your application status will change to “Under Review” when CCLU receives your submission and enters updates. This process may take from a week to several weeks depending on results received from criminal history records, or abuse and neglect registries. Should there be results from any of these searches you will receive a letter from us with a deadline for providing additional information. Please be sure to respond by the deadline. Failure to do so will result in being deemed ineligible.

My Applications						
View all applications that has been submitted or by status below.						
In Progress	Submitted	Under Review	Processed			
Application Type	Application Status	Application Number	Full Name	Date Submitted	Expiration Date	Action
New BRC Application	Under Review	27943	Elsa Oldenburg	11-30-2023	11-29-2028	VIEW

Date: 9/29/2022

Re: CAN Central Registry Check requirement for submission #15141

Dear Big Bird,

Our records indicate that you have initiated a new background record check (BRC) via the NH Connections Information System self-service portal, and have indicated that you lived in another state, other than NH, during the last five years. Therefore, there must be an abuse and neglect central registry check completed in each of those states. Click on the link below to be directed to our background check website, where you will find the required forms for each state, along with detailed instructions and fee requirements, if applicable.

<https://www.dhhs.nh.gov/out-state-abuse-and-neglect-checks>

Download and complete the required forms according to the instructions provided on each form. Review for completeness, and then print, sign, date, notarize when applicable, and submit with your background record check. If the required form(s) and applicable fees are not received then your submission will be incomplete, and the process will be delayed, subsequently impacting your eligibility to work in a child care program.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth-child-care-licensing>

You will also receive an email when we have received the payment and application for an eligibility card if you are required to obtain one.

Date: 10/4/2022

Re: Employment Eligibility Card application and payment #15147

Dear Bennet Snerf,

The Child Care Licensing Unit has received a complete Employment Eligibility Card application for you, including full payment.

You may follow the progress of your submission through the NH Connections Information System.
<https://nhpublichealth.force.com/nhccis>

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth-child-care-licensing>

If parts of your application are incomplete, missing an employment eligibility card payment or out-of- state forms/fees, or if you’re eligible to work under supervision, you will receive an email. For incomplete submissions, please work with the program to submit any outstanding requirements by the deadline given, as failure to do so will result in your application being withdrawn, and a status of ineligible.

URGENT - FINAL Notification

Date: 11/29/2023

Re: Incomplete Out-of-State Central Registry Check requirement for submission # 27940

Dear Elsa Oldenburg

The Child Care Licensing Unit has received your BRC application, however, we have not received the information required for out-of-state child abuse and neglect registry checks. Therefore, the application is incomplete.

Click on the link below to be directed to our background check website, where you will find detailed instructions and fee requirements, if applicable, for the abuse and neglect registry checks.

<https://www.dhhs.nh.gov/out-state-abuse-and-neglect-checks>

Complete the process according to the instructions provided on our website, and submit the information to our office no later than 12/6/2023. Any paper forms and check payments that are required are sent to our office, not the other state.

If the information and applicable fees are not received, we will be unable to complete your background record check, and your submission will be withdrawn from our system, impacting your eligibility to work in a child care program.

If you have any questions, please email CCLUnit@dhhs.nh.gov or call 603-271-9025.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Email: CCLUnit@dhhs.nh.gov

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Once your application has been deemed eligible you will receive an e-mail and your application will move to Processed. You will also see your expiration date in that status area as well as the top right of the BRC section of your NHCIS portal.

Your background record check (BRC) is now complete, and our office has determined that you are eligible to work in child care at this time. The status of your BRC is available to you and the program in the NH Connections Information System (NHCIS). This ensures that your employer is aware of your eligibility status.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025

Fax: (603) 271-4782

Email: CCLUnit@dhhs.nh.gov

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

My Applications

View all applications that has been submitted or by status below.

In Progress Submitted Under Review Processed				
Application Type	Application Number	Full Name	Date Submitted	Expiration Date
New BRC Application	15147	Bennet Snerf	10-04-2022	10-04-2027

[VIEW](#)

BRC STATUS/EXPIRY DATE

Eligible/10-4-
2027

You will also receive an employment eligibility card email when that card has been printed and is being mailed to you.

Date: 10/5/2022

Re: Employment Eligibility Card approval

Dear Willow Branch,

Your Employment Eligibility Card has been processed, and will be mailed to you at the mailing address provided on your application. If your mailing address has changed since you submitted your application, please provide us with the new address by emailing cclunit@dhhs.nh.gov or by calling 603-271-9025.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025

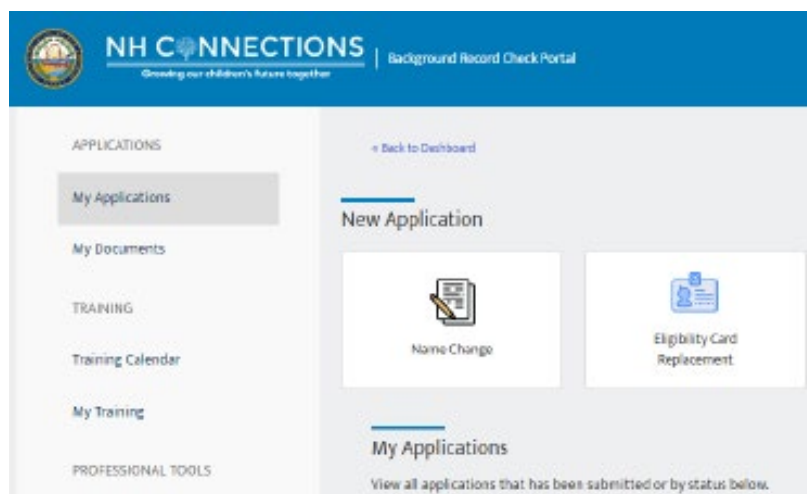
Fax: (603) 271-4782

Email: CCLUnit@dhhs.nh.gov

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Additional Applications

You can find additional applications by clicking on the link on your left-hand side menu.



Name Change

A Name Change Application will change your name in the system.

Replacement Eligibility Card

To get a replacement eligibility card complete this application, download the replacement eligibility card application from My Documents and mail it, along with the required fee, to the address on the form. This form is only to replace your current eligibility card and is not needed or applicable when completing a new/renewal BRC.

Eligibility Transfer Request

Complete the fields on this page and SUBMIT:

New Eligibility Transfer Request

Submit a new request using the fields below. Once the request has been submitted you will receive updates via email, and on this portal as they occur.

* indicates required field

Applicant Name [REDACTED]	Current or Most Recent Program Name BRC Testing Program Center Based X	
Applicant Email [REDACTED]	Applicant Phone (555) 555-5555	
Are you still working at this program ? <input type="radio"/> Yes <input checked="" type="radio"/> No	*Employment End Date Mar 28, 2022	
New Program Information		
New Program Name Testing BRC Program Family Based X	*Eligibility Transfer Request Date Mar 28, 2022	
	*Role Family Child Care Assistant	
Street Address [REDACTED]	Apt/Suite # [REDACTED]	
City [REDACTED]	State [REDACTED]	Zip/Postal Code [REDACTED]
<div>CANCEL SUBMIT</div>		

You will see the status of your submission here:

[« Back to Dashboard](#)

Eligibility Transfer Requests


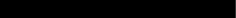
View all transfer requests that has been submitted or create a new one

NEW REQUEST +

FULL NAME	NEW PROGRAM NAME	INITIATION DATE	DATE SUBMITTED	STATUS	
	Testing BRC Program Family Based	3/27/2022	3/28/2022	Submitted	View Details »

And you will receive an e-mail letting you know the application has been submitted. (In some cases, the director will receive an email, but not always, the director should follow the next steps to approve the transfer)

You will receive an e-mail indicating you have been approved.

 **NH CCLU - BRC** cclunit@dhhs.nh.gov via [oc8duomgxc6il.r-3b65eae.cs32.bnc.sandbox.salesforce.com](#)
to 



Date: 3/28/2022

Re: Eligibility Transfer Request approval

Dear 

Your Eligibility Transfer request has been approved, and the NH Connections Information System has been updated to reflect your transfer of employment.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/oos/cclu/index.htm>

NOTE: You can do multiple transfers and indicate you continue to work at another program if you work at more than one program, it's the same process.

DIRECTORS/PROVIDERS

Through NHCIS you can review staff eligibility and expiration as well as update roles and end date staff.

When staff we up for renewal they do receive e-mails 120, 90, 60, and 30 days before expiration. Once expired an email is sent to the program e-mail address and the individual.

Staff and household members 10-17:

- If you have staff or household members between the ages of 10 and 17 you only need to submit a Household and Personnel form. The Household and Personnel form for ages 10-17 can be found [here](#).
- If a 10–17-year-old has lived outside of NH during any part of the last 5 years, please also submit the appropriate Out of State CAN form. You can find that [here](#)

Your Staff Roster and BRC approval Process

You will notice in the steps above that your staff will receive an email with instructions once they submit their BRC application through NHCIS. It is important that they print any forms required, and the forms and payments are sent to CCLU. We recommend these are mailed from the program so you can ensure all steps were completed.

What you will see in your NHCIS portal

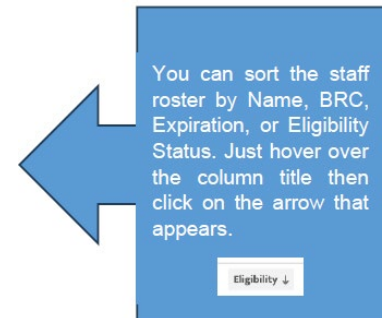
If a staff is listed as eligible they have a current BRC and can work. Ineligible means they do not have a current BRC and must not be present at the program until they are deemed eligible. Staff who are new and awaiting BRC results are marked as Pending and are not eligible to work until deemed eligible.

Eligibility Transfer Requests	<u>Pending Hires</u>	Active
-------------------------------	----------------------	--------

All	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	<input type="text" value="Search to filter"/>
Name		Role	Start Date	Eligibility	Application Status	Employment Status	Details																				
Anna Oldenburg		Center Lead Teacher	9/4/2023	Pending	Incomplete Out-of-State	Active	>																				
Snuffle Upagus		Center Associate Teacher	11/27/2023	Pending	Under Review	Active	>																				

If you have questions about the status of your staff's application, you can check it on your programs staff roster. You will be able to see if it is under review, incomplete, withdrawn, etc.. If you mailed documents to our office and you don't see that their application has moved from Submitted to Under Review, and it has been more than 2 weeks, please e-mail our office for more information (cclunit@dhhs.nh.gov).

Eligibility Transfer Requests		Pending Hires		Active																							
All	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	Q Search to filter
Name	Role	BRC Expiration Date	Start Date	Eligibility	Application Status	Employment Status	Detail																				
Elsa Oldenburg	Center Director	11/29/2028	10/23/2023	✓ Eligible	Approved	Active	>																				
Finley Brown	Child Care Assistant	11/22/2023	11/3/2023	✗ Ineligible	Withdrawn	Active	>																				
Kristoff Bjorgman	Center Director	10/27/2028	12/4/2023	✓ Eligible	Incomplete ECard	Active	>																				
Olaf Snowman	Center Assistant Teacher	12/18/2023	11/27/2023	✓ Eligible	Working Under Supervision	Active	>																				



If the application status indicates that the submission is incomplete, withdrawn, etc., check with your staff as they will receive emails when something additional is required. The requirements will need to be mailed to our office for completion, before the due date provided within the email. Here is a sample of the email your staff will receive:

Attention Required - URGENT

Date: 12/4/2023

Re: Incomplete Employment Eligibility Card submission # 27897

Dear Kristoff Bjorgman

The Child Care Licensing Unit has approved your BRC application, however, the fee required for the Employment Eligibility Card has not been received. Please mail a check or money order, made payable to Child Care Licensing Unit, to our office no later than 12/11/2023, and either include a copy of this letter with your submission, or write your name in the memo line on the check or money order.

If you have any questions regarding this communication, please contact us for assistance.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Email: CCLUnit@dhhs.nh.gov

<https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing>

Once your staff have been deemed eligible you will see them on your staff roster with their expiration date.

Eligibility Transfer Requests

Pending Hires

Active

All

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T

U

V

W

X

Y

Z

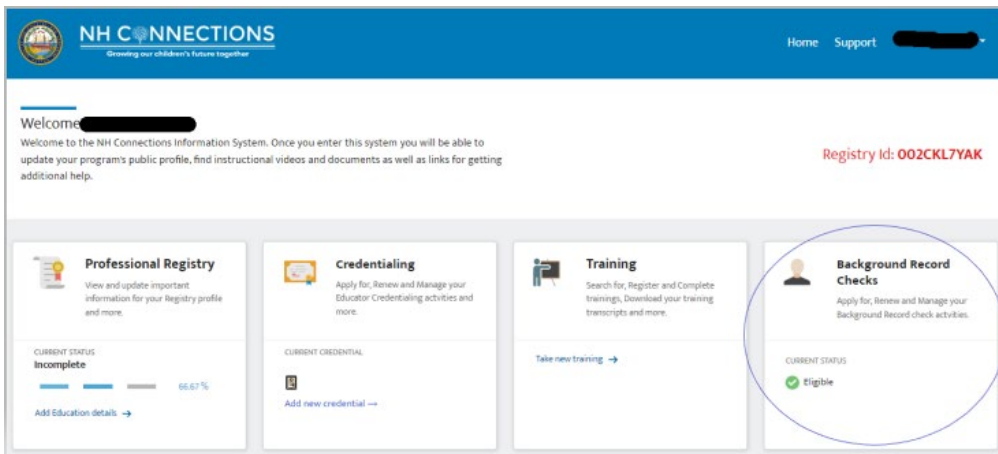
Name	Role	BRC Expiration Date	Start Date	Eligibility	Application Status	Employment Status	Details
Elsa Oldenburg	Center Director	11/29/2028	10/23/2023	Eligible	Approved	Active	>
Anna Oldenburg	Center Lead Teacher	11/20/2028	9/4/2023	Eligible	Approved	Active	>
Finley Brown	Child Care Assistant	11/22/2028	11/3/2023	Eligible	Approved	Active	>
Kristoff Bjorgman	Center Director	10/27/2028	12/4/2023	Eligible	Approved	Active	>

Eligibility Transfer Requests

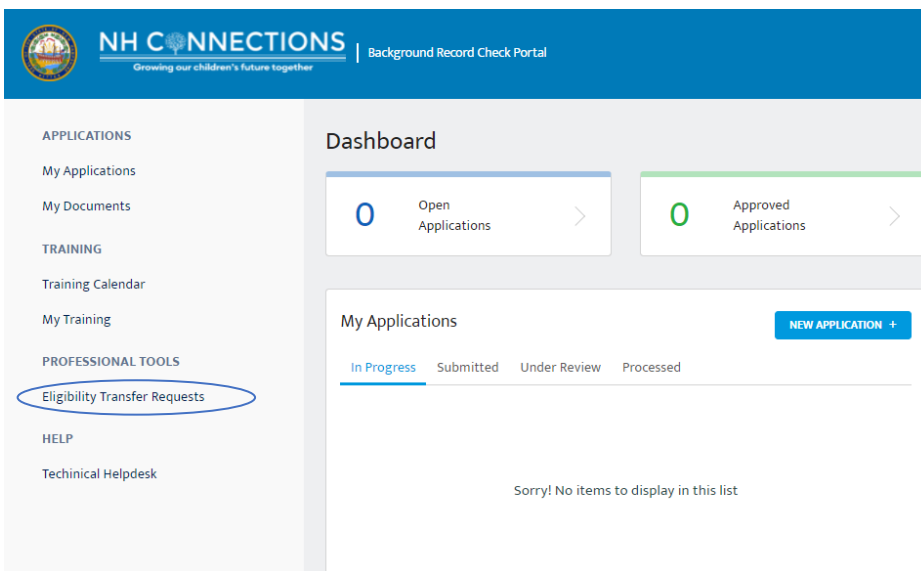
Once completed there is no need to file anything with CCLU. The only time you need to send anything to CCLU is when someone is required to get a complete BRC done.

Staff should log into NHCIS to initiate their BRC eligibility transfer request to a new program. Staff may remain connected to more than one program at a time.

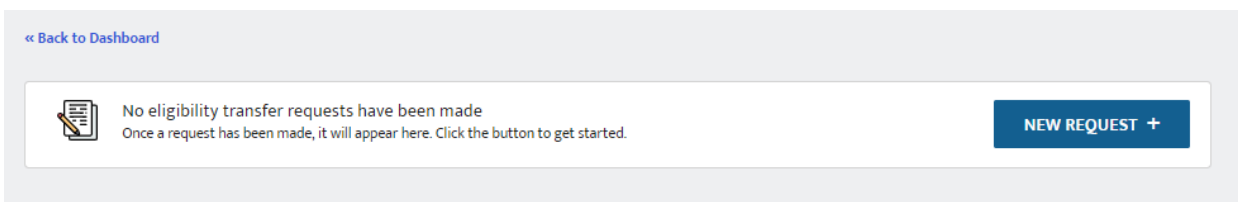
Once logged into NHCIS navigate to the Background Record Check tile:



Choose Eligibility Transfer request from the menu on the left of the page:



Any pending eligibilities will show up here or the option to create a new request:



Date: 3/28/2022

Re: Eligibility Transfer Request

Dear [REDACTED]

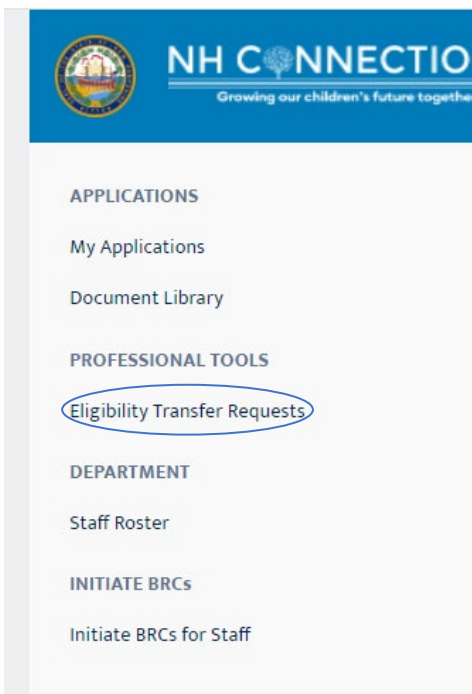
You have initiated an Eligibility Transfer Request within the NH Connections Information System portal. The program you are requesting to transfer to has been notified, and will be required to verify your request, and approve the transfer. You may follow the progress of your submission through the NH Connections Information System portal.

<https://uat-nhpublichealth.cs32.force.com/nhecis>

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/oos/ccbu/index.htm>

The Center Director or Family provider may then approve the transfer by logging into NHCHIS and entering the Background Record Check area through the tile on that home page. From there choose the Eligibility Transfer Request option from the menu along the left-hand side of the page:



Once you enter that area of the roster you will have three tabs related to the status of your staff. Choose Eligibility Transfer Requests and the arrow next to the Submitted option for the person you wish to approve or deny:

Staff Roster

Browse, search and view staff members using the filters and fields below.

Add New Staff

Testing BRC Program Family Based

Eligibility Transfer Requests

Pending Hires

Active

All

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T

U

V

W


X

Y

Z

Q

Search to filter...

	FULL NAME	NEW PROGRAM NAME	ELIGIBILITY TRANSFER REQUEST DATE	DATE SUBMITTED	STATUS	
	 [Redacted]	Testing BRC Program Family Based	3/27/2022	3/28/2022	Submitted	>

From the next screen you can approve or deny the request by choosing the appropriate option.

Staff Roster

Browse, search and view staff members using the filters and fields below.

Add New Staff

Testing BRC Program Family Based

Eligibility Transfer Requests

Pending Hires

Active

« Back to transfer requests

Eligibility Transfer Request

View information provided with your eligibility transfer, or withdraw your request.

Current status

Submitted

Date submitted

3/28/2022

Eligibility Transfer Request Date

3/27/2022

Role

Family Child Care Assistant

Request Details

Current Program Name

New Program Name

DENY

APPROVE

You will receive confirmation that you want to approve this request and then the person will be added to your Active tab (you may need to refresh the screen).

« Back to transfer requests

Eligibility Transfer Request

Approve Request Confirmation

Do you want to approve current request?


CANCEL

APPROVE

Current Program Name

New Program Name

The individual will receive an e-mail indicating they have been approved

 **NH CCLU - BRC** cclunit@dhhs.nh.gov via oc8duomgxc6ll.r-3b65eae.cs32.bnc.sandbox.salesforce.com
to [REDACTED]



Date: 3/28/2022

Re: Eligibility Transfer Request approval

Dear [REDACTED]

Your Eligibility Transfer request has been approved, and the NH Connections Information System has been updated to reflect your transfer of employment.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

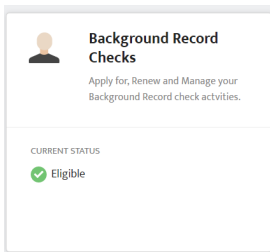
Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
<https://www.dhhs.nh.gov/oos/cclu/index.htm>

How to Update the Program Staff Roster in NHCIS BRC:

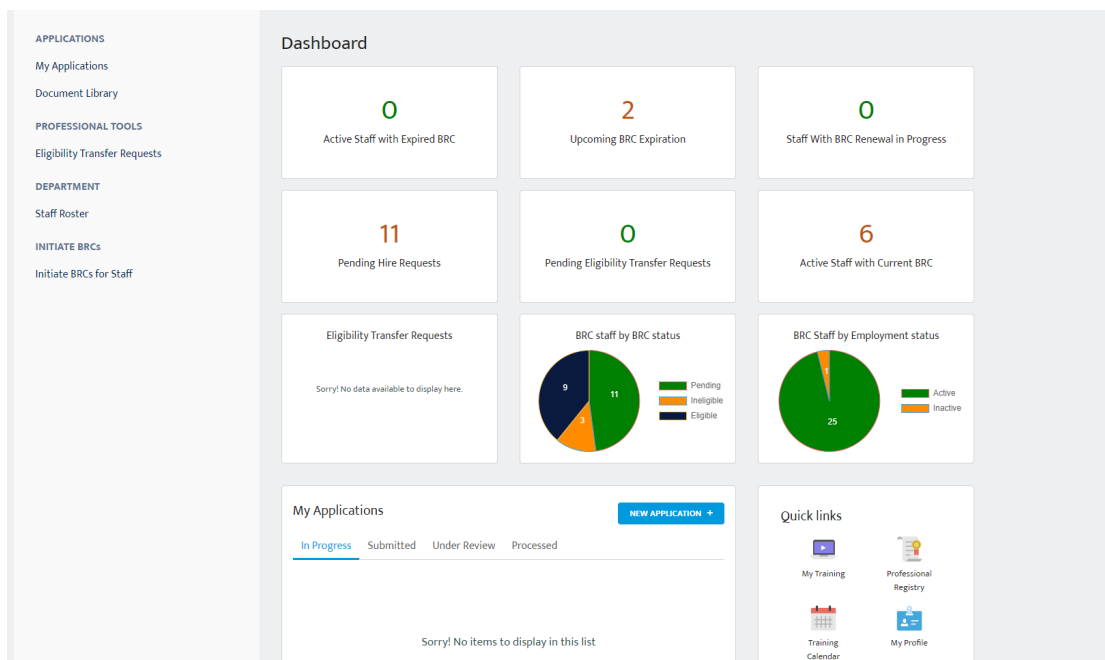
As the Center Director/Site Director/Site Coordinator/Program Director/Family Child Care Provider, you have access to the Staff Roster of your program when you log into [NHCIS](#). After you log in, you will see this tile. The Current Status indicates your Background Record Check (BRC).

If your BRC status is ineligible, you will not be able to proceed, please contact the office at 603-271-9025.

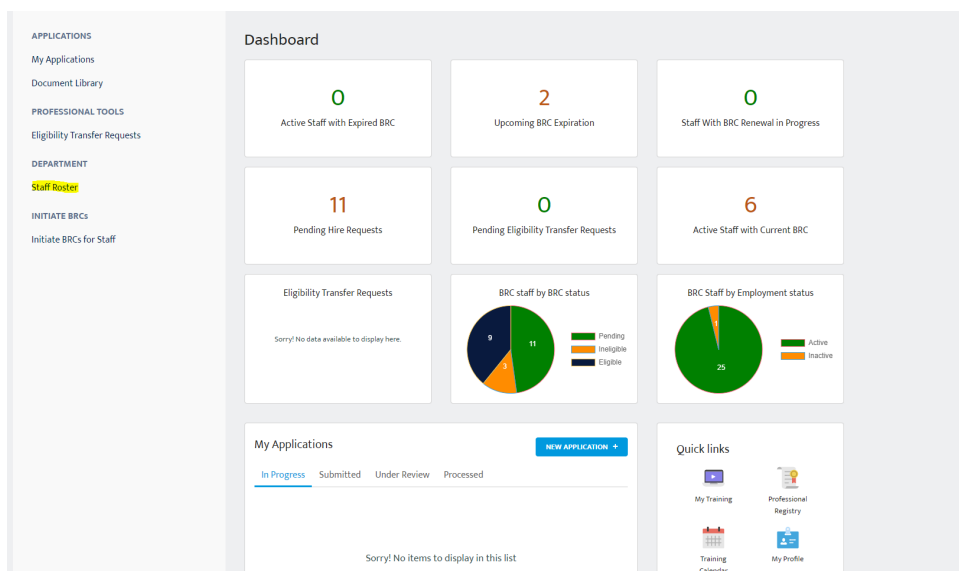
1. Click on the tile.



2. You have a Dashboard to show you the status of BRCs for individuals in your program.



3. To see detailed information, go to the Staff Roster on the left side of the screen, highlighted below:



When an individual leaves

4. There are 3 tabs, select Active to see a list of individuals the CCLU has on file as working or living in your program. When an individual leaves, click on the arrow to the right of their name to enter the date the individual left.

Browse, search and view staff members using the filters and fields below.

Browse, search and view staff members using the filters and fields below.

▼ Sesame Street Early Learning Testing Center

Pending Hires

Active

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

🔍 Search to filter

Name	Role	BRC Expiration Date	Start Date	Eligibility	Employment Status	Details
Cookie Jones	Center Director	2/9/2025	2/13/2015	✔ Eligible	Active	>
Large Bird	Center Lead Teacher	10/6/2027	12/13/2022	✘ Ineligible	Active	>
Snuffle Upagus	Center Director	11/8/2027	2/15/2023	✔ Eligible	Active	>
Oscar T Grouch	Afterschool Group Leader	9/20/2027	7/28/2022	✔ Eligible	Active	>
Prairie Dawn	Center Lead Teacher	8/2/2027	8/2/2022	✔ Eligible	Active	>
Queen Tut	Center Director	8/1/2024	1/1/1900	✘ Ineligible	Active	>
Mrs Hooper	Center Assistant Teacher	10/4/2022	8/1/2022	✘ Ineligible	Active	>

2

N

Next

5. You will see the individual's information, click on the edit screen at the top, highlighted here:

APPLICATIONS

My Applications

Document Library

PROFESSIONAL TOOLS

Eligibility Transfer Requests

DEPARTMENT

Staff Roster

INITIATE BRCs

Initiate BRCs for Staff

[Edit](#)

Contact information

Address	Phone number	Date of Birth	Email
---------	--------------	---------------	-------

BRC Information

BRC Status ✔ Eligible	Last BRC Renewal Date
---	-----------------------

Demographics

Gender	Language	Secondary Language	Learning Language	Race/Ethnicity
--------	----------	--------------------	-------------------	----------------

Credentials

Credential Type	Expiration Date
-----------------	-----------------

Education

Institution Name	Degree Name	Degree Category	Degree Level	Month	Year
------------------	-------------	-----------------	--------------	-------	------

Employment

Program Name	Start Date - End Date
Date Staff Started Working with Children 2/11/2022	Hire Date Employee End Date

6. At the bottom of the screen, add the individual's end date, and click Save.

Employment

Program Name	Start Date - End Date	
Date Staff Started Working with Children	Hire Date	Employee End Date
<input type="text" value="02/11/2022"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="02/16/2022"/>
<input type="button" value="Save"/>		

Once saved, the individual is no longer visible in the Staff Roster.

Updating Staff Roles

7. Updating staff roles can also be done from this screen. This is the only way that a staff role can be updated. The individual cannot update their own role at the program.

Date Staff Started Working with Children	Hire Date	Employee End Date
<input type="text" value="03/29/2023"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>
Employee Role		
<input type="text" value="Afterschool Group Leader"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Keeping the Staff Roster up to date will assist with ensuring that individuals, once employed, remain current with their BRC renewals.

If you require assistance with updating your Staff Roster please contact the Outreach Specialist at Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531

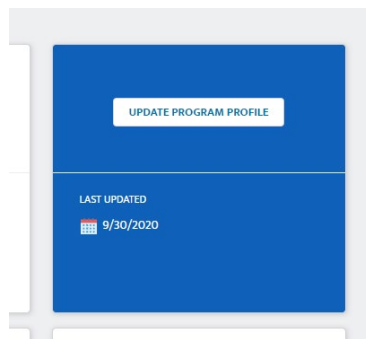
Updating your program profile (directors)

If you require assistance with updating your Child Care Profile please contact the Outreach Specialist at Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531

The program profile page is used to share information on the public facing child care search. Families searching for child care use this site to find child care that meets their family's needs. The more information posted here more informed choices can be made by families.

It is important to review this information often. The program e-mail address is where all correspondence are sent for renewal of license, visit results, and more. In addition your child care profile information is used when Child Care Aware is working with families seeking child care. The more accurate and up to date this information is the more likely the best matches will be made for families.

Navigate to the Child Care Profile Tile:



Once within your program profile make sure you update your enrollment status and program status. This area requires you to indicate if your program is Profit or Non-Profit



Dwarf Village Childcare
129 Pleasant Concord, New Hampshire 03301

[Get Directions](#)

Phone

(603) 555-1212

Email

testclu@gmail.com

Status*

Select an Option

Complete this field.

Current Enrollment Status

--None--

☐ Temporarily Closed due to COVID-19

Current Enrollment Status

--None--

Accepting Children

Accepting Children on Wai...

Not Accepting Children

Status*

Select an Option

Profit

Non-Profit

Once you have updated this part of your profile be sure to save it. The save button for this can be found on the top right of your screen under your name.



Share Options

This section allows you to share your social media, website, email, and phone numbers on the child care search page

Program Details

Share Options

Facebook URL

Website URL

*E-mail address
Complete this field

*Phone

Share options to show on profile

☐ Facebook ☐ Website ☐ E-mail

You will need to provide an email address for your program as well as a phone #.

This section can be saved by clicking the save button found at the top right of your screen under your name.

Home Support Cookie Monster ▼

EXIT SAVE

Hours of Operation and Rates

All programs should enter their rates here, you can determine if those rates are posted publicly or not.

This section is critical to providing information for families as well as information for DHHS when reporting to the federal Office of Child Care, setting child care assistance reimbursement rates, and answering questions from the state legislature.

Hours of Operation and Rates +

NOTE: Due to some providers offering multiple schedule options (i.e. "full-time", "summer only" etc.) more than one "Schedule Shift" may be displayed below (along with the associated "Hours of Operation" and "Fees" pertaining to each shift offered.)

You can add information or edit this area by choosing the + to add different Schedule Types. Each Schedule Type allows you to provide various information about that type of schedule, the days and rates.

You can edit any information already added by choosing the pencil tool.

Hours of Operation and Rates

* indicates required field

*Schedule Type

--None--

Before School Hours

--None--

After School Hours

--None--

Temp/Emergency

--None--

Open Holidays

--None--

Accepts Children

Available

Full-Time

Part-Time

Flexible schedule

Chosen

Drop In Care Available

--None--

Is 24 Hours

--None--

ADD DAY

ADD FEE

SAVE

CANCEL

As you add your schedule and fees you will need to add them one at a time within that Schedule Type. When finished click "Save".

Day

Start Time

End Time

--None--

06:30 AM

05:00 PM

ADD DAY

ADD FEE

SAVE

CANCEL

Here are some screenshots of the ages and rate types available.

Age Group	Rate Type	Fee Amount
--None-- <small>Complete this field.</small>	--None-- <small>Complete this field.</small>	<input type="text"/>
<input type="checkbox"/> Redact Fee?		<input type="button" value="ADD DAY"/> <input type="button" value="ADD FEE"/>
		<input type="button" value="SAVE"/> <input type="button" value="CANCEL"/>

Age Group

--None--

Infant
Preschool
School Age
Toddler

Hourly Part Time
Hourly Full Time
Daily Part Time
Daily Full Time
Weekly Part Time
Weekly Full Time
Monthly Full Time
Monthly Part Time
Other Part Time
Other Full Time

--None--
Complete this field

***NOTE:** When entering your rates, you can opt to redact them from the public website by checking the box that says: “Redact Fee?” If you do this the fees will not be posted on Child Care Search but will be available to the department for reporting purposes.

<input checked="" type="checkbox"/> Redact Fee?	<input type="button" value="ADD DAY"/>	<input type="button" value="ADD FEE"/>
		<input type="button" value="SAVE"/> <input type="button" value="CANCEL"/>

Ages Served and Capacity

Your licensed capacity will be displayed then you can enter your program opens.

Ages Served and Capacity

Total Licensed Capacity: 12

Age Range: undefined Month(s) To 6 Year(s)

Age Group	Capacity	Available Slots
Infant		
Toddler		
Preschool		
School Age		

Ages Served and Capacity

Infant	Available Infant Slots
<input type="text"/>	<input type="text"/>
Toddler	Available Toddler Slots
<input type="text"/>	<input type="text"/>
Preschool	Available Preschool Slots
<input type="text"/>	<input type="text"/>
School Age	Available School Age Slots
<input type="text"/>	<input type="text"/>
<input type="button" value="SAVE"/> <input type="button" value="CANCEL"/>	

Other Information

This section provides families with what your program offers and assists them in finding the right care for their family.

Other Information

TYPES OF FINANCIAL ASSISTANCE:

ENVIRONMENT:

TRANSPORTATION:

AVAILABLE SCHEDULE OPTIONS:

SPECIAL NEEDS:

LANGUAGES SPOKEN BY STAFF:

MEALS:

TYPE OF CARE:

LICENSED GROUP CHILD CARE PROGRAM

SPECIAL SKILLS:

If you require assistance with updating your Child Care Profile please contact the Outreach Specialist at Child Care Aware of New Hampshire at (603) 578-1386, ext. 2531

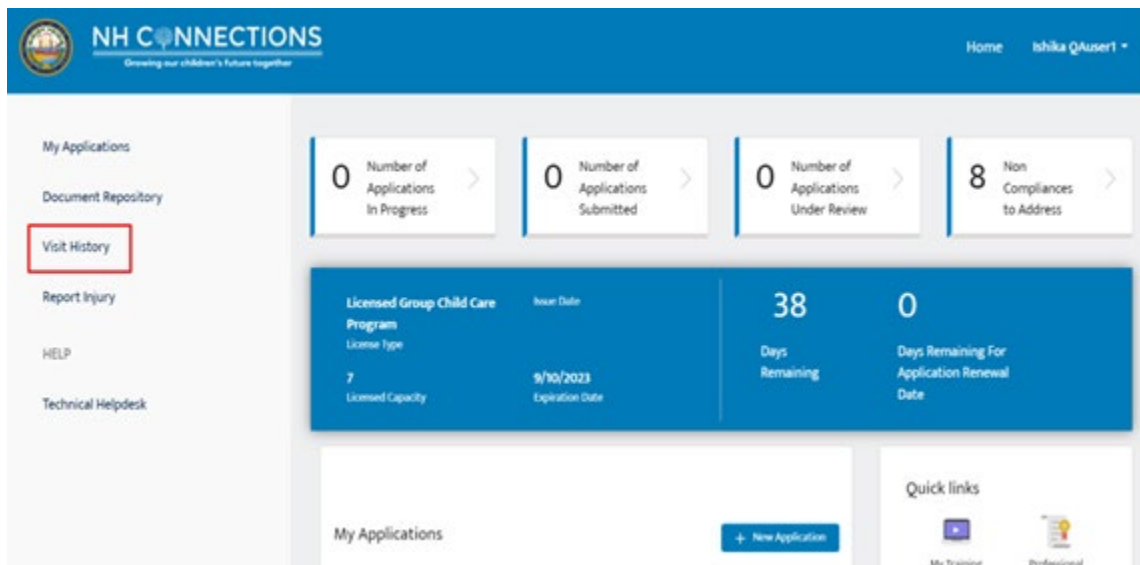
Market Rate Survey, Narrow Cost Analysis, and Workforce Survey ([worksheet](#))

For instructions, checklist, and worksheet to collect information for the Market Rate Survey, Narrow Cost Analysis, and Workforce Survey download it [here](#). Completion of these sections is critical to determining the assistance child care programs need as well as setting the rates for child care scholarship.

Visit Results and providing a corrective action plan (CAP)

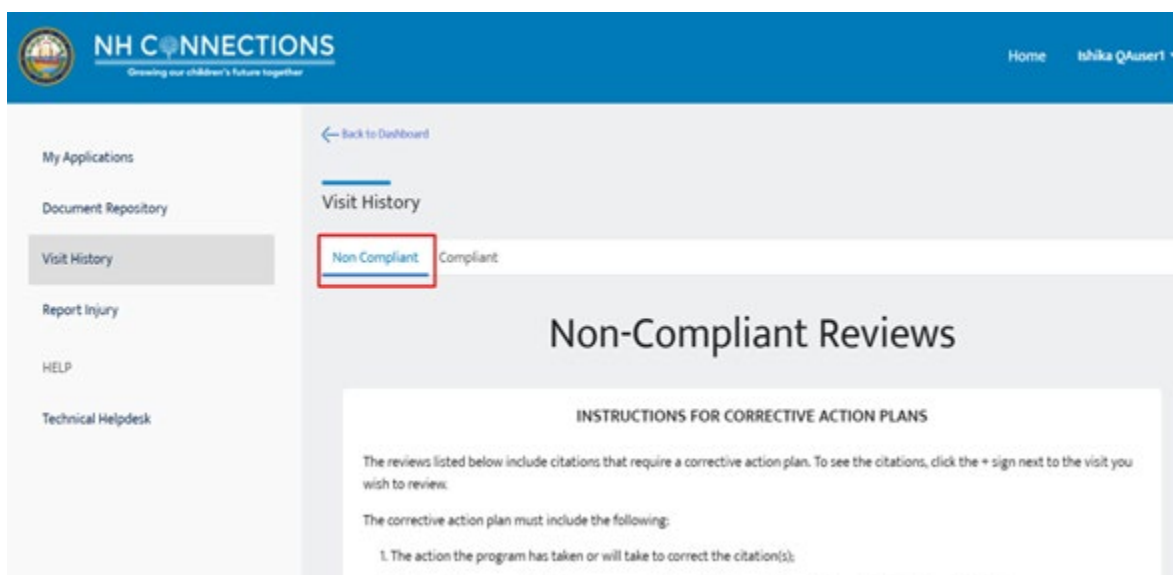
Navigate to the [NHCIS portal](#) and open your program through the licensing tile.

Click on the **Visit History** section from the Left hand navigation pane.



This will take you to the Visit History page; by default, we can see the **Non Compliant** tab selected.

If you are not required to complete corrective action plans for your visit, the visit will be under the Compliant tab, and your Statement of Findings will be emailed to you. There will be nothing to complete in NHCIS for those visits.



Find your visit results

Once on the Noncompliance page click the + sign next to the visit you wish to view to access the findings.

Noncompliance

Save Save and Submit Cancel

Visit Number	Visit Date
+ Visit-0028193	8/2/2022

Review the rule and findings from your visit report.

Fill in the **correction plan** values and **date correction implemented** values for all the non-compliant items.

Item	Associated Regulation(s)	Cited Regulation(s)	Observations	Correction Plan
The program employs a qualified director/administrator/coordinator	19a-C 4002.05(a) 19a-C 4002.05(g) 19a-C 4002.05(h) 19a-C 4002.05(b) 19a-C 4002.05(i)	Non-Compliant 19a-C 4002.05(i) Corrected at Visit 19a-C 4002.05(g)	Non-Compliant NC 1 Corrected at Visit CAR 2	
Record of attendance and group statistics are maintained	19a-C 4002.08(a) 19a-C 4002.08(b) 19a-C 4002.08(c) 19a-C 4002.08(d)	19a-C 4002.08(a) 19a-C 4002.08(c)	CAR 2	
Child immunization record and health screening is on file and updated	19a-C 4002.10(b) 19a-C 4002.10(a) 19a-C 4002.10(d) 19a-C 4002.10(i)	19a-C 4002.10(b) 19a-C 4002.10(d)	NC 2	

Observations	Correction Plan	Directed CAP	Date Correction Implemented	Correction Action Feedback	Documents
Non-Compliant #1 Corrected at Visit #2		Directed observation by supervisor			Download icons
#2					Download icons
#2					Download icons
Non-Compliant #3					Download icons

Once all these columns are filled for each non-compliant visit item, click on **Save and Submit** button

Licensee believes the citation was issued erroneously. The department will provide a response within 30 days of the request and receipt of any and all information from the licensee.

If you have any questions, you may contact our office at cdcoffice@dhhs.nh.gov or 603-271-9025. If you are licensed as a Youth Recreation Program, email us at YouthCampPrograms@dhhs.nh.gov.

Save Save and Submit Cancel

Item	Associated Regulation(s)	Cited Regulation(s)	Observations	Correction Plan
The program employs a qualified director/administrator/coordinator	He-C 4002.05(a) He-C 4002.05(g) He-C 4002.05(h) He-C 4002.05(b) He-C 4002.05(c)	Non-Compliant He-C 4002.05(b) Corrected at Visit He-C 4002.05(g)	Non-Compliant NC 1 Corrected at Visit CAV 2	CAP 1
Record of attendance and group size/ratios are maintained	He-C 4002.08(a) He-C 4002.08(b) He-C 4002.08(c) He-C 4002.08(b)	He-C 4002.08(a) He-C 4002.08(b)	CAV 2	

Finishing Up

Once your CAP has been reviewed and approved you will receive an email letting you know. If there are corrections or additional information needed, you will be notified and can update your plan.

The visits history will be maintained on this page. In the future PDF documents of visits, with and without deficiencies, will be available in the portal.

You will receive a PDF once the entire visit process has been completed and approved. This document should be posted in your program as required.

[NH Child Care Search](#)

Visits will be available on the public website 21 business days after the statement of findings was sent to the program. Visit history will be posted on the Child Care Search site for 3 years from the visit date.

Inspection and Monitoring Visit Reports

Review Date	Type of Review	Level of Compliance	Details
09/27/2023	Monitoring Visit	224 / 227	View Detail
08/24/2023	New Visit	227 / 227	View Detail

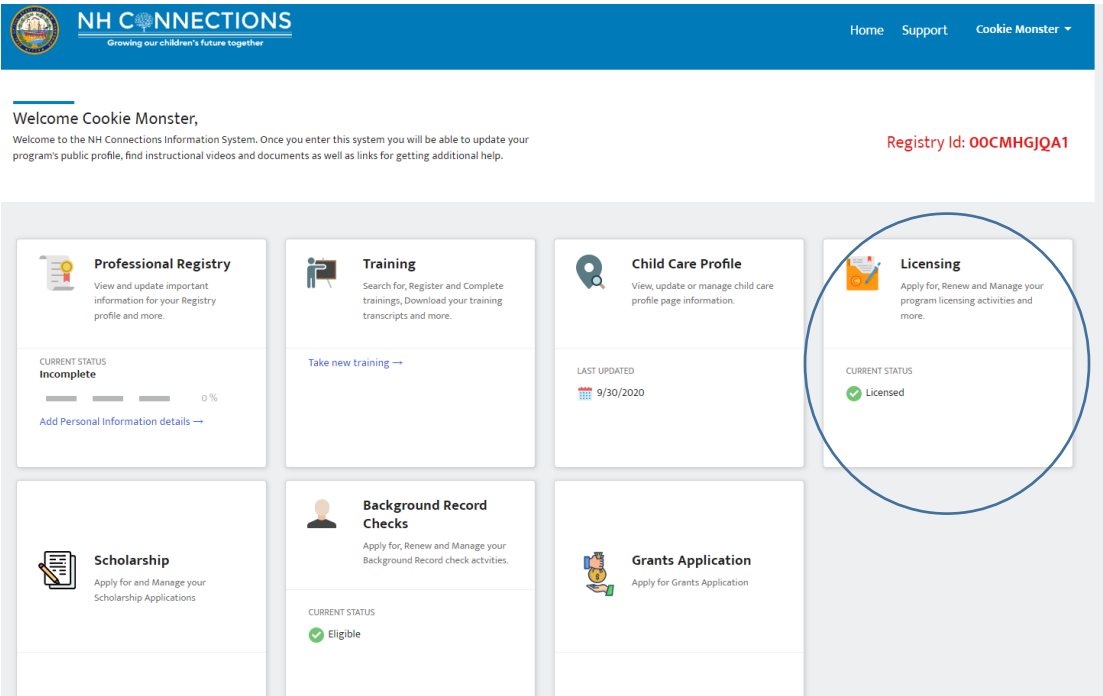
Public users can click on the view detail to see the complete information about the visit.

The **Level of Compliance** shows the number of compliant items against the total number of visit items (Compliant, Non-Compliant, Corrected at visit & Corrected at visit/non-compliant).

New Announced Licensur Assigned Date of Visit Date Corrective Action Accepted Licensing Coordinator1 08/24/2023			Legend ✓ : All visit items were compliant during the visit. ⚠ : One or more visit items were non-complaint during the visit. ⚠ : This reflects regulations that, when found non-compliant, identify a greater risk to the health and safety of children.
Domain Category	Level of Compliance	Indicator	
Administration	12 / 12	✓	
Care of Children	67 / 67	✓	
Curriculum and Activities	17 / 17	✓	
Emergency Preparedness	3 / 3	✓	
Facility Requirements	23 / 23	✓	
Health	6 / 6	✓	
Medication	13 / 13	✓	
Nutrition, Food Service and Food Safety	12 / 12	✓	
Physical Space-Indoors	37 / 37	✓	

Completing your Licensing Applications in NHCIS (new, renewal, revision)

Once you log into the NHCIS portal you can complete your Renewal and Revision Applications from the licensing tile.



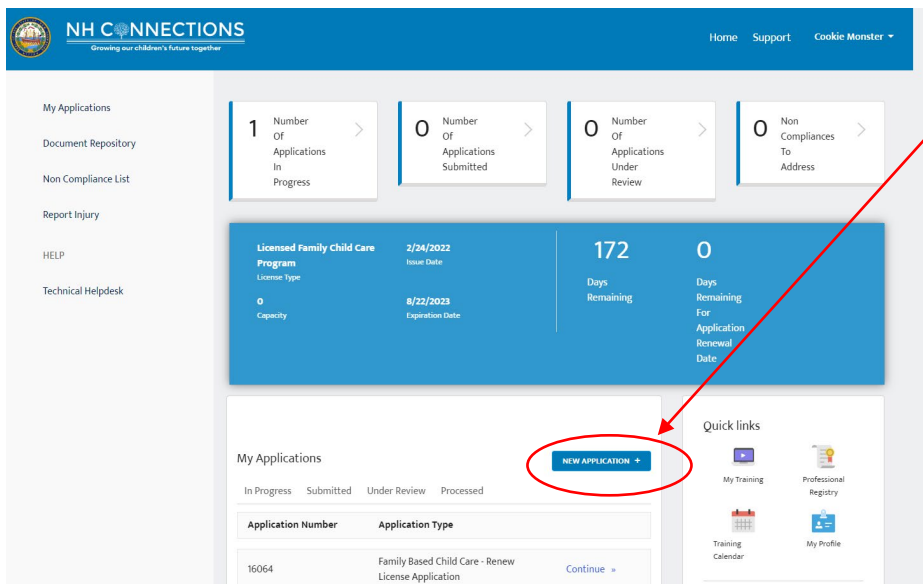
How to read this screen:

Days Remaining: the # of days until your current license is expired. When this # is 90, your renewal application is due.

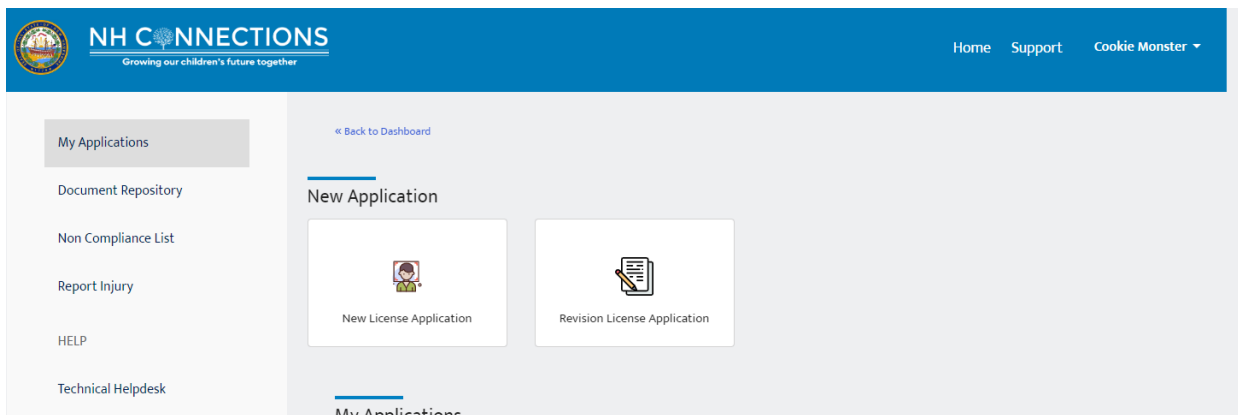
Days Remaining For Application Renewal Date: the # of days until the renewal application is available for you to start, so you have 3 months to complete and submit no later than 90 days before your current license expires.

Licensed Group Child Care Program		193	
License Type		Days Remaining	
105	1/1/2024	13	
Licensed Capacity	Expiration Date	Days Remaining For Application Renewal Date	

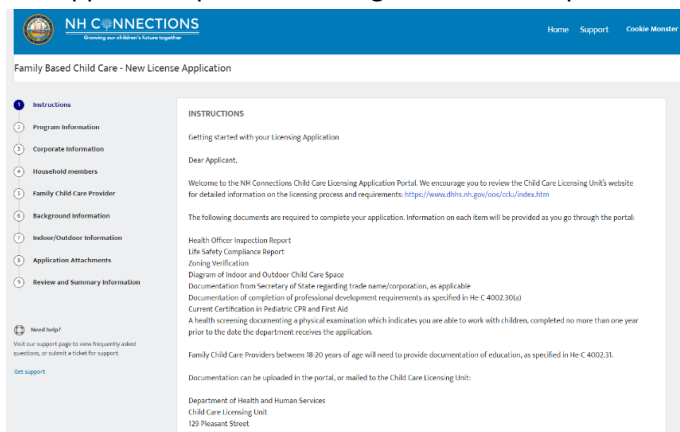
To get started with your application choose “New Application” in the section labeled “My Applications”



Your available license applications can be found here. Open the application you are completing and get started.



The application process is straight forward but potential questions will be answered by reviewing the following steps.



Once you read through the introduction you may “Get Started” Below are various screen shots for Family Child Care and Group Child Care.

Depending on your license type you will choose the type of program you are offering (definitions of these can be found in the licensing rules).

Program Information

2.1 Program Details

periodically used for such purposes. The term includes residence camps at

* Family Based Child Care

☐ All

☐ Family Child Care Home

☐ Family Group Child Care Home

☐ Night Care Program

* Center Based Child Care

☐ All

☐ Infant/Toddler Program

☒ Group child care center

☐ Preschool Program

☐ School Age Program

☐ Night care program

Complete Section 2.2 with all relevant owner information and Section 2.3 with the Capacity, age ranges and months of operation for your program. The final license may be issued with different age and capacity depending on licensing, fire, health, and zoning restrictions.

2.2 Applicant/Owner/Corporation Details

* Applicant/Owner/Corporation Name

* Applicant/Owner's Phone Number

* Applicant/Owner's Email Address

Federal Tax I.D. number if one has been assigned

Search for applicant/owner/corporation mailing address below or input in the fields

OR ENTER MANUALLY

* Street Address

Apt / Suite #

* City

* State

Please select

* Zip / Postal Code

2.3 Number & Age Range of Children to be cared for

* Total Capacity

* Months of Operation

Please select

* Age Range To Be Cared For

Low Range

* Years

* Months

* Weeks

High Range

* Years

* Months

* Weeks

Complete the section on Corporate Information if required. Upload your Secretary of State documentation of good standing. You can find your businesses documentation here: [NH Secretary of State](#)

Corporate Information (You must complete this section if incorporated)

Secretary of State Business Look-up Please upload your most recent documentation that indicates your business is in good standing with the secretary of state

<https://sos.nh.gov/corporation-ucc-securities/corporation/business-name-lookup/>

* Is your Program incorporated?

- ☐ Yes
☐ No

Name of Corporation

Business Id

Profit or Non-Profit

Please select

Corporate Document

[Upload Files](#) Or drop files

- ☐ I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

Officers of Corporation

Add an Officer

Previous

Save And Next

Ownership and Household Members: If you are operating out of a home, all household members 18 years of age and older must register and complete a BRC in NHCIS. All children ages 10-17 years must be submitted on a Household and Personnel Form. NOTE: If a household member is 17 years of age, they will be required to complete a BRC when they turn 18 years old. They will be able to complete the BRC process in NHCIS 4 months prior to their 18th birthday. [Keep the rest]

Ownership and Administration Information

Must list all the Household members, regardless of age or amount of contact with enrolled children, and other individuals who will have daily contact with children enrolled in the program, other than child care personnel.

☒ Is this child care center being operated out of a home?

Household Members

Add a Member

THE FOLLOWING SECTION REGARDING CENTER DIRECTOR OR SITE DIRECTOR MUST BE COMPLETED. YOU MUST ALSO SUBMIT DOCUMENTATION OF EDUCATION AND EXPERIENCE IN NEXT PAGE AS REQUIRED BY He-C 4002.32(k) OR He-C 4002.32(p) of the NH CHILD CARE PROGRAM LICENSING RULES.

Directors

Add a Director

Add another Director

* First Name

* Last Name

* Role

Please select

* Date of Birth

Save

Documentation is required for new directors and will be asked for during the “Add a Director” process.

The director’s Personnel Health Form is required for all new applications, and for renewal applications if there has been a new director since the previous application was filed and the department has not received the required information regarding the change in director.

Document

Child Care Personnel Health Form

Not Uploaded

Upload Files

Or drop files

☐

I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301 before submitting my online application. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

Previous

Save And Next

Please provide relevant property information for your program in this next section. You must “Save Building Information” to move on. Please upload a floor plan in this section for all new applications, and for renewals, only if there have been changes to your space since the previous application.

YOU MUST COMPLETE A SEPARATE PLAN FOR EACH BUILDING WHEN THERE ARE MULTIPLE BUILDINGS

THE PLAN MUST IDENTIFY:

A. FOR INDOOR SPACE: FOR EACH BUILDING THAT WILL BE USED AS CHILD CARE SPACE, THE FLOOR PLAN SHALL INCLUDE:

- 1. ROOM DIMENSIONS;
- 2. LOCATION OF EXITS;
- 3. HOW EACH ROOM WILL BE USED;
- 4. THE LOCATION OF BATHROOMS AND BATHROOM FIXTURES (TOILETS & SINKS); AND
- 5. THE LOCATION OF OTHER HAND WASHING SINKS.

B. FOR OUTDOOR PLAY SPACE:

- 1. THE OVERALL DIMENSIONS OF OUTDOOR PLAY SPACE;
- 2. THE LOCATION OF EXITS, GATES, AND STATIONARY PLAY EQUIPMENT;
- 3. THE LOCATION OF THE OUTDOOR PLAY SPACE IN RELATION TO THE INDOOR SPACE; AND
- 4. THE PRESENCE AND LOCATION OF POOLS, PONDS, STREAMS, RIVERS, STREETS, ROADS, OR OTHER HAZARDS THAT ARE IN CLOSE PROXIMITY.

Building Information

Add

Building Identifier	Maximum # of Children	Age Range	Floor Plan	Edit/Remove
---------------------	-----------------------	-----------	------------	-------------

Add Building Information

* Building Identifier

* Maximum Number Of Children

* Age Range To Be Cared For

Low Range

* Years

0

* Months

0

* Weeks

0

High Range

* Years

* Months

* Weeks

Please save the building information to upload the Building Floor Plan document.

Attach the Building Floor Plan

Attach the Building Floor Plan

[Upload Files](#)

Or drop files

☐

I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

The final step is to upload required local approvals, sign and submit your application. Zoning is not required for renewal applications.

Documents

* Are you a school age program located in a currently operating public or private school?

☐ Yes

☐ No

If you do not have the Health Officer Report, Life Safety Compliance Report, or Zoning Verification, click on the document name to download. Once completed you may upload them here, or select the option to mail them to the address provided.

Document Name	Status	Upload/Mail Documents
* Health Officer Report	Not Uploaded	<div> Upload Files </div> <div>Or drop files</div> <div> <input type="checkbox"/> I will mail this document </div>
* Life Safety Compliance Report	Not Uploaded	<div> Upload Files </div> <div>Or drop files</div> <div> <input type="checkbox"/> I will mail this document </div>
* Zoning Verification	Not Uploaded	<div> Upload Files </div> <div>Or drop files</div> <div> <input type="checkbox"/> I will mail this document </div>

[Previous](#)

[Save And Next](#)

Indoor/Outdoor Information of Buildings

Building Identifier	Maximum # of Children	Age Range	Floor Plan	Mail Documents
Main House	12	6 Week(s) - 12 Year(s)	Not Uploaded	Yes

☒ * By signing below I hereby certify that:

- I understand that the department may investigate any criminal conviction record, finding of child abuse or neglect, or investigation of or final determination regarding any juvenile delinquency and will make a determination regarding whether the individual is eligible to be in the child care program;
- I understand that the department may delay its decision to approve or deny this application pending the outcome of any investigation, when the applicant, owner, center director, site coordinator, or site director, are named as the perpetrator in any current investigation of any crime, or in an allegation of abuse or neglect;
- I understand that providing false information on this application or any of the attachments, or failing to disclose any information required on the application, or required to be submitted with this application, shall be considered grounds for license denial or revocation;
- I have read the NH Child Care Program licensing rules, and understand that failure to maintain my program in compliance with the applicable rules, may jeopardize my license/permit and/or result in fines being assessed by the department;
- I authorize any police department, court system or human service agency in this or any other state to release copies of any criminal records or child abuse or neglect records to the department;
- All information provided as part of this application and in the required attachments is true and complete to the best of my knowledge.

* Legal Name of Applicant(s)/Owner(s)

Cookie Monster

* Legal Name of Provider

Cookie Monster

Previous

Submit

Injury Reporting

You can now submit your serious accident and injury reports for those injuries identified in rule.

To submit an online Injury Report, you should enter through the Licensing tile:

NH CONNECTIONS
Growing our children's future together

Home Support Cookie Monster

Welcome Cookie Monster,
Welcome to the NH Connections Information System. Once you enter this system you will be able to update your program's public profile, find instructional videos and documents as well as links for getting additional help.

Registry ID: 00CMHGJQA1

Professional Registry
View and update important information for your registry profile and more.
CURRENT STATUS: Incomplete
Add Personal Information details →

Training
Search for, Register and Complete trainings. Download your training transcripts and more.
Take new training →

Child Care Profile
View, update or manage child care profile page information.
LAST UPDATED: 10/30/2020

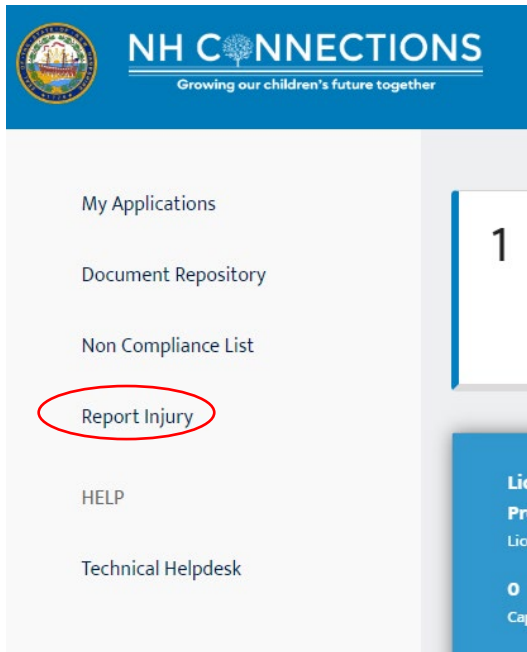
Licensing
Apply for, Renew and Manage your program licensing activities and more.
CURRENT STATUS: Licensed

Scholarship
Apply for and Manage your Scholarship Applications

Background Record Checks
Apply for, Renew and Manage your Background Record check activities.
CURRENT STATUS: Eligible

Grants Application
Apply for Grants Application

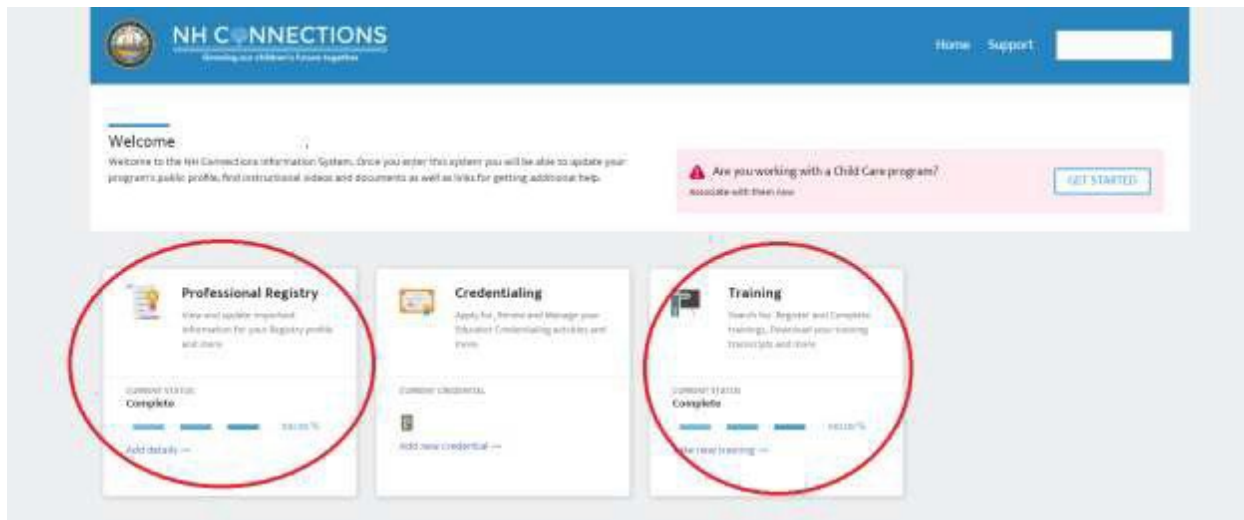
Once there you will see the Report Injury option on the left hand menu:



From here you will be able to enter all the injury information that is currently required on the current [Child Care Program Injury Report](#). If you submit your report online there is no need to fax or email the current form as this process replaces that form.

Training

Currently, there are a few ways to find and access your transferred (and new) training information. The first place is within the Professional Registry Tile Application and the other is within the Training Tile Application.



To Access Trainings in the Professional Registry Tile Application

- Click the Professional Registry Tile Application, when you hover over it you will see “VIEW PROFESSIONAL REGISTRY”.
- When this Tile launches, click “PROFESSIONAL REGISTRY” on the menu to the left.



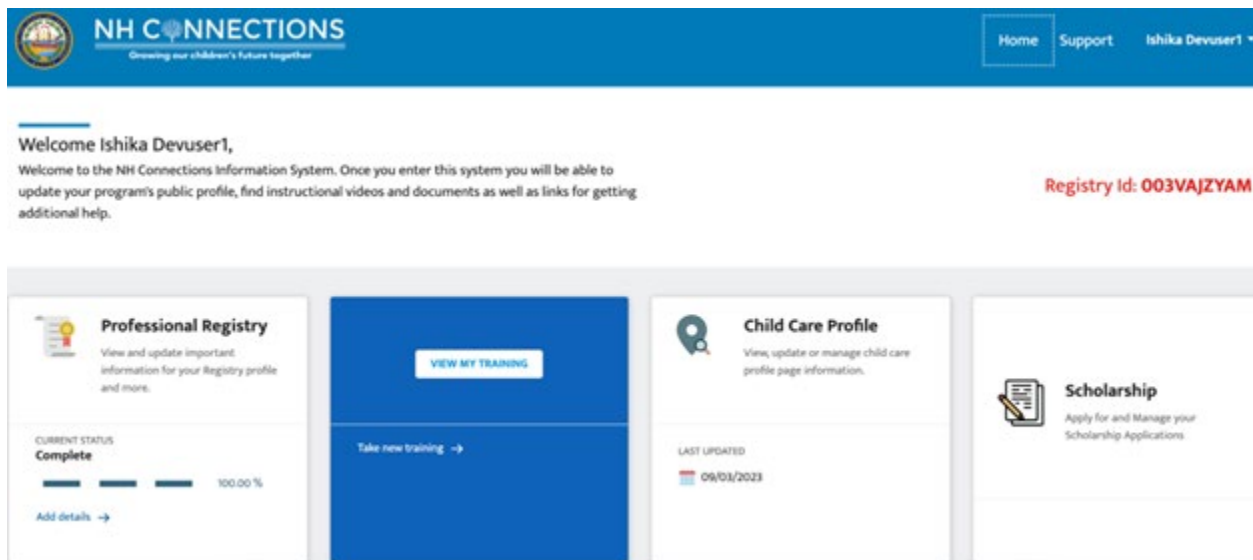
- Click “PROFESSIONAL DEVELOPMENT” on the menu to the left.



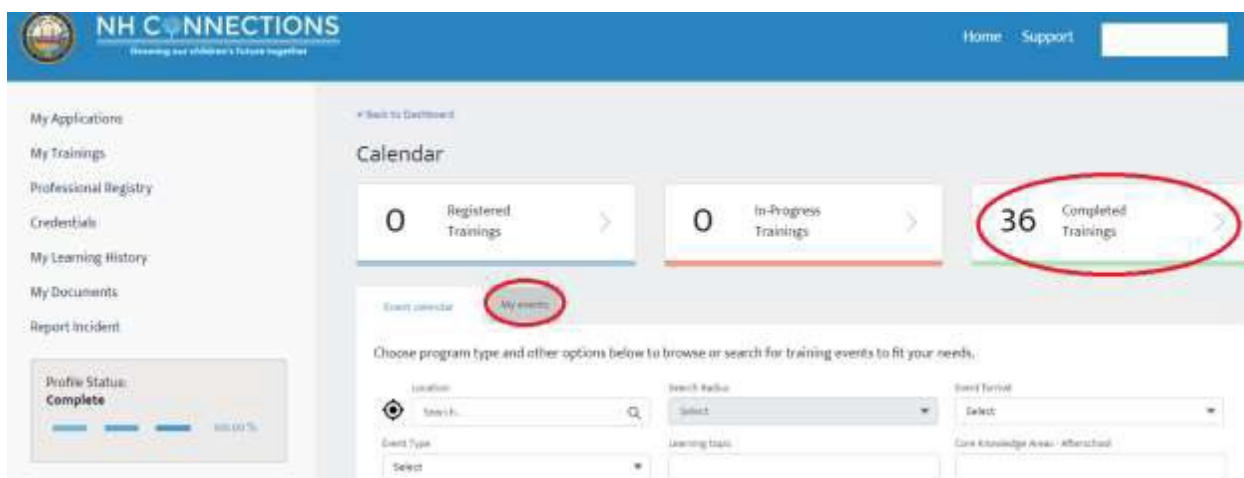
- Scroll down through your list to see trainings that have been imported from NHPR and new trainings completed through NHCIS/ProSolutions.

You can also generate a “Profile PDF” which will print all education and training information. To do so, simply click the “DOWNLOAD PROFILE PDF” near the top of your screen.

To Access Trainings in the Training Tile Application



- Click the Training Application Tile, when you hover over it you will see “VIEW MY TRAINING”.
- When this Tile launches, there are two places to see trainings. The first is in the “MY EVENTS” tab and the other is in the “COMPLETED TRAININGS” section.
- By clicking the “MY EVENTS” tab you should find previous trainings.
- “COMPLETED TRAININGS” also features trainings you have taken.



Adding Self-Reported Trainings

- Within your “Professional Section” click “PROFESSIONAL DEVELOPMENT”.

- Then click the “SELF-REPORTED TRAINING” tab.
- Click the “ADD A TRAINING” button.
- Enter all the training information and click “SAVE” button.
- Upon saving, go back to the box containing the entry and click “UPLOAD FILES” to attach the file from your computer.

ProSolutions Support:

Where do I find the Registry ID for ProSolutions trainings in the NHCIS Registry?

The Registry ID for ProSolutions is found on your individual Registry application on the NHCIS. You will find this in the top right hand corner of your screen in red text. Once you put your Registry ID into your ProSolutions trainings, these trainings will be populated into your account.

Adding your Registry ID to an existing ProSolutions Account

Navigate to the [ProSolutions](#) website.

- Enter your account information and sign in.
- Click your Name in the top Right corner of the page, then select "PROFILE".
- Ensure all fields with an asterisk are completed.
- In the "STATE REGISTRY ID" box enter your 10 digit Registry ID from your NHCIS: Registry Record.
- Click the "SAVE PROFILE CHANGES BUTTON".

*State: New Hampshire

*Home Zip Code: Home Zip Code

You have indicated that you live in New Hampshire. To ensure that future completed courses are included in the New Hampshire Professional Registry, your 10-character state Registry ID# is required. This is a one-time only requirement. Enter your Registry ID# in the "State Registry ID" box below.

- Unsure of your Registry ID? Log into your account on the New Hampshire Professional Registry by visiting <https://nhpublichealth.force.com/nhccs>. Your Registry ID will appear on the page after you log in.
- Need to create a NH Registry account? Visit <https://nhpublichealth.force.com/nhccs> to create an account in the New Hampshire Professional Registry. After creating an account, you will be provided with a Registry ID unique to you.
- If you do not wish to receive credit in the New Hampshire Professional Registry for your training hours, check the opt out box.

State Registry ID:

*Language: English

☐ I choose to opt out of sending my completed training hours to my state registry for credit.

*Field or Profession: Early Care and Education Professional

Title:

Where did you learn about us? Other

Place of employment:

Save Profile Changes

Registering for Trainings

You can register in the training by clicking on the session and you will be landed to the below page where you need to click on Register button

NH CONNECTIONS
Growing our children's future together

Home Support Ishika Devsani

My Applications
My Trainings
Professional Registry
Credentials

Profile Status: Complete 100.00 %

Calendar

18 Registered Trainings
1 In-Progress Trainings
1 Completed Trainings

Event Calendar My Events

Choose program type and other options below to browse or search for training events to fit your needs.

Location: Search... Search Radius: Select Event Format: All

Learning Topic: Core Knowledge Areas - After-school Core Knowledge Areas - Early Childhood

Age Group: Start Date: End Date:

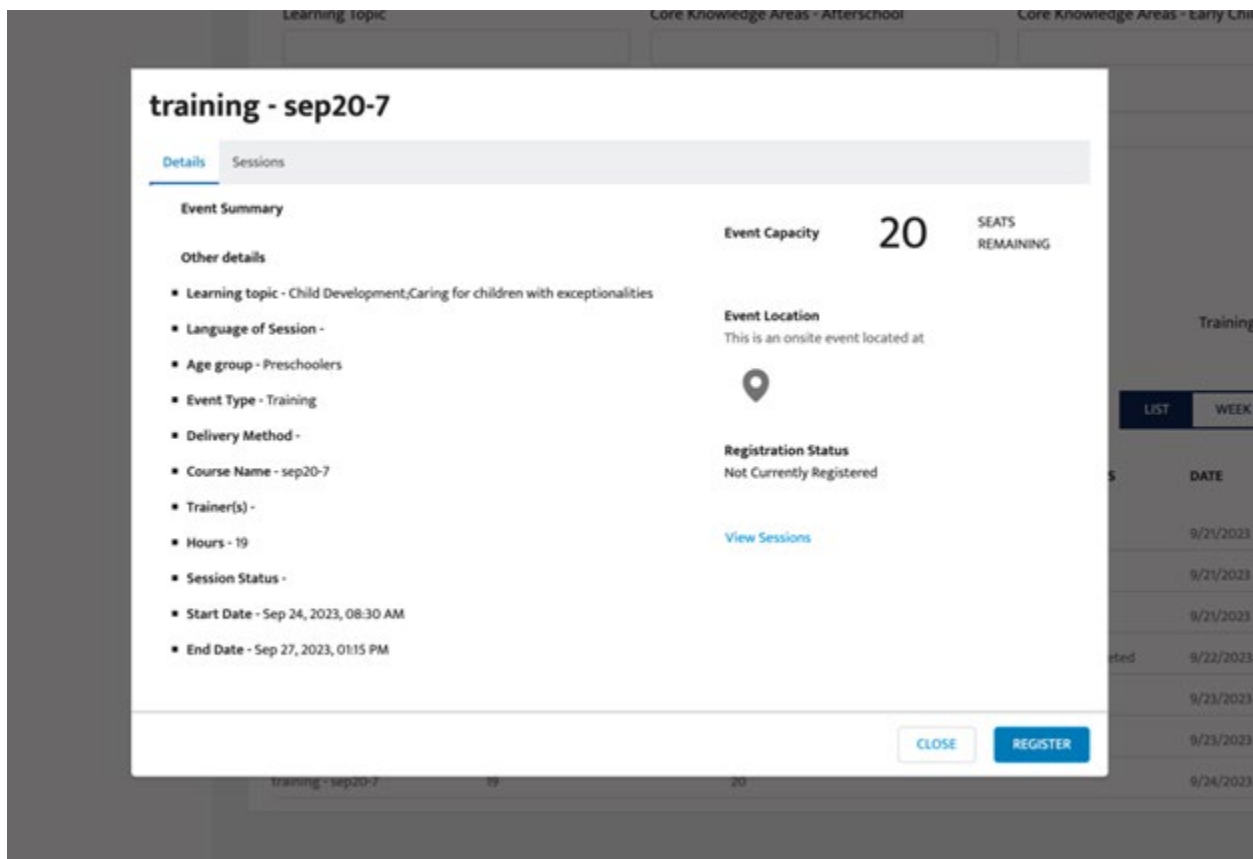
Please [Click Here to Register for Prosolution Trainings](#)

Training Type: All Trainings

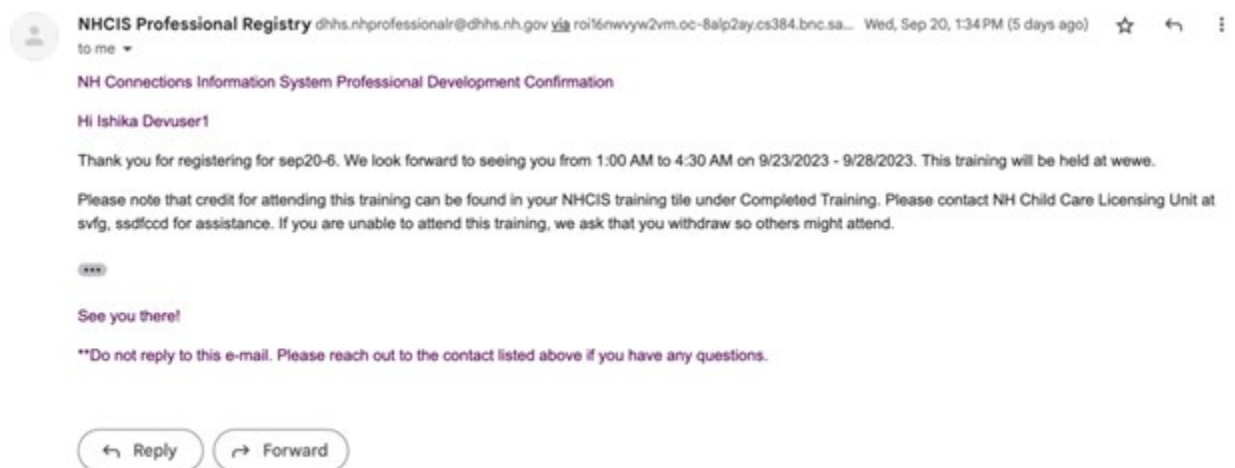
September 2023

View as: LIST WEEK MONTH

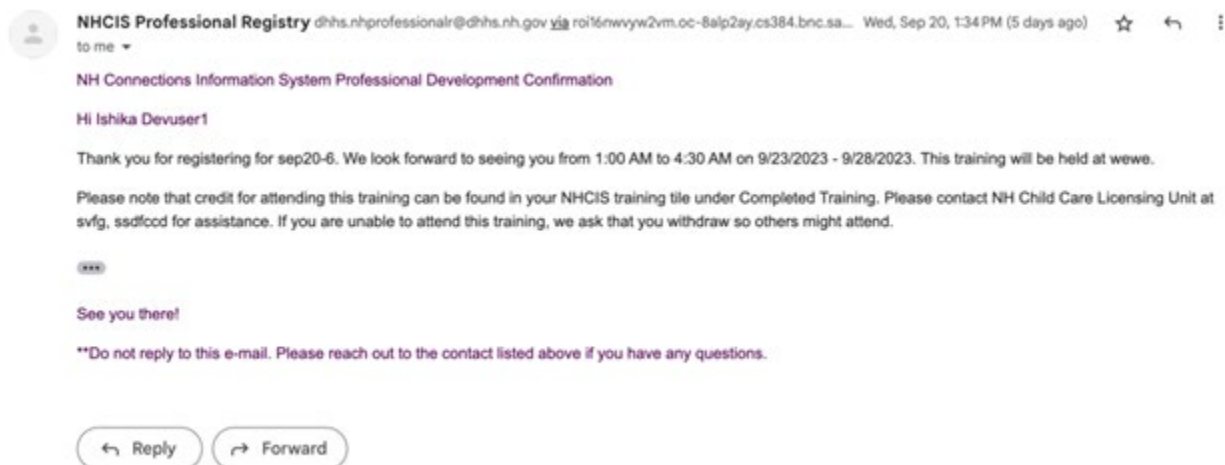
EVENT	HOURS	TRAINERS	AVAILABLE SPOTS	LOCATION	STATUS	DATE
training - september 20-2	47.25		17			9/20/2023 - 9/20/2023
training - september 20-1			18			9/20/2023 -
training - september 3	125		0			9/20/2023 - 9/30/2023
training - september 20-5	99.75		44		Completed	9/20/2023 - 9/26/2023
training - sep 20-6	21		41			9/20/2023 - 9/26/2023
training - september 20-4	124		230			9/20/2023 - 9/30/2023



After clicking on the “Register” button you will be Register successfully and a mail will be sent which is mentioned below in the screenshot



After clicking on the “Register” button you will be Register and a e-mail will be sent to the e-mail address in your account record.



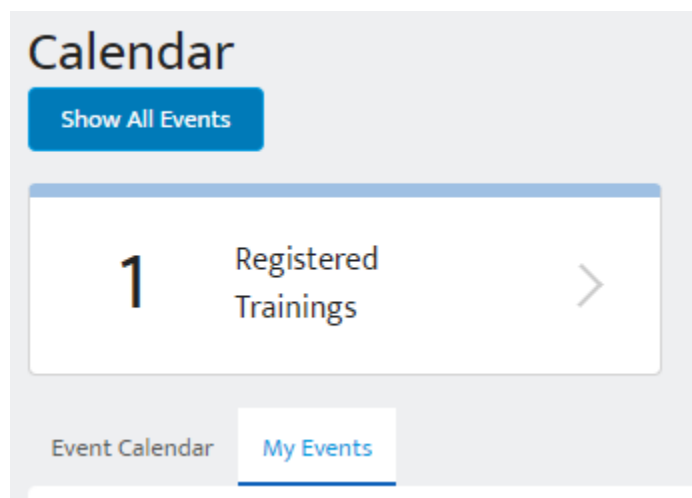
You will receive a reminder e-mail before the training.



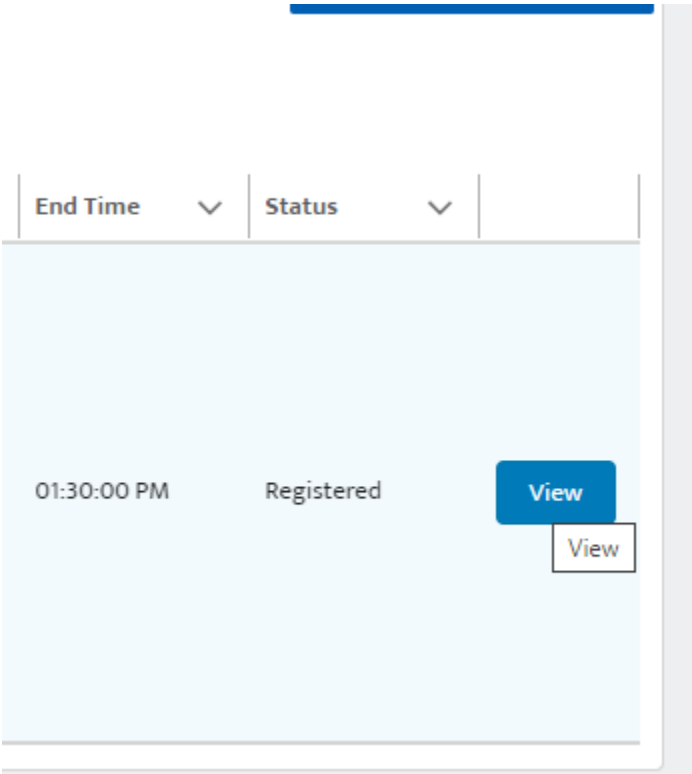
Withdraw from a training

If you are unable to attend the training you may withdraw through NHCIS.

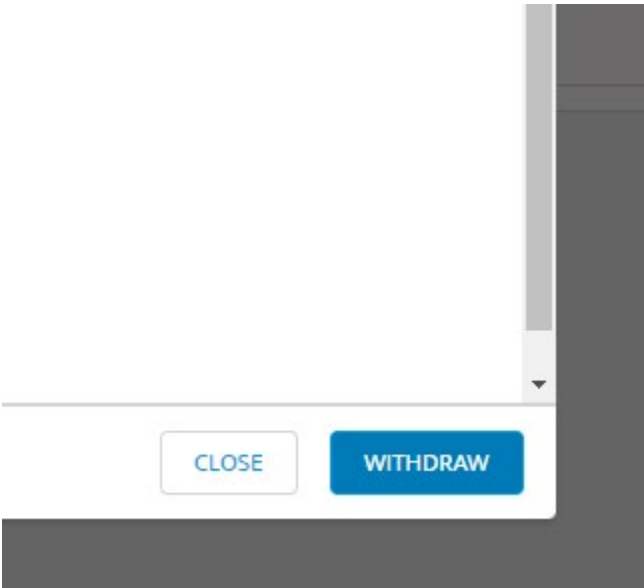
Navigate to your training tile and click on the tile that shows the registered trainings.



Find the training you wish to withdraw from and click the “view” button.



From here you can simply click on the withdraw button to withdraw from the training.

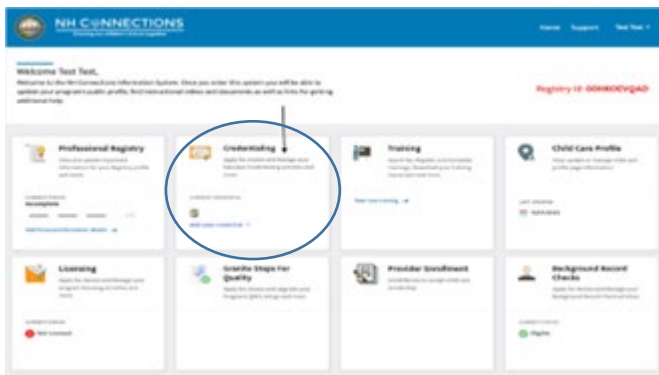


Credential Application – Coming in March 2024

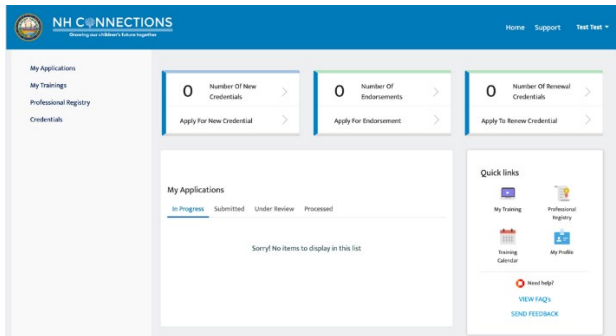
Overview:

This document describes the step-by-step procedure of the Credential application and how a user can submit a New or a Renewal Application.

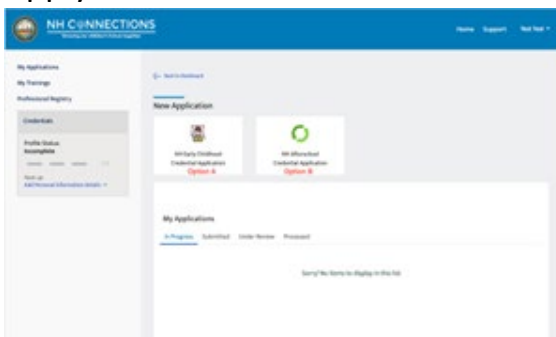
1. The user with their valid credentials will log in to the NHCIS portal, once the user successfully logs in, they land on the Home page of the NHCIS Portal. They will click on the Credential Application tile.



2. Once the user clicks on the Credentialing tile, they are redirected to the below page, where they can see various tabs.

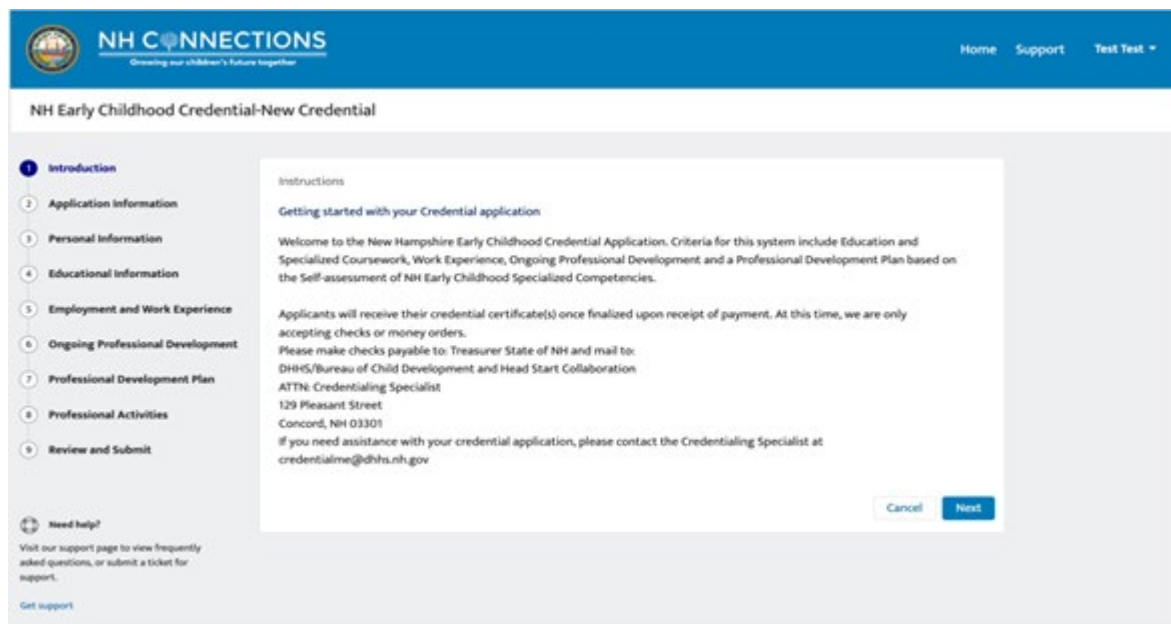
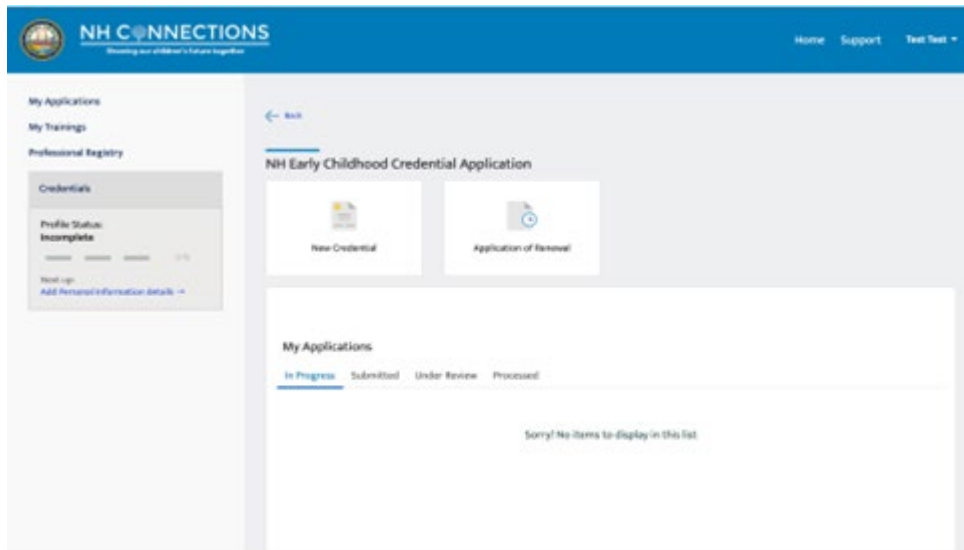


Apply For New Credential: Once the user clicks on the tab, the user can see below options:



The user will click on Option A to apply for the NH Early Childhood Credential Application. To apply for the NH Afterschool Credential Application the user should click Option B.

For Example: If the user clicks on Option A, “New Early Childhood Credential” the user is given two options, either they can select ‘New Credential’ or ‘Application of Renewal’. If the user selects New Credential, a new application is opened.



After reading the requirements on the intro page you will begin the application:

- Here the user has to select a Minimum of one credential type to proceed with the application. Once selected and clicked on the Next button the user gets on the third page of the application.

NH Early Childhood Credential New Credential

Application Information

Getting started with your credential application

Credential Type

- ☐ NH Early Childhood Professional Credential
- ☐ NH Early Childhood Administrator Credential
- ☐ NH Infant and Toddler Credential Endorsement
- ☐ NH Early Childhood Professional Development Specialist

Credential Application Type	Fee for Each Credential Selected
New Credential	\$0
Credential Renewal	\$0
Infant and Toddler Endorsement	\$0
Expired Credential	\$0
Credential Reprint	\$0
Change of Level	\$0

Previous Next

- Next, the user fills in their personal information on the application and their education.

NH Early Childhood Credential New Credential

Personal Information

First Name, Middle Name, Last Name, Email Address, Phone Number, Other verified or school information may be required to verify, required, all.

Work Information

How do you want your name to appear on your credential?

Full mailing address

Search for Personal Mailing address below or input in the field

City, State, Zip/Postal Code

NH Early Childhood Credential New Credential

Education History

Education & Specialized Training

Provide a list of your high school diploma, NH/NEC/NEP certificate may be required for some initial levels. College coursework must be completed to be a certified teacher of higher education.

Education Level, Bachelor's Degree, Degree Level, Degree Credential Month, Degree Name

For college courses, transcripts must arrive in a sealed envelope or electronically from the college's registrar's office. For working in a field copy, please send the transcript to:

Division of Child Development and Head Start Collaboration
Attention: Credentialing Specialist
100 Main Street
Concord, NH 03301

For working electronic, please send the transcript to:
credentialing@nh.gov

- Here the user can fill in their Employment information, and upload their Resume, and also their Work Verification letters using the upload files option.

NH Early Childhood Credential New Credential

Employment Information

Please add related employment

ADD AN EMPLOYER

Related Work Experience

Please attach your updated resume, including current position, and please enclose a letter from current and previous employer verifying the following: employment dates, position held, hours worked per week, and ages of children in your care. You only need to document employment as required per credential work experience requirements.

Resume

Upload File or drag files

You can download a template by clicking on this link.

Upload Work Verification Letter

Upload File or drag files


Previous Save And Exit

- Once the user gets on the page of the application, they can see all the information related to their Training (completed by the user earlier) and also they can add their self-reported training. The system populates all the completed trainings automatically in the Training Transcript tab.

The screenshot shows the 'NH Early Childhood Credential-New Credential' page. The left sidebar contains a list of steps: Introduction, Application Information, Personal Information, Educational Information, Employment and Work Experience, Ongoing Professional Development (selected), Professional Development Plan, Professional Activities, and Review and Submit. The main content area is titled 'Ongoing Professional Development' and contains instructions: 'To self-report trainings, please upload your certificate or Self Study Plan to your NH Professional Registry in the Professional Development tab. (Add picture of tile below.) Training certificates need to include dates, length of training, and training title. The presenter or host agency must sign certificates. Only submit documentation for the number of hours required for the credential for which you are applying. Certificate should reflect ongoing training from within the past twelve months for new applications and 3 years for renewals.' Below the text are two tabs: 'Training Transcript' and 'Self-Reported Training'. An illustration of a person holding a document with a red 'X' is shown. At the bottom right are 'Previous' and 'Save And Next' buttons.

- On this page, the user will upload their Professional Development Plan using the Upload file option.

The screenshot shows the 'NH Early Childhood Credential-New Credential' page. The left sidebar contains a list of steps: Introduction, Application Information, Personal Information, Educational Information, Employment and Work Experience, Ongoing Professional Development, Professional Development Plan (selected), Professional Activities, and Review and Submit. The main content area is titled 'Professional Development Plan' and contains instructions: 'Please upload your professional development plan below. You can download the template by clicking on this link.' Below the text is an 'Upload Plan' section with a button labeled 'Upload Files' and the text 'Or drop files'. At the bottom right are 'Previous' and 'Save And Next' buttons.



NH CONNECTIONS

Growing our children's future together

[Home](#)
[Support](#)
[Test Test](#)

NH Early Childhood Credential-New Credential

[EXIT](#)
[SAVE AND EXIT](#)

✓ Introduction

✓ Application Information

✓ Personal Information

✓ Educational Information

✓ Employment and Work Experience

✓ Ongoing Professional Development

✓ Professional Development Plan

1 Professional Activities

9 Review and Submit

Need help?

Visit our support page to view frequently asked questions, or submit a ticket for support.

Get support

Professional Activities

Each credential lattice includes requirements for Professional Activity Units. The list below is not a comprehensive list. If you are participating in other EC professional activities, please submit the New Hampshire Early Childhood Professional Development System "Professional Activities Documentation Form", found immediately after the Matrix. The Credentialing Specialist will consider the submission and, if approved, assign units. Please reference the Professional Activities Matrix in the guidebook.

To review the Professional Activities Matrix or download the Professional Activities form please visit [here](#)

Title of the Activity	No. of Units	Action
Add Activity		

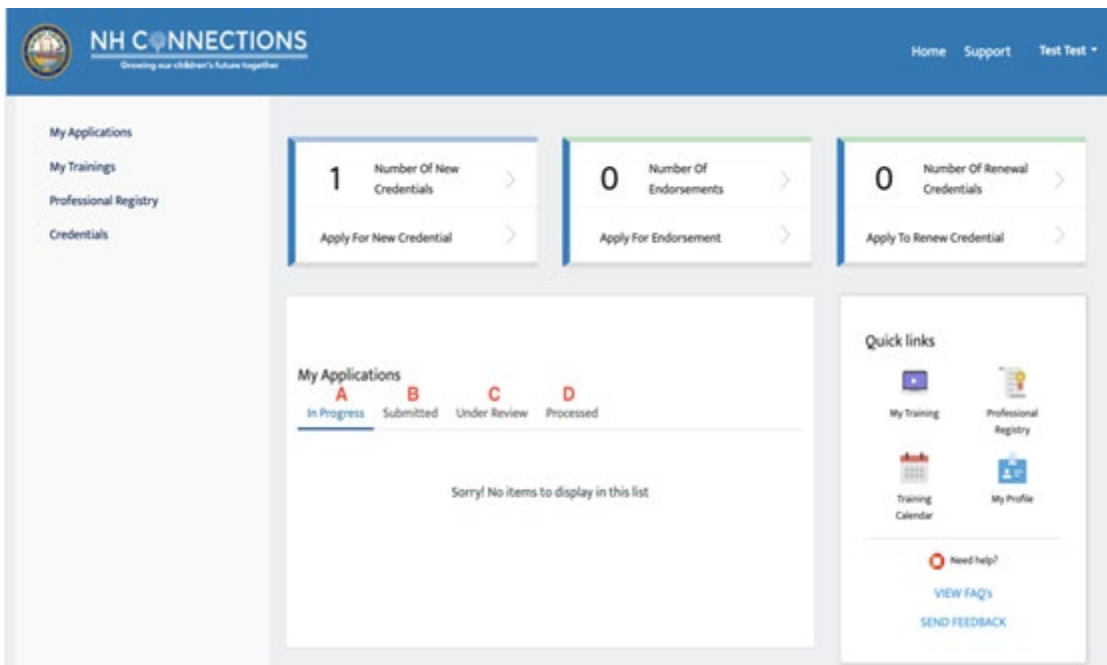
[Previous](#)
[Save And Next](#)

Upon submission, the user receives an email from the stateside which states that the application is successfully submitted.

[Return to Table of Contents](#) 55

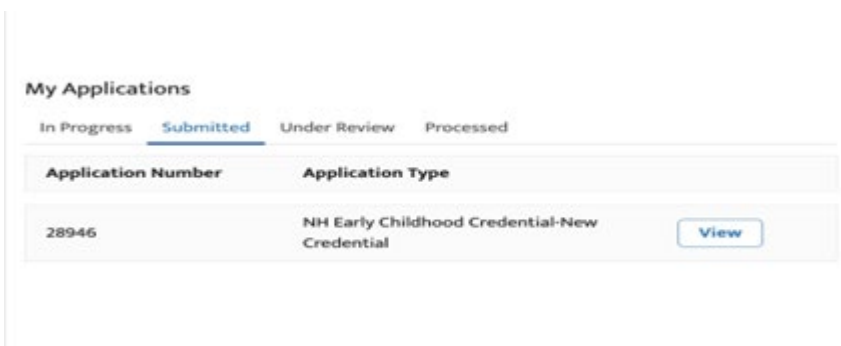
3. On the My Application dashboard: The user can view all the application-related progress from the My Application dashboard.

Option A: Here the user can see all the applications that they have started but not yet submitted. Whenever the user starts an application a new application record is created and that is under the 'In Progress' tab. The user can continue their application by clicking on the application tab under this section.



Option B: Here the user can view all the submitted applications, here they can also withdraw any application by clicking on the withdraw button.

They click on the View button option.



Once the user clicks on the View button, the application details page is opened and by clicking on the Withdraw option, they can withdraw their application.



Option C: The user can view the status of their application under this tab, once the stateside starts their review process of a particular application and updates the status manually to Under Review then that application is shown under this tab.

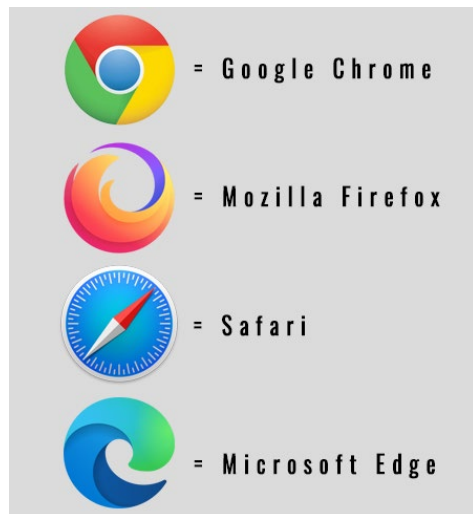
Option D: Once the stateside approves the application, the application record is shown under this tab.

Troubleshooting

Browser

It is best to use the Google Chrome browser to access NHCIS.

If you don't know what browser you are using check using <https://www.whatsmybrowser.org>



NHCIS was designed to work best with Chrome on a laptop or desktop PC or Mac. We highly recommend that you do not use a mobile phone, or MS Edge, Safari, Firefox, or any other browser other than Google Chrome on a laptop or desktop PC or Mac.

Cache/Incognito

We understand that it is often necessary for staff members to work closely with you - and use your computer or a shared computer - to register for and log into their NHCIS accounts. In such cases, it is a good idea to use the [Incognito Mode](#) of your Google Chrome browser before having each different user log into their account.

Because all websites store information on your computer when accessed, the "cached" information created by multiple users can sometimes result in conflicts that cause unusual errors and prevent you from completing your task.

This is not a situation unique to NHCIS. If you were to have several employees or household members log into their AT&T account on the same computer, for example, you would likely encounter similar cache and cookie issues. You should also clear cache and cookies from time to time, if you use your computer to log into multiple sites related to NH Child Care.

Steps for clearing your cache:

Login issues can sometimes be caused by information that was stored by your browser during previous visits to NHCIS. If you are already using Chrome, clear the cache and cookies to avoid potential login conflicts, using the following steps:

- Close the Chrome browser, if it is still open.
- Reopen Chrome.
- At the top right, click on the 3 vertical dots in the top right corner.
- Click More tools and then select Clear browsing data.
- At the top, select the time range, "All time."
- Check the boxes next to "Cookies and other site data" AND "Cached images and files."
- Click Clear data.
- Close and reopen Chrome.
- Log in to NHCIS.



[Help Desk/Support Ticket](#)

Do know that the Help Desk is here to assist you when needed. We will work closely with you and new employees to set up their account and complete tasks as necessary. Although our team does not provide phone support, we do monitor incoming support requests continuously throughout the day, and we will respond to users' requests for help as soon as possible.

Please let us know if you have any questions, or you encounter any further difficulties.

[Submitting a support ticket for a login issue](#)

Navigate to the [NHCIS Login Page](#) and click the white “SUPPORT” button on the left hand side.

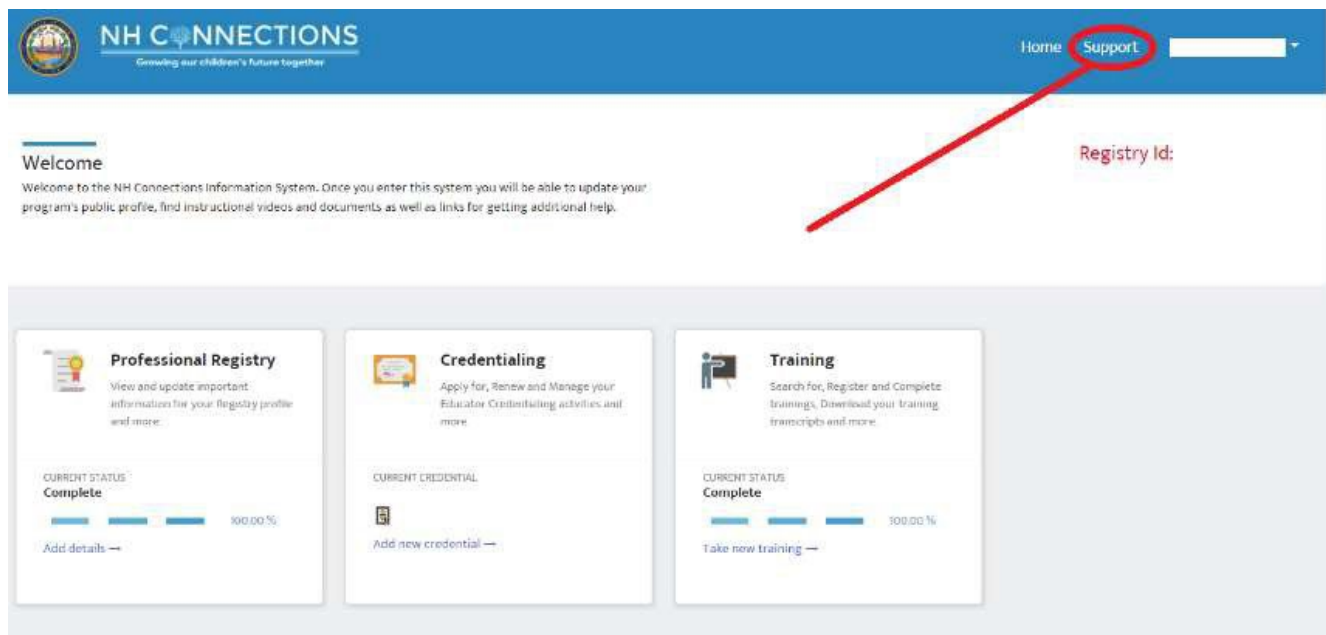
Enter your contact information.

- Select the ticket type that applies to your issue. (Login Issue, Forgot Password does not work or Forgot Username).
- Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.

A screenshot of the NHCIS (New Hampshire Connections) login page. The page has a blue header with the NHCIS logo and the tagline 'Growing our children's future together'. On the left, there is a vertical navigation menu with a 'SUPPORT' button highlighted by a red arrow. The main content area on the right is titled 'Log in' and contains a form with fields for 'Username' and 'Password', a 'Reset password' link, and a 'Login' button. The background of the page features a scenic image of a river and trees.

Submitting a support ticket for a non-login issue

- Navigate to the [NHCIS Log in Page](#).
- Login using your email address and password for your NHCIS account.
- Click the white “SUPPORT” button in the top right hand corner of the page.
- Select the item you need assistance with in the “I NEED ASSISTANCE” drop down.
- Add a basic subject in the “SUBJECT” field.
- Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.



Please note: NHCIS help is for issues related to assistance using the NHCIS portal. All other questions should be directed to the organization that oversee those programs.

[Bureau of Child Development and Head Start Collaboration](#), [Child Care Licensing](#), [Child Care Aware](#), [ACROSS NH](#)


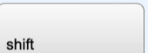

Each organizations website includes a wealth of information to assist you and direct you to the right person to help answer your questions.

Taking a Screen Shot




You may be asked to provide a screen shot so we can better assist you. Screen shots taken from the computer screen are much clearer than a photo of your screen using your phone. This guide is created using screen shots.

Here are some steps to taking screen shots:



Using a Mac

hold down  and  and press  = Use your mouse to draw a **rectangle** in order to specify what to capture – or press the **spacebar** and then click on something (e.g. a **window**) to capture it. Your Mac then saves it as a **file** on the desktop. The file name will look like "Screen shot 2023-10-05 at 08.45.00 AM.png".

Using a PC (or non-Mac)

hold down  and  and press  = Use your mouse to draw a **rectangle** in order to specify what to capture. Windows then copies it to the **clipboard**.

I guess it's in the clipboard now. How can I paste it into a document or something?

hold down  and press  = Windows pastes the screenshot (that is in the **clipboard**) into a document or image you are currently editing.