

Family Portal FAQ's

1. I have a Family Portal account, but I can't remember my password.
 - a. Please select "Forgot My Password" beneath the "Log On" button.

The screenshot shows a login interface with a blue header bar containing the text: "If you are a new user, [Click Here](#) to register for an account." Below this, there are three lines of instructional text: "If you are a returning user, enter your user name and password below.", "If you have forgotten your password, click the Forgot My Password link below.", and "If you need to change your password, click the Change My Password link below." The main form area has a blue header labeled "Returning User". It contains two input fields: "Parent User Name (Must be a valid email address)" and "Password". Below the password field is a blue "Log On" button. At the bottom of the form, there are two links: "Forgot My Password" and "Change My Password".

- b. Please keep your User Name and Password in a safe location, as this will be the only way to make changes or recertify your eligibility.
2. I am an active ELC client with a child currently in SR services, but I don't have a Family Portal account.
 - a. Please contact the ELC Portal Helpdesk. Do not create an account on your own as that will not link to your current eligibility.
 - b. **Check to ensure that the client's record migrated properly. If so, please complete the "Token Process."**
3. I am an active ELC client with a child currently in SR services. I already have a Family Portal account, but I can't remember my User Name.
 - a. Please contact the ELC Portal Helpdesk. Do not create an account on your own as that will not link to your current eligibility.
 - b. **Look in EFS MOD to see what email is linked to their Family Portal account. Ask the client if they have access to that email. If so, the client can follow the "Forgot Password" instructions. If the client can't access the email address and would like their portal account linked to another email address, send a ticket.**
4. How does ELC contact me?
 - a. The primary method of contact will be by email. ELC may also need to reach you by phone. Therefore, please make sure that ELC always has your current email address and phone number.

5. If I already have an existing VPK account, can I use that same account for School Readiness services?
 - a. Yes. Please log on to the Family Portal account you have already created. If you are experiencing difficulties, please contact the ELC Portal Helpdesk. Do not create an account on your own as that will not link to your current eligibility.
 - b. **If the client logs into their portal account and it is not linked properly, send in a ticket.**
6. I do not have access to scanner or need assistance uploading documents.
 - a. Please visit either our Clearwater or St. Petersburg locations to utilize the kiosks.
7. How do I recertify?
 - a. **Check to make sure the client's record migrated properly and is linked to the correct portal account.**
 - b. **Set the client's record to Active if it is under Coalition Review and then select Pending Update.**
 - c. Log on to your Family Portal account.
 - d. Under the School Readiness Applications section, click on "Verify Eligibility" blue button.

School Readiness Applications

Your Children Are Being Considered For Funding!

The following children are currently being considered for School Readiness funding.

Name	Expiration Date
Tulip Flower	06/28/2018
Violet Flower	06/28/2018

Please click the Verify Eligibility button to begin (or continue) the process of verifying your family's eligibility.

[Verify Eligibility](#)

- e. You will be directed to the Eligibility Wizard. Click start to begin the process:

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LEARN EARLY, LEARN FOR LIFE.

Welcome to the Eligibility Verification Wizard

The Early Learning Coalition may have funding available to assist in paying for child care. But first, we need your help in confirming that your child is still eligible.

This Eligibility Verification Wizard will guide you through the processes of:

1. Verifying your existing information (and updating whatever may have changed), and
2. Uploading documents that validate the information you've provided.

When you're ready to begin, click **Start**.

[Start!](#)

- f. When you reach the end of the application, please sign electronically exactly as your name appears on the record and click “Submit Eligibility Verification”.

- g. Once ELC completes your recertification, you will receive an email directing you back to the Family Portal. Log in to Family Portal. Under the School Readiness Funding section you will click on the blue “Sign” button next to each of your child(ren)’s name(s). Please Note: If you don’t receive the email, you can still log on to the Family Portal and complete the process.

Child Name	EV Number	Status	Enrollment Status	Provider Name	Payment Certificate
C1 Rede Demo02	EV_000030281	Eligible	Pending Family Acceptance	HORIZONS UNLIMITED PRESCHOOL	Sign
C1 Rede Demo02	EV_000030280	Eligible	Enrolled	HORIZONS UNLIMITED PRESCHOOL	View

- h. You will be asked to read and accept to the Parental Rights and Responsibilities/Terms and Conditions. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.

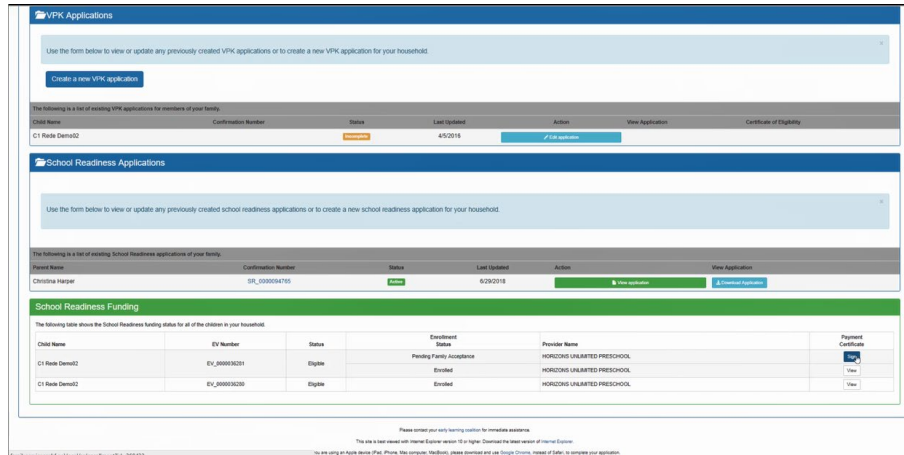
8. I am unable to move forward on the Eligibility Verification Wizard. How do I upload my documents?
 - a. If you see a blue box stating, “Additional information is needed,” then you will need to upload documents in order to complete the section. Click on “No, I need to update the information”.

- b. The “Edit” button will appear for you to select.

- c. The next screen will give you the prompt to “Upload Document...”

9. How do I know when my recertification is complete? My child is not showing up on my provider's attendance roster.

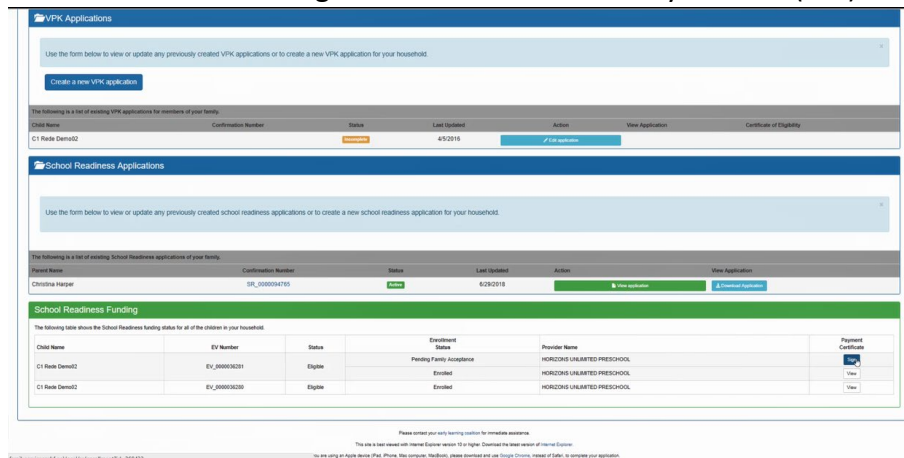
- a. Log in to Family Portal. Under the School Readiness Funding section, you will see "Pending Family Acceptance" under the Enrollment Status. Click on the blue "Sign" button next to each of your child(ren)'s name(s).



- b. You will be asked to read and accept the Parental Rights and Responsibilities/Terms and Conditions. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.
- c. Your provider can then log onto their attendance roster and complete your child's attendance.
- d. Please Note: If you do not sign off on the Payment Certificate, you provider will be unable to complete your child's attendance and cannot be paid for your child by ELC. It is imperative that you complete the process ASAP.

10. How do I do a transfer from one provider to another?

- a. Go to <http://elcpinellas.net/sr-downloads/> and print the Child Transfer Form.
- b. Complete the Transfer form with your current and new providers.
- c. Fax completed form to 727-400-4486 or drop off at one of the ELC locations.
- d. Once ELC has completed the transfer, you will need to sign the Payment Certificate in order for your child to show up on the new provider's attendance roster. Log in to Family Portal. Under the School Readiness Funding section you will click on the blue "Sign" button next to each of your child(ren)'s name(s).



- e. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.
 - f. Your provider can then log onto their attendance roster and complete your child's attendance.
 - g. If you do not see the Payment Certificate in your Family Portal account within two business days, please call 727-400-4411.
 - h. **Please Note: If you do not sign off on the Payment Certificate, you provider will be unable to complete your child's attendance and cannot be paid for your child by ELC. It is imperative that you complete the process ASAP.**
11. I have submitted my transfer form in, but how do I know when it's complete? My child is not showing up on the new provider's attendance rosters.
- a. Once ELC has completed the transfer, you will need to sign the Payment Certificate in order for your child to show up on the new provider's attendance roster. Log in to Family Portal. Under the School Readiness Funding section you will click on the blue "Sign" button next to each of your child(ren)'s name(s).

VPK Applications

Use the form below to view or update any previously created VPK applications or to create a new VPK application for your household.

[Create a new VPK application](#)

The following is a list of existing VPK applications for members of your family.

Child Name	Confirmation Number	Status	Last updated	Action	View Application	Certificate of Eligibility
C1 Rede Demo2		Incomplete	4/5/2015	View application		

School Readiness Applications

Use the form below to view or update any previously created school readiness applications or to create a new school readiness application for your household.

The following is a list of existing School Readiness applications of your family.

Planned Name	Confirmation Number	Status	Last Updated	Action	View Application
Christina Harper	SR_0000094785	Active	6/29/2018	View application	Download Application

School Readiness Funding

The following table shows the School Readiness funding status for all of the children in your household.

Child Name	EV Number	Status	Enrollment Status	Provider Name	Payment Certificate
C1 Rede Demo2	EV_000036281	Eligible	Pending Family Acceptance	HORIZONS UNLIMITED PRESCHOOL	View
C1 Rede Demo2	EV_000036280	Eligible	Enrolled	HORIZONS UNLIMITED PRESCHOOL	View

Please contact your early learning coalition for immediate assistance.
 This site is best viewed with Internet Explorer version 10 or higher. Download the latest version of Internet Explorer.
 If you are using an Apple device (iPad, iPhone, Mac computer, MacBook), please download and use Google Chrome, instead of Safari, to complete your application.

<http://elcpinellas.net/sr-downloads/>

- b. Please electronically sign the Payment Certificate exactly how your name appears on the record to complete the process.
 - c. Your provider can then log onto their attendance roster and complete your child's attendance.
 - d. **Please Note: If you do not sign off on the Payment Certificate, you provider will be unable to complete your child's attendance and cannot be paid for your child by ELC. It is imperative that you complete the process ASAP.**
12. How do I temporarily suspend my child's care?
- a. If eligible for a Suspended Enrollment, go to <http://elcpinellas.net/sr-downloads/> and print the Suspended Enrollment Request form.
 - b. Complete the Suspended Enrollment Request form with your current provider.
 - c. Fax completed form to 727-400-4486 or drop off at one of the ELC locations.