

Registered Provider Documents - Uploading/Viewing

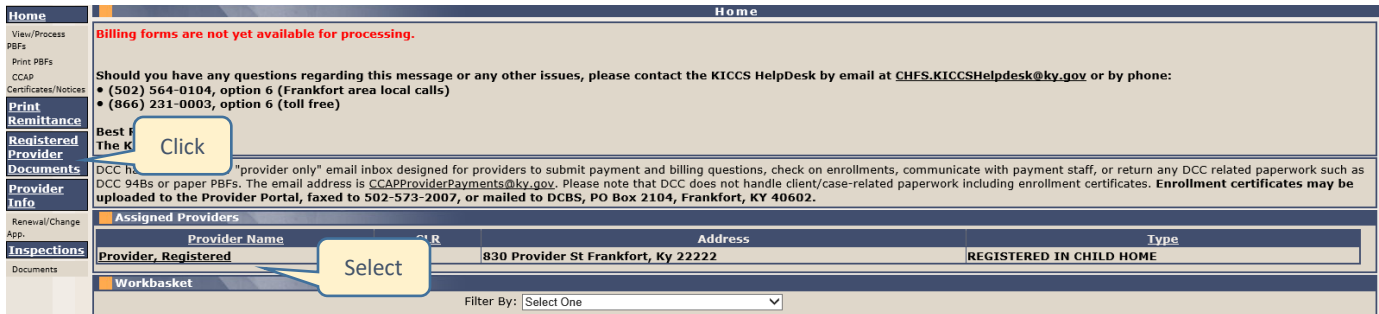
Beginning January 9, 2020 Registered Child Care Providers will have the ability to use the Provider Portal to upload/view documents requested by the Division of Child Care (DCC). This includes documents required during Initial or Renewal Application or requested verification related to a change. Providers will also be able to view documents uploaded by DCC.

Provider Prerequisites:

- Kentucky Online Gateway (KOG) account with approved Provider Portal PBF roles
- Registered Provider CLR attached to the KOG account

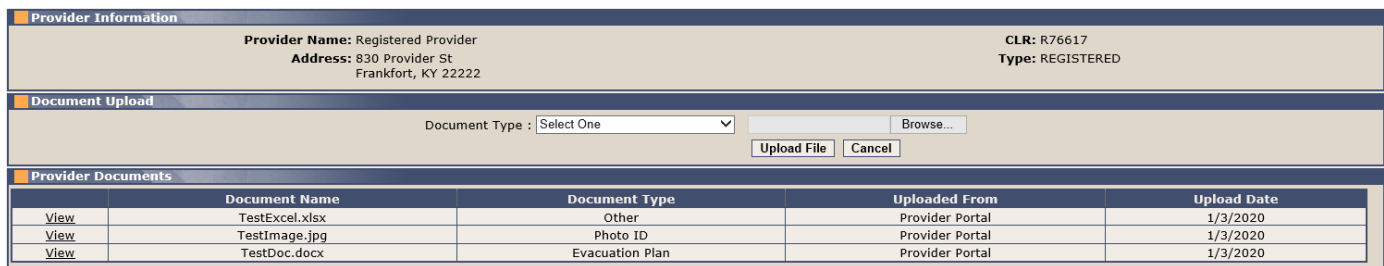
How to Access:

- Select a Registered provider on the Provider Portal Home screen
- Click Registered Provider Documents in the left navigation menu



Registered Provider Documents screen displays:

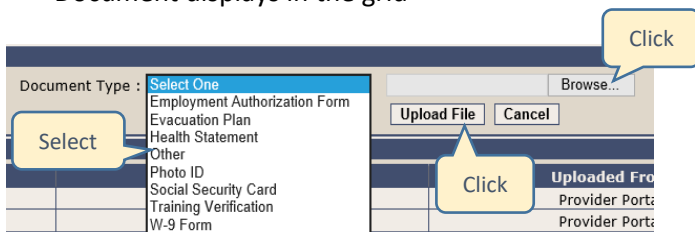
- Provider Information section
- Document Upload section
- Provider Documents grid with documents uploaded in Provider Portal or by DCC
 - No Information Found displays if no documents have been uploaded for the selected provider



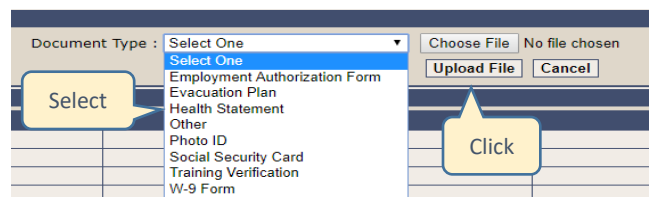
Uploading Documents:

- Select a Document Type from the drop-down menu
- Click Browse (*Internet Explorer*) or Choose File (*Chrome*)
- Select a document saved to your device
- Click Upload File
- Document displays in the grid

Accepted File Types:
 Word documents (.doc, .docx)
 Adobe documents (.pdf)
 Excel spreadsheets (.xls, .xlsx)
 Images (.tif, .tiff, .jpg, .jpeg)



Internet Explorer



Chrome

Registered Provider Documents - Uploading/Viewing

Viewing Documents:

- Click View to the left of the document
- Choose to Open, Save, etc.
- Document displays in a new window

Provider Documents				
	Document Name	Document Type	Uploaded From	Upload Date
View	TestDoc.docx	Evacuation Plan	Provider Portal	1/3/2020
View	TestImage.jpg	Photo ID	Provider Portal	1/3/2020
View	TestExcel.xlsx	Other	Provider Portal	1/3/2020
View	TestExcel2.xls	Health Statement	KICCS	1/3/2020
View	TestImage2.tiff	Social Security Card	KICCS	1/3/2020



Additional Provider Portal Notes and Tips:

- Uploaded documents cannot be deleted. An additional document may be uploaded if the wrong document was selected.
- Page numbers will display below the Provider Documents grid when there is a large number of results. Click the page numbers to view additional documents.
- An error will display if a Document Type is not selected, an incorrect file type is selected for upload or if the file is too large:
 - Please select Document Type.
 - Incorrect file type. File type must be Word, PDF, TIFF, JPEG, or XLSX.
 - File exceeds file size. File cannot be more than 2MB.
- If a network-related error occurs, wait a few minutes and try again. Contact the KICCS HelpDesk if the error continues.
 - The document cannot be uploaded at this time. Please try again.
 - The document cannot be viewed at this time. Please try again.

Contact for Help:

- Provider Portal account creation, navigation questions, or network-related errors:
KICCS HelpDesk
Email: CHFS.KICCSHelpDesk@ky.gov
Phone (Frankfort): 502-564-0104, Option 6
Phone (toll free): 866-231-0003, Option 6
- Provider Application, Enrollment or Payment questions:
Division of Child Care
Email: CCAPProviderPayments@ky.gov
Phone: 844-209-2657, Option 5