

Getting Started and Common Problems

To find more detailed information, go to the [training videos](#) or the [manual](#) (both are found under How To section of the [Home](#) page). Please follow the instructions below carefully.

Steps to begin [all](#) application types

1. After logging in, click on **My Child Care Centers** on top middle of page
2. You will see your center(s) listed. Click on the [down arrow](#) on the far-right side for the center you want to do an application for and click **Subsequent Submission**.
3. On the next page, click on the **New Subsequent Submission** button found on the right side of the page near the top.
4. Subsequent Submission tab-You will need to complete all of the required fields on the next page. As you answer questions, in most instances, you will see other fields appear and disappear. This is normal behavior.
Note: If you are doing a [renewal or expansion](#) and your DCF License Number is listed as "Pending Lic. No" (this is the default for first time applications) you must answer "Yes" to "Is your DCF License Number different than the above?" and then enter your license number.
5. When you are finished, click the **Save & Continue** button at the bottom of the page. Note: if there are any problems, you will receive an error message at the top of the page. Click on the error message and it will take you to where the problem field is found.

Additional steps for application types that [do not require you to hire a consultant](#)

- **Renewal**
- **New owner** where the **prior center was not closed more than year before you took over** (for New Owner applications the license number)
- **Expansion** of an existing center to a place inside the **current building**

Steps 6-9 for above application types:

6. Once you have completed the first page (see steps 1-5 above) of the application and have saved those pages, additional tabs will appear at the top of the page. You will need to complete all of the required information on each tab in order to submit the application.
7. Indoor Environment Conditions-Complete all required information on this page
8. Payment-The user can either pay by epayment or submit a certified bank check or money order. Users can do the epayment by clicking "E-Payment" button at the bottom of the Payment screen. Once done, the information on the Payment tab will be automatically completed with the payment information. Note: if a user has already completed payment they can just enter the payment information on the payment tab without click on the "E-Payment" button.
9. Attach Documents (**will need a link to this section so that the user can go here when do attachments**)

Attachment Information

- All attachments must be uploaded into the correct category. **If attachments are not uploaded into the correct category, the user will receive an error message and will not be able to submit the application.**
- Attachment categories are as follows:
 - i. Formaldehyde Results
 - ii. Indoor Air (TO15) Test Results
 - iii. Lead Free Certification
 - iv. Lead Hazard Free Certification
 - v. Lead Risk Assessment
 - vi. Payment-Copy of Check/Money Order

- vii. Payment – E-payment confirmation
- viii. Radon Test Results
- ix. Water Test Results
- x. Other
- Required Attachments:
 - At a minimum all applications must include Radon Test Results that are no more than five (5) years old
 - All applications (except expansions in the same building) require proof of payment (ie. Either a copy of the check/money order OR a copy of the email sent to the user once payment has been completed).
 - All applications where the building was built prior to 1978 must include either a **Lead Free Certification** OR a **Lead Hazard Free Certification plus a Lead Risk Assessment** that is no more than three (3) years old.

Additional steps for application types which require you to hire a consultant

- **New Owner** where the **prior center was closed more than year before you took over**
- **Expansion** of an existing center to **another building**

Steps 6-7 for the two (2) above application types:

6. At the end of the first tab (see steps 1-5 above), you will be asked to select a license [Indoor Environmental Consultant](#). This is so that they can do an IEHA and upload it as part of the original record. Click on the **magnifying glass** and then type part of your consultant's name in the box. **Important: Before selecting a consultant, you must first contact them regarding doing the IEHA.**
7. Once you have selected the consultant and submitted your application, you will need to let the consultant know they can begin the IEHA.

Common Problems

Adding centers to your account: Go to the Home page. Under How To click on the Training Videos link found here: [How to set up Portal Account and add new Child Care Center to your Account - Training Videos](#)

Forgot your password: Click Sign In and then click the **Forgot your password?** link. A reset link will be sent to your email address.

Forgot your username: Click Sign In and then click the **Forgot your password?** link. A reset link will be sent to your email address. Your username will be included in the email. Note: If you have only forgotten your username and not your password you do not need to click on the reset password link and your password will still work.

Clicking Sign Up but it says my email address is already in use: An invitation has most likely been sent to your email address. You can search your email for the following term: [NJDOH Portal Registration Code](#). If you find the email, click on the "Redeem Invitation Code" link and follow the prompts to create your account. If you cannot find the email, use the [Contact Us](#) link to send us an email and let us know about the problem.

Error Message in a pink box at top of page: Click on the error code link and it will take you to the field that requires information. You can do this until all error messages disappear.

Error Message when submitting requesting proof of payment: This means you have not uploaded a copy of your **epayment confirmation or a copy of the check/money order**. Go to the Attach Documents tab and follow the directions above to upload a copy of the epay confirmation or check/money order

Changing the order of your list of applications: You can click on any of the column headers (ie. Tracking #, Created On, Application Status, etc.) to order the records according to data in that column. Example: If you click on Created On it will order the dates either from newest to oldest or oldest to newest. To switch the order, click on the column header again.

Editing Applications: You can make changes to your application until you submit it. Once submitted edits are locked.

Selected the wrong application type and clicked Save & Continue on the first tab: You cannot change the application type once you have saved the information on the first tab. In order to change the type of application you are submitting; you must start a new another application. Please contact the NJ DOH using the [Contact Us](#) link to request that the incorrect application be deleted. The Department will most likely contact you to confirm the application you wish to delete before deleting it.