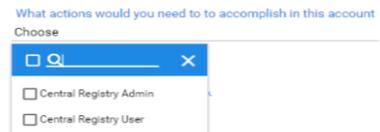


CHILD ABUSE & NEGLECT AND/OR DATABASE PROVIDER PORTAL

FAQ: CREATING AN ACCOUNT & SUBMITTING A CENTRAL REGISTRY

Question: HOW TO CREATE AN ACCOUNT?

1. Click on the Create Account.
2. Guided questions will prompt you to fill in the necessary and the required information to create an account.
3. All lines with a red star are required fields and must be completed to submit your request to create an account.
4. One Question you will see – Do you have an SSO (Single Sign On Account)? If you currently process SC Voucher SVL's – then you already may have an SSO account, click YES. If you do not have an SSO Account, click NO – follow the steps on the page, portal.dss.sc.gov/registration?AppCode=DSS to create a SSO Account.
5. If you did not need to create a SSO – put the SSO Username in field – this should populate your facility information used when the SSO was created.
6. If you had to create a SSO – after you completed those steps – it should redirect you back to the provider portal to continue creating your portal account.
7. If you are a SC DSS Licensed Child Care Provider or ABC Quality License-Exempt Provider – please have your CC# readily available for all locations that you would like to connect to this portal account.
8. If you are a Foster Home, Foster Care, or a Child Placement Agency only– please have your DSS Foster License Number for all locations you that you would like to connect to this portal account.
9. Choose your role – Central Registry Admin allows someone to enter requests and have full access to the portal account. Central Registry User only submission of Central Registry – this role does not allow viewing or printing the results.
10. The Department will notify you when your Portal Account has been approved – you will then be able to log into the Provider Portal, using your SSO Username & Password, and submit the request.



Question: HOW TO SUBMIT A REQUEST IF YOU ARE A CHILD WELFARE PROVIDER?

NOTE – You are a child welfare provider if you are becoming/remaining a foster parent or adoptive parent; becoming/remaining an employee of state/local foster care review board; becoming an employee/volunteer for SC Guardian ad Litem Program; Richland County CASA; becoming an employee/volunteer with Children Advocacy;

1. Click on Navigation Bar – Central Registry – Provider Central Registry
2. If you have more than one facility connected to your portal account, make sure you have designed the correct facility in the dropdown box that this central registry is for that location.
3. Designate how you want to submit, either using electronic signature or upload a paper DSS Form 3072.
4. When completing a PAPER FORM,
 - a. Only the account holder can pay for the requests.
 - b. You will be able to enter more than one name on an invoice.
 - c. Each field is required including entire Social Security Number and Date of Birth – if the individual does not have a middle or last name, please use NMN, NLN, OR NA in those fields.
 - d. paper forms require an inked signature (electronic signatures are not allowed if using a paper form),
 - e. will still need to upload forms after an invoice and payment has been completed.
5. When completing an ELECTRONIC REQUEST,
 - a. Account holder may request for the individual to pay or the account holder can pay for the invoice
 - b. You will be able to enter more than one name on an invoice.
 - c. Each field is required including entire Social Security Number and Date of Birth – if the individual does not have a middle or last name, please use NMN, NLN, OR NA in those fields.
 - d. You will be directed to SC.GOV website to pay for the invoice.
 - e. After received your payment, **YOU MUST CLICK CONTINUE AT THE BOTTOM OF THE PAGE TO BE REDIRECTED BACK TO THE PORTAL TO FINISH MANAGING THE INVOICE.**
 - f. The applicant/staff person will receive a SECURED LINK via email to finish completing their information, consenting for the check to be completed, and sign electronically. The link is available for 72 hours – after 72 hours, you will need to resend another link to the individual.
 - g. Each field is required – if the individual does not have a middle or last name, please use NMN, NLN, OR NA in those fields.
 - h. If a person is unable to complete an electronic request, you will be able to convert to a paper request. If you have more than one person on an invoice, and one person has not completed the electronic request, go into that invoice, click on the box next to the person who is still waiting APPLICANT SIGNATURE, then click the blue box BATCH TO A NEW INVOICE. This will move that person to another invoice and move those other names to be processed.



Central Registry will be completed by: Electronic Signature Paper Documents

REF #	FIRST NAME	MIDDLE NAME	LAST NAME	EMAIL ADDRESS	PRINT REF #	UPLOAD	DOWNLOAD	STATUS	RESULTS	REF LETTERS
SC	Julie		Green		KS0388			Pending Submission		
SI	Shawn		Shawn		KS0388			Pending Submission		

Question: HOW TO SUBMIT A REQUEST IF YOU ARE A **SC CHILDCARE PROVIDER?**

NOTE: You are a SC childcare provider if you are a SC Licensed Childcare provider or an ABC License-Exempt provider.

1. Click on Navigation Bar – Central Registry – Provider Central Registry
2. If you have more than one facility connected to your portal account, make sure you have designed the correct facility in the dropdown box for this central registry.
3. Designate how you want to submit, either using electronic signature or upload the paper DSS Form 2924.

4. You will be able to enter more than one name on an invoice. You also can add NEW STAFF or add EXISTING STAFF (for renewal purposes, for example).
 - a. Add NEW staff by clicking the green + and type the name in the table – click the green checkmark to add
 - b. Add EXISTING STAFF using the drop down in Add Existing Staff – click add after each name

5. When completing a PAPER FORM,
 - a. paper forms require an inked signature (electronic signatures are not allowed if using a paper form),
 - b. will still need to upload forms after an invoice has been completed.
6. When completing an ELECTRONIC REQUEST,
 - a. You will be able to enter more than one name on an invoice.
 - b. Each field is required including entire Social Security Number and Date of Birth – if the individual does not have a middle or last name, please use NMN, NLN, OR NA in those fields.
 - c. The applicant/staff person will receive a SECURED LINK via email to finish completing their information, consenting for the check to be completed, and sign electronically. The link is available for 72 hours – after 72 hours, you will need to resend another link to the individual.
 - d. Each field is required – if the individual does not have a middle or last name, please use NMN, NLN, OR NA in those fields.
 - e. If a person is unable to complete an electronic request, you will be able to convert to a paper request. If you have more than one person on an invoice, and one person has not completed the electronic request, go into that invoice, click on the box next to the person who is still waiting APPLICANT SIGNATURE, then click the blue box BATCH TO A NEW INVOICE. This will move that person to another invoice and move those other names to be processed.
