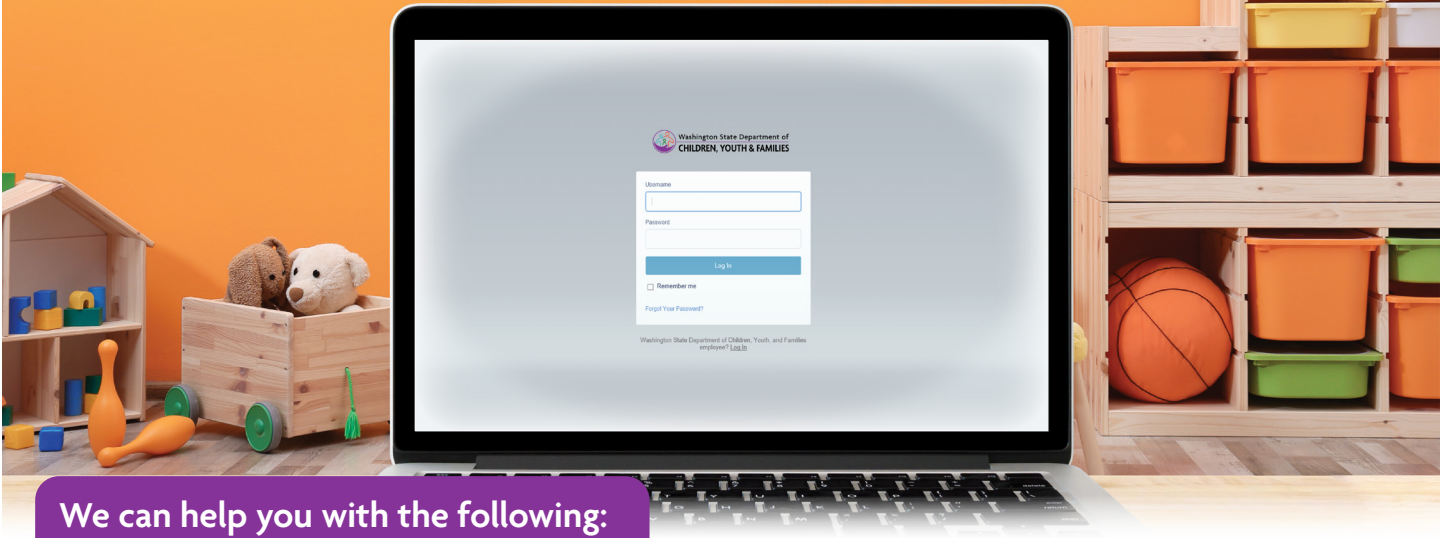


# Child Care Provider Portal Support

*Do you have questions about using the Provider Portal?*



## We can help you with the following:

- Log in or issues with logging in: [wacompass.force.com/login](http://wacompass.force.com/login) (if you know your Username, but forgot your Password, click on the “Forgot Your Password” link; if you do not know your Username and are currently a provider, please email [dcyf.providerportal@dcyf.wa.gov](mailto:dcyf.providerportal@dcyf.wa.gov) for assistance)
- Licensing Applications
- Withdrawing a Licensing Application
- Update Information for Child Care Check:
  - Add a Program Description
  - Add a Primary Language and/or Languages of Instruction
  - Update Your Doing Business as Name
  - Add a Website
  - Change your Schedule
  - Update Subsidy and Food Program Participation
  - Upload a Logo
  - Enter Available Slots
- Request Waivers and Variances
- Alternative Cleaning Product Requests
- Complete a Safety Plan
- Request Overnight Care
- Print Your Licensing Certificate
- Enter Correction Dates for Non-Compliance Violations
- Dispute Violations
- Submit an Expulsion Form
- Apply for Grants and Track Grant History
- Request Other Licensing Changes (*this sends an email to your licensor notifying them a change has been requested*)

If you would like copies of this document in an alternative format or language, please contact DCYF Constituent Relations (1-800-723-4831 | 360-902-8060, [ConstRelations@dcyf.wa.gov](mailto:ConstRelations@dcyf.wa.gov)).

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## Contact:

Email [dcyf.providerportal@dcyf.wa.gov](mailto:dcyf.providerportal@dcyf.wa.gov) or call 1-866-627-8929  
Also find the link on the Child Care Check site by using this address:  
[www.findchildcarewa.org](http://www.findchildcarewa.org)



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**