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
  (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 for assistance)

- Licensing Applications

- Withdrawing a Licensing Application

- Update Information for Child Care Check:
  - Add a Program Description
  - Update Your Doing Business as Name
  - Change your Schedule
  - 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)

Contact:

Email 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

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).

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