

Dear Providers,

Thank you for your patience as we continue to navigate through the transition from EFS Mod to the new Single Sign On (SSO) system. Due to the high volume of technical assistance needed, we have added guidance to our website page, <https://www.ecs4kids.org/> as a pop-up page as soon as you open our site. This pop-up will have a direct link for child care providers as well as a direct link for parents as shown below:

EFS Mod SSO Helpdesk

If you are experiencing difficulties with EFS Mod due to recent Department of Education (DEL) changes please see either the parent or provider help documents below.

Providers:

If you are a childcare provider please see: [Provider SSO](#)

Parents:

If you are a parent or guardian please see: [Parents SSO](#)

Please also understand that we are receiving a high volume of phone calls and emails due to this transition and our return call and email time may be longer than usual. We appreciate your patience during this time and know we are returning messages as quickly as possible.

For Provider SSO Assistance, please click **HERE**.

For Parent SSO Assistance, please click **HERE**.

Rest assured, we understand this transition may cause some delay in deadlines and will work with providers throughout this transition.

Thank you,

Episcopal Children's Services

EFS MOD SOS Help

Providers Help Desk - <https://ccrr.ecs4kids.org/>

Important: Prioritizing EFS Mod SOS Tasks

If you have access to EFS Mod SOS and can submit attendance, sign certificates, and handle other time-sensitive tasks, please be aware that we may need to delay other less urgent requests. This is to ensure all providers have at least one staff member who can access these critical services.

Need Access?

If you or your staff need access to these services, please complete the Provider Portal Access Form here: <https://ccrr.ecs4kids.org/>

- **Use this link ONLY for requesting provider portal access and assigning roles within the portal.**
- If you are requesting access and setting up roles for a staff member, you still need to complete this form

For All Other Issues:

For any other issues not related to initial portal access or role assignments, please submit a help request here: <https://ccrr.ecs4kids.org/index.php?a=add>

To help us assist you efficiently, please provide the following information in your request:

- Your **Program Name**
- Your **Name**
- A **detailed description of the issue** you are experiencing.

SR/VPK Attendance

- SR/VPK attendance is due on the 3rd business day of the month. We understand that with the new SSO log in, many providers may have issues submitting attendance. Please refer to the information above if a help desk is needed.
- There will be no extension or voucher for SR/VPK reimbursement. Payment will be deposited at the normal date. If attendance is not submitted during the current processing period, payment may be delayed until next month. Should this situation change we will update this site.

ASQ Screenings

- If you are able to access the provider portal and can submit screenings, please do so. We are still sending out screening reminders to providers but completely understand if you are experiencing log in issues. If you are unable to access your portal account, please inform your screening specialist so we can make a note for our records. You may notice that even after submitting a screening, the Portal may show the screening is still incomplete. If you would like to confirm if the screening was received, please reach out to your screening specialist.

Thank you for your cooperation as we work to ensure everyone has access to essential services.

Parents EFS MOD SOS Resources

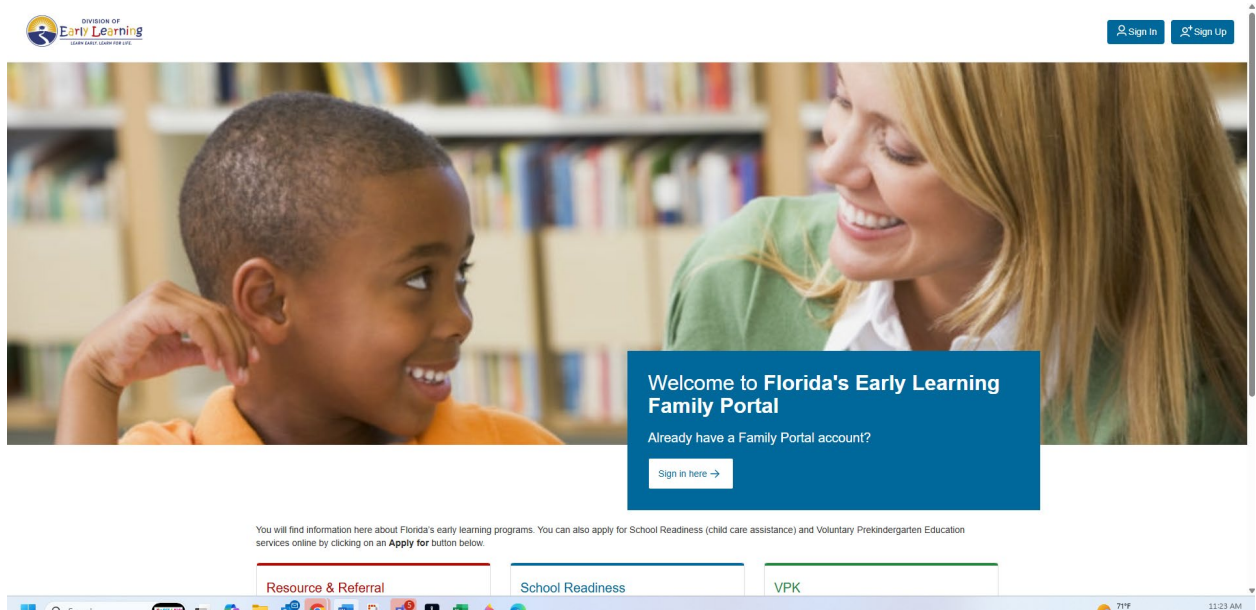
The Division of Early Learning (DEL) has upgraded the Early Learning Family Portal with enhanced security features and mobile-friendly functionality to enhance your user experience and ensure safe and secure experience for all users.

As part of this upgrade, it will be necessary for all parents to **re-Sign-Up** in the system. We understand that this may cause some inconvenience, but it is a crucial step in safeguarding your information.

Please note in order to complete the process you must first click on the Sign-Up button on the website. **Even if you have signed up for a Family Portal account before 3.20.25, the first step will be to click the Sign-Up button to continue through the steps.** Also, if you set up a Family Portal account before 3.20.25, you may continue to use the email address you previously used for signing in with the new Sign-Up instructions.

Please follow these steps to register:

1. Visit our online portal at <https://familyservices.floridaearlylearning.com>



2. Click on the "Sign Up" link. ***Click on the Sign-Up Button at the Top Right-Hand**

Side of website's page*



(Even if you already have an account, you will still need to click on the Sign Up button).

3. Click Proceed to Single Sign-On (SSO) ---->

2. Follow the on-screen instructions to complete your registration.

Note: If you are an existing customer, when registering, please use the same email address you used in the Family Portal previously, in order to reclaim your account.

FLORIDA DEPARTMENT OF
EDUCATION
fldoe.org

FDOE Single Sign-On

Please provide the following details.

Email / Sign-In Name *

Send verification code

First Name *

Last Name *

Password *

Re-Enter Password *

Middle Name

Suffix

Users are responsible for any activity originating from their accounts. Users shall not share their accounts and passwords. Use of an identity or password other than the user's own is prohibited. Users must conduct themselves in a responsible, safe, ethical, and legal manner while using Department information technology resources. Disruptive use of Department resources is not permitted. The Department may monitor the activity and accounts of any users. Users who violate this policy may be subject to disciplinary and/or legal action, including suspension, expulsion, dismissal, revocation of user access, or criminal prosecution by the appropriate law enforcement agency.

Continue

3. Once you have completed this process, you will return to



<https://familyservices.floridaearlylearning.com> & click

4. Click **Hosted / Self-Registered Login** (do not click on the County School District links).

5. Enter email address then password

6. If you encounter any issues during the Sign-Up process or have any questions, please email one of the two emails listed below with screenshots, errors, or indicators that the new sign-in process is not working for your account. Please also list the email address you are using to complete the sign-in process.

Clay, Nassau, Baker – April.Florida@ecs4kids.org

Bradford, Putnam, St Johns – Emily.Taylor@ecs4kids.org

Please note that the volume of calls coming into our offices is heavier than normal because of this update. If you call and a Family Services team member is not able to answer your call live, please be sure to leave your name, number and a brief message and your call will be returned as soon as possible. Although we strive to return all calls within 8 business hours, because of call volumes coming in, the time frame for a call back may be a bit longer. We appreciate your patience during this transition time of getting all SR and VPK families signed back in to the Family Portal system.