

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

Important: Prioritizing EFS Mod SSO Tasks

If you have access to EFS Mod SSO 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.