The EEC Single Sign In (SSI) User Guide

Single Sign In (SSI) is the secure, online application that controls access to all of the Department of Early Education and Care (EEC) web applications. Users of EEC's online systems – including the Professional Qualifications (PQ) Registry, Professional Certification (TQ), the Background Record Check (BRC) Manager, and the Professional Development Training Calendar – are required to enroll for a Single Sign In user account in order to access these applications. Once you have an EEC SSI account, you can access all of your EEC web applications from one spot.

This guide will walk you through the processes of creating a user account, maintaining your account, and accessing EEC's web applications. This guide is available via the **Help** link from anywhere in the SSI application and will be updated periodically. If you have questions or want to report a problem, the **Contact EEC** link also in the header of the SSI application, will launch your email software to send a message to the EEC Help Desk. To assist you, this guide has a table of contents which allows you to go directly to a specific topic by clicking below.
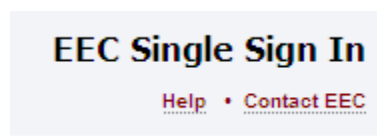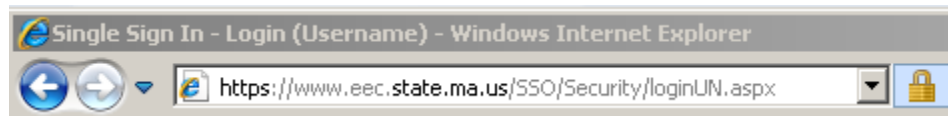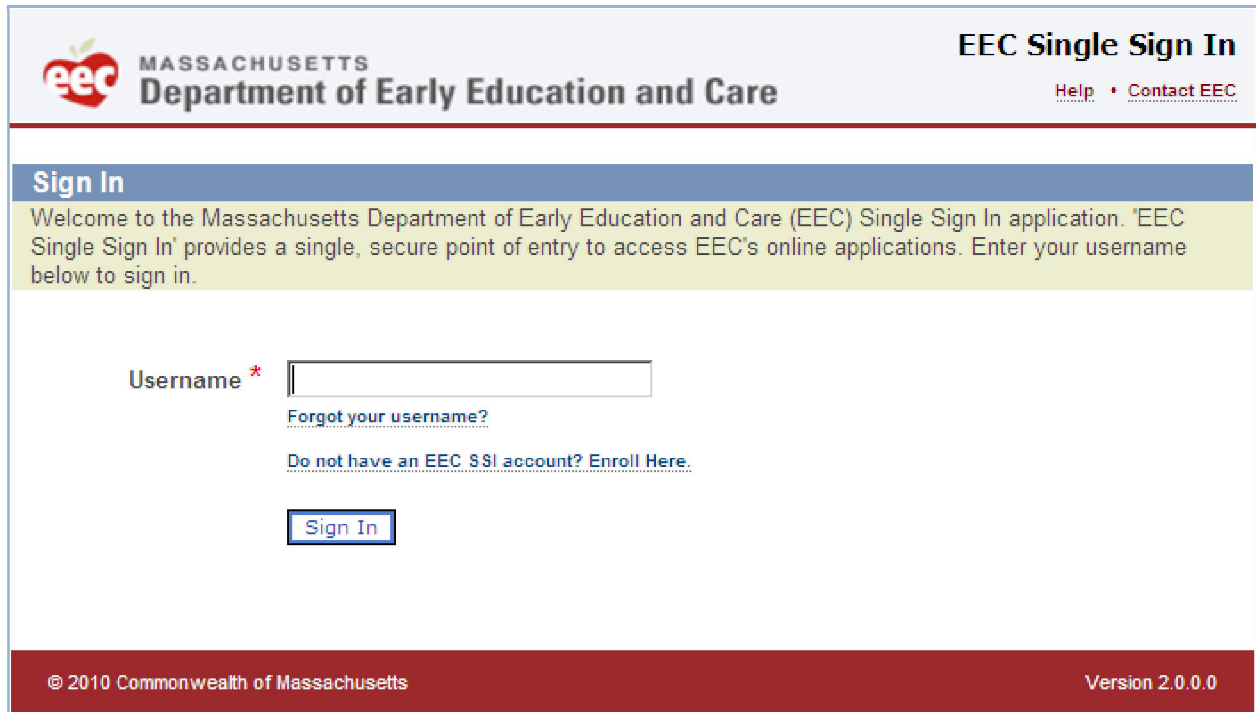
EEC Single Sign In
Help • Contact EEC

Table of Contents

Access EEC's Web Applications

Access to all EEC web-based applications begins with navigating to the EEC Single Sign In web page at https://www.eec.state.ma.us/SSO/. The system will redirect you to the web address shown below.

💡 **Tip**: Make sure to include the "s" in "https" to access the secure SSI website.

This web address will take you to the EEC SSI Sign In page. The Sign In page, as well as the other pages of SSI, have been redesigned to look more like other EEC web based systems, including the Professional Qualifications Registry and the Quality Rating and Improvement System (QRIS).

From the SSI Sign In page, you can perform four actions:

- o View Messages from EEC
- o Sign In
- o Retrieve a Forgotten Username
- o Enroll as a New User

More information about each of these actions is described below.

View Messages from EEC

Periodically, EEC will post messages to users on the SSI Sign In page. These messages are intended to generally apply to all users. If there is an active message, you will see another section entitled "Message from EEC" appear on this page. Below is an example of an announcement from EEC. There may be more than one announcement posted at a time.

Message from EEC

Below are current announcements from the Department of Early Education and Care.

New Single Sign In Release (12/20/2010): A new version of Single Sign In will be released on the evening of December 21. The SSI application will be down as part of this release starting Tuesday, December 21, at 5:00 PM. The application will be back online with all the latest upgrades on Wednesday, December 22, at 9:00 AM. For more information about the improvements to SSI, click here.

Tip: Some announcements from EEC include links to additional information. Look for a link if you are interested in finding out more about the announcement.
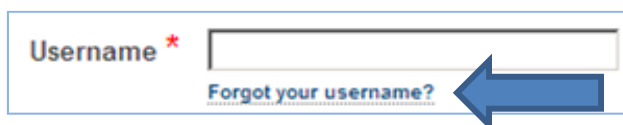
Sign In as a Returning User

If you are an existing user, you can sign in by entering your username and clicking **Sign In**.

Username *

UserName123

Forgot your username?

Do not have an EEC SSI account? Enroll Here.

Sign In

Signing in is a two step process. First, enter your username on the Sign In page. After EEC confirms the username is an active SSI account, you will be prompted to enter your password to access your "EEC web applications.
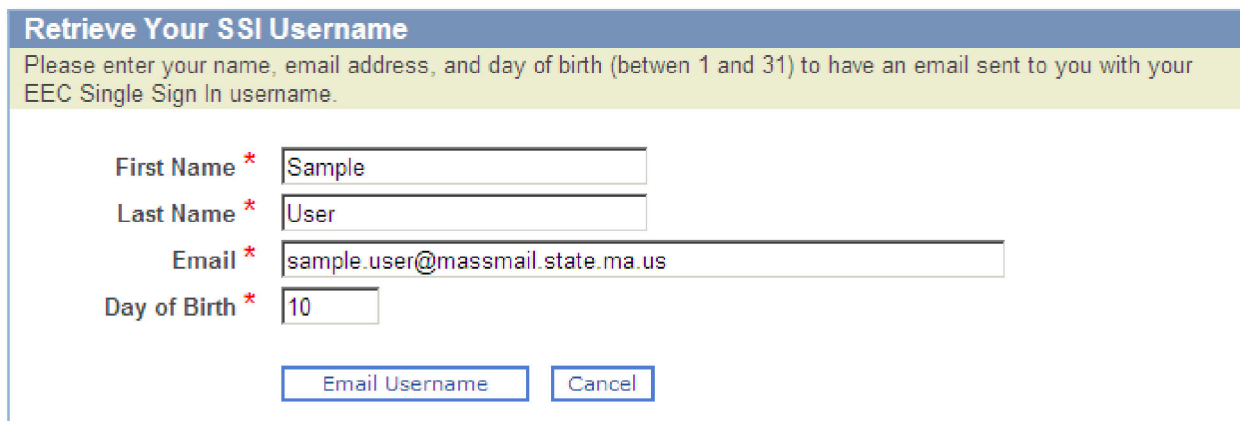
Retrieve a Forgotten Username

If you have forgotten your username (or are not sure if you already have one), then you can request to retrieve your username by clicking the **Forgot your username?** link underneath the field for your username.

The **Forgot your username?** link will take you to the **Retrieve Your SSI Username** page. To have an email sent to you with your EEC SSI username(s), enter your first and last name, email address, and day of birth and then click **Email Username**. The day of birth is the number from 1 to 31 for your birthday, so someone born on February 14, 1967, would enter "14" as their Day of Birth.
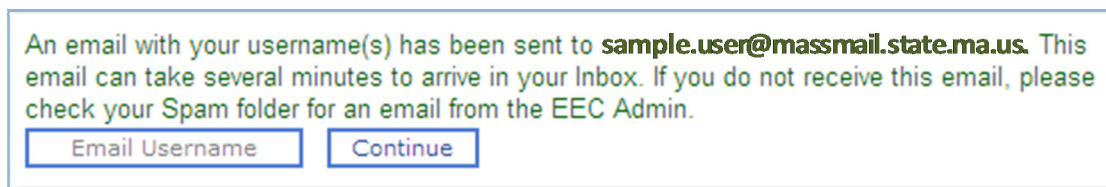
If the SSI application finds your user account information, the system will show you a confirmation message like the one below. Click **Continue** to return to the Sign In page.

💡 **Tip**: **To be able to retrieve your username in the future, make sure to include your email address in your Single Sign In profile.**

Shortly after requesting to retrieve your username, EEC will send an email to your email address with the usernames that match your name, day of birth, and email address. Below is an example of what the email from EEC looks like. Please note this email is sent from an email account that does not access emails, so do not reply to the email from EEC Admin. If you have questions, you can contact the EEC Help Desk at EECHelpDesk@massmail.state.ma.us.

User, Sample (EEC)

From:	EEC admin [Eecadmin@state.ma.us]
Sent:	Friday, December 17, 2010 3:49 PM
To:	User, Sample (EEC)
Subject:	EEC Single Sign In Username Retrieval

Below is a list of the EEC Single Sign In username(s) for Sample User at sample.user@massmail.state.ma.us:

- Sample123
- SampleUser

You can log on to your EEC SSI account at: https://www.eec.state.ma.us/SSO

If you do not remember your password, you can reset it online. Enter your username and click 'Sign In'. On the next screen, click the link 'Forgot your password?' and answer the security questions to reset your password.

Please do not respond to this email. Rather, if you are still having access issues, please contact the EEC Help Desk at EECHelpDesk@MassMail.State.MA.US.

Thank you for using EEC's online applications.

The Department of Early Education and Care (EEC)

With your retrieved username(s), you can go back to the SSI Sign In page and try to log in again.

If SSI cannot find at least one user account that matches the information you have entered, you will receive a prompt for SSI informing you that it cannot email your information.

> No EEC Single Sign In account was found based on the information you have entered. Please reenter your information or contact the EEC Help Desk for assistance.
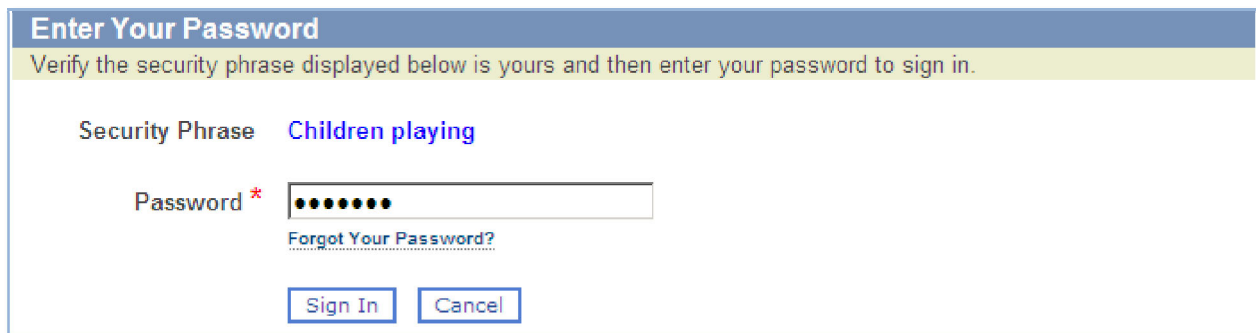>
> [Email Username] [Cancel]

Tip: If SSI cannot find your user account, try to enter variations of how you may be created your user account name. For instance, if you name is "Christina" but you sometimes go by "Tina," try both variations when retrieving your username.
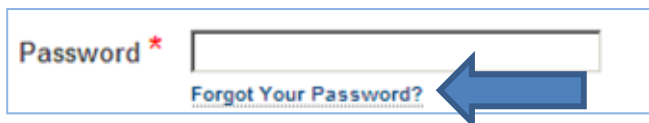
Enter Your Password

On the **Enter Your Password** page, you will see your Security Phrase shown to you. This is a confirmation that you are indeed accessing the secure EEC SSI site. Before entering your password, verify that your Security Phrase is displayed correctly. This important step helps to keep your login information secure. Enter your **Password** and click **Sign In**.

> **Tip**: If you do not recognize the Security Phrase, do not proceed and contact the EEC Help Desk for assistance at **EECHelpDesk@massmail.state.ma.us**.

Reset Your Password

If you cannot remember the password to your EEC Single Sign In account, you can reset it online. Click the link **Forgot your password?** underneath the password field on the **Enter Your Password** page.

To reset your password, SSI will have you verify your information. Enter your last name, the answer to your security question, and your day of birth (1-31) and click **Submit**. Make sure you answer your Security Question the same as you did originally (for instance, an answer of "NYC" does not count as a valid answer for "New York City").

Verify Your Information

Please enter the following information to help us identify you. Once your information is confirmed, you can reset your password.

Username *	SampleUser123
Last Name *	
Security Question	What is the name of the city you were born in?
Security Answer *	
Day of Birth *	

[Submit] [Cancel]

To reset your password, you need to enter you new password twice. This is done to make sure there were no typos when you first typed in your new password. Your new password must meet the minimum requirements for an EEC SSI password, including:

- o Being at least six characters long
- o Containing at least one lowercase character
- o Containing at least one uppercase character
- o Containing at least one number
- o Not including any spaces

Reset password

New Password * ••••••••

Confirm Password * ••••••••

Password Requirements

- At least six characters long.
- At least one lowercase character.
- At least one uppercase character.
- At least one number.
- No spaces between characters.

[Submit] [Cancel]

The system will prompt you if your new password does not meet the minimum requirements and will inform you when your password is reset. Click **Go to login page** to sign in with your new password.

Your password has been updated successfully.

[Submit] [Go to login page]

💡 **Tip**: **If you cannot reset your password online, you can always contact the EEC Help Desk at EECHelpDesk@massmail.state.ma.us for assistance. When doing so, include your username, email, and the answers to the questions above to expedite the process of resetting your password.**

Accessing Your EEC Applications

When you successfully enter your username and password, Single Sign In will bring you to the **Access Your EEC Applications** page. This page contains links to all of your EEC applications.

Clicking on the corresponding link will take you to that EEC application. In addition, you can manage your account from this page, including performing the following functions:
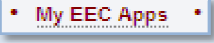
- o   Add/Remove Links to EEC Applications
- o   Edit Your Profile
- o   Change Your Password

Information about these functions is included later in this document.
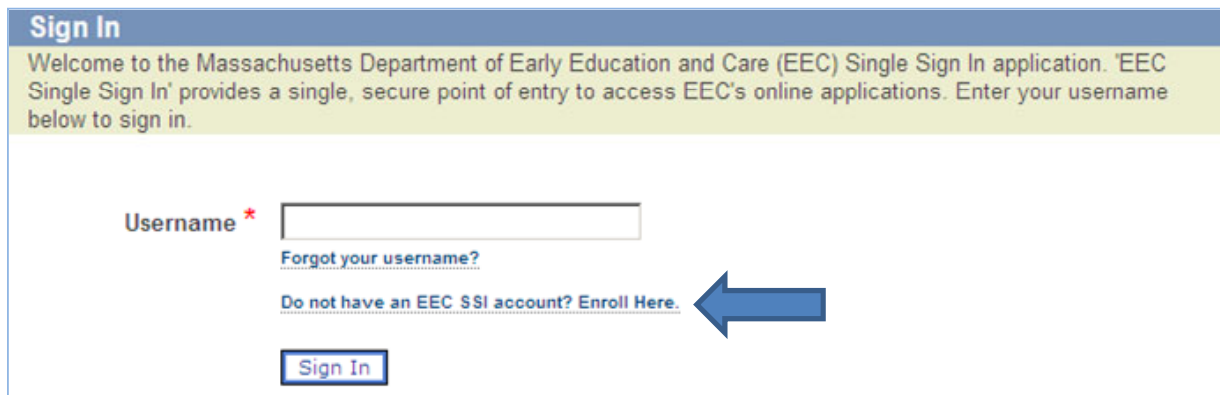
Tip: Just because you have a link to an EEC application does not necessarily mean you have full access to that application. Some privileges within these applications must be assigned by an administrator at your program or by EEC.

Tip: To get back to this page quickly from within some of the EEC applications, click the "My EEC Apps" ‧ My EEC Apps ‧ link on the top right-hand side of the page.

Enroll as a New User

If you are new to EEC's web applications, you can enroll and create a new personal user account. Just like signing in as a returning user, go to the EEC SSI Sign In page to enroll at https://www.eec.state.ma.us/SSO/. On the **Sign In** page, click the link **Do not have an EEC SSI account? Enroll here** to start the enrollment process.

Throughout the enrollment and update processes, please note that any fields that are marked with an asterisk * are required and must be entered to save your information.

Tip: If you think you might have already have an EEC user account, then click the "Forgot your username?" link first to try to retrieve your username. Avoid creating duplicate accounts when possible.

There are four steps to create your EEC Single Sign In user profile:

o   Specify a Username and Password
o   Enter Your Security Information

o List Your Contact Information
o Review and Agree to the Terms of Use

To successfully complete the Single Sign In enrollment, you must complete each step before exiting. If you exit the process before completing the enrollment, you must start the process over. When you have successfully enrolled, you will be able to select which EEC applications you wish to access. Each of these steps is explained below.

Specify a Username and Password

The first step in setting up your EEC SSI user account is to choose a username and password. Each username is unique. To see if your requested username is available, enter your requested **Username** and click the **Check** button.

The SSI application will let you know whether or not your requested username is available. If your preferred username is not available, you will need to try a different username.

In addition, your requested username must meet the minimum standards for an EEC Single Sign In account. Each SSI username must:

- o Be at least four characters long
- o Contain at least one letter
- o Be no longer than 20 characters long
- o May not contain spaces between characters

If your requested username is available and meets the minimum standards for a new account, the SSI application will let you know that your username is valid.

After selecting a username; enter a password in the text boxes labeled **Password** and **Confirm Password**. Your EEC SSI password must meet these minimum requirements to be accepted:

- o Be at least six characters long
- o Contain at least one lower case character
- o Contain at least one upper case character
- o Contain at least one number
- o May not contain spaces between characters

To make sure there is not any typos when you enter you password, SSI requires you to reenter your password in the **Confirm Password** field. Click on **Next** to continue with the registration process.

Tip: Make sure not to share your account information with other users. If others at your program need access to EEC applications, they can create their own EEC SSI accounts.

Enter Your Security Information

The second step in the enrollment process is to enter your security information.

Your Security Phrase is a word or phrase that is linked to your account and will be displayed to you after entering your username but before entering your password. It is a security measure to confirm to you that you have accessed the valid EEC Single Sign In application. **If at any time you do not see this phase when logging into the system, you should not complete the login process and should contact the EEC Help Desk at EECHelpDesk@massmail.state.ma.us.** This important step helps ensure that your password is protected. You may enter the word or phrase you choose as your identifying Security Phrase.

The second part of the Security Information page is to enter information that can be used by EEC to identify you should you need help with you user account. Select a **Security Question** from one of the four available questions using the drop-down list provided in the Security Question field.

Then provide your **Answer** to your selected question.

Tip: **Choose a security question and answer that you will remember. You may want to write down you security question and answer with your username and password for your records.**

Finally, enter you **Day of Birth**. Your day of birth is a number from 1 to 31 that corresponds to the day of your birth. For instance, if you were born on March 17, 1967, your day of birth would be "17". Together with your Security Question and Answer, this information will allow you to reset you password in the future should you forget your logon information.

Click the **Next** button to continue the registration process.

List Your Contact Information

The third step is to list your contact information.

**MASSACHUSETTS
Department of Early Education and Care**

EEC Single Sign In

Help • Contact EEC

Create Your User Profile

Enter the information below to create your user profile. You must complete all the four steps to set up your profile. To move on to the next page, click "Next".

1. Username and Password   2. Security Information   **3. Contact Information**   4. Terms and Confirmation

Enter Your Contact Information

Enter the contact information for your new account. If you have an email address, please list it here to help EEC identify you should you contact EEC for assistance. For mailing addresses, SSI will present you with a US Postal Service formatted version of your address. Select the version you would like included as your contact information.

First Name * | Sample
Last Name * | Educator
Gender * | Female
Email * | sample.educator@ChildCareCenter.org   □ Skip email
Phone | 617 - 555 - 1234   Ext 2233

If you do not have an email, you must enter your mailing address.

State | MA
City | BOSTON
Address 1 | 51 Sleeper St
Address 2 |
Zipcode | 02110

[Previous]   [Next]   [Cancel]

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Here you will enter your name, gender, email, phone number, and mailing address. EEC strongly encourages users to include their email address to aid in troubleshooting any questions you may have about EEC applications. If you do not have an email address or would prefer not to provide it, you may click the checkbox for **Skip email**. In that case, you will need to enter your mailing address.

💡 **Tip**: If you have an email address, please enter it here. It is best to use an individual email address as opposed to one shared with others.

When you enter your mailing address, EEC will check your address as entered with the US Postal Service (USPS). The USPS may then provide a slightly different version of your address, formatted as preferred by the postal service. Review the USPS suggested mailing address and then select either your address as entered or the USPS address for inclusion in your user account.

Click **Next** to continue to the fourth page of the enrollment process.

Review and Agree to the Terms of Use

The fourth step in the EEC Single Sign In enrollment process is to review your information and agree to the Terms of Use for Single Sign In.

If you need to change any of your information, click the **Previous** button to take you to the prior three pages of enrollment.
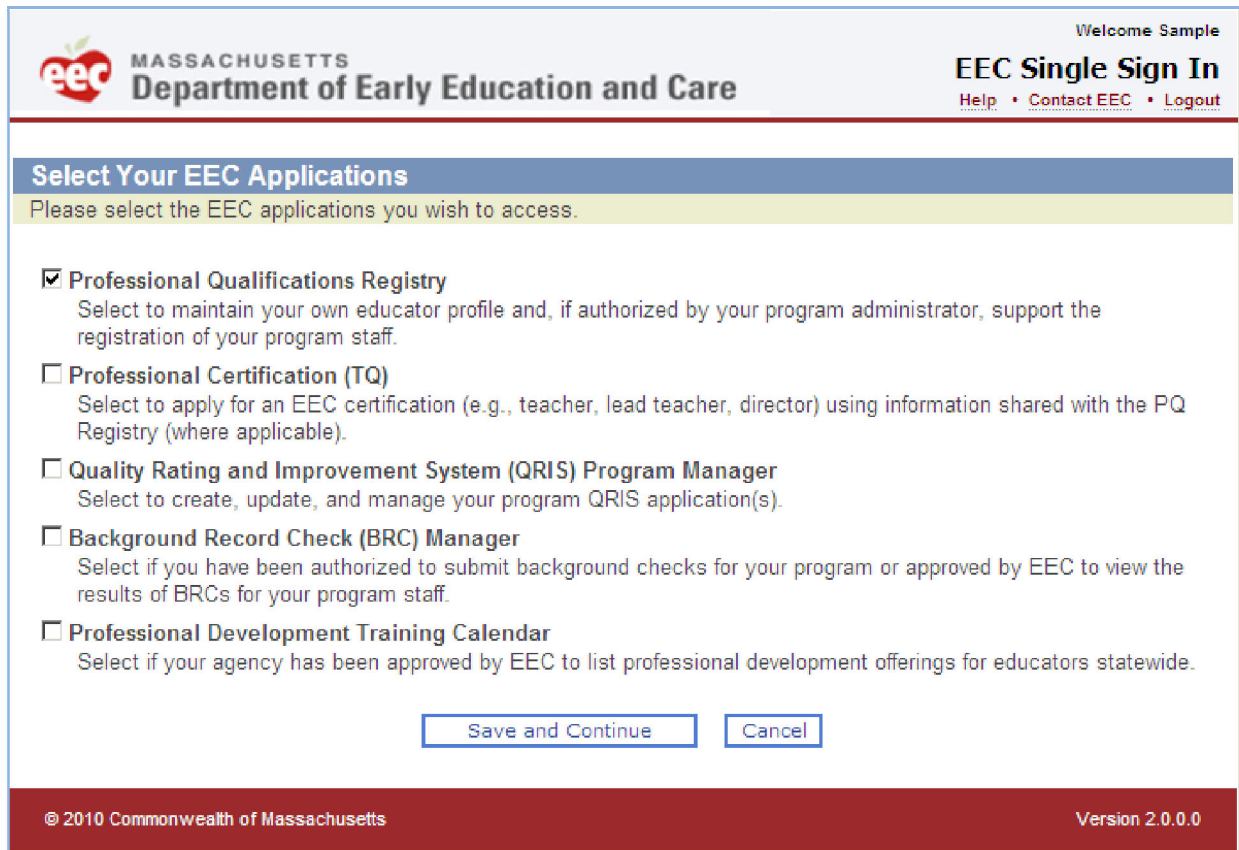
If your information is correct and you agree to the Terms of Use, click the checkbox for "**I have read and agree to the Terms and Agreement**" and then click **Finish** to enroll. This saves your user account information and will allow you to login with your selected username and password the next time you come to the EEC Sign In page.

> **Tip**: Remember that you can always come back later and change your information. The only item that cannot be changed later is your username.

Select Your EEC Applications

After you have completed the four steps of enrollment, the Single Sign In application will ask you to specify which applications you want access.

By default, SSI will select the **Professional Qualifications Registry** as one of your EEC applications. You can unselect it if you do not need to register. You may also select additional EEC applications as is appropriate for your program's needs.
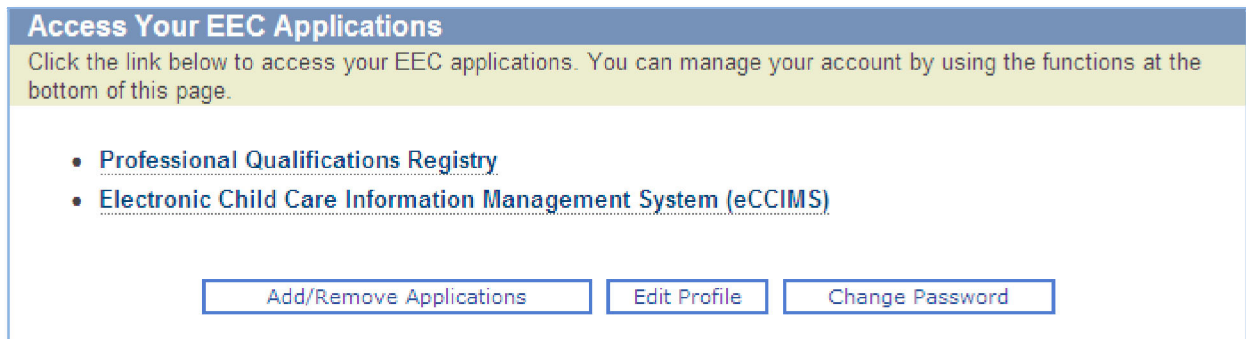
Please note that some EEC applications require that a user account be set up by an administrator at a program or at EEC. These applications include the **Electronic Child Care Information Management System (eCCIMS)**. If you have been granted access to this system, then you will see a link for eCCIMS appear on you EEC applications list.

When you click a link for an EEC application, Single Sign In will direct you to that application. For instance, if you click the link for the **Professional Qualifications Registry**, you will see the following page the first time you access that application.

Department of Early Education and Care
THE COMMONWEALTH OF MASSACHUSETTS

MASSACHUSETTS
Department of Early Education and Care

Professional Qualifications Registry
Help • Log In

Review and Accept Terms of Use

To access the EEC Professional Qualifications Registry, each user must review and accept the terms of its use.

read more ...

```
        TERMS AND AGREEMENT
Professional Qualifications Registry
1. Introduction

The Department of Early Education and Care (EEC) is pleased to provide you with
the services, contents, tools, and information provided on the Professional
Qualifications Registry (PQ Registry).  The PQ Registry is the on-line system
designed to maintain data regarding all professionals working in the Early
Education and Care field.  This information system tracks information, such as
name, education attained, work experience, training and/or continuing education
```

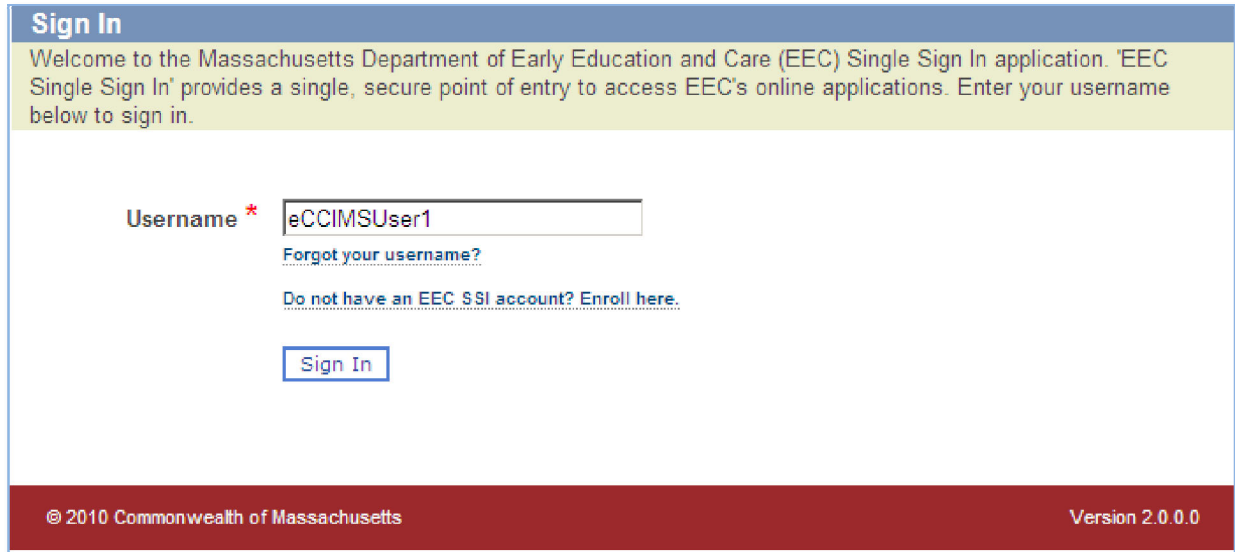☐ Yes, I accept the above terms of use.

[Continue >>]   [Cancel]

Tip: **If you have a Professional Certification and a Professional Qualifications Registry record, they should have the same number and you should access them from the same account.**

Create an SSI Account for eCCIMS

Single Sign In has been updated to streamline the process of creating a SSI account to access eCCIMS. When your site administrator creates your eCCIMS account and gives you a username and password, simply use that username and password to access Single Sign In.

Sign In

Welcome to the Massachusetts Department of Early Education and Care (EEC) Single Sign In application. 'EEC Single Sign In' provides a single, secure point of entry to access EEC's online applications. Enter your username below to sign in.

Username * eCCIMSUser1

Forgot your username?

Do not have an EEC SSI account? Enroll here.

Sign In

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Once you enter your assigned username, SSI will identify that you have a temporary password and ask for you to enter your temporary Password.

Enter Your Password

Enter your temporary passwrod below to sign in and complete your Single Sign In profile.

Password *

Forgot your password?

Sign In   Cancel

When you successfully enter your password, SSI will prompt you to complete the set up of your user account. You will only need to do this the first time you log on to Single Sign In.

At this point, you will create your account just like any other user would. See the instructions for "Enroll as a New User" for more details on this process.

Manage Your User Account

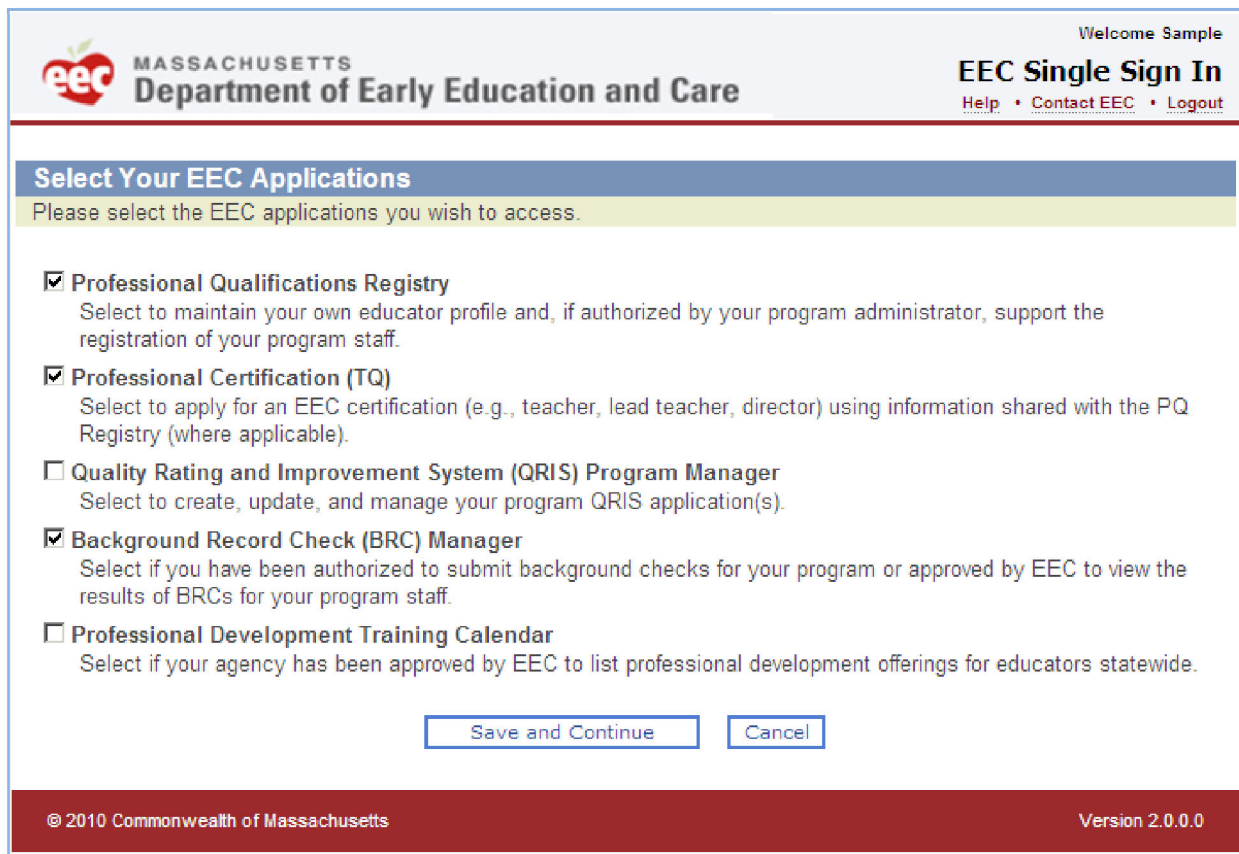On the **Access Your EEC Applications** page, you will find three buttons that will help you manage your user account.

These buttons allow you to:

- o Add/remove links to your EEC applications
- o Edit your profile information
- o Change your password

More information about each of these is included below.

Add/Remove Links to EEC Applications

Should you need access to a different EEC web application or should you no longer need access to an existing EEC application, click the **Add/Remove Applications** button to view a list of available EEC applications.

Click on the applications to which you request access and then click **Save and Continue** to save your changes. You will now see the select applications appear on your Access Your EEC Applications page. You will also see here access to applications that have been granted by a program or EEC administrator, including eCCIMS and Licensing Manager.

Access Your EEC Applications

Click the link below to access your EEC applications. You can manage your account by using the functions at the bottom of this page.

- Professional Qualifications Registry
- Electronic Child Care Information Management System (eCCIMS)
- Professional Certification (TQ)
- Background Record Check (BRC) Manager

[Add/Remove Applications]   [Edit Profile]   [Change Password]

Tip: **Some links to applications need to be assigned by a program or EEC administrator. You will only see the link if you have the rights assigned to you.**

Edit Your Profile

Whenever you have a change to your contact information (e.g., change of address, new email, etc.) or when you would like to change your security information, click the **Edit Profile** button for **Access Your EEC Applications** page.

The Update Your Profile page will allow you to view all of the information you entered as part of your SSI enrollment and will allow you change your security and contact information. If you change your address, SSI will once again check the changed address with the US Postal Service to standardize the address format. Click **Submit** to save your changes or **Cancel** to abandon your changes.
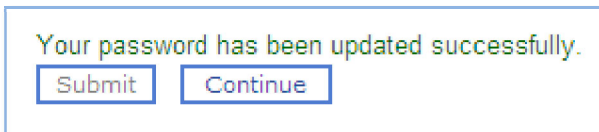
Change Your Password

From the **Access Your EEC Applications** page, you can also request to change your password. Click the **Change Password** button to request a change.

Enter your current password and then type in your new password twice in the **New Password** and **Confirm Password** fields. Make sure your new password meets the password requirements listed on the page. Click **Submit** to change your password or **Cancel** to keep your current password. When your password has been successfully updated, SSI will inform you of the change.

Log In with a Temporary Password

If you have tried to reset your password online and need EEC's Help Desk to reset it, then you will be assigned a temporary password. A temporary password is only valid for the first time you log back in to EEC's SSI application. When you log back in with your temporary password, you will be prompted to **Change Your Password** prior to accessing your EEC applications.

Change Your Password

Please enter your current password and new passwords below to change your password. New passwords must meet the password requirements specified below.

Current Password * [   ]

New Password * [   ]

Confirm Password * [   ]

[Submit] [Cancel]
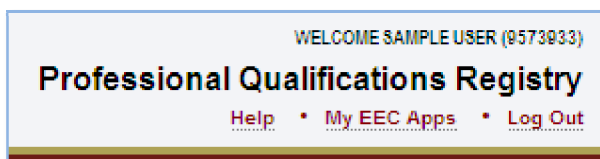
Password Requirements

- At least six characters long
- At least one lowercase character
- At least one uppercase character
- At least one number
- No spaces between characters

Tip: Before you contact the EEC Help Desk to get your password reset, try to reset it yourself online by clicking the Forgot your password? link on the Enter Your Password page.

Switch Applications

Within some of the EEC web applications, there is a new link for **My EEC Apps** that appears on the right-hand side of the page header.

WELCOME SAMPLE USER (9573933)

Professional Qualifications Registry

Help • My EEC Apps • Log Out

This link will jump you back to your list of EEC applications without having to log out and log back in again. So, if you are in the PQ Registry and need to check on your application for the Quality Rating and Improvement System (QRIS), just click the **My EEC Apps** link and then click the link to access the Quality Rating and Improvement System (QRIS).

Access Your EEC Applications

Click the link below to access your EEC applications. You can manage your account by using the functions at the bottom of this page.

- Professional Qualifications Registry
- Quality Rating and Improvement System (QRIS) Program Manager

[Add/Remove Applications] [Edit Profile] [Change Password]

Get Help

At any point if you have questions, you can click on the Help link in the upper right-hand side of the EEC Single Sign In page header to view these and other instructions about SSI and EEC's other web applications.

Welcome Sample

EEC Single Sign In

Help · Contact EEC · Logout
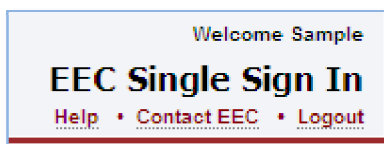
If you have questions about another EEC web application, look for the Help link within that application for instructions specific to that system. In addition, EEC has introduced short and long page instructions in the Professional Qualifications Registry that you can click for more guidance specific to the page you are have accessed.

If you need additional help, please feel free to contact the EEC User Services at EECHelpDesk@massmail.state.ma.us. You can quickly send an email to the Help Desk by clicking the **Contact EEC** link on the top of each Single Sign In page.

Logout

To logout, simply click the Logout link in the upper right-hand portion of each EEC Single Sign In page.

Welcome Sample

EEC Single Sign In

Help · Contact EEC · Logout
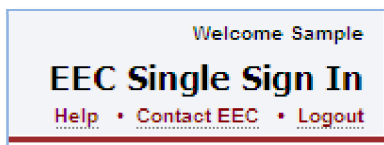
You will need to log back in to access EEC applications.

Tip: **To protect your account, EEC Single Sign In and the other EEC web applications will log you out if you have not performed an action online for an extended period of time.**

Tip: **If you use a shared computer at work or elsewhere, remember to logout when you are done working online. You can logout from within the EEC web applications as well.**