

## FAQs for Family Child Care (FCC) Programs on the EEC Professional Qualification Registry

As of August 9, 2010, over 700 Family Child Care providers have already created their personal profiles on the EEC Professional Qualifications Registry. Many more are doing so each day. Thank you very much making the PQ Registry a success!

To help Family Child Care providers and their staff get registered, we have gathered the following frequently asked questions (FAQs) specifically for FCC license holders and certified assistants.

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### **FAQ 1: I'm a FCC license holder. I registered myself. Is that all I need to do in the PQ Registry? What do I need to do for my staff?**

There are three main activities that Family Child Care license holders are asked to perform in the Professional Qualifications Registry (PQ Registry):

1. Register yourself.
2. List yourself and your staff on the "My Programs" tab.
3. Help your staff register.

If you have registered, you have completed the first activity. To list your staff and help them register, you will need access to the "My Programs" tab in the application.

FCC license holders are identified by the PQ Registry when they first create their Registry record on the "Create a New Educator Profile" page. Make sure to select the box "Yes, I am a Family Child Care license holder" and enter your current EEC license number. Below is an example.

### Create a New Educator Profile

Enter your name, date of birth and social security number below to search the EEC database. If you have previously received an EEC Professional Certification OR if your employer has already registered you in the PQ Registry, please include your Registry ID Number. If you are an active Family Child Care provider, enter your license number. Please note that \* indicate all required fields.

Last Name \*

First Name \*

Date of Birth \*   
(mm/dd/yyyy)

SSN (optional)

To make sure EEC has your proper information, indicate which of the following statements applies to you and provide the corresponding unique number: \*

Yes, I have previously applied or been certified by EEC as a teacher, lead teacher, or director (people with older certifications are encouraged to enter their SSN to aid the match to their prior record) Certification Number

Yes, my employer has registered me in the Professional Qualification Registry Registry Number

Yes, I am a Family Child Care license holder (FCC providers are encouraged to enter their SSN to help facilitate a match to their licensed program) License Number

No, none of the above applies to me

Next >>

When the system identifies you as a FCC license holder, you will see the "My Programs" tab appear in the navigation header of the PQ Registry. Please note that this tab only appears after you have completed the Personal Information page of your educator profile. You can see below the "My Programs" tab listed near the "Log Out" on the main navigation bar at the top of the page.




MASSACHUSETTS Department of Early Education and Care Professional Qualifications Registry

PERSONAL INFO EDUCATION WORK EXPERIENCE SUMMARY MY REGISTRATION MY PROGRAMS LOG OUT

Sample, FCCProvider (9557392)  
Registration Status: Active Registration Date: 8/5/2010 Renewal Date: 8/5/2011

When you click on the "My Programs" tab, the links to your educator profile will collapse into the tab "My Educator Profile" (see header sample below). You can always get back to your profile by clicking on "My Educator Profile" tab again. When you are on the "My Programs" page, you will see your program's name at the top of the page, with the total number of active registrants and the total number pending. Initially, these will be zeros.



## Listing Your Staff

The "My Programs" tab includes links to help you list yourself and your staff. Below are some of the options on that page.

### Manage Employees

- **Identify My Staff**  
View list of BRC requests submitted by your program and record employment status; view list of Teacher Qualification applicants who worked at your organization.
- **Record an Employee/Volunteer Registration**  
Quickly add an individual to your employees/volunteers list based on their self-registration
- **Manage Employees/Volunteers**  
View employee/volunteer registration information and record employment changes

You can add staff using the "Identify My Staff" and the "Record an Employee/Volunteer Registration" pages. If your employee has already registered or is certified by EEC as a teacher, lead teacher, or director, you can quickly add them to your staff list by clicking the "Record an Employee/Volunteer Registration" link. Just enter their Registry Number, their last name, and their date of birth with their employment information and that record will appear on your staff list.

If you do not know whether or not a staff person has registered, use the "Identify My Staff" page. There you can select the person's name from the lists on the right side of the page and "Add" them as staff. For most FCC programs, the "Educators Listing Work Experience at Your Program/Organization" list may be blank. Don't worry, you can still find your staff. Check to see if your employee is on the other list on the "Identify My Staff" page called "BRC Applicants of Your Organization". This is a list of background record checks (BRCs) associated with your program, so you will likely see your name and the names of the other people who live at your residence. You can add these individuals as staff by clicking "Add". If the individual is not serving as an employee or volunteer of your program, you can hide the name by clicking the "Hide" button.

Even if you are the only employee, you need to complete this staff listing.

## Helping Your Staff Register

The "Manage Employees/Volunteers" page lists all of the staff you have identified. There are four main functions on this page:

- 1) You can **track the status of your staff's registrations**. The column "Registry Status (ID)" shows each educator's status in bold. Most will likely be "Pending" to start. That means that they have not yet completed their Registration (or you have not completed it for them).

If you click on this bold Registry status, the system will **open that educator's Registry record**. If you are completing their record for them, just go ahead and enter their information. If you register an employee/volunteer, their status will then change to "Active." If your staff self-registers, their status will also change to "Active" when they have completed their registration. When you are done, click the "My Programs" link to return to your other program functions.

- 2) Under the "Action" column is a link labeled "Update." Click this link to **update the employment status** of an employee, change their position, or change their location of care.
- 3) The "Print Instructions" button allows you to **print instructions for each employee/volunteer** to help them register. Select the checkbox next to the educator and click the "Print Instructions" button. A link to a file to print will appear underneath the "Print Instructions" button.
- 4) You can also **print this list**, if it is easier to work off paper.

After an employee/volunteer is listed in the Registry, either they (if they self-registered) or you (as a program administrator) can update their record to list training hours or other updates, as appropriate.

For more information on how to administer your program, please consult the User Instructions for Programs at:

<https://www.eec.state.ma.us/pqregistry/UserInstructionsForPrograms.pdf>



## **FAQ 2: I'm a FCC license holder but I do not see the "My Programs" tab on my profile. How can I get access to administer my program?**

If you have already registered but did not enter your FCC license number initially, the PQ Registry would not have identified you as the program administrator for your FCC program. This can also happen if you register under a name that is different than what is only your EEC FCC license.

We have recently updated the EEC Certificates/Licenses page. On that page, you can look-up and list your FCC license (and your FCC certified assistants can look up their certified assistant records). When you "retrieve" your FCC license on the "EEC Certifications/Licenses" page, the application will assign you program administration rights to your FCC program and you will see the "My Programs" link appear on the top navigation bar.

If you are still having problems, you can contact the PQ Registry Team for assistance at [eecpqregistry@massmail.state.ma.us](mailto:eecpqregistry@massmail.state.ma.us).



## **FAQ 3: Do I need to add myself as staff? How can I quickly do that?**

Yes, you do need to list yourself as staff. Your list on the Manage Employees/Volunteers page should include everyone paid and unpaid providing early education and child care services for your program, especially yourself.

To make it easy to add yourself to your staff list, we have added a new link on the My Programs page. If your educator record is not already listed on your Manage Employees/Volunteer list, then the following link will be enabled.

- **Add My Record to My Program's Staff List**  
Include your record as a current employee/volunteer for your program

Click that link, enter your employment information, and click save. That's it. Your record will now show on the Manage Employees/Volunteers page and the "Add My Record to My Program's Staff List" will become disabled.

 **FAQ 4: I do not see my FCC assistant listed on the Identify My Staff page. How can I add them to my staff listing on the Registry?**

It is possible that you may not find your FCC assistant listed on your "Identify My Staff" page for you to "add" as staff.

We recommend checking with your assistant to see whether or not they have already registered. If so, ask them for their Registration Confirmation page and follow the instructions on that page to list them using the "Record an Employee/Volunteer Registration" function on the "My Programs" tab. If they have not yet registered, you can add them using the "Click here to add an employee who does not appear on this page" link on the bottom left of the "Identify My Staff" page.

 **FAQ 5: I do not see my FCC license or FCC assistant certification listed on my educator profile. How can I add my FCC license/certificate to my educator profile?**

FCC license holders that properly enter their license number when creating their educator record on the PQ Registry, should automatically see their FCC license information on the newly revised "EEC Certifications/Licenses" page. This information will also show on your printable educator profile summary.

| EEC Certificates and Licenses  |                      |   |                                  |
|--|----------------------|---|----------------------------------|
| Below is the current EEC Certification information on file for you.  |                      |   |                                  |
| EEC Professional Certifications  |                      |   |                                  |
| No EEC professional certificates found. If you have a previous EEC-issued Professional Certification, you can email the EEC Help Desk at <a href="mailto:EECHelpdesk@Massmail.state.ma.us">EECHelpdesk@Massmail.state.ma.us</a> to have those certifications appear on your PQ Registry profile. Please include your name, contact information, Registry Number, and your EEC Certificate Number in the email. |                      |   |                                  |
| Family Child Care License  |                      |   |                                  |
| Below is the current family child care license information on file for you. If you are a family child care license holder and your license is not listed, enter your program number and click the "Retrieve" button to locate your license and associate it with your Registry profile.  |                      |   |                                  |
| Program No   | <input type="text"/> | <input type="button" value="Retrieve"/>       | License No:      License Status: |
| Issue Date   |                      |   | Expiration Date                  |
| Family Child Care Certified Assistant  |                      |   |                                  |
| Below is the current Family Child Care Assistant information on file for you. If you are a certified family child care assistant and your certification is not listed, enter your assistant number and click the "Retrieve" button to locate your certificate and associate it with your Registry profile.   |                      |   |                                  |
| FCC Certified Assistant ID   | <input type="text"/> | <input type="button" value="Retrieve"/>       |                                  |
| Issue Date   |                      |   | Expiration Date                  |
| <input type="button" value=" &lt;&lt; Previous"/>  |                      | <input type="button" value=" Next &gt;&gt;"/> |                                  |

If you do not see your FCC license or certified assistant information on the "EEC Certifications/Licenses" page, you can look-up your information by entering your EEC FCC program number or assistant number

and clicking the "Retrieve" button. The system will then search the EEC licensing and certified assistant databases to confirm your information.

If the system cannot match you to your license or certified assistant record (due to a name change or other information mismatch), the system will instruct you on how you can contact EEC for assistance.



## **Help: Where can I go if I need some help?**

EEC has published instructions for educators, instructions for programs, and a growing list of frequently asked questions (FAQs) to help you use the system. You can find these resources at <https://www.eec.state.ma.us/PQRegistry/>. These resources are also available by clicking the "Help" link on the bottom of each page of the PQ Registry.

If you still have questions, EEC is here to help. For technical questions (problems with your user account, technical issues with accessing and using the system, etc.) contact the EEC Help Desk at [EECHelpDesk@massmail.state.ma.us](mailto:EECHelpDesk@massmail.state.ma.us). If you have questions about the PQ Registry and its use, please contact the PQ Registry team at [EECPQRegistry@massmail.state.ma.us](mailto:EECPQRegistry@massmail.state.ma.us).

Thank you for using the PQ Registry!