

Top 10 Most Frequently Asked Questions from the First Month of the EEC PQ Registry

As of July 20, 2010 – just over a month since the release of the EEC Professional Qualification Registry – over 5,000 records have been added to the PQ Registry. Thank you for your participation in this important workforce initiative.

In helping these initial educators and programs get registered, there were some common questions from our users. Below are the most frequently asked questions concerning the PQ Registry and our guidance for how to use the system.

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FAQ 1: I'm a program director. How can I can get access to the My Programs tab to manage my staff?

By default, EEC set up those individuals with rights as online background record check (BRC) reviewers in the EEC BRC Manager as licensee administrators for their programs. These individuals can assign program or licensee administrator rights to other users within your organization. A "licensee" administrator can manage the staff of all of the locations of care within your organization. A "program"

administrator can manage the staff of one or several of the locations within the organization. The main functions administrators can do are list and manage their current staff and help staff register.

Some programs did not have an active online BRC reviewer when the PQ Registry went live. In other organizations, this is not the person who would help staff register. If you have questions about who are your program administrators or if you are responsible for a program and wish to become a program or licensee administrator, email your name, title, program name, program address, and license number to PQ Registry team at EECPQRegistry@massmail.state.ma.us. We'll help you get set up to list your staff and help them register.



FAQ 2: I typed in the PQ Registry's web address but got a "page cannot be found" message. Why is this?

The PQ Registry is a secure web site. Make sure that if you type in the web address, that you begin the address with "https" and not "http". You can click the link below, copy it into your browser, or click the link off the EEC home page to get to the PQ Registry:

<https://eec.state.ma.us/PQRegistry/>



FAQ 3: I have a prior EEC Professional Certification, but when I search for it, the application says it is already associated with another user account. What does that mean?

As a security precaution, the PQ Registry has been designed so that your Registry record can only be accessed by your user account. Once a record is associated with (or "claimed by") an EEC Single Sign-In account, it cannot be found or viewed by other online users (other than your current employer and EEC).

In most of these cases, the user account that is assigned to your prior Professional Certification record is your old account (you just might not remember that you have one). Educators that had previously used the online EEC Professional Certification system (formerly Teacher Qualifications or TQ system) already had a Single Sign In account. When we went live with the PQ Registry last month, we assigned these online accounts access to the educator's Registry record. So, the only way to get into those records is to use your old EEC user account.

For those that remember their user name and password, you are a click away from accessing your PQ Registry record. Just login in and click the link to the "Professional Qualifications Registry"

For those who cannot remember their user name, you can email the PQ Registry Team at EECPQRegistry@massmail.state.ma.us with your name (and maiden name, if you have one), date of birth, and Professional Certification number, and we can help you retrieve your user name. Once you have your user name, you can log in and start updating your Registry record. If you cannot remember your password, you can reset it online and then access your account.



FAQ 4: I don't see my EEC Professional Certification for teacher, lead teacher, or director listed online. Why is this and how can I get it corrected?

The PQ Registry has been designed to help you find and update your previous Professional Certification record as your new PQ Registry record. This means that you will not have to reenter in the Registry any information that is already in your Professional Certification record. For users that had applied for their Professional Certification online, we automatically set them up with access to their new Registry record using their existing EEC Single Sign In account.

The system is also designed to run automated checks for prior records when a user tries to create a new Registry profile or when a program administrator lists their staff. While this works in most circumstances, there are cases when a user will end up with two Registry records (one from their prior Professional Certification and one new Registry record). This can happen due to the following reasons:

- A program administrator adds your record without selecting it from the lists on the Identify My Staff page (this is being changed in an upcoming release to limit the chance of new records being created)
- A user does not enter their Professional Certification Number on the Create a New Profile page when they first access the system
- The system cannot match your record to your previous Professional Certification due to the data in the older record (some do not have key information like date of birth or have former names)
- A user does not remember that they had a prior EEC user account and creates a new account with a new PQ Registry record

Our PQ Registry Team can resolve these duplicate records for you. Email the PQ Registry Team at EECPQRegistry@massmail.state.ma.us and include your name, your Registry record number, your prior Professional Certification records number, your date of birth, and an email address. We'll look up your two records and, if appropriate, merge the two records. The merging process can take a few days to complete, but we will follow up with an email letting you know it is done.

When your records are merged, we ask that you take a moment to review the merged record on the PQ Registry. The quickest way to confirm your information is to look at your Summary page. You should now see your Professional Certifications listed here. Please also make sure that the information on the Personal Information page is complete and up-to-date.

If you had entered information in your Registry profile that was also in your Professional Certification, you may see some duplicate information listed. Please remove any duplicates. You will not be able to remove the information that was approved as part of your EEC Professional Certification. Please also note that some older Professional Certification records do not have full information, so some fields may be blank.



FAQ 5: How come I cannot see my Family Child Care license or assistant certification online?

Right now, the PQ Registry only shows EEC Certifications from group child care (teacher, lead teacher, and director). In the future we're planning to show indications of whether or not the educator holds a family child care license or is approved as a certified assistant as well.



FAQ 6: The application says my address is invalid but my address is correct. How can I keep it?

The PQ Registry checks each address against the US Postal Service's database of known mailing addresses. This helps eliminate address typos and helps standardize the format of addresses.

The application will show you the USPS's preferred format for an address. You do not have to accept it. Underneath the address you have entered (in the middle of the Personal Information page), you will see one of the following messages:

The address you entered was not found. Please verify the above address is correct. Click "Yes" to keep your address as entered. Otherwise, click "No" and correct the address.

This message means the USPS cannot confirm the address. This can happen most frequently with PO Boxes. Just click "Yes" to keep your address as entered, or click "No" to change it.

Please verify the following standardized address is your address. Click "Yes" to use the USPS address below, click "No" to keep your address as entered.

51 SLEEPER ST, BOSTON, MA 02210-1276

This message means that the USPS found a likely match, with some small changes. To use the USPS address, click "Yes." Otherwise, to keep your address as entered, click "No." If the USPS address is correct, we encourage you to click "Yes" to accept it.

The USPS address check will happen each time you click the "Save and Next" on the Personal Information page. If you have not made a change and you have an "Active" registration, you do not need to click the "Save and Next" button. Rather, you can just navigate to whatever page you want by clicking on the tabs on the top of the page.



FAQ 7: I'm concerned about the privacy of my information. Who will be able to see my information? How are my SSN and salary protected?

The information you enter into the PQ Registry is intended for use by you, your employer, and EEC. As soon as you enter or find your profile online, the system associates that record with your online user account and hides it from being found by any other online users.

SSN Information: Using your Social Security Number can be a very valuable way to find your prior record with EEC. If you use the SSN as part of the search on the "Create a New Profile" page, it is not saved here. If you entered your SSN to search or if you had already had an SSN on your prior Professional Certification record, it will show initially on your Personal Information page in the PQ Registry. You can decide whether or not to keep it. To remove it, click the "I do not wish to or cannot provide SSN" checkbox underneath the SSN field and make sure to save the page. While your employer can view much of your PQ Registry profile, we do mask your Social Security Number from being viewed and it is not included on any printable forms.

Salary Information: A crucial component of growing the early education and care workforce is understanding the compensation available to educators throughout the Commonwealth. That is why EEC is requesting salary information as part of your Work Experience records. The PQ Registry hides your salary information from other users. Your employer will be able to see the salary you entered under your Work Experience for work with that employer, but will not be able to see any other salary information from work at other employers.



FAQ 8: I've worked in the child care field for decades? How much should I include in my Registry profile?

We understand that many educators have extensive professional development and training records and that remembering and entering that information can be time consuming. We are most interested in having complete information about the current workforce. So, a CPR training 20 years ago is not as relevant as a Child Development training last year. We are asking that you focus on the past five years and then keep the profile updated annually for new professional development/trainings.

In the future, we are planning to add a function that will automatically record your attendance at certain professional development tracked by EEC (so it will automatically show on your profile without you having to enter it). We will keep our users informed as this new function is being developed.



FAQ 9: Do my staff need their own EEC Single Sign In accounts?

Everyone who self-registers or would like access to their educator profile in the PQ Registry must have their own EEC Single Sign In account. If you share your account information with other employees, they will have access to your Registry information and you run the risk of them inadvertently changing your information.

A program or licensee administrator can register for educators who have not self-registered. Once an employee is listed as staff on the "Identify My Staff" or "Record an Employee/Volunteer Registration" pages, an administrator can register them using the functions on the "Manage Employees/Volunteers" page.

The "Manage Employees/Volunteers" page lists all of your staff and you can filter this page if you are looking for a subset of your staff. 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 (or updating it), just go ahead and enter the appropriate information. When you are done, click the "My Programs" link to return to your other program functions. If you register an employee/volunteer, his/her status will then change to "Active." If your staff self-registers, their status will also change to "Active" when they have completed their registration.

- 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 educator** to help them register. Select the checkbox next to those educators that will self-register and click the Print Instructions. A link to a file to print will appear shortly 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.



FAQ 10: I completed my registration, but I cannot print the Registration Confirmation. How can I print it?

The Registration Confirmation and several forms and reports in the PQ Registry are created as Adobe PDF files. Most computers are set up to view these files. If you cannot open these files, it is likely that you need to install the free Adobe reader software. It can be downloaded at:

<http://get.adobe.com/reader/>

If you cannot install the Adobe Reader on your computer, you can try to print it from another computer or simply give your Registry Number to your employer. Your employer can list you as an employee with that number, your name, and your date of birth. You can also print the screen to have a copy of this information.

If you have Adobe installed already, it could be a pop-up blocking setting on your computer. If you hold the Control button down while clicking the "Click here to print registration confirmation" link, the Registration Confirmation should open in a new browser window.



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/>. The FAQs are available from any page in the application by clicking the "Frequently Asked Questions" link on the bottom of each page.

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. If you have questions about the PQ Registry and its use, please contact the PQ Registry team at EECPQRegistry@massmail.state.ma.us.

Thank you for using the PQ Registry!