

EEC Single Sign In (SSI) User Guide

Single Sign In (SSI) controls access to certain Massachusetts Department of Early Education and Care (EEC) web applications, including the Professional Qualifications (PQ) Registry, Teacher Qualification (TQ), and Background Record Check (BRC) Manager. To access these applications, users must create an SSI user account. This guide explains how.

***NOTE:** This guide does not apply to users of BRC Navigator or the Licensing Education Analytic Database (LEAD). If you have questions about these or other EEC applications, look for the Help link within that application for instructions specific to that system. In addition, the Professional Qualifications Registry has guidance specific to the pages in that application.*

Contents

Accessing the SSI page	2
View messages from EEC.....	2
Sign in to access the SSI applications you have permission to use	2
Retrieve a forgotten username	3
Reset your password	5
Get help using EEC’s SSI applications	7
Accessing your SSI applications	7
Enrolling as a new user	8
Step One: Specify a username and password	8
Step Two: Enter security information	9
Step Three: Provide contact information	10
Step Four: Review and agree to the Terms and Agreement	11
Using SSI	11
Adding and removing links to SSI applications.....	12
Editing your profile.....	13
Changing your password.....	14
Logging out	15

Accessing the SSI page

Access to EEC's SSI applications begins with navigating to the EEC SSI page:

https://www.eec.state.ma.us/SSI_V2/ProfileSetup/LoginUN.aspx. From this page you can:

- View messages from EEC about the SSI applications
- Sign in to access the SSI applications you have permission to use
- Retrieve a forgotten username
- Reset your password
- Enroll as a new user
- Get help using EEC's SSI applications
- Get help for using other applications

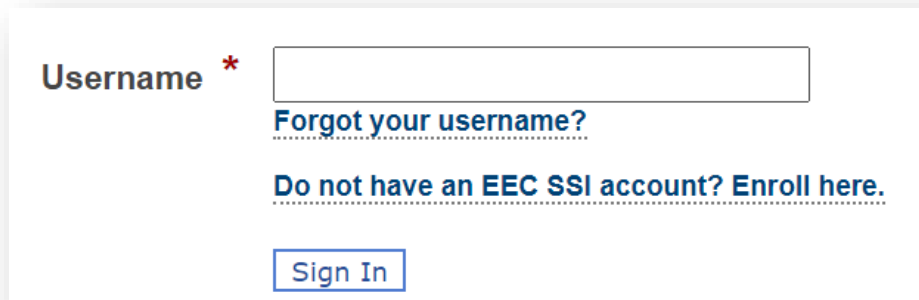
View messages from EEC

EEC periodically posts messages to users on the SSI page. Messages include information about potential downtime and other topics.

***NOTE:** In general, announcements posted to the EEC SSI page only pertain to SSI applications. Check [EEC's home page](#) or the home page of the application you are using for other announcements.*

Sign in to access the SSI applications you have permission to use

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



The screenshot shows a login form with the following elements:

- A label "Username" followed by a red asterisk (*).
- A text input field for the username.
- A blue link: "Forgot your username?"
- A blue link: "Do not have an EEC SSI account? Enroll here."
- A blue button labeled "Sign In".

After EEC confirms the username is an active SSI account, you will be prompted to enter your password. To help keep your login information secure, this page will display the security phrase you used when you created your account. Before entering your password, make sure your security phrase is displayed correctly. Enter your password and click **Sign In**.

WARNING: If you do not recognize your security phrase, do not sign in. Instead, use the [EEC Support Portal](#) for assistance.

Retrieve a forgotten username

If you forgot your username, or are unsure you have one, click **Forgot your username?** This will take you to the Retrieve Your Username page.

To have your EEC username(s) sent to you via email, enter your first and last name, email address, and day of birth (a number between 1 and 31), and click **Email Username**. For example, someone born on August 1, 1980 would enter "1" (no quotes) as their day of birth.

If SSI finds your information, you will see a confirmation message like the one below.

An email with your username(s) has been sent to **sample.user@massmail.state.ma.us**. This email can take several minutes to arrive in your Inbox. If you do not receive this email, please check your Spam folder for an email from the EEC Admin.

WARNING: If you have trouble retrieving your username, do not create a new one because it can result in duplicate records and delay what you are trying to do. Instead, use the [EEC Support Portal](#) for assistance.

You will receive an email from EEC with the username(s) that match your name, day of birth, and email address. Below is an example of what the email looks like. With your retrieved username(s), return to the SSI page and log in.

From: eec_no_reply@state.ma.us,
To: (user's email address)
Subject: EEC Single Sign In – Single Username Retrieval, No Password Reset
Date: Tue, Aug 4, 2020 12:15 pm

Dear (user's name),

This email has been sent to you because you have requested EEC to retrieve your username in the EEC Single Sign In application.

Below is the EEC Single Sign In username for (user's name) at (user's email):

(username)

- Professional Qualifications Registry

For your convenience, your EEC Single Sign In information is provided below. If you have forgotten your Password, this information will be needed to recover it when you click on the **Forgot Your Password?** link on the **Enter Your Password** page.

Username: (username)
Last Name: (user's last name)
Day of Birth: (user's day of birth)
Email Address: (user's email)

Thank you,
 EEC Administration

*** PLEASE DO NOT REPLY TO THIS EMAIL ***

This is a system email account. This mailbox is not monitored for responses; mail sent to this address cannot be answered. If you have questions regarding this email, please contact the EEC Support Portal at <https://massgov.service-now.com/eec>.

If SSI cannot find an account that matches the information you entered, you will receive a prompt it cannot retrieve your information, with instructions for using the [EEC Support Portal](#) to request assistance.

Retrieve Your Username

Please enter the information below to have your Username emailed to you. If the email you used to create your account is no longer active, please enter a current email address that is valid and active for you, and be sure to enter a telephone and address below that can be used to find your record. If you want to reset your password, select the "Reset Password" check box.

- No EEC Single Sign In account was found based on the information you have entered. Please re-enter your information or contact the EEC Support Portal at <https://massgov.servicenow.com/eec> for assistance.

First Name *	<input type="text" value="Sample"/>
Last Name *	<input type="text" value="User"/>
Email *	<input type="text" value="sampleuser@mass.gov"/>
Day of Birth (1-31) *	<input type="text" value="15"/> Ex: If your date of birth is June 30, 1980, enter 30.
Phone *	<input type="text" value="515"/> - <input type="text" value="555"/> - <input type="text" value="5555"/>
State *	<input type="text" value="MA"/>
City *	<input type="text" value="BOSTON"/>
Address 1 *	<input type="text" value="100 Main St"/>
Address 2 *	<input type="text"/>
Zipcode *	<input type="text" value="02210"/>

Reset Password

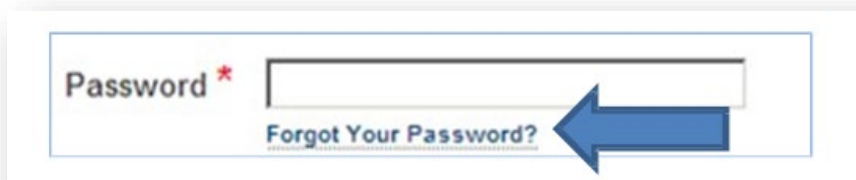
NOTES:

The email from EEC does not accept replies. Instead, use the [EEC Support Portal](#) for assistance.

If SSI cannot find your account, check the username you provided. For example, if your name is Christina, and you sometimes go by Tina, try both.

Reset your password

If you cannot remember your password, you can reset it. Click **Forgot your password?** underneath the password field on the **Enter Your Password** page.



You can reset your password in one of the following ways:

1. Reset your password online (preferred method)
2. Have a temporary password emailed to you

To use the first method, click the circle next to **Reset Password Online**. Provide your last name, the answer to your security question, your day of birth (1-31), and click **Continue**. If any of the information you provide does not match EEC's records, you will see the following error message:

Reset Password Options

You can reset your password in one of the following ways. Please select how you want to proceed.

- The information you entered is incorrect. Please enter correct information and click Continue. If the correct information you enter does not work, please contact the EEC Support Portal at <https://massgov.service-now.com/eec> for further assistance.

Reset Password Online (preferred method)

Enter the correct answers next to the red asterisks (*) below, then click **Continue** at the bottom of the page.

Username	SampleUser
Last Name *	User
Security Question	What is the name of the city you were born in?
Security Answer *	Seattle
Day of birth *	15

Email Me a Temporary Password

*Email address entered has to match the email address EEC has on file. If that email address is no longer active, please select the above option to **Reset Password Online***

Continue

Cancel

To use the second method, click the circle next to **Email Me a Temporary Password**. The email address you provide has to match the email EEC has on file. If not, you will see the below error message:

Reset Password Options

You can reset your password in one of the following ways. Please select how you want to proceed.

- Unable to verify your email address. Please try again. If still unable to verify your email, use the **Reset Password Online** (preferred method) below, or contact the EEC Support Portal at <https://massgov.service-now.com/eec> for further assistance.

Reset Password Online (preferred method)

Email Me a Temporary Password SampleUser@gmail.com

*Email address entered has to match the email address EEC has on file. If that email address is no longer active, please select the above option to **Reset Password Online***

Continue

Cancel

If that email address is no longer active, you should choose the first option.

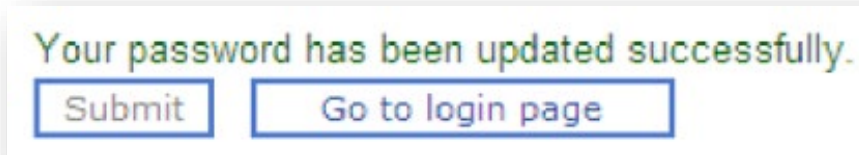
NOTE: If your security question was "What is the name of the city you were born in?", "NYC" is not valid if you originally gave "New York City" as the answer.

To reset your password, you will need to enter your new password twice to make sure there were no typos. Your new password must:

- Be at least 6 characters long

- Contain at least one lowercase character
- Contain at least one uppercase character
- Contain at least one number
- Not include any spaces

The system will prompt you if your new password does not meet these requirements. You will receive the following message when your password is updated successfully:



Click **Go to login page** to sign in with your new password.

***NOTE:** Use the [EEC Support Portal](#) for assistance with your password. For prompt service, include your username, email, and the answers to your security question. You will be assigned a temporary password. A temporary password is only valid the first time you log back into SSI. When you log back in with your temporary password, you will be prompted to change your password.*

Get help using EEC's SSI applications

If at any time you need help using the applications, click **Help** on the upper right of the page. You will be brought to a help page with a link to the [EEC Support Portal](#), as well as this guide.

Accessing your SSI applications

After you log in, SSI will bring you to the **Access Your EEC Applications** page. This page contains links to all of the SSI applications you have permission to use. In addition to accessing those applications directly, you can take other actions from this page, including:

- Add or remove links to SSI applications
- Edit your profile
- Change your password

Information about these actions is included later in this document.

NOTES:

*Click **My EEC Apps** to return to your application list without having to log out and log back into SSI.*

Having links to SSI applications does not necessarily mean you have full access to them. Some privileges within these applications must be assigned by an administrator at your program, or by EEC.

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](#)
- [Professional Certification \(TQ\)](#)
- [Quality Rating and Improvement System \(QRIS\) Program Manager](#)
- [Background Record Check \(BRC\) Manager](#)
- [Professional Development Training Calendar](#)

[Add/Remove Applications](#) [Edit Profile](#) [Change Password](#)

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Enrolling as a new user

If you are new to EEC's SSI applications, you can create a new personal user account. Follow the same steps as explained above for signing in as a returning user. On the **Sign In** page, click **Do not have an SSI account? Enroll here**. To create a new profile, you must complete each step below before exiting (if you exit before completing the process, you will need to start over):

1. Specify a username and password
2. Enter security information
3. Provide contact information
4. Review and agree to the Terms and Agreement

NOTE: If you need to change information, click the **Previous** button to take you to an earlier page.

Step One: Specify a username and password

In choosing a username and password, note the requirements for each. You must provide a unique username. To see if your requested username is available, enter that username and click **Check**. If your preferred username is not available, try a different username.

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

Create a Username and Password
Enter your preferred username below and click "Check" to confirm that username is available. Then enter the password for your new EEC SSI account. Please note the minimum requirements for both the username and password listed below.

Username * **Username Requirements**

- At least four characters
- At least one alphabetical character
- No spaces between characters
- Cannot be an existing username
- Maximum 20 characters long

Password * **Password Requirements**

Confirm Password *

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

Once you provide this information, click **Next** to continue the registration process.

WARNING: Never share your account information. If other people in your program need access to SSI applications, they should create their own accounts.

Step Two: Enter security information

Your security information must include a security phrase, a security question and answer, and your day of birth (1-31).

- Your **security phrase** is a word or phrase linked to your account that will be displayed to you after entering your username, but before entering your password.
- Your **security answer** is the answer to one of four available **security questions** in the drop-down list.
- Your **day of birth** is a number between 1-31 corresponding to the day you were born. For example, if someone born on August 1, 1980 would enter "1" (no quotes) as their day of birth.

WARNING: If you do not recognize your security phrase when signing in, do not sign in. Instead, use the [EEC Support Portal](#) for assistance. Choose a security question and answer that you will remember.

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

Specify Your Security Information

Create a security phrase for your account below. This phrase will be displayed to you each time you log on to confirm you are accessing a valid EEC application. Also, specify a security question and your day of birth to help EEC identify should you contact EEC for assistance.

Security Phrase *

Security Question *

Security Answer *

Day of Birth (1-31) * Ex: If your date of birth is June 30, 1980, enter 30.

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Once you have provided this information, click **Next** to continue the registration process.

Step Three: Provide contact information

In this section you will give your name, gender, email, phone number, and email address.

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 your contact information below. If you have an email address enter it so EEC can identify you and, when necessary, contact you. If you do not have an Email address, you must enter your mailing address. Your mailing address will be verified using the USPS address validation service. If the USPS cannot verify your mailing address you'll have the option to continue on with your mailing address as entered.

Please use your legal first and last names. Do not use nicknames. For example, if your name is William, use William, not Bill.

First Name *

Last Name *

Gender *

Email *

Confirm Email *

Phone - - Ext

NOTE: Use a personal email address that is not likely to change, as opposed to a work email, and do not use an email address (particularly a generic email address) that is shared with others.

Once you provide your contact information, click **Next** to complete the last step of the registration process.

Step Four: Review and agree to the Terms and Agreement

In the last step of the registration process, you must read the Terms of Use and check the box next to **I have read and agree to the Terms and Agreement** and click **Finish** to enroll in SSI. Your user account will be saved, and you will be able to log in with your username and password.

The screenshot shows a web interface for creating a user profile. It is divided into two main sections: 'Create Your User Profile' and 'Confirm Your Information'.

Create Your User Profile: This section includes a progress indicator with four steps: 1. Username and Password, 2. Security Information, 3. Contact Information, and 4. Terms and Confirmation (which is currently selected and highlighted in green).

Confirm Your Information: This section displays a list of user details for review:

Username	SampleUserName
Password	*****
Security Phrase	Children playing
Security Question	What is the name of the city you were born in?
Security Answer	Worcester
Day of Birth	11
Name	Educator, Sample
Gender	Female
Email	sample.educator@ChildCareCenter.org
Phone	617-555-1234 2233
Address	51 SLEEPER ST NONE, BOSTON , MA 02211-0001

Below the information list is a 'Terms and Agreement' section. It contains a scrollable text area with the following text:

TERMS OF USE FOR SINGLE SIGN IN

1. Introduction and Use of Site
The Department of Early Education and Care (EEC) is pleased to provide you with the services, contents, tools, and information provided on our Single Sign-In. These services

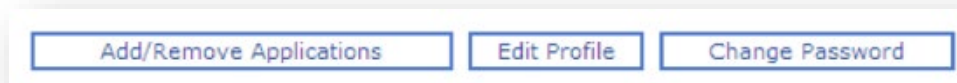
Below the text area is a checkbox labeled 'I have read and agree to the Terms and Agreement', which is checked. At the bottom of this section are three buttons: 'Previous', 'Finish', and 'Cancel'.

The footer of the page includes the copyright notice '© 2010 Commonwealth of Massachusetts' and the version number 'Version 2.0.0.0'.

NOTE: Keep your information up to date! The only thing you cannot change later is your username.

Using SSI

On the **Access Your EEC Applications** page are three buttons to help you manage your account: **Add/Remove Applications**, **Edit Profile**, and **Change Password**.



Adding and removing links to SSI applications

After completing the enrollment process for the first time, SSI will ask you to select which applications you wish to access. By default, SSI will select the Professional Qualifications Registry, although you can unselect if you do not need to register. You can add and remove applications later based on your needs and the needs of your program.

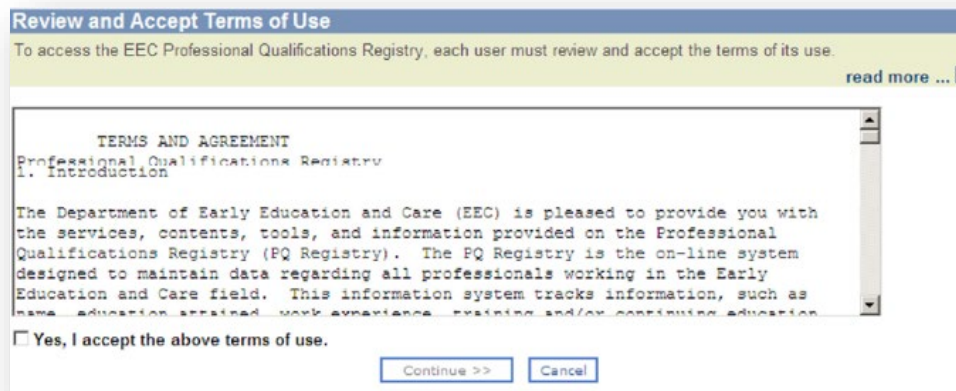
A screenshot of a web form titled "Select Your EEC Applications". The form has a blue header bar with the title. Below the header is a light green instruction bar: "Please select the EEC applications you wish to access." The main content area is white and contains five checkboxes, each with a label and a description:

- Professional Qualifications Registry**
Select to maintain your own educator profile and, if authorized by your program administrator, support the registration of your program staff.
- Professional Certification (TQ)**
Select to apply for an EEC certification (e.g., teacher, lead teacher, director) using information shared with the PQ Registry (where applicable).
- Quality Rating and Improvement System (QRIS) Program Manager**
Select to create, update, and manage your program QRIS application(s).
- Background Record Check (BRC) Manager**
Select if you have been authorized to submit background checks for your program or approved by EEC to view the results of BRCs for your program staff.
- Professional Development Training Calendar**
Select if your agency has been approved by EEC to list professional development offerings for educators statewide.

At the bottom of the form are two buttons: "Save and Continue" and "Cancel". A red footer bar at the very bottom contains the text "© 2010 Commonwealth of Massachusetts" on the left and "Version 2.0.0.0" on the right.

Click the box next to each application you wish to access, then click **Save and Continue**. You will now see the select applications appear on your **Access Your EEC Applications** page. You will also see applications that have been granted to you by a program or EEC administrator.

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:



***NOTE:** If you have a Professional Certification and a Professional Qualifications Registry record, both should have the same number and be accessible from the same account.*

Should you need access to a different SSI application or should you no longer need access to an existing one, click the **Add/Remove Applications** button to view a list of available EEC applications. Click or unclick the check boxes next to the appropriate applications then click **Save and Continue** to save your changes. You will now see your selected applications appear on your **Access Your EEC Applications** page.



Editing your profile

Whenever your contact information changes (e.g., name, address, email, etc.) or when you would like to change your security information, click **Edit Profile**, then update the relevant fields and click **Submit** to save your changes.

Update Your Profile

Update your information below and click 'Submit' to save your changes. Please note that all fields marked with * are required.

Security Information

Security Phrase *

Security Question *

Security Answer *

Day of Birth * Ex: If your date of birth is June 30, 1980 enter 30

Contact information

First Name *

Last Name *

Gender *

Phone - - Ext

Email

State

City

Address 1

Address 2

Zipcode

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Changing your password

You can change your password from the **Access Your EEC Applications** page. Click **Change Password**.

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 *

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

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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



Logging out

To logout, simply click the **Logout** link in the upper right-hand portion of any SSI page. You will need to log back in to access SSI applications.

***NOTE:** To protect your account, SSI and other EEC web applications will log you out if you have not performed an action online for an extended period of time. If you share your computer with someone else, remember to log out when you are done working. You can also log out from within the EEC web applications.*
