



**Arizona Child Care Resource & Referral**

**Enhanced Provider Search User Guide**

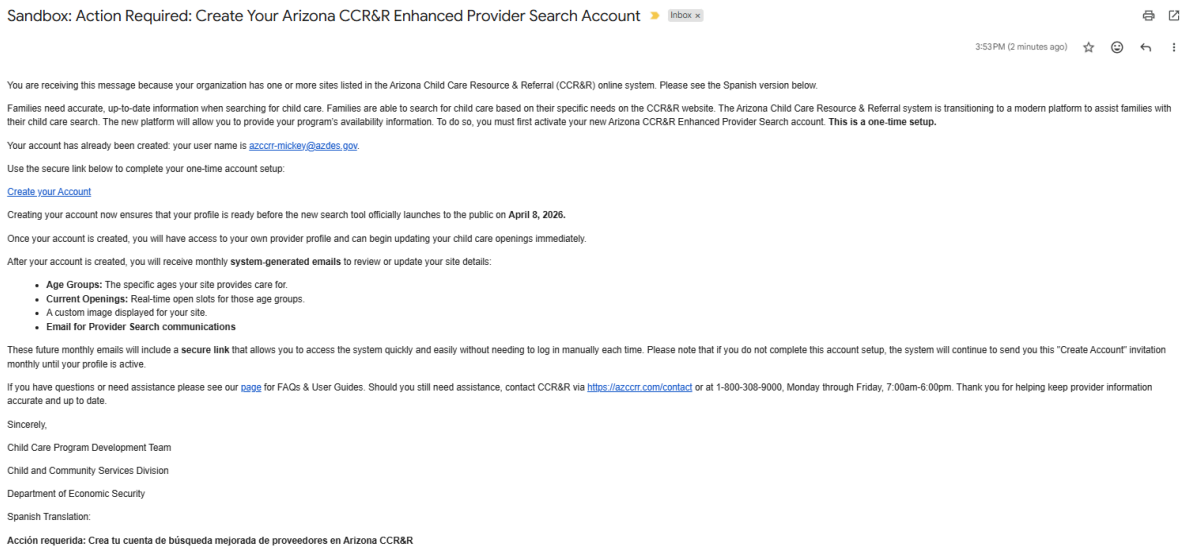
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# Section 1: Accessing Your Account

## 1.1 The Invitation Email

All providers will receive an automated invitation email from the **Arizona CCR&R Enhanced Provider Search** system.

- **Action:** Open the email and click the unique "Create your Account" link.



## 1.2 Your System-Generated Username

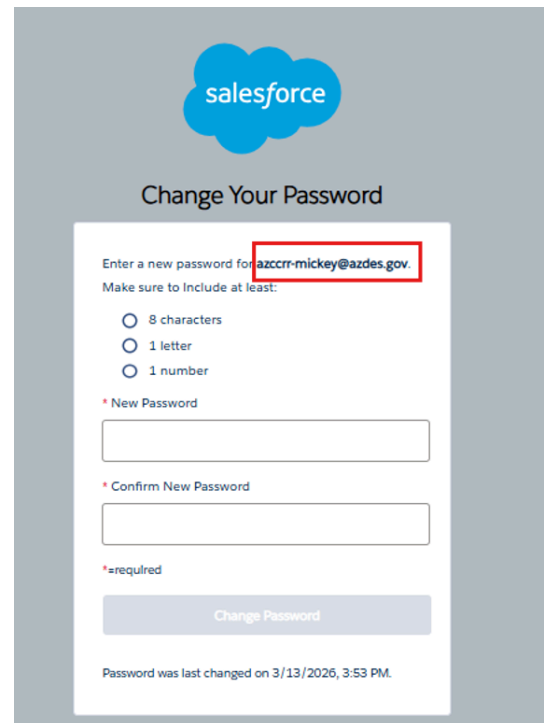
To ensure security and uniformity across the DES network, your username is pre-assigned. You cannot change this during the setup process.

- **Username Format:** **azcrr-** followed by your registered email address.
- **Example:** If your email is **provider@example.com**, your username will be **azcrr-provider@example.com**

## 1.3 Creating Your Password

When prompted to create a password, please adhere to the following security requirements:

- Minimum of 8 characters.
- At least one uppercase letter (A-Z)
- At least one number (0-9)
- At least one special character (e.g., \$!, @, #, \).



## 1.4: Future Access and Support

Once your account is activated, you can return to your dashboard at any time. These website navigation updates are scheduled to be live by **March 20, 2026**.

### Methods for Returning to Your Account

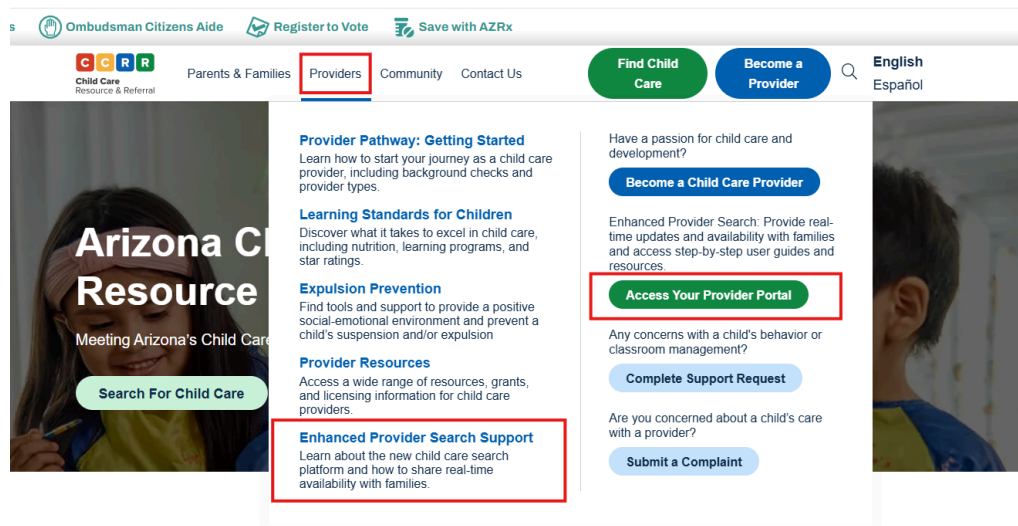
There are two primary ways to access your Provider Dashboard after your initial setup:

- **Using Your Invitation Email:** You may return to your original automated invitation email and select the activation link to be directed to the login screen.
- **Using the [Arizona Child Care Resource & Referral website](#):** You can log in directly through the public website using the navigation steps below.
- **Bookmarking the Page:** For the fastest access, we recommend bookmarking the **Provider Login** page in your web browser once you have navigated to it.

### Finding the Provider Portal on the Website

The website navigation has been updated to provide a direct path for existing providers to manage their information:

1. Navigate to the [Arizona Child Care Resource & Referral website](#).
2. Hover over or select the **Providers** tab in the top navigation menu.
3. From the dropdown menu, locate the green **Access Your Provider Portal** button on the right side.
4. Alternatively, from the new **Enhanced Provider Search** landing page, click the green **Log in to Portal** button located next to the "Access the Provider Portal" heading.
5. Enter your **azcrr- username** and password to log in.



## Accessing Enhanced Provider Search Information

To help you navigate the new search platform and share real-time availability with families, a dedicated landing page is available:

- On the main website menu, select the tab labeled **Providers**.
- Select the **Enhanced Provider Search Support** link (the fifth item in the list).
- This centralized page provides access to:
  - **Step-by-step user guides** and technical documentation.
  - **Frequently Asked Questions (FAQs)**.
  - **Recorded training videos and webinars**.



### Access the Provider Portal

Learn about the enhanced provider search platform and how to share real-time availability with families

[Log in to Portal](#)

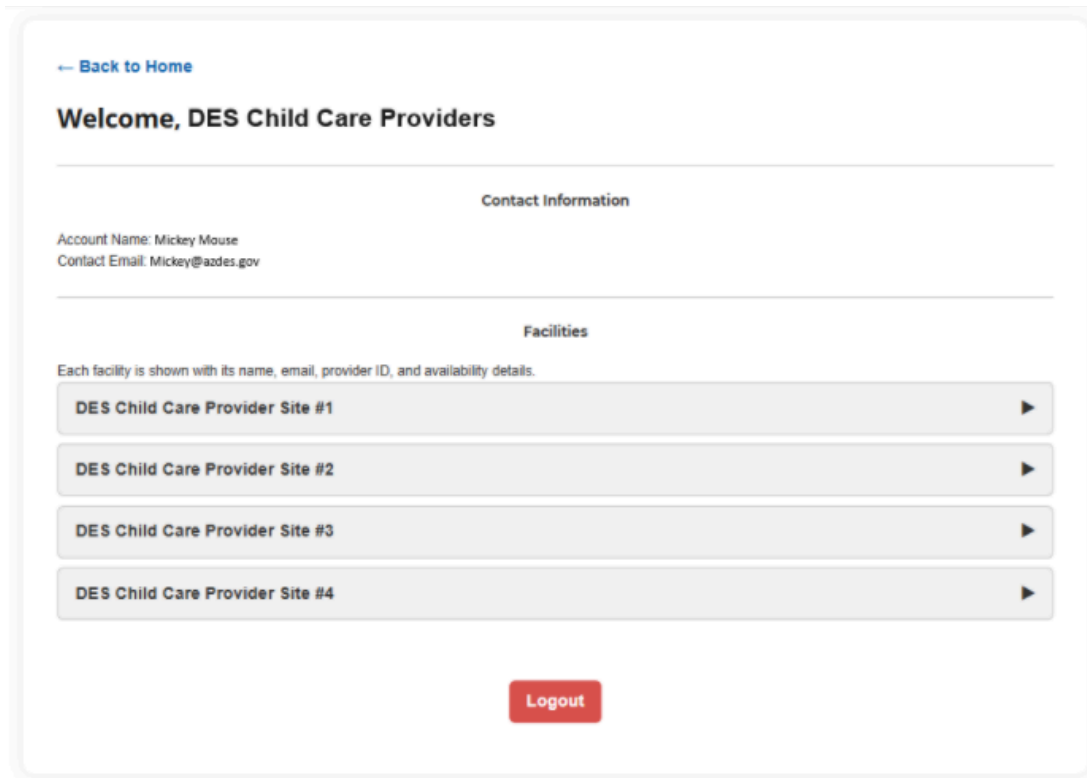
# Section 2: Your Provider Dashboard

## 2.1 Transition to the Salesforce Platform

Previously, provider accounts were managed by the **Child Care Resource & Referral (CCR&R)** team. In the new Salesforce experience, you now have a unified **Provider Dashboard** where you can view all sites associated with your email address in one place.

## 2.2 Navigating the Facilities List

When you log in, your primary view is the **Welcome** page. Under the **Facilities** heading, you will see a list of every site associated with your account email. Each facility is displayed within a grey "accordion" bar.



## 2.3 Expanding Site Details

To view the specific details for a site or to access the edit features:


1. **Locate the Facility:** Find the bar with the name of the site you wish to view.
2. **Expand the View:** Click anywhere on the facility bar.
3. **View Information:** The bar will expand downward to reveal the site's **Address, Image, Email, and Age Groups with Availability details.**

Facilities

Each facility is shown with its name, email, provider ID, and availability details.

DES Child Care Provider Site #1 ▼

Address: 704 E BUTLER DR, Phoenix 85020  
Governance Source System: DHS  
Governance Status: Provider Managed  
Availability Point of Contact Email: Mickey@azdes.gov  
Provider ID: 10185  
Facility Image:



Current Availability:

Age Groups	Offering Care?	Openings
Infant (Under 1)	Offered	2 slots
Toddler 1 (1)	Not Offered	-
Toddler 2 (2)	Offered	5 slots
Preschool 1 (3)	Offered	2 slots
Preschool 2 (4 – 5)	Not Offered	-
School Age (5 – 12)	Offered	4 slots

[Edit Facility](#)

DES Child Care Provider Site #2 ▶

DES Child Care Provider Site #3 ▶

## 2.4 How Your Sites Were Grouped

The system grouped sites based on the email address currently on file with the respective licensing or certifying agency:

- **DHS Licensed Child Care Centers & Group Homes:** Sites are grouped based on the email address on file with the **Department of Health Services (DHS)**.
- **DES Certified Family Child Care Home Providers:** Sites are grouped based on the email address on file with the **Department of Economic Security (DES)**.
- **All Other Providers:** Sites are grouped based on the email address currently on file with **Child Care Resource & Referral (CCR&R)**.

## 2.5 Sites Not Displayed in Your View

Because the dashboard groups sites by a specific email address, any site registered under a different email will **not be displayed in your current view**. To consolidate your sites under one dashboard, you must update your records with the appropriate agency:

- **For DHS Licensed Sites:** Contact the **Department of Health Services (DHS)** to update your facility's contact email.
- **For DES Certified Sites:** Contact your DES Licensing Surveyor at **cccertification@azdes.gov**.
- **For All Other Sites:** Contact the **Child Care Resource & Referral (CCR&R)** team.

## 2.6 Delegating Access: Adding an Availability Point of Contact (APOC)

If you are the primary account holder but would like to designate someone else to manage site updates, you can add an **Availability Point of Contact (APOC)**.

**Note:** You must create the initial account yourself before you can designate an APOC. Once added, the system will automatically send that individual an invitation to create their own login.

### Availability Point of Contact Email Settings

If you would like to specify an email address that does not match the facility's primary email, please enable the email input below. This will disconnect you from the primary email on file. You can reconnect this facility to the email we have on file at any time.

Governance Source: DHS

This facility is connected to the DHS source.

[Disconnect from DHS Source](#)

### Availability Point of Contact (APOC) Email

Mickey@azdes.gov

### Steps to add an APOC (repeat for each site if necessary):

1. **Select Your Site:** From your Dashboard, click on the site name bar to expand it.
2. **Edit Facility:** Click the **"Edit Facility"** button.
3. **Disconnect from Source:** In the **"Availability Point of Contact Email"** section, click the **"Disconnect from Source"** button.
4. **Enter Email:** In the pop-up window, enter the email address of the person you want to manage the site's program data.
5. **Confirm:** This triggers the system to send an invite to the new contact.

### Disconnect from DHS Source

By providing a custom Availability Point of Contact (APOC) email, this facility's contact information will no longer be updated automatically by our DHS systems. DHS changes will not overwrite the email you enter here.

Availability Point of Contact (APOC) Email

Mickey@azdes.gov

Confirm

Cancel

### **Further Assistance**

If you still need assistance or a site is still not appearing correctly, contact **CCR&R**:

- **Phone:** 1-800-308-9000
- **Hours:** Monday – Friday, 7:00 am – 6:00 pm

## Section 3: Enhancing Your Site Profile

When you select the **"Edit Facility"** button, you will be directed to a page where you can personalize your site's public profile. To ensure data integrity, licensing information is view-only; however, you can manage the following sections in the order they appear on the screen:

### 3.1 Custom Facility Image

The first section allows you to manage the visual representation of your site.

- **Current Image:** Displays the photo currently visible to families on the public search tool.
- **Upload New Image:** Use the **"Upload Files"** button to select a photo. The system supports **.JPG**, **.JPEG**, and **.PNG** file types.
- **Internal Review Requirement:** All new images undergo a review by the DES to ensure they meet quality standards. This process typically takes 5 to 7 business days.
- **Pending Approval Image:** After you upload a new photo and click Save, it will appear here. While in this status, the public site will continue to show your **Current Image**.
- **Approval Notification:** Once the DES team reviews and approves the new image, the system will automatically send you an email notification. At that time, the new image will move to the **Current Image** position and become visible to families.

#### Tips for a Successful Image Upload

To ensure your photo is approved quickly and looks professional to families:

- **Orientation:** Photos look best if they are **Landscape** (horizontal/wide) rather than Portrait (tall/vertical).
- **File Size:** Try to keep the file size **under 5 MB** so the page loads quickly for families on mobile devices.
- **Detailed Standards:** For more information, refer to the **Image Guidelines Document** available on the new **Enhanced Provider Search** web page.

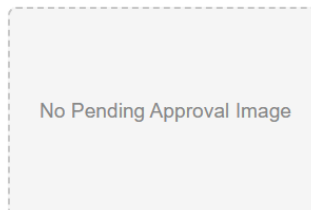
[← Back to Settings](#)

#### Edit Facility

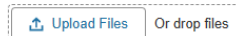
Facility Name: DES Child Care Provider Site #3  
Facility Email:  
Facility Address:  
Facility Image:



Pending Approval Image:



Upload New Image



## 3.2 Availability Point of Contact (APOC) Settings

Directly below the images is the section for managing who receives enrollment inquiries.

- **Status:** This section shows if you are currently "connected" to the primary agency email or if you have designated a custom contact.
- **The Action:** As detailed in Section 2, you can use the **"Disconnect from Source"** (or **"Reconnect"**) button here to update the specific email address that the system will use to reach you

### Availability Point of Contact Email Settings

If you would like to specify an email address that does not match the facility's primary email, please enable the email input below. This will disconnect you from the primary email on file. You can reconnect this facility to the email we have on file at any time.

Governance Source: DHS

This facility is connected to the DHS source.

[Disconnect from DHS Source](#)

### Availability Point of Contact (APOC) Email

Mickey@azdes.gov

## 3.3 Provider Availabilities

The final section of the page is a grid used to communicate your current capacity to families.

- **Care Offered:** For each age group (Infant through School Age), use the dropdown menu to select **"Offered"** or **"Not Offered."**
- **Openings:** The **Openings** text box is enabled only when **Care Offered** is set to **"Offered."**
  - If a category is marked **"Not Offered,"** the **Openings** box will be grayed out and cannot be edited.

Age Group	Care Offered	Openings
Infant (Under 1)	Select an Option	
Toddler 1 (1)	Offered Not Offered	
Toddler 2 (2)	Select an Option	
Preschool 1 (3)	Select an Option	
Preschool 2 (4 – 5)	Select an Option	
School Age (5 – 12)	Select an Option	

[Save](#) [Cancel](#)

## 3.4 Saving Your Changes

To finalize your updates, scroll to the bottom of the page and select the **"Save"** button. If you wish to discard your changes, select **"Cancel."**

## Section 4: Preview How Families See Your Updates

The updates you make to your profile ensure that families can find your program and understand your current capacity. Below is a preview of how that information will be displayed to families on the new **Arizona CCR&R Childcare Provider Search** portal launching **April 8**.

### 4.1 Update Speeds and Visibility

Different parts of your profile update at different speeds:

- **Immediate Updates:** The following items post to the public site as soon as you select **"Save"** in your portal:
  - **Care Offered Status:** (e.g., "Offered" vs. "Not Offered").
  - **Openings:** The specific number of vacancies you entered.
- **Reviewed Updates:**
  - **Site Image:** New photo uploads require internal review, which typically takes **5 to 7 business days**. While your new photo is in "Pending" status, the public site will continue to show your previous image.

### 4.2 The Search Results Card

When a family searches for child care, your site appears as a **Results Card**. This is their first impression of your program.

- **System Default Images:** To ensure a professional look at launch, the system randomly assigns one of 20 high-quality generic images to your profile. These are standard placeholders and do not reflect your specific provider type or facility.
- **Custom Facility Image:** Once your custom photo is approved, it will replace the generic placeholder, helping families recognize your specific program.
- **Availability Indicators:** If you have entered numbers into the **Openings** field, an **"Openings Available"** badge appears on your card instantly, helping families prioritize your site.

The screenshot shows the Arizona CCR&R website interface. At the top, there are navigation links for 'Visit OpenBooks', 'Ombudsman Citizens Aide', 'Register to Vote', and 'Save with AZRx'. A search bar contains 'Search az.gov'. Below this, there are two search input fields: 'Search by location' with the example 'e.g. Tempe' and 'Search by provider name' with the example 'DES Child Care Provider'. A filter bar contains buttons for 'Provider Type', 'Ages Accepted', 'Availability', 'Hours of Operation', 'Program Quality', 'Financial Assistance', 'Child's Needs', and 'Additional Services'. The results section shows 'Showing 1 out of 1 results | 0/15 favorited' and a 'View Favorite Providers' button. A pagination control shows 'Page 1 of 1'. The main result is for 'DES CHILD CARE PROVIDER SITE #1', which includes a photo of a child care center, a heart icon, address (704 E Butler Dr, Phoenix, AZ, 85020), phone number ((602)-674-9800), hours (6 AM - 6 PM), distance (13 mi), and capacity (83). Below the provider details is a table showing availability for different age groups.

Availability		Openings ⓘ
Infant (Under 1)	Not Offered	
Toddler 1 (1)	Not Offered	
Toddler 2 (2)	5	
Preschool 2 (4 - 5)	2	
Preschool 1 (3)	2	
School Age (5 - 12)	4	

## Final Assistance

If you need any further help with your account, please contact the **CCR&R** team:

- **Phone:** 1-800-308-9000
- **Hours:** Monday – Friday, 7:00 am – 6:00 pm
- **Website:** [Arizona Child Care Resource & Referral](#)