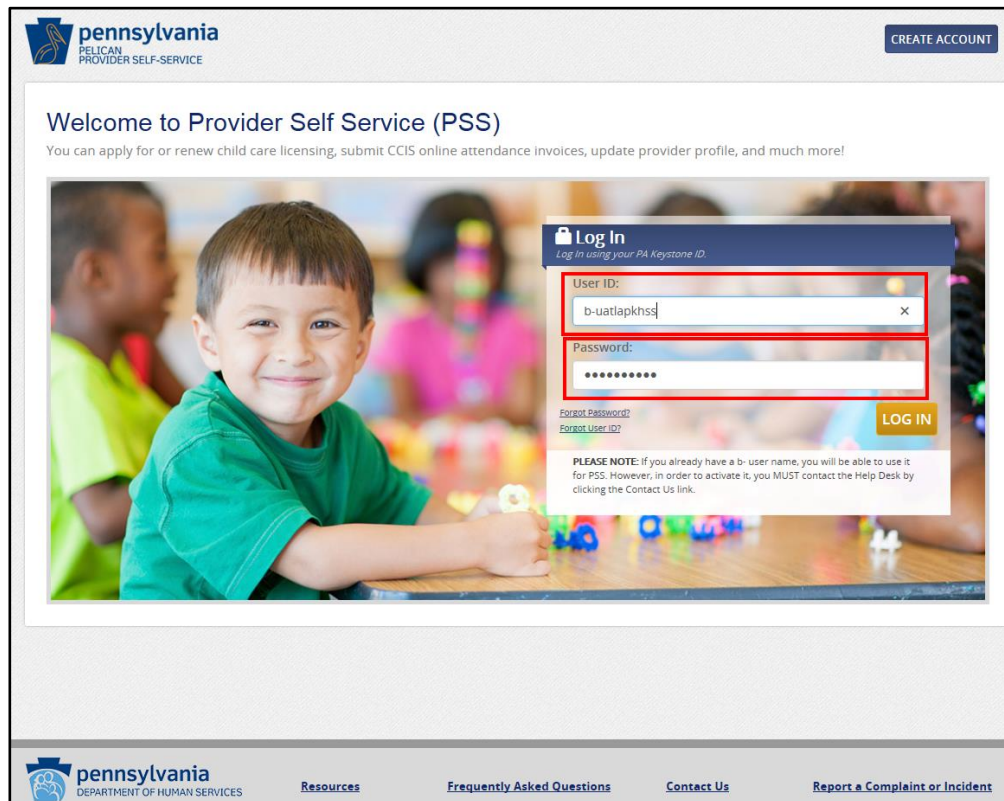


After November 20<sup>th</sup>, 2017, PELICAN-ELN users will have the required roles to log into the PSS portal where they can access ELN as well as PSS.



pennsylvania  
P E L I C A N  
PROVIDER SELF-SERVICE

CREATE ACCOUNT

### Welcome to Provider Self Service (PSS)

You can apply for or renew child care licensing, submit CCIS online attendance invoices, update provider profile, and much more!

#### Log In

Log in using your PA Keystone ID.

User ID:  
b-uatiapkhs

Password:  
\*\*\*\*\*

[Forgot Password?](#) [Forgot User ID?](#) **LOG IN**

**PLEASE NOTE:** If you already have a b- user name, you will be able to use it for PSS. However, in order to activate it, you MUST contact the Help Desk by clicking the Contact Us link.

pennsylvania  
DEPARTMENT OF HUMAN SERVICES

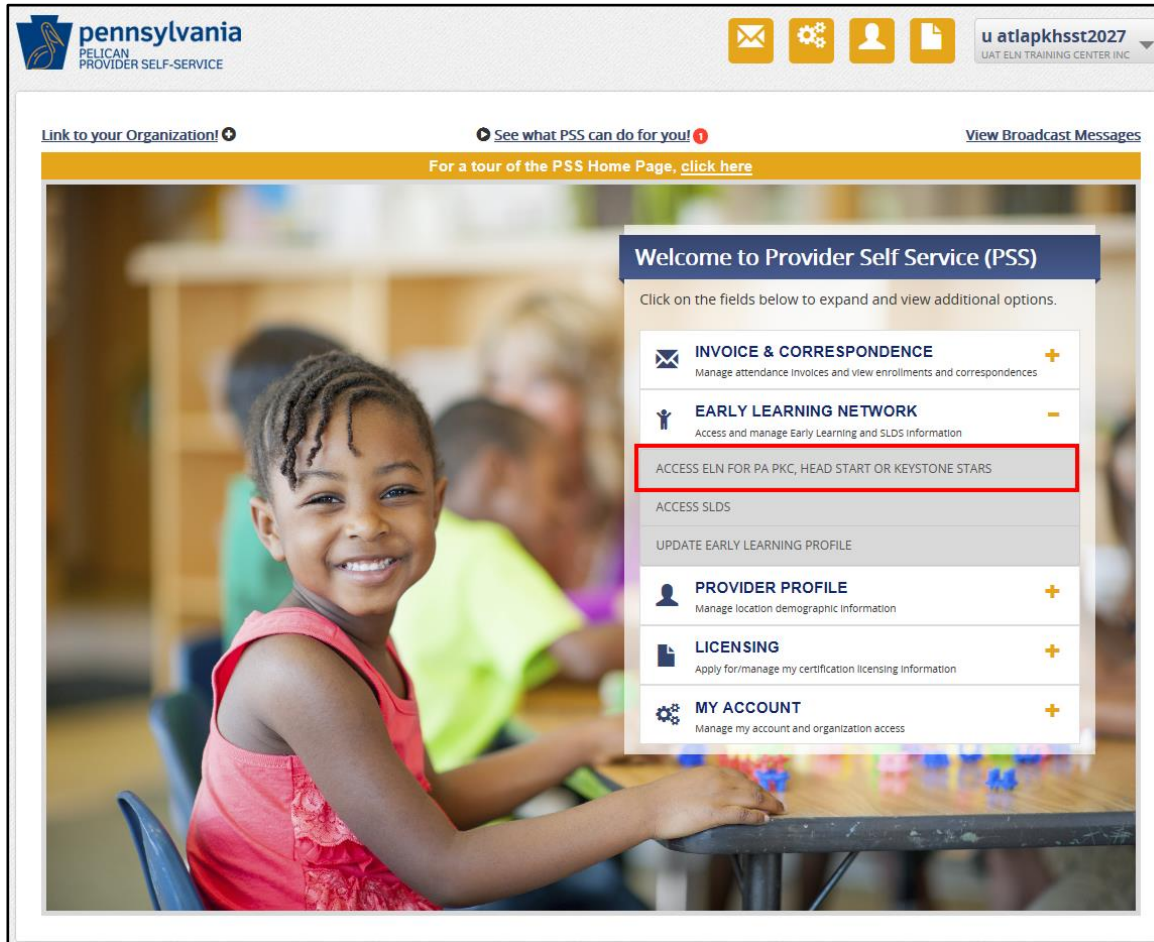
[Resources](#) [Frequently Asked Questions](#) [Contact Us](#) [Report a Complaint or Incident](#)

#### For ELN users who want to access ELN:

1. Enter URL [www.pelican.state.pa.us/provider](http://www.pelican.state.pa.us/provider)
2. Use your PELICAN-ELN user name and password to log into Provider Self Service (PSS)
3. The **PSS Home Page** opens.

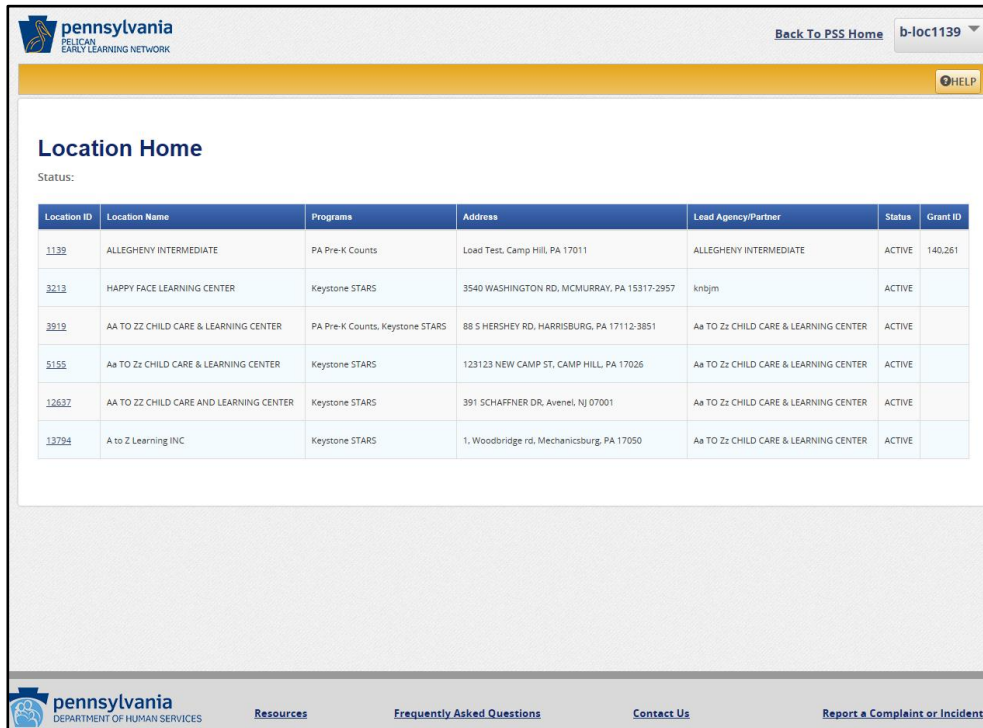
# ACCESSING ELN THROUGH PSS

## TIP SHEET



From the **PSS Home** Page,

4. Access ELN by clicking the + symbol on the Early Learning Network drawer and
5. Click on **“ACCESS ELN FOR PA PKC, HEAD START OR KEYSTONE STARS”**



The screenshot shows the 'Location Home' page in the ELN system. At the top, there is a navigation bar with 'Back To PSS Home' and a dropdown menu showing 'b-loc1139'. Below this is a yellow bar with a 'HELP' icon. The main content area is titled 'Location Home' and includes a 'Status:' label. A table lists several locations with their details.

Location ID	Location Name	Programs	Address	Lead Agency/Partner	Status	Grant ID
1139	ALLEGHENY INTERMEDIATE	PA Pre-K Counts	Lead Test, Camp Hill, PA 17011	ALLEGHENY INTERMEDIATE	ACTIVE	140,261
3213	HAPPY FACE LEARNING CENTER	Keystone STARS	3540 WASHINGTON RD, MCMURRAY, PA 15317-2957	knbjm	ACTIVE	
3919	AA TO Zz CHILD CARE & LEARNING CENTER	PA Pre-K Counts, Keystone STARS	88 S HERSHEY RD, HARRISBURG, PA 17112-3851	Aa TO Zz CHILD CARE & LEARNING CENTER	ACTIVE	
5155	Aa TO Zz CHILD CARE & LEARNING CENTER	Keystone STARS	123123 NEW CAMP ST, CAMP HILL, PA 17026	Aa TO Zz CHILD CARE & LEARNING CENTER	ACTIVE	
12637	AA TO Zz CHILD CARE AND LEARNING CENTER	Keystone STARS	391 SCHAFFNER DR, Avenel, NJ 07001	Aa TO Zz CHILD CARE & LEARNING CENTER	ACTIVE	
13794	A to Z Learning INC	Keystone STARS	1, Woodbridge rd, Mechanicsburg, PA 17050	Aa TO Zz CHILD CARE & LEARNING CENTER	ACTIVE	

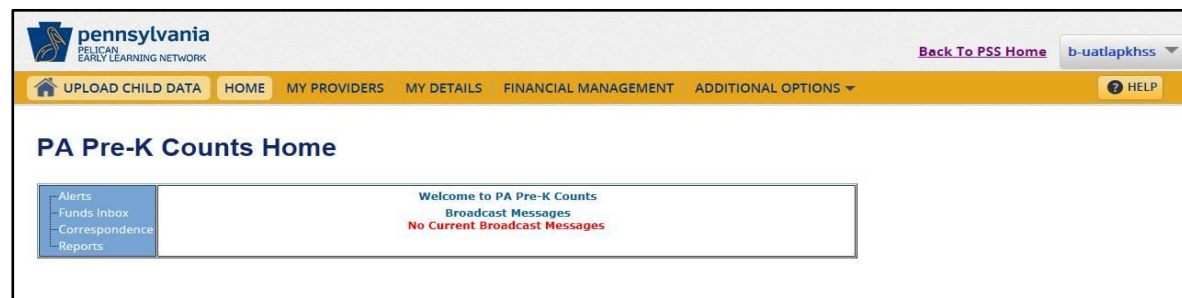
At the bottom of the page, there is a footer with the Pennsylvania Department of Human Services logo and several links: Resources, Frequently Asked Questions, Contact Us, and Report a Complaint or Incident.

**Location Users** will navigate to the **Location Home** page from the ELN drawer.

Location Users will select the Location desired to continue to the **PA Pre-K Counts Home** page for the location selected in ELN.

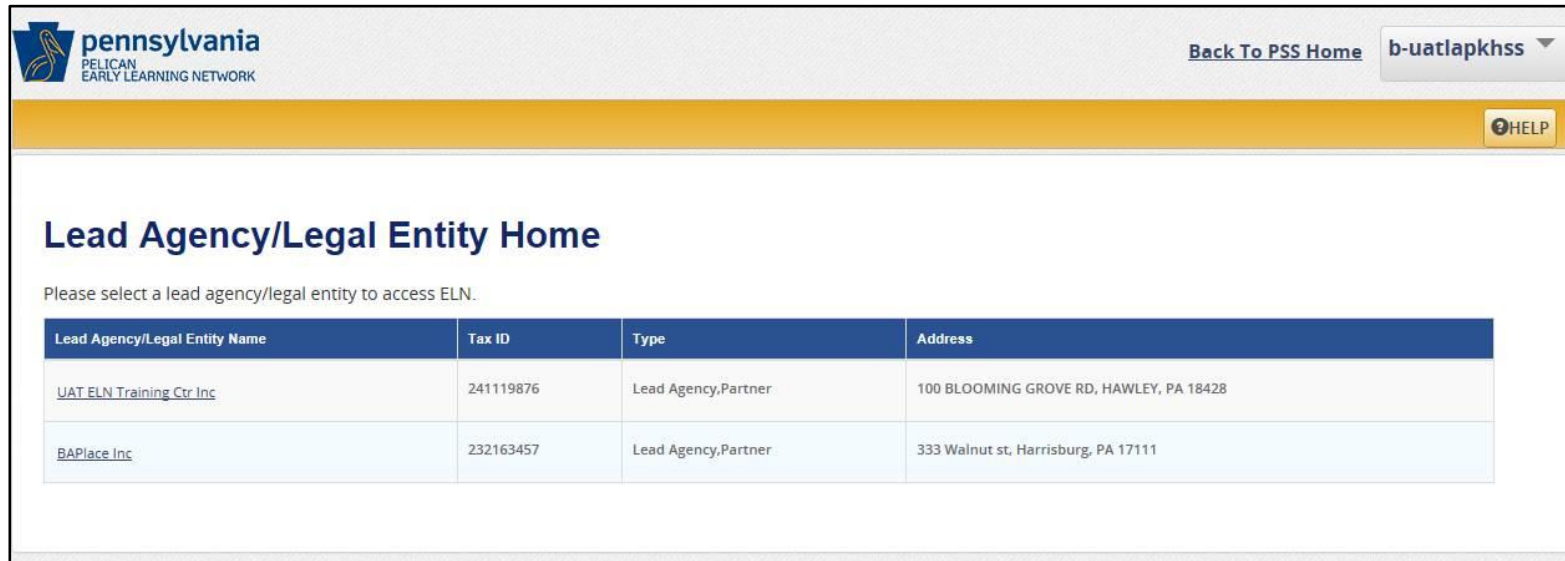
*NOTE: The bottom of the page in ELN has links for Resources, Frequently Asked Questions, Contact Us and Report a Complaint or Incident.*

*NOTE: Report a Complaint or Incident is where you can submit a report regarding a child health or safety issue to the Regional Certification Office by selecting Report a Complaint or Incident.*



The screenshot shows the 'PA Pre-K Counts Home' page. At the top, there is a navigation bar with 'Back To PSS Home' and a dropdown menu showing 'b-uatlapkhs'. Below this is a yellow bar with a 'HELP' icon and a navigation menu with options: UPLOAD CHILD DATA, HOME, MY PROVIDERS, MY DETAILS, FINANCIAL MANAGEMENT, and ADDITIONAL OPTIONS. The main content area is titled 'PA Pre-K Counts Home' and includes a sidebar with links: Alerts, Funds Inbox, Correspondence, and Reports. The main content area displays a welcome message and broadcast messages.

Welcome to PA Pre-K Counts  
Broadcast Messages  
No Current Broadcast Messages



The screenshot shows the 'Lead Agency/Legal Entity Home' page. At the top left is the 'pennsylvania PELICAN EARLY LEARNING NETWORK' logo. At the top right are links for 'Back To PSS Home' and a user dropdown menu showing 'b-uatlapkhss'. Below the header is a yellow bar with a 'HELP' button. The main content area has the title 'Lead Agency/Legal Entity Home' and a prompt: 'Please select a lead agency/legal entity to access ELN.' Below this is a table with two rows of data.

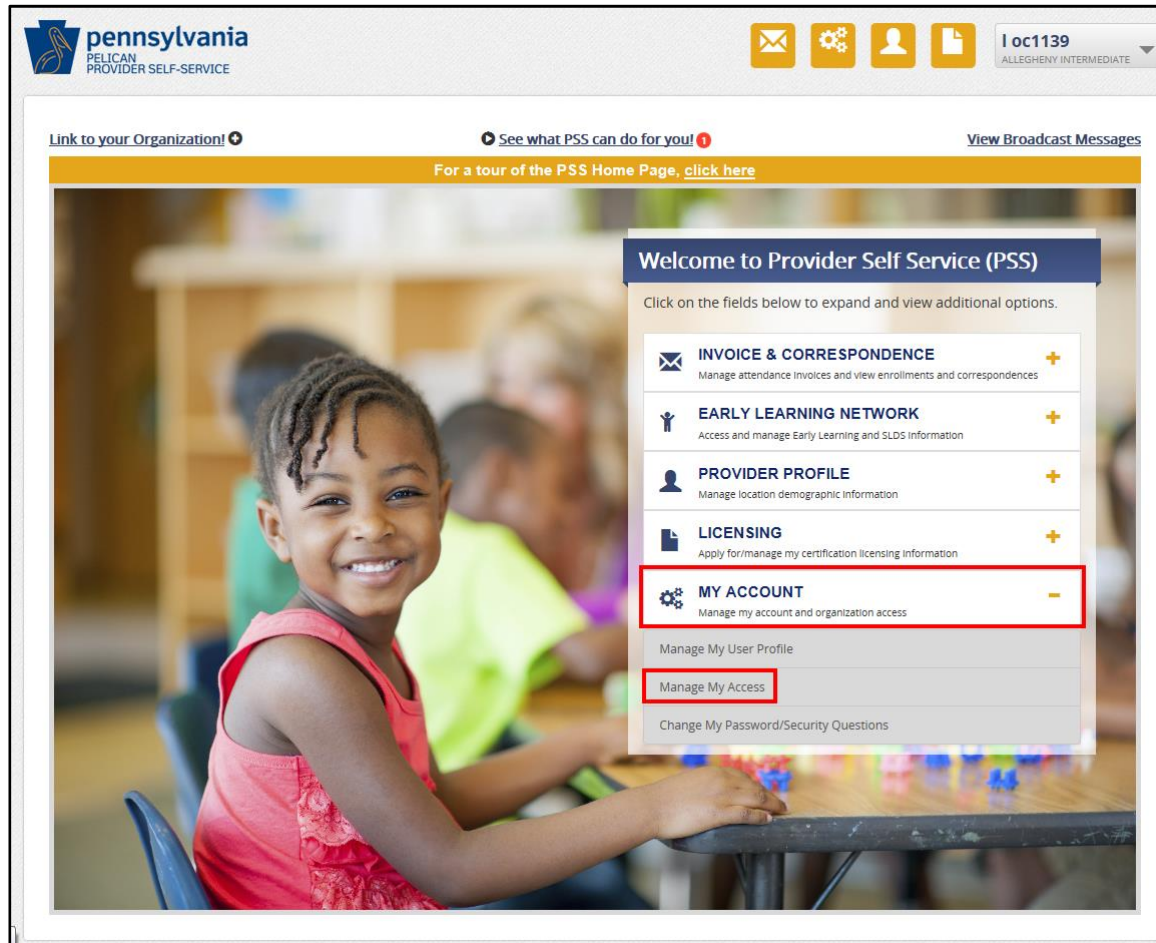
Lead Agency/Legal Entity Name	Tax ID	Type	Address
<a href="#">UAT ELN Training Ctr Inc</a>	241119876	Lead Agency,Partner	100 BLOOMING GROVE RD, HAWLEY, PA 18428
<a href="#">BAPlace Inc</a>	232163457	Lead Agency,Partner	333 Walnut st, Harrisburg, PA 17111

**Lead Agency users**, with access to multiple MPIs, will see the ***Lead Agency/Legal Entity Home*** page upon accessing ELN.

**Lead Agency users** will select the LA/LE link desired and navigate to the ***PA Pre-K Counts Home*** page for the provider selected.

**Lead Agency users** with access to only one MPI are navigated directly to the ***PA Pre-K Counts Home*** page from the ELN drawer.





The screenshot shows the PSS dashboard interface. At the top, there is a navigation bar with the Pennsylvania Pelican logo, user icons, and a dropdown menu showing 'loc1139 ALLEGHENY INTERMEDIATE'. Below the navigation bar, there are links for 'Link to your Organization!', 'See what PSS can do for you!', and 'View Broadcast Messages'. A yellow banner contains the text 'For a tour of the PSS Home Page, click here'. The main content area features a 'Welcome to Provider Self Service (PSS)' message and a list of menu items with expand/collapse icons:

- INVOICE & CORRESPONDENCE (Manage attendance Invoices and view enrollments and correspondences)
- EARLY LEARNING NETWORK (Access and manage Early Learning and SLDS Information)
- PROVIDER PROFILE (Manage location demographic information)
- LICENSING (Apply for/manage my certification/licensing information)
- MY ACCOUNT (Manage my account and organization access)

The 'MY ACCOUNT' menu item is highlighted with a red box. Its sub-menu items are:

- Manage My User Profile
- Manage My Access (highlighted with a red box)
- Change My Password/Security Questions

### For PELICAN-ELN users who want to:

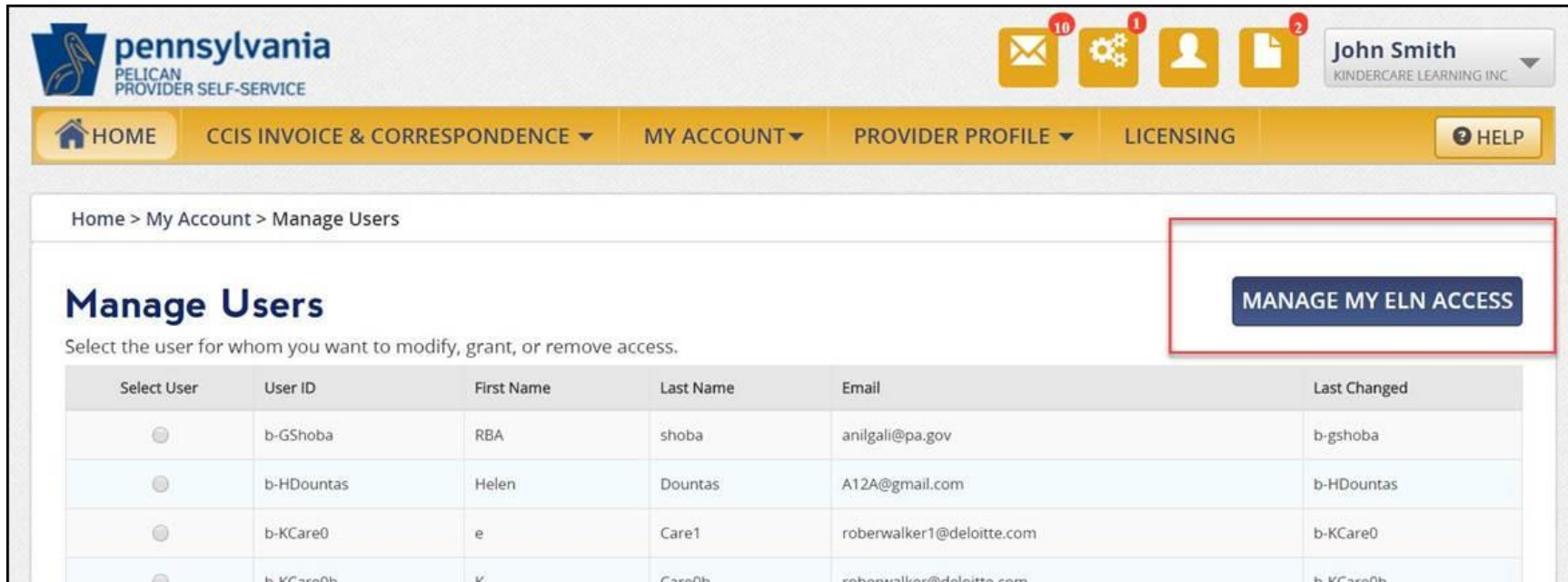
Add access to CCIS Invoicing and Correspondence/ Licensing

OR make changes to their existing ELN access

OR make changes to their existing CCIS Invoicing and Correspondence/Licensing access

1. Log into PSS and click on the **My Account** drawer.

2. Once the drawer is expanded, click on **MANAGE MY ACCESS**



The screenshot shows the 'Manage Users' page in the Pennsylvania Pelican Provider Self-Service system. The breadcrumb trail is 'Home > My Account > Manage Users'. A blue button labeled 'MANAGE MY ELN ACCESS' is highlighted with a red box. Below the button is a table with columns: Select User, User ID, First Name, Last Name, Email, and Last Changed. The table contains four rows of user data.

Select User	User ID	First Name	Last Name	Email	Last Changed
<input type="radio"/>	b-GShoba	RBA	shoba	anilgali@pa.gov	b-gshoba
<input type="radio"/>	b-HDountas	Helen	Dountas	A12A@gmail.com	b-HDountas
<input type="radio"/>	b-KCare0	e	Care1	roberwalker1@deloitte.com	b-KCare0
<input type="radio"/>	b-KCare0h	K	Care0h	roberwalker@deloitte.com	b-KCare0h

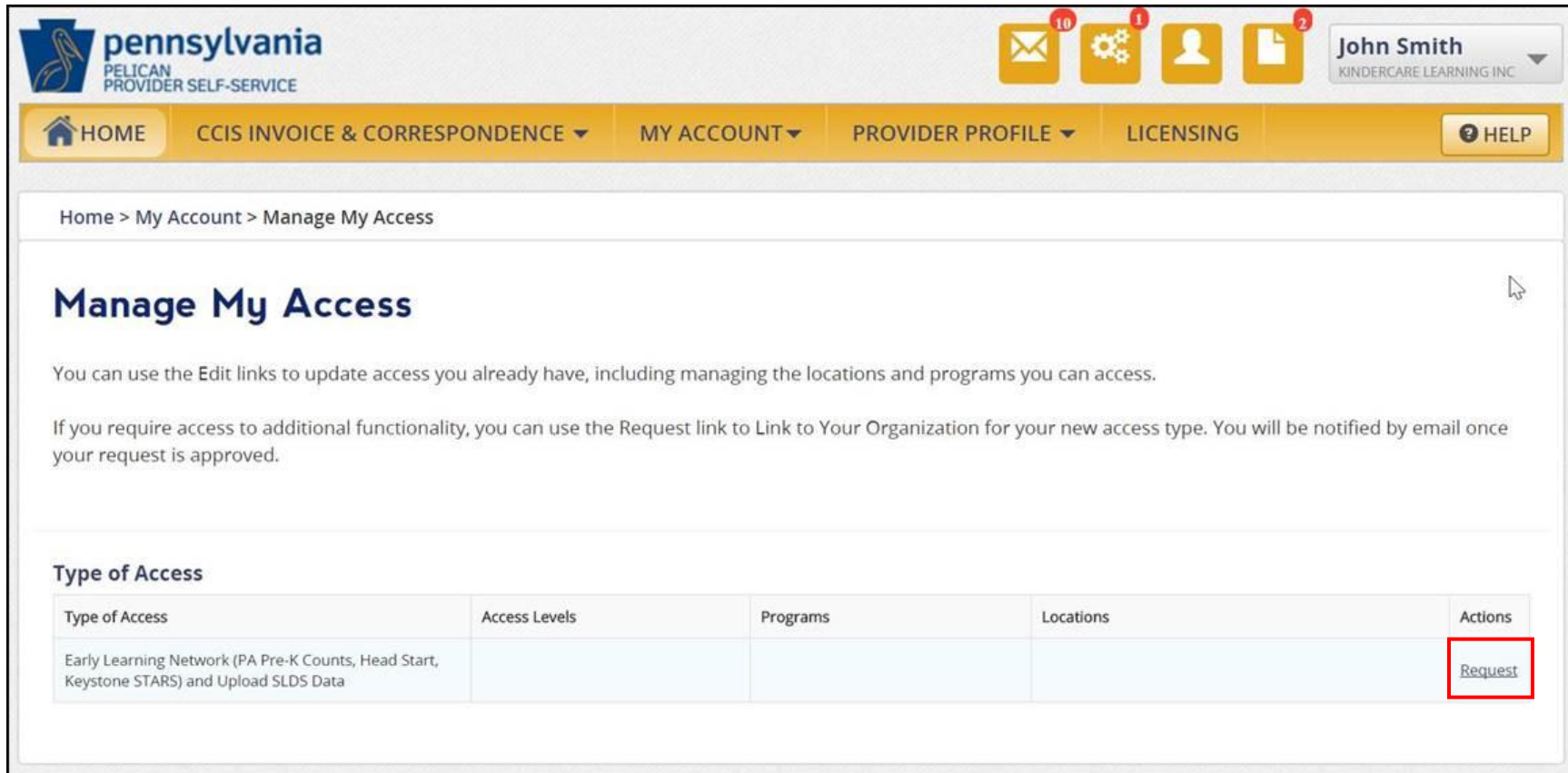
NOTE: PSS ACCOUNT MANAGERS do not have the “**MANAGE MY ACCESS**” link in their *My Account* drawer.

An Account Manager requesting additional PELICAN-ELN access must:

- Open the *My Account* drawer
- Click on the **[Manage Users]** link

Once on the *Manage Users* page, click on the **[MANAGE MY ELN ACCESS]** button

- The *Manage My Access* page opens.



Home > My Account > Manage My Access

## Manage My Access

You can use the **Edit** links to update access you already have, including managing the locations and programs you can access.

If you require access to additional functionality, you can use the **Request** link to Link to Your Organization for your new access type. You will be notified by email once your request is approved.

**Type of Access**

Type of Access	Access Levels	Programs	Locations	Actions
Early Learning Network (PA Pre-K Counts, Head Start, Keystone STARS) and Upload SLDS Data				<a href="#">Request</a>

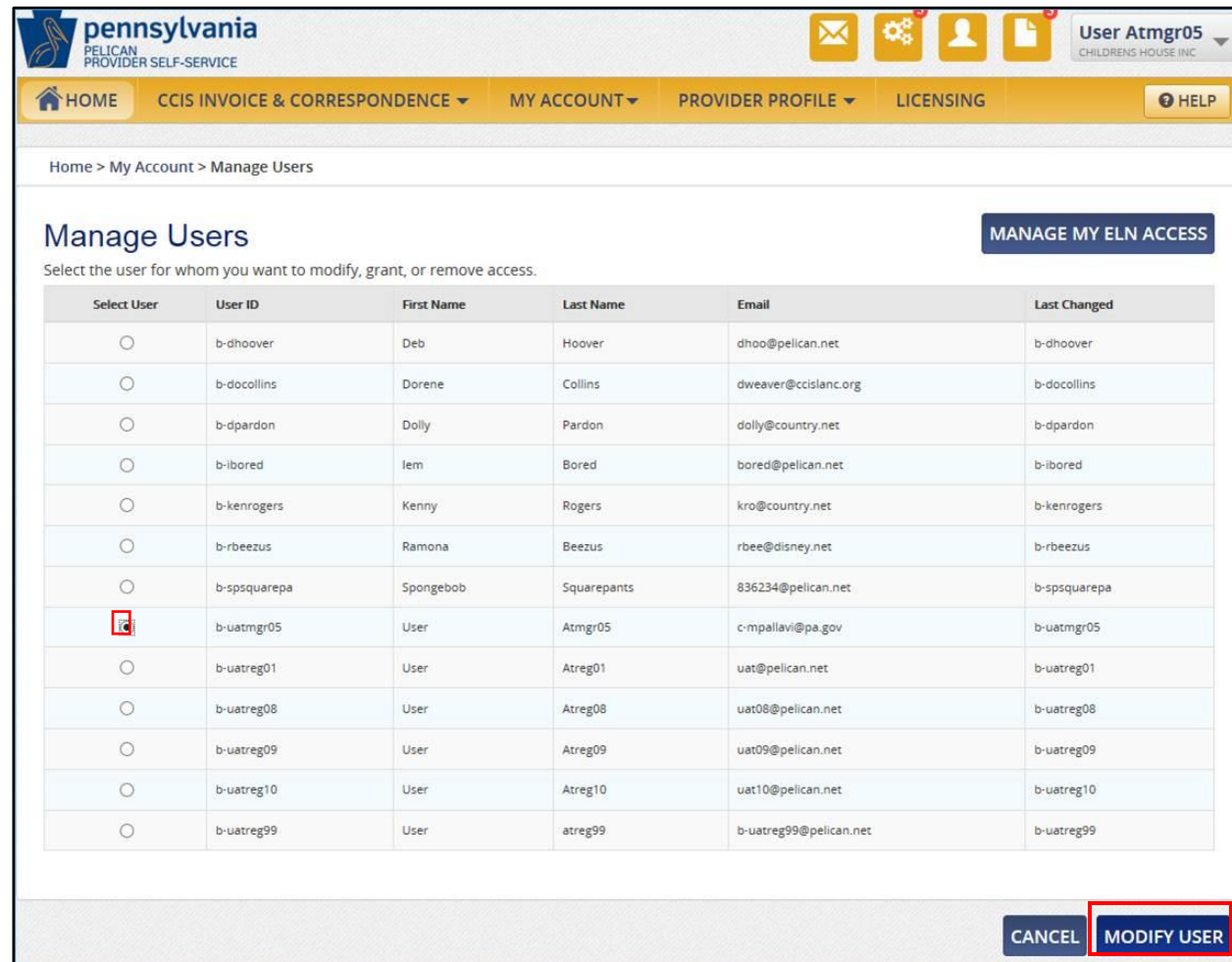
From the *Manage My Access* page, Account Managers can request PELICAN-ELN access by clicking the **Request** hyperlink.

Account Managers who need additional PSS access (a new location, for example) can make changes to their own account.

- Open the *My Account* drawer
- Click on the **[Manage Users]** link

Once on the *Manage Users* page, Account Managers should

- Select their name
- Click **Modify User**



penNSYLVANIA  
PELICAN  
PROVIDER SELF-SERVICE

HOME CCIS INVOICE & CORRESPONDENCE MY ACCOUNT PROVIDER PROFILE LICENSING HELP

User Atmgr05  
CHILDRENS HOUSE INC

Home > My Account > Manage Users

### Manage Users

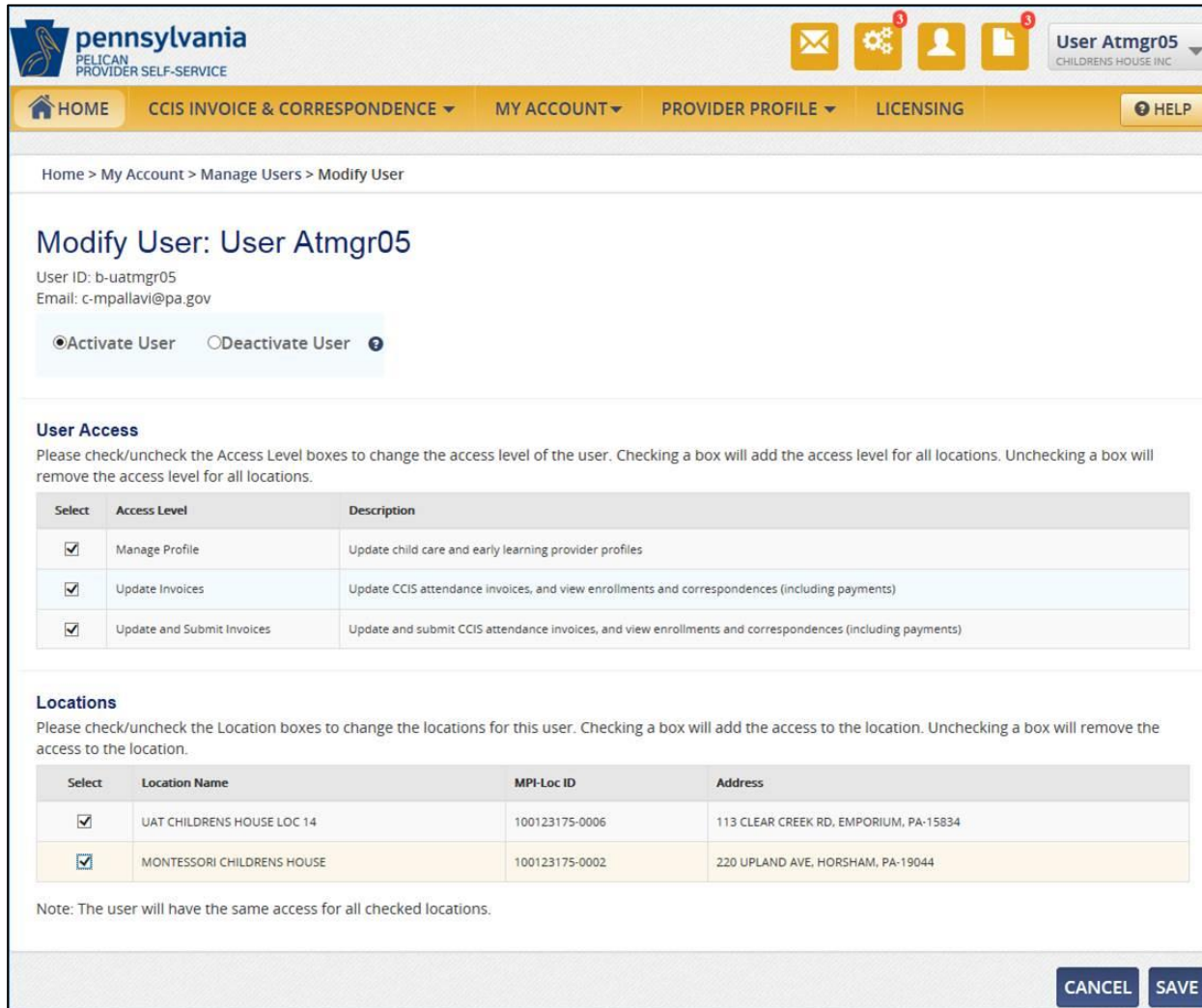
MANAGE MY ELN ACCESS

Select the user for whom you want to modify, grant, or remove access.

Select User	User ID	First Name	Last Name	Email	Last Changed
<input type="radio"/>	b-dhoover	Deb	Hoover	dhoov@pelican.net	b-dhoover
<input type="radio"/>	b-docollins	Dorene	Collins	dweaver@ccislanc.org	b-docollins
<input type="radio"/>	b-dpardon	Dolly	Pardon	dolly@country.net	b-dpardon
<input type="radio"/>	b-ibored	Iem	Bored	bored@pelican.net	b-ibored
<input type="radio"/>	b-kenrogers	Kenny	Rogers	kro@country.net	b-kenrogers
<input type="radio"/>	b-rbeezus	Ramona	Beezus	rbee@disney.net	b-rbeezus
<input type="radio"/>	b-spsquarepa	Spongebob	Squarepants	836234@pelican.net	b-spsquarepa
<input checked="" type="radio"/>	b-uatmgr05	User	Atmgr05	c-mpallavi@pa.gov	b-uatmgr05
<input type="radio"/>	b-uatreg01	User	Atreg01	uat@pelican.net	b-uatreg01
<input type="radio"/>	b-uatreg08	User	Atreg08	uat08@pelican.net	b-uatreg08
<input type="radio"/>	b-uatreg09	User	Atreg09	uat09@pelican.net	b-uatreg09
<input type="radio"/>	b-uatreg10	User	Atreg10	uat10@pelican.net	b-uatreg10
<input type="radio"/>	b-uatreg99	User	atreg99	b-uatreg99@pelican.net	b-uatreg99

CANCEL **MODIFY USER**





The screenshot shows the 'Modify User' page for user 'User Atmgr05'. The page includes a navigation bar with 'HOME', 'CCIS INVOICE & CORRESPONDENCE', 'MY ACCOUNT', 'PROVIDER PROFILE', 'LICENSING', and 'HELP'. The breadcrumb trail is 'Home > My Account > Manage Users > Modify User'. The user's details are: User ID: b-uatmgr05, Email: c-mpallavi@pa.gov. There are radio buttons for 'Activate User' (selected) and 'Deactivate User'. Below this is the 'User Access' section with a table of access levels. The 'Locations' section has a table of locations with checkboxes for selection. At the bottom right are 'CANCEL' and 'SAVE' buttons.

Home > My Account > Manage Users > Modify User

### Modify User: User Atmgr05

User ID: b-uatmgr05  
Email: c-mpallavi@pa.gov

Activate User    Deactivate User

#### User Access

Please check/uncheck the Access Level boxes to change the access level of the user. Checking a box will add the access level for all locations. Unchecking a box will remove the access level for all locations.

Select	Access Level	Description
<input checked="" type="checkbox"/>	Manage Profile	Update child care and early learning provider profiles
<input checked="" type="checkbox"/>	Update Invoices	Update CCIS attendance invoices, and view enrollments and correspondences (including payments)
<input checked="" type="checkbox"/>	Update and Submit Invoices	Update and submit CCIS attendance invoices, and view enrollments and correspondences (including payments)

#### Locations

Please check/uncheck the Location boxes to change the locations for this user. Checking a box will add the access to the location. Unchecking a box will remove the access to the location.

Select	Location Name	MPI-Loc ID	Address
<input checked="" type="checkbox"/>	UAT CHILDRENS HOUSE LOC 14	100123175-0006	113 CLEAR CREEK RD, EMPORIUM, PA-15834
<input checked="" type="checkbox"/>	MONTESSORI CHILDRENS HOUSE	100123175-0002	220 UPLAND AVE, HORSHAM, PA-19044

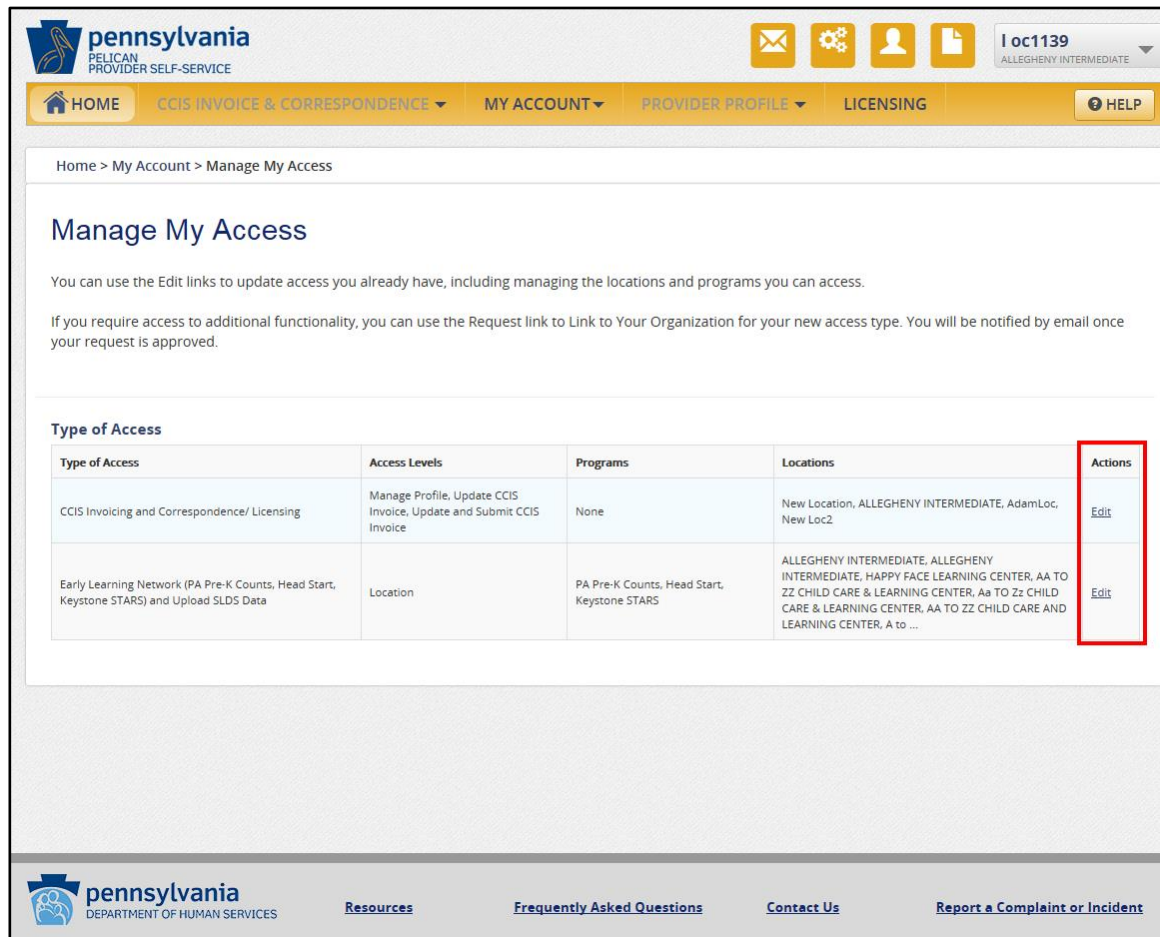
Note: The user will have the same access for all checked locations.

**CANCEL** **SAVE**

The *Modify User* page opens.

The Account Manager should:

- Make the appropriate updates to their user access and locations
- Click **[SAVE]**



Home > My Account > Manage My Access

### Manage My Access

You can use the Edit links to update access you already have, including managing the locations and programs you can access.

If you require access to additional functionality, you can use the Request link to Link to Your Organization for your new access type. You will be notified by email once your request is approved.

Type of Access	Access Levels	Programs	Locations	Actions
CCIS Invoicing and Correspondence/ Licensing	Manage Profile, Update CCIS Invoice, Update and Submit CCIS Invoice	None	New Location, ALLEGHENY INTERMEDIATE, AdamLoc, New Loc2	<a href="#">Edit</a>
Early Learning Network (PA Pre-K Counts, Head Start, Keystone STARS) and Upload SLDS Data	Location	PA Pre-K Counts, Head Start, Keystone STARS	ALLEGHENY INTERMEDIATE, ALLEGHENY INTERMEDIATE, HAPPY FACE LEARNING CENTER, AA TO ZZ CHILD CARE & LEARNING CENTER, Aa TO Zz CHILD CARE & LEARNING CENTER, AA TO ZZ CHILD CARE AND LEARNING CENTER, A to ...	<a href="#">Edit</a>

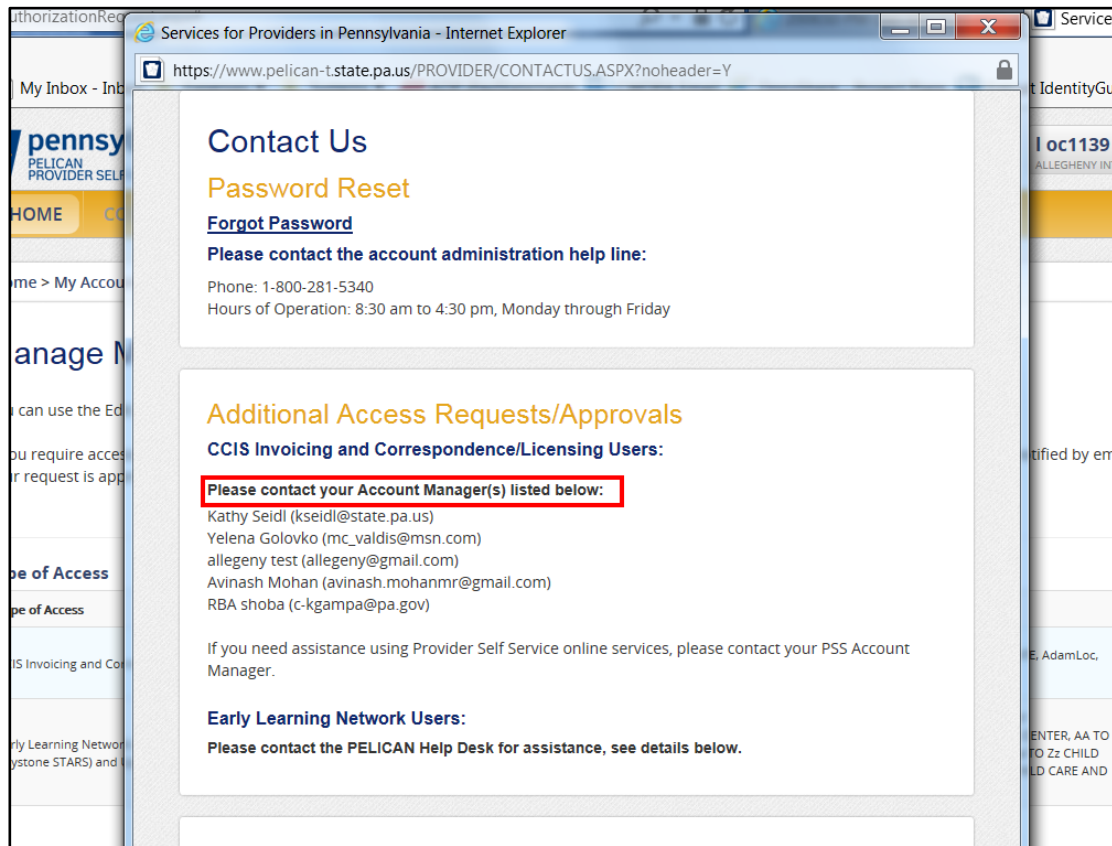
Under Type of Access, there are two choices:

1. CCIS Invoicing and Correspondence/ Licensing
2. Early Learning Network (PA Pre-K Counts, Head Start, Keystone STARS) and Upload SLDS Data

To request access to one of the Types of Access that you don't yet have, click on **[Request]** under the Actions column and follow the prompts.

To make changes to access you already have, click on **[Edit]** under the Actions column and follow the prompts.

Changes to your ELN access will be automatically sent to the PELICAN Help Desk for review.



If you are the first to request access to CCIS Invoicing and Correspondence/ Licensing and will be the Account Manager for your Organization, your request will be sent to the PELICAN Help Desk for review.

If you are requesting CCIS Invoicing and Correspondence/ Licensing access and there is already an Account Manager for your Organization, the request will be sent to the Account Manager. If you need to know who your Account Manager is, click on “Contact Us” at the bottom of the page.