
Early Learning SF User Guide for Programs

Instructions

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Early Learning SF Program User Guide

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1 Home Page

www.earlylearningSF.org

This is the web address where you can access your log in.



Click “sign in” then “program partners” to log into the system



Should English not be your preferred language, you can switch the language setting at the top right corner of the website:



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2 Login Account

2.1 Sign Up

All programs joining ELS will receive an invite via email or SMS, depending on the communication method provided to the R&R agencies. Below are the steps a new ELS program would take to sign up.

1. Open your invitation email or SMS
2. Click on the invitation link to access the Sign Up Page
3. Enter your business name and create a password (at least 8 characters long, including at least one uppercase letter, lowercase letter, number and symbol)

Sign Up

Email | **Cell Phone**

First name | First name

+1 | Cell Phone

Invitation Code

Password

Confirm password

Sign up

[Have an account? Sign In](#)

4. Upon completion, you will be able to view your program on the Early Learning SF website.

select language ▾

earlylearningsf Program Admin ▾

Q Search All Status Q I have an Invitation Code

Site Name	Address	Phone	Email	Status	Action
Eloise Mathes	1563 Shafter Ave, San Francisco, CA94124	(415) 822-9484		Active	

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2.2 Connect with an Existing CarePortal or CareCloud Account

If you already have a CarePortal or CareCloud account that you use to download your timesheets and check payment status, you may sign-in with your existing login and password.

1. Open your invitation email or SMS
2. Click on the invitation link to access the Sign Up Page
3. Click on “Have an Account? Sign In” at the bottom of the Sign Up page and use your existing account name and password

The image shows a 'Sign In' form. At the top, it says 'Sign In'. Below that, there are two tabs: 'Email' and 'Cell Phone'. The 'Cell Phone' tab is selected. There is a dropdown menu for the country code, currently set to '+ 1', and a text input field containing '(090) 1234-090'. Below that is a 'Password' input field. There is a checkbox labeled 'Keep me signed in' which is checked, and a link 'Forget Password?'. At the bottom is a large yellow button labeled 'Sign in'. Below the button is a link 'Don't have an account?'.

4. Upon completion, you will be able to view your program on the Early Learning SF website.

The image is a screenshot of the Early Learning SF website dashboard. At the top left is the logo for 'earlylearningsf'. At the top right, there is a language selector set to 'English' and a user profile dropdown showing 'ProviderFirstName7018Last...'. Below the header is a search bar and a blue button that says 'I have an Invitation Code'. The main content area features a table with the following data:

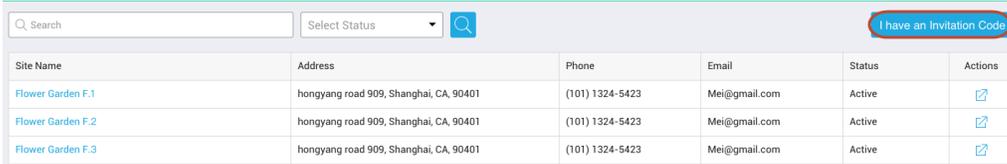
Site Name	Address	Phone	Email	Action
Oralia Archila	402 London St, San Francisco, CA94112		provider7018@carewait.com	

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2.3 Add a New Site

If your organization has multiple sites and you would like to manage all sites through one single log in:

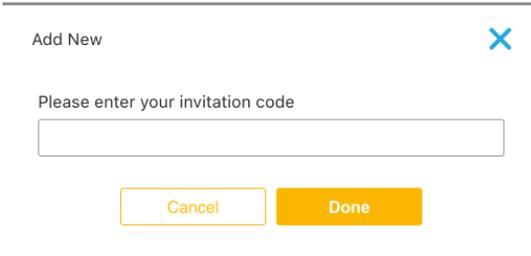
1. Log into your existing account
2. Open invitation email or SMS to get the invitation code
3. Sign in to Early Learning SF and click “I have an Invitation Code”



The screenshot shows a user interface with a search bar, a status dropdown, and a button labeled "I have an Invitation Code". Below this is a table with the following data:

Site Name	Address	Phone	Email	Status	Actions
Flower Garden F.1	hongyang road 909, Shanghai, CA, 90401	(101) 1324-5423	Mei@gmail.com	Active	
Flower Garden F.2	hongyang road 909, Shanghai, CA, 90401	(101) 1324-5423	Mei@gmail.com	Active	
Flower Garden F.3	hongyang road 909, Shanghai, CA, 90401	(101) 1324-5423	Mei@gmail.com	Active	

4. Enter the invitation code and the new site name to add it to your existing list.



The screenshot shows a form titled "Add New" with a close button (X). Below the title is a text input field with the placeholder text "Please enter your invitation code". At the bottom of the form are two buttons: "Cancel" and "Done".

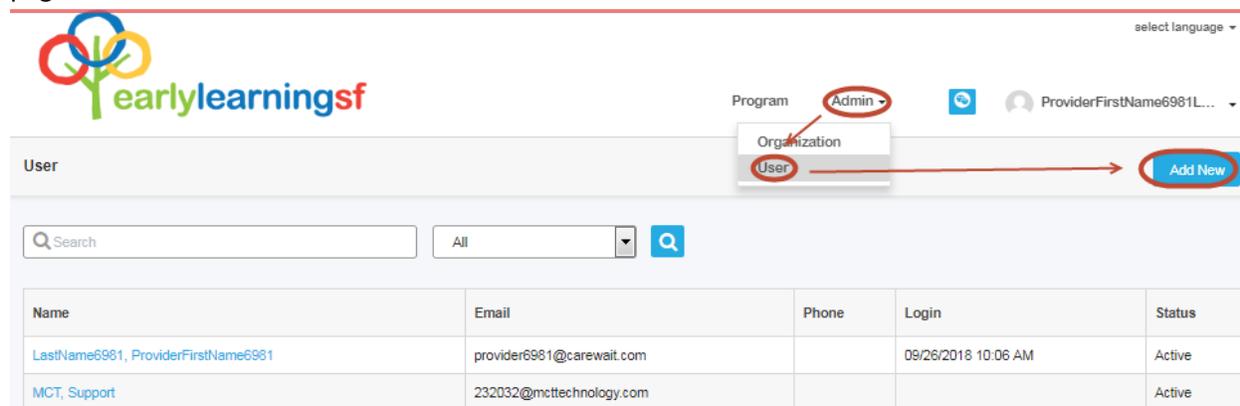
2.4 Change Your Account

If you would like to manage your sites you must submit a request to the Helpdesk to change your sign in information. They will unlink the current sign in information to your managed site(s), and send a new invite to your requested email address. You will repeat the sign up steps as specified in the [Sign Up](#) section.

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2.5 Add Additional Users

You can manage your organization users in the Admin/User section. It is located on the top right of the page:



Click on “Add New” to add a new user : You can select to add the user’s email or cell # as the account name and complete the information; set the initial password for them (they can change the password after their initial log in), click “Save” and the person’s access will be ready to go.

The 'Add New User' form is displayed with a 'Cancel' button and a 'Save' button in the top right corner. The form is divided into several sections:

- Account:** A dropdown menu with options 'Email', 'Email', and 'Cell Phone'. The 'Email' option is selected. Next to it is an empty text input field.
- Status:** A dropdown menu with 'Active' selected.
- Last Name:** An empty text input field.
- Gender:** A dropdown menu.
- Language:** A dropdown menu with 'English' selected.
- Email:** An empty text input field.
- Phone:** An empty text input field.
- Address:** An empty text input field.
- Zip City, State:** A dropdown menu with 'Zip' selected, and two buttons for 'SAN FRANCISCO' and 'CA'.
- Setting Password:** A section with two input fields: 'Password' and 'Confirm Password'.

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If you want to change the user’s information (the account name cannot be changed after it is created), or inactivate the user because the person is no longer with the organization, simply click on the person’s name in the user list view, and update the info or change the Status to “Inactive”. Click “Save” the user will be updated.

Support MCT Change Password Save

User Info Role

* Account: 232032@mcttechnology.com

First Name: Support

Gender: [Dropdown]

Email: 232032@mcttechnology.com

Address: [Text Box]

Status: [Dropdown Menu: Active, Active, Inactive]

Language: [Dropdown]

Phone: [Text Box]

Zip City, State: [Zip] [City] [Dropdown]

3 Vacancy Enrollment Management

Through your account, you can report vacancies and manage your enrollment process to fill Title V or Early Learning Scholarship vacancies. The system will automatically match you with eligible children that meet your vacancy profile criteria.

3.1 Vacancy Profile Statuses

Each vacancy profile will have a status to track progress from creating a vacancy through enrollment.

1. **Created:** You added a new vacancy profile draft but have not submitted it for match. You can still edit the vacancy profile before submitting.
2. **Submitted:** You submitted a vacancy profile for match. You cannot modify it anymore.
3. **Closed:** You closed the vacancy because the vacancy has been filled.
4. **Voided:** You added the vacancy profile by mistake. You can only void a vacancy when there are no child(ren) in the queue. If there are children in the queue, you must close the vacancy profile.

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3.2 Vacancy List

If you have multiple sites in the same account, you will see all your sites listed. Each site in the list is hyperlinked to report a new vacancy profile or to open the vacancy lists for that site.

The screenshot shows the 'earlylearningsf' logo and navigation options. Below the search bar, there is a table with the following data:

Site Name	Address	Phone	Email	Status	Action
Eloise Mathes	1563 Shafter Ave, San Francisco, CA94124	(415) 822-9484		Active	Report View
Little School, The	1520 Lyon Street, San Francisco, CA94115	(415) 567-0430	info@littleschool.org	Active	Report View

Click on the site to view that site’s vacancy list. If you have only one site, you will go to the site vacancy list directly.

1. **Search for a specific vacancy:** You can search for an existing vacancy profile by its name (enter partial name in the Search box), the created date and status.
2. **Export:** You have the option to export all your reported vacancies across all sites? to an excel file. Click on “Export” to proceed.

The screenshot shows a detailed table of vacancies with the following data:

<input type="checkbox"/>	Vacancy Queue	Program	Date Vacancy is Available	Age Range	Gender	Hours of Care	# of Vacancies	# of Referrals	Created Date	Status	Actions
<input type="checkbox"/>	ELS-Reserved-03/05/2018	ELS-Reserved	03/05/2018	1years 11 months 0 weeks 5years 11 months 0 weeks	Male, Female	Weekdays, 7:00am-6:00pm	50	10	01/10/2018	Active	Report View Edit Delete
<input type="checkbox"/>	CSPP-03/05/2018	CSPP	03/05/2018	1years 11 months 0 weeks 5years 11 months 0 weeks	Male, Female	Weekdays, 7:00am-6:00pm	50	20	01/10/2018	Active	Report View Delete
<input type="checkbox"/>	ELS-Reserved-02/05/2018	ELS-Reserved	02/05/2018	1years 11 months 0 weeks 5years 11 months 0 weeks	Male, Female	Weekdays, 7:00am-6:00pm	32	10	01/10/2018	Active	Report View Delete

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3.3 Report Vacancy

1. Click “Add New” in Vacancy List to open a new vacancy profile

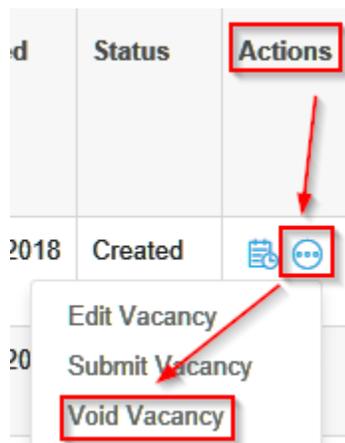
The screenshot shows a form for reporting a vacancy. It contains the following fields and options:

- Vacancy Name:** A text input field.
- * Subsidy:** A dropdown menu.
- * Date Vacancy is available:** A date picker showing 07/19/2018.
- * Number of Vacancies:** A text input field.
- Gender:** Two checkboxes, Male and Female.
- DOB Range:** Two date pickers, both showing 'DOB'.
- Age Range:** A text input field.
- I only want to enroll homeless children:** An unchecked checkbox.
- * Hours of Care:** A section with 'Select Days' (checkboxes for Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday) and 'Enter Hours' (two time pickers showing 7:00 AM and 6:00 PM).

- a. **Vacancy Name:** This is an optional field to change the name of your vacancy as it will appear on the vacancy list. If you do not enter anything, the system will automatically create the name with the subsidy and vacancy available date for easy reference.
 - b. **Subsidy:** This is a drop down list. You must select only one subsidy for each vacancy.
 - c. **Date Vacancy is available:** This is the date you want the vacancy to be filled. If you need it right away, you should enter today’s date.
 - d. **Number of Vacancies:** This is the number of children you need to enroll. The system will match you with 2 children per vacancy.
 - e. **Gender:** By default, both Male and Female are selected, but you may specify a particular gender based on the specific needs of your classroom, if desired.
 - f. **Age Range:** Select the range of the child’s DOB (Date of Birth). The system will automatically calculate and display the age range when the Date Vacancy is available.
 - g. **I only want to enroll homeless children:** Check this box if you will only enroll homeless children into these vacancies. Homeless families will never be excluded from referrals, and there is no requirement that this box be checked.
 - h. **Hours of Care:** This includes the start and end time and days of the week that you offer for this vacancy.
2. You can click “Cancel” during the process should you decide to not report a vacancy or click “Save” to hold the vacancy for further edits or a later submission date. Once you click “Submit” the vacancy profile cannot be edited and the system will match your vacancy profile to eligible children nightly. See “Vacancy Queue Management” for next steps in contacting a family that has been referred to your vacancy profile.

3.4 Void a Vacancy Profile

On the vacancy list, click on the Actions button and select “Void Vacancy.” You can only void a vacancy before it is matched with any children. After the vacancy has children enrolled, you must select “Close Vacancy”



3.5 Vacancy Queue Management

After you have submitted a vacancy profile, the system will match your vacancy profile to eligible children nightly, and notify families of the match. Once a family has expressed interest in your vacancy, they will appear in the referral queue for the reported vacancy. It may take up to 2 days for children to appear in the referral queue.

ELS-Reserved-05/30/2018 Submitted Log Export Refresh Action -

03/02/2018 05/31/2018 All Status Change Status

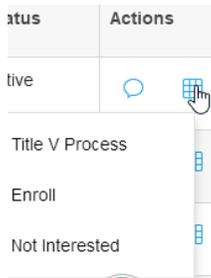
<input type="checkbox"/>	child	Date of Birth	Gender	Family	Contact	Address	Referral Date	Note	Status	Actions
<input type="checkbox"/>	Darling Burch	06/10/2015	Female	Saidah Leatutufu	smleatutufu1989@gmail.com (415) 701-5553	1 south van ness San Francisco, California 94103-____	05/30/2018		Processing	
<input type="checkbox"/>	First Austin	02/04/2016	Female	Terri Austin	terri.austin@sfgov.org (415) 557-5364	170 Otis Street # 2H San Francisco, CA 94103-____	05/30/2018		Processing	

If you have reported a high number of vacancies, you may get a long list of referred children in the queue. To narrow down the list to the find a specific child, type in the child’s full or partial name in the search box, combined with the referral date and/or statuses.

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The first seven columns give you a brief description of the child and the “Note” and “Action” columns will be used by you to manage the vacancy

1. **Note:** This column allows you to type a quick note regarding the vacancy, such as: “left a voicemail for the parent on 11/1/2018.”
2. **Action:** There are 4 actions you may take for each child in your enrollment queue:



- a. **Message:**  The message box provides you with a quick pop up to send the parents an online message or review a message they have sent to you.
- b. **Title V Processing:** This feature is located under the grid icon and should be used by Title V contractors when in the process of verifying need and income eligibility of the child with the intent to enroll.
- c. **Enroll:** This feature is located under the grid icon and should be used after both you and the family have agreed to enroll this child to fill the vacancy. Once completed, the child’s status will change to “Enrolled.” You need to fill in the start date and the agreed upon schedule to complete the enrollment process.

Enroll Child

Cancel

Enroll

Please enter the schedule for child(ren)

* Start Date

07/20/2018



* Hours of Care

Select Days

Sunday Monday Tuesday Wednesday Thursday Friday
 Saturday

Enter Hours

7:00 AM



6:00 PM



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- d. **Not Interested:** This feature is located under the grid icon. Select this in the event that a parent is not responding to your outreach, or the child will not enroll in your program. If you click on this feature, you will be asked to provide the reason child should be removed from your vacancy queue. Check the box or type in your reason to complete this action. If you have vacancies remaining, the system will match more children nightly.

Please select the reason for not interest the child(ren)

- Family is unresponsive
- Site is too far away/No transportation to site
- Schedule doesn't work
- Child is not potty trained
- Program and family are not a good fit
- Child is already enrolled somewhere else
- Family moved out of San Francisco and is no longer interested in a program in San Francisco
- Change of plans
- Other

Enter Reason

Confirm the chid(ren) that you want to remove from the queue

Child	DOB	Gender
Agnes Yee	10/12/2017	Female

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3. **Monitoring your messages:** You will receive notifications if parents send you online messages. The appearance of a red dot in the top right-hand corner means you received a new message(s).

The screenshot shows the top navigation bar of the Early Learning SF Program. On the left is the logo with the text "earlylearningsf". In the center are "Program" and "Admin" dropdown menus. On the right is a user profile icon with a red notification dot, labeled "ProviderFirstName6981La...", and a "select language" dropdown. Below the navigation bar, a text instruction reads: "Click on the message icon to open the message window." The main content area is split into two panels. The left panel is a contact list with a search bar at the top. It contains two entries: "careparent parent25" and "ParentFirstName103 LastName103", which is highlighted with a blue bar and a "More Contact" link. The right panel is a message window titled "ParentFirstName103 LastName103" with a close button. It shows a message history with two messages: "test" and "test back", both timestamped "07/20 01:21 PM". At the bottom of the message window is a text input field labeled "Enter the message" and a "Send" button.