Overview

The New Hampshire Department of Health & Human Services has developed the brand new New Hampshire Child Care Search Portal. This user guide is intended to be used by program administrators/providers. The program administrator/provider is the individual(s) listed on file with NH Child Care Licensing. Contact Child Care Licensing at (603) 271-9025 if you are a new administrator/provider or have any questions regarding who is listed on file.

The online resource provides child care information for families and caregivers seeking care. The website contains an online searchable list of child care providers in the state and a comprehensive view of each child care program’s profile that includes, but is not limited to: the program’s contact information, hours of operation, licensing reports, ages served, and other features that you want to highlight about your program. Most importantly, families and caregivers are interested to know whether you are currently accepting children.

As a program administrator/provider in the Child Care Search Portal, you will have immediate 24/7 access to your program’s profile each time you log in. Any updates you make and save in your program’s profile will be immediately visible to families and caregivers.

To log in, use the personal email address that you designated. Once you are logged into the portal, the email that will show on the Child Care Search Portal to families and caregivers will be your program’s email.
After logging in, look for the tile labeled **Child Care Profile**.

Click on the blue button within the **Child Care Profile tile**, a long blue rectangle called “**Update Program Profile**.”

This will immediately take you to the **Profile Edit** page if you are not a multi-site program.

Multi-site programs will have a landing page that includes each program for which you are designated as the administrator by NH Child Care Licensing. Click on the program you wish to update.

On the **Profile Edit** page, you can begin to make updates to the information about your program that you will want to share with families and caregivers who will be accessing the Child Care Search Portal. You can access this **Profile Edit** page information any day or time you wish to edit your program profile.

You are not able to update information found on your child care license on the **Profile Edit** page. NH Child Care Licensing is responsible for maintaining this information. Your QRIS rating and enrollment status in the New Hampshire Child Care Scholarship and/or Preventive and Protective Program cannot be edited.
Just above Program Details, you will see a video link that you can view for a quick how-to demonstration of the system to help you navigate and update your program’s profile information.

At the field called **Share Options**, your phone number is required so families/caregivers can contact you if they have questions or need more information about your program.

Under **Share Options**, you can also provide your social media profile, your program website link, and program email. You may choose to display this information to families and caregivers if you wish.
Should you decide you do not want to display your email, you can choose to remove access to it by unchecking the box for email.

In summary for this section, please know that the program email address is a required field for the system, but it does not have to be displayed to the public.

(See an example of this screen on the next page)

* E-mail address

pooja.sharma@mtxb2b.com

Share options to show on profile

[ ] Facebook  [ ] Website  [ ] E-mail

When you move to the section called **Hours of Operation and Rates**, you can add your fee structure, and even choose whether or not this is visible to families.

Simply click the pencil icon to edit, and if you already have a schedule, click the plus sign to add your hours of operation.

You can input additional schedules and fees.

**Hours of Operation and Rates**  +  

*NOTE: Due to some providers offering multiple schedule options (i.e. "full-time", "summer only" etc.) more than one "Schedule Shift" may be displayed below (along with the associated "Hours of Operation" and "Fees" pertaining to each shift offered.)*

<table>
<thead>
<tr>
<th>Schedule</th>
</tr>
</thead>
</table>
| School Year Schedule  +  
| AM/PM sessions  +  

In the next section called **Ages Served and Capacity**, you can choose to update your ages served, which must be within your licensed range of ages served. You can also update the enrollment capacity and available slots for your program as it pertains to the age groups you serve.
Again, you cannot update "Total Licensed Capacity" because that is dependent on your license. You can edit the capacity breakdown of those available slots by age groups in this section shown below.

**Ages Served and Capacity**

**Total Licensed Capacity:** 34

**Age Range:**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Capacity</th>
<th>Available Slots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toddler</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preschool</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>School Age</td>
<td>7</td>
<td>10</td>
</tr>
</tbody>
</table>

As you navigate in the system, if you need more help in a particular area because you are not sure what a specific term or heading means, just click anywhere you find a question mark icon.

These icons are strategically placed throughout the New Hampshire Child Care Search Portal to provide help text to provide more context about a particular field or section.

Here is an example of Help Text.
As you update your profile, you will also notice additional areas of information that you can include for families/caregivers to view about your program.

Once you have updated all the information for your program, please double check to make sure your changes and your entire program profile are visible and complete. When you are finished confirming your information and that your updates appear the way you expected, go to “Profile Edit” and then be sure to click “Save.”

View all of your information by clicking the link “view public profile” shown at the end of the blue Profile Edit bar.

Note: If your changes are not appearing you may need to refresh your page by clicking on this icon ⚡. This icon can be found in or near the search bar.

Now you can see exactly how all of your program’s profile information will appear to families/caregivers who visit the New Hampshire Child Care Search Portal.
Any changes you made will immediately be updated after you click save.

PROFILE EDIT
Some information on the provider detail page cannot be changed by the provider and does not display on the edit screen. To view the profile with all available content included, click the view public profile link.

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If you have any questions or need technical assistance to update your program profile, please contact Child Care Aware of New Hampshire powered by Southern New Hampshire Services at ccrrtraining@snhs.org or 603-578-1386, ext. 2532.