

# QUICK REFERENCE GUIDE

[HTTPS://PROVIDERPORTAL.DSS.SC.GOV/#/LOGIN](https://providerportal.dss.sc.gov/#/login)

## WHAT KIND OF REQUEST?

**ONE-TIME REQUEST**—if you will be submitting a Child Abuse and Neglect request infrequently. (see page 1)

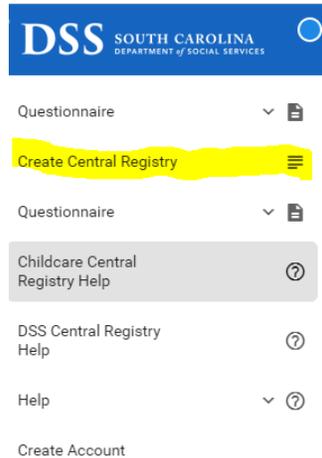
- Example: Requesting to change your name, live or work out of state and need to request a check for child care, or are an SC Voucher Family, Friend, or Neighbor participant.

**OR**

**CREATE AN ACCOUNT**—if you will be submitting a Child Abuse and Neglect request frequently, and you reside in the state of South Carolina. (see page 2-3)

## HOW TO SUBMIT A ONE-TIME REQUEST

1. Click on the Create Central Registry option in the Navigation bar to the left of the screen.



2. One-time requests will only be completed electronically. After submitting a request an email will be sent to the person listed under "Requestor Name".

3. That email will supply a link that the person can click to complete the information necessary for a Child Abuse and Neglect and/or Database check.



When completing the electronic form a middle name and last name are required. If the requestor does not have a name use "NMN" (no middle name) or "NLN" (no last name) to fill the line.

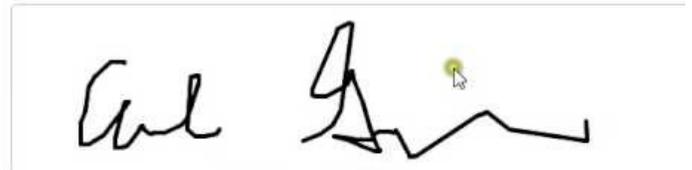
4. You will need a credit card to pay for the request. Your request will not be submitted until the fee has been paid

**NOTE:** At this time, Child Care Licensing request fees have been waived.

5. Electronic signatures can be completed by clicking the left button on your mouse and moving the mouse to create a signature. Touch screens can also be used to complete the signature.

### eSignature

**How to Sign?**  
On the canvas below, keep your left mouse button down and drag to paint your signature.  
**How will this be used?**  
This is an eSignature and will be used in all the agreements/policies/forms that require your signature.



6. Results for one-time checks will be sent in the manner you designate at the time you placed the request. This could be by email or by mail.

Results returned by \*  
SELECT

- Email Address
- Mailing Address

7. For any questions concerning this process please contact:

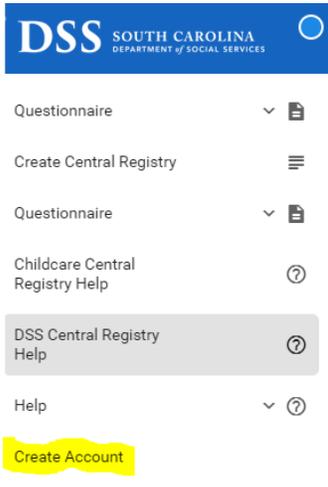
**CHILD WELFARE**— by email at  
CentralRegistryInfo@dss.sc.gov

**CHILD CARE LICENSING**— by phone  
(803) 898-9020



Mon 3/21/2022 10:31 AM  
DONOTREPLY@DSS.SC.GOV  
Request to Complete a Central Registry Check

# HOW TO CREATE AN ACCOUNT



1. Click on the Create Account option in the Navigation bar to the left of the screen.
2. Prepare your DSS SSO Account. (see below)
3. Guided questions will prompt you to fill in the necessary information to create an account.
4. All lines with a red star \* are required fields.

**NOTE:** if a required field is not completed you will not be able to submit your request for an account.



**CHILD CARE PROVIDERS**—have your CC# ready for all locations you are connecting to the account.

**CHILD WELFARE PROVIDERS (FOSTER HOMES, FOSTER CARE, CHILD PLACEMENT AGENCIES)** - have your DSS License number for all locations you are connecting to the account.

5. When asked what role you would like on the account. Choose wisely:

**CENTRAL REGISTRY ADMIN**— someone that will be entering requests for checks and has full control of the account.

**CENTRAL REGISTRY USER**— some one that only needs to view the status and print results. Is not able to submit requests or manage the account.

What actions would you need to to accomplish in this account  
Choose

6. The Department will notify you when you account has been approved and you are able to log in and begin submitting requests.

## SSO ACCOUNT

**WHAT IS IT?**—A unique login name and password created to access DSS portals and online accounts.

**DO I NEED ONE?**—you will be required to have an SSO account to access the Central Registry Request account.

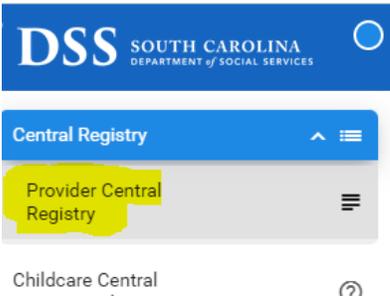
**NOTE:** If you already have an SSO as you are currently using a DSS online system you will not need to create a new one, but are able to use the name and password you currently have.

**WHERE DO I GET ONE?**—you can request an SSO account through the Central Registry Account Request screen by clicking “No” to the question “Do you have an SSO” and following the link **OR** you can click here to go directly to the request screen.

**WHAT ARE THE RULES?**—

1. **DO NOT SHARE SSO** usernames or passwords as this could be a security breach.
2. Contact your Department to let us know if someone leaves so we can remove their access to the portal. Other wise they will still be able to login and access sensitive data.
3. If leaving one facility to work for another company requiring access to the Central Registry Portal a new SSO username and password should be created.

# NAVIGATING AN ACCOUNT



1. To start submitting requests, upon log in, click on the Navigation bar "Central Registry– Provider Central Registry"

2. If you have more than one facility connected to your account, make sure that you have designated the correct facility in the dropdown box that you will be working in.



**NOTE:** Requests placed under the wrong location could cause delays in your results.

3. Account holders can designate whether you want to use the electronic submission or upload the paper forms.



# TROUBLESHOOTING

**Did you receive a message "User name or password not matching records" when attempting to log in?**

**LOCKED OUT?** –if you enter your password incorrectly three times you will be locked out. Wait 15 minutes from your last attempt and try again.

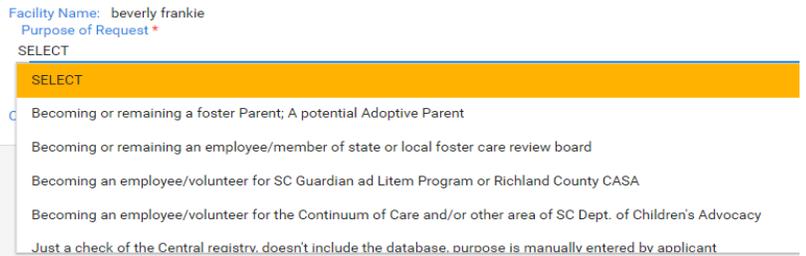
**FORGOT YOUR PASSWORD?**– Contact the Department (contacts below) to reset your password.

**WAS YOUR ACCOUNT APPROVED?**–if you did not receive notification that your account was approved contact the Department to verify your request for an account.

**CHILD WELFARE**– by email at  
CentralRegistryInfo@dss.sc.gov  
**CHILD CARE LICENSING**– by phone  
(800) 556-7445

## CHILD WELFARE PROVIDERS

When designating your invoice options choose the purpose of the

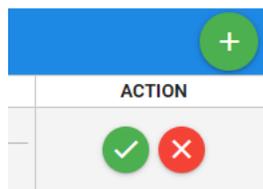


## CHILD CARE LICENSING PROVIDERS

ADDING CURRENT STAFF– use the drop down staff list



ADDING NEW STAFF– click the green + and type the name in the table. Click the check mark at the end to add.



4. All accounts will be asked to enter the name of the person(s) that require a check of the Child Abuse and Neglect and/or Database. You will be able to enter more than one name on an invoice.

5. When completing a **PAPER REQUEST** there are several items to keep in mind:

A. Only the account holder will be able to pay for paper requests.

B. Paper forms require a pen and ink signature before uploading to the request invoice. (electronic signatures cannot be used if you are uploading a form)

C. **Creating an invoice and paying does not automatically submit the request.** You will be required to go to the individual invoice management page to upload the paper document for each person and manually click the submit button.

Central Registry will be completed by:\*  Electronic Signature  Paper Documents  
 The invoice will be paid by:\*  SC School

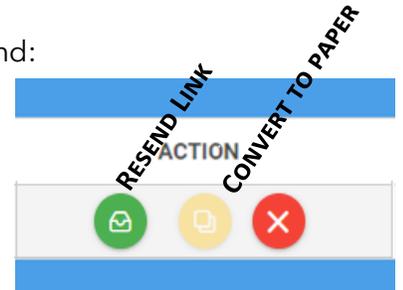
Invoice Management											
REF #	FIRST NAME	MIDDLE NAME	LAST NAME	EMAIL ADDRESS	PYMT REF #	UPLOAD	DOWNLOAD	STATUS	RESULTS	DEPT LETTERS	ACTION
<input type="checkbox"/> 50	Kailee		Bowen		62935838			Pending Submission			
<input type="checkbox"/> 51	Steven		Green		62935838			Pending Submission			

Batch to new Invoice Submit

6. When completing an **ELECTRONIC REQUEST** there are several items to keep in mind:

A. if a person is unable to complete an electronic request you will be able to convert to a paper request. This will remove the person from the original invoice and add them to a new invoice where a paper document can be uploaded and submitted to the Department.

B. Should the person filling out the request fail to use the link sent within the 72-hour security time line, you will be able to resend the link to them on the individual invoice management page. Or you can contact the Department to resend the link to the person.



When completing the electronic form a middle name and last name are required. If the requestor does not have a name use "NMN" (no middle name) or "NLN" (no last name) to fill the line.

7. Account holders can "Batch" invoices.

**BATCHING** refers to the removal of one or more names/requests to another invoice, to reduce possible delays, so that any completed request can be submitted without waiting for all. The names/requests that were moved can then be submitted separately once that have completed the process.

8. Once the check has been completed by the Department (request status showing as completed in your account), the results will be returned directly to your account. It can be found in the individual invoice management page under the results. Click on the magnifying glass symbol to download and print.

STATUS	RESULTS	DEPT LETTERS
Completed		