

## KinderConnect – Provider Registration

Providers must self-register before they can log in to KinderConnect. Self-registration is a one-time process per vendor ID. The first individual from the Provider to register is matched to the Provider record in KinderConnect. After registering, the user can add additional operators.

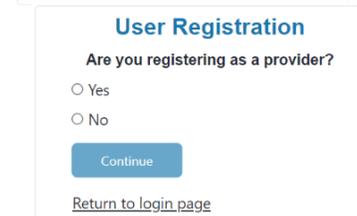
### Important Notes:

- Install one of the free authenticator apps, such as **Google Authenticator** or **Microsoft Authenticator**.
- You'll need the authenticator app *every time* you log in to **KinderConnect**.
- 🖱️ Click [here](#) for step-by-step instructions to install the app on **iPhone** or **Android**.
- 📺 Click [here](#) to watch the registration video.

1. Open your web browser and enter the web address <https://prodva.controltec.com/KinderConnect>. Click **Sign Up** to create an account.

**Note:** You cannot access KinderConnect using Internet Explorer. We recommend Google Chrome, Firefox, or Safari.

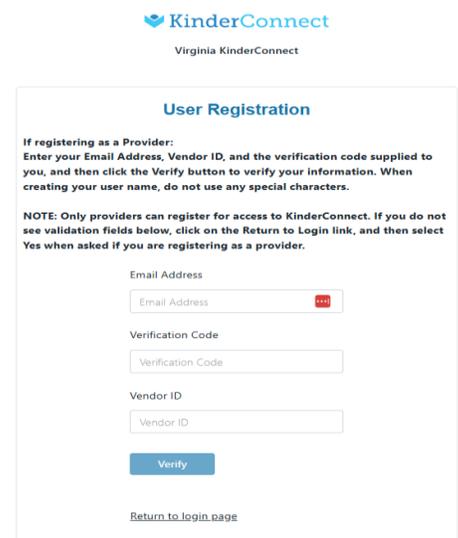
2. Click on “Yes” to indicate you are a Provider.



3. Enter the information in the required fields.
  - Email Address (this should be the email address the account registration link was addressed to)
  - Vendor ID
  - Verification Code

**Note:** Your Vendor ID is a 9-digit number that begins with 511. You can locate it in the following places:

- Your CCSP Vendor Agreement Attestation Form (signed during the CCSP provider application process)
- Your initial approval letter when you became a Child Care Subsidy Program provider
- A Child Care Purchase of Service Order (POSO)
- Your VA-ECC Provider Portal profile page (note: portal access will only be available until January 5, 2026)



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- After entering the required information, press Verify.
- Enter your first and last name, then create a username and set up your security information and password. Make sure to complete all required fields.

### User Name requirements:

- Must not include special characters
- Must not include spaces

### Password requirements:

- Must be between 8 and 15 characters.
- Must contain the required number of digits: 1
- Must contain the required amount of lowercase and uppercase letters: Lowercase: 1 Uppercase: 1
- Must contain the required amount of special characters: 1

Note: **Passwords are case-sensitive.**

The screenshot shows the 'User Registration' page. At the top, it says 'KinderConnect Virginia KinderConnect UAT'. Below that, it says 'User Registration' and 'Your information has been verified. Please fill out your account information.' There are four bullet points for password requirements: 'Password length must be between 8 and 15 characters long.', 'Password must contain the required amount of digits: 1', 'Password must contain the required amount of lowercase and uppercase letters: Lowercase: 1 Uppercase: 1', and 'Password must contain the required amount of special characters: 1'. The form fields are: 'First Name' (text input), 'Last Name' (text input), 'Username' (text input), 'Password' (password input), 'Confirm Password' (password input), 'Secret Question' (dropdown menu), and 'Secret Answer' (text input). There is a 'Create Account' button and a 'Return to login page' link.

- Press **Create Account**.

- The **Register for Multi-Factor Authentication** screen appears.

Open an authenticator app on your smartphone (such as Google Authenticator or Microsoft Authenticator) to scan the QR code.

The screenshot shows the 'Register for Multi-Factor Authentication' screen. It says 'Set up an additional authentication method to secure your account'. Below that, it says 'Add KinderConnect to your preferred authenticator app, such as Google Authenticator or Microsoft Authenticator and scan the QR code below.' There is a QR code with a large red 'DO NOT USE' watermark over it. Below the QR code, it says 'Use the code from your authenticator app for KinderConnect'. There is a text input field with '000000' and a 'Next' button.

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8. After scanning the QR code, the app will show KinderConnect on your list of accounts.

9. Use the code shown in the app to enter the **Verification Code** in KinderConnect. Press Verify.

10. A message will appear indicating that the registration for Multi-Factor Authentication has been completed. The user can now log in to KinderConnect using the Username, Password, and Multi-Factor Authentication

