

## 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://vapass.doe.virginia.gov/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.

The screenshot shows the KinderConnect login and registration interface. At the top is the KinderConnect logo. Below it is a 'Sign in to your account' section with a link for 'Don't have an account? Sign Up' (indicated by a red arrow). There are input fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Forgot password?'. Below this is a 'User Registration' section with the question 'Are you registering as a provider?' and two radio button options: 'Yes' and 'No'. A 'Continue' button is at the bottom, along with a link to 'Return to login page'.

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)

The screenshot shows the 'User Registration' form for KinderConnect. It includes the KinderConnect logo and the text 'Virginia KinderConnect'. The form has a heading 'User Registration' and instructions: 'If registering as a Provider: Enter your Email Address, Vendor ID, and the verification code supplied to you, and then click the Verify button to verify your information. When creating your user name, do not use any special characters.' A note states: 'NOTE: Only providers can register for access to KinderConnect. If you do not see validation fields below, click on the Return to Login link, and then select Yes when asked if you are registering as a provider.' The form contains input fields for 'Email Address', 'Verification Code', and 'Vendor ID'. There is a 'Verify' button and a link to 'Return to login page'.

4. After entering the required information, press Verify.
5. 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' form in the KinderConnect UAT environment. At the top, it says 'Your information has been verified. Please fill out your account information.' Below this, there are four bullet points detailing password requirements: length (8-15 characters), digit count (1), lowercase/uppercase letter count (1 each), and special character count (1). The form fields include: First Name, Last Name, Username, Password, Confirm Password, Secret Question (a dropdown menu), and Secret Answer. A 'Create Account' button is at the bottom, and a 'Return to login page' link is at the very bottom.

6. Press **Create Account**.

7. 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 instructs the user to 'Set up an additional authentication method to secure your account' and to 'Add KinderConnect to your preferred authenticator app, such as Google Authenticator or Microsoft Authenticator and scan the QR code below.' A QR code is displayed with the text 'DO NOT USE' in large red letters over it. Below the QR code, there is a text input field for the code from the authenticator app, which currently shows '000000'. A 'Next' button is at the bottom.

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



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

A screenshot of the 'Enter a one-time code' screen in the KinderConnect app. The screen has a white background. At the top, the text 'Enter a one-time code' is displayed in blue. Below this, a smaller line of text reads 'Use the code from your authenticator app for KinderConnect'. Further down, the label 'Verification code' is shown above a text input field containing the digits '000000'. Below the input field is a blue button labeled 'Verify'.

- 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

