

KinderConnect – Provider Registration

Providers must complete self-registration prior to accessing KinderConnect. Self-registration is a one-time process for each Vendor ID. The first individual from the Provider organization to register will be associated with the Provider record in KinderConnect and will have the authority to add additional operator accounts after registration.

Account sharing is strictly prohibited; each user must maintain a separate account with a unique username and password. All users are required to set up Multifactor Authentication (MFA) during registration and use MFA when signing in to KinderConnect. The MFA application must be installed and active on the user's personal mobile device. Each account will be linked to the user's MFA application on their phone. When signing in, KinderConnect will prompt the user to enter a verification code generated by the MFA application associated with their account.

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 learn more about Multifactor Authentication (MFA)
- 🎥 Click [here](#) to watch the registration video.
- If you have multiple locations/sites:
 - You only need to register one location
 - Contact the Support team to link the other locations

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.

KinderConnect

Sign in to your account

Don't have an account? [Sign Up](#)

Username

Password

Sign In

[Forgot password?](#)

User Registration

Are you registering as a provider?

☐ Yes

☐ No

Continue

[Return to login page](#)

User Registration

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.

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.

Email Address

Verification Code

Vendor ID

Verify

[Return to login page](#)

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 8, 2026, 5 PM EST)

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

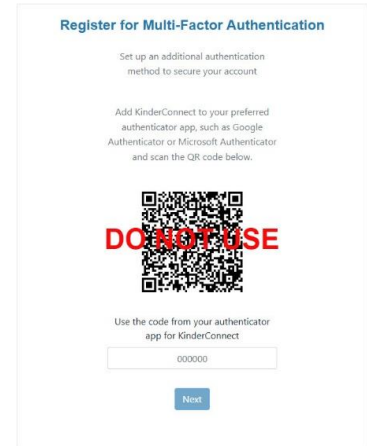
Note: **Passwords are case-sensitive.**

The screenshot shows the 'User Registration' form. At the top, it says 'User Registration' in blue. Below that, a message states: 'Your information has been verified. Please fill out your account information.' This is followed by four bullet points detailing password requirements: length (8-15 characters), digits (1), lowercase/uppercase letters (1 each), and special characters (1). The form contains several input fields: 'First Name', 'Last Name', 'Username', 'Password', 'Confirm Password', 'Secret Question' (a dropdown menu), and 'Secret Answer'. A blue 'Create Account' button is located below the 'Secret Answer' field. At the bottom of the form, there is a link that says 'Return to login page'.

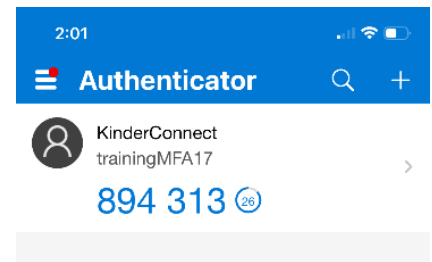
6. Press **Create Account**.

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

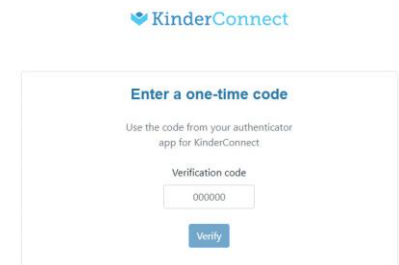
Open an authenticator app on your smartphone (such as Google Authenticator or Microsoft Authenticator) to scan the QR code.



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

