

Electronic messaging communications for Licensed Homes and Centers

Care 4 Kids has developed secure messaging to communicate electronically with licensed child care providers. The secure messaging environment will allow Care 4 Kids and licensed child care provider's secure confidential electronic communications regarding their enrolled families. Only licensed providers will have access to this secure provider messaging portal.

Q. How do I contact Care 4 Kids electronically?

A. Providers will access secure messaging through the secure Provider Portal.

<http://www.ctcare4kids.com/> Go to the tool bar at the top of the page and click on secure messaging.

Q. How do I send Care 4 Kids a secure message?

A. Click on **"compose message"**.

Q. How long can I access the messages to and from Care 4 Kids?

A. All messages will be stored and saved for 60 days.

Q. How will I know when I receive a new message from Care 4 Kids?

A. You will receive an alert notification sent to your email address on file when you have a new message.

Q. How do I verify the email address on file with Care 4 Kids?

A. Click on the Profile Tab in the web portal to view your current email address on file.

Q. How do I update my email address with Care 4 Kids?

A. Click on the Profile Tab in the web portal and choose **"Edit Email"** or notify your Care 4 Kids Liaison.

Q. What if I forgot my User Name or Password?

A. Click on the link **"Forgot User Name or Forgot Password"** on the main screen of the Care 4 Kids Web Portal.

Q. What should I do if I am locked out of the system?

A. You will need to **"Request a New PIN"** by clicking on the link on the login screen of the C4K Provider Portal. Requesting a new PIN will deactivate your user profile in the Provider Portal. Care 4 Kids will mail you a new PIN within 7 business days. Once you receive the new PIN, you will need to re-register with the new PIN in the Provider Portal to reactivate your user profile.