

## Getting Started with CAFE

Go to this webpage to apply online through CAFÉ – <https://cafe-cp.dcfsls.la.gov/providerservice/>

Must use Internet Explorer or Firefox to go to webpage.

**Louisiana CAFE Provider Portal**

Louisiana.gov > Department of Children and Family Services >  
Louisiana.gov > Department of Education >

**Provider Sign In**  
Sign in using your LA CAFÉ account

User ID:

Password:

[Forgot Password?](#) [Forgot User ID?](#) [Need help logging in?](#)

**LOGIN**

**Tracking of Time Services (TOTS)**  
TOTS for Providers is the electronic time and attendance process that LDE uses to keep track of the time children spend in care with child care providers. TOTS gives child care providers with internet access the ability to view their authorizations and the attendance reports for their authorized children online.

**Important Information for Providers**

**ChildCare**  
The Child Care Assistance Program (CCAP) helps low-income families to pay for child care while working or attending school or training. Parents may select any Type III early learning center, before and after school child care center, military child care center, registered Family Child Care Provider or In-Home provider that has been certified for CCAP by the Louisiana Department of Education (LDE) CCAP Provider Certification. After signing into LA CAFÉ, you will be able to complete an application to become a CCAP provider.

Foster care is a protective service for children and their parents who must live apart because of child abuse, neglect or special family circumstances requiring the need for out-of-home care. Foster care is intended to provide temporary/short-term care for a child. The goal of the foster care program is to maintain the child in a safe and nurturing environment, which is supportive of his development while assisting his parents in resuming responsibility and custody or until an alternative permanent placement for the child is found. The first goal of foster care is to reunite the child with his or her biological family.

**About LA Café Provider Portal**  
Get Started  
If you don't have an account already, click here to get started!

**Internal Revenue Service**  
Click here to go to IRS

**Child Care Provider Help Line**  
If you need help using TOTS, please contact the Provider Help Line at 1-888-281-0326  
For links to other state and local services, click

## Signing In – Existing Providers

1. Existing providers that have an existing account may input their current User ID and password. This is only used for providers that have already created an existing account in the CAFÉ portal. **NOTE: If you do not have an account, go to the next page.**
2. The provider should refer to ‘forgot password’, ‘Forgot User ID’ or ‘need help logging in’ if they need assistance recalling existing account information.
3. Once you have logged in go the directions on page 8 on Completing an Application.

The screenshot displays the Louisiana CAFÉ Provider Portal interface. At the top, the breadcrumb navigation shows 'Louisiana.gov > Department of Children and Family Services > Louisiana.gov > Department of Education >'. The main content area is divided into several sections:

- Provider Sign In:** A blue box with a lock icon and the text 'Sign in using your LA CAFÉ account'. It contains input fields for 'User ID:' and 'Password:', a 'LOGIN' button, and links for 'Forgot Password?', 'Forgot User ID?', and 'Need help logging in?'.
- IF you have an account already, enter your User ID and Password here and click LOGIN.** A red callout box with a white background and a red border points to the sign-in form.
- Tracking of Time Services (TOTS):** A section with a play button icon and a description of the TOTS system for providers.
- Important Information for Providers:** A section with a play button icon containing information about the Child Care Assistance Program (CCAP) and Foster Care.
- About LA Café Provider Portal:** A section with a play button icon and a 'Get Started' link, with a note: 'If you don't have an account already, click here to get started!'.
- Internal Revenue Service:** A section with a play button icon and a link: 'Click here to go to IRS'.
- Child Care Provider Help Line:** A section with a play button icon and text: 'If you need help using TOTS, please contact the Provider Help Line at 1-888-281-0326'. Below this is a link: 'For links to other state and local services, click'.

**Signing In – Creating a NEW Account**

1. To create a new CAFÉ account, click the “If you don’t have an account” option.

The screenshot displays the Louisiana CAFÉ Provider Portal. At the top, there is a navigation bar with the text "Louisiana.gov > Department of Children and Family Services > Louisiana.gov > Department of Education >". Below this is a large image of a flooded field with water lilies. To the right of the image is a "Provider Sign In" section with a blue header and a white body. It contains the text "Sign in using your LA CAFÉ account", "User ID:" with an input field, "Password:" with an input field, and a green "LOGIN" button. Below the input fields are three links: "Forgot Password?", "Forgot User ID?", and "Need help logging in?".

Below the image is a section titled "Tracking of Time Services (TOTS)" with a green arrow icon. The text reads: "TOTS for Providers is the electronic time and attendance process that LDE uses to keep track of the time children spend in care with child care providers. TOTS gives child care providers with internet access the ability to view their authorizations and the attendance reports for their authorized children online."

Below that is a section titled "Important Information for" with a green arrow icon. It contains two sub-sections: "ChildCare" and "Foster care". The "ChildCare" section describes the Child Care Assistance Program (CCAP) and lists various types of child care centers and providers. The "Foster care" section describes the foster care program and its goals.

On the right side of the page, there is a section titled "About LA Café Provider Portal" with a green arrow icon. It contains a "Get Started" section with the text "If you don't have an account already, click here to get started!". Below this is a section titled "Internal Revenue Service" with a green arrow icon and a link "Click here to go to IRS". At the bottom is a section titled "Child Care Provider Help Line" with a green arrow icon and the text "If you need help using TOTS, please contact the Provider Help Line at 1-888-281-0326". Below this is a link "For links to other state and local services, click".

A red callout box with a white background and a red border is positioned over the "Important Information for" section. It contains the text "Click here to create a new account." with a red arrow pointing to the "If you don't have an account already, click here to get started!" link in the "About LA Café Provider Portal" section.

# LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

**Step 1: Your Personal Information** – Please enter your First Name and Last Name at a minimum. You must complete all mandatory fields labeled with an asterisk (\*).

**NOTE** – You are highly encouraged to enter an email address and choose how you wish to receive notifications in relation to your application.

**Louisiana CAFE Provider Portal**

Louisiana.gov > Department of Children and Family Services >  
Louisiana.gov > Department of Education >

Print Help FAQ

### Setting Up Your Account

There are five steps to setting up a secure account. After completing the four steps on this page, you will be taken to another screen to setup your security questions. Keep in mind that this is a secure website run by the State of Louisiana. By law, we must keep your information private and secure.

If you already have a LA CAFE Provider online account, [click here to log in](#). Some items have an asterisk (\*) next to them. You must fill these items in before you can create your account.

### Step 1 : Your Personal Information

Please fill in your name and email address below.

**We strongly suggest you provide an e-mail address so you will be able to recover your User ID if it is ever forgotten.**

\* First Name:  Middle Name:  \* Last Name:  Email address:

Are you currently a Child Care Provider or do you intend to become a Child Care Provider?  Yes  No

\* Email notifications are mandatory for all child care providers.

\* Would you like to receive reminders by email when you have unread items in your CAFE Notifications folder?  Yes  No

### Step 2: User ID, Password, and PIN

To log in to your account, you will need to create a user ID and password. For both of these, you should choose something that's easy for you to remember but hard for other people to guess.

**Keep in mind that you will need your PIN when electronically signing anything you submit to DCFS. So it's a good idea to write this down and keep it in safe place.**

## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFÉ

**Step 2: User ID, Password, and PIN** – Create a User ID, Password (must enter twice) and a 6 digit PIN and enter that information. You **MUST** retain this account information. It will be needed to log in to your CAFÉ account and sign applications in the future.

**Step 3: Security Check** – Enter the numbers and/or letters as they appear. This is a part of the security of the application.

**Step 2: User ID, Password, and PIN**

To log in to your account, you will need to create a user ID and password. For both of these, you will need to choose something that is hard for other people to guess.

**Keep in mind that you will need your PIN when electronically signing anything you submit to LDE. So it's a good idea to write this down and keep it in safe place.**

Your User ID must be between 8 and 64 characters long, include at least 1 letter, and cannot contain two consecutive special characters. You can include letters, numbers, and the following special characters: "\_", "@", "-", and "." (underscore, at symbol, hyphen, and period) when creating your User ID. We suggest you use a mix of letters and numbers so it will be easy to remember.

NOTE – Keep your account information for future use.

Password must be between 8 and 64 characters long, include at least one English letter (A-Z), at least one English number (0-9), and at least 1 special character.

Enter your password exactly as you entered it before.

PIN must be 6 numbers.

**Step 2 – User ID, Password, and PIN**

**Step 3: Security Check**

Please enter the letters and/or numbers you see below. If you cannot tell what letter or numbers the system will display new letters and/or numbers. If you are using screen reader software or cannot see the "Vision Impaired" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

**Step 3 – Security Check**

**Enter the numbers and/or letters here as they appear in the line above on your screen (not as in this document).**

**Step 4: User Acceptance Agreement**

CAFÉ LDE Customer Portal Account User Agreement

**General**

The Department of Education (LDE) Customer Portal is offered to you, the user ("User"), conditionally upon acceptance of the terms and conditions herein, without modification. User access and use of this site constitutes acceptance of these terms and conditions.

The Customer Portal is a LDE computer system, provided as a public service. The general public may use this system to conduct business with the Department. User agrees to use this web site and Customer Portal as permitted by applicable local, state, and federal laws. User agrees, therefore, not to: 1)

**LDE Licensing  
Provider Licensing Instructions for Applying Online Using CAFE**

**Step 4 – User Acceptance Agreement** – Click the box below as indicated. This box indicates that you have read and agreed to the CAFE LDE Customer Portal Account User Agreement.

Once you have completed all of these steps, select “Create Account.” This will take you to the “Security Questions and Answers” page.

**Step 3: Security Check**

Please enter the letters and/or numbers you see below. If you cannot tell what letter or numbers are being displayed, click on the "Try Another" button and the system will display new letters and/or numbers. If you are using screen reader software or cannot tell what the letter and/or numbers are, you can click on the "Vision Impaired" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

ZE H WS

Try Another  
Vision Impaired / Audio

\* Enter the letters and/or numbers you see above:

**Step 4: User Acceptance Agreement**

CAFÉ LDE Customer Portal Account User Agreement

General

The Department of Education (LDE) Customer Portal is offered to you, the user ("User"), conditionally, without modification. User access and use of this site constitutes acceptance of these terms and conditions.

The Customer Portal is a LDE computer system, provided as a public service. The general public may use this system to conduct business with the Department. User agrees to use this web site and Customer Portal as permitted by applicable local, state, and federal laws. User agrees, therefore, not to: 1) knowingly and without authorization, create, copy, disseminate, or destroy LDE or another user's computer system.

\*  Please check the box to let us know that you have read and agreed to Louisiana's User Acceptance Agreement above.

Previous Create Account

**Step 4 – User Acceptance Agreement**

**Click here to agree.**

**Next, click here to create your account.**

## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE




**Setup Your Security Questions and Answers** - You must answer ALL of the security questions before continuing. Once all questions have been answered, select the "Submit" button to continue. You will then be taken to the "My Account" homepage.

**NOTE: If you forget your PIN, go to the " My Account" section to retrieve this information.**

Louisiana CAFE CCAP Customer Portal

Language Selection: [En Español](#) | [Tiếng Việt](#) | Logged In as the | [Logout](#)

Louisiana.gov > Department of Education >

Print  Help  FAQ 

### Setup Your Security Questions and Answers

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please provide answers to the questions below. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

You must provide an answer for every question. **Please keep in mind that you must provide a different answer for each question.** If you forget your password, you will need to supply answers to at least 3 of these questions to reset your password.

Once you have answered each question, click on the "Submit" button at the bottom of the page. Please note that you will need to provide answers to ALL questions before you can continue.




If you click on the "Exit" button, you will be logged out and will need to answer the questions when

- What is your mothers birth date? (ex. 07/26/1954)
- What are the last four numbers of your drivers license/ID card number?
- What is the name of your favorite childhood friend?
- What is the first name of your maternal grandmother?
- What city were you born in?
- What is your natural hair color?
- What are the last four digits of your phone number?

**Enter answers to all of these questions.**

**NOTE – If you need to reset your password in the future, you will need to answer 3 of these security questions.**

**Next, click Submit.**

 Exit  Submit 

## Completing a NEW Application

Once you have successfully logged in or created a new account, the “My Accounts” page is displayed as shown below.

1. Select “My Applications” to start a new application. You may also view any previously submitted applications and incomplete applications here too.
2. ALL fields with an asterisk (\*) are mandatory and must be completed.
3. **PLEASE NOTE: PROVIDERS THAT NEED TO SUBMIT RENEWALS/MIDPOINTS SHOULD SELECT “MY RENEWALS AND MIDPOINTS”**

STATE OF LOUISIANA

Louisiana CAFE Provider Portal

Louisiana.gov > Department of Children and Family Services >  
Louisiana.gov > Department of Education >

MyAccount

Print Help FAQ

MyAccount

MyAccount Home  
My Applications  
My Renewals and Mid-Points  
Provider Profile  
Notifications  
Report Changes  
DCFS Placement Providers  
Vendors  
Manage My Account  
Logout

MyAccount can help you manage your applications, Provider Profile information, and view payments with just the click of a button. To start using MyAccount, select one of the options listed below. Please note: **For a Renewal application, click here.**

**My Applications**  
Submit an application to become a CCAP Provider, obtain a license, or apply to become a Foster/Adoptive Parent.

**My Renewals and Midpoints**  
Submit an application for a Renewal or Midpoint for an existing Provider account.

**Provider Profile**  
View your payments or submit an Emergency Preparedness Plan.

**Notifications**  
Check your notifications to view important reminders related to your Provider account.

**Report Changes**  
Report Changes to your Provider account, such as Direct Deposit information, a change of Location notice, or an additional Background Check.

**DCFS Placement Providers**  
Submit an expense reimbursement form or download a home evaluation form.

**Vendors**  
View or Update Referrals, or Submit an Invoice form.

**Manage My Account**  
Change your password, PIN, security questions, and other account information.



## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFÉ

- Providers should select “**Submit Renewal or Midpoint**” to begin the application process.
- Bu the arrow you should see your license number, type and submit a renewal
- If you wish to finish an incomplete application, please select “Incomplete Applications”
- To view previously submitted applications and their status, please select “Submitted Applications.”
- If you need to exit Café’, logout using the logout link on the screen. **If you fail to logout using this link, the system will lock you out for 15 minutes**

Web Slice Gallery | CAFÉ Worker Portal Depa...

Louisiana.gov > Department of Children and Family Services >  
Louisiana.gov > Department of Education >

**MyAccount** Print Help FAQ

**MyAccount**

- MyAccount Home
- My Applications
- My Renewals and Mid-Points**
- Provider Profile
- Notifications
- Report Changes
- DCFS Placement Providers
- Vendors
- Manage My Account
- Logout

**Submit a Renewal or Mid-Point for Provider Services**

Select the account for which you would like to submit a renewal or midpoint from the table below. Please note that only CCAP and Licensing Providers are able to submit a renewal/midpoint.

To submit a renewal or midpoint for a different account, [click](#) here to link the profile to your account.

TIPS Provider/Licensing #	Type	Submit Renewal/Midpoint
You are not currently linked to an account that is eligible to submit a Renewal or Midpoint.		

**Incomplete Renewals or MidPoints(Online forms you have started but not yet submitted)**

If you have started a renewal or midpoint but have yet not submitted it, a "continue" link will be displayed below. You can click on that link to return to your online form.

Please keep in mind that you must submit the online form within 30 days. After 30 days, incomplete renewals or midpoints are deleted and you will need to start a new online form.

Application #	Start Date	Form Name	Submit By Date	Action
You do not have any incomplete Renewals or midpoints.				

**Submitted Renewals and Mid-Points**

The table below displays renewals and midpoints that you have submitted. You can check the status of a renewal or application submitted for a short time by clicking on the "View Status" link. You can also view uploaded documents for any renewal or midpoint shown below To upload additional documents for a submitted renewal, first click the "View Status" link in the table below for the application you wish to upload a document to.

Application #	Submit Date	Form Name	Application Summary	Application Status
You do not have any renewals or midpoints submitted in the past 3 years.				

Keep in mind that you'll need to have a program called Adobe Acrobat Reader to see and print the summaries. If you don't have this program on your computer, you may install it for free by clicking on the button below:

[Back to MyAccount](#)

**LDE Licensing  
Provider Licensing Instructions for Applying Online Using CAFÉ**

A PDF application will open in CAFÉ.

- **NOTE: If no application opens, then ensure you have the latest version of Adobe Acrobat Reader installed. A link is provided at the very bottom of the page that will take you to the Adobe website to install it.**
- Make the correct selections on the PDF form.
- Providers will be required to enter a Unique Identifier for each Applicant/Owner. You will need to retain for use later to link your CAFÉ account to your license number when issued.
- **Please note that the information needed to link your CAFÉ account to your license is your License number, DOB and Unique Identifier.**

The image shows a screenshot of a PDF application form titled "Provider Portal Application.pdf" open in Adobe Acrobat Reader. The form is divided into two main sections: "Applicant Information" and "Contact Information".

**Applicant Information Section:**

- \*First Name: Casey
- Middle Name: [Empty]
- \*Last Name: Cartwrigh
- Suffix: [Empty]
- \*Sex:  Male  Female
- Maiden Name (If Applicable): [Empty]
- \*Date of Birth: Apr 8, 1988
- \*Unique Identifier: 550-19-4723
- Driver's License #: [Empty]
- Issuing State: [Empty]
- Race: [Empty]

**Contact Information Section:**

- \*Home Telephone Number: (337) 809-0006
- \*Mobile Telephone Number: (337) 442-0804
- \*Email Address: caseycartwright@gmail.com

Two callout boxes are present:

- A red callout box at the top center says "Enter applicant information." with a red arrow pointing to the "Applicant Information" section header.
- A green callout box on the left side says "NOTE – Make sure to answer all questions with an asterisk (\*)" with a green arrow pointing to the asterisked fields.

**LDE Licensing  
Provider Licensing Instructions for Applying Online Using CAFE**

1. ALL fields with an asterisk (\*) are mandatory and must be completed.

Provider Portal Application.pdf - Adobe Reader

File Edit View Document Tools Window Help

10 / 29 100% Find

Facility Director Remove Director

NOTE: A Director must meet qualifications before being appointed. Documentation must be submitted verifying that the qualifications are met.

Director Information

\*First Name  Middle Name  \*Last Name  Suffix

\*Sex  Male  Female Maiden Name(If Applicable)

\*Date of Birth  \*Unique Identifier

Driver's License #  Issuing State

Race

Contact Information

\*Home Telephone Number  \*Mobile Telephone Number

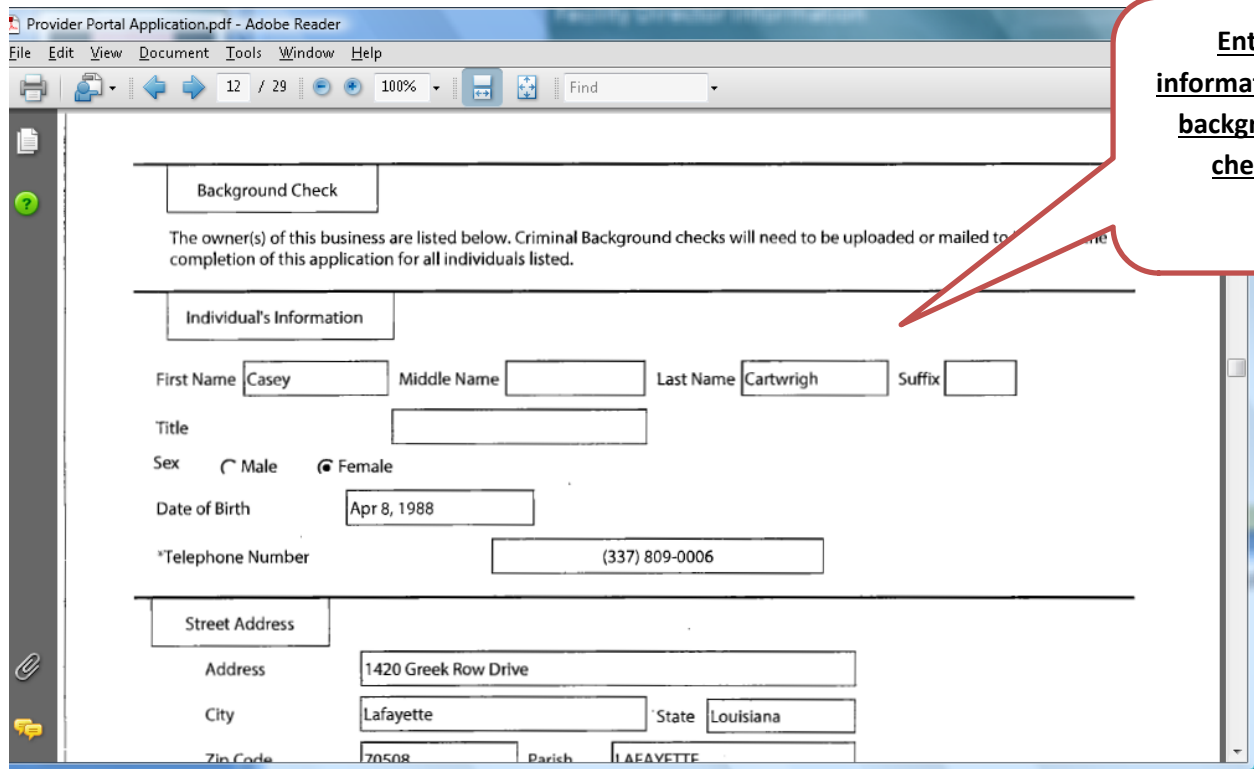
\*Email Address

**NOTE: The facility director information may be the same as the applicant information.**

**This information is pre-populated. Check to make sure it is correct.**

## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- The Background Check information is needed for the Director and Director Designee working at the Facility.
- This will be pre-populated by CAFÉ. It serves as notice to the provider that a background check is required for each owner and director.



Provider Portal Application.pdf - Adobe Reader

File Edit View Document Tools Window Help

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**Background Check**

The owner(s) of this business are listed below. Criminal Background checks will need to be uploaded or mailed to [redacted] upon completion of this application for all individuals listed.

**Individual's Information**

First Name Casey Middle Name Last Name Cartwrigh Suffix

Title

Sex  Male  Female

Date of Birth Apr 8, 1988

\*Telephone Number (337) 809-0006

**Street Address**

Address 1420 Greek Row Drive

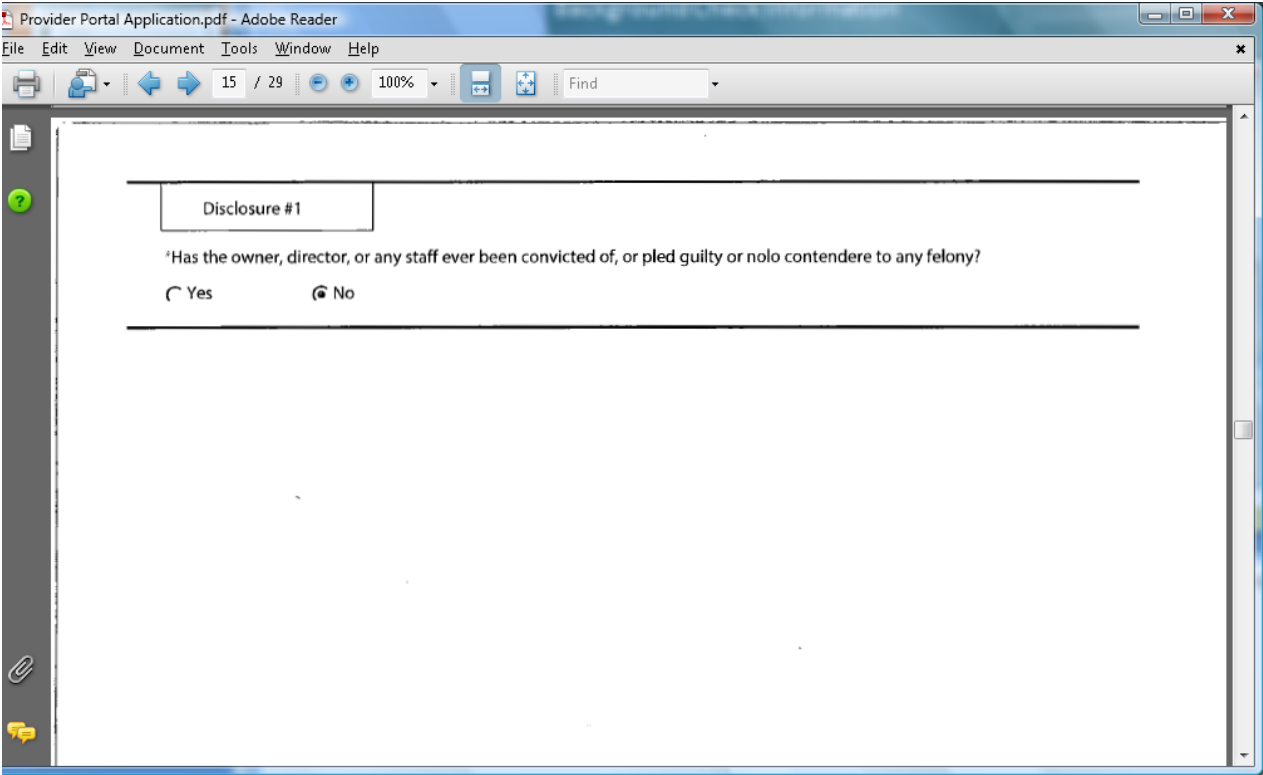
City Lafayette State Louisiana

Zip Code 70508 Parish LAFAYETTE

**Enter information for background check.**

**LDE Licensing  
Provider Licensing Instructions for Applying Online Using CAFE**

- Please make sure all Disclosure information 1 through 8 is completed.



## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- The Emergency Preparedness is very important. All providers must complete an Emergency Preparedness evacuation plan. This information is a major part of the application and must be completed accurately by the provider.

The screenshot shows a PDF document titled "Provider Portal Application.pdf" in Adobe Reader. The document contains three main sections:

- Emergency Preparedness Plan**: A section with a question: "Did you enact this emergency preparedness plan? Only select yes if you have experienced a recent emergency and have put this plan into action". There are radio buttons for "Yes" and "No".
- Child Day Care Centers**: A section with the text: "LDE Child Care Centers are required to submit an Emergency Preparedness Plan."
- Plan and Location for Evacuation in Case of Emergency**: A section with instructions: "Please describe your plans for evacuation in case of an emergency, such as a storm, power plant meltdown, act of terrorism, etc. Include the location where you would go in an evacuation. Please also include the names of all of the children being evacuated/you would be caring for, as well as special needs for any of those children. For example, if you care for a diabetic child, include how you would manage the child's diabetes during the emergency." Below this text is a large text input area with the text "Gather children" written inside.

**LDE Licensing  
Provider Licensing Instructions for Applying Online Using CAFE**

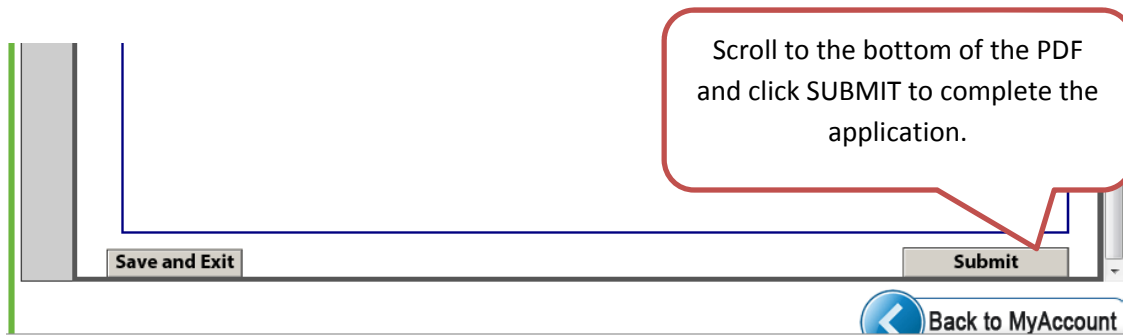
- The Emergency Contacts are also an important part of the Emergency Preparedness plan. Two contact people are needed on all applications.

The screenshot shows a PDF document titled "Provider Portal Application.pdf" in Adobe Reader. The document is on page 23 of 29, zoomed to 71.1%. The form is titled "Emergency Contacts" and includes the following text: "List two (2) persons who can be reached in the case of an emergency who will accompany children in the event of an evacuation or other event, such as a facility director, or facility staff." Below this, there is a section for "Contact 1" with the following fields:

*First Name	Rebecca	Middle Name		*Last Name	Logan	Suffix	
*Address1	194 Senate Road						
Address 2							
*City	Lafayette	*State	Louisiana				
*Zip Code	70508						
*Home Phone	(337) 880-1444						
Cell Phone							
Work Phone							
Other Phone							

## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- Once you have completed the PDF, click submit to complete the provider application.
- Providers will have to click submit to complete the application. CAFÉ will review the form and prompt users to complete any mandatory fields that are blank. It should also be noted that providers can Save and Exit their application and return to it later to complete it. Also, incomplete applications will be deleted if not submitted after 30 days.



- Once you have successfully submitted your application you will be taken to the Electronic Signature page.



# LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

The screenshot shows a web browser window with the URL <https://cafe-uat.dcf.la.gov/provider/service/selfservice/>. The page header includes the Louisiana Department of Children and Family Services and Department of Education. The main content area is titled "Louisiana CAFE Provider Portal" and shows a user logged in as "Ginger". The "MyAccount" section contains the "Electronic Signature" form, which includes a detailed certification statement and input fields for personal information.

DEPARTMENT OF CHILDREN AND FAMILY SERVICES  
DEPARTMENT OF EDUCATION  
STATE OF LOUISIANA

CAFE

Louisiana CAFE Provider Portal

Logged in as Ginger | Logout

Louisiana.gov > Department of Children and Family Services >  
Louisiana.gov > Department of Education >

MyAccount

Print Help FAQ

### Electronic Signature

I certify that I have personally completed this application and have carefully investigated all facts necessary to complete this Application. I further certify that all information to the best of my knowledge and ability contained in this Application is true and correct, that I have not used a false or fictitious name in such application, and that I have not knowingly made a false statement or have not knowingly concealed any material fact or otherwise committed any fraud in any such application for a license. I understand that knowingly providing false information on this Application may cause my application to be denied or my license revoked or not renewed. I further understand that failure to provide complete information may result in my application being delayed, denied or my license revoked or not renewed. I also understand that knowingly providing false information may result in criminal charges. I understand that failure to comply with the law and regulations governing the licensure of child care facilities could result in my license being denied or revoked.

Furthermore, I certify that I have personally completed the Disclosure Form. I further certify that I have carefully investigated all facts necessary to complete the Disclosure Form, and that all information contained on this Disclosure Form is true and correct to the best of my knowledge and ability, that I have not used a false or fictitious name in such application, and that I have not knowingly made a false statement or have not knowingly concealed any material fact or otherwise committed any fraud in any such application for a license. I understand that knowingly providing false information on this Disclosure Form, may cause my application to be denied, license revoked or not renewed. I further understand that failure to provide complete information may result in my application being denied or my license revoked or not renewed. I also understand that knowingly providing false information may result in criminal charges. I understand that failure to comply with the law and regulations governing the licensure of child care facilities could result in my license being denied or revoked.

\* First Name:  Middle Name:  \* Last Name:  Suffix:

\* PIN:

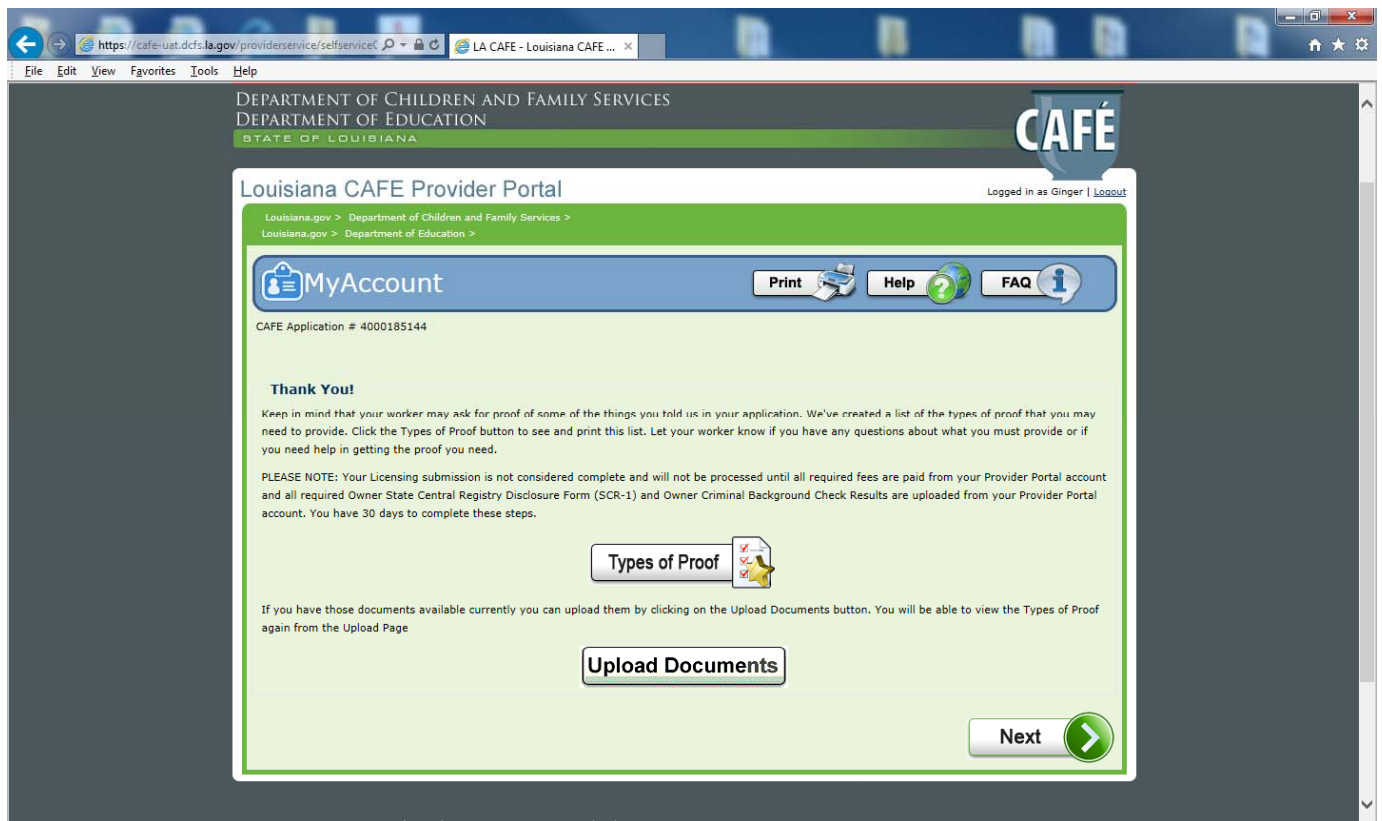
\* Date of Signature:

Back to MyAccount Submit

- The Electronic Signature Section is needed from every provider before finalizing the application for submission.
- Your PIN will be needed to complete your electronic signature.

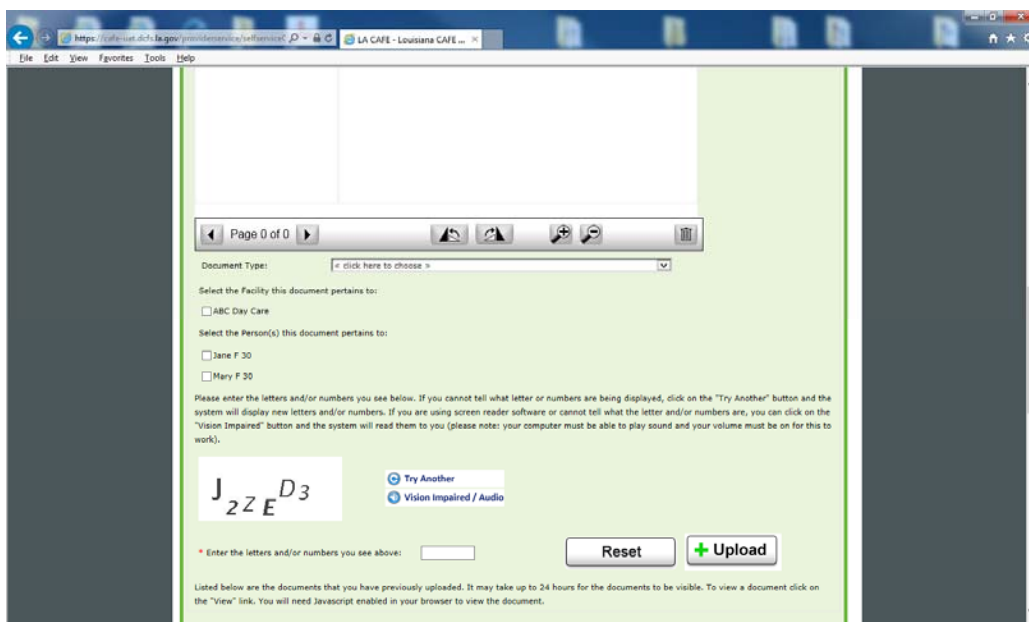
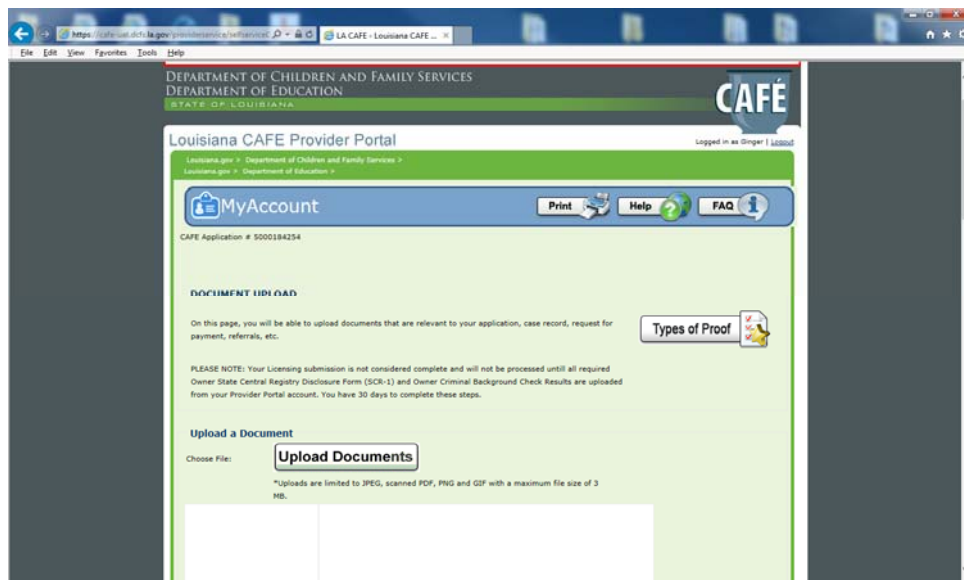
## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- A CAFÉ Application Number is generated with the submission of the application.
- To upload documents you must first install the Dynamic Web twain that you will be prompted to use. As the pop up appears, click on all users.
- If your document does not upload, please check the size, and type of file to verify it matches with the requirements.



## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFÉ

- After completing your electronic signature, you will be brought to the document upload screen. Click on the “Upload Documents” button to get to the next screen. On the Document Upload screen you will be asked to select a document to upload and indicate the facility or individual the document pertains to.
- Select the facility and the Individual the document pertains to concerning the CBC and SCR1 before uploaded to CAFÉ. You must upload each separately. Your application will not be submitted unless both documents as well as the payment is received.
- The next step is to key in the security pin before uploading the documents.
- Documents can be no larger than 3MB and must be a JPEG, scanned PDF, PNG, or GIF format.



## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFÉ

- The next page gives the provider the option to print their application and pay the fee. The application will not be submitted for processing until the CBC, SCR1 and Fee is paid in CAFÉ.

The screenshot shows a web browser window with the URL <https://cafe-uat.dcf.la.gov/provider/selfservice/>. The page content is as follows:

Be sure to write this number down or print this page for your records.


If you have a question about the status of your application, contact the LDE Call Center at 1-877-453-2721. If you give the Call Center your tracking number, it can help you get an answer more quickly. If you haven't heard back about an application you've submitted, please be sure to contact the LDE Call Center before submitting another online application.

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### Print Your Application

If you would like to print or save a copy of your application for your files, please click the print summary button below. Clicking on the "Print Full Summary" button will display a summary with every answer that you provided. If you decide to print or save, please keep in mind that your application has your private, personal information in it.

Note - If you choose not to print or save the full summary of the application at this time it may take up to 24 hours for the summary to appear in your account.

[Print Full Summary](#) 

Keep in mind that you'll need to have a program called Adobe Acrobat Reader to see and print this information. If you don't have this program on your computer, you may install it for free by clicking:



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### Pay Fee

Your Licensing Application fee is \$25.00.

To pay your application fee online through CAFÉ, click the Pay Fee button below. Paying online is fast, easy, convenient and allows your processing of your application to begin faster.

[Pay Fee](#)

**PLEASE NOTE:** You may be contacted by the Louisiana Department of Education to pay an additional fee once your application is reviewed and the capacity of your facility is confirmed by a worker.

If you have any questions regarding your online application please contact 1-877-453-2721.

[Back to MyAccount](#)

# LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- The License fee generated to be paid in CAFE

https://uat.thepayplace.com/epay/consumerweb/la/edu/ License Fees

File Edit View Favorites Tools Help

**Early Childhood**

## License Fees

**Payment Method**

\* Indicates required field

Your Information
CAFÉ Application Number: 5000184254
License Number: N/A
Facility Name: ABC Day Care
Facility Address: 123 Main
Licensing Fee Amount: 25.00
Licensing Fine Amount: 0.00
Service Fee Amount: 0.00
Total Amount: 25.00

**Choose method of payment**

Pay by credit card

VISA MasterCard

Back Next Exit

CONTACT US: Louisiana Department of Education | 1201 North Third Street | Baton Rouge, LA 70802

LDE Call Center: 1-877-453-2721

Report Child Abuse: 1-855-4LA-KIDS (1-855-452-5437) toll-free, 24 h a day, 7 days a week

# LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- Enter the required information for payment which includes credit card information and security pin.

Enter your payment information below: Note that you can use the Save Account option below to have the system remember your account information the next time you make a payment.

\* Indicates required field

**Billing Address**

\*First Name:

M.I.:

\*Last Name:

\*Street Line 1:

Street Line 2:

\*City:

\*State:

\*Zip:

\*Phone:

\*E-Mail:

**Payment Details**

\*Payment Amount: 25.00 USD


**Payment Method**

\*Name on Card:

\*Card Number:

\*Expiration Date: \*Month   
\*Year

\*Card Verification Value(CVV2):  [What's This?](#)



\* Enter the above code:

[Can't read? Try a different code.](#)

# LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- The credit card is authorized and the button “Pay Now” should be selected.

**License Fees**

**Payment Review**

I authorize the charge to the credit/debit card indicated in this web form for the noted amount on today's date. I certify that I am an authorized user of this credit/debit card and I will not dispute the payment with my credit/debit card company/bank.

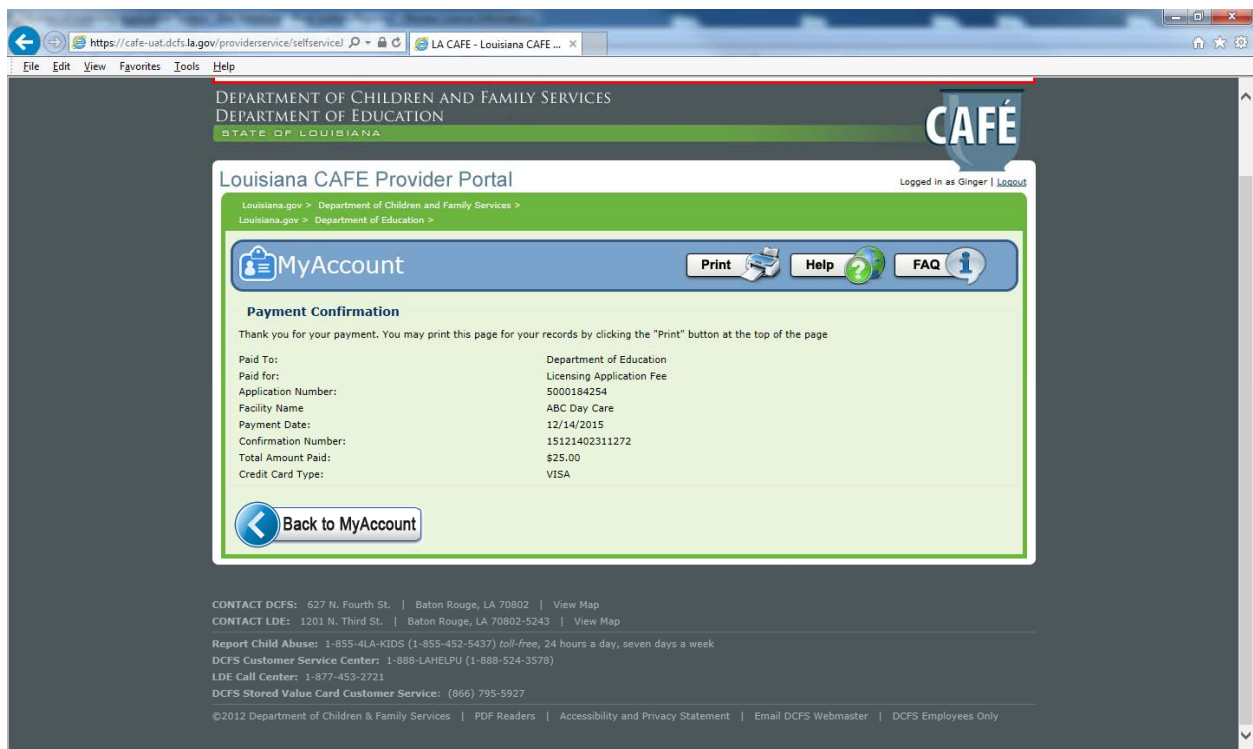
Address
<b>Billing Address:</b> Betty Rubble 1234 Main Street Baton Rouge, LA 70800 (225) 999-9999 email@yahoo.com
Payment Method
Credit Card <a href="#">VISA</a> Betty Rubble x1881 04/17
Payment Amount
<b>Amount:</b> 25.00 USD
<b>Total:</b> 25.00 USD

[Back](#) [Pay Now](#) [Exit](#)

CONTACT US: Louisiana Department of Education | 1201 North Third Street | Baton Rouge, LA 70802

## LDE Licensing Provider Licensing Instructions for Applying Online Using CAFE

- This page allows the provider to print the processing page for their records.



The screenshot displays the Louisiana CAFE Provider Portal. The browser address bar shows the URL: <https://cafe-uat.dcfslouisiana.gov/providerservice/selfservice/>. The page header includes the text: DEPARTMENT OF CHILDREN AND FAMILY SERVICES, DEPARTMENT OF EDUCATION, STATE OF LOUISIANA, and the CAFE logo. The user is logged in as Ginger. The main content area is titled "Louisiana CAFE Provider Portal" and features a "MyAccount" section with "Print", "Help", and "FAQ" buttons. Below this is a "Payment Confirmation" section with the following details:

Thank you for your payment. You may print this page for your records by clicking the "Print" button at the top of the page.

Paid To:	Department of Education
Paid for:	Licensing Application Fee
Application Number:	5000184254
Facility Name:	ABC Day Care
Payment Date:	12/14/2015
Confirmation Number:	15121402311272
Total Amount Paid:	\$25.00
Credit Card Type:	VISA

At the bottom of the confirmation area is a "Back to MyAccount" button. The footer contains contact information for DCFS and LDE, including addresses, phone numbers, and a copyright notice for 2012.