

## How to Apply for an Initial License or Change in Ownership

1. Create an account in CAFÉ if you do not already have an LDE Provider CAFÉ Account. Complete an online application.
2. Upload documentation of satisfactory Criminal Background Checks for all owners, directors, and director designees each center via CAFÉ.
3. Pay the initial \$25 fee via CAFÉ. Additional capacity fees may be charged after the inspection.
  - 15 or fewer children: \$25
  - 16-50 children: \$100
  - 51-100 children: \$175
  - 101 or more children: \$250

Below are instructions for using CAFÉ. If you do not have a CAFÉ account, begin with Step 1. If you have a CAFÉ account, navigate to [CAFÉ](#), log in, and begin with Step 5.

1. Create a [CAFÉ](#) Account. Click the link in the red box.

The Provider Portal screen reader program of choice is Non Visual Desktop Access (NVDA). Download the free software at [NVDA Download](#).


**PLEASE NOTE: JAVA, Adobe Reader, and WebTwain are needed to open and complete PDF forms and upload documents in your Provider Portal account. Download the latest versions at [JAVA Download](#), [Adobe Download](#), and [WebTwain Download](#).**

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

CAFÉ

### Louisiana CAFÉ Provider Portal

[Louisiana.gov](#) > [Department of Children and Family Services](#) >  
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**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**

**Child Care**  
 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.

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

**User ID:**

**Password:**

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

LOGIN

**About LA Café Provider Portal**

**Get Started**

If you don't have an account




 already, click here to get started!

**Internal Revenue Service**

2. Click the Next button in the red box below.

**Louisiana CAFÉ Provider Portal**

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Louisiana.gov > Department of Education >

**Print**  **Help**  **FAQ** 

**Are you in the right place?**

If you already have a LA CAFÉ Provider online account, [Click here to log into your account](#)

**Getting Started**




Before you can begin using LA CAFÉ , you will need to create a secure account. Once you have created a secure account, you can:

- Apply online for Licensing, CCAP Provider Certification, or to become a Foster Care/Adoptive Parent
- Renew your CCAP Provider Certification through a renewal or midpoint.
- Renew your License.
- Report changes.
- Upload necessary documents to earn/retain your Provider Certification/License
- Check the status of an application/renewal/midpoint that you have recently submitted
- View Payment Information
- View notifications that may remind you about important information relating to your accounts
- Update your online account information(password, pin, security questions, etc...)

**What happens next?**

After you create a secure account, you will be taken to your personal account dashboard known as "My Account." From here you can apply for a new License, CCAP Provider Certification, or to become a Foster/Adoptive Parent. You can also check the status of an application you have recently submitted, continue working on an application that you have saved, submit an application for renewals/midpoints, check your payment details, upload documents for review, and update your online account information.

Click on the "Next" button at the bottom of the screen to create an account and start using LA CAFÉ. If you already have a LA CAFÉ Provider account, [click here to log into your account](#)

 **Exit**  **Next** 

3. Complete Steps 1-4 for “Setting Up Your Account” and click “Create Account”.

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#### 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 CAFÉ 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.**

<b>*</b> First Name:	Middle Name:	<b>*</b> Last Name:	Email address:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**\*** 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 CAFÉ 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. So it's a good idea to write this down and keep it in a 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 using your email address so it will be easy to remember.

* User ID: <input type="text"/>
Password must be between 8 and 64 characters long and must contain at least one English upper case character (A-Z), at least one English lower case character (a-z), and at least 1 digit (0-9).
* Password: <input type="text"/>
Enter your password exactly as you entered it before.
* Re-type password: <input type="text"/>
PIN must be 6 numbers.
* PIN: <input type="text"/>

#### Step 3 : Security Check

Please enter the letters and/or numbers you see below. If you cannot tell what letters 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 letters 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).

L 3 N L M 5

Try Another  
Vision Impaired / Audio

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

#### Step 4: User Acceptance Agreement

CAFÉ Provider Portal Account User Agreement

**General**

The CAFÉ Provider 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 Provider Portal is a State of Louisiana computer system, provided as a public service. The general public may use this system to conduct business with the State. User agrees to use this web site and Provider Portal as permitted by applicable local, state, and federal laws. User agrees, therefore, not to: 1) knowingly and without authorization, alter, damage, or destroy the State's or another user's computer system, network, software, program, documentation or data contained therein; 2) use this service to conduct or attempt to conduct business or solicit the performance of any activity that is prohibited by law. In addition, taking any action which results in blocking access to this website by other users will be deemed an unauthorized use.

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

Previous
Create Account




4. Answer all seven security questions with **different answers** and click “Submit”.

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**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 you log back in before continuing.

- \* 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?




[Exit](#) 

[Submit](#) 

5. Click “My Applications” in the red box below.

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**MyAccount**

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 that if you hit the back button or refresh button in your browser from this page, you may be logged out.

**MyAccount**

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

**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.











6. Click the green "Apply Now" button in the red box below.

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**MyAccount** Print  Help  FAQ 

**MyAccount**


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-  [My Renewals and Mid-Points](#)
-  [Provider Profile](#)
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-  [Report Changes](#)
-  [DCFS Placement Providers](#)
-  [Vendors](#)
-  [Manage My Account](#)
-  [Logout](#)

**Submit an Application for Provider services**

Click here or on the "Apply Now" button to submit an application for the following:


- Child Care Assistance Program Provider(CCAP)
- Licensing
- Foster/Adoptive Care

Apply Now



**Incomplete Applications(Applications you have started but not yet submitted)**

If you have started an application but have not yet submitted it, a "Continue" link will be displayed below. You can click on that link to return to your application.

 Please keep in mind that you must submit the application within 30 days. After 30 days, incomplete applications are deleted and you will need to start a new application.


Application #	Start Date	Application Type	Submit By Date	Action
You do not have any incomplete applications.				

**Submitted Application**

The table below displays applications you have submitted. You can check the status of a application submitted in the past 120 days by clicking on the "View Status" link. You can also view uploaded documents for any application shown below. To upload additional documents for a submitted application, first click the "View Status" link in the table below for the application you wish to upload a document to.

Application #	Submit Date	Application Type	Application Summary	Application Status
You do not have any applications 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
Apply Now

7. In the “LDE Licensing Application” section, click “Click here to complete an LDE Licensing Application” in the red box below.



The screenshot shows the Louisiana CAFE Provider Portal interface. At the top, it says "Louisiana CAFE Provider Portal" and "Logged in as Prod | Logout". Below this is a navigation bar with "MyAccount" and buttons for "Print", "Help", and "FAQ". A left sidebar contains a "MyAccount" menu with links like "MyAccount Home", "My Applications", "My Renewals and Mid-Points", "Provider Profile", "Notifications", "Report Changes", "DCFS Placement Providers", "Vendors", "Manage My Account", and "Logout".

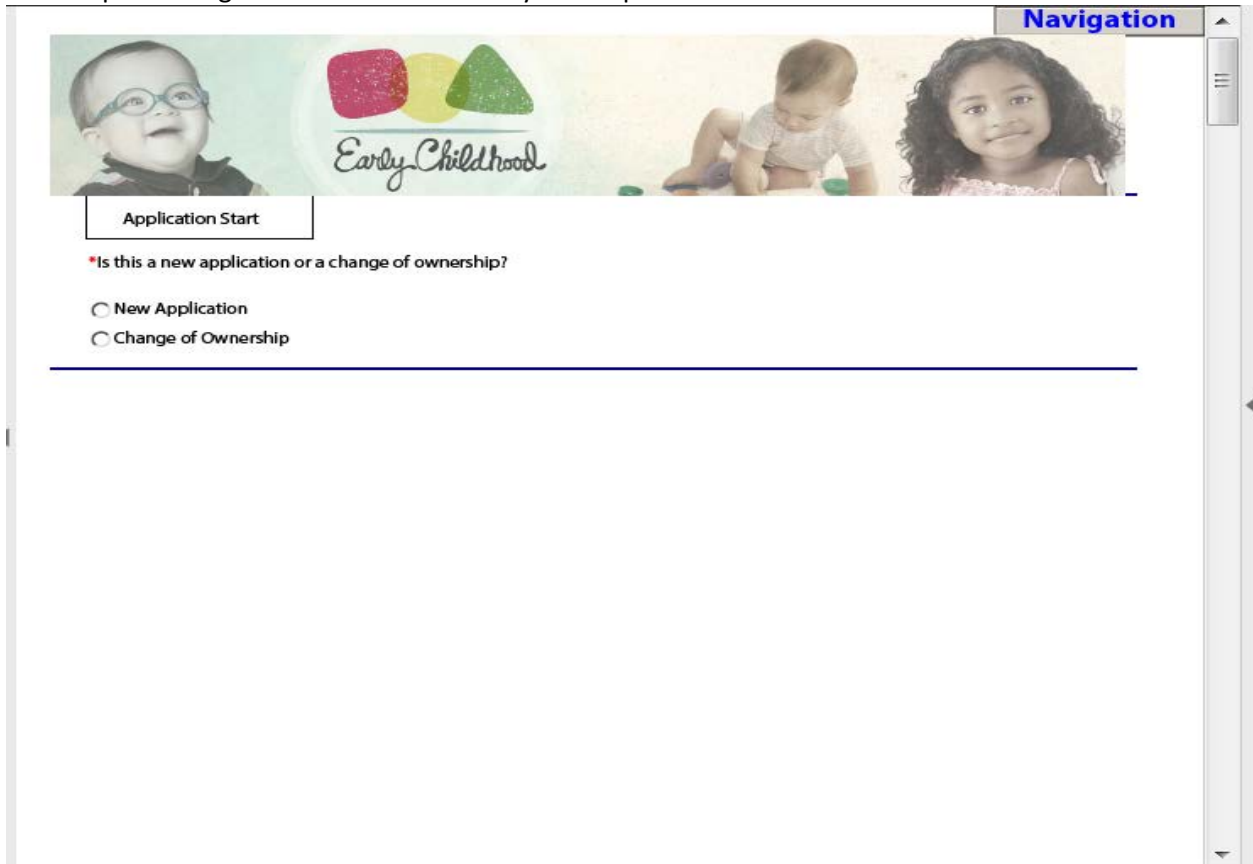
The main content area has four sections:

- DCFS Licensing Application**: "New Application" section for Child Residential Facility, Child Placing Agency, Maternity Home, or Juvenile Detention Facility. Includes a link: [Click here to complete a DCFS Licensing Application](#).
- LDE Licensing application**: "New Application" section for Child Care facility. Includes a link: [Click here to complete an LDE Licensing Application](#) (highlighted with a red box). Below the link is a note: **\*Please remember the Unique Identifier Number that you entered on your application. This number will be needed in future interactions with the Louisiana Department of Education.**
- Child Care Assistance Program (CCAP) Providers**: "New Application" section for Child Care facility. Includes a link: [Click here to complete a CCAP Certification Application](#).
- Foster/Adoptive Applications**: "New Application" section for Adoptive/Foster Care Parent. Includes links for [HDU 411 - Intake Information Form](#) and [HDU 15 - Foster/Adoptive Parent Application](#). A note at the bottom says: "Keep in mind that you'll need to have a program called Adobe Acrobat Reader to start and submit forms for the links above. If you don't have this program on your computer, you may install it for free by clicking on the button below:" followed by an "Adobe Get Adobe Reader" button.

At the bottom of the main content area is a "Back to MyApplications" button with a left-pointing arrow.



- Select "New Application" if your center has never been open before. Select "Change of Ownership" if you are purchasing a center that has already been open.

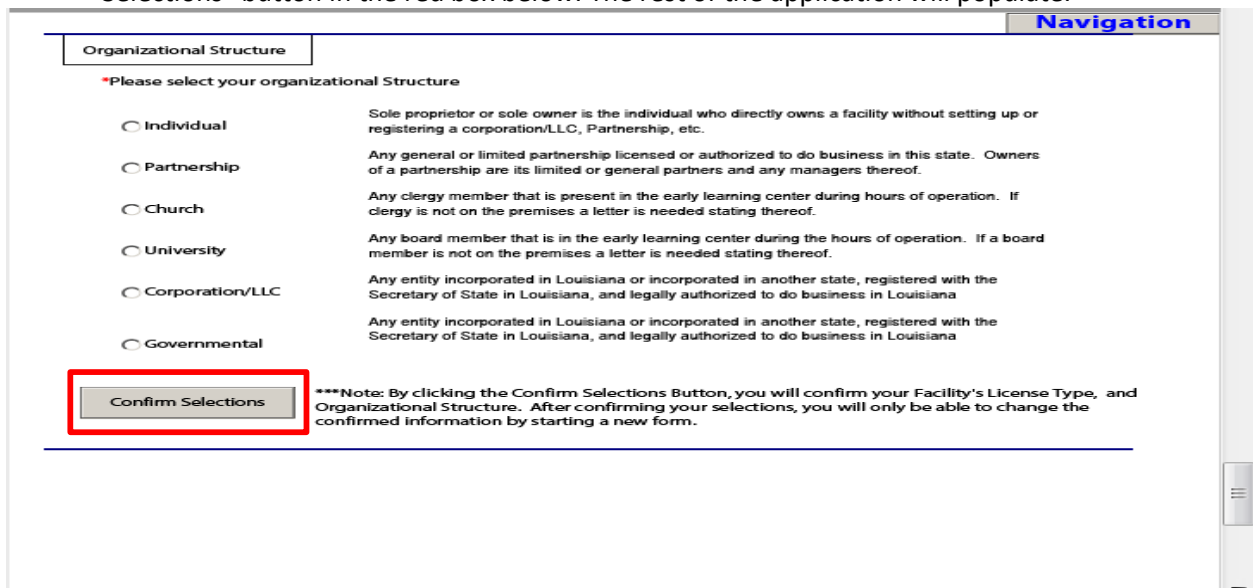


**Application Start**

\*Is this a new application or a change of ownership?

New Application  
 Change of Ownership

- Complete all mandatory fields. After choosing your Organizational Structure, you must click the "Confirm Selections" button in the red box below. The rest of the application will populate.



**Organizational Structure**

\*Please select your organizational Structure

<input type="radio"/> Individual	Sole proprietor or sole owner is the individual who directly owns a facility without setting up or registering a corporation/LLC, Partnership, etc.
<input type="radio"/> Partnership	Any general or limited partnership licensed or authorized to do business in this state. Owners of a partnership are its limited or general partners and any managers thereof.
<input type="radio"/> Church	Any clergy member that is present in the early learning center during hours of operation. If clergy is not on the premises a letter is needed stating thereof.
<input type="radio"/> University	Any board member that is in the early learning center during the hours of operation. If a board member is not on the premises a letter is needed stating thereof.
<input type="radio"/> Corporation/LLC	Any entity incorporated in Louisiana or incorporated in another state, registered with the Secretary of State in Louisiana, and legally authorized to do business in Louisiana
<input type="radio"/> Governmental	Any entity incorporated in Louisiana or incorporated in another state, registered with the Secretary of State in Louisiana, and legally authorized to do business in Louisiana

**Confirm Selections**

\*\*\*Note: By clicking the Confirm Selections Button, you will confirm your Facility's License Type, and Organizational Structure. After confirming your selections, you will only be able to change the confirmed information by starting a new form.

10. Once finished, click "Submit". There is a "Submit" button at the bottom of each page.



The screenshot shows a web form with the following elements:

- Input field for "Other Phone" with a label "Other Phone" above it.
- Input field for "Primary Email" with a label "Primary Email" above it and a red asterisk to the left.
- A note "(Email Address should be accessible during an evacuation)" to the right of the email field.
- A "Save and Exit" button at the bottom left.
- A "Submit" button at the bottom right, which is highlighted with a red rectangular border.

- 11. Upload your documents.
- 12. Pay your fee.