How to Report a Change in Location or Change in Information for a License

1. Call LDE Licensing at 225.342.9905 for your Unique ID and your date of birth on record.
2. Create an account in CAFÉ if you do not already have an LDE Provider CAFÉ Account. Complete an online renewal application.
3. Upload documentation of satisfactory Criminal Background Checks for all owners, directors, and director designees each center via CAFÉ (if applicable).
4. Pay your fee via CAFÉ (if applicable). Additional capacity fees may be charged if you have a change in capacity.
   - 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.

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

Louisiana CAFE Provider Portal

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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 Certifcation, 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
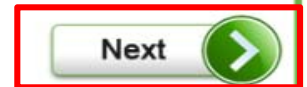
3. Complete Steps 1-4 for "Setting Up Your Account" and click "Create Account".

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

CAFÉ

Louisiana CAFE Provider Portal

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

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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.

* 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. 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:

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:

Enter your password exactly as you entered it before.   * Re-type password:

PIN must be 6 numbers.   * PIN:

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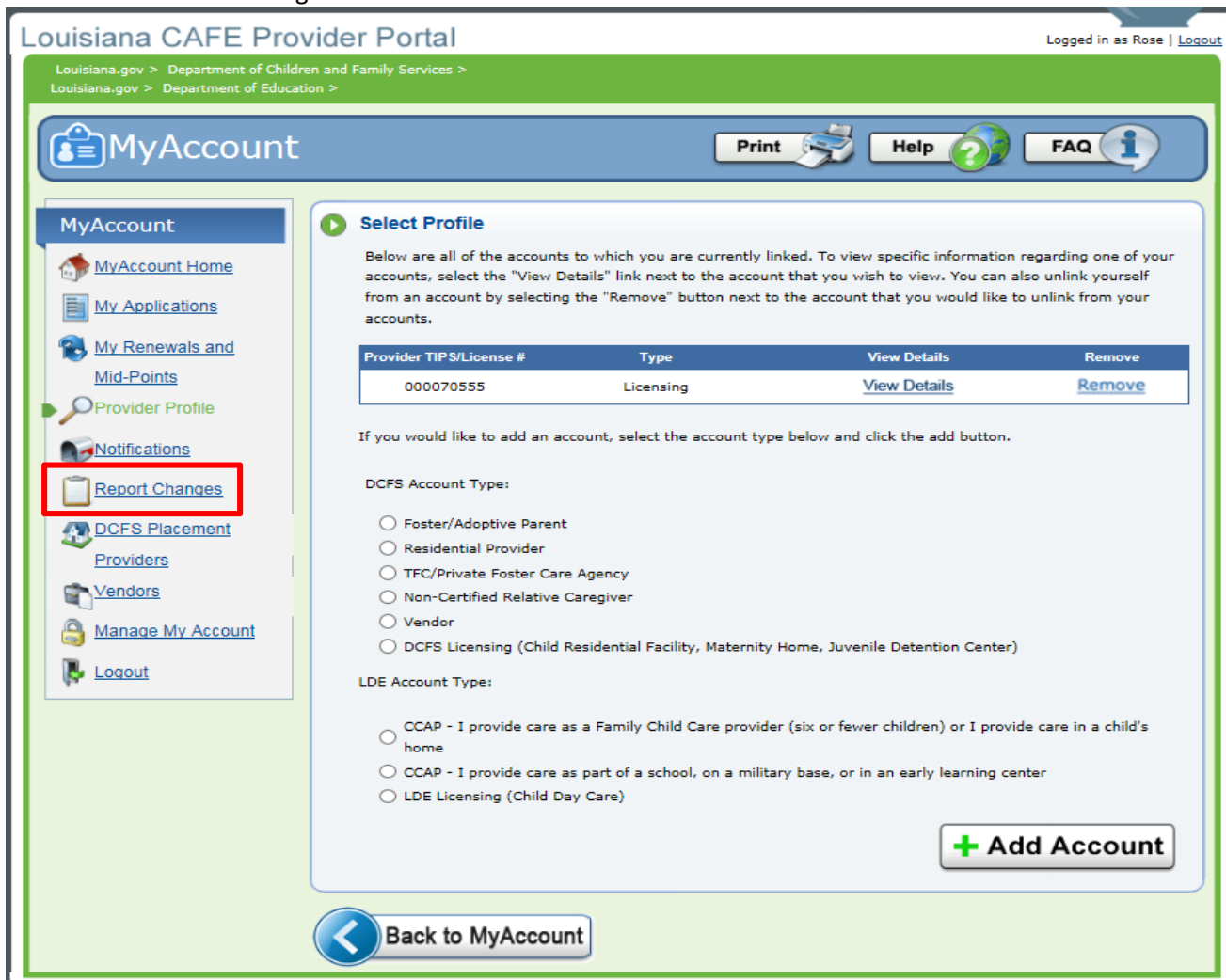 letters and/or numbers are, you can click on the "Vision Impaired" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

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 CAFE 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".

5. Click "Provider Profile" in the red box below.

6. Under "LDE Account Type:" select "LDE Licensing (Child Day Care)" and click "+Add Account".

7. Call LDE Licensing at 225.342.9905 to receive your Unique ID and the Date of Birth on record for your license. Complete the three mandatory fields and click "Next".

8. You have successfully linked your LDE Licensing Profile. Click "Next".

9. The Provider Profile page displays. Now you will see your License linked on this page. Click "Report Changes" on the left-hand navigation.

10. Click the "Change of Location" link next to the License number you are reporting a location change for. Click the "Report Change" link to report any other change next to the License number you are reporting a change for.

11. Check the box next to the type of change(s) you are reporting, enter the license number, and click "Confirm Changes".

12. Once finished, click "Submit". There is a "Submit" button at the bottom of each page.
13. Upload your documents (if applicable).
14. Pay your fee (if applicable).