

Edlink Licensing Frequently Asked Questions

My.La.gov

Account Setup

1. What if I already have a MyLa account or receive an error stating that the email or User ID is already being used?
 - a. The user has already created a My.La.gov account, so they must go [MyLA.gov](#) and click Sign In. From there, they will need to select “Need Help?” and then either reset their password or retrieve their username using the email that created the account. After they receive a verification email from My.La.gov, the user can log into My.La.gov and update their email in the user profile section.
2. What if I get locked out of my account because I have tried 6 times unsuccessfully to access it?
 - a. Users should follow the instructions for Resetting Password, located on the [Edlink Training Page](#) or email EdlinkSupport@la.gov to have the instructions sent to you via email.
3. I used autofill and now have the wrong name and/or personal Identification in My.La.gov and EdLink Security.
 - a. Email EdlinkSupport@la.gov or use a different email and begin the process again.

EdLink Security

Escholar validation errors

1. What do I do if I get an error on Edlink Security that states: *eScholar Validation Error*?
 - a. “[me@me.com](#) is not linked to any staff ID. Please email EdllinkSupport@la.gov for assistance.
 - b. After creating a username in My.La.gov, the user needs to link the username to the StaffID through EdLink (<https://ldoe.edlink.la.gov/#/>). Fill out the personal profile information and save it to generate the StaffID.



eScholar Validation Error

Mhaydel@stangelaschool.org is not linked to any staff ID. Please contact your local eScholar Staff ID Coordinator for assistance.

Request Id: 00-d2b41d1403ffda73fc9c52f1432d45e6-b643b8e8fa960ba3-00

2. I received an error stating 401 Resources Error when trying to log into Edlink. How do I fix this?
 - a. Try closing all open browsers and then open a new Chrome browser to log onto EdLink Security <https://registration.edlink.la.gov/>. This error code sometimes appears when an open browser stores previous data. If this does not work, email the help desk using the [Ticketing System](#) at EdllinkSupport@la.gov.

Application Completion

Renewal Questions

1. Why isn't my renewal button active?
 - a. Are you less than 90 days or less until your license is expired? Your renewal button will be active at 90 days or less.
 - b. Do you have any applications in progress for the entity in the Pending application area of your Dashboard? You can only have one application in progress at a time for each entity at a time. Delete the application in progress by selecting cancel if it was opened mistakenly. The renewal button will reactivate if you meet the above criteria.
 - c. Any entity edits such as, staff additions, removals, contact, websites, hours or operation etc. will open an application. These edits should be addressed within your renewal. If you are months from renewal, please visit the [Edlink Training](#) site for instructions on how to utilize your Management menu.

Staff Management Updates

1. Why can't I add myself (as Director or Staff) as an On-Site Emergency contact?
 - a. Return to your Staff Member List page. Select the pencil icon and ensure that you have selected the "this person will be an emergency contact" toggle button to yes and Save. Return to the Emergency Preparedness Plan page and you'll see that the staff member's name now appears as an On-Site Emergency Contact.
2. My Director Staff documents are not saving, why am I getting this error.
 - a. All mandatory documents must be uploaded into each category and by type for the page to save. Be sure that the Pre-Service Orientation, CPR, Pediatric First Aid, Mandated Reporter, Medication Administration and ELC Experience are all uploaded.
 - b. CCAP recipients will need to complete and upload the Pre-Service completion. Only the Director or Designee needs to do this. If you are grant funded or are a Head Start, you must still upload a "dummy doc" into the Pre-Service type.

- c. If your screen is buffering and seems to be frozen, you will need to close the application and reopen it from your Dashboard, Pending Applications section. Select Edit and return the desired page and try again.
- 3. Can my staff members upload their own documents (training/qualifications) into Edlink?
 - d. Yes, but they will need to create their own Edlink account using the [Access Edlink Instructions](#). Staff can request access to your entity on their Dashboard. Once you approve their access, they can modify their own staff record. See how staff request access to your entity for instructions.
- 4. If a center moves to another location, do I have to start everything all over as a new center or will my information stay with me.
 - a. Your information will remain with LDOE. However, existing entities should complete a Change of Location (CHOL) before they move to the new location if they are CCAP recipients. Relocating without LDOE approval may cause closure of the center and/or discontinuation of CCAP benefits. The CHOL application is located on the Entity Dashboard in the Quick Links section.
 - b. In Home or Family Home Providers must complete a new application.
- 5. Will the Edlink application be uploaded onto a free tablet before it's issued to my center?
 - a. Edlink is web based and can be accessed at [EdLink](#).
- 6. On which devices will Edlink work?
 - a. Edlink is designed to operate on all types, tablets, phones and computers. However, initial account creation and entity access requests should be completed on your laptop, tablet or desktop computer.
 - b. PC or laptops are recommended for optimum performance of all Edlink functions.
 - c. Google Chrome or Edge browsers should be used to maximize Edlink operation.
- 7. I have multiple centers. Will Edlink link them within one account or will I have several different accounts?
 - a. You will have one Edlink account but you must request permission to [access each individual center through Edlink Security](#). Carefully follow the [Access Edlink Instructions](#). Once your requests are approved by LDOE, you'll be able to toggle between your centers and complete center specific functions on one Dashboard and within one Edlink account.
 - b. Additional centers, new or existing, may be added by following the same instructions as above.
- 8. Will Edlink alert me of messages on my personal email or will we need to log in to Edlink to receive alerts?
 - a. Yes. From your Dashboard, select Account Settings from the Navigation Panel on the left. Choose Notification Options and select all options that apply to how you would like to receive notifications and emails.

- b. Emails received by your private/center emails will not contain detailed content. You will need to log into Edlink > Messages to read specific details and take action, if needed.
 - c. We recommend that you select all notifications and remove those that you find aren't needed at a later date.
 - d. You may also receive alerts via text.
9. What are my options if my center is denied for CCAP?
- a. Submit or Resubmit all CCAP required documents for review
 - b. [Types I, II](#), In Home and Family Home do not offer a CCAP opportunity.
 - c. [Type III](#) licenses must apply for CCAP unless they are a HeadStart or Grant Funded.
10. Can I have a license without receiving CCAP?
- a. Yes. You may obtain a [Types I, II](#), In Home or Family Home without receiving CCAP.
 - b. A [Type III](#) may be licensed while waiting for CCAP approval or review of resubmitted documents.
11. Will I have limited Edlink access until my application has been approved?
- a. Yes. If you are a new licensee, you will have a New User Dashboard by following the [Access Edlink Instructions](#). You will retain the New User Dashboard until your license has been approved and until you request access to your new center. Your access will be limited until then.
 - b. No. If you are renewing a license you will only see the New User Dashboard until you [request access to your existing site/s](#) and they are approved by LDOE. You will then have access to your Entity Dashboard, which consists of licensing information, CCAP dates, your renewal button, entity management, staff management and financials.
12. What entity changes can I make for my center that do not require LDOE approval?
- a. Social media sites, emails, phone numbers, mailing addresses and contacts do not require LDOE approval. An [Entity Change Application](#) will still be completed so that the information can be updated in Edlink.
13. Which changes to my center will require LDOE approval?
- a. Staff additions, staff deletions, Change of Location, Change of License Type, Change of Ownership, Change of Ownership Type, Banking Information, Service Hours and Services require LDOE approval. All will require the completion of an [Entity Change Application](#).
14. Will my center, owner and staff information be transferred from the current system into Edlink or will I need to start from scratch?
- a. Your current list of Staff, as well as your own records, will be transferred into Edlink, wherever possible. Existing entities will need to verify and modify all pre-populated information during the renewal process by selecting the Edit buttons placed throughout the application. Some data was not required in previous

applications but is now required by LDOE and within edlink,so you'll need to input new data into these areas. Review all staff that show, "Incomplete", "Select" or "Invalid Date."

- b. All Personal Identification Information, Training and qualifications will need to be uploaded for all Directors, Director Designees and Staff. Training records/documents are not transferred from Cafe'.
15. My License renewal is due in a few months and I haven't received an e-mail or alert to begin the renewal process. When will I receive this email or alert?
 - a. Edlink will alert you by email and on your Dashboard when you are less than 90/60/30 days from your expirations date and will encourage you to begin the renewal process.
 - b. You should begin the process early by creating an Edlink account by following the [Access Edlink Instructions](#). This way, when expiration is at 90 days or less from expiration, you'll receive a notice. You'll also have time to access your existing sites and attend/watch [Edlink Training](#) events.
16. How do I change the name of the center? Ex. Dryades Day Care to Dryades Early Learning Center
 - a. Center names may be edited during the renewal application process on the Center Information page. Select Edit, make your changes and save at the bottom of the page.
 - b. An [Entity Change Application](#) may also be submitted to change the center name, after you have renewed your license. This application is located on the Dashboard in the Quick Links area.
 - c. This application is also created when you utilize the Entity Management menu.
17. When may I begin entering my center, owner, and staff information into Edlink?
 - a. Once you have requested and have been approved for access to your center, you may begin entering your center information. Use the Entity and Staff Management menus on the navigation panel to do this.
 - b. All center information and staff must be entered prior to an inspection being scheduled and conducted by a Licensing Specialist.
18. Are first time Edlink users new applicants or renewals, even if I was previously licensed?
 - a. All Users are new Edlink users since the launch of the platform took place in August of 2022. However, many Users may already have a registered email and account with MyLa. The two accounts are different.
 - b. From the Edlink Main Page, select Sign In. If a New User Profile appears, then you already have a [MyLa account](#). Complete the New User Profile, entering all information. Do not use fictitious information. Save the New User Profile, Sign Out under your User ID (top left corner) and the Sign back in.
 - c. From the Edlink Main Page, select Create and an account if the New User Profile did not appear. Follow the [Accessing Edlink Instructions](#) for gaining access and requesting permissions to your site and your renewal application.

19. If I am applying for Certification for the first time, do I do this through [EdLink](#) or [Louisiana Believes](#)?
- Apply by following the [Accessing Edlink Instructions](#) for your initial application.
20. Is there an option for a school-based program (i.e.: the early childhood division of a larger school)?
- Yes. If you have a center inside of a K-12 school, follow the [Accessing Edlink Instructions](#) for Early Childhood. You will see this option as you complete the New User Profile page during the account setup.
21. If I have multiple centers can I have different banking information for each center?
- Yes. Each center may be managed as a separate entity (business) by selecting the entity from the navigation panel drop-down. Once selected, use entity Management > Financial Information to update or change Banking Information. These changes do require LDOE approval. As you edit the banking information, an application has automatically been created (Edit Entity application). You will make the changes, review and submit for approval. Until this change has been approved, no other applications can be submitted for this specific entity. You may follow the same procedure for your other centers.
22. Is the CCAP application within the Edlink application for Initial and Renewal applications?
- Yes. All Type III applications (including renewals) must complete all CCAP questions and data entry whether the center is grant funded or a Head Start center.
 - If your center has either funding source, you must still answer the CCAP questions.
23. Which Entity roles are permitted to complete and submit renewal of licensing applications?
- Entity Managers and Staff Administrators are the only roles that are permitted to submit Initial and Renewal applications in Edlink.
 - An Entity Manager is part of the Staff Administrator approval process, and must have approved access first. Follow the [Accessing Edlink Instructions](#) on the last 2 pages for how to do this.
24. Are there different levels of access for Entity roles?
- Yes. Entity Manager will have access to all functions as listed in [Entity Roles](#).
 - Staff Administrator will have access (similar to HR) with the exception of Banking Information and Licensing changes or locations.
25. How do my staff members request access to my entity so that they can maintain their profile?
- From the New User Dashboard, the Staff Member will select the blue button on the right side of the screen labeled, "Request Access to Entity."
 - Request Access to Entity by searching for the entity and selecting access. The request will be forwarded to the Entity Manager by email for his/her approval.

- c. Once approved, the Staff Member will appear on the Staff List, along with all previously uploaded qualifying documents.
- 26. How do providers remove old files and upload new ones into their Entity Documents?
 - a. Remove old files by selecting the trashcan icon. Files are never deleted but are archived. They may be retrieved by utilizing the search options on the Entity Documents page.
- 27. Is staff information linked to Pathways?
 - a. Yes. See Louisiana Believes, [Pathways](#) for details on how Pathways is linked to Edlink Staff.
- 28. Now that Edlink has launched, do I need to add my center/s?
 - a. No. If you have maintained a current license in 2022, your center, school, IH/FH care information has been transferred into Edlink already.
 - b. In the event that you can not find your center, school, or personal name when requesting access, please email EdlinkSupport@la.gov so that it may be added.
- 29. When do I create an Edlink account?
 - a. Immediately; the sooner the better. Even if you have recently renewed your license, are months away from renewal or a new licensee, creating an Edlink account now will save you time and frustration later.
 - b. The sooner you have an Edlink account, the sooner you will have access to Edlink training.
- 30. Does Edlink provide a method for documenting and maintaining the required training credentials i.e., Blue Certificates, Child abuse reporting CPR etc.?
 - a. Yes. The Entity Manager will have access to Entity and Staff documents. They may add to or archive documents as training is updated.
 - b. A paper (originals) file as well as a separate digital backup should be maintained by the Entity Manager in case of power outages or loss of internet.
- 31. After I access my Entity, will I need to add all of my current staff, contacts, and household members, respectively?
 - a. Yes. All Owners, Directors and Staff must be added to your Edlink account before an annual inspection will be scheduled. You will do this within your Renewal application in most cases. If you are not scheduled to renew for several months, use the Entity Management > Staff Management. An Entity Change application will be opened as soon as you select "Add New."
 - b. New licensees will add all Owners, Directors and Staff within the initial application process. Once approved, all Staff will be reflected in their Edlink account.
- 32. Which Entity roles will have permission to submit a critical incident report?
 - a. Any Owner, Director, or Staff Member may file a Critical Incident Report per [BESE Bulletin 137 Critical Incidents and Required Notifications](#).
- 33. How do I complete the Critical Incident Report Form?

- a. Complete the [CIR Form](#) per [BESE Bulletin 137 Critical Incidents and Required Notifications](#).
34. Will CCCBC'S website become obsolete?
- a. No. You will still complete yours and your Staff's Background Checks via the [CCCBC](#) site. [Edlink provides the status of Background Checks only](#) and has no bearing on the CCCBC itself.
35. How do I check the status of a current staff member's CCCBC application as an Entity Manager?
- a. Using the Entity Management Menu, select [Manage Staff](#). The Staff List will display the staff member's status to the left of the name. You may also select the pencil icon to view the details of a staff member. The status will also be shown here.
 - b. During a renewal or initial application (CCCBC Step), the staff member's DOB and Social Security Number are entered by the Entity Manager or the individual staff member. CCCBC will display a current status of the staff member if the information was entered correctly, if the staff member actually applied to CCCBC and if he/she is not eligible.
36. Are there any character count limits to what may be entered into Complaints or Critical Incident forms?
- a. There is currently no Character limit for the Complaints or Critical Incident forms.
37. How will I be notified of a Complaint or Critical Incident filed against my center?
- a. Directors will receive notification that a Complaint or Incident has been filed against their center Critical Incident Report per [BESE Bulletin 137 Critical Incidents and Required Notifications](#).
38. How many Entity Managers can a center have?
- a. Technically, centers may have more than one Entity Manager. However, it is strongly recommended that only the Owner and Directors have [Entity Manager roles](#).
 - b. Staff Administrators will act as Human Resource personnel but will not have access to licensing changes or banking.
39. Can Entity Managers see the staff member's information from LDOE when he/she changes center employment locations?
- a. Yes. Entity managers will have access to all LDOE personnel information once the new employee has been approved by the Entity Manager to have access to their center.
40. Which types of files are accepted for upload into Edlink?
- a. jpeg, pdf, png, docx, doc, xls and many more. All standard file types will be accepted.
41. Is training available for accessing and Navigating within Edlink?
- a. On the Louisiana Believes site, many [Edlink Training](#) videos and manuals are available for all license types.

42. Will Licensing Specialists and Licensing Consultants have access to staff documents before and at the time of the inspection?
- Yes. Licensing Specialists will have full access to staff documents before and during Inspection if the provider has uploaded documents.
 - To avoid a delay in your renewal or initial licensing, make certain that all staff have been entered during the application process, including all qualification documents.
 - Licensing Consultants will also have access to all staff documents, including CCCBC statuses and will not request that an inspection be scheduled until all staff are Eligible.
43. Do I need to upload previous years of Continuing Education documents or only the current ones?
- Only current continuing education documents must be uploaded. However, consider your Edlink account as a portfolio. Upload all historical, child care related qualifications and experience documentation that you believe are relevant, for safekeeping.
44. Will my staff information and education certifications follow me if I change employment to another center?
- Yes. Consider your Edlink account as a portfolio. Upload all historical, child care related qualifications and experience documentation that you believe are relevant, for safekeeping.
45. Will providers have access to view past or upcoming CCAP payments before they receive a paper invoice?
- See [CCAP for Providers](#) for the detailed process of payments and invoicing.
46. Is Edlink available for Type I, II, III Licensed centers?
- Yes, Edlink is available for Type I, II, III centers, as well as, In Home and Family Child Care homes.
47. Is Edlink available for In Home and Family Child Care homes?
- Yes, Edlink is available for In Home and Family Child Care homes, as well as, Type I, II, III centers.
48. Where can I find the Academic Approval letter?
- The Academic Approval letter is located within the Entity Management > Entity Documents of your Entity Dashboard. Use the search criteria to locate a specific document.
49. Do I need to email an Early Child Care Licensing Consultant if my center was closed by LDOE?
- Yes. Email ldelicensing@la.gov or call 225-342-9905. The Licensing Consultant will instruct you with how to proceed with reopening your center.

KinderConnect Frequently Asked Questions

1. Will KinderConnect and KinderSign be uploaded onto the free tablet before it's issued to my center?
 - a. Yes. Kinderconnect will upload all required information and applications. Once you receive the tablet, it will be ready for use after a few registration procedures are completed by the provider.
2. When can my parents stop using finger scan?
 - a. LDOE will notify providers as to when they will receive KinderConnect equipment and access. Once registration has been completed by you and your parents, they may begin using KinderSign and stop using the finger scan.
 - b. You may also email KinderConnect with your questions at supportLA@kindersystems.com.
3. Will providers be able to use KinderSign for several children at a time, specifically those who ride buses to and from the center?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
4. Will Foster Care parents be able to use KinderConnect?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
5. Will TOTS website become obsolete?
 - a. For TOTS, please call 1-888-281-0326
6. Will KinderSign replace TOTS?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
7. Is KinderSign synched with CCAP?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
8. Am I required to use Brightwheel if I'm using KinderSign?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
9. Will parents be notified of the Edlink launch and its changes to procedures?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
10. Can my private pay children use KinderSign?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
11. How close do parents need to be with their device for KinderSign to work (check-in/out)?
 - a. 100'
12. Who is permitted to utilize the KinderSign application, aside from the primary parent?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
13. Will the KinderSign replace private pay and CCAP children?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
14. How can parents establish a personal pin# for signing in their children, using the KinderSign cell phone application?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
15. Does the Kinder Smart application sync with Brightwheel?

- a. Yes. Provider will initiate a data update weekly within Edlink>KinderConnect.
- 16. If I already use Brightwheel in my center, will families also need to complete a KinderSign attendance record?
 - a. No. Provider will initiate a data update weekly within Edlink>KinderConnect.
- 17. How do my parents sign in for “Before and After Care” children?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 18. If a parent forgets to sign their child in/out, may the provider do this?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 19. How many days are parents permitted to record previously missed check-ins?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 20. Are the tablets free to providers?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 21. Can I receive more than 1 tablet for my center/s?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 22. Are providers required to maintain a paper record of attendance for licensing?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 23. Are all entries in Edlink automatically saved as I enter it?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 24. Will KinderSign attendance sync with NSECD?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 25. How can a non-family member check in/out a child for attendance?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.
- 26. Is ProCare synched with KinderSign?
 - a. Please see EdlinkInfo.com for your KinderConnect questions.