



RHODE ISLAND Department of Human Services Educators User Guide

Version 2 - Jan 25, 2024

Table of Contents

Purpose	1
Persona	1
Process Flow Diagram	1
Registration Process	2
Creating your Profile	4
Logging into the Department of Human Services	26
Resetting the Password	27
Portal Overview	29
Home Page	29
Dashboard	29
Job Board	30
Notifications	31
More	32
Profile	32
Managing Profile Information	33
Editing Profile Information	34
Downloading Profile Information	35
Viewing Jobs	36
Viewing Professional Development Courses	40
Associations	44
Help Desk Tickets	49
Creating Help Desk Tickets	49
Help Desk Tickets–Statuses	52



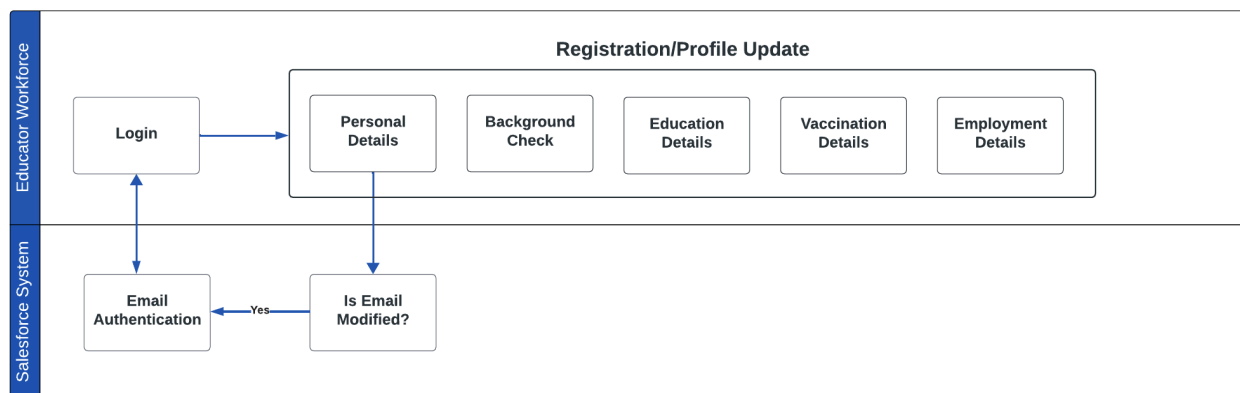
PURPOSE

The purpose of this document is to assist the Educators in performing various activities on the Workforce Registry.

PERSONA

Persona	Responsibilities
Educators	<ul style="list-style-type: none"> • Building a profile • Providing certification and work history • Associating and dissociating with Providers • Viewing jobs and courses • Viewing communications • Creating help desk tickets

PROCESS FLOW DIAGRAM





REGISTRATION PROCESS

1. Go to the **RI Department of Human Services Portal** using the correct URL.
2. Click the **Create an Account** link.

Department of Human Services

English

Login

Enter your email and password below to enter.

* indicates required field

* Personal Email Address

* Password

[Forgot password](#)

Login

Don't have an account? [Create an account](#)

3. Enter the **Personal Email Address, First Name, and Last Name**, select **Date of Birth**, and then click **Register**.

Department of Human Services

English

Register

Start by entering your email address below.

Already Registered? [Log In Here](#)

* indicates required field

* Personal Email Address

* First Name

Middle Name

* Last Name

* Date of Birth

Register

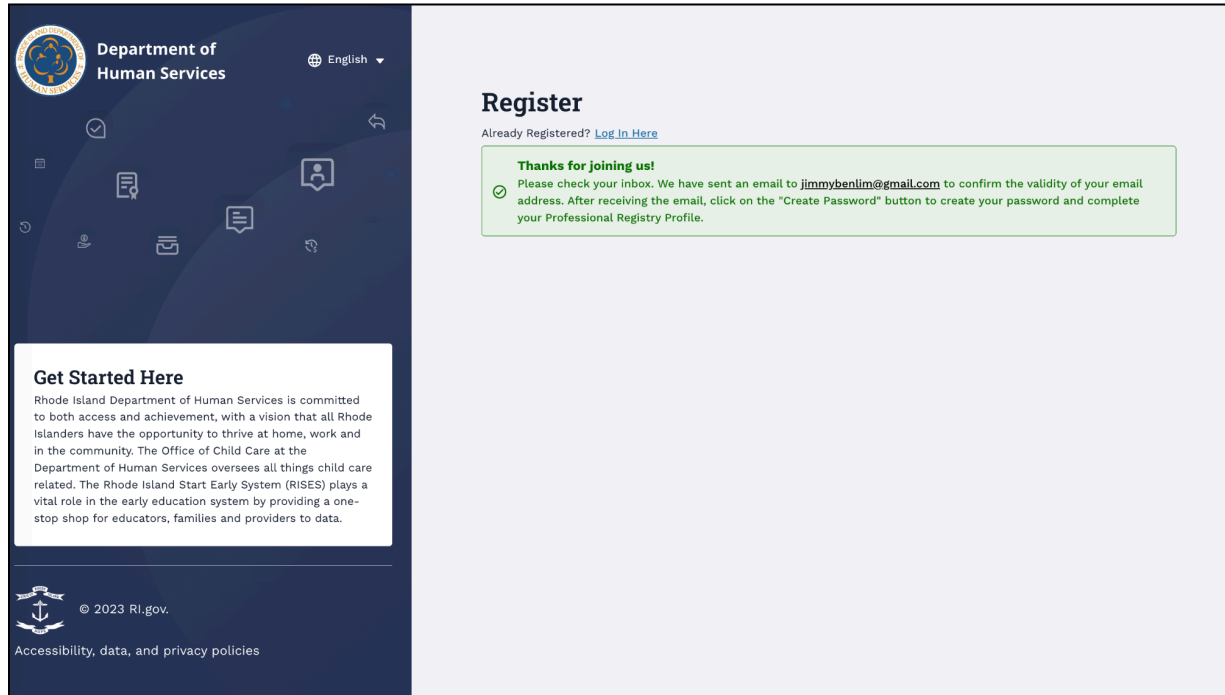
Get Started Here

Rhode Island Department of Human Services is committed to both access and achievement, with a vision that all Rhode Islanders have the opportunity to thrive at home, work and in the community. The Office of Child Care at the Department of Human Services oversees all things child care related. The Rhode Island Start Early System (RISES) plays a vital role in the early education system by providing a one-stop shop for educators, families and providers to data.

© 2023 RI.gov.

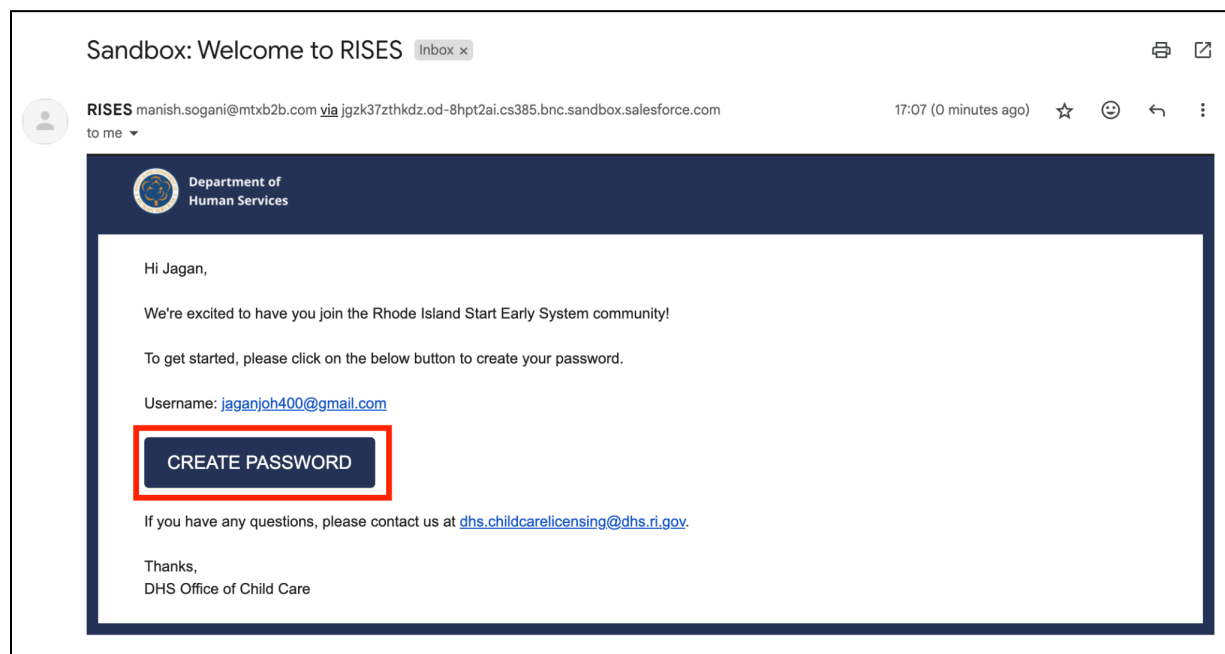
Accessibility, data, and privacy policies

A confirmation message displays.

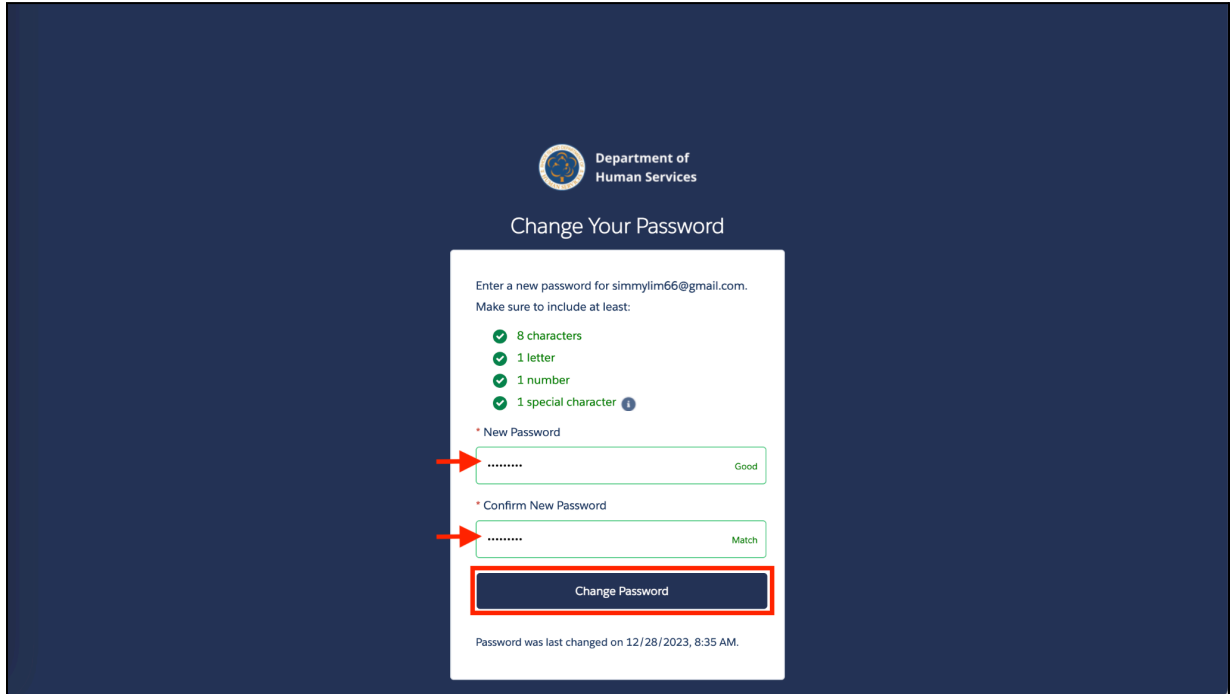


4. Open the email you have received from RISES and click on the **Create Password** button.

Note: An email will be sent to the registered email address.

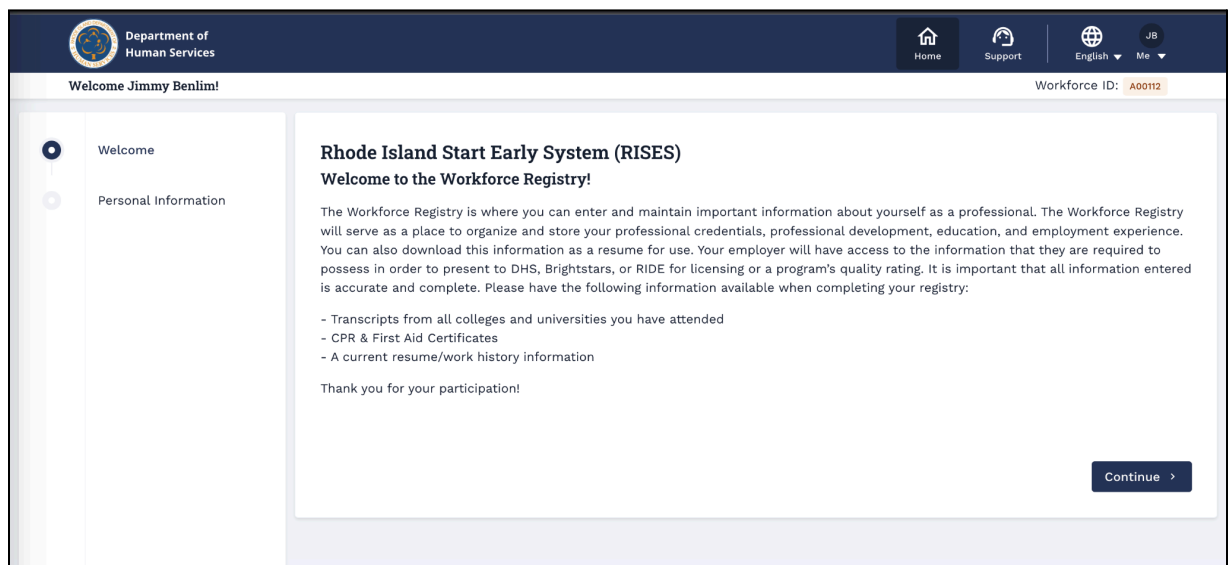


5. Enter your new password in the **New Password** and **Confirm New Password** fields, then click **Change Password**.



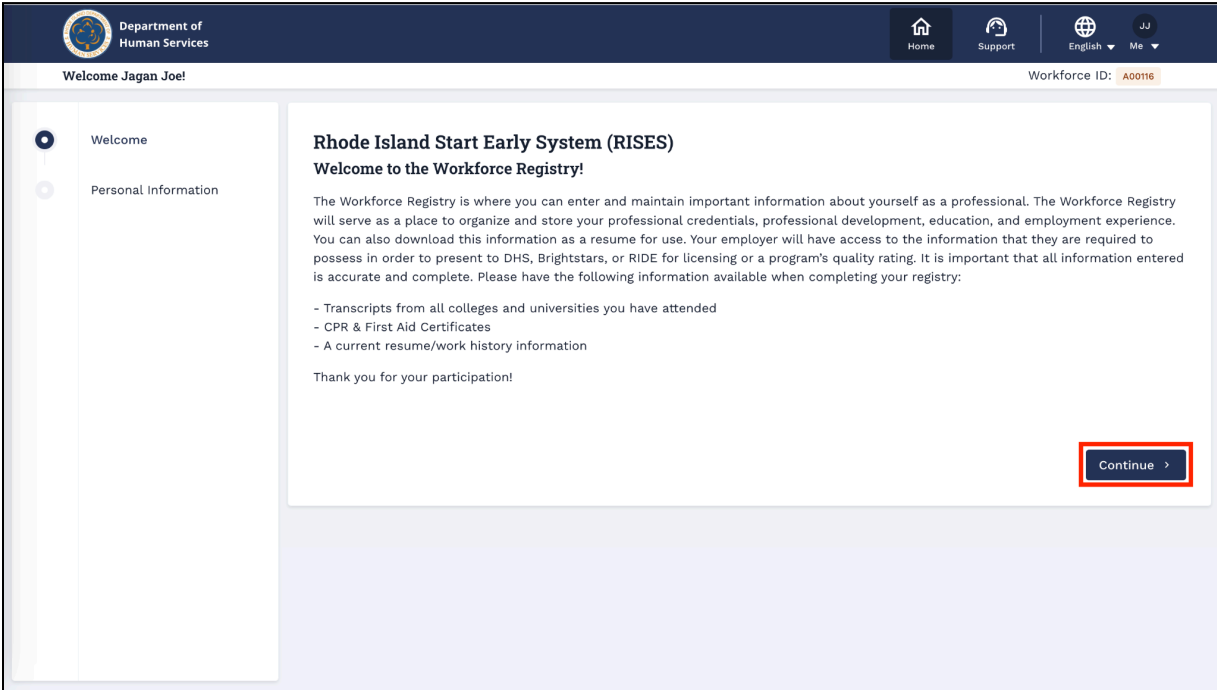
CREATING YOUR PROFILE

Once your registration process is complete, you will be directed to the Workforce Registry Welcome page, where you can create your profile.



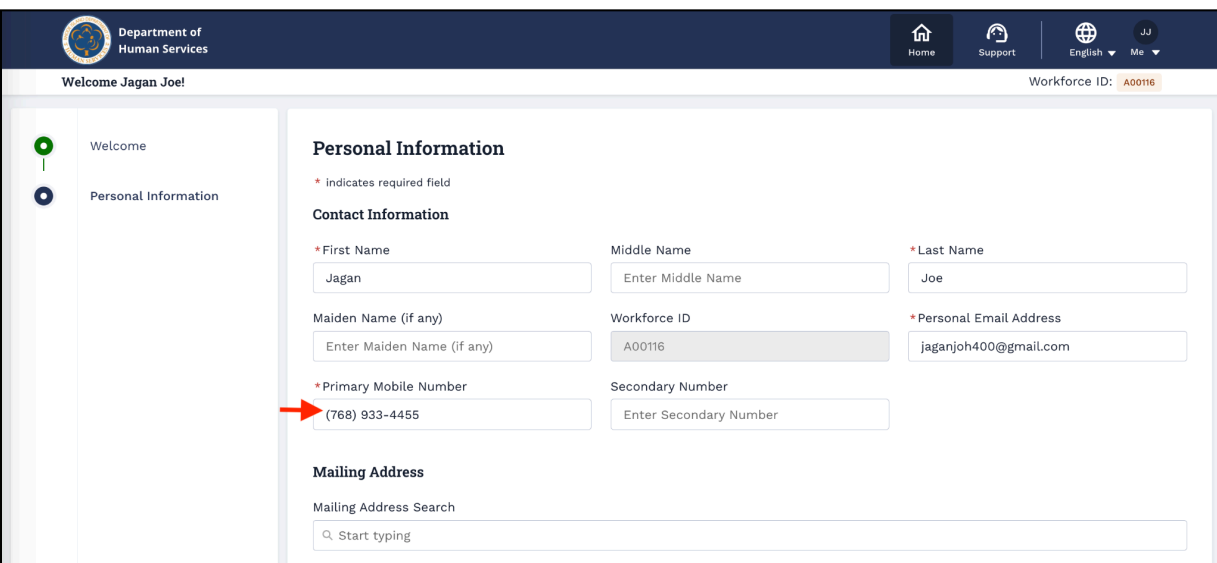
To fill in the profile details, follow the instructions below:

1. Click **Continue** on the **Welcome** page.

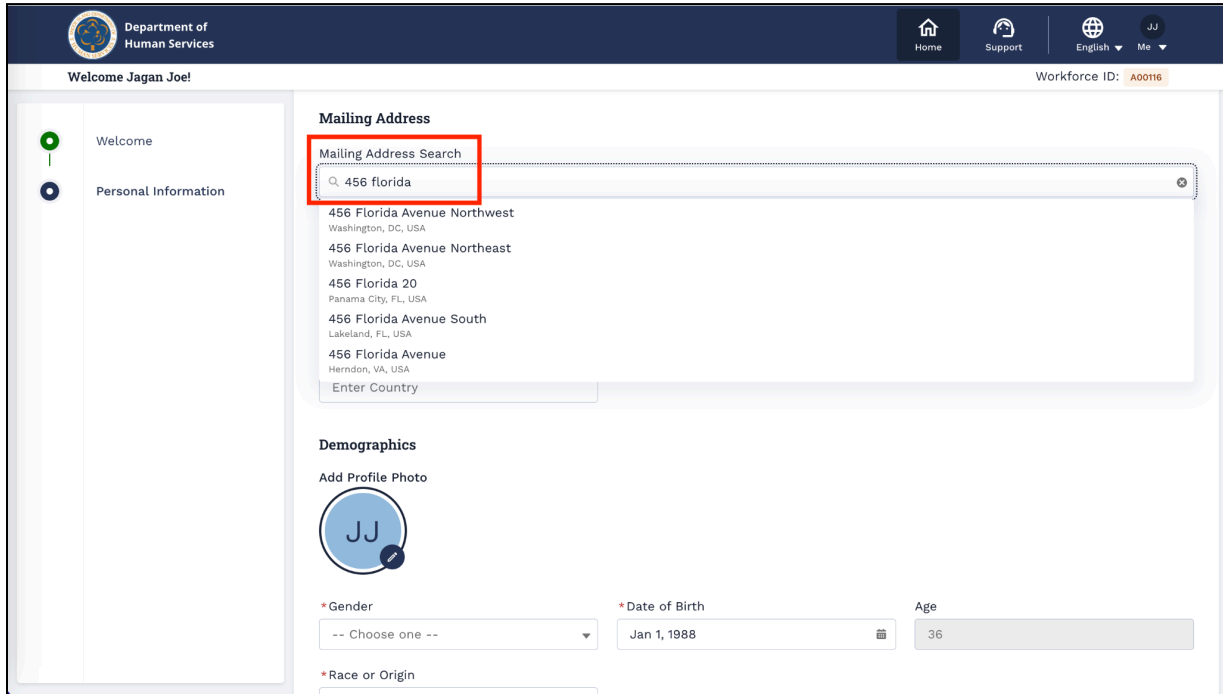


2. On the Personal Information page, enter your **Primary Mobile Number** in the Contact Information section.

Note: First Name, Middle Name, Last Name, Workforce ID, and Personal Email Address will be pre-populated.



3. Enter your address in the **Mailing Address Search** field, then select your address to auto-populate the chosen address.



Department of Human Services

Welcome Jagan Joe! Workforce ID: A00116

Home Support English Me

Personal Information

Mailing Address

Mailing Address Search

456 Florida Avenue Northwest
Washington, DC, USA

456 Florida Avenue Northeast
Washington, DC, USA

456 Florida 20
Panama City, FL, USA

456 Florida Avenue South
Lakeland, FL, USA

456 Florida Avenue
Herndon, VA, USA

Enter Country

Demographics

Add Profile Photo

JJ

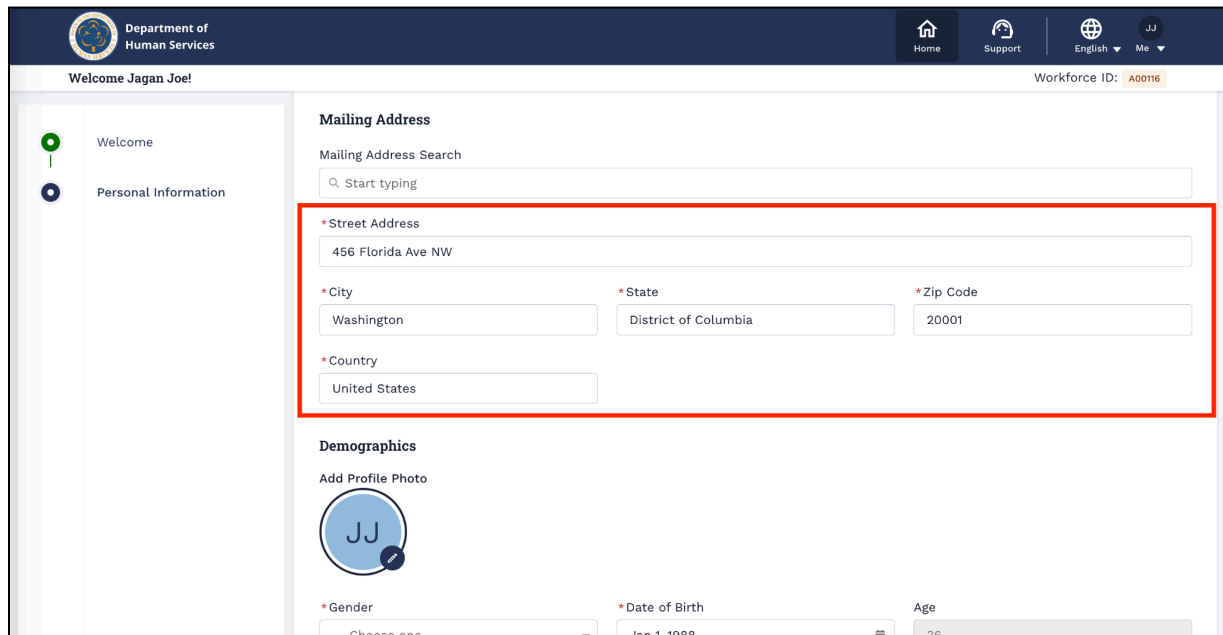
* Gender -- Choose one --

* Date of Birth Jan 1, 1988

Age 36

* Race or Origin

Otherwise, enter the address manually.



Department of Human Services

Welcome Jagan Joe! Workforce ID: A00116

Home Support English Me

Personal Information

Mailing Address

Mailing Address Search

Start typing

* Street Address
456 Florida Ave NW

* City Washington

* State District of Columbia

* Zip Code 20001

* Country United States

Demographics

Add Profile Photo

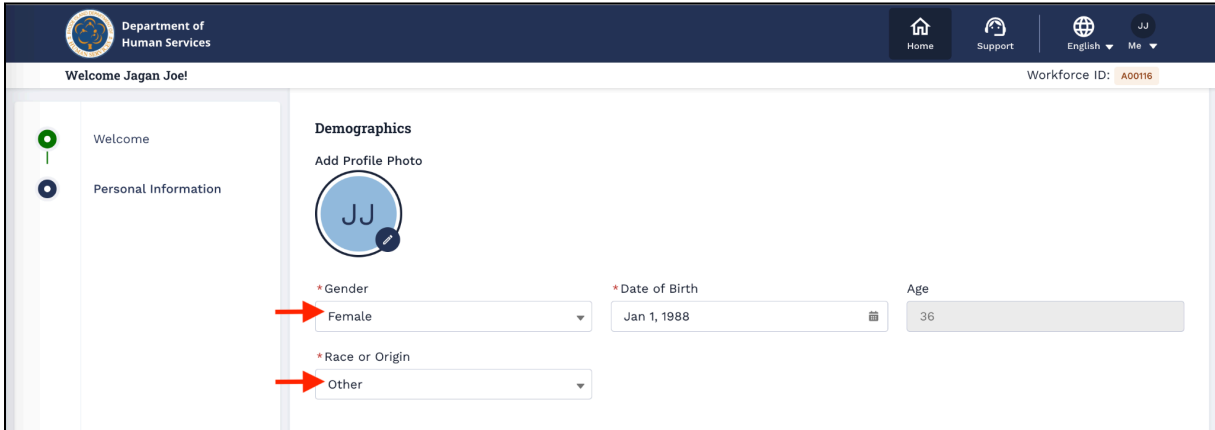
JJ

* Gender -- Choose one --

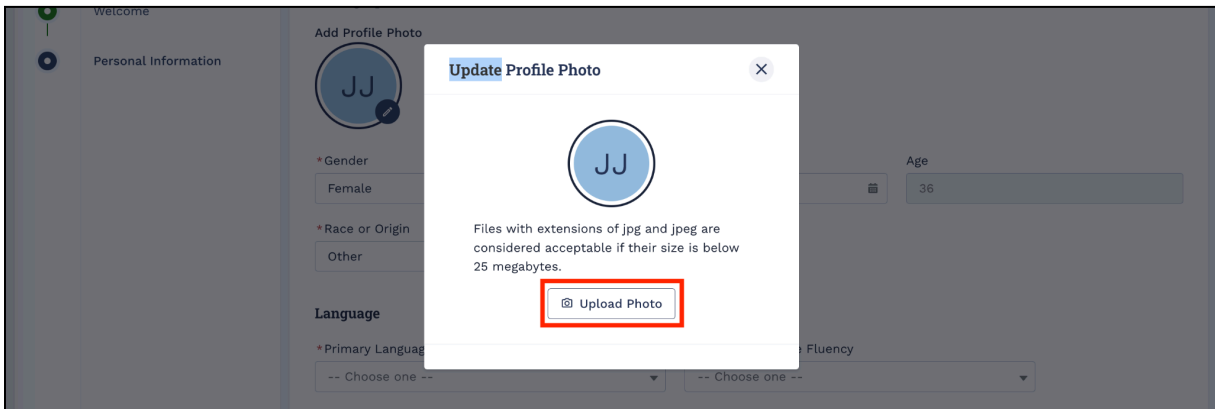
* Date of Birth Jan 1, 1988

Age 36

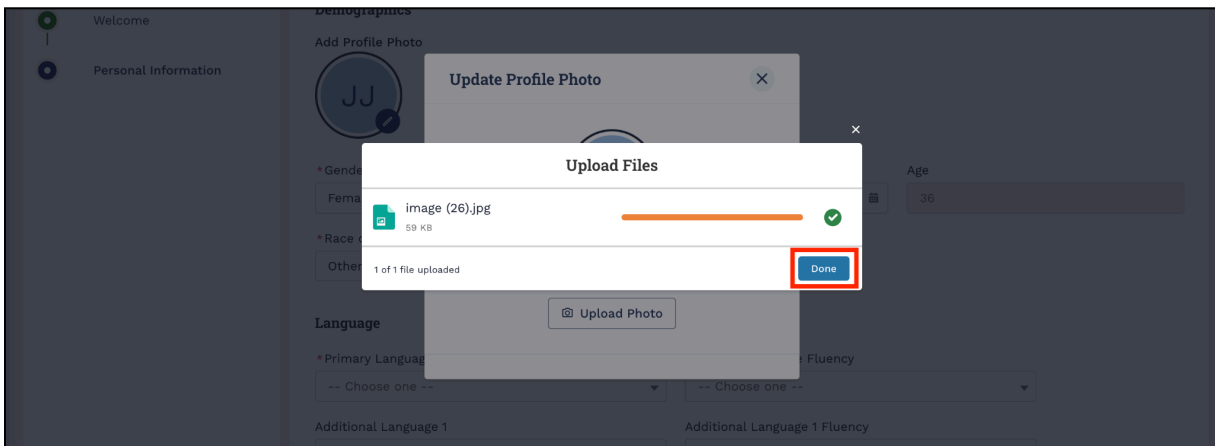
4. In the Demographics section, select **Gender** and **Race** from the drop-down.



5. Click the **Pencil** icon around the user's initials on the profile and click the **Upload Photo** button to upload the profile photo.



a. Select and upload the profile photo from the local machine. Click the **Done** button after uploading the photo.



b. Your profile picture will be set.



Department of Human Services

Welcome Jagan Joe! Workforce ID: A00116

Demographics

Add Profile Photo

* Gender: Female

* Date of Birth: Jan 1, 1988

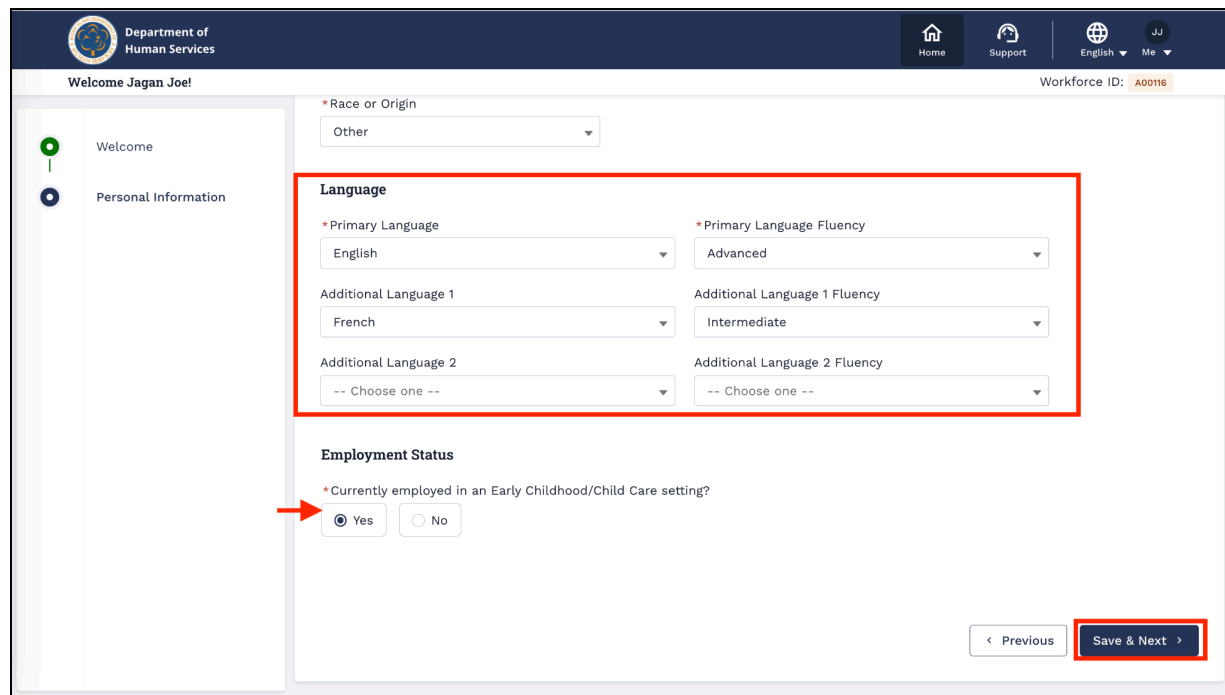
Age: 36

* Race or Origin: Other

6. In the Language section, select **Primary Language** and **Primary Language Fluency**.

Note: The fields with red asterisk (*) marks are mandatory to fill.

7. Select **Yes/No** to the question in the Employment Status section and then click **Save & Next**.



Department of Human Services

Welcome Jagan Joe! Workforce ID: A00116

* Race or Origin: Other

Language

* Primary Language: English

* Primary Language Fluency: Advanced

Additional Language 1: French

Additional Language 1 Fluency: Intermediate

Additional Language 2: -- Choose one --

Additional Language 2 Fluency: -- Choose one --

Employment Status

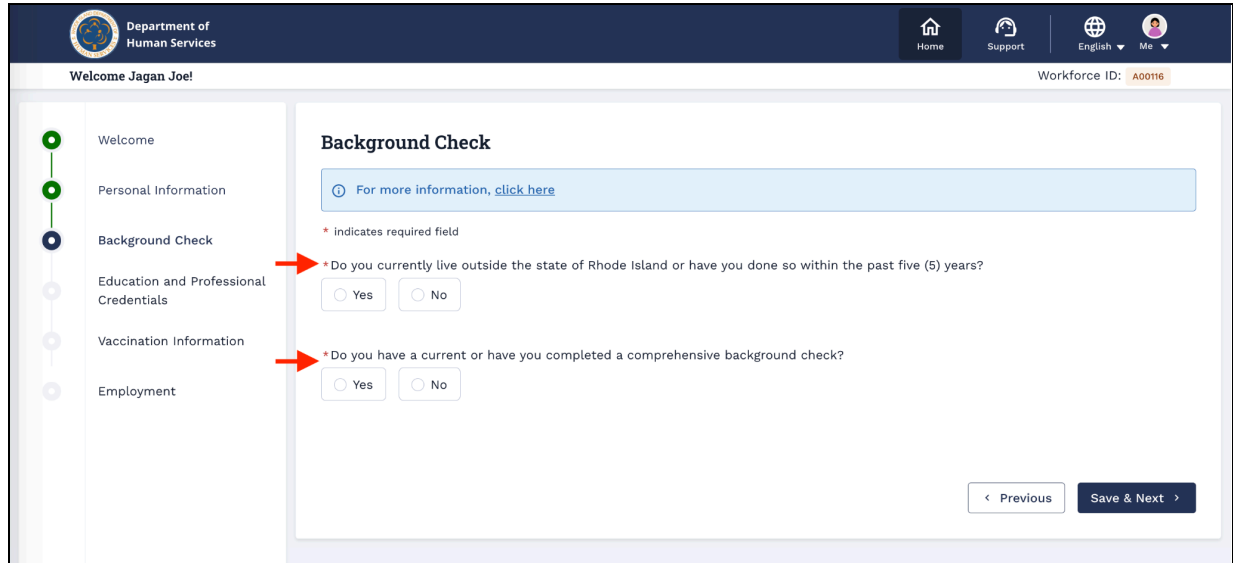
* Currently employed in an Early Childhood/Child Care setting?

Yes No

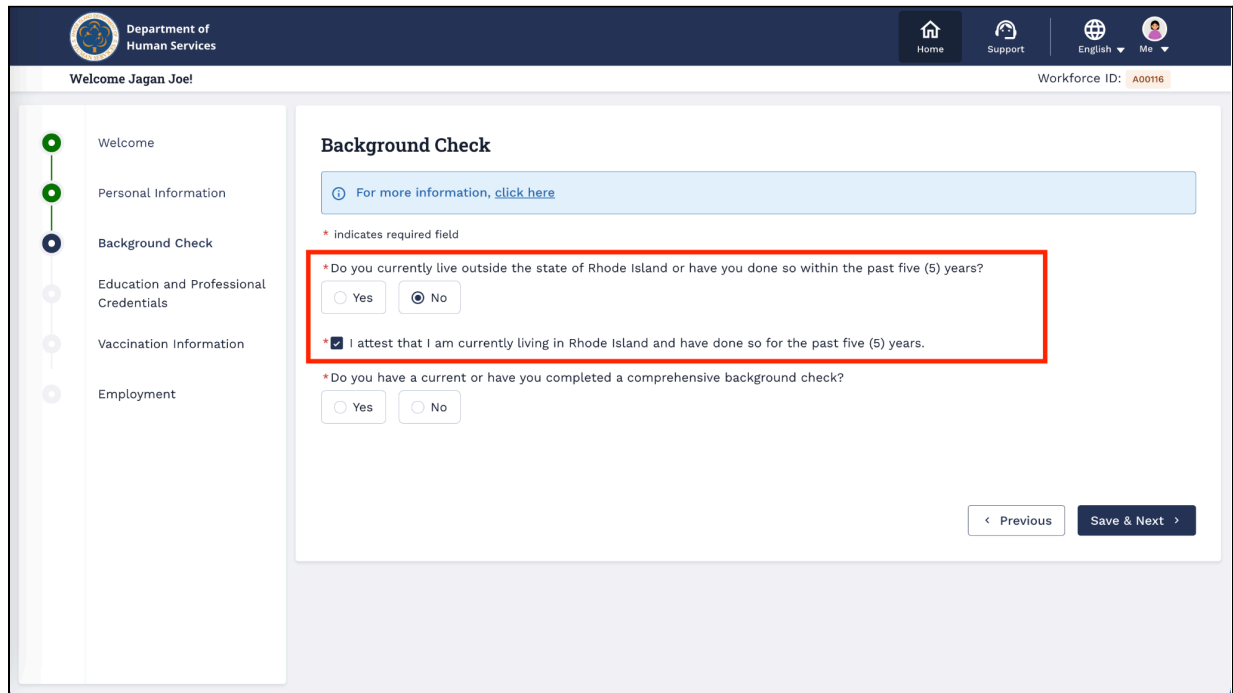
< Previous **Save & Next** >

To complete the profile, a few more steps will be added. Finish all the steps by entering the necessary information.


8. In the Background Check step, select **Yes/No** to the questions.



a. Select Yes/No to the question and select the checkbox to provide the consent



- b. If you select **Yes** to the question “Do you have a current or have you completed a comprehensive background check?” then you must select the type of background check that you have completed. Click the **Upload Files** button and upload the supporting document accordingly.



Department of Human Services

Welcome Jagan Joe! Workforce ID: A00116

Welcome

Personal Information

Background Check

Education and Professional Credentials

Vaccination Information

Employment

I attest that I am currently living in Rhode Island and have done so for the past five (5) years.

*Do you have a current or have you completed a comprehensive background check?

Yes No

*Select type of background check

DCYF/RI Child Abuse and Neglect Registry Check

Comprehensive Criminal Background Check

Comprehensive Criminal Background Check Document

Upload Documents

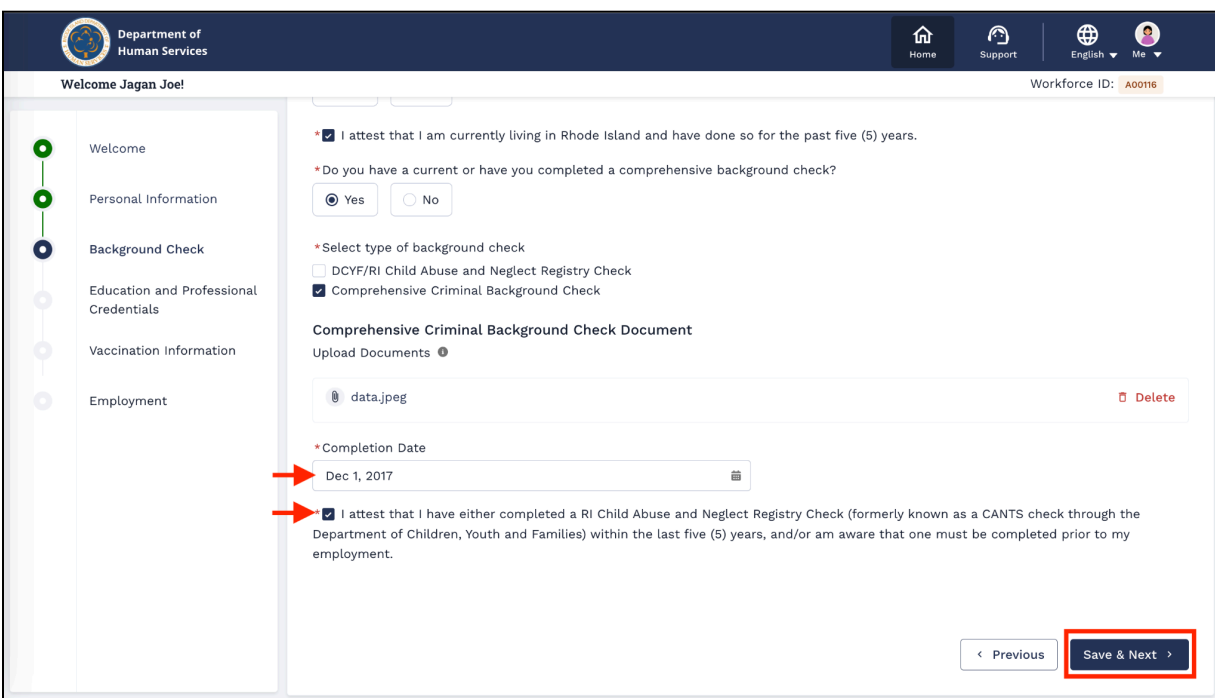
Or drop files

Completion Date

MM/DD/YYYY

I attest that I have either completed a RI Child Abuse and Neglect Registry Check (formerly known as a CANTS check through the Department of Children, Youth and Families) within the last five (5) years, and/or am aware that one must be completed prior to my employment.

- c. Select the **Completion Date** from the calendar. Select the check box to provide the consent and then click the **Save & Next** button.



Department of Human Services

Welcome Jagan Joe! Workforce ID: A00116

Welcome

Personal Information

Background Check

Education and Professional Credentials

Vaccination Information

Employment

I attest that I am currently living in Rhode Island and have done so for the past five (5) years.

*Do you have a current or have you completed a comprehensive background check?

Yes No

*Select type of background check

DCYF/RI Child Abuse and Neglect Registry Check

Comprehensive Criminal Background Check

Comprehensive Criminal Background Check Document

Upload Documents

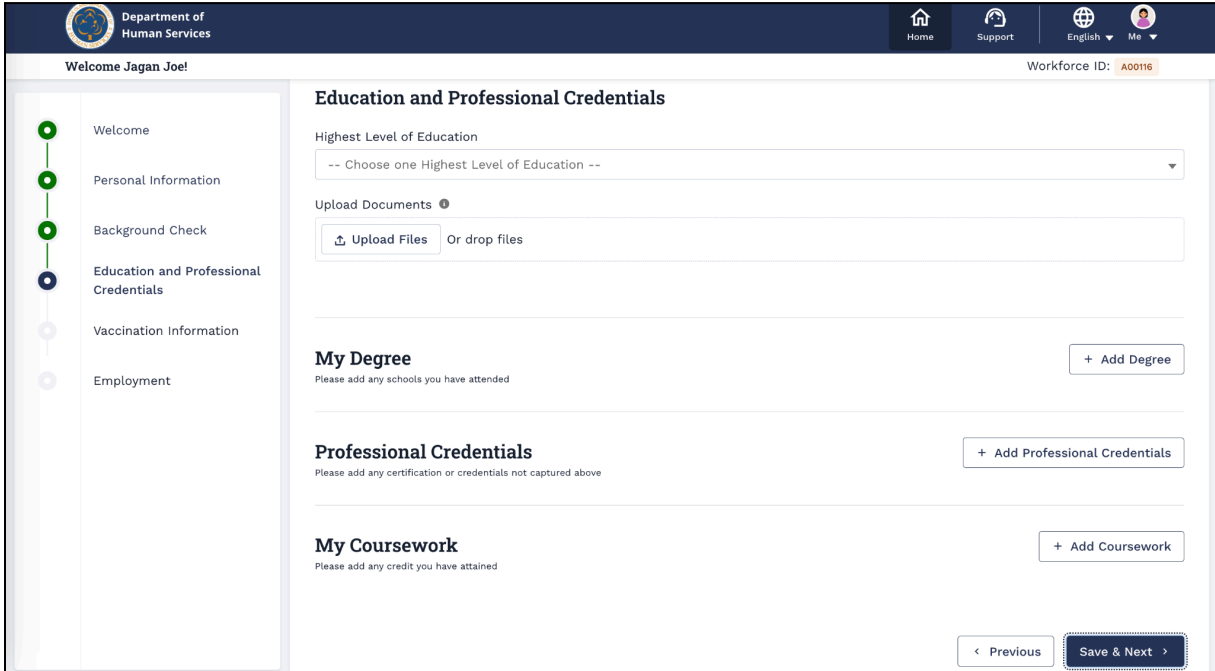
data.jpeg

*Completion Date

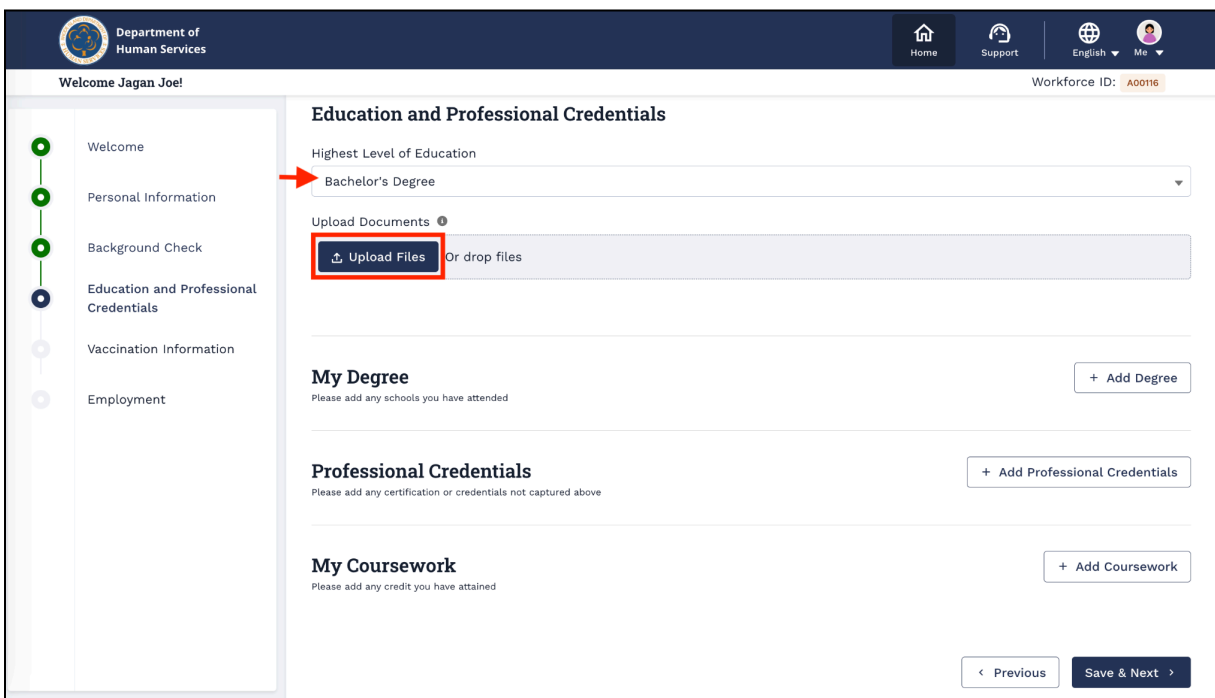
Dec 1, 2017

I attest that I have either completed a RI Child Abuse and Neglect Registry Check (formerly known as a CANTS check through the Department of Children, Youth and Families) within the last five (5) years, and/or am aware that one must be completed prior to my employment.

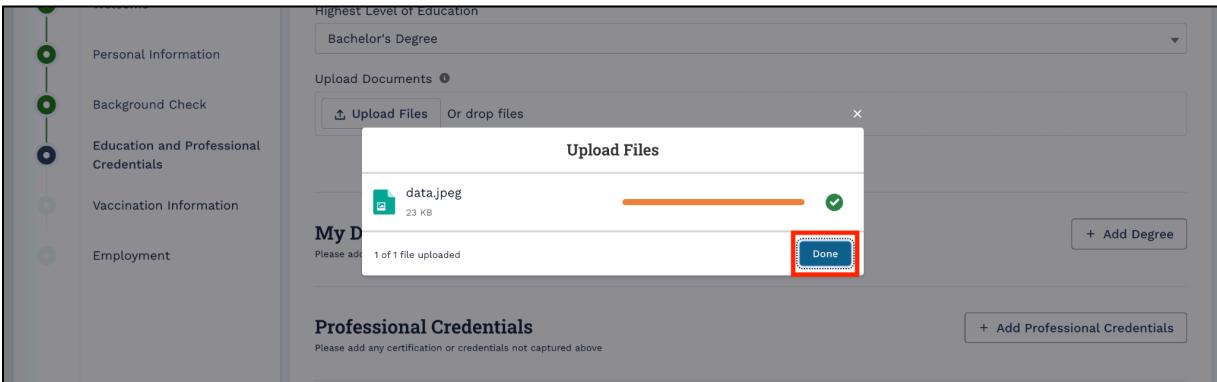
9. You will be directed to the **Education and Professional Credentials** page. Fill in and add the relevant details.



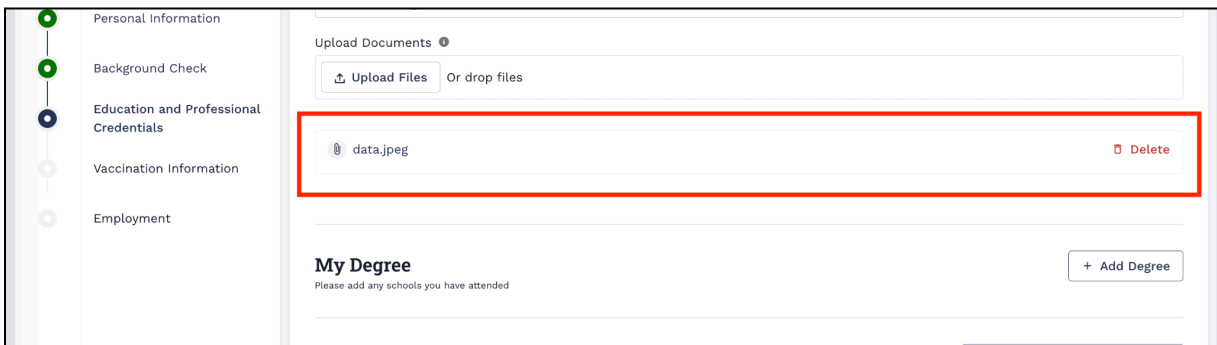
10. Select the highest level of education from the drop-down. Click the **Upload Files** button to upload the document.



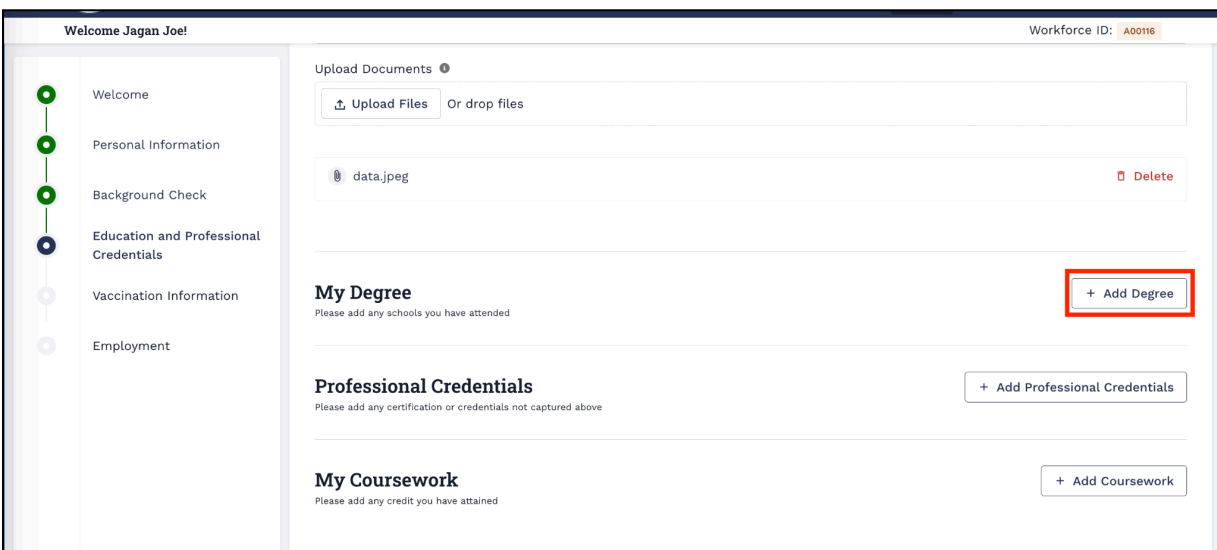
- a. Click the **Done** button after uploading the appropriate document.



- b. The document will be uploaded successfully. Click on the document name to view the uploaded document. Click the **Delete** button to delete the document.



11. Click the **+Add Degree** button to add your education details.



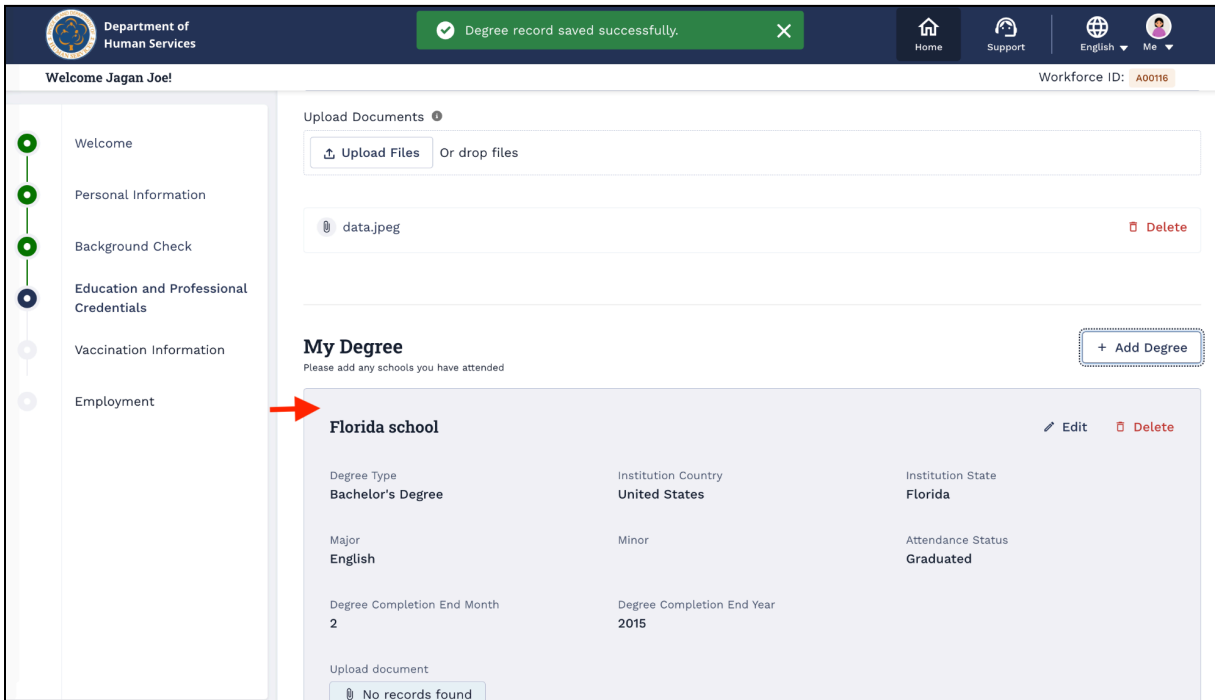


a. Fill in all the required details and then click the **Save** button.

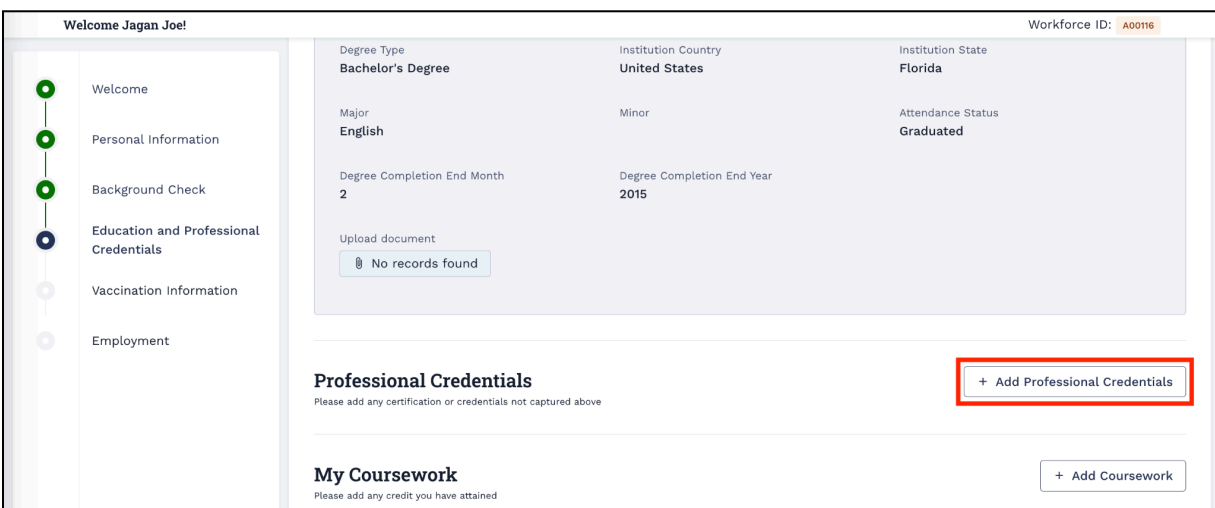
The record will be saved successfully.

Notes:

- Multiple records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.



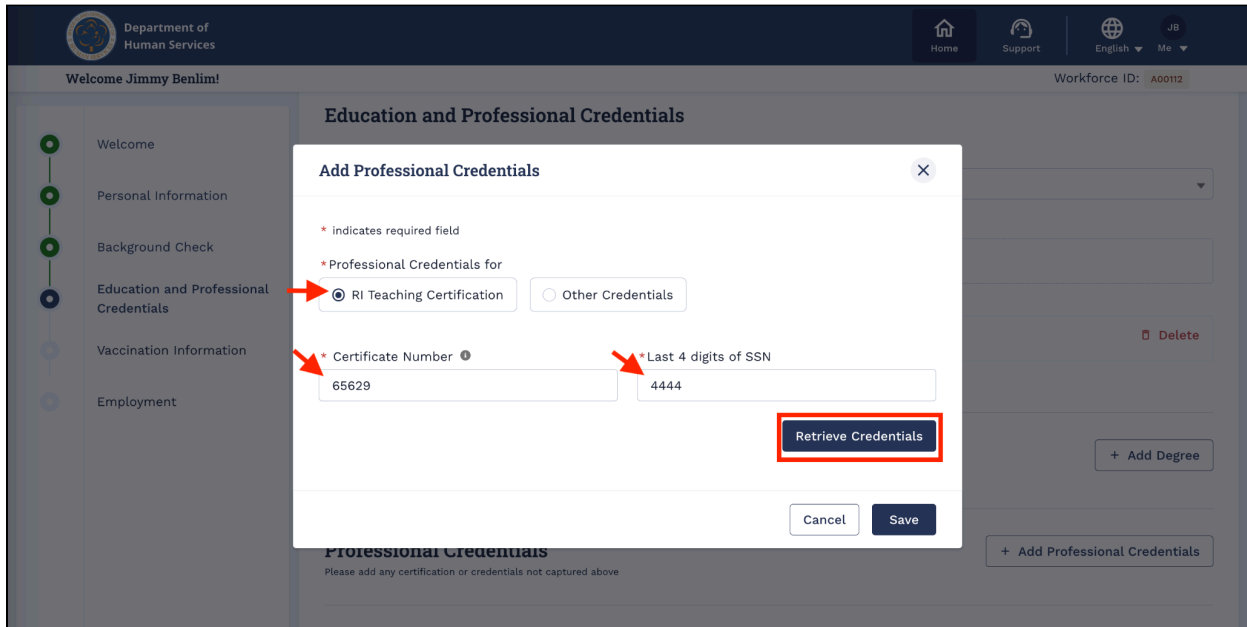
12. Click the **+ Add Professional Credentials** button to add any certification or credentials information.



Do one of the following:

- **RI Teaching Certification**

- Select **RI Teaching Certification**, enter the **Certification Number** and the **Last 4 digits of SSN**, then click the **Retrieve Credentials** button.



Department of Human Services

Welcome Jimmy Benlim!

Workforce ID: A00112

Education and Professional Credentials

Add Professional Credentials

* indicates required field

* Professional Credentials for

RI Teaching Certification Other Credentials

* Certificate Number * Last 4 digits of SSN

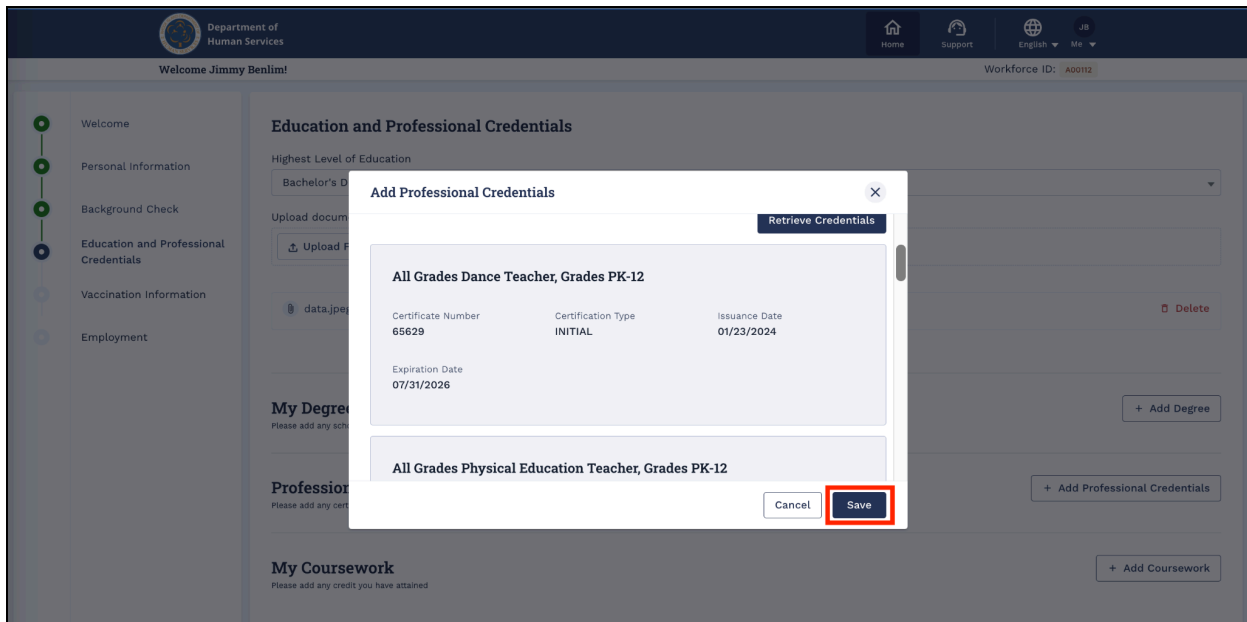
Retrieve Credentials

Cancel Save

Professional Credentials

Please add any certification or credentials not captured above

- If available, your certification details will be retrieved. Click the **Save** button to add the information.



Department of Human Services

Welcome Jimmy Benlim!

Workforce ID: A00112

Education and Professional Credentials

Add Professional Credentials

Retrieve Credentials

All Grades Dance Teacher, Grades PK-12

Certificate Number	Certification Type	Issuance Date
65629	INITIAL	01/23/2024

Expiration Date
07/31/2026

All Grades Physical Education Teacher, Grades PK-12

Cancel Save



- **Other Credentials**

a. Fill in all the required details and click the **Save** button.

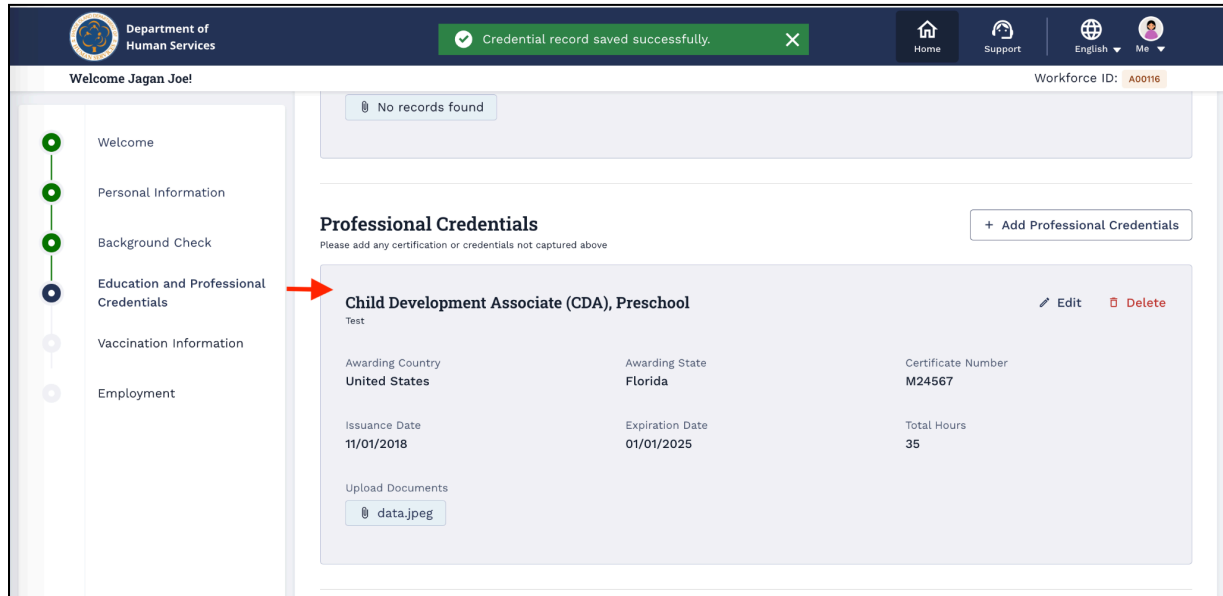
The screenshot shows the 'Add Professional Credentials' modal form. The 'Professional Credentials for' section has 'Other Credentials' selected. The 'Awarding State' dropdown is set to 'Florida'. The 'Awarding Country' is 'United States'. The 'Awarding Entity' is 'Test'. The 'Certificate Number' and 'Issuance Date' fields are empty. The 'Save' button is highlighted in blue.

The screenshot shows the 'Add Professional Credentials' modal form with the following details filled in: 'Awarding State' is 'Florida', 'Certificate Number' is 'M24567', 'Issuance Date' is 'Nov 1, 2018', 'Expiration Date' is 'Jan 1, 2025', and 'Total Hours' is '35'. A file named 'data.jpeg' has been uploaded. The 'Save' button is highlighted in blue.

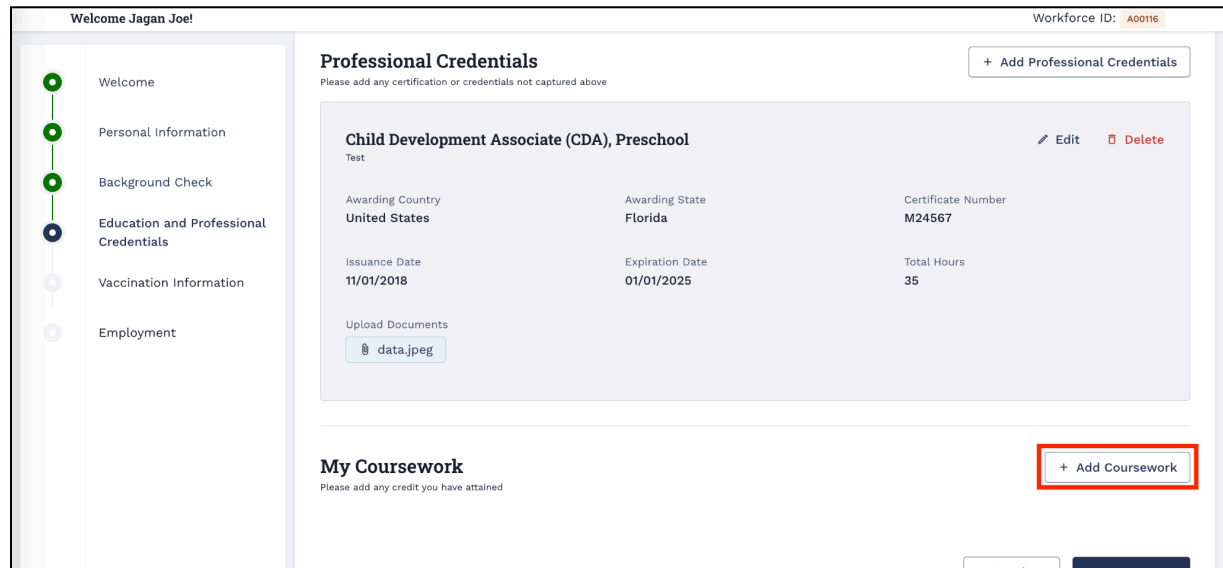
The record will be saved successfully.

Notes:

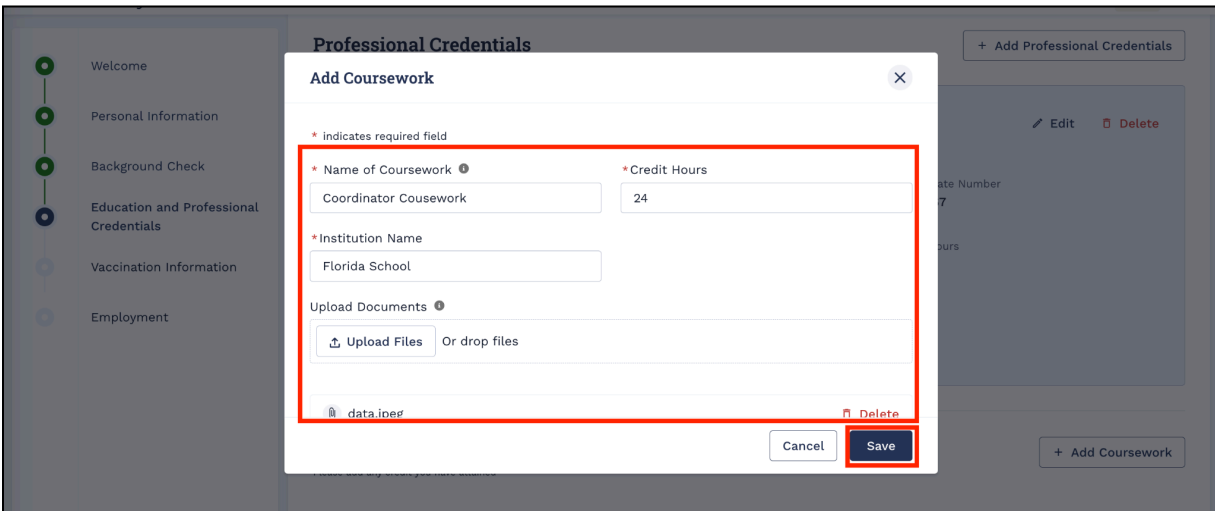
- Multiple records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.



13. Click the **+ Add Coursework** button to add any additional professional or related classes or coursework information.



a. Fill in the required details and then click the **Save** button.

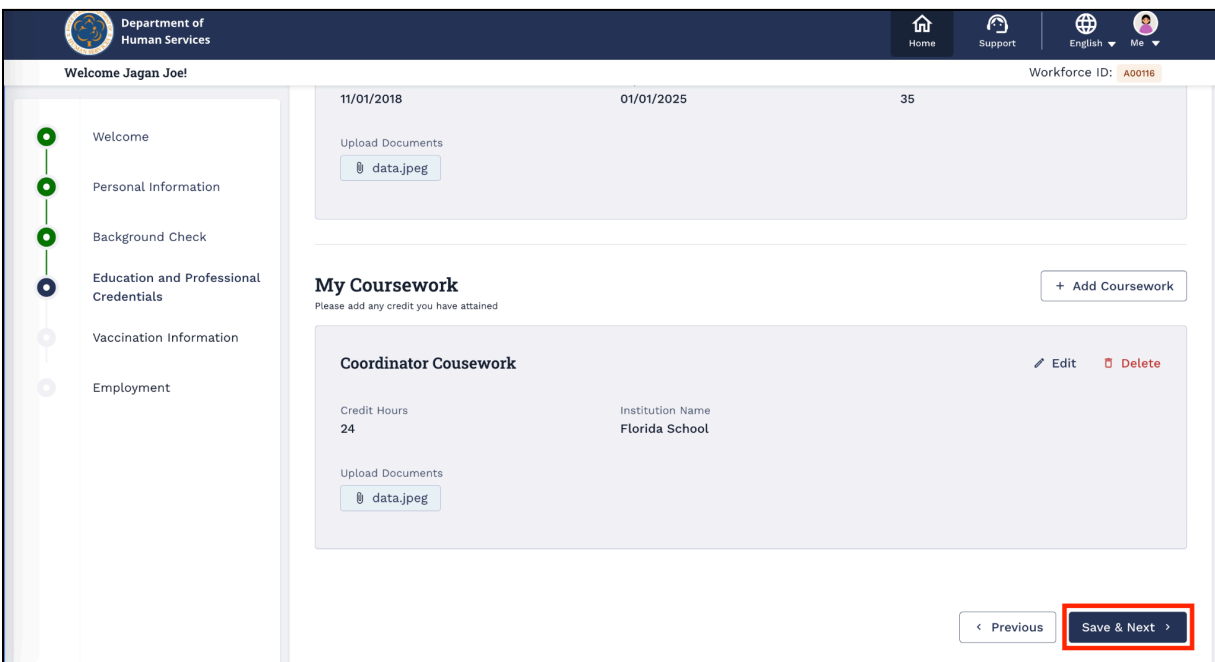


The record will be saved successfully.

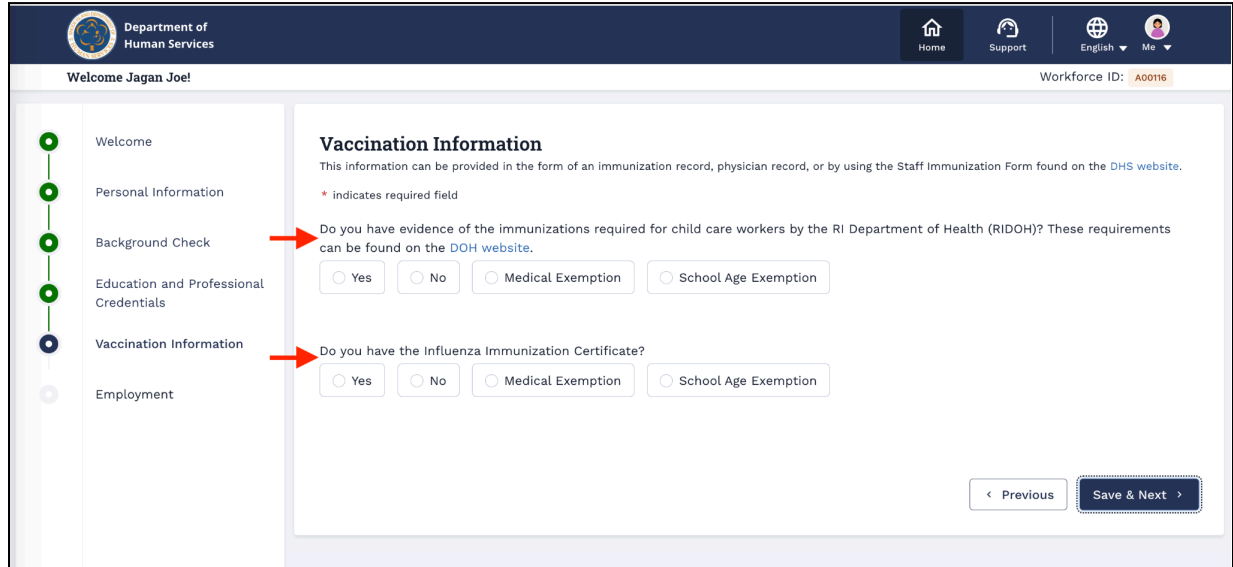
Notes:

- Multiple records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.

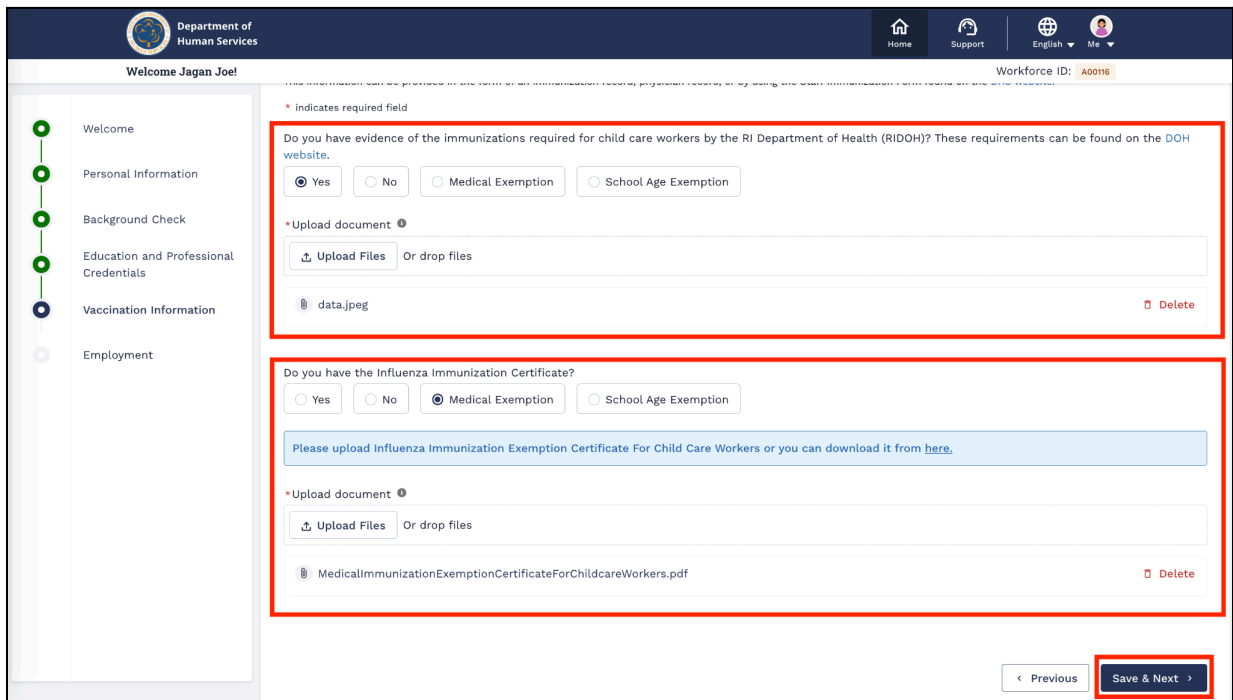
14. After adding the Education and Professional Credentials information, click the **Save & Next** button.



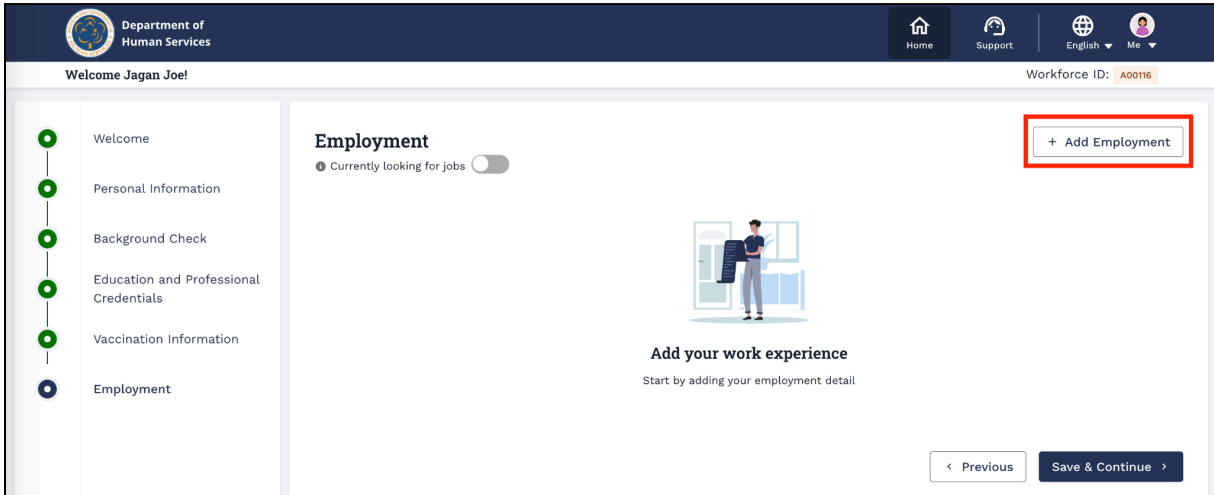
15. On the Vaccination Information page, select the appropriate answer to the questions, then upload the necessary document supporting your answers.



a. After providing the required information, click the **Save & Next** button.



16. On the Employment page, click **Add Employment** to add your employment details if you are already employed.

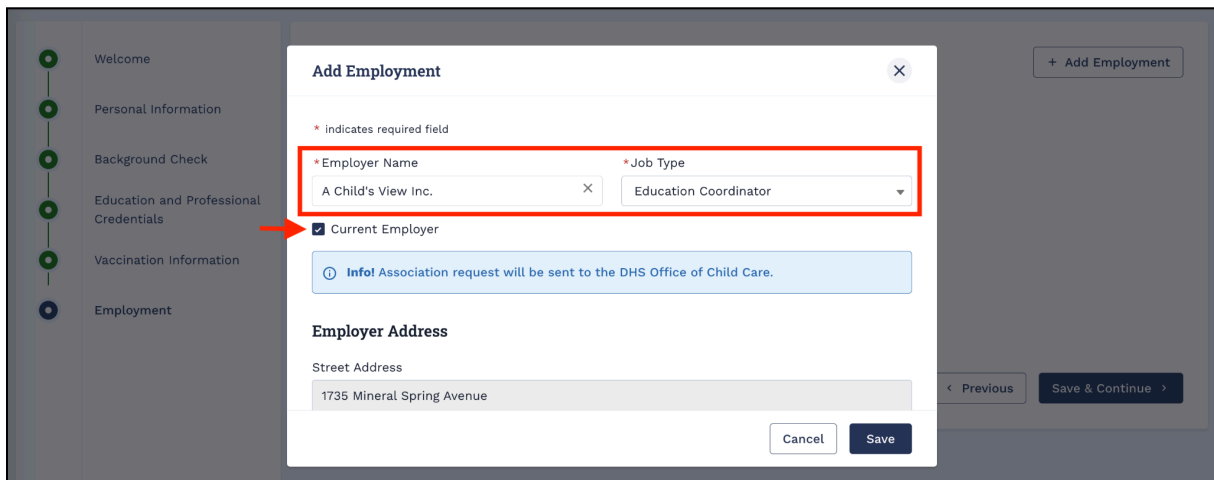


17. Select your Employer details.

If you do not find your employer name/to create a new employer - out of state, refer to instruction 19.

Notes:

- If you select the **Current Employer** checkbox, the association request will be sent to the employer for association approval.
- The association request will be sent to RI state staff or the provider/employer for approval based on the Job Type. (The RI State staff will receive the request for the regulatory roles, and the Provider/Employer will receive the request for other roles)



a. Fill in the **Employment** details.

The screenshot shows the 'Add Employment' form in the Department of Human Services system. The form is divided into several sections: 'Country' (United States), 'Zip Code' (02904), 'Job Title' (Coordinator), 'Employment Type' (Full-time), 'Start Date' (Sep 6, 2019), and 'Age Group Served' (1 Selected). The 'Employment' section, which includes 'Job Title', 'Employment Type', 'Start Date', and 'Age Group Served', is highlighted with a red rectangular box. Below this section is the 'Wage Information' section, which is partially visible. The form also includes a 'Cancel' button and a 'Save' button.

b. Fill in the **Wage Information**, select the **Attestation** checkbox, then click **Save**.

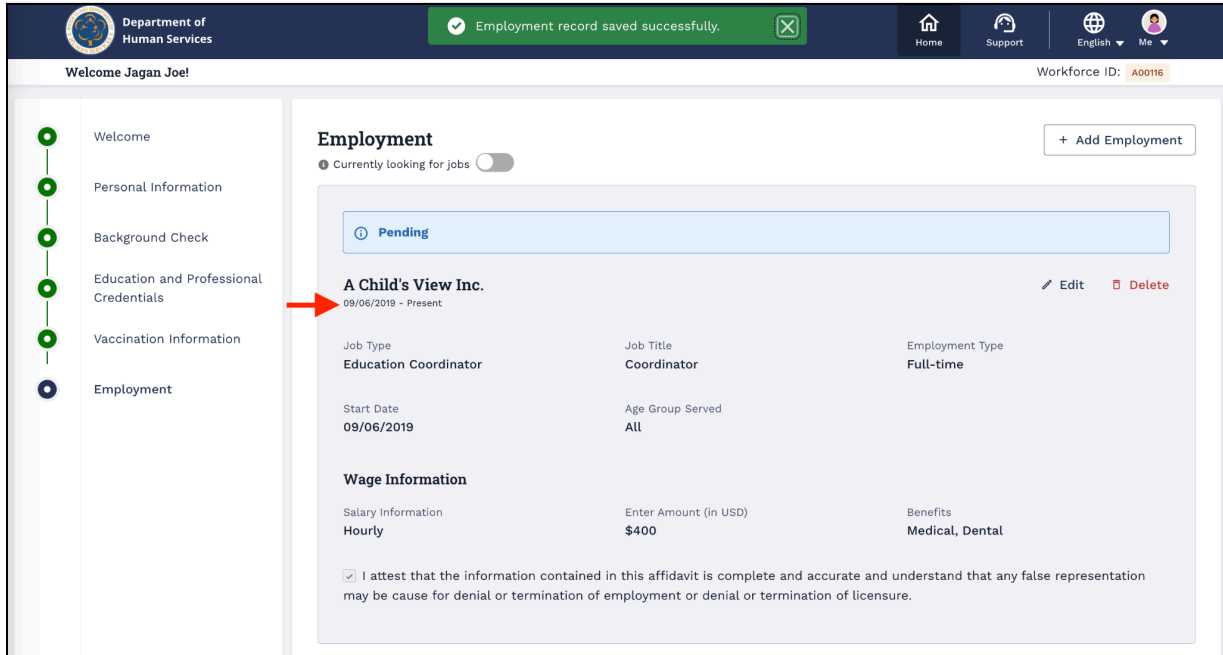
Note: You can add more than one employment record.

The screenshot shows the 'Add Employment' form in the Department of Human Services system, focusing on the 'Wage Information' and 'Attestation' sections. The 'Wage Information' section includes 'Salary Information' (Hourly selected, Annually unselected) and 'Enter Amount (in USD)' (\$400.00). Below this is the 'Benefits' section, which shows '2 Selected' (Medical X, Dental X). The 'Attestation' section includes a checkbox that is checked, with the text: 'I attest that the information contained in this affidavit is complete and accurate and understand that any false representation may be cause for denial or termination of employment or denial or termination of licensure.' A red arrow points to this checkbox. The form also includes a 'Cancel' button and a 'Save' button, which is highlighted with a red rectangular box.

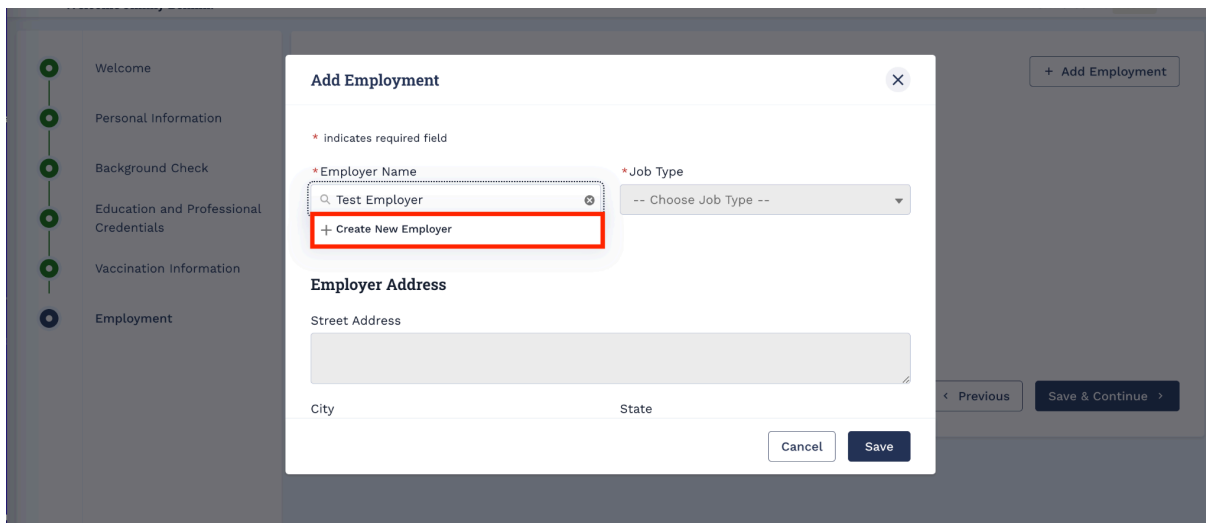
The record will be saved successfully.

Notes:

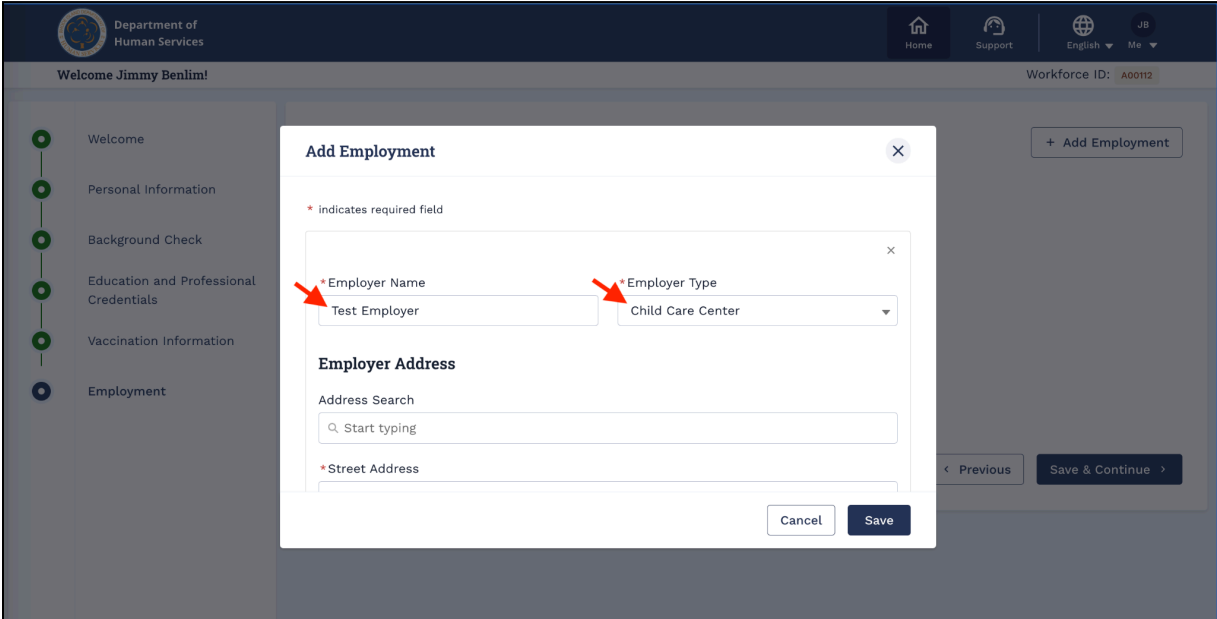
- Multiple employment records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.



18. If you do not find your employer name/to create a new employer - out of state, click the **+ Create New Employer** from the Employer Name drop-down.

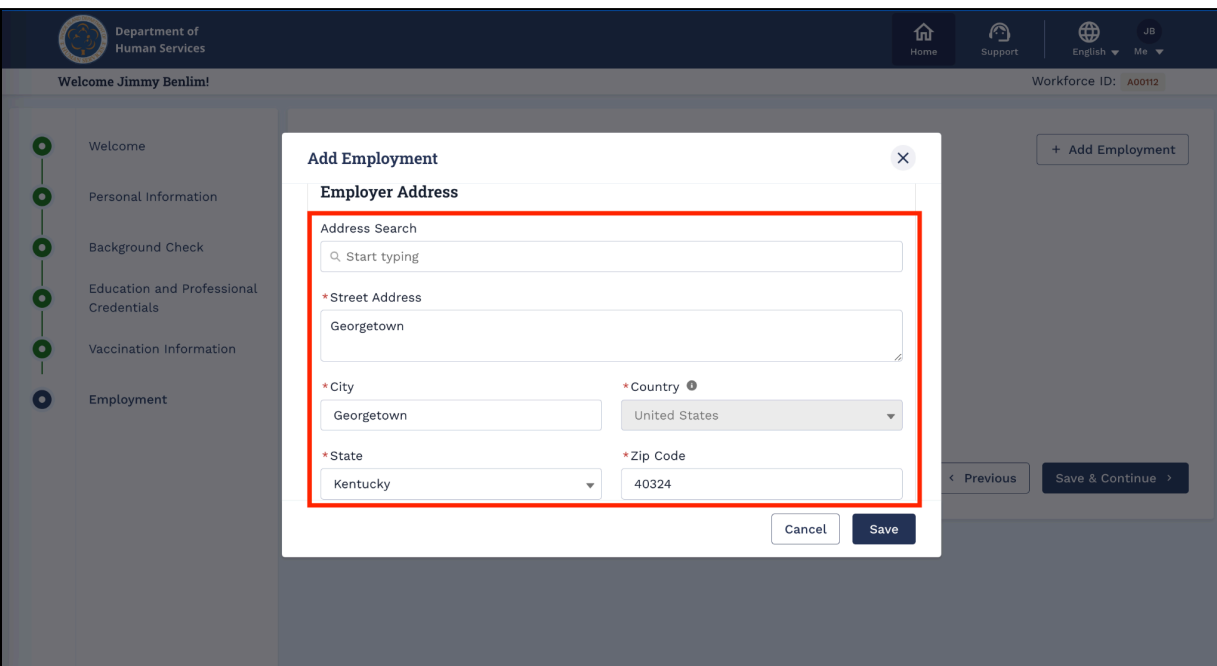


- a. Enter the **Employer Name**, then select the **Employer Type** from the drop-down.



The screenshot shows the 'Add Employment' form in the Department of Human Services system. The form is titled 'Add Employment' and includes a close button (X). A legend indicates that an asterisk (*) denotes a required field. The 'Employer Name' field contains the text 'Test Employer' and is highlighted with a red arrow. The 'Employer Type' field is a dropdown menu currently set to 'Child Care Center', also highlighted with a red arrow. Below these fields is the 'Employer Address' section, which includes an 'Address Search' field with the placeholder 'Start typing' and a 'Street Address' field. At the bottom of the form are 'Cancel' and 'Save' buttons. The background shows a navigation menu on the left and a top navigation bar with 'Home', 'Support', 'English', and 'Me' options.

- b. Enter the employer address in the **Address Search** field, then select the address to auto-populate the chosen address. Otherwise, enter the address manually.



The screenshot shows the 'Add Employment' form with the 'Employer Address' section highlighted by a red box. The 'Address Search' field contains the text 'Georgetown'. The 'Street Address' field also contains 'Georgetown'. The 'City' field is set to 'Georgetown', the 'Country' dropdown is set to 'United States', the 'State' dropdown is set to 'Kentucky', and the 'Zip Code' field contains '40324'. The 'Cancel' and 'Save' buttons are visible at the bottom of the form. The background shows the same navigation elements as the previous screenshot.



c. Fill in the Employment details.

Department of Human Services

Welcome Jimmy Benlim!

Workforce ID: A00112

+ Add Employment

Add Employment

*Job Type
Elementary Teacher

Job Title
Teacher

*Employment Type
Part-time

*Start Date
Dec 1, 2023

*End Date
Jan 3, 2024

*Age Group Served
1 Selected

*Reason For Leaving
Personal Reason

Cancel Save

d. Fill in the **Wage Information**, select the **Attestation** checkbox, then click **Save**.

Note: You can add more than one employment record.

Department of Human Services

Welcome Jimmy Benlim!

Workforce ID: A00112

+ Add Employment

Add Employment

Wage Information

*Salary Information
 Hourly Annually

*Enter Amount (in USD)
\$150.00

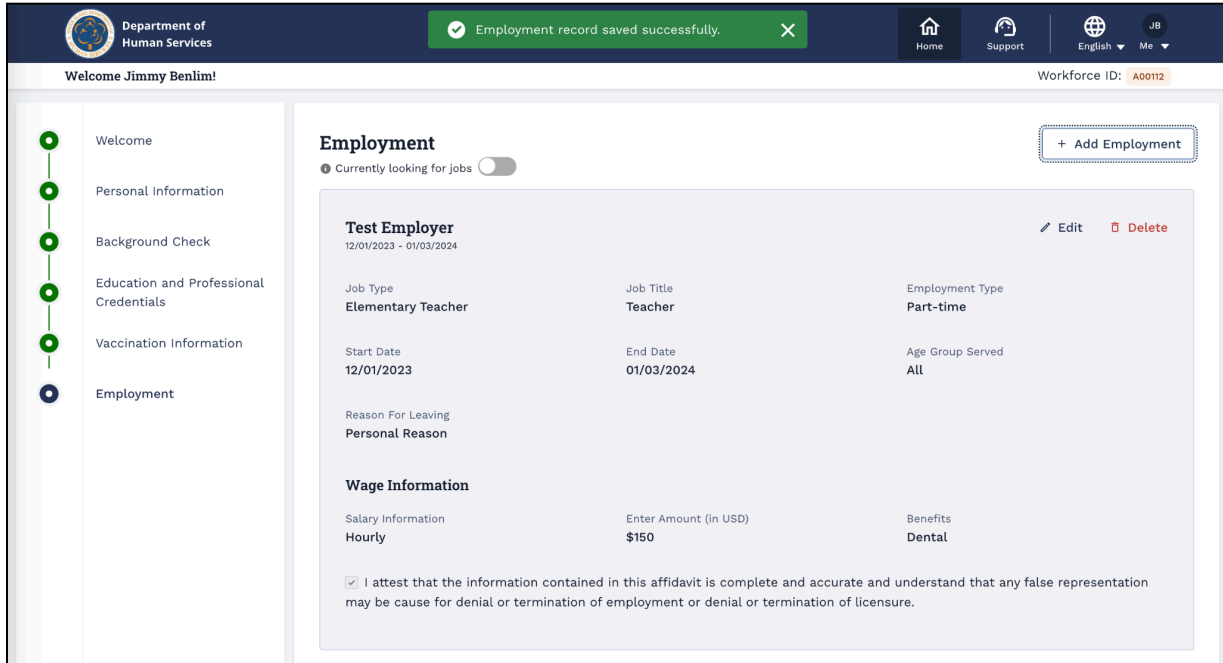
Benefits
1 Selected
Dental X

I attest that the information contained in this affidavit is complete and accurate and understand that any false representation may be cause for denial or termination of employment or denial or termination of licensure.

Cancel Save

The record will be saved successfully.

Note: Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.



Department of Human Services

Employment record saved successfully.

Welcome Jimmy Benlim!

Workforce ID: A0012

Employment

Currently looking for jobs

Test Employer 12/01/2023 - 01/03/2024

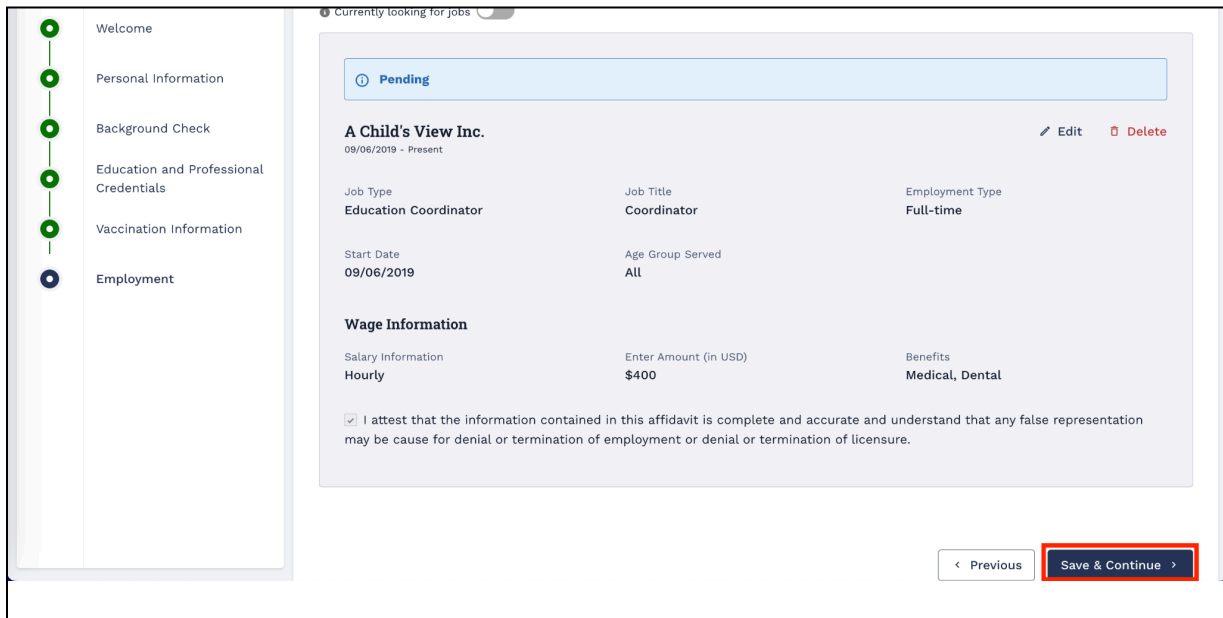
Job Type Elementary Teacher	Job Title Teacher	Employment Type Part-time
Start Date 12/01/2023	End Date 01/03/2024	Age Group Served All
Reason For Leaving Personal Reason		

Wage Information

Salary Information Hourly	Enter Amount (in USD) \$150	Benefits Dental
-------------------------------------	---------------------------------------	---------------------------

I attest that the information contained in this affidavit is complete and accurate and understand that any false representation may be cause for denial or termination of employment or denial or termination of licensure.

19. Click the **Save & Continue** button after adding the employment details.



Department of Human Services

Employment record saved successfully.

Welcome Jimmy Benlim!

Workforce ID: A0012

Employment

Currently looking for jobs

Pending

A Child's View Inc. 09/06/2019 - Present

Job Type Education Coordinator	Job Title Coordinator	Employment Type Full-time
Start Date 09/06/2019	Age Group Served All	

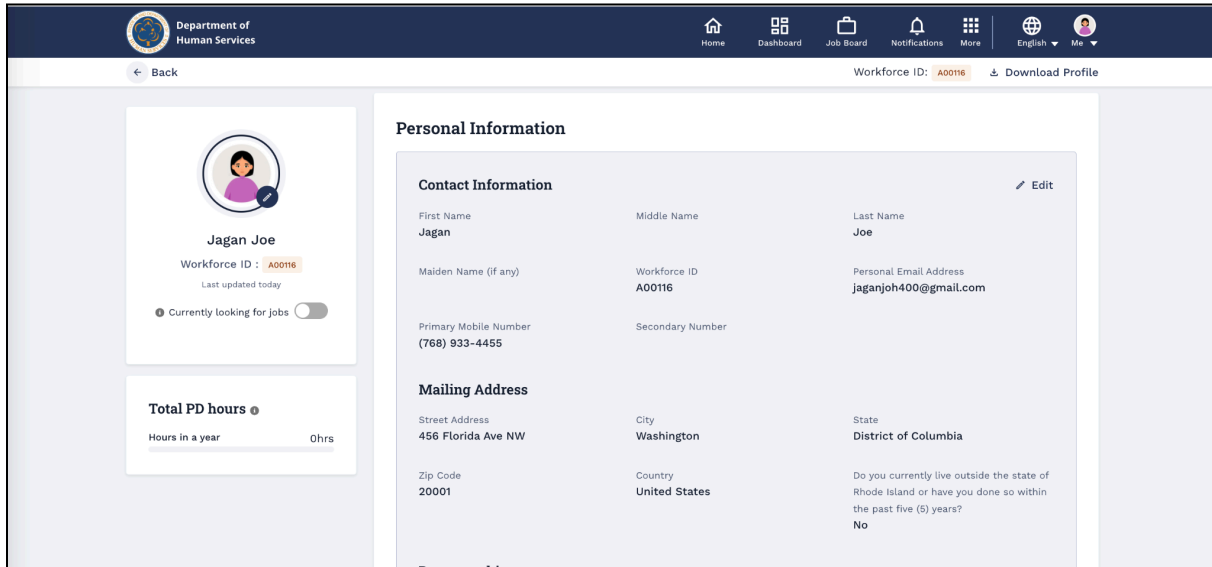
Wage Information

Salary Information Hourly	Enter Amount (in USD) \$400	Benefits Medical, Dental
-------------------------------------	---------------------------------------	------------------------------------

I attest that the information contained in this affidavit is complete and accurate and understand that any false representation may be cause for denial or termination of employment or denial or termination of licensure.

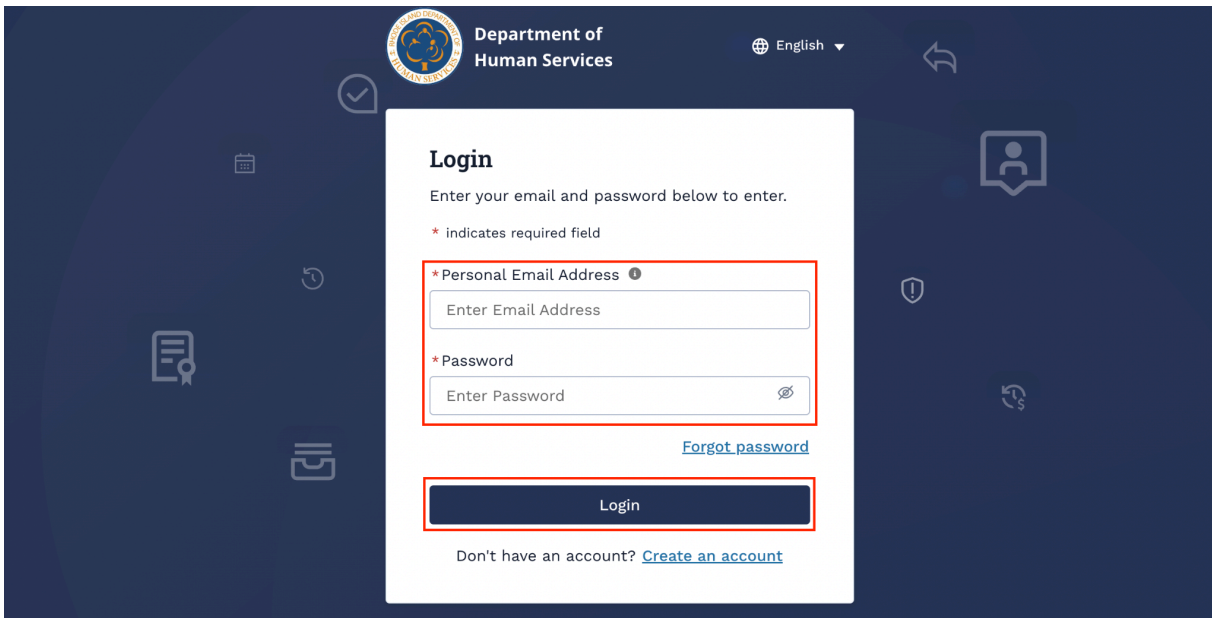
[Previous](#) **Save & Continue** [Next](#)

After successfully creating your profile, you will be directed to your profile page.



LOGGING INTO THE DEPARTMENT OF HUMAN SERVICES

1. Go to the **RI Department of Human Services Portal** using the correct URL.
2. Enter your **Username** and **Password**, and click the **Login** button on the Sign In page.



You will be directed to the RI Department of Human Services Portal landing page.



RESETTING THE PASSWORD

1. Click the **Forgot Password** link on the Sign-in page.

The screenshot shows the Department of Human Services login page. At the top, there is a logo and the text "Department of Human Services" and "English". The main heading is "Login". Below it, there is a form with two input fields: "Enter Email Address" and "Enter Password". A "Forgot Password" link is located below the password field and is highlighted with a red rectangular box. Below the form is a "Login" button and a link to "Create an account".

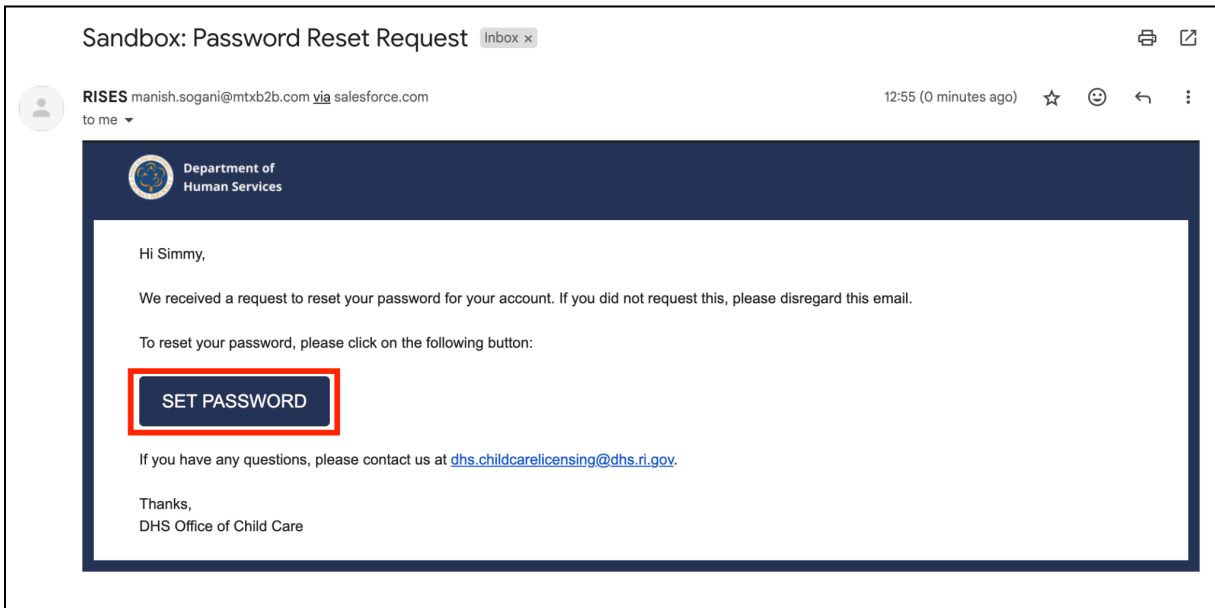
2. Enter the email address to receive a link to reset the password.

The screenshot shows the "Forgot Password" page. The heading is "Forgot Password". Below it, there is a form with one input field: "Enter Email Address". A red arrow points to this input field. Below the form is a "Submit" button, which is highlighted with a red rectangular box. At the bottom, there is a link to "Back to Login".

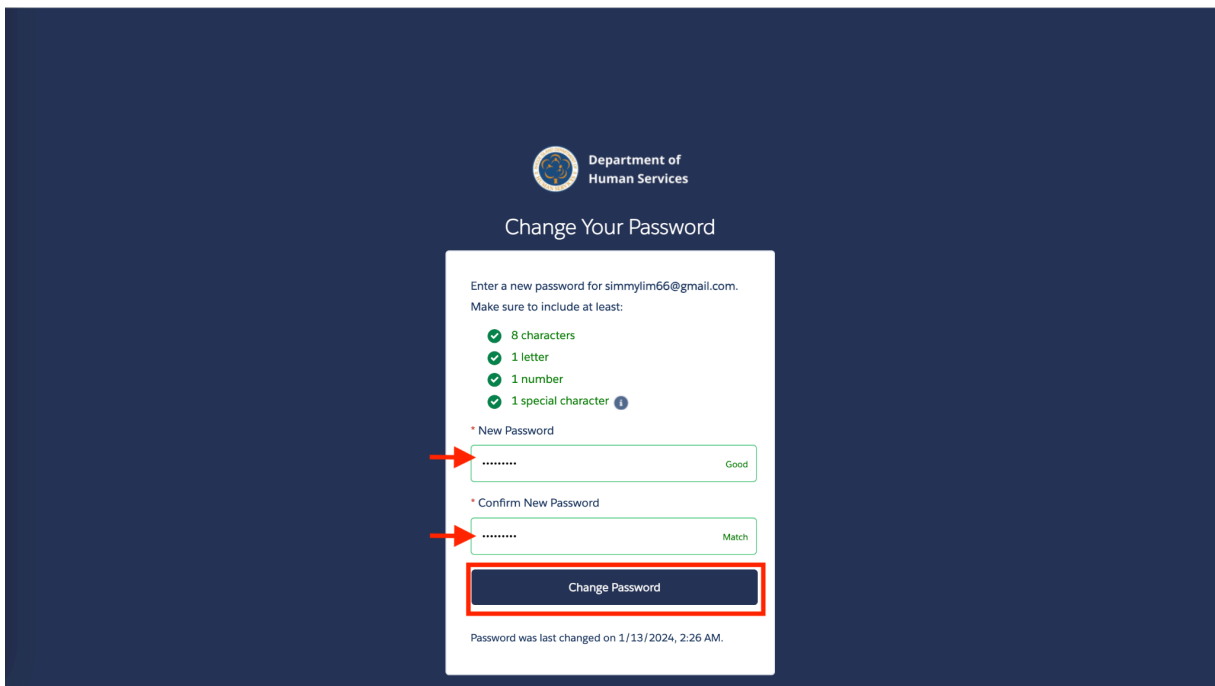
The link to reset the password will be sent to the email address that you entered.

The screenshot shows the "Forgot Password" page with a success message. The heading is "Forgot Password". Below it, there is a green box with the text "Link Successfully Sent" and a checkmark icon. Below the green box, there is a message: "We have sent you a link to simmylim66@gmail.com". Below this message, there is a link to "Back to Login".

3. Click the **Set Password** button from the email you received



4. Enter your password in the **New Password** and **Confirm New Password** fields, and then click the **Change Password** button.

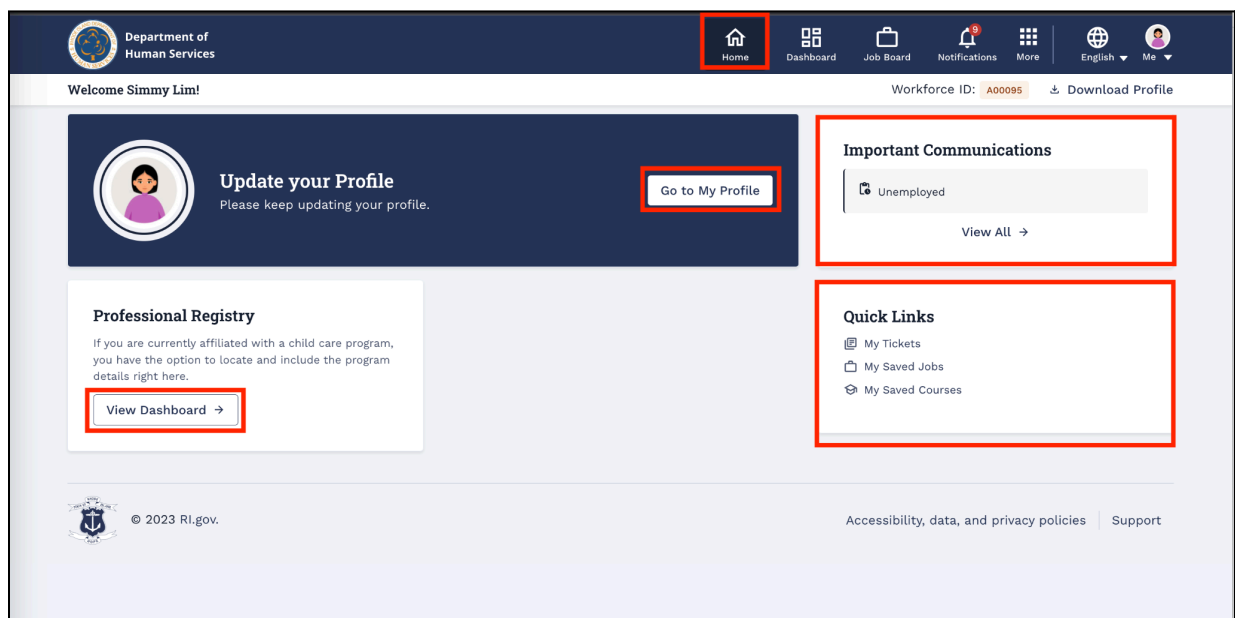


PORTAL OVERVIEW

HOME PAGE

The Home Page provides quick access to the following:

- Click the **Go to My Profile** button to go to the profile page.
- Click the **View Dashboard** button on the Professional Registry tile to go to the portal dashboard.
- Click the **View All** link on the Important Communications tile to view all communications.
- Click the **Quick Links** to go to the respective pages.

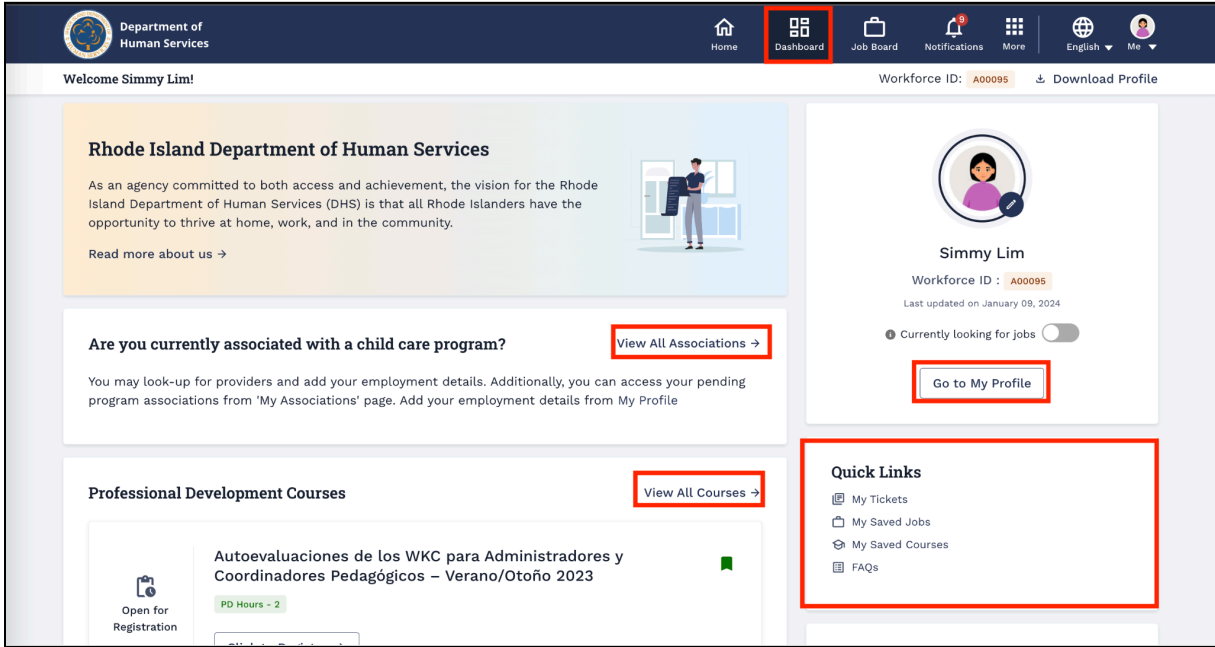


DASHBOARD

The Dashboard will have quick access to the following:

- Click the **Go to My Profile** button to go to the **Profile** page.
- Click the **View All Associations** link to go to the **My Associations** page.
- Click the **View All Courses** link to go to the **Professional Development Courses** page.

d. Click the **Quick Links** to go to the respective pages.



Department of Human Services

Welcome Simmy Lim!

Workforce ID: A00095 Download Profile

Rhode Island Department of Human Services

As an agency committed to both access and achievement, the vision for the Rhode Island Department of Human Services (DHS) is that all Rhode Islanders have the opportunity to thrive at home, work, and in the community.

Read more about us →

Are you currently associated with a child care program? View All Associations →

You may look-up for providers and add your employment details. Additionally, you can access your pending program associations from 'My Associations' page. Add your employment details from My Profile

Professional Development Courses View All Courses →

Autoevaluaciones de los WKC para Administradores y Coordinadores Pedagógicos – Verano/Otoño 2023

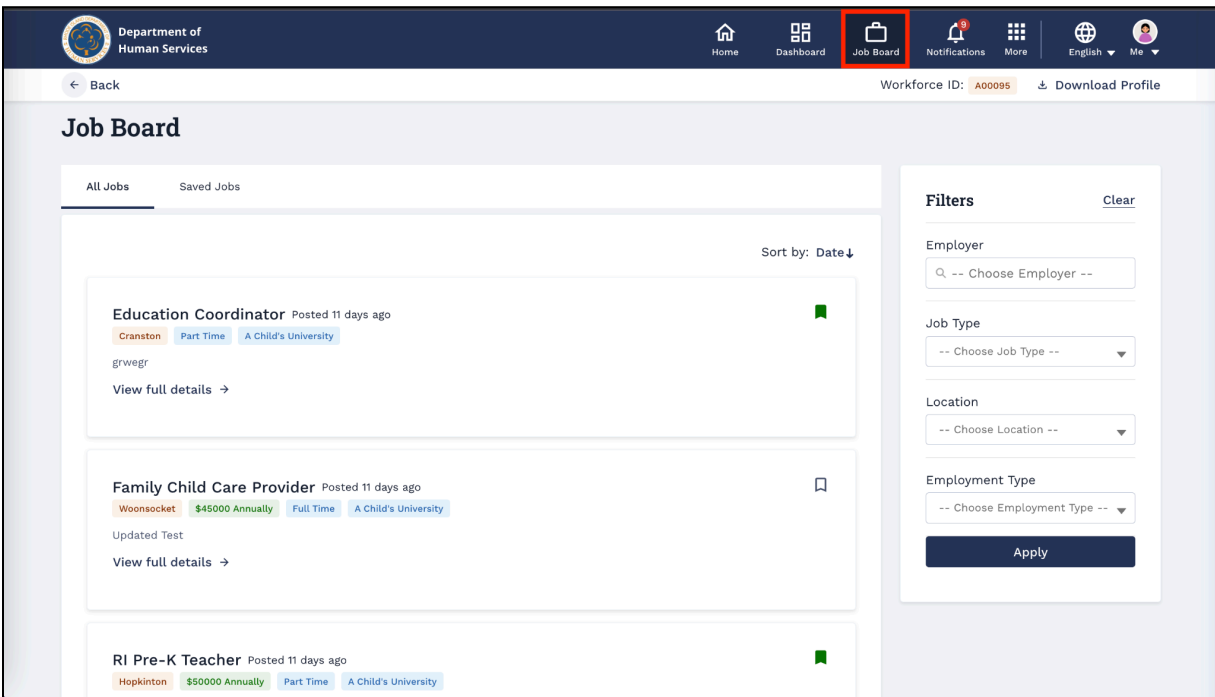
Open for Registration

Quick Links

- My Tickets
- My Saved Jobs
- My Saved Courses
- FAQs

JOB BOARD

To view the jobs, go to the **Job Board** page. [Click Here](#) to know more information.



Department of Human Services

Home Dashboard **Job Board** Notifications More English Me

← Back Workforce ID: A00095 Download Profile

Job Board

All Jobs Saved Jobs

Sort by: Date ↓

Education Coordinator Posted 11 days ago

Cranston Part Time A Child's University

grwegr

View full details →

Family Child Care Provider Posted 11 days ago

Woonsocket \$45000 Annually Full Time A Child's University

Updated Test

View full details →

RI Pre-K Teacher Posted 11 days ago

Hopkinton \$50000 Annually Part Time A Child's University

Filters Clear

Employer

Q -- Choose Employer --

Job Type

-- Choose Job Type --

Location

-- Choose Location --

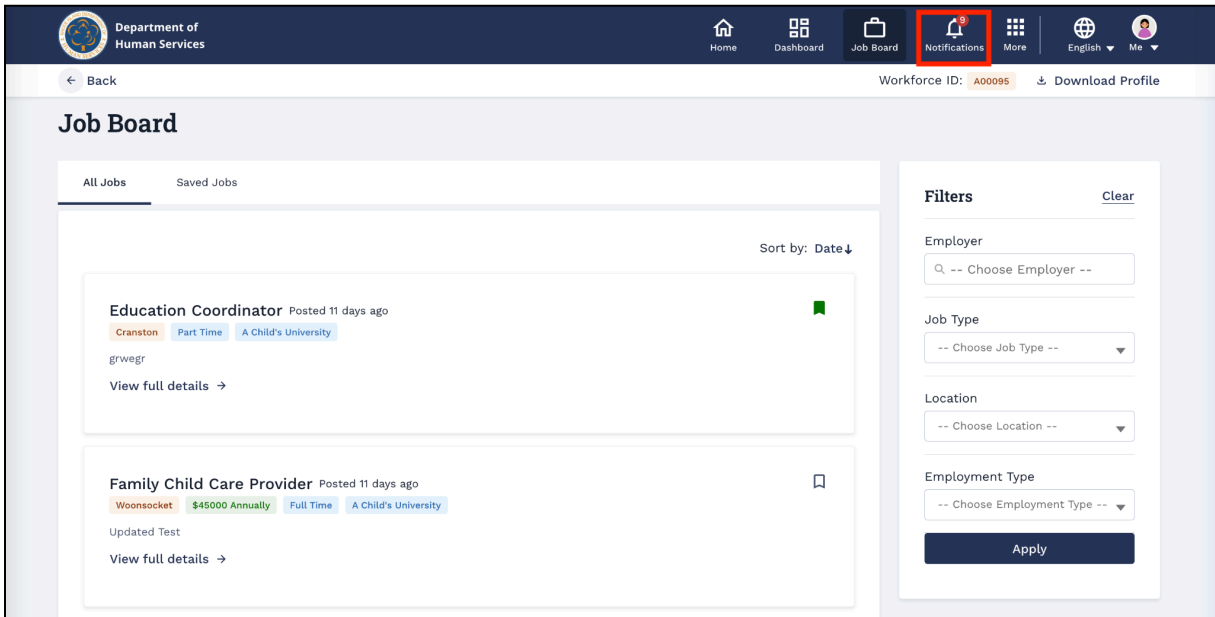
Employment Type

-- Choose Employment Type --

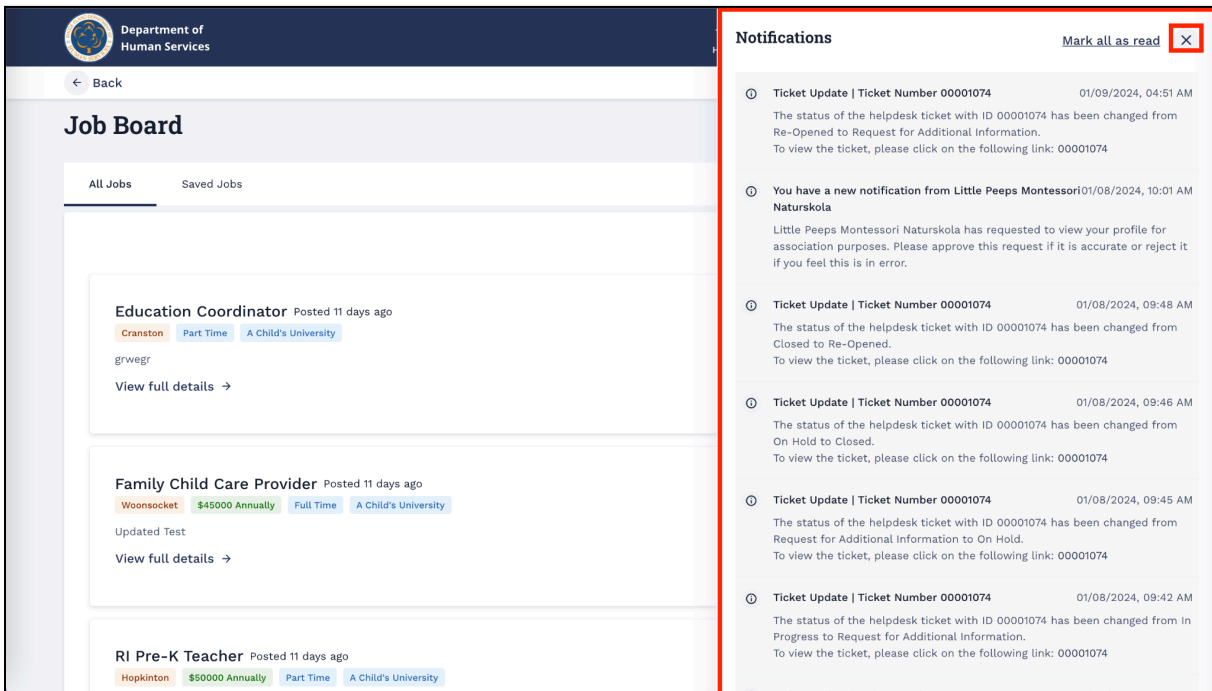
Apply

NOTIFICATIONS

1. Click the **Notifications (Bell)** icon to view all the Portal Notifications.



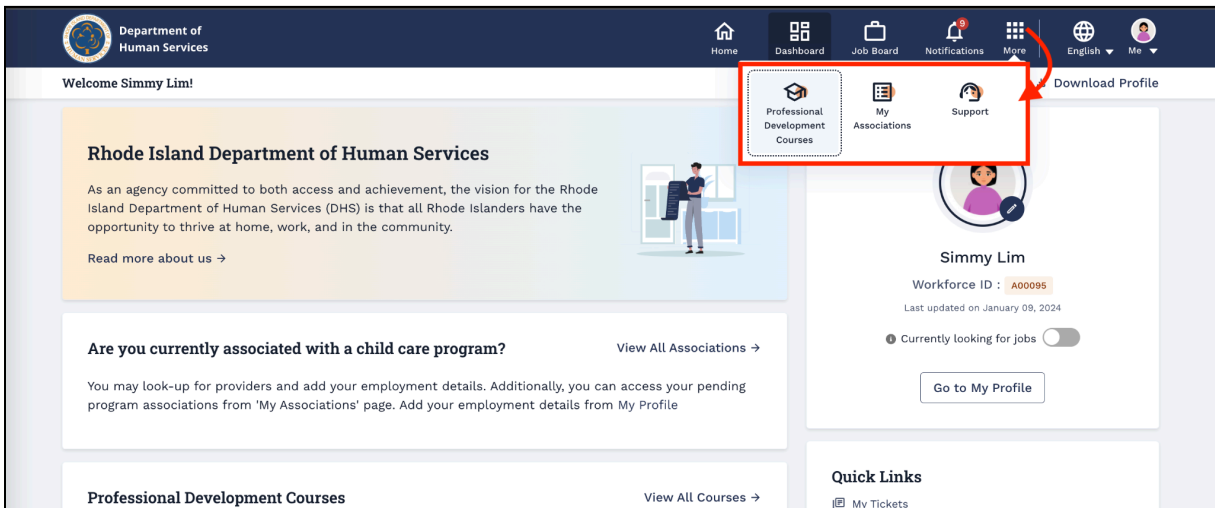
2. Click the **Notification** Click the **X** icon to close the Notification window.



MORE

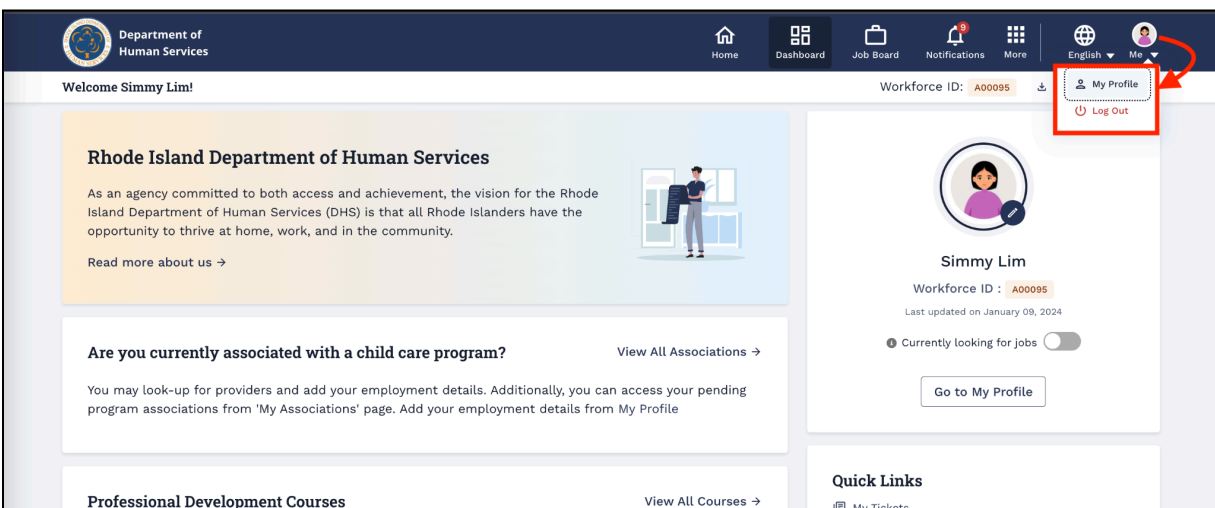
Click the **More (9 dots)** icon to access the following.

- To view the courses, click the [Professional Development Courses](#) option.
- To view the association details, click the [My Associations](#) option.
- For help desk tickets, click the [Support](#) option.



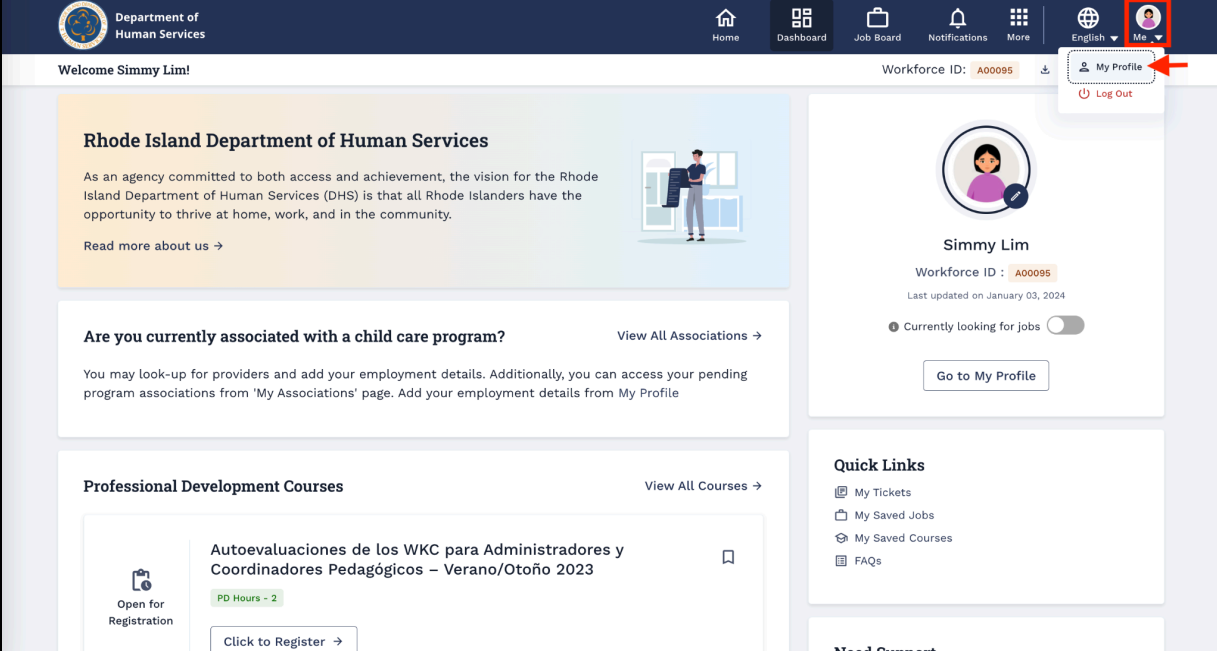
PROFILE

- Click the **Profile** icon on the top right corner, then click the **My Profile** from the drop-down menu for [managing profile information](#).
- Click the **Log Out** to exit from the portal.



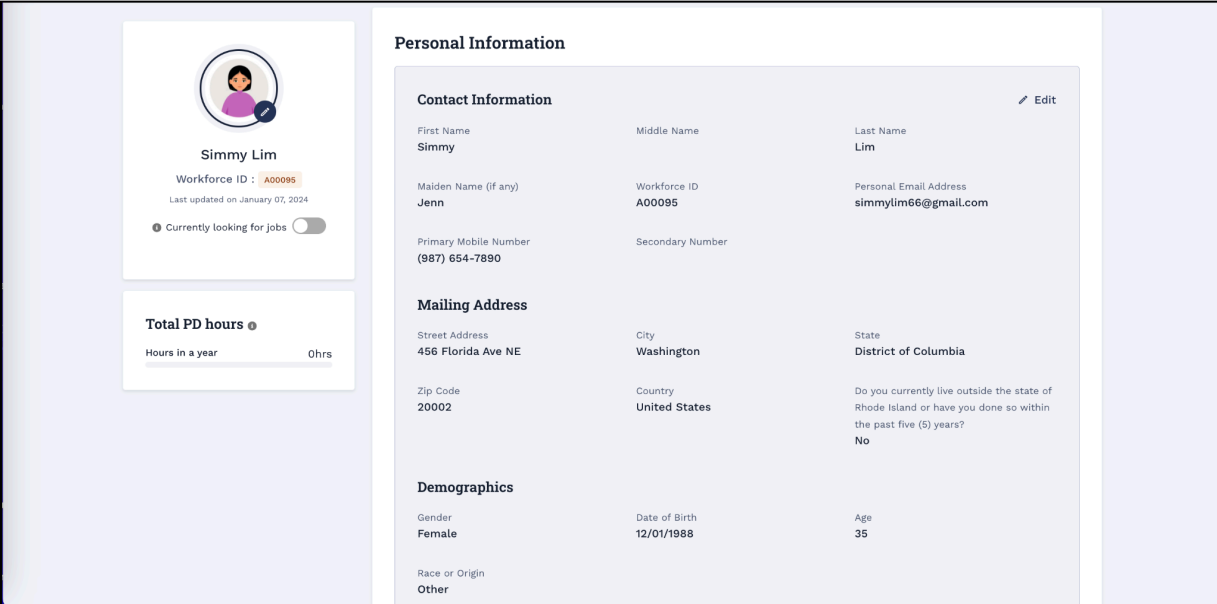
MANAGING PROFILE INFORMATION

Click the **Profile** icon on the top right corner and then click **My Profile** from the drop-down menu.



The screenshot shows the dashboard for Simmy Lim. In the top right navigation bar, the 'Me' profile icon is highlighted with a red box and a red arrow pointing to it. A dropdown menu is visible below the icon, containing 'My Profile' and 'Log Out' options.

You will be directed to the profile page.



The profile page is divided into several sections:

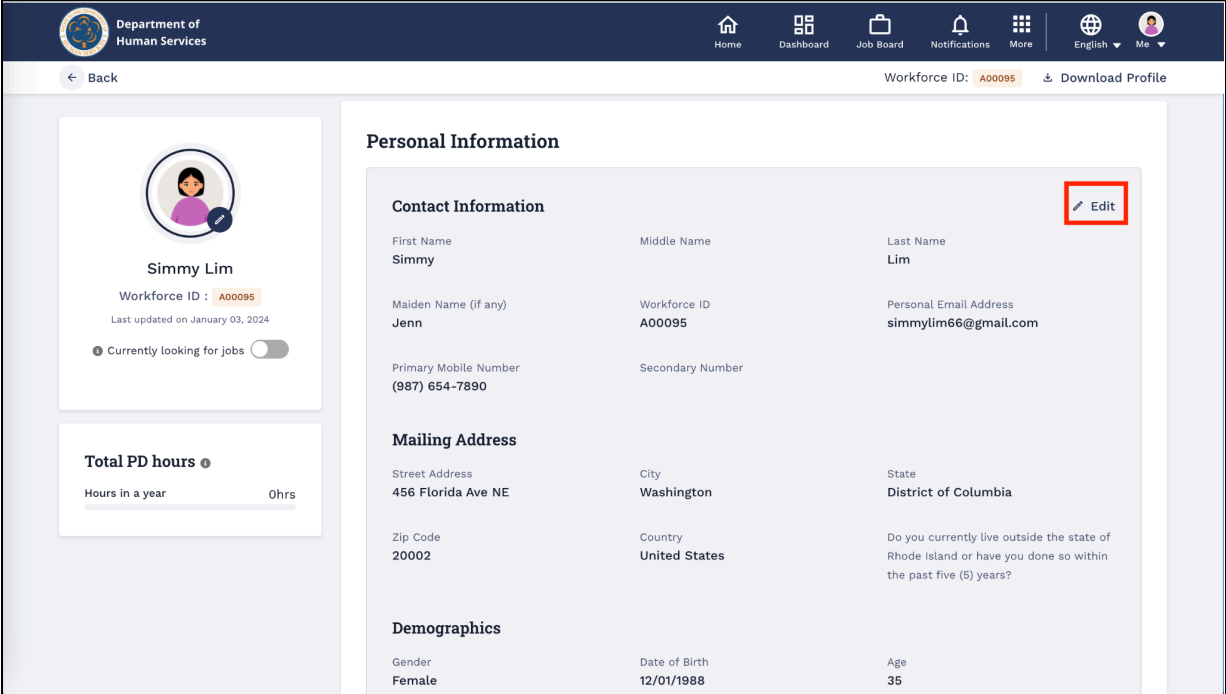
- Profile Summary:** Shows the user's name (Simmy Lim), Workforce ID (A00095), and a toggle for 'Currently looking for jobs'.
- Total PD hours:** A progress bar showing 'Hours in a year' and '0hrs'.
- Personal Information:** A form with the following fields:

Contact Information	Edit	
First Name	Middle Name	Last Name
Simmy		Lim
Maiden Name (if any)	Workforce ID	Personal Email Address
Jenn	A00095	simmylim66@gmail.com
Primary Mobile Number (987) 654-7890	Secondary Number	
Mailing Address		
Street Address	City	State
456 Florida Ave NE	Washington	District of Columbia
Zip Code	Country	Do you currently live outside the state of Rhode Island or have you done so within the past five (5) years?
20002	United States	No
Demographics		
Gender	Date of Birth	Age
Female	12/01/1988	35
Race or Origin	Other	

EDITING PROFILE INFORMATION

- To edit the Profile details, click the **Edit** button on the section that you need to change.

Note: The information for each section can be edited.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 Download Profile

Back

Personal Information

Contact Information Edit

First Name: Simmy Middle Name: Last Name: Lim

Maiden Name (if any): Jenn Workforce ID: A00095 Personal Email Address: simmylim66@gmail.com

Primary Mobile Number (987) 654-7890 Secondary Number:

Mailing Address

Street Address: 456 Florida Ave NE City: Washington State: District of Columbia

Zip Code: 20002 Country: United States Do you currently live outside the state of Rhode Island or have you done so within the past five (5) years?

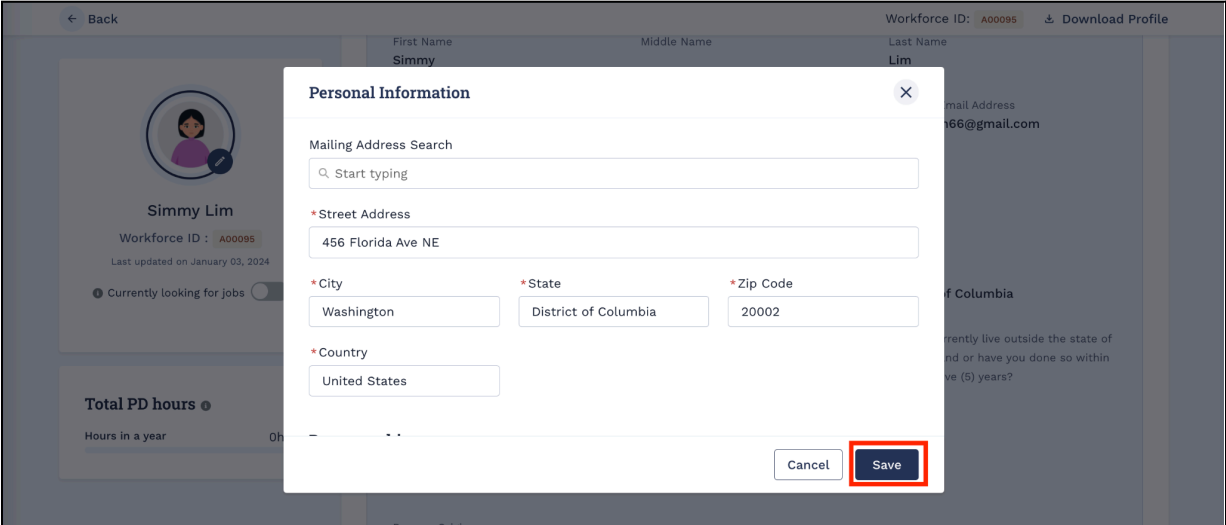
Demographics

Gender: Female Date of Birth: 12/01/1988 Age: 35

Simmy Lim
Workforce ID: A00095
Last updated on January 03, 2024
Currently looking for jobs

Total PD hours
Hours in a year: 0hrs

- Update/edit the information, then click the **Save** button to make the changes effective.



Back

Workforce ID: A00095 Download Profile

First Name: Simmy Middle Name: Last Name: Lim

Personal Information

Mailing Address Search

Start typing

*Street Address: 456 Florida Ave NE

*City: Washington *State: District of Columbia *Zip Code: 20002

*Country: United States

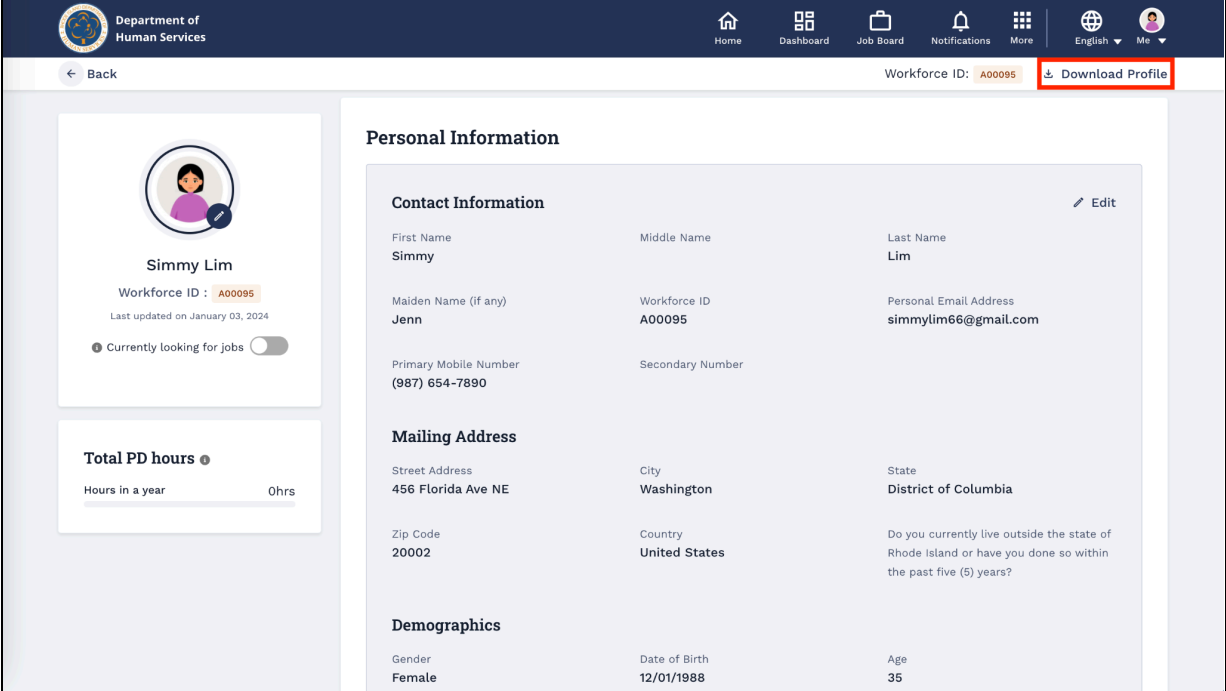
Cancel Save

Simmy Lim
Workforce ID: A00095
Last updated on January 03, 2024
Currently looking for jobs

Total PD hours
Hours in a year: 0hrs

DOWNLOADING PROFILE INFORMATION

1. To download the profile information, click the **Download Profile** button.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 **Download Profile**

Back

Personal Information

Contact Information Edit

First Name Simmy	Middle Name	Last Name Lim
Maiden Name (if any) Jenn	Workforce ID A00095	Personal Email Address simmylim66@gmail.com
Primary Mobile Number (987) 654-7890	Secondary Number	

Mailing Address

Street Address 456 Florida Ave NE	City Washington	State District of Columbia
Zip Code 20002	Country United States	Do you currently live outside the state of Rhode Island or have you done so within the past five (5) years?

Demographics

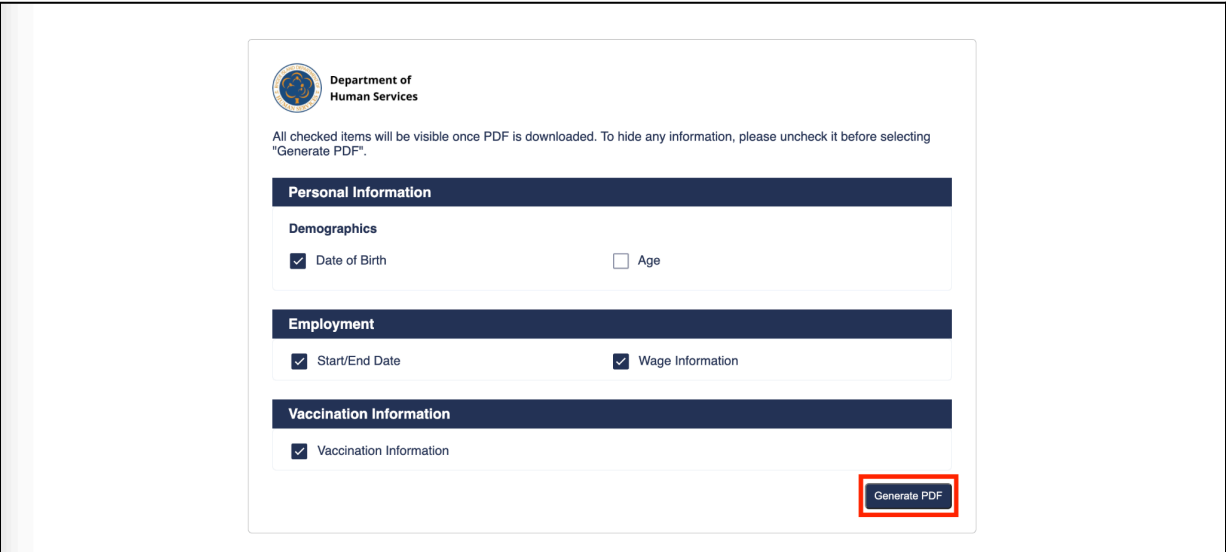
Gender Female	Date of Birth 12/01/1988	Age 35
------------------	-----------------------------	-----------

Simmy Lim
Workforce ID : A00095
Last updated on January 03, 2024
Currently looking for jobs

Total PD hours
Hours in a year 0hrs

Note: All the checked items will be visible once the PDF is downloaded. Uncheck the items to hide the information.

2. Click the **Generate PDF** button to generate the pdf document of the Profile.



Department of Human Services

All checked items will be visible once PDF is downloaded. To hide any information, please uncheck it before selecting "Generate PDF".

Personal Information

Demographics

Date of Birth Age

Employment

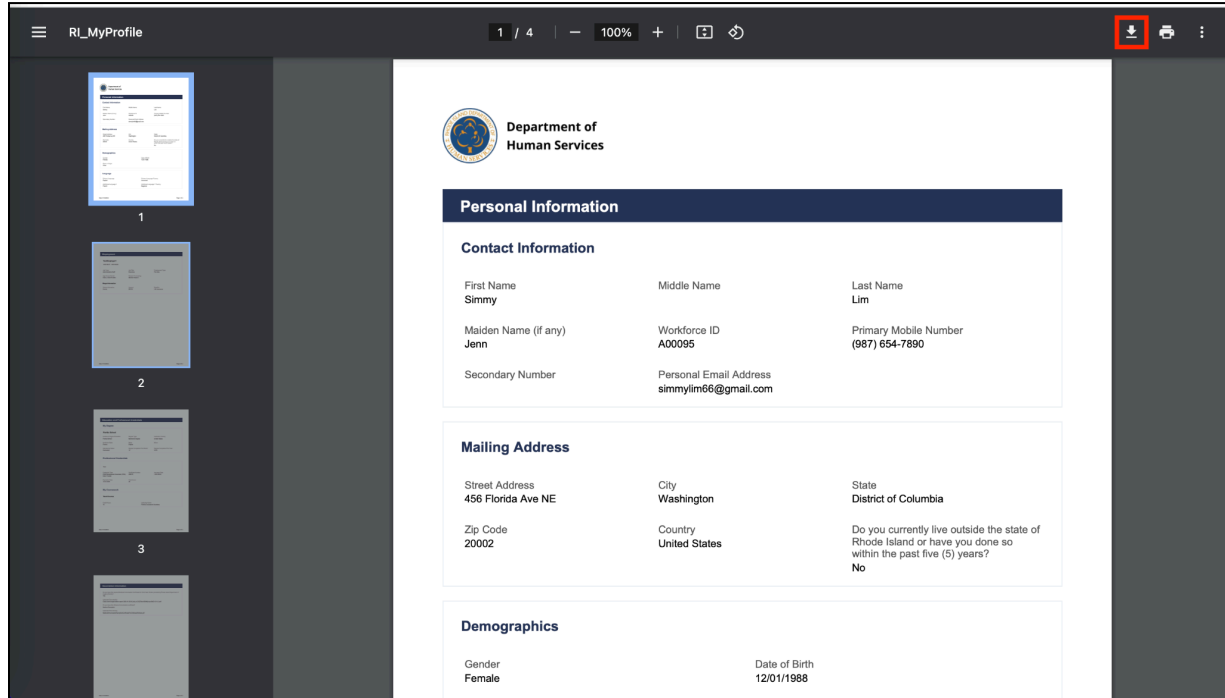
Start/End Date Wage Information

Vaccination Information

Vaccination Information

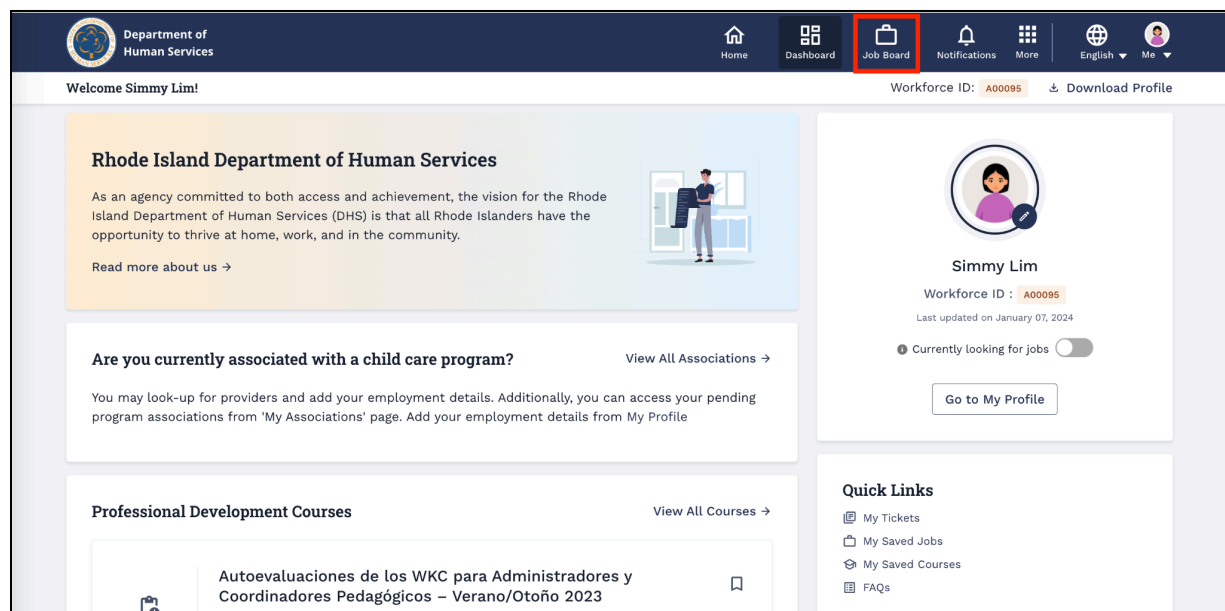
Generate PDF

- The PDF document of the Profile will be generated. Click the **Download** button to download a copy of the pdf document on your local drive.



VIEWING JOBS

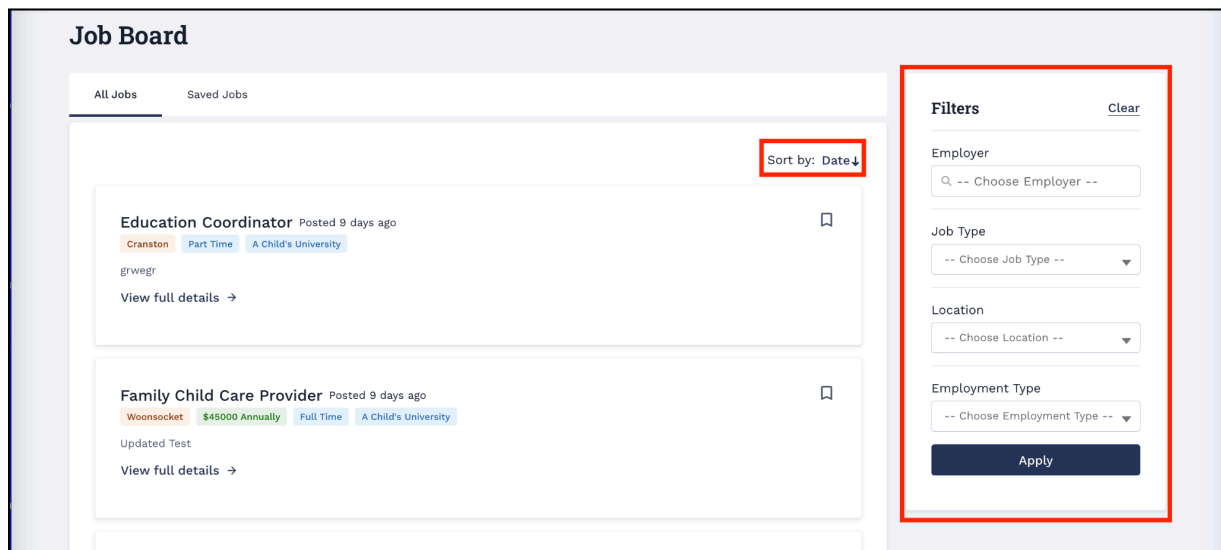
- Click the **Job Board** icon on the top of the screen to view open job postings.



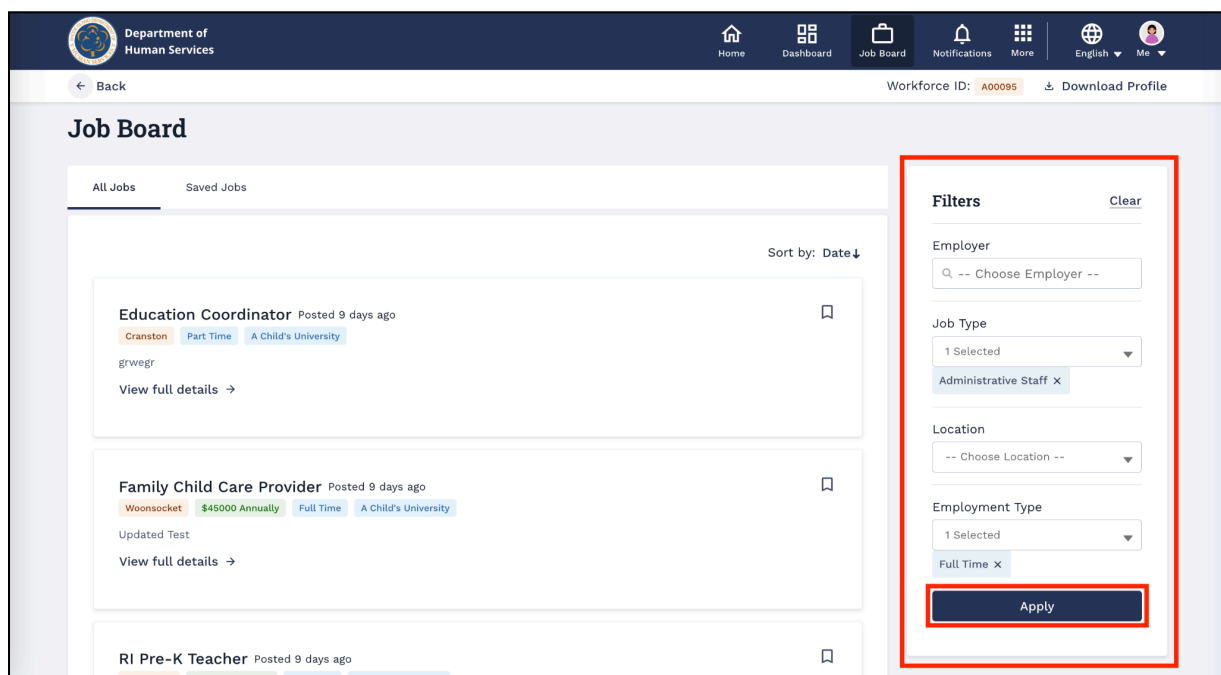
2. All the jobs will be displayed.

Notes:

- To sort the jobs by dates, select the **Sort by: Date** option (The latest job posts will be displayed on the top). Some jobs won't have dates due to ongoing enrollment.
- Use the **Filters** option to narrow down the search results.

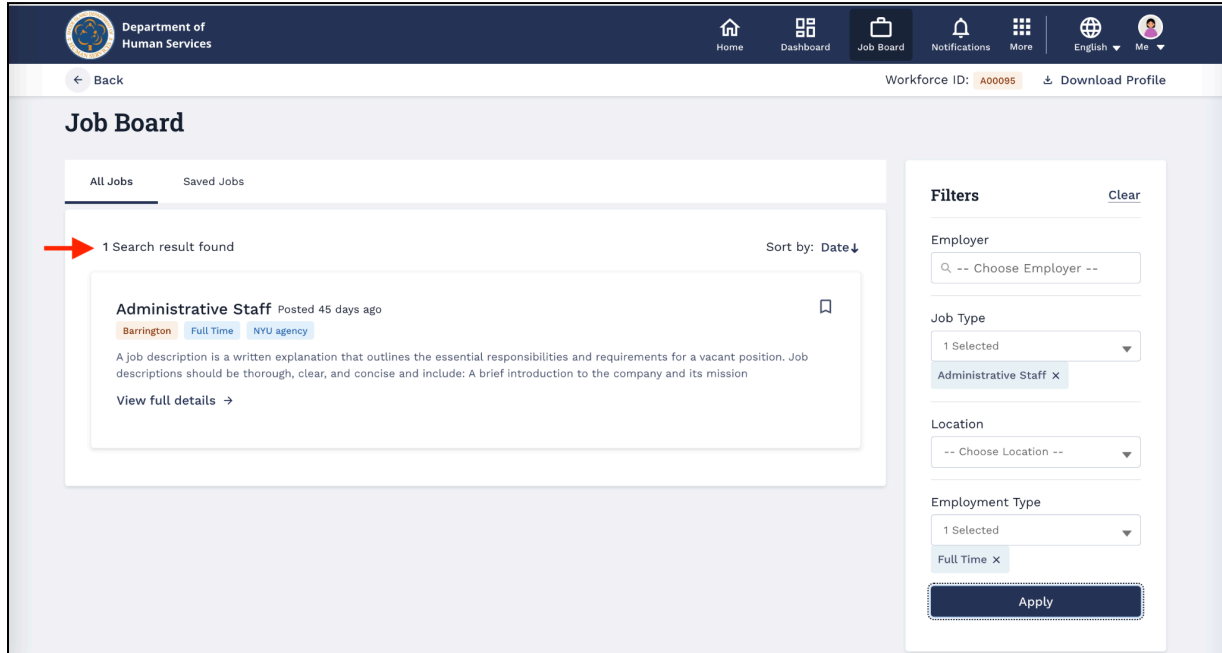


Fill in the filter fields to search for the specific results and then click the **Apply** button.



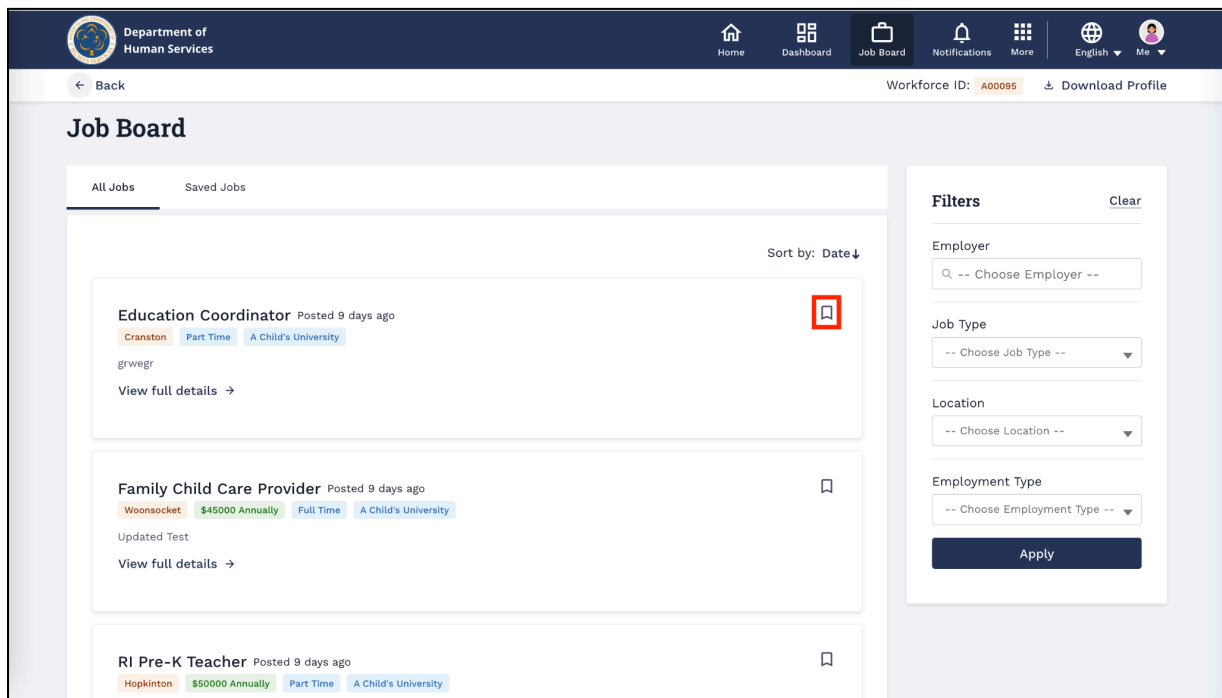
The search result specific to the filter values will only be displayed.

Note: Click the **Clear** option to clear the filter values.



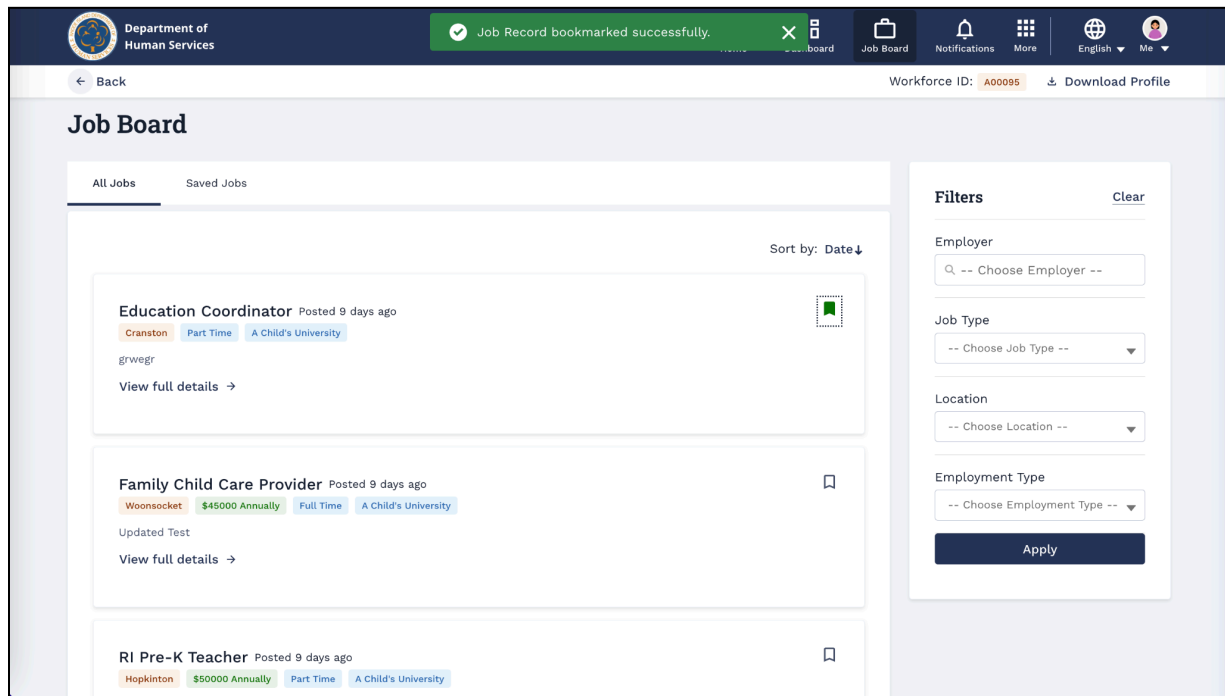
The screenshot shows the 'Job Board' interface. At the top, there is a navigation bar with 'Home', 'Dashboard', 'Job Board', 'Notifications', 'More', 'English', and 'Me'. Below the navigation bar, there is a 'Back' button and a 'Workforce ID: A00095' with a 'Download Profile' link. The main content area is titled 'Job Board' and has two tabs: 'All Jobs' and 'Saved Jobs'. A red arrow points to the text '1 Search result found'. Below this, there is a job listing for 'Administrative Staff' posted 45 days ago. The listing includes tags for 'Barrington', 'Full Time', and 'NYU agency'. A brief description follows, and there is a 'View full details' link. To the right of the job listing is a 'Filters' panel with a 'Clear' link. The filters include: 'Employer' (search box), 'Job Type' (dropdown with '1 Selected' and 'Administrative Staff x'), 'Location' (dropdown with '-- Choose Location --'), and 'Employment Type' (dropdown with '1 Selected' and 'Full Time x'). An 'Apply' button is at the bottom of the filters panel.

3. Click the **Bookmark** icon to save the jobs for future reference.



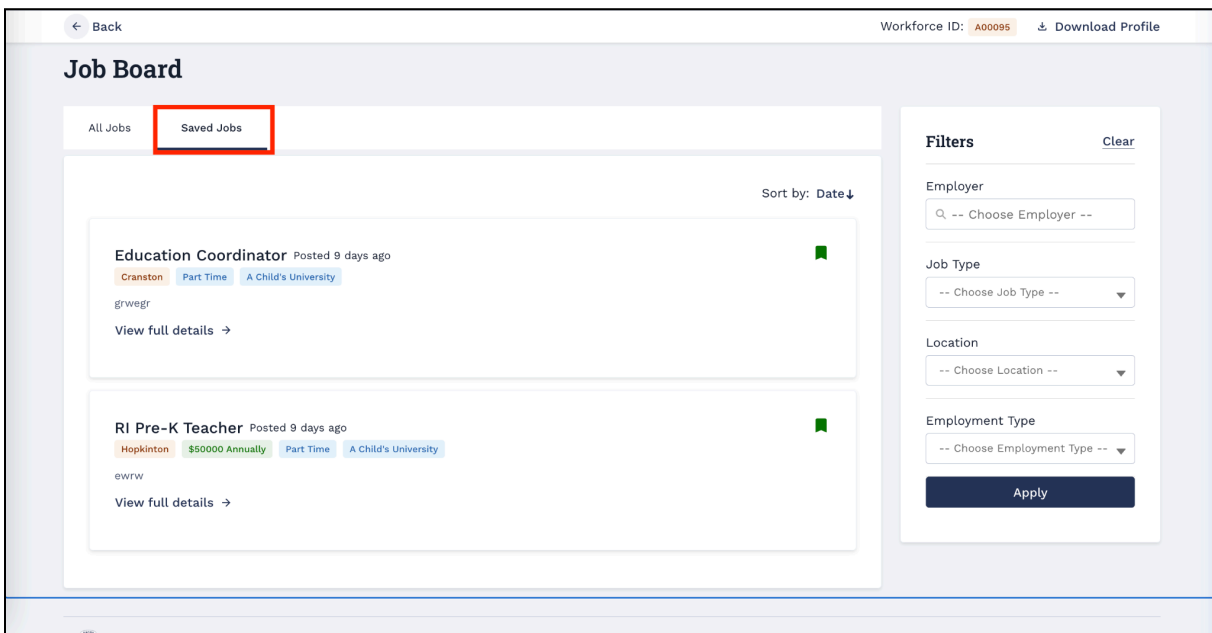
The screenshot shows the 'Job Board' interface with three job listings. The first listing is 'Education Coordinator' posted 9 days ago, with tags for 'Cranston', 'Part Time', and 'A Child's University'. A red box highlights the bookmark icon in the top right corner of the listing. The second listing is 'Family Child Care Provider' posted 9 days ago, with tags for 'Woonsocket', '\$45000 Annually', 'Full Time', and 'A Child's University'. The third listing is 'RI Pre-K Teacher' posted 9 days ago, with tags for 'Hopkinton', '\$50000 Annually', 'Part Time', and 'A Child's University'. The 'Filters' panel on the right is visible, showing 'Employer' (search box), 'Job Type' (dropdown with '-- Choose Job Type --'), 'Location' (dropdown with '-- Choose Location --'), and 'Employment Type' (dropdown with '-- Choose Employment Type --'). An 'Apply' button is at the bottom of the filters panel.

The job record will be successfully bookmarked.



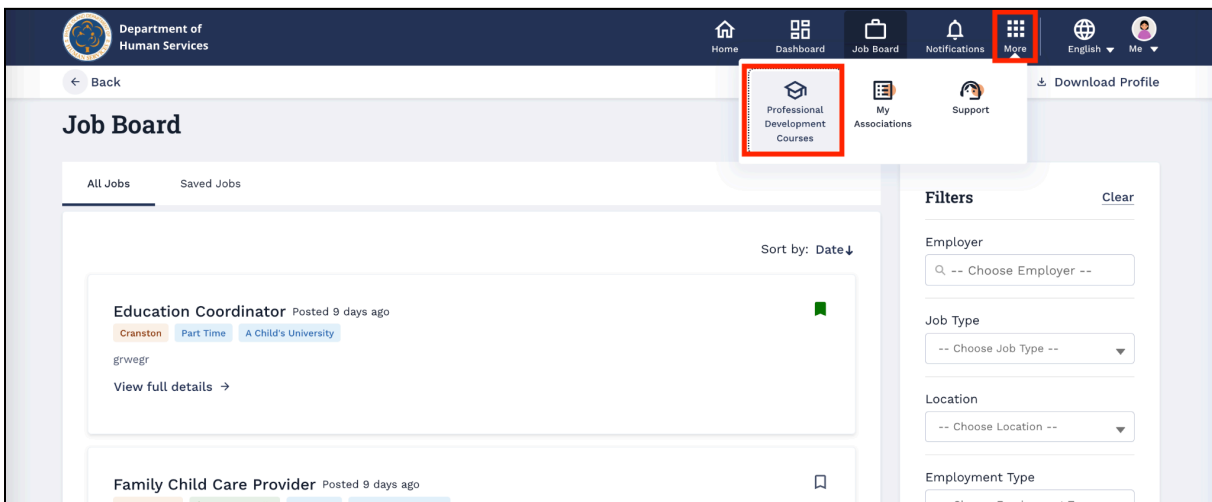
4. Go to the Saved Jobs tab to view all the saved jobs.

Notes: Click the **View full details**→ to view the complete job details.



VIEWING PROFESSIONAL DEVELOPMENT COURSES

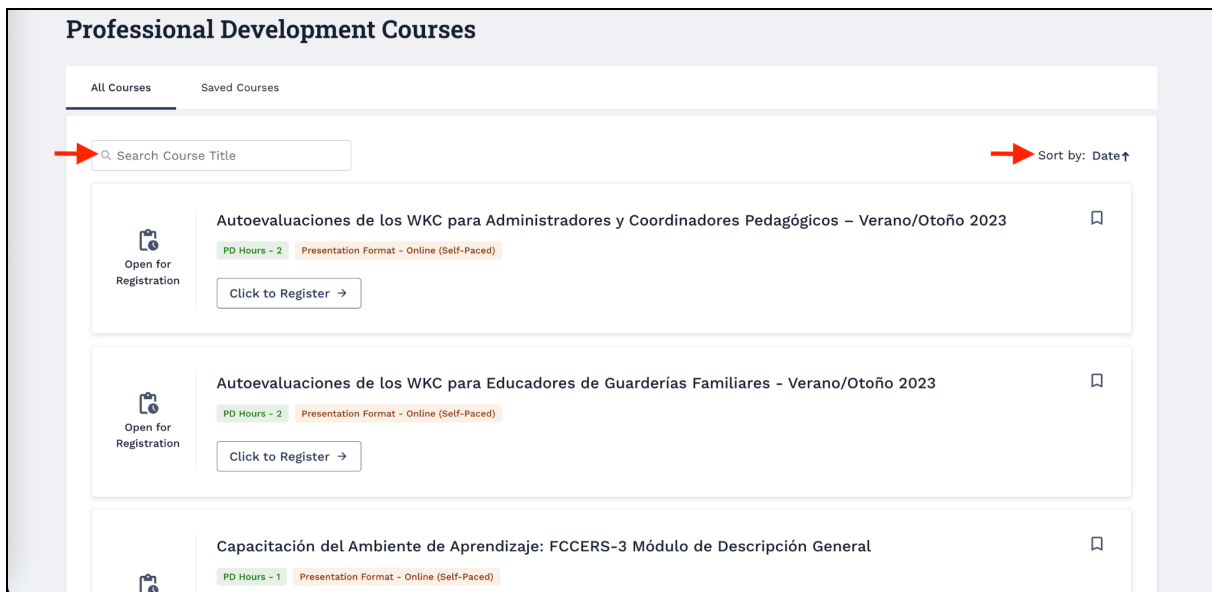
1. Click the **More** icon on the top of the screen and then click the **Professional Development Courses**.



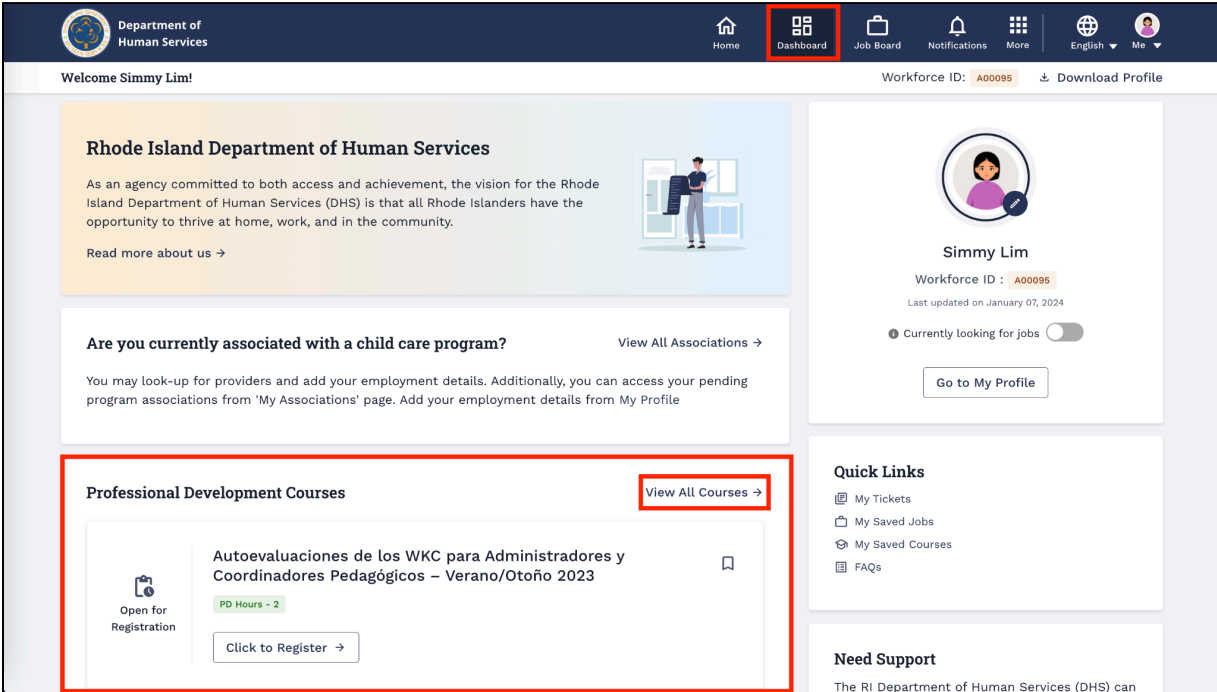
2. All the Professional Development Courses will be displayed.

Notes:

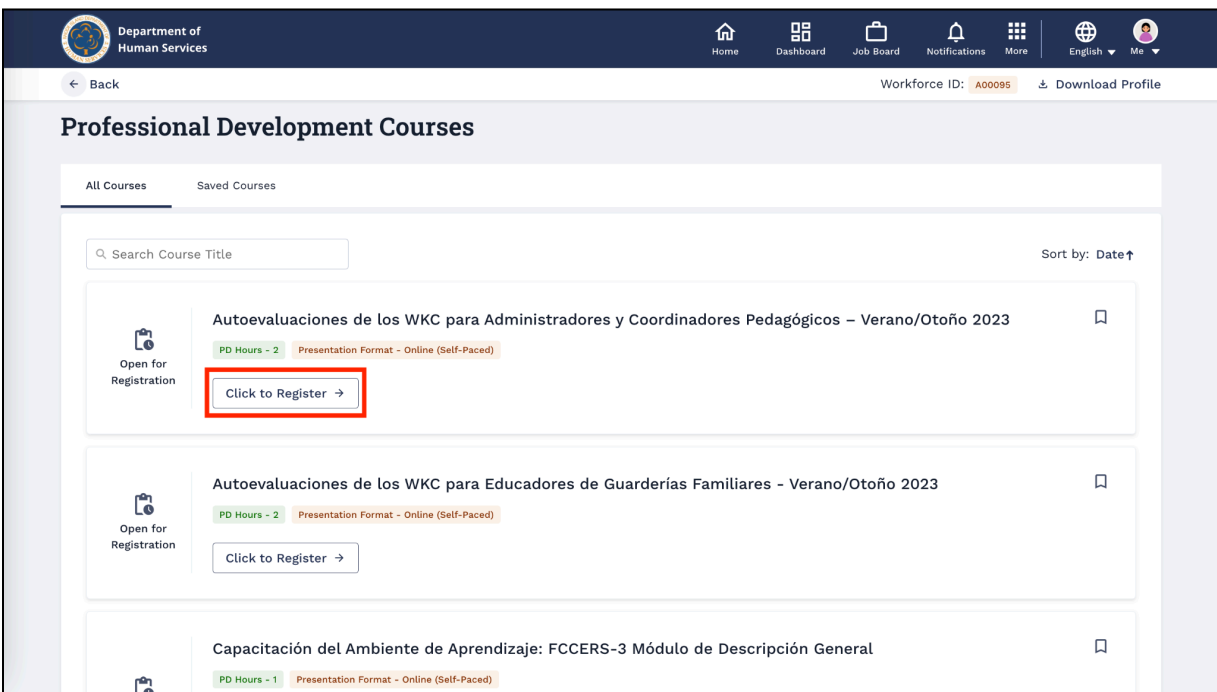
- To sort the courses by dates, select the **Sort by: Date** option (The latest courses will be displayed on the top).
- Use the **Search** option to narrow down the course results.



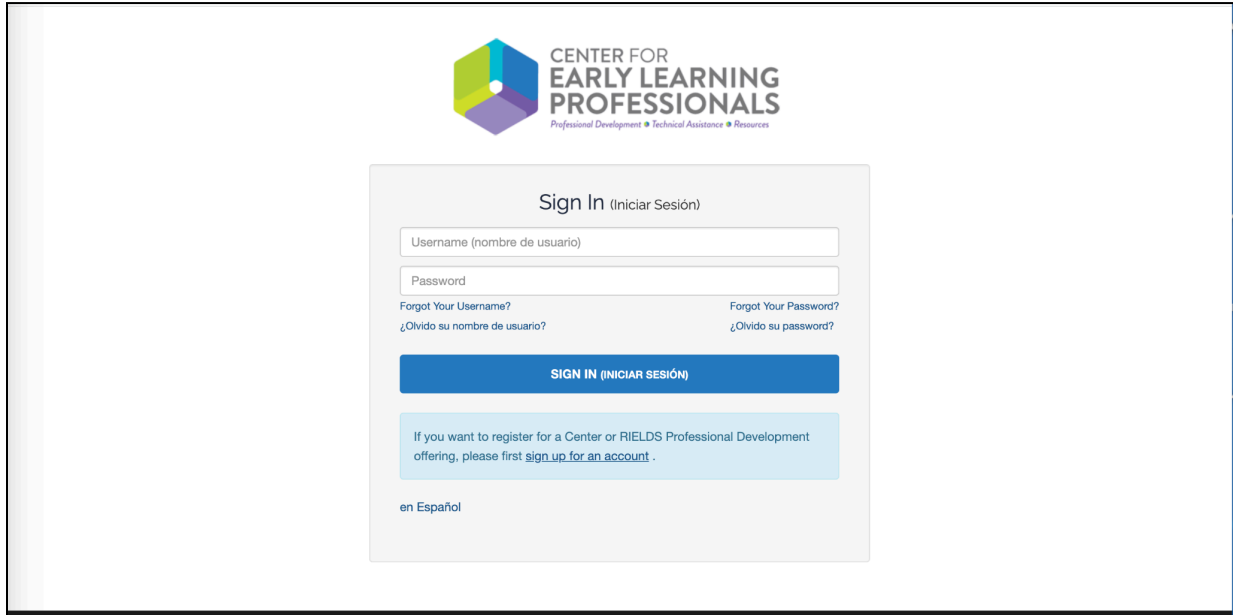
Note: An alternative way to view the Professional Development Courses is to go to the **Dashboard** and then click the **View All Courses** link on the Dashboard.



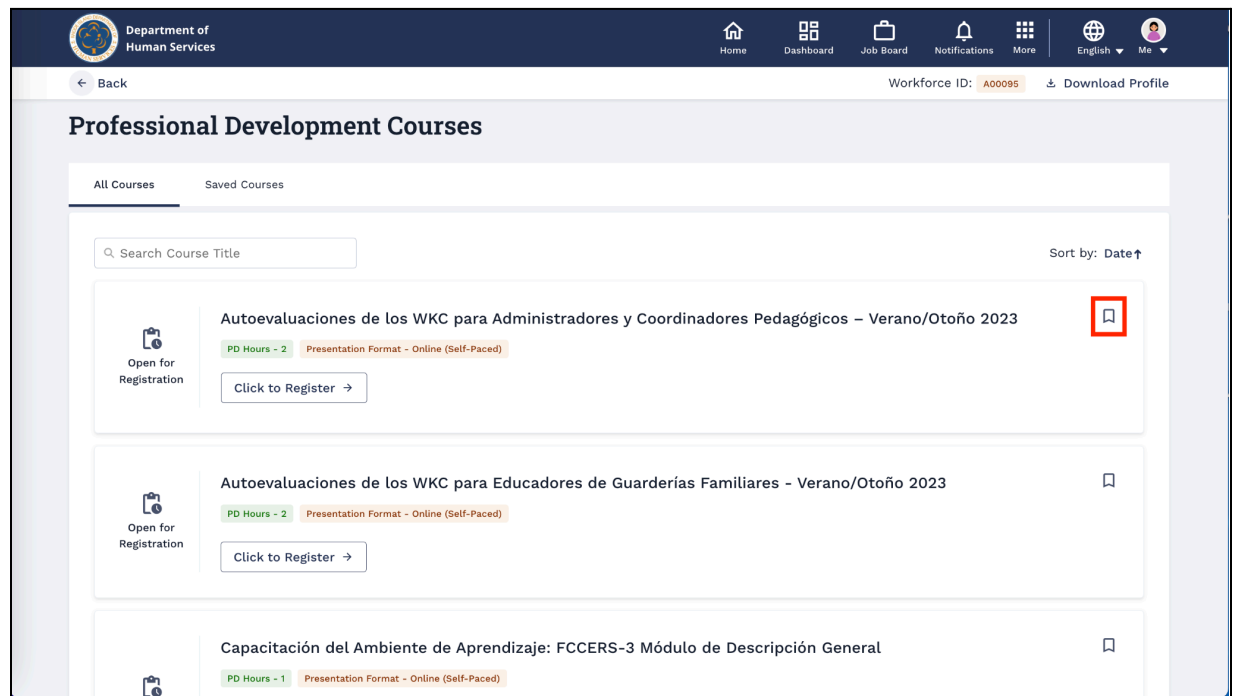
3. Click the **Click to Register** link to register for the Professional Development Courses.



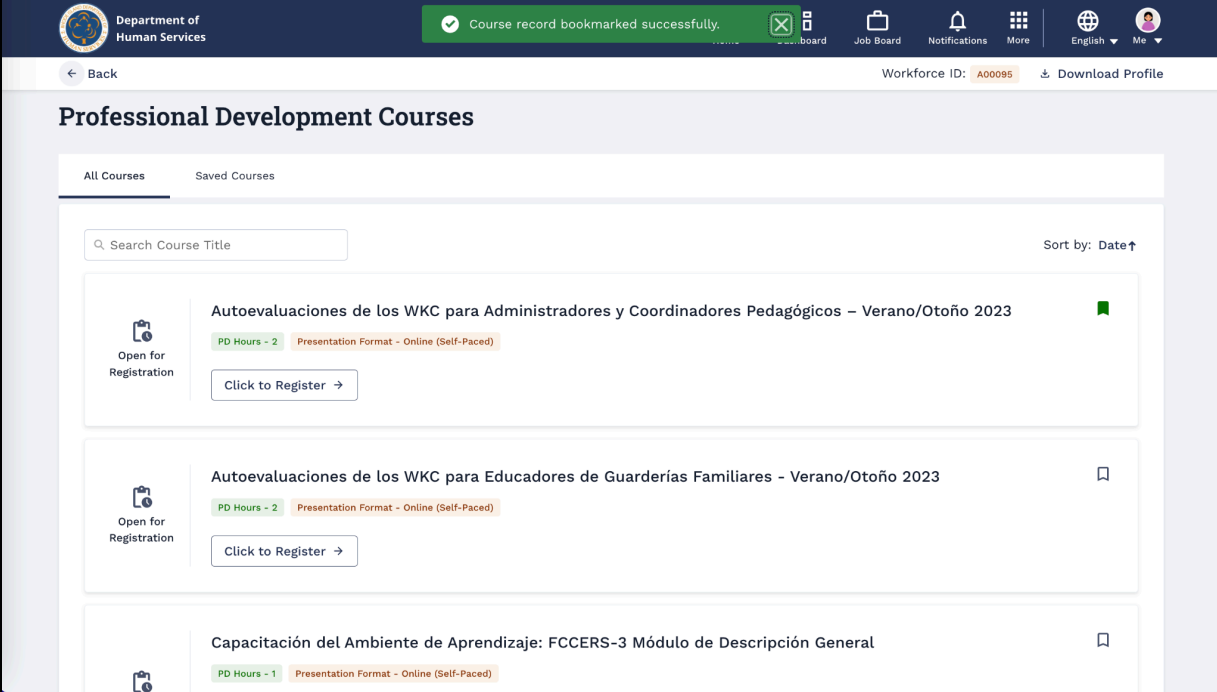
Note: You will be directed to the **Center for Early Learning Professionals** login page. Log in with the appropriate credentials to register for the course.



4. Click the **Bookmark** icon to save the course for future reference.

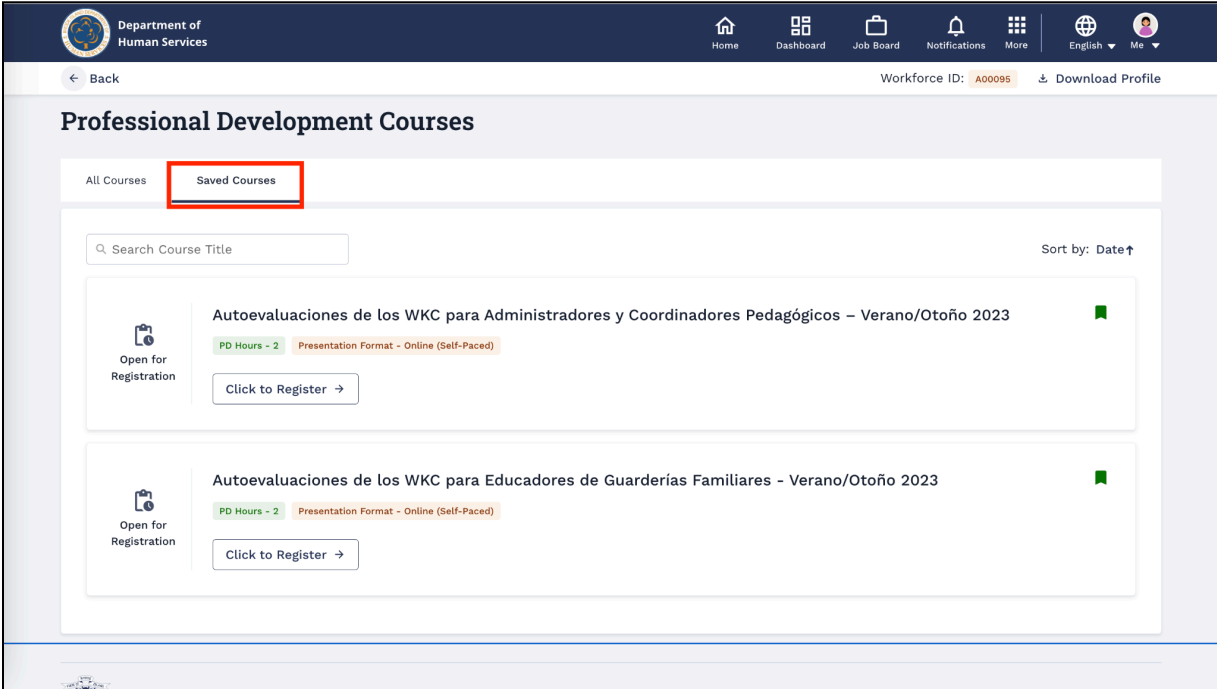


The course record will be successfully bookmarked.



The screenshot shows the 'Professional Development Courses' interface. At the top, a green notification banner states 'Course record bookmarked successfully.' The page features a search bar for course titles and a 'Sort by: Date' option. Three course cards are visible, each with an 'Open for Registration' icon and a 'Click to Register' button. The first two courses are 'Autoevaluaciones de los WKC para Administradores y Coordinadores Pedagógicos – Verano/Otoño 2023' and 'Autoevaluaciones de los WKC para Educadores de Guarderías Familiares - Verano/Otoño 2023', both with 2 PD hours. The third course is 'Capacitación del Ambiente de Aprendizaje: FCCERS-3 Módulo de Descripción General' with 1 PD hour. A green bookmark icon is visible on the right side of the first course card.

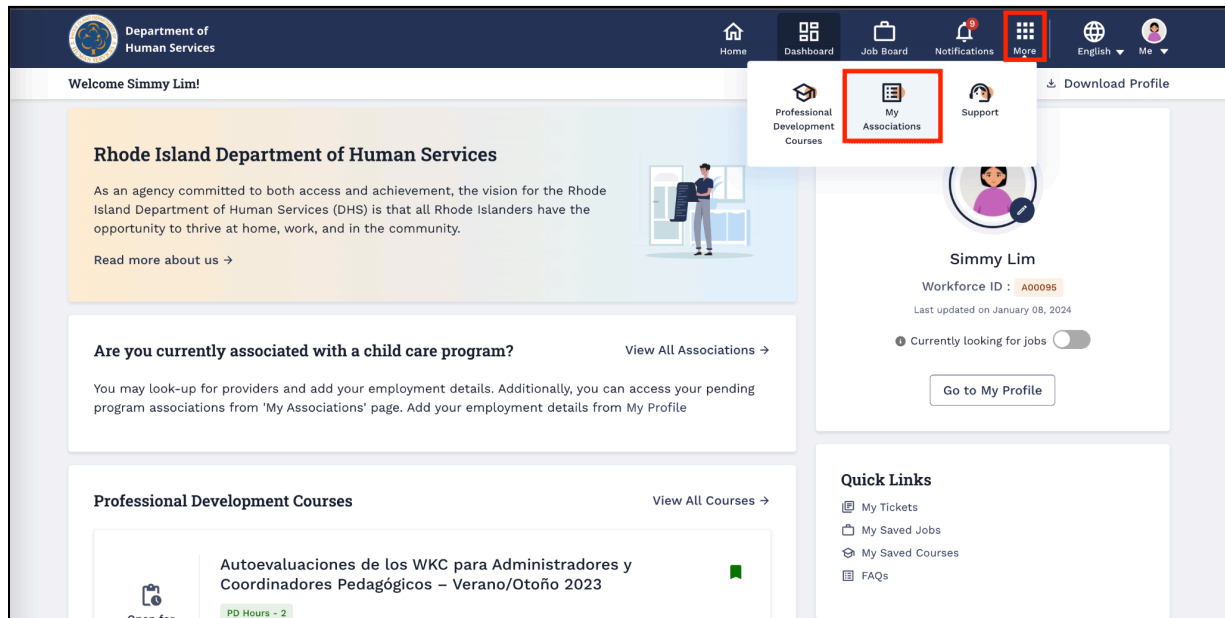
5. Go to the **Saved Courses** tab to view all the saved courses.



This screenshot shows the same 'Professional Development Courses' interface, but the 'Saved Courses' tab is highlighted with a red box. The course cards are identical to the previous screenshot, but the bookmark icons on the right side of the first two course cards are now green, indicating they have been saved.

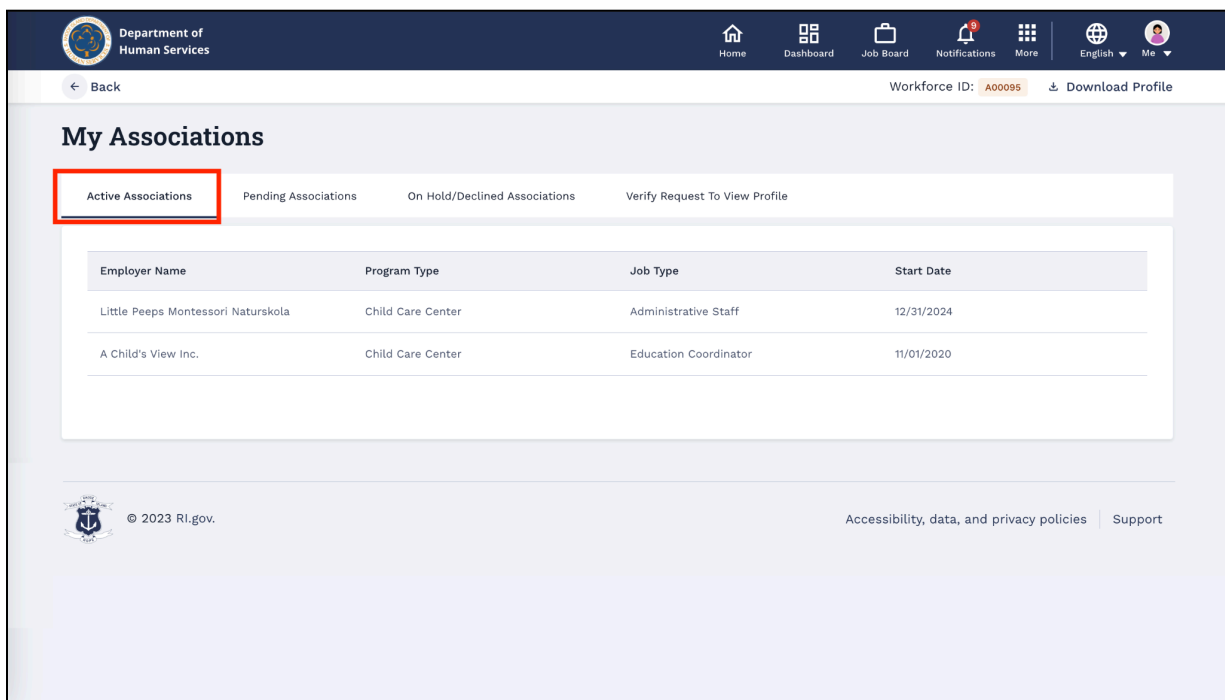
ASSOCIATIONS

1. Click the **More** icon on the top of the screen and then click on **My Associations**.



The screenshot shows the user's dashboard. At the top, the 'More' icon (a grid of four squares) is highlighted with a red box. A dropdown menu is open, and the 'My Associations' option (represented by a calendar icon) is also highlighted with a red box. Other options in the menu include 'Professional Development Courses' and 'Support'. The dashboard content includes a welcome message for Simmy Lim, a section for child care program associations, a section for professional development courses, and a 'Quick Links' sidebar.

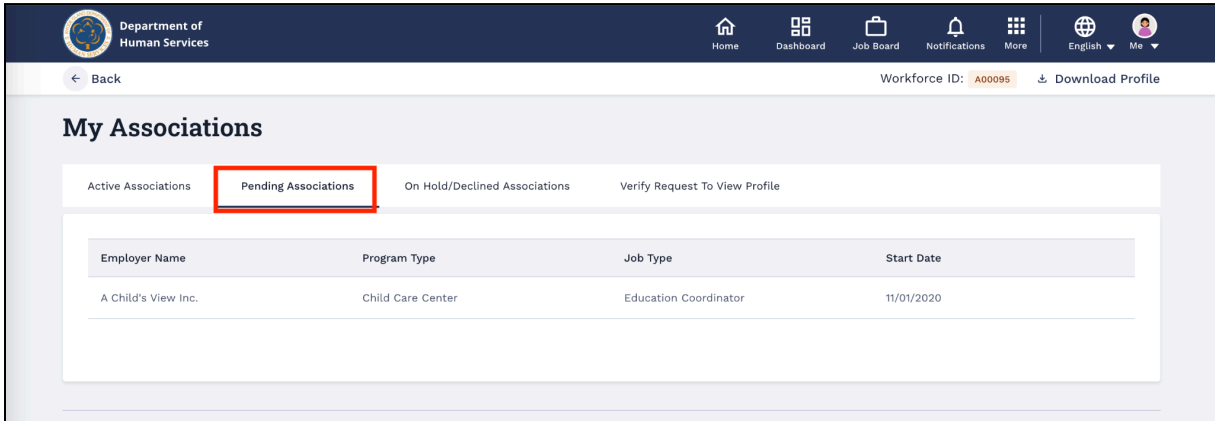
2. Go to the **Active Associations** tab to view the approved associations.



The screenshot shows the 'My Associations' page. The 'Active Associations' tab is highlighted with a red box. Below the tabs is a table listing active associations. The table has four columns: Employer Name, Program Type, Job Type, and Start Date. Two associations are listed: 'Little Peeps Montessori Naturskola' and 'A Child's View Inc.'.

Employer Name	Program Type	Job Type	Start Date
Little Peeps Montessori Naturskola	Child Care Center	Administrative Staff	12/31/2024
A Child's View Inc.	Child Care Center	Education Coordinator	11/01/2020

- Go to the **Pending Associations** tab to view the pending associations for approval.



The screenshot shows the 'My Associations' page with the 'Pending Associations' tab highlighted in a red box. The table below shows one pending association:

Employer Name	Program Type	Job Type	Start Date
A Child's View Inc.	Child Care Center	Education Coordinator	11/01/2020

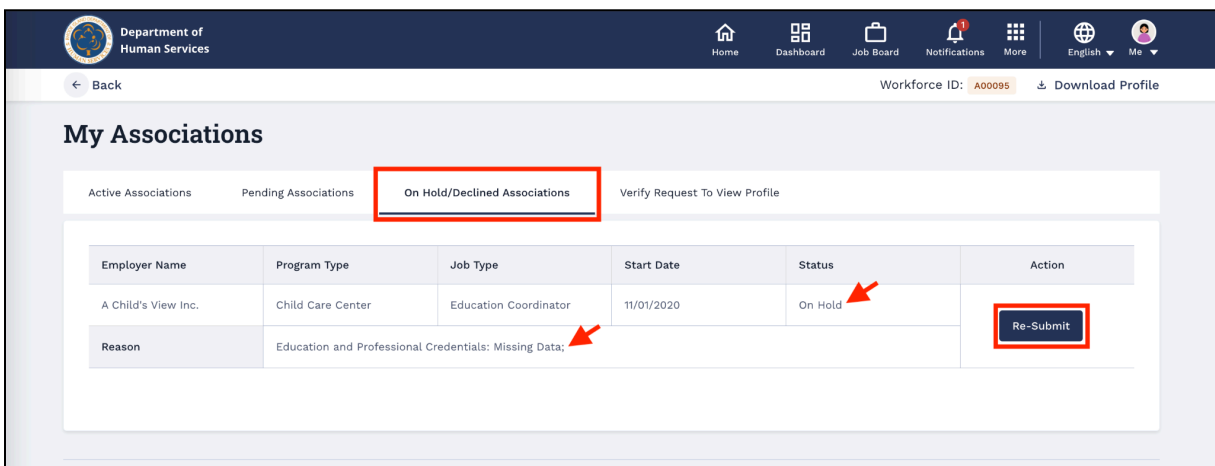
- Go to the **On Hold/Declined Associations** tab to view the submitted associations that are on hold/declined.

On Hold Associations:

- For Hold Associations, the status of the association will be **On Hold**. You can also view the reason for the hold.
- Click the **Re-submit** button to resubmit the association for approval.

Notes:

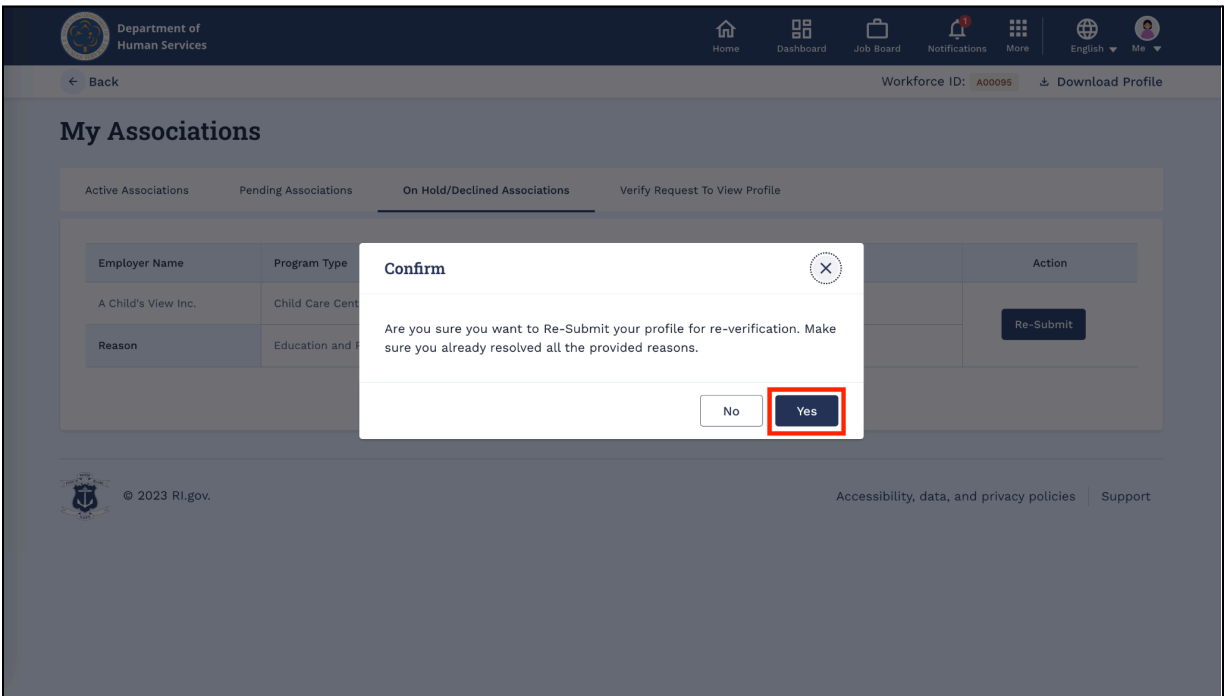
- Before re-submitting, go to the Profile Details page and make the necessary changes as per the stated reason.
- You can re-submit up to three (3) times.



The screenshot shows the 'My Associations' page with the 'On Hold/Declined Associations' tab highlighted in a red box. The table below shows one association on hold, with red arrows pointing to the 'Status' and 'Reason' columns, and a red box around the 'Re-Submit' button:

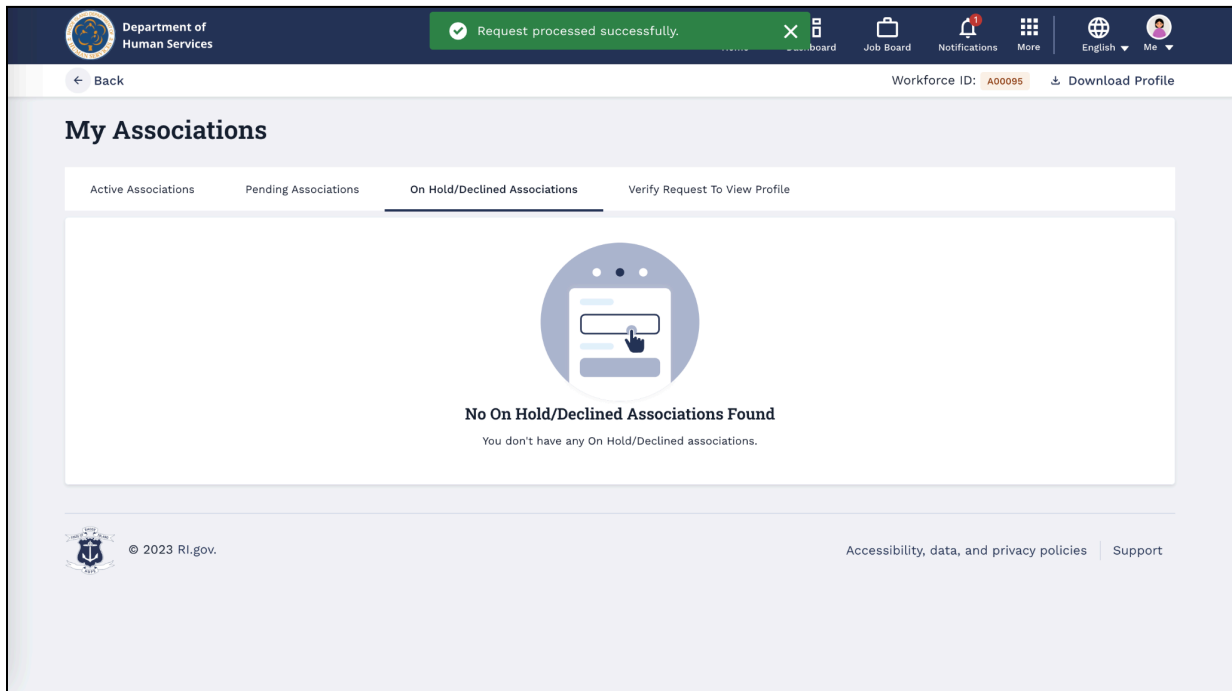
Employer Name	Program Type	Job Type	Start Date	Status	Action
A Child's View Inc.	Child Care Center	Education Coordinator	11/01/2020	On Hold	<div style="border: 2px solid red; padding: 5px; display: inline-block;">Re-Submit</div>
Reason	Education and Professional Credentials: Missing Data;				

c. Click the **Yes** button to confirm the re-submission.



The screenshot shows the 'My Associations' page in the Department of Human Services system. A confirmation dialog box is displayed in the center, asking: 'Are you sure you want to Re-Submit your profile for re-verification. Make sure you already resolved all the provided reasons.' The 'Yes' button is highlighted with a red box. The background shows a table with columns for 'Employer Name', 'Program Type', 'Reason', and 'Action'. The 'Action' column contains a 'Re-Submit' button. The page also includes a navigation bar with 'Home', 'Dashboard', 'Job Board', 'Notifications', 'More', 'English', and 'Me' options. A 'Workforce ID: A00095' and 'Download Profile' link are visible in the top right.

After a successful re-submission request, the record in the On Hold/Declined Associations will be moved to the Pending Associations.



The screenshot shows the 'My Associations' page after a successful re-submission. A green notification banner at the top reads: 'Request processed successfully.' The 'On Hold/Declined Associations' tab is selected, and the page displays a large circular icon with a hand pointing to a document, indicating that no associations are found. The text below the icon reads: 'No On Hold/Declined Associations Found' and 'You don't have any On Hold/Declined associations.' The page also includes a navigation bar with 'Home', 'Dashboard', 'Job Board', 'Notifications', 'More', 'English', and 'Me' options. A 'Workforce ID: A00095' and 'Download Profile' link are visible in the top right.

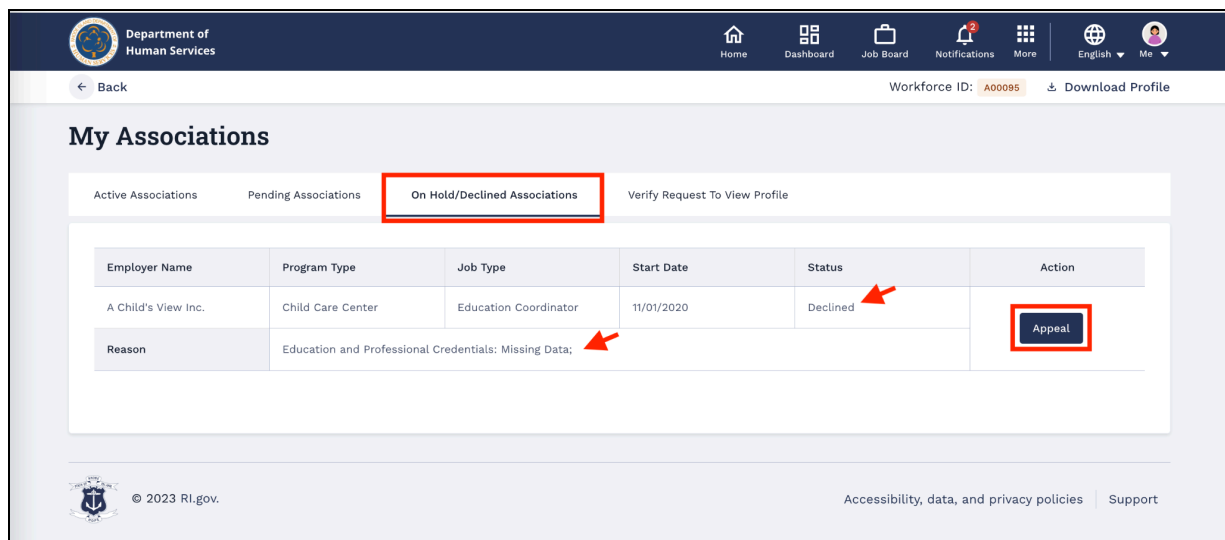


Declined Associations:

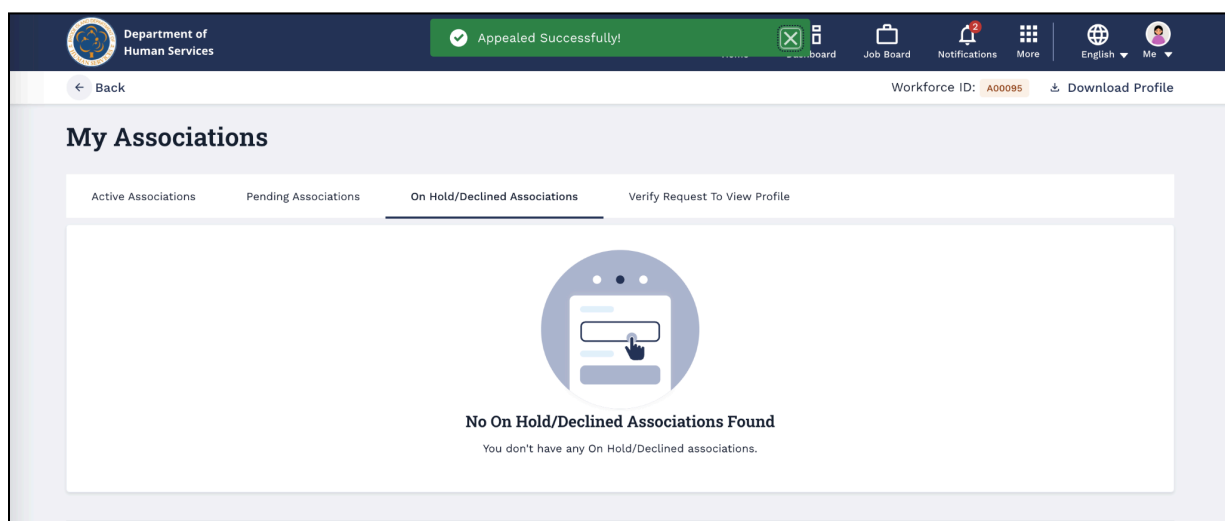
- a. For rejected associations, the status of the association will be **Declined**. You can also view the reason for the rejection.
- b. Click the **Appeal** button to request the association for re-approval.

Notes:

- Before appealing, go to the Profile Details page and make the necessary changes as per the stated reason.
- You can appeal up to three (3) times.

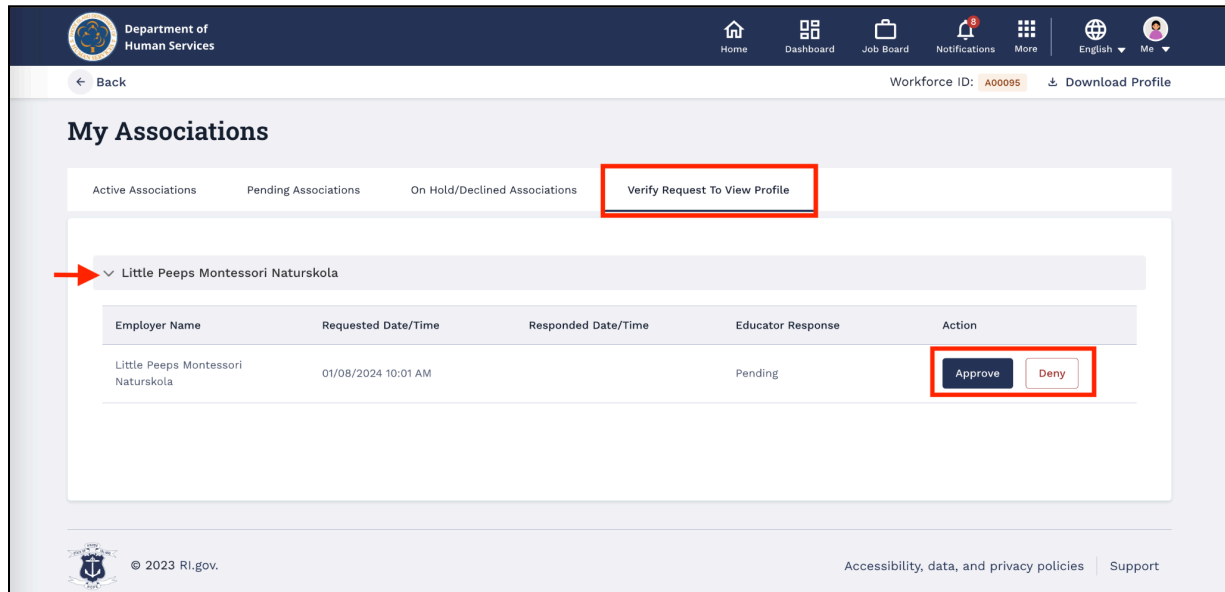


After a successful appeal request, the record in the On Hold/Declined Associations will be moved to the Pending Associations.



- Go to the **Verify Request to View Profile** tab to view the requests made by Providers to access your profile.

Note: You can Approve/Deny the access request. Click the **Approve** button to provide access. Click the Deny button to decline the access request.

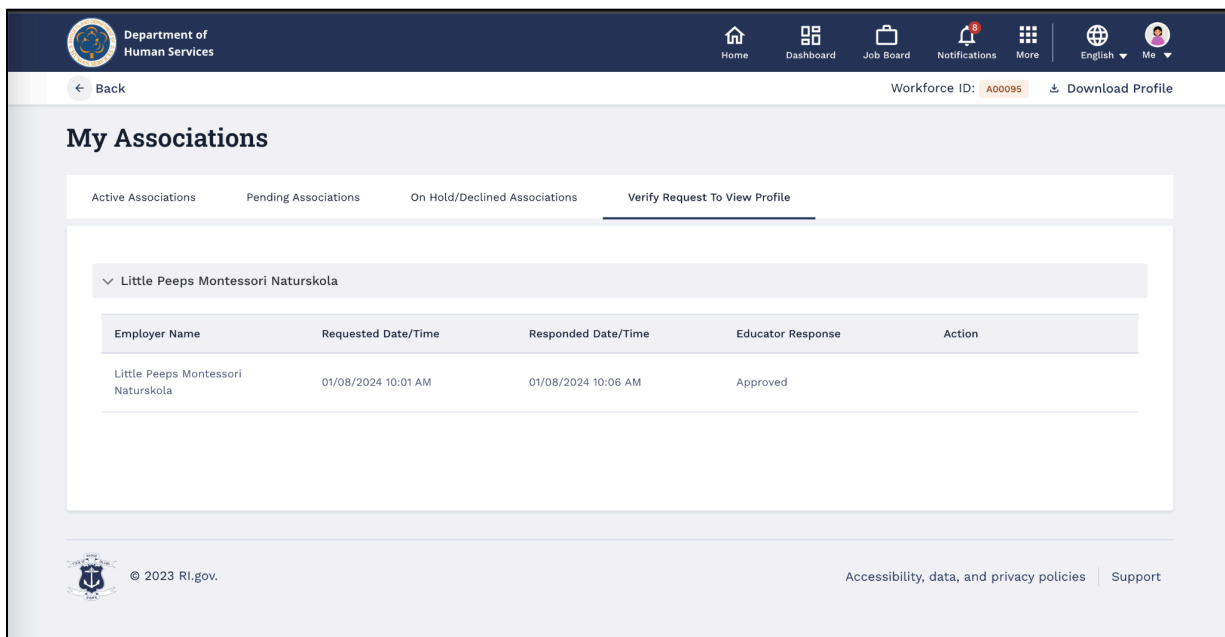


The screenshot shows the 'My Associations' page with the 'Verify Request To View Profile' tab selected. A red box highlights this tab. Below, a dropdown menu is open for 'Little Peeps Montessori Naturskola', indicated by a red arrow. A table lists the request details:

Employer Name	Requested Date/Time	Responded Date/Time	Educator Response	Action
Little Peeps Montessori Naturskola	01/08/2024 10:01 AM		Pending	Approve Deny

The 'Approve' and 'Deny' buttons in the 'Action' column are highlighted with a red box.

You can view all the details of approved or denied records in the **Verify Requests to View Profile** tab.



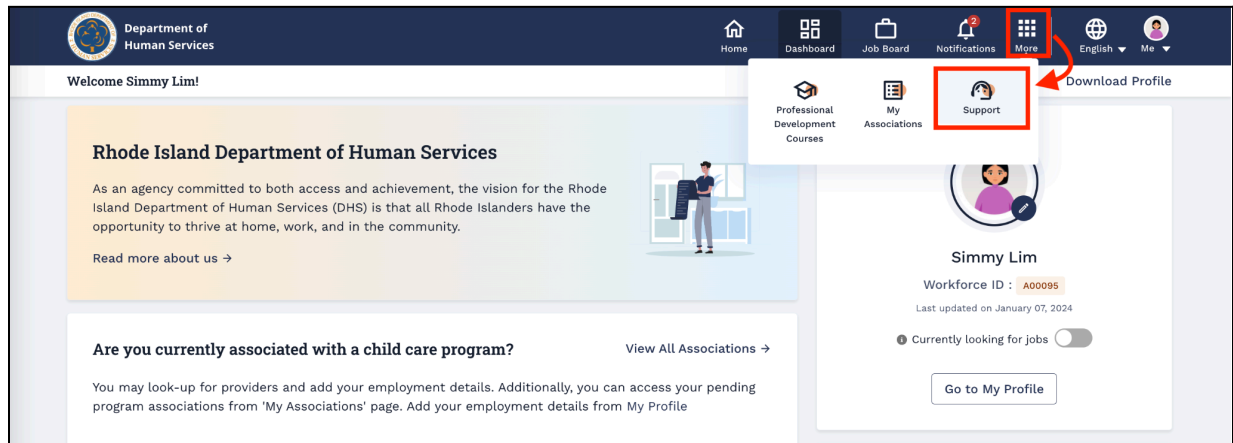
The screenshot shows the 'My Associations' page with the 'Verify Request To View Profile' tab selected. A dropdown menu is open for 'Little Peeps Montessori Naturskola'. A table lists the request details:

Employer Name	Requested Date/Time	Responded Date/Time	Educator Response	Action
Little Peeps Montessori Naturskola	01/08/2024 10:01 AM	01/08/2024 10:06 AM	Approved	

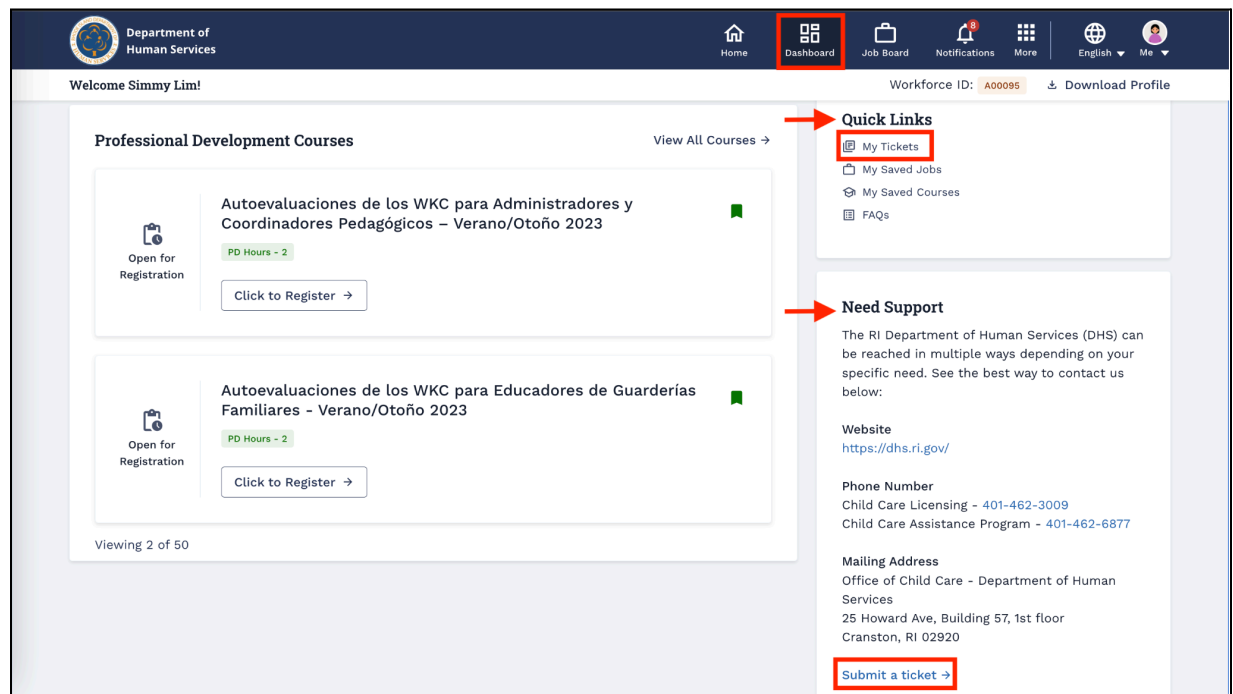
HELP DESK TICKETS

CREATING HELP DESK TICKETS

1. Click the **More** icon on the top of the screen and then click the **Support**.

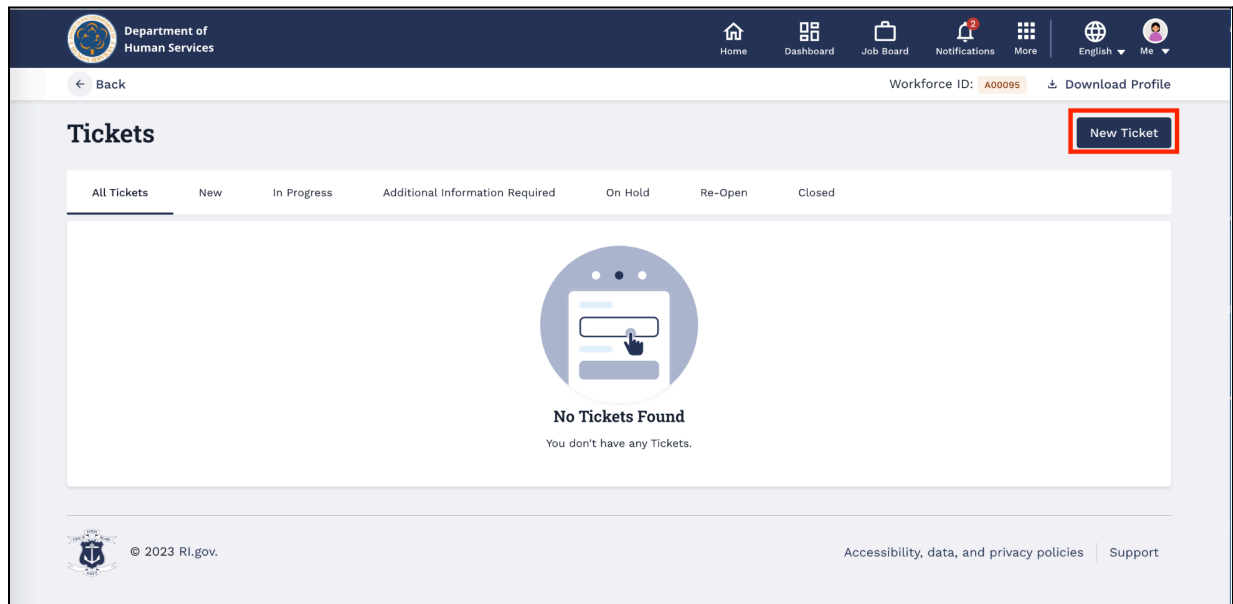


Note: An alternative way to direct to the Tickets page is to go to the **Dashboard** and then either click the **My Tickets** link on the Quick Links tile or Click the **Submit a ticket** link on the Need Support tile.

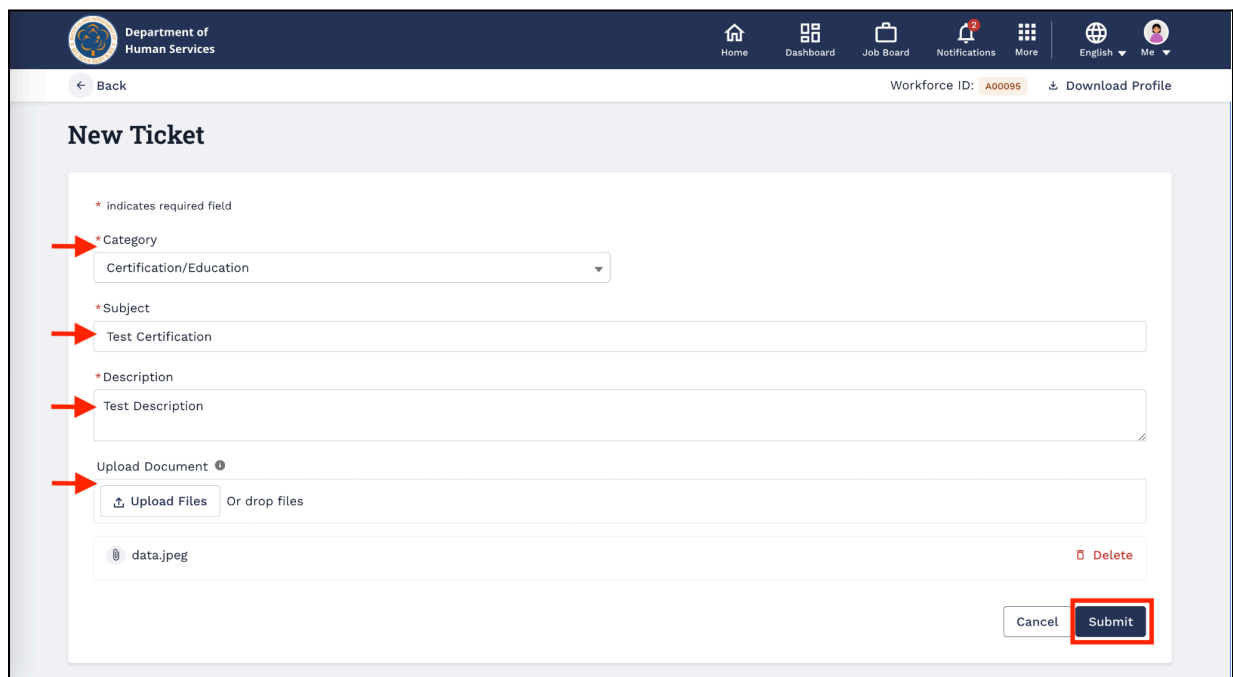


You will be directed to the Tickets page.

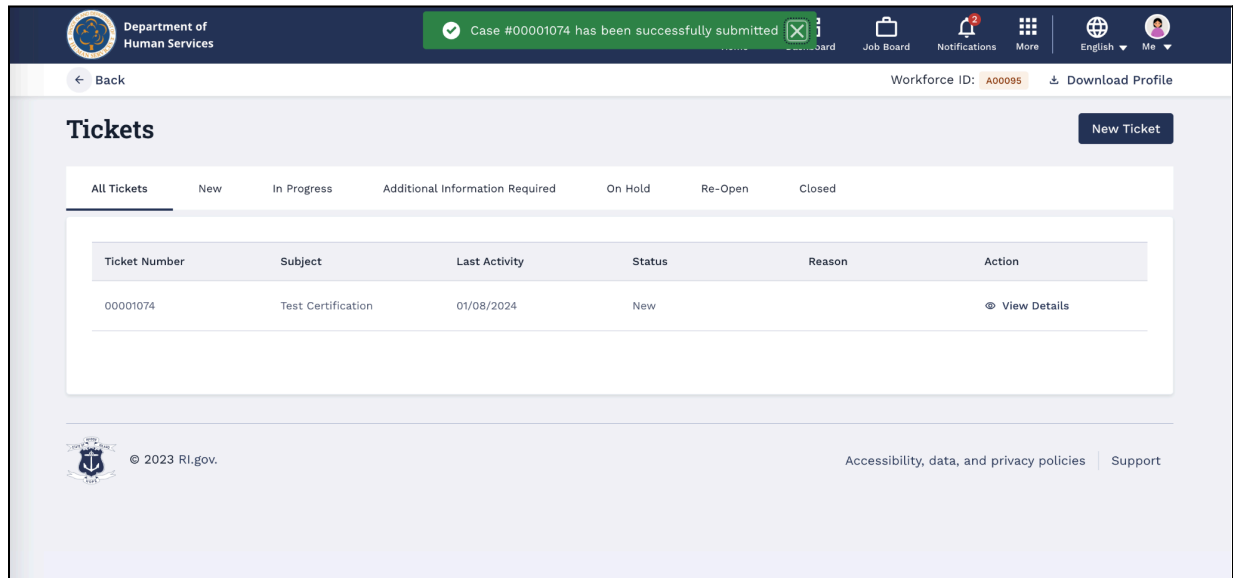
2. Click the **New Ticket** button to create a new help desk ticket.



3. Select the **Category** from the drop-down. Enter the details in the **Subject** and **Description** fields. If available, upload the supporting documents.
4. Click the **Submit** button.



The ticket will be submitted, and the case will be created for the submitted ticket.

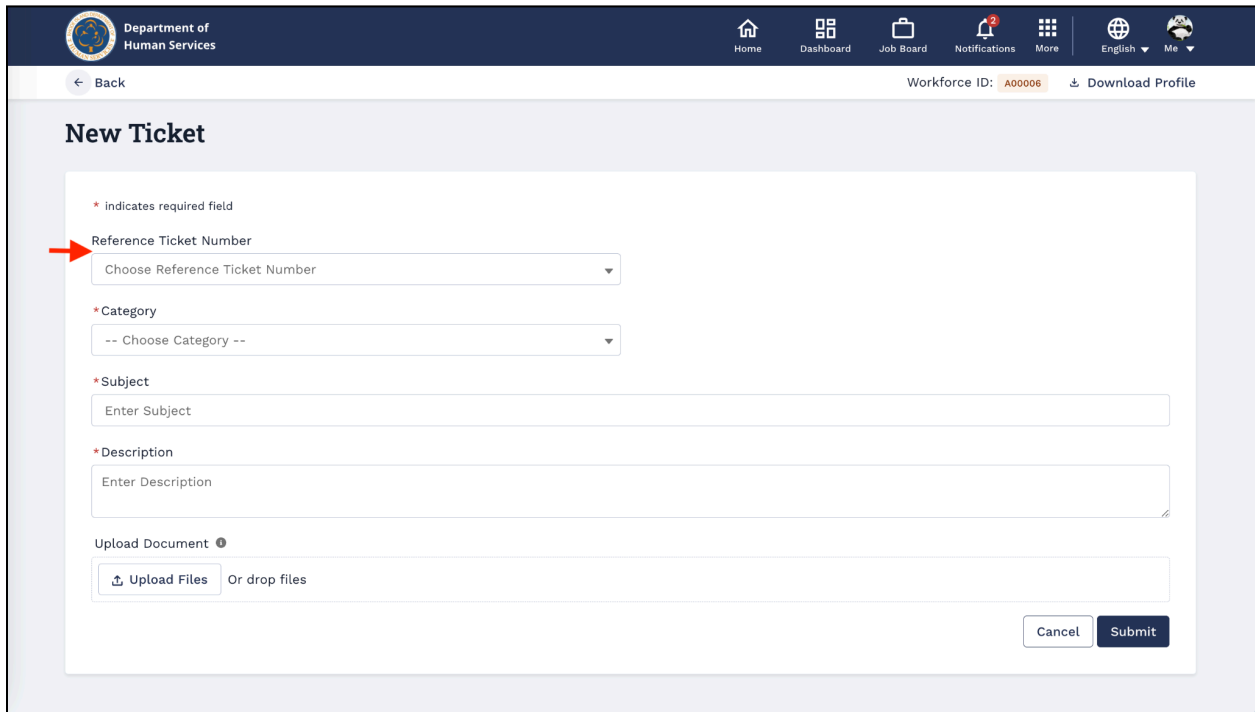


The screenshot shows the 'Tickets' page in the Department of Human Services system. At the top, a green notification banner states 'Case #00001074 has been successfully submitted'. Below the notification, there are navigation links for 'Back', 'Workforce ID: A00095', and 'Download Profile'. The main heading is 'Tickets', with a 'New Ticket' button on the right. A horizontal menu below the heading includes 'All Tickets', 'New', 'In Progress', 'Additional Information Required', 'On Hold', 'Re-Open', and 'Closed'. The 'All Tickets' tab is selected, displaying a table with the following data:

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001074	Test Certification	01/08/2024	New		View Details

At the bottom of the page, there is a copyright notice '© 2023 RI.gov.' and links for 'Accessibility, data, and privacy policies' and 'Support'.

Note: If it is 15 days past closing a ticket, the **Reference Ticket Number** field will be visible while creating a new ticket. For this new ticket, you can provide the closed ticket number as a reference by selecting it from the Reference Ticket Number drop-down



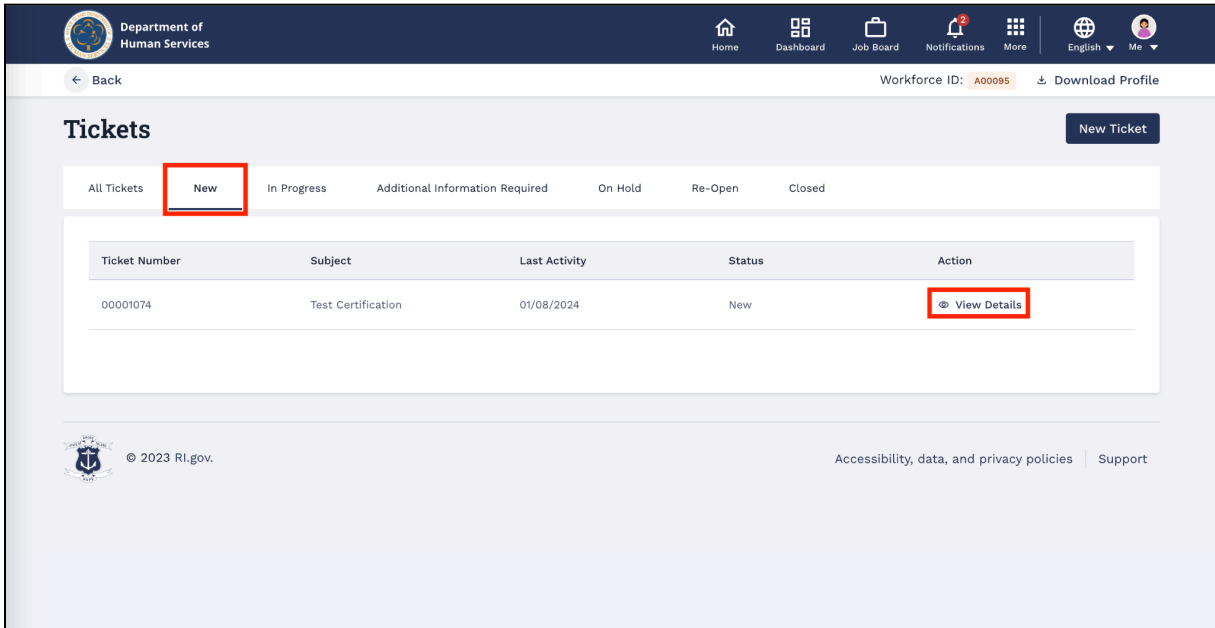
The screenshot shows the 'New Ticket' form in the Department of Human Services system. The form includes several required fields, indicated by an asterisk (*):

- Reference Ticket Number:** A dropdown menu with the text 'Choose Reference Ticket Number'. A red arrow points to this field.
- Category:** A dropdown menu with the text '-- Choose Category --'.
- Subject:** A text input field with the placeholder 'Enter Subject'.
- Description:** A text area with the placeholder 'Enter Description'.

Below these fields is an 'Upload Document' section with an 'Upload Files' button and the text 'Or drop files'. At the bottom right of the form are 'Cancel' and 'Submit' buttons.

HELP DESK TICKETS-STATUSES

1. Go to the **New** tab to view all of the submitted tickets. Click the **View Details** to view the complete details of the ticket.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 Download Profile

Tickets

New Ticket

All Tickets **New** In Progress Additional Information Required On Hold Re-Open Closed

Ticket Number	Subject	Last Activity	Status	Action
00001074	Test Certification	01/08/2024	New	View Details

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Note: To write the comments, enter the comments in the Comment text box and then click the **Comment** button.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 Download Profile

Ticket Number #00001074

Back

New Last Activity - 01/08/2024

* indicates required field

Category
Certification/Education

Subject
Test Certification

Description
Test Description

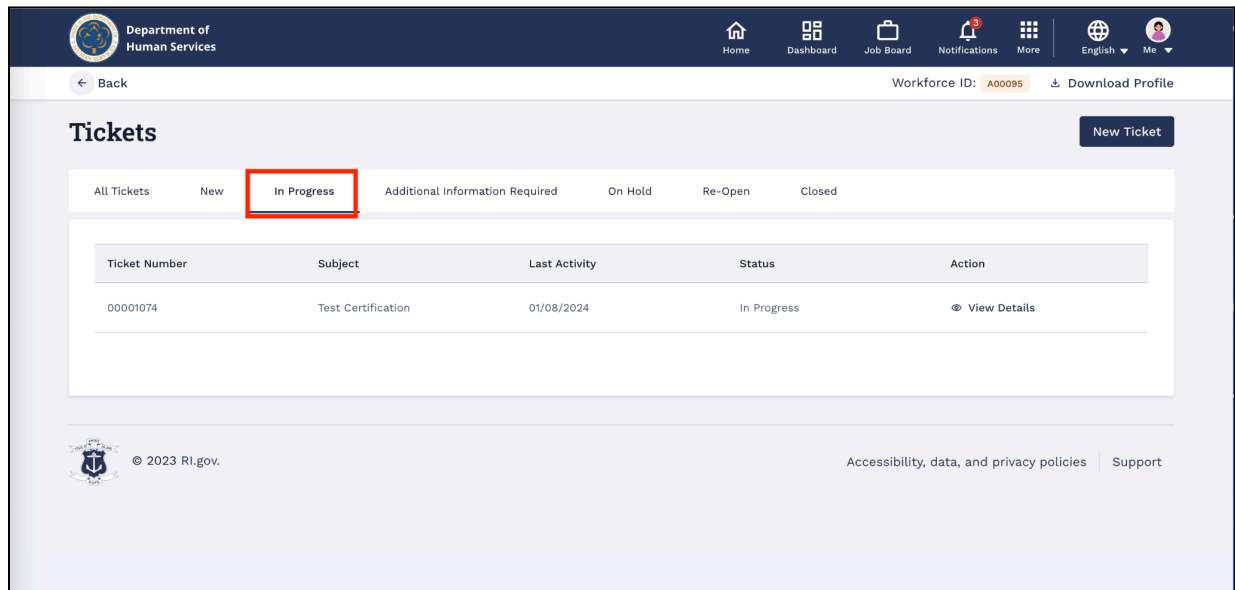
Supporting Documents

data.jpeg

* **Comment**
Write the comment

Comment

- To view the tickets that are in progress status, go to the **In Progress** tab.

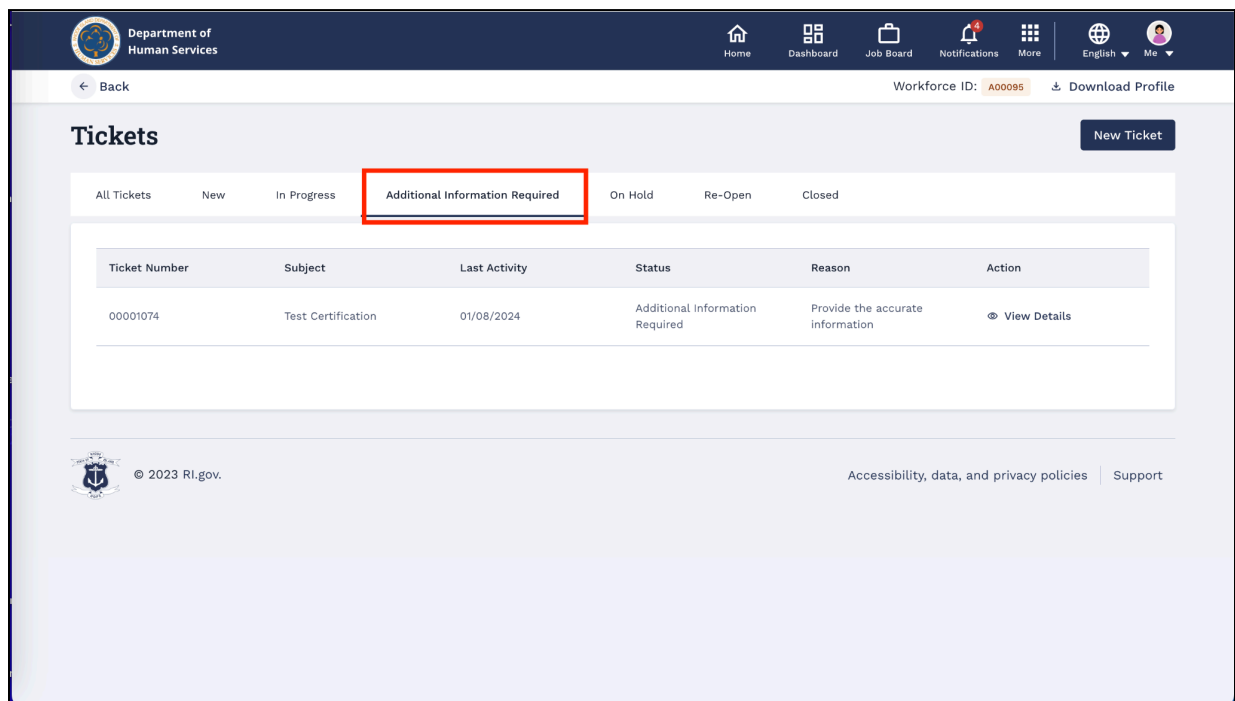


The screenshot shows the 'Tickets' page in the Department of Human Services system. The 'In Progress' tab is highlighted with a red box. Below the tabs is a table with the following data:

Ticket Number	Subject	Last Activity	Status	Action
00001074	Test Certification	01/08/2024	In Progress	View Details

- If the RISES internal staff requests any additional information on the submitted tickets, go to the **Additional Information Required** tab to view the ticket information.

Note: You can view the reason under the Reason column.

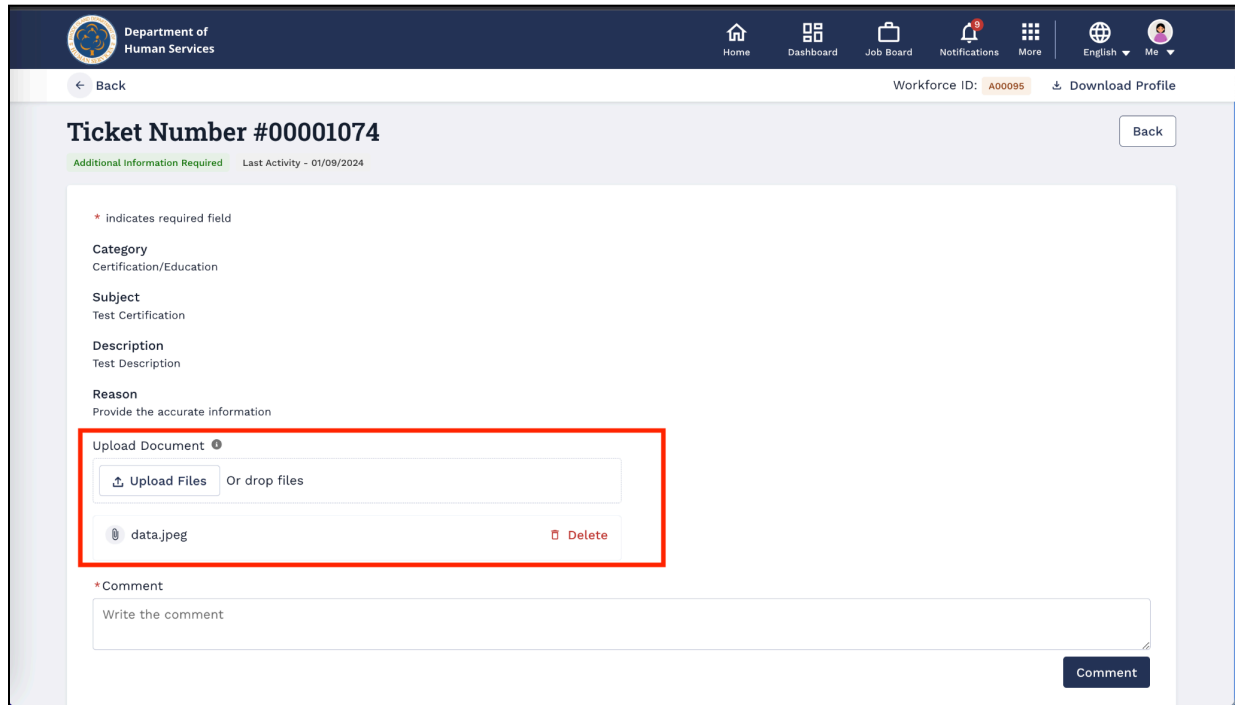


The screenshot shows the 'Tickets' page in the Department of Human Services system. The 'Additional Information Required' tab is highlighted with a red box. Below the tabs is a table with the following data:

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001074	Test Certification	01/08/2024	Additional Information Required	Provide the accurate information	View Details

- a. Click the **View Details** link to view the complete ticket details.

Note: You can delete and re-upload the supporting document if the tickets are in Additional Information Required status.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 Download Profile

Back

Ticket Number #00001074

Additional Information Required Last Activity - 01/09/2024

* indicates required field

Category
Certification/Education

Subject
Test Certification

Description
Test Description

Reason
Provide the accurate information

Upload Document

Upload Files Or drop files

data.jpeg Delete

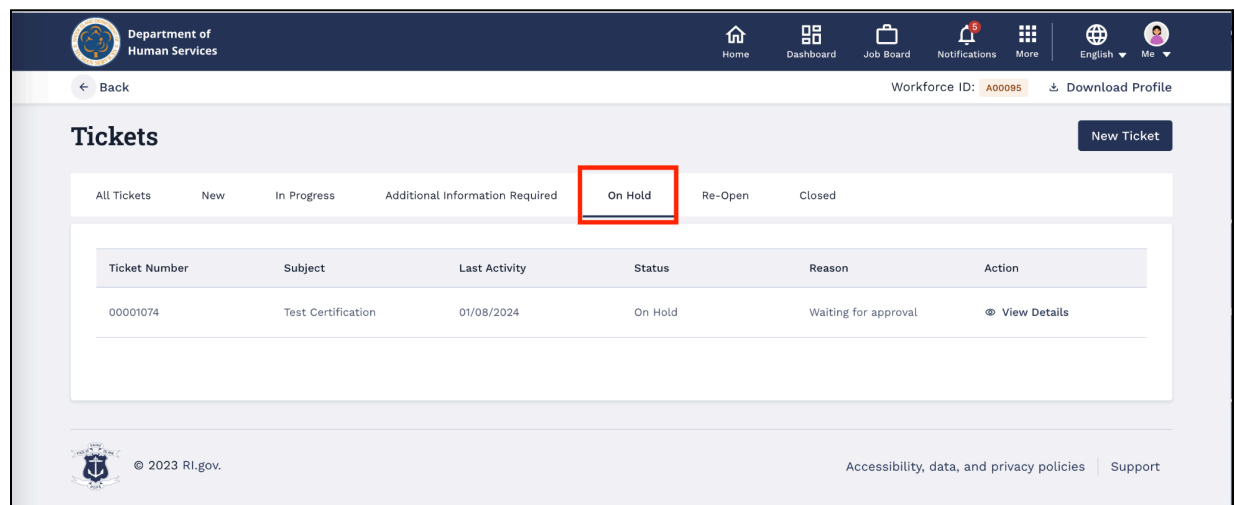
* Comment
Write the comment

Comment

4. Go to the **Hold** tab to view the tickets that are on hold.

Notes:

- You can view the reason for the hold under the Reason column.
- Click the **View Details** link to view the ticket details.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 Download Profile

Tickets

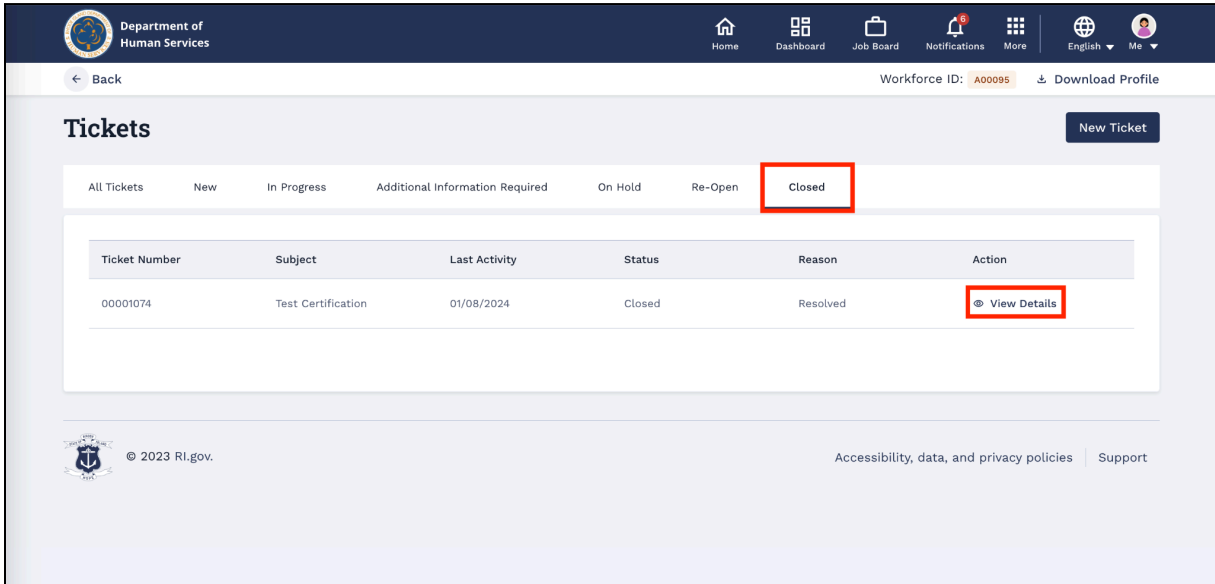
New Ticket

All Tickets New In Progress Additional Information Required **On Hold** Re-Open Closed

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001074	Test Certification	01/08/2024	On Hold	Waiting for approval	View Details

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- Go to the **Closed** tab to view all the closed tickets. Click the **View Details** link to view the ticket details.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 Download Profile

Tickets

New Ticket

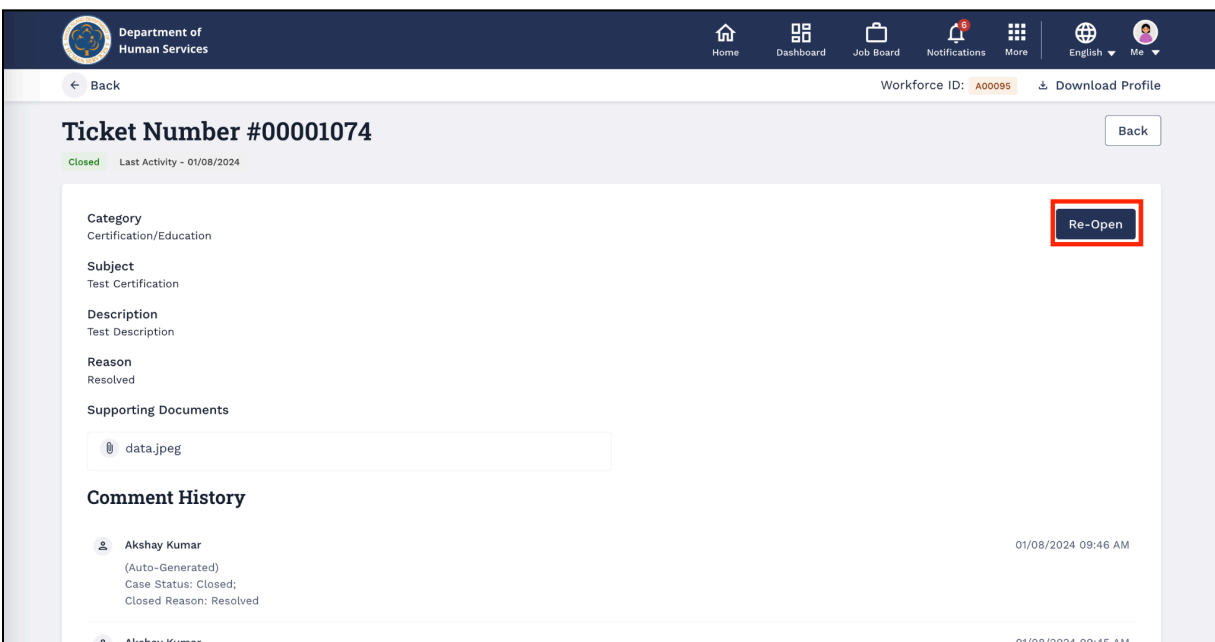
All Tickets New In Progress Additional Information Required On Hold Re-Open **Closed**

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001074	Test Certification	01/08/2024	Closed	Resolved	View Details

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Note: The ticket cannot be reopened after 15 days from the closing date. The user can create a new ticket and input the old ticket number (The Re-Open button will be disabled after 15 days of the closed date).

- Click the **Re-Open** button at the top right corner to open the closed ticket.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00095 Download Profile

Ticket Number #00001074

Back

Closed Last Activity - 01/08/2024

Category
Certification/Education

Subject
Test Certification

Description
Test Description

Reason
Resolved

Supporting Documents

data.jpeg

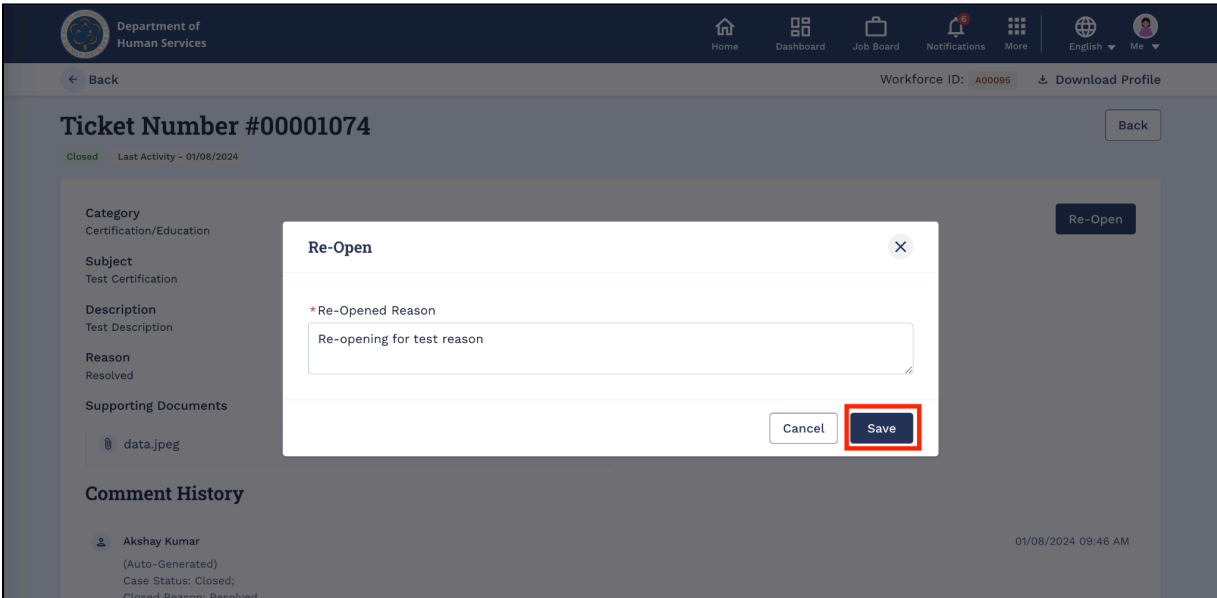
Comment History

Akshay Kumar (Auto-Generated) 01/08/2024 09:46 AM
Case Status: Closed;
Closed Reason: Resolved

Akshay Kumar 01/08/2024 09:45 AM

Re-Open

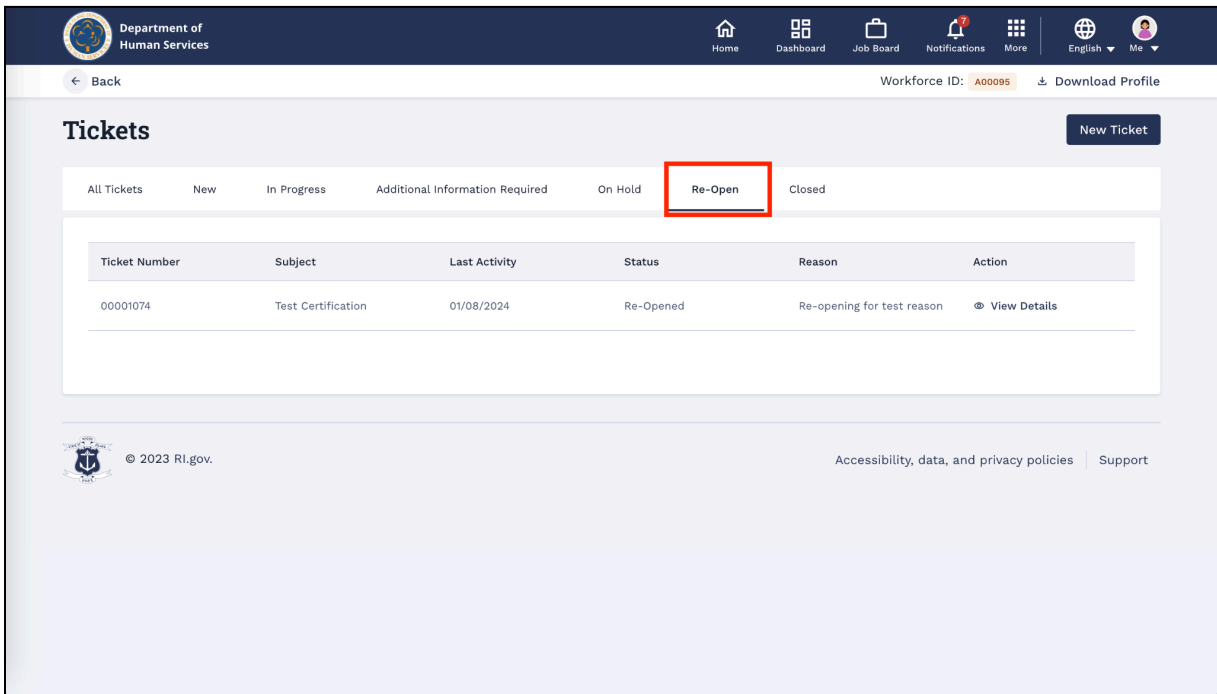
b. Enter the reason for re-opening the ticket and then click the **Save** button.



The screenshot shows a 'Re-Open' dialog box overlaid on a ticket detail page. The dialog box has a title 'Re-Open' and a close button (X). It contains a text input field with the text 'Re-opening for test reason'. Below the input field are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red box. The background shows the ticket details for 'Ticket Number #00001074', which is currently 'Closed' with a last activity on 01/08/2024. The ticket category is 'Certification/Education' and the subject is 'Test Certification'. A 'Re-Open' button is visible in the top right corner of the ticket detail area.

6. Go to the **Re-Open** tab to view the tickets that are re-opened.

Note: A ticket may be re-opened by the Portal user or by internal RISES staff.



The screenshot shows the 'Tickets' page in the system. At the top, there are navigation tabs: 'All Tickets', 'New', 'In Progress', 'Additional Information Required', 'On Hold', 'Re-Open', and 'Closed'. The 'Re-Open' tab is selected and highlighted with a red box. Below the tabs is a table listing tickets. The table has columns for 'Ticket Number', 'Subject', 'Last Activity', 'Status', 'Reason', and 'Action'. One ticket is listed with the following details:

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001074	Test Certification	01/08/2024	Re-Opened	Re-opening for test reason	View Details

At the bottom of the page, there is a copyright notice '© 2023 RI.gov.' and links for 'Accessibility, data, and privacy policies' and 'Support'.



7. Go to the **All Tickets** tab to see all tickets, regardless of their status.

The screenshot shows the Department of Human Services interface. At the top, there is a navigation bar with icons for Home, Dashboard, Job Board, Notifications, More, English, and Me. Below this is a sub-header with a 'Back' button and 'Workforce ID: A00095' with a 'Download Profile' link. The main content area is titled 'Tickets' and features a 'New Ticket' button. Below the title is a tabbed interface with the following tabs: 'All Tickets' (highlighted with a red box), 'New', 'In Progress', 'Additional Information Required', 'On Hold', 'Re-Open', and 'Closed'. The 'All Tickets' tab displays a table with the following data:

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001075	Background Verified	01/09/2024	New		View Details
00001074	Test Certification	01/09/2024	Additional Information Required	Provide the accurate information	View Details

At the bottom of the page, there is a footer with the Department of Human Services logo, '© 2023 RI.gov.', and links for 'Accessibility, data, and privacy policies' and 'Support'.