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# **RHODE ISLAND Department of Human Services Providers User Guide**

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**Version 2 - Jan 25, 2024**

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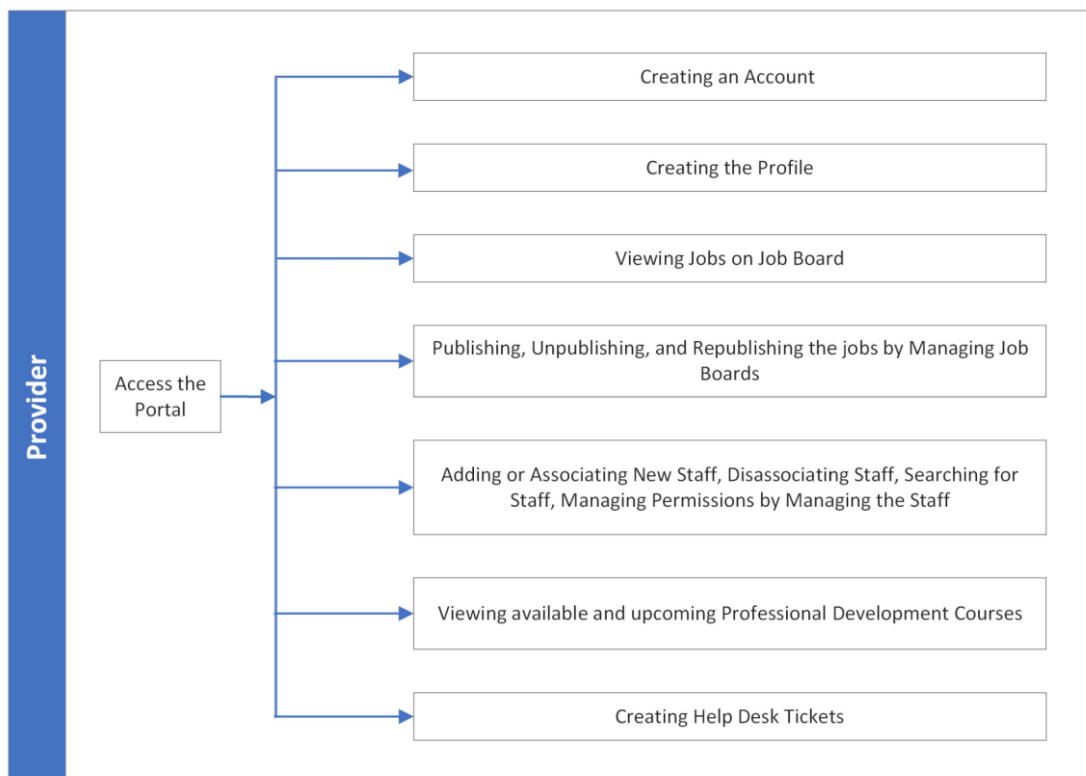
## PURPOSE

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

## PERSONA

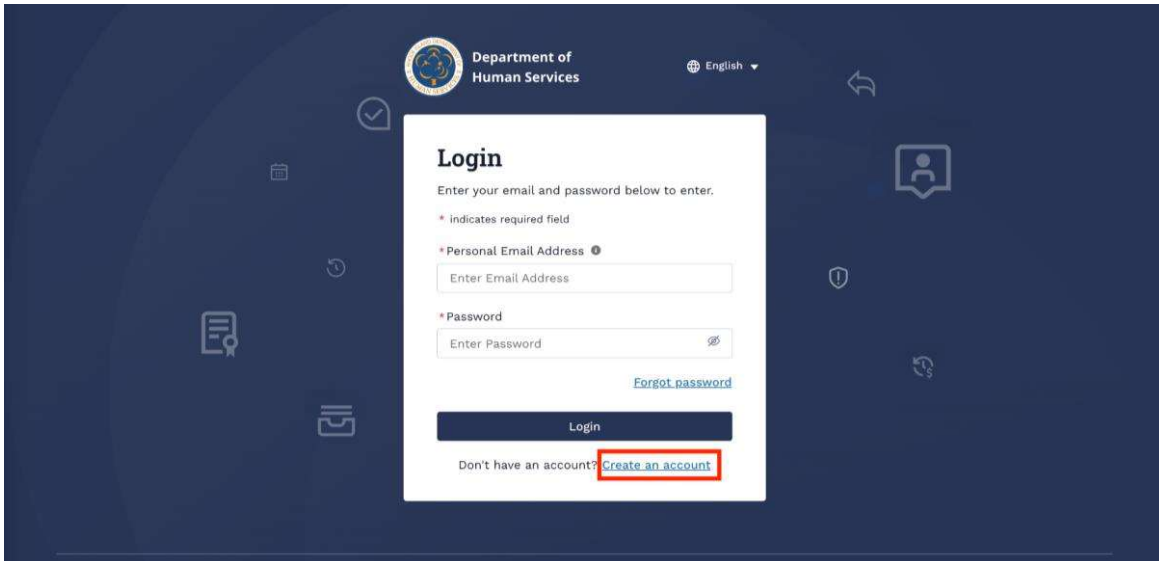
Persona	Responsibilities
Providers	<ul style="list-style-type: none"> <li>● Creating profile</li> <li>● Managing job boards</li> <li>● Managing staff</li> <li>● Providing certification and work history</li> <li>● Viewing communications</li> <li>● Creating help desk tickets</li> </ul>

## PROCESS FLOW DIAGRAM

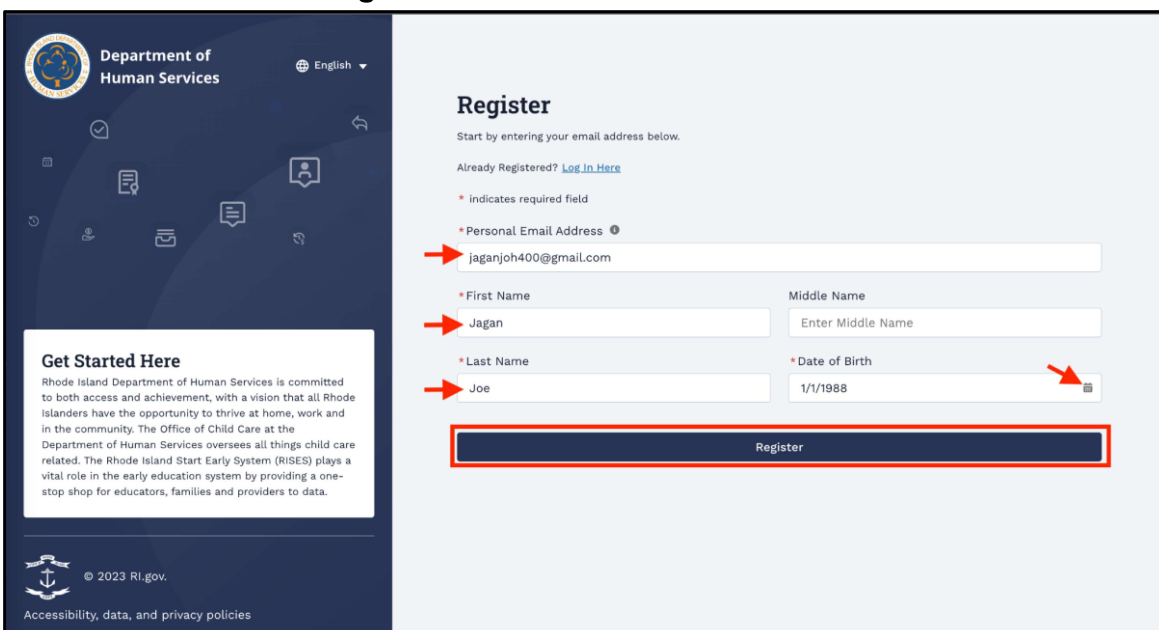


## REGISTRATION PROCESS

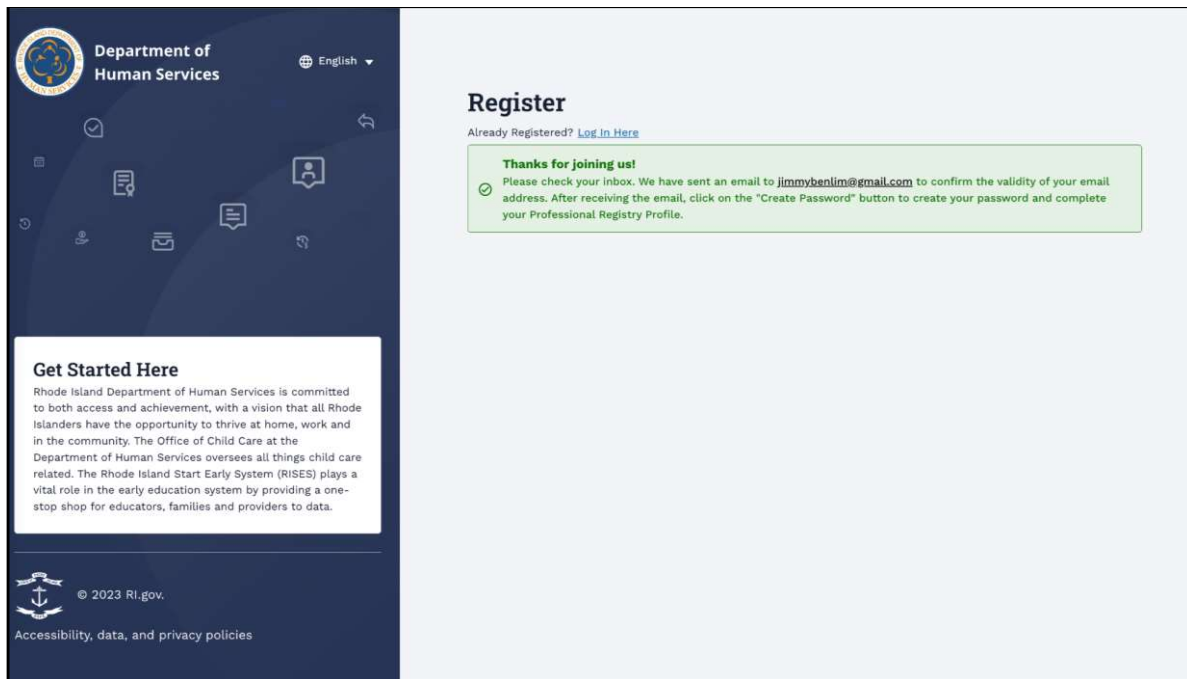
1. Open the **RI Department of Human Services Portal** at <https://ridhsrises.my.site.com> [[ridhsrises.my.site.com](https://ridhsrises.my.site.com)]
2. Click the **Create an Account** link.



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

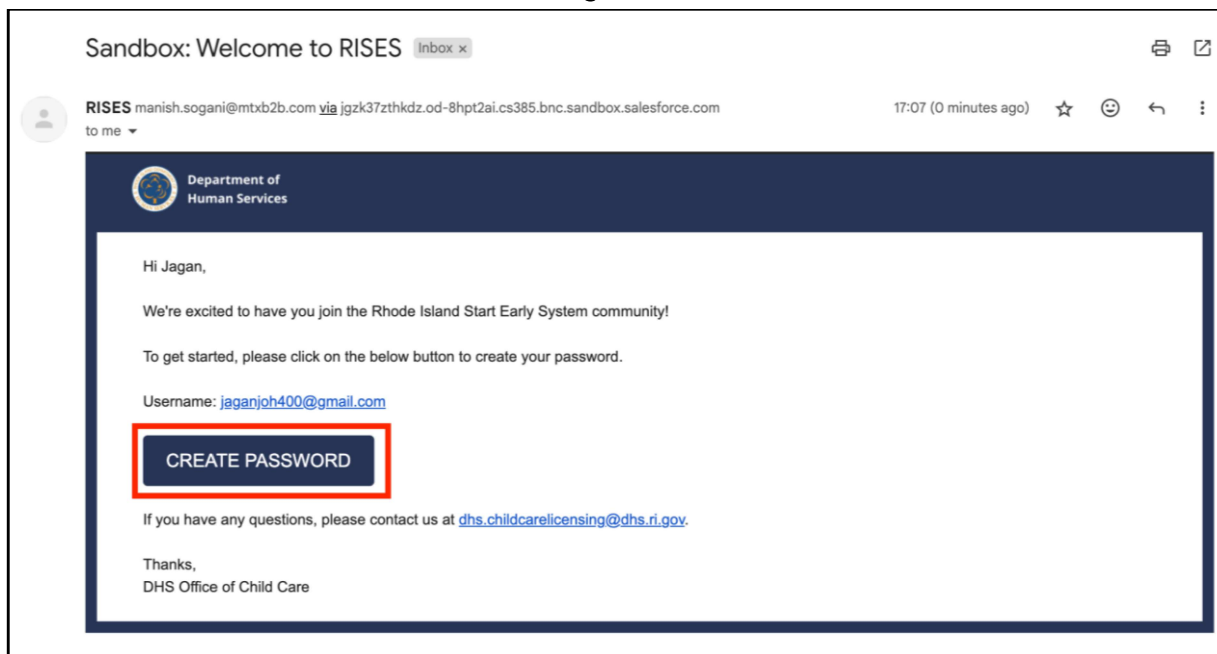


A confirmation message displays.

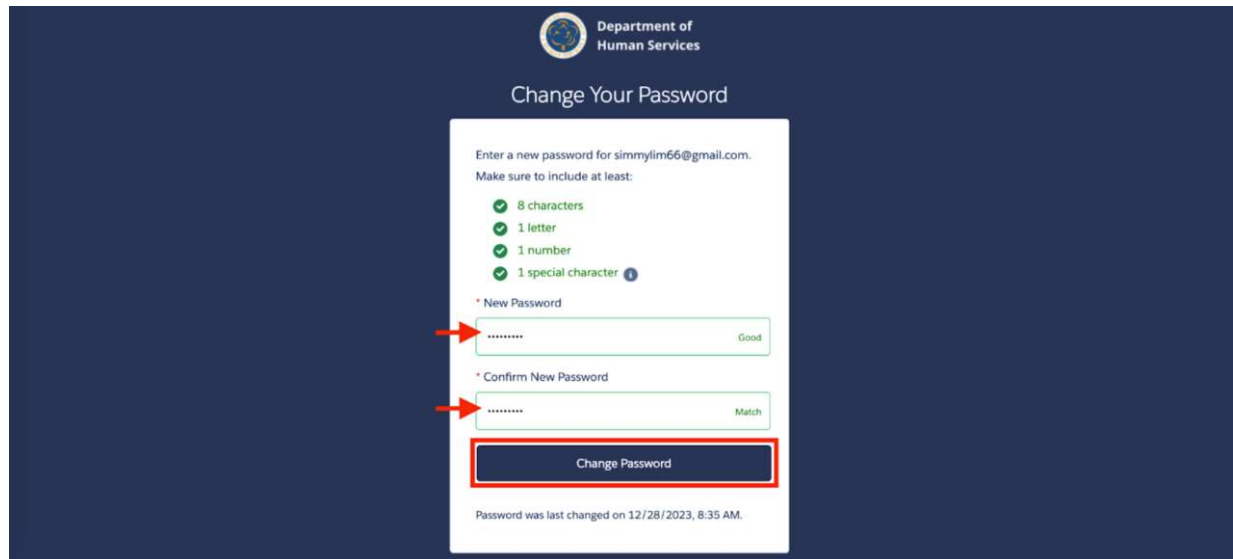


4. Open the email you have received from RISES and click on the **Create Password** button.

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

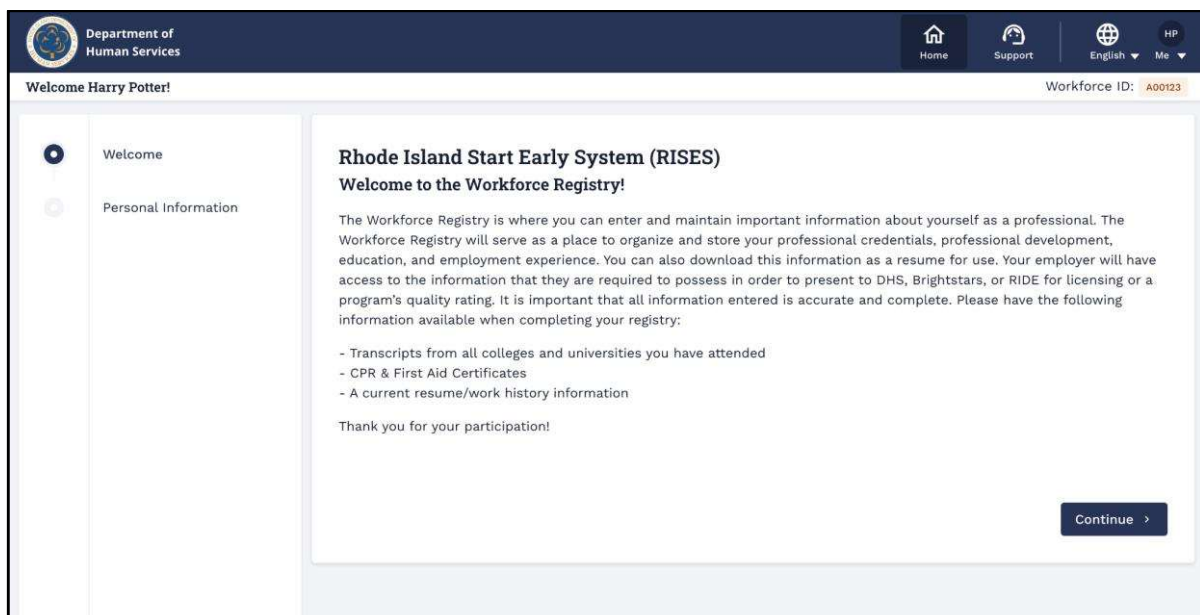


5. Enter your new password in the **New Password** and **Confirm New Password** fields, then click **Change Password**.



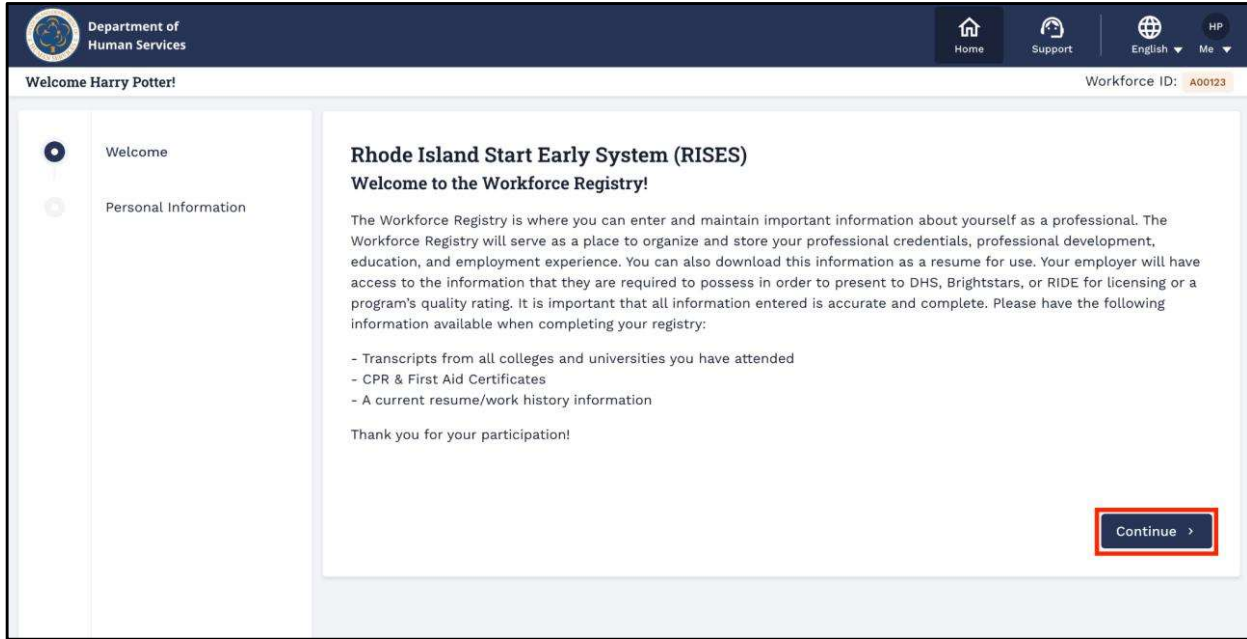
## CREATING YOUR PROFILE

Once you set the password, you will be logged into the portal and directed to the Workforce Registry Welcome page. You must first create your profile to proceed further.



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

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



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

### Rhode Island Start Early System (RISES)

#### Welcome to the Workforce Registry!

The Workforce Registry is where you can enter and maintain important information about yourself as a professional. The Workforce Registry will serve as a place to organize and store your professional credentials, professional development, education, and employment experience. You can also download this information as a resume for use. Your employer will have access to the information that they are required to possess in order to present to DHS, Brightstars, or RIDE for licensing or a program's quality rating. It is important that all information entered is accurate and complete. Please have the following information available when completing your registry:

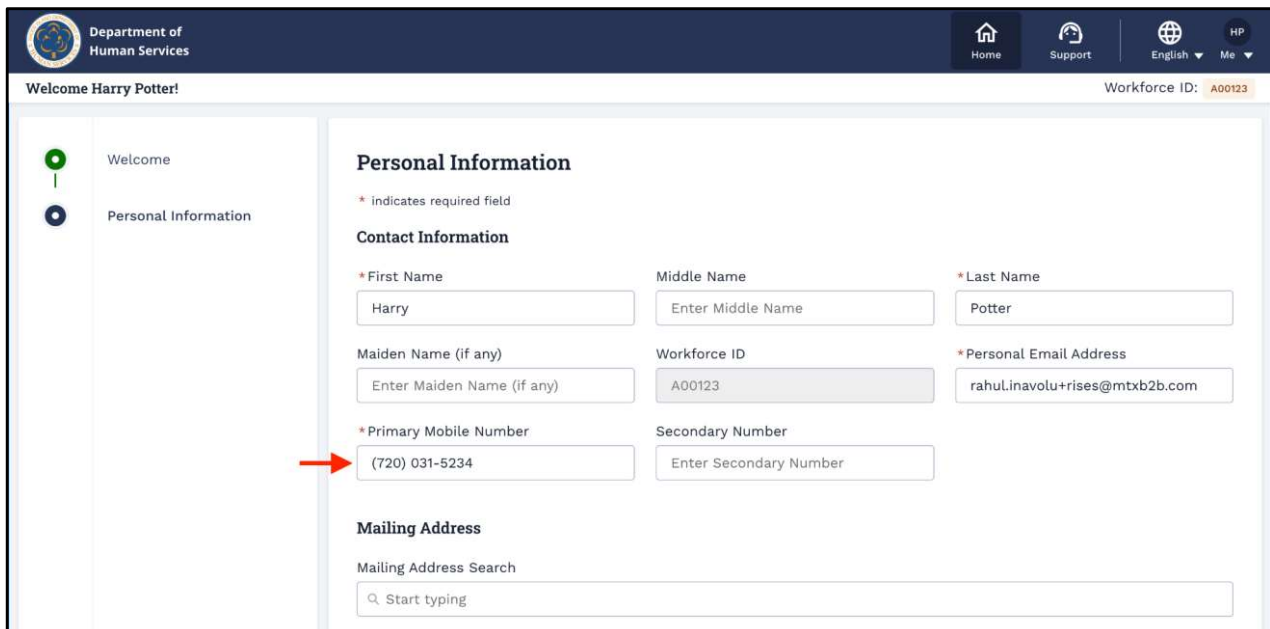
- Transcripts from all colleges and universities you have attended
- CPR & First Aid Certificates
- A current resume/work history information

Thank you for your participation!

[Continue >](#)

2. 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.



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

### Personal Information

\* Indicates required field

#### Contact Information

\* First Name: Harry

Middle Name: Enter Middle Name

\* Last Name: Potter

Maiden Name (if any): Enter Maiden Name (if any)

Workforce ID: A00123

\* Personal Email Address: rahu.l.inavolu+rises@mtxb2b.com

\* Primary Mobile Number: (720) 031-5234

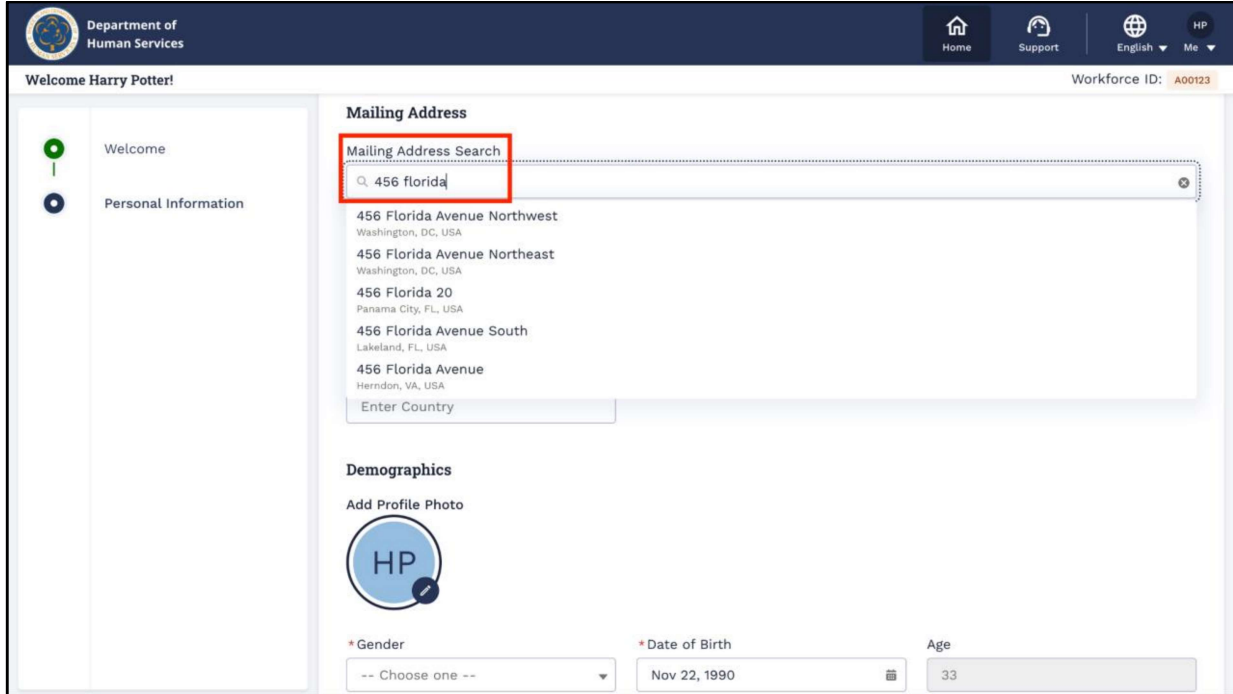
Secondary Number: Enter Secondary Number

#### Mailing Address

Mailing Address Search: Start typing



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

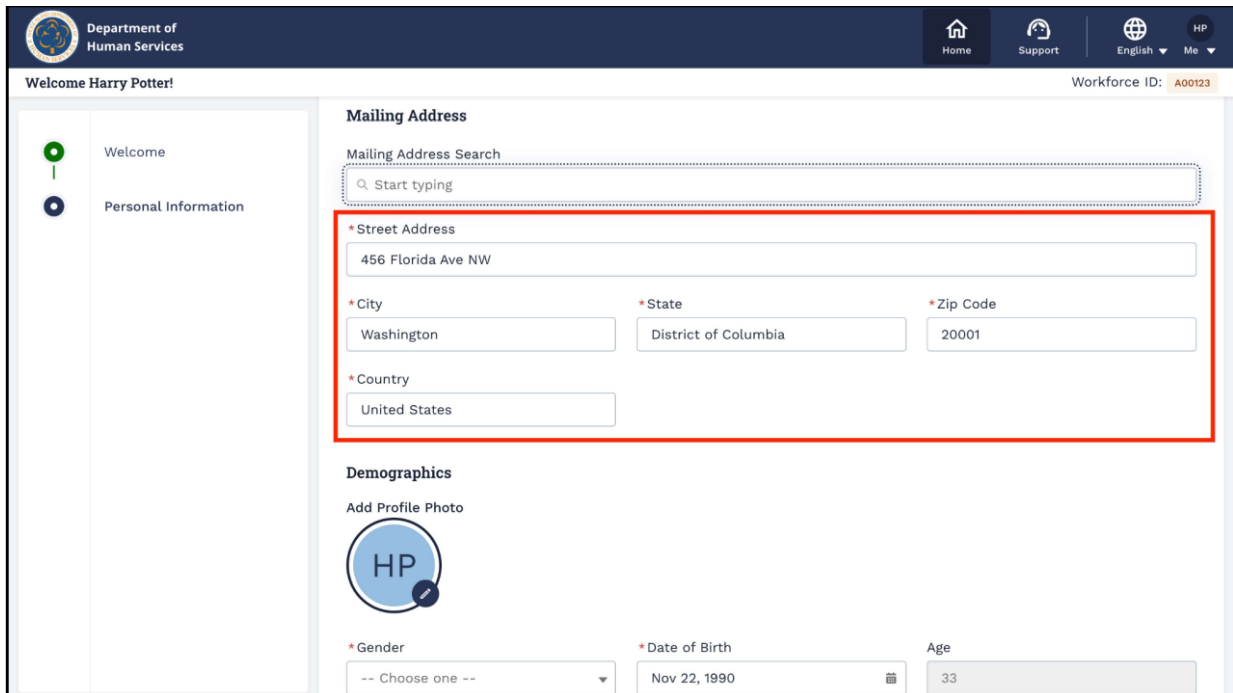


The screenshot shows the user interface for Harry Potter. The 'Mailing Address' section has a search field containing '456 Florida'. Below the search field, a list of suggestions is displayed:

- 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

Below the suggestions is an 'Enter Country' field. The 'Demographics' section shows a profile photo with initials 'HP', a gender dropdown menu set to '-- Choose one --', a date of birth field with 'Nov 22, 1990', and an age field with '33'.

Otherwise, enter the address manually.

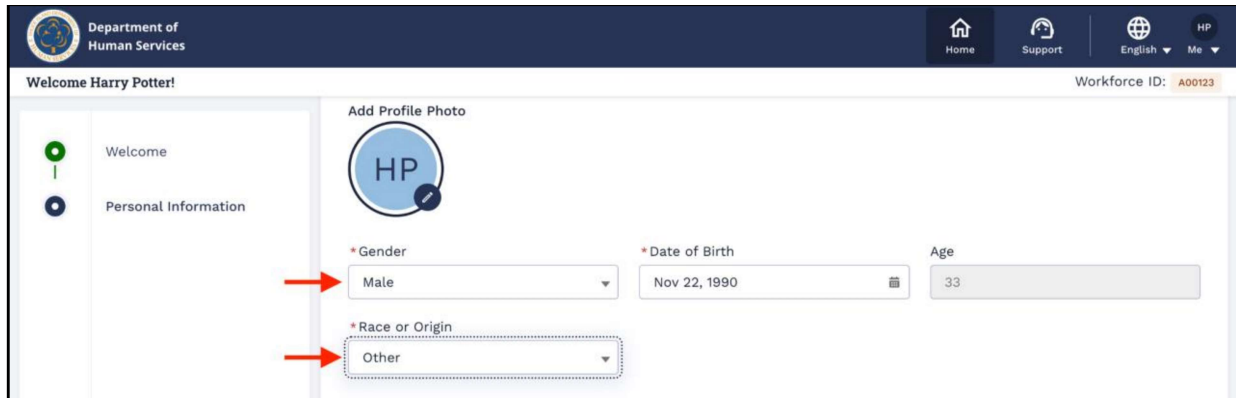


The screenshot shows the user interface for Harry Potter. The 'Mailing Address' section has a search field with the placeholder text 'Start typing'. Below the search field, the address form is populated with the following information:

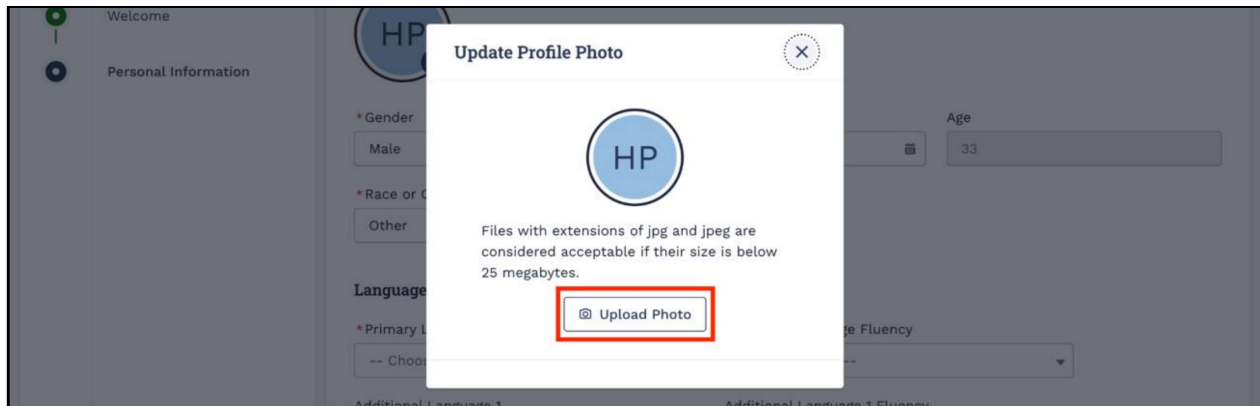
- \* Street Address: 456 Florida Ave NW
- \* City: Washington
- \* State: District of Columbia
- \* Zip Code: 20001
- \* Country: United States

The 'Demographics' section shows a profile photo with initials 'HP', a gender dropdown menu set to '-- Choose one --', a date of birth field with 'Nov 22, 1990', and an age field with '33'.

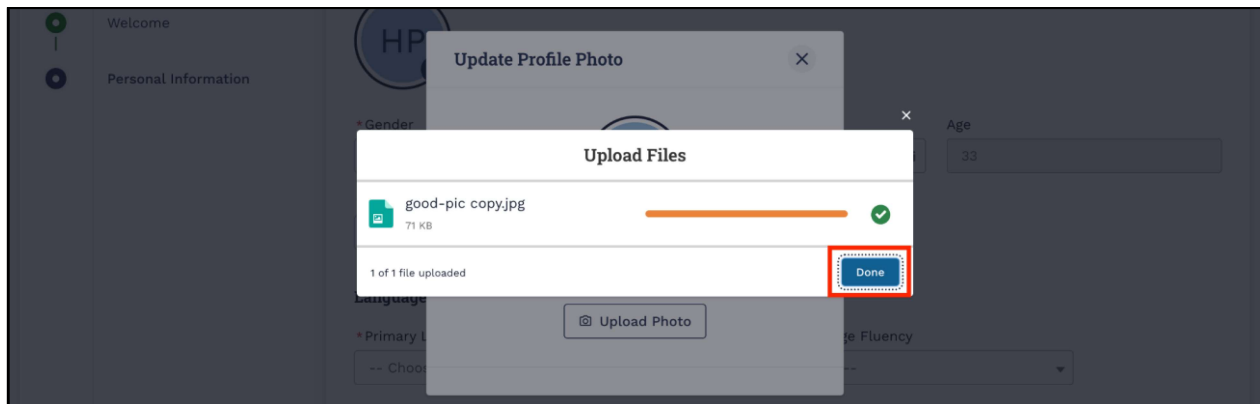
- In the Demographics section, select **Gender** and **Race** from the drop-down.



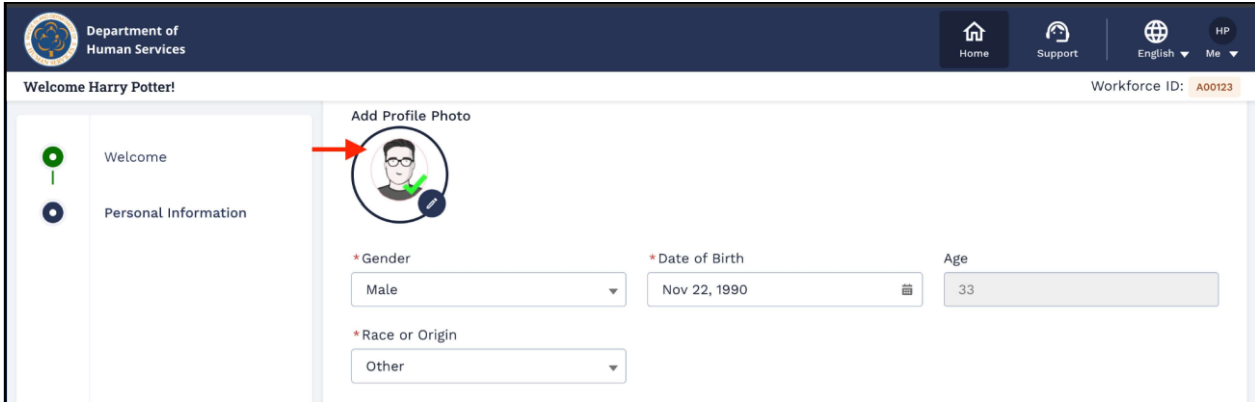
5. Click the **Pencil** icon around the user's initials on the profile and click the **Upload Photo** button to upload the profile photo.



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



Your profile picture will be updated.



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

Add Profile Photo

\* Gender: Male

\* Date of Birth: Nov 22, 1990

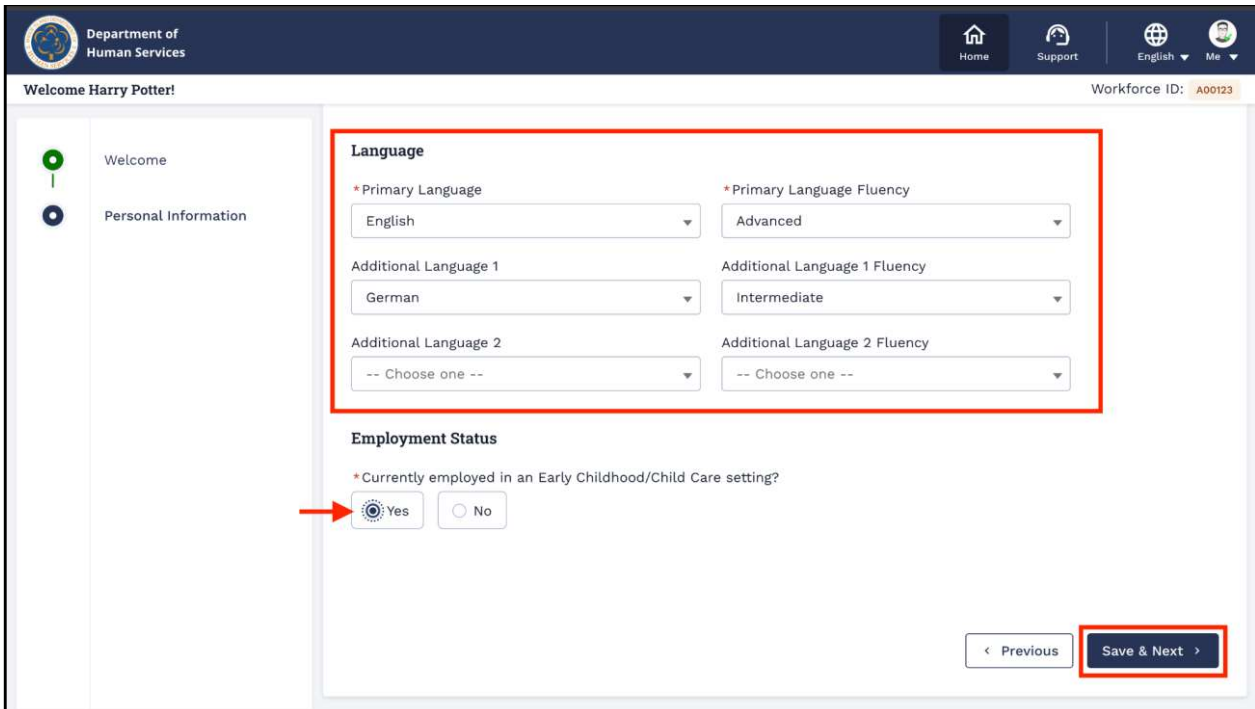
Age: 33

\* Race or Origin: Other

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

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

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



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

**Language**

\* Primary Language: English

\* Primary Language Fluency: Advanced

Additional Language 1: German

Additional Language 1 Fluency: Intermediate

Additional Language 2: -- Choose one --

Additional Language 2 Fluency: -- Choose one --

**Employment Status**

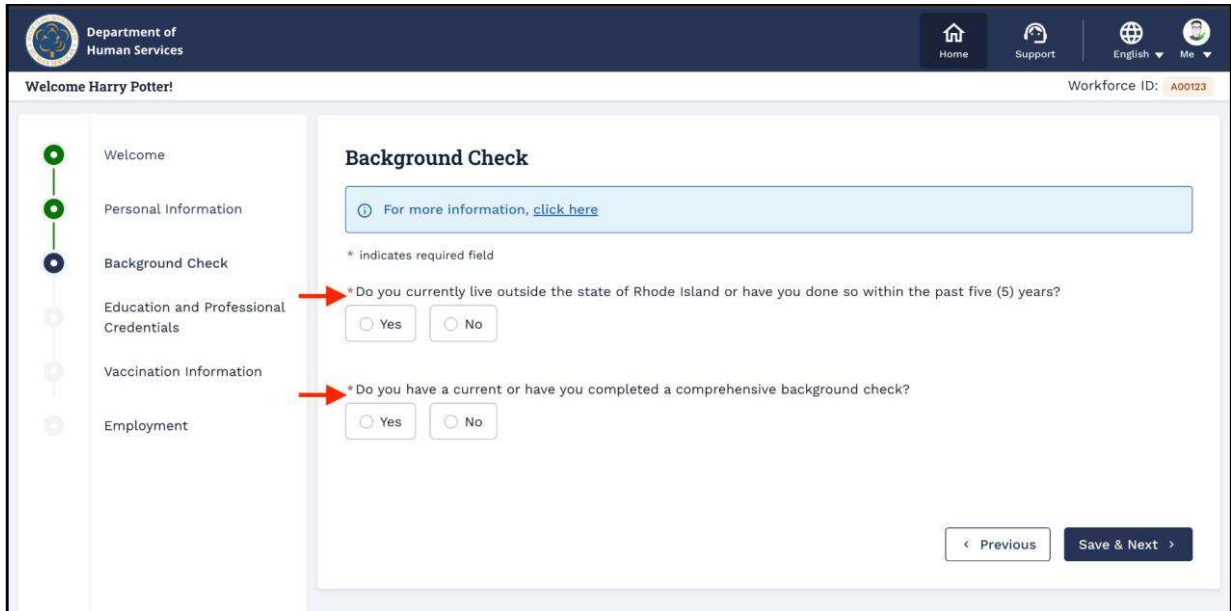
\* Currently employed in an Early Childhood/Child Care setting?

Yes  No

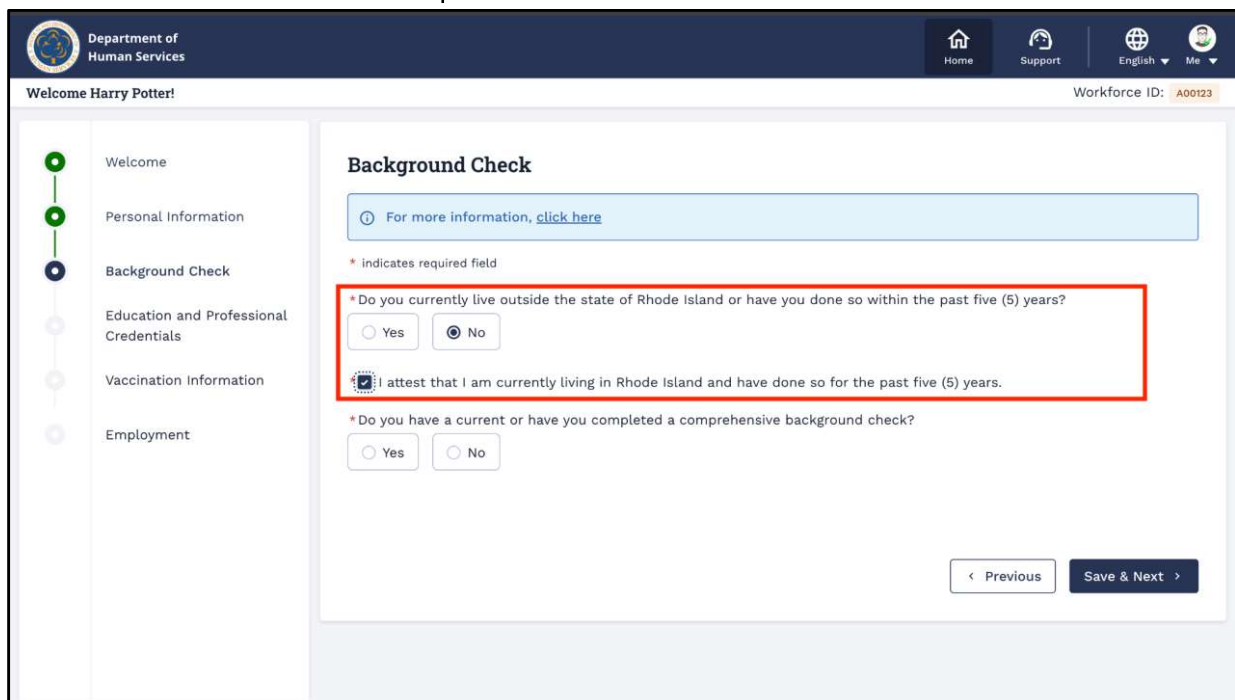
< Previous **Save & Next** >

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

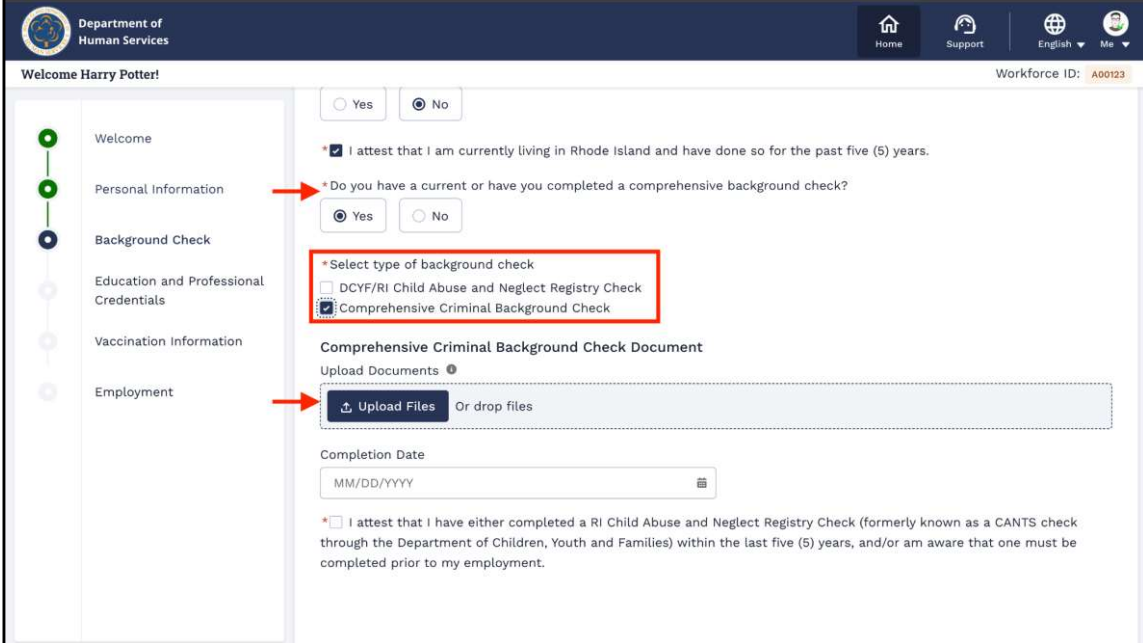
9. In the Background Check step, select **Yes/No** to the questions.



10. Select the checkbox to provide the consent



11. If you select **Yes** to the question, then select the **Type of Background** and upload a supporting document using the **Upload Files** button.



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

Yes
  No

\* 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

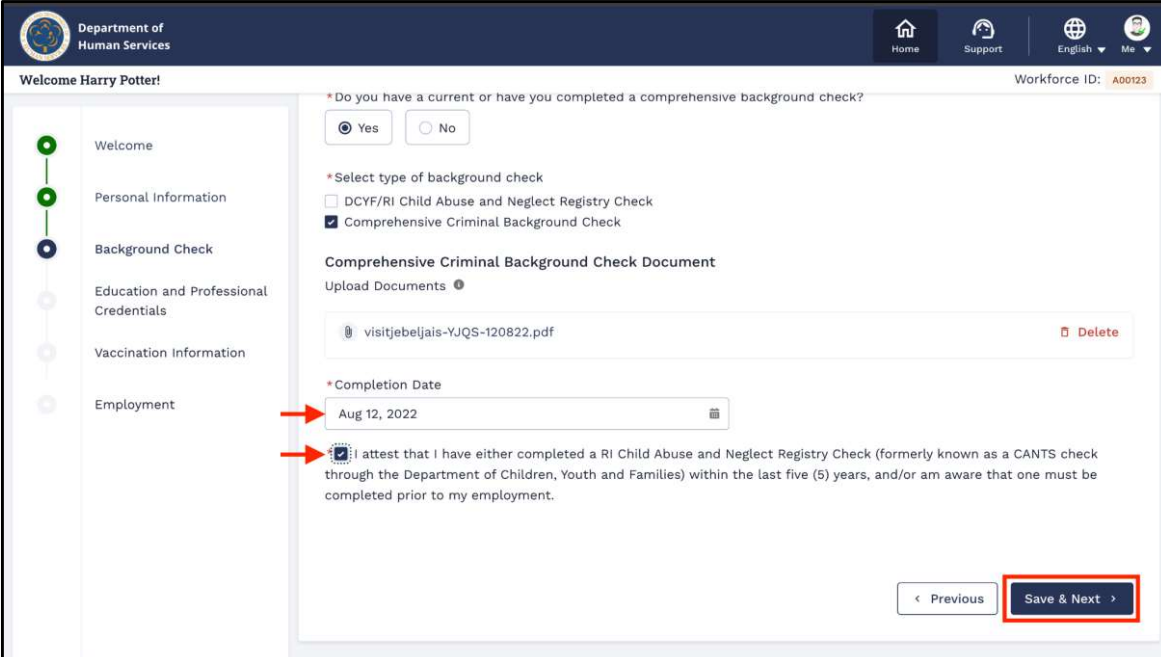
Or drop files

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.

12. Select the **Completion Date**, select the Consent checkbox, and then click the **Save & Next** button.



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

Yes
  No

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

\* Select type of background check

DCYF/RI Child Abuse and Neglect Registry Check  
 Comprehensive Criminal Background Check

**Comprehensive Criminal Background Check Document**

Upload Documents

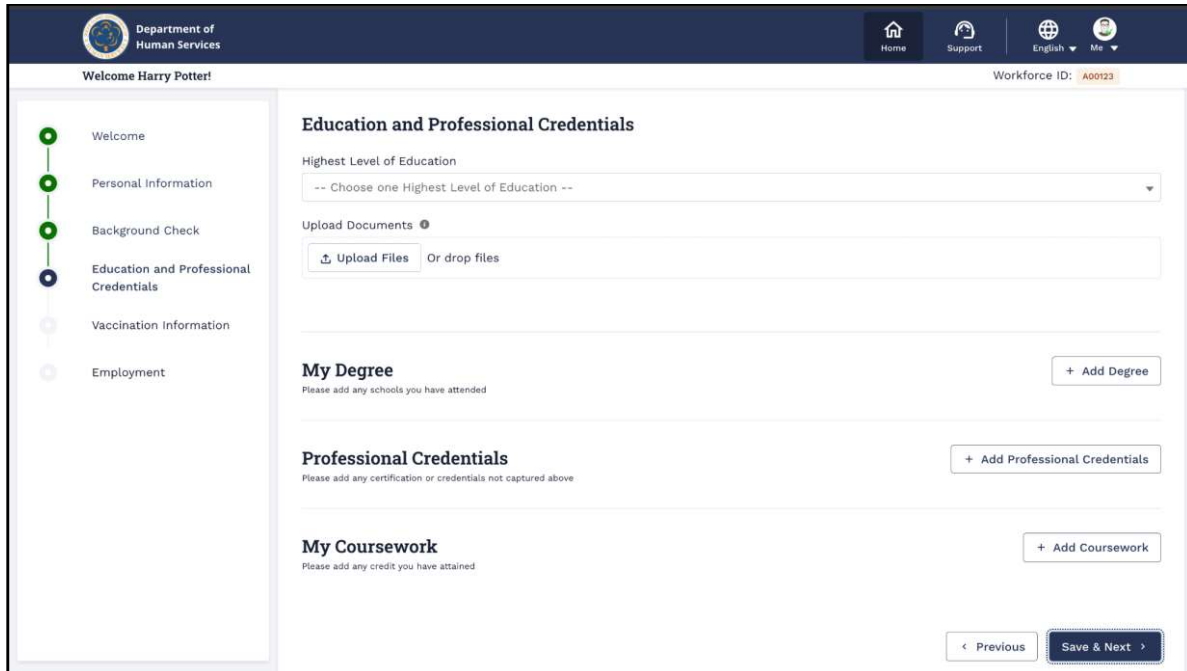
visitjebeljais-YJQS-120822.pdf

\* Completion Date

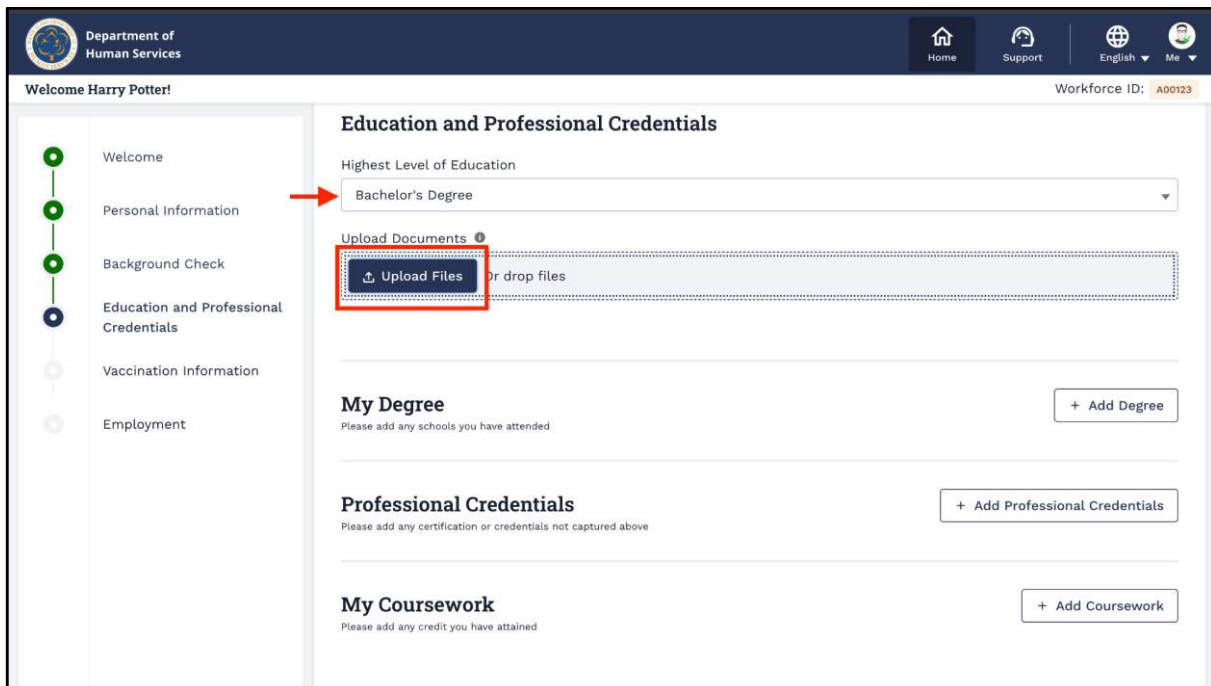
Aug 12, 2022

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.

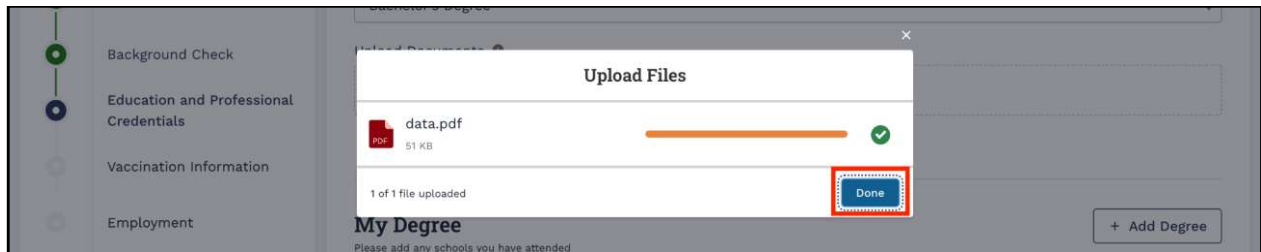
13. Fill in the relevant details on the **Education and Professional Credentials** page.



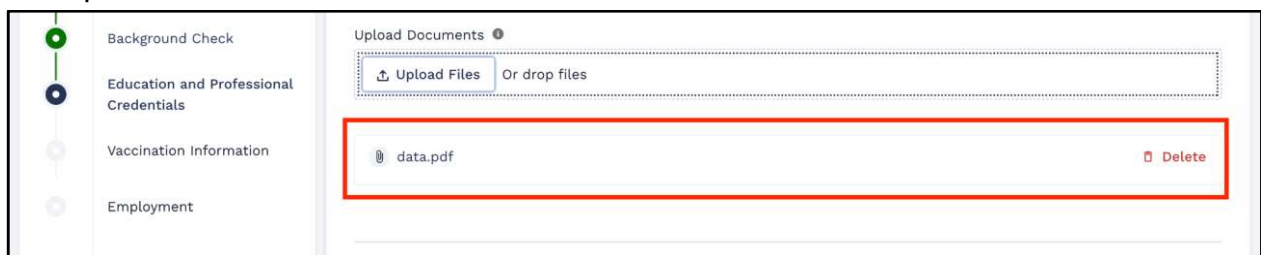
14. Select the highest level of education from the drop-down. Click the **Upload Files** button to upload the document.



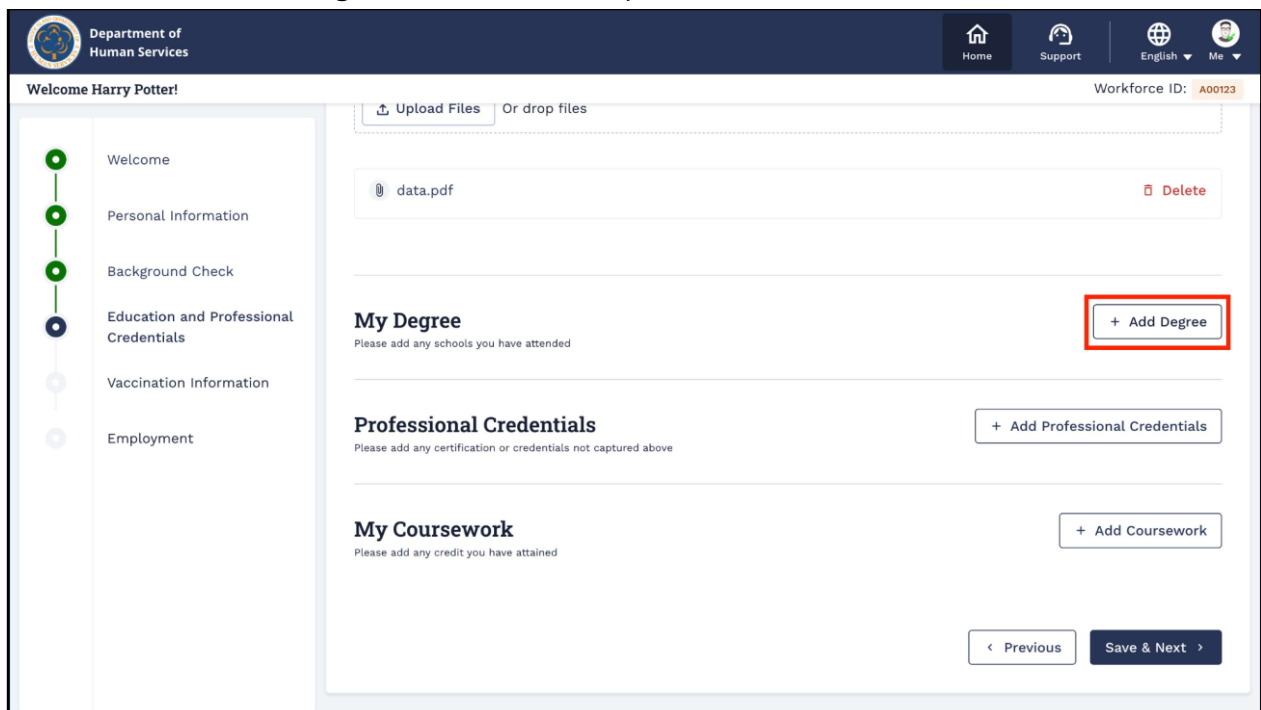
15. Click the **Done** button after uploading the appropriate document.



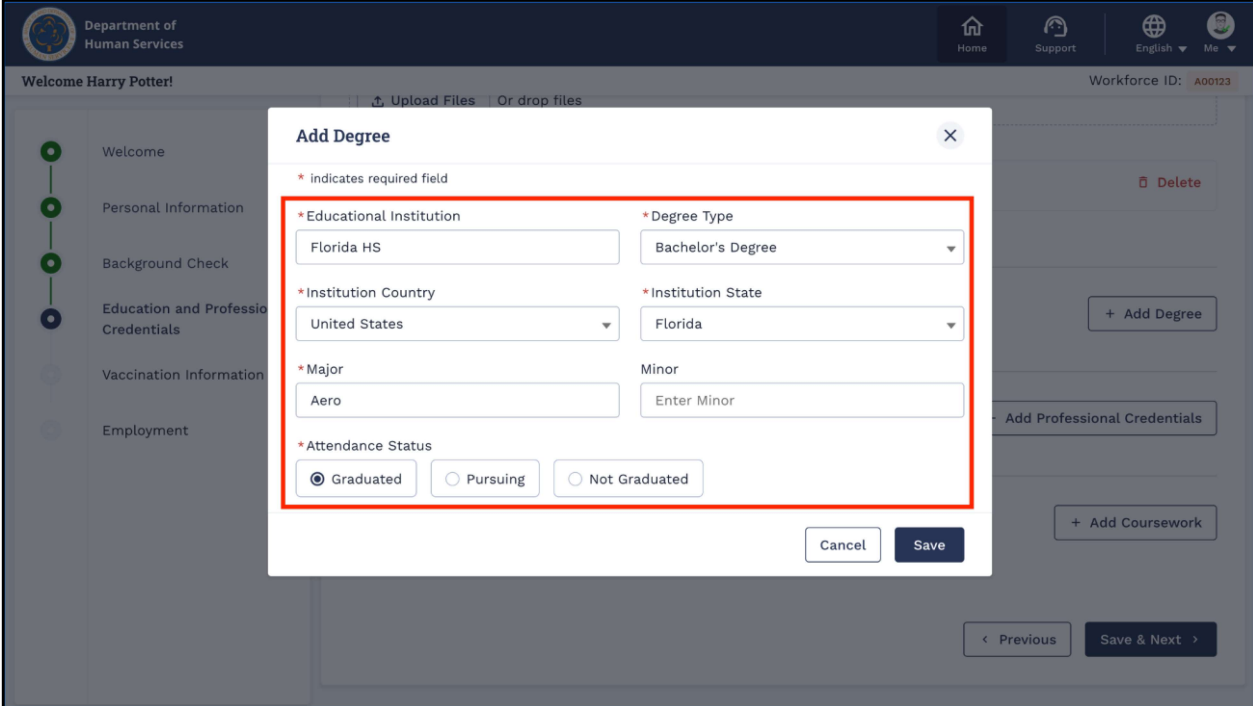
The document will be uploaded successfully. Click on the document name to view the uploaded document. Click the **Delete** button to delete the document.



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



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



Department of Human Services

Welcome Harry Potter!

Workforce ID: A00123

Upload Files | Or drop files

### Add Degree

\* Indicates required field

\* Educational Institution: Florida HS

\* Degree Type: Bachelor's Degree

\* Institution Country: United States

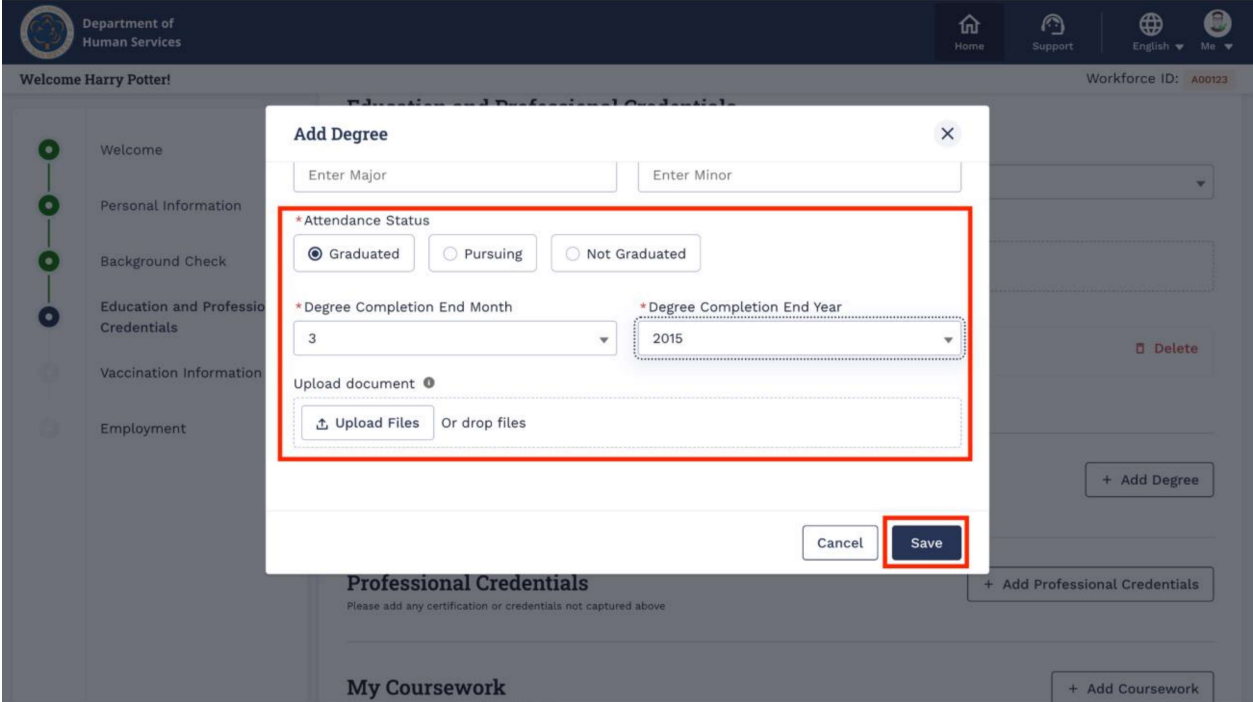
\* Institution State: Florida

\* Major: Aero

Minor: Enter Minor

\* Attendance Status:  Graduated  Pursuing  Not Graduated

Cancel Save



Department of Human Services

Welcome Harry Potter!

Workforce ID: A00123

### Add Degree

Enter Major

Enter Minor

\* Attendance Status:  Graduated  Pursuing  Not Graduated

\* Degree Completion End Month: 3

\* Degree Completion End Year: 2015

Upload document

Upload Files | Or drop files

Cancel Save

Professional Credentials

Please add any certification or credentials not captured above

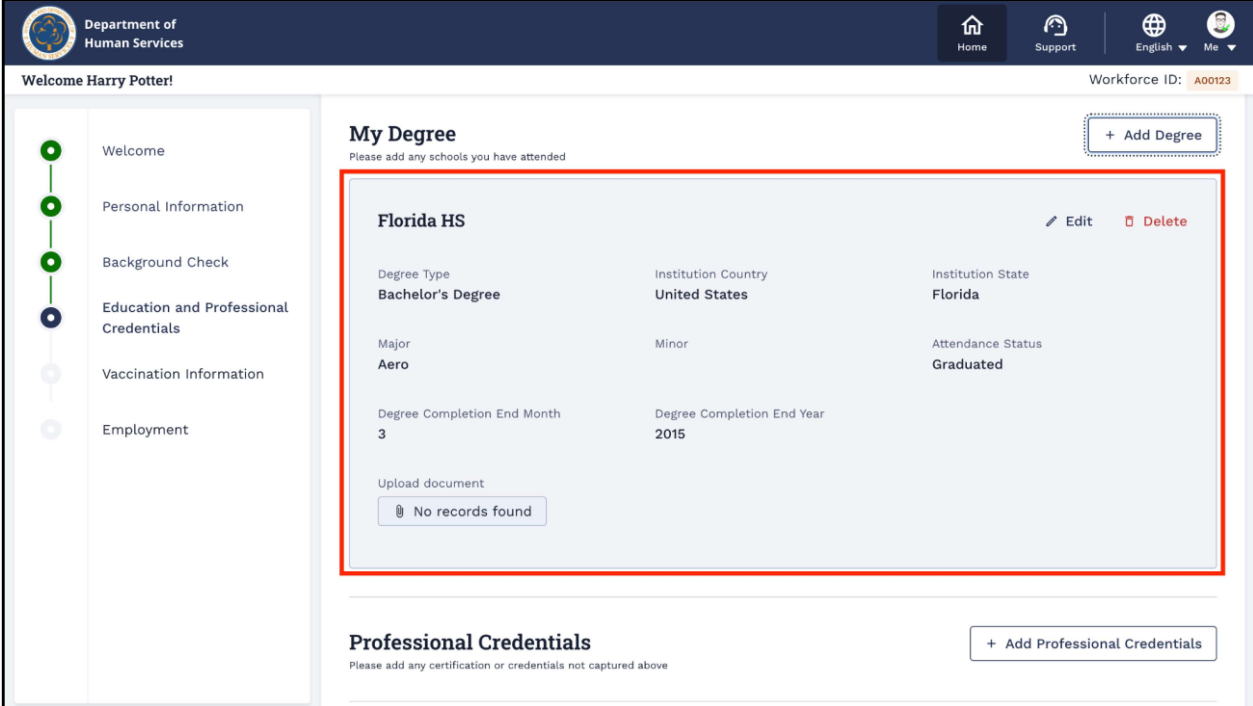
My Coursework

The record will be saved successfully.

**Notes:**



- You can add multiple records.
- Click the **Pencil Edit** icon to make changes. Click the **Delete** icon to delete the record.



Welcome Harry Potter! Workforce ID: A00123

**My Degree**  
Please add any schools you have attended

**Florida HS** Edit Delete

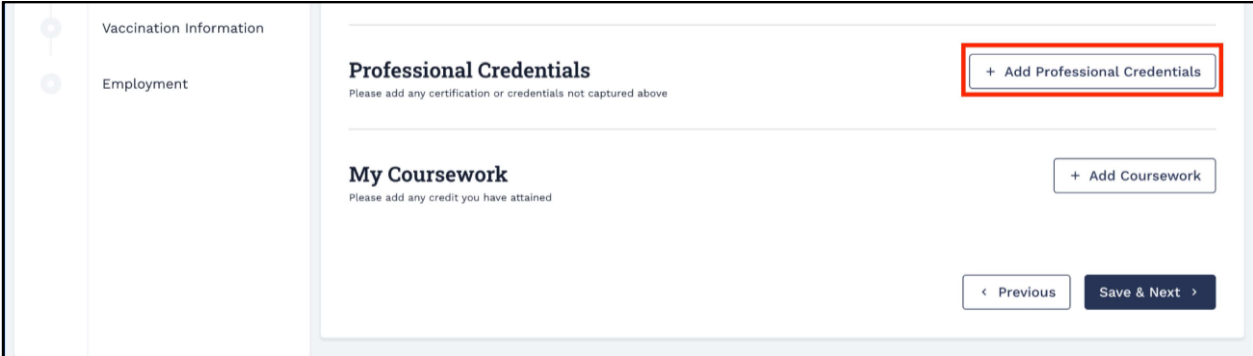
Degree Type	Institution Country	Institution State
Bachelor's Degree	United States	Florida
Major	Minor	Attendance Status
Aero		Graduated
Degree Completion End Month	Degree Completion End Year	
3	2015	

Upload document  
No records found

**Professional Credentials**  
Please add any certification or credentials not captured above

+ Add Professional Credentials

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



Vaccination Information

Employment

**Professional Credentials**  
Please add any certification or credentials not captured above

+ Add Professional Credentials

**My Coursework**  
Please add any credit you have attained

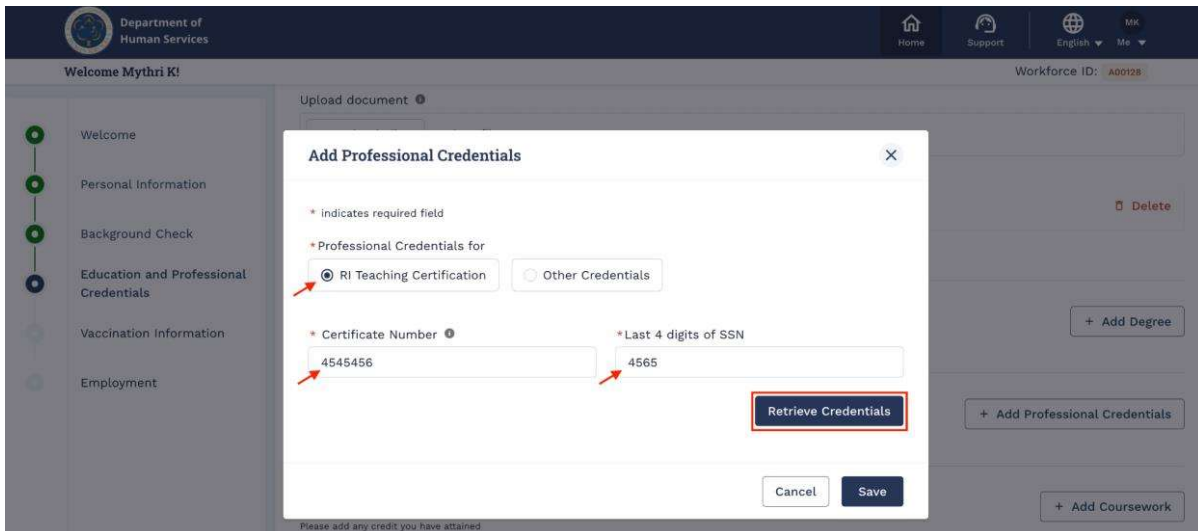
+ Add Coursework

< Previous Save & Next >

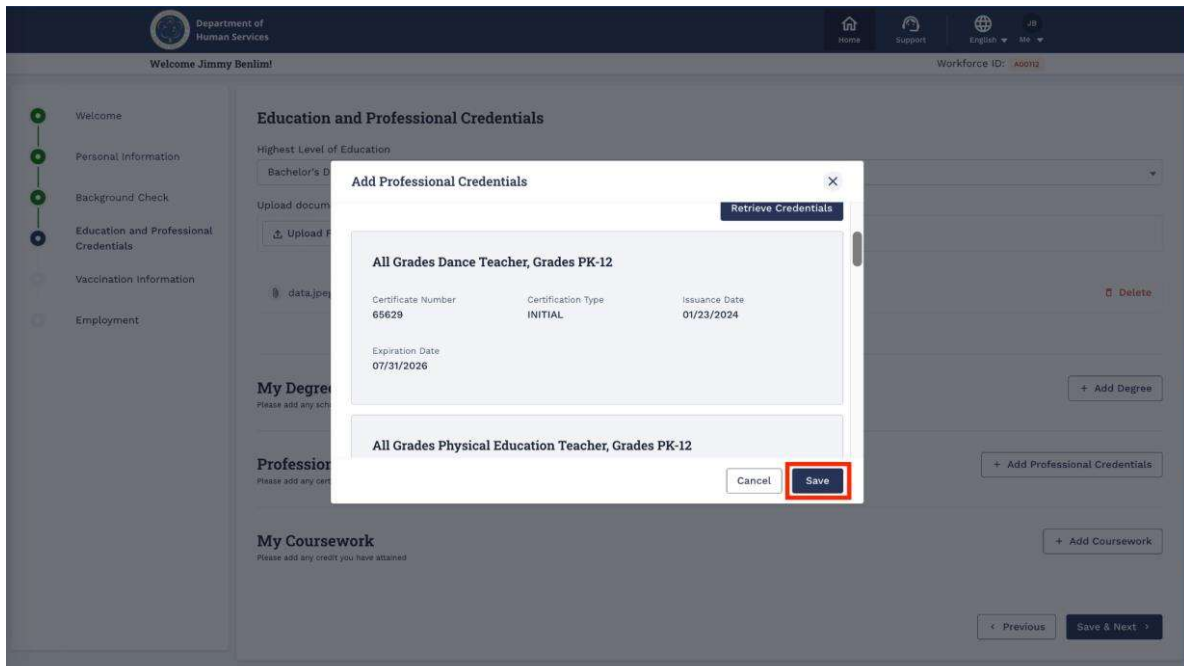
Do one of the following:

- **RI Teaching Certification**

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



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

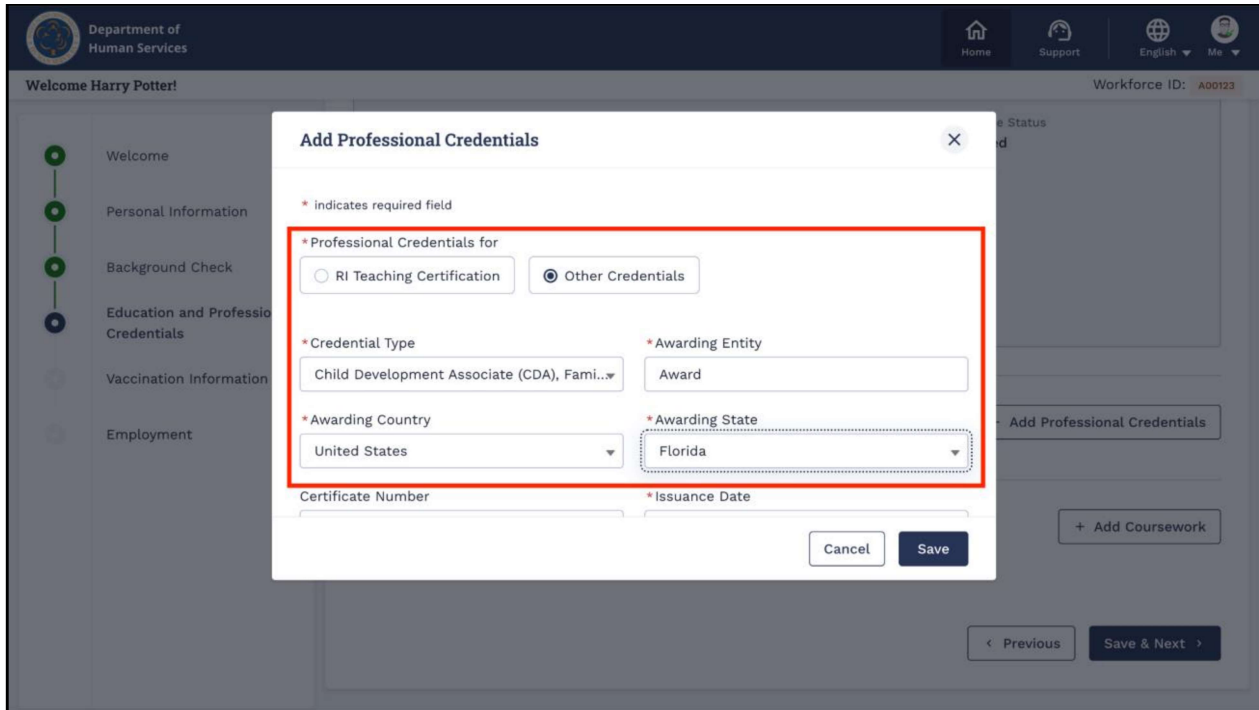


Certificate Number	Certification Type	Issuance Date
65629	INITIAL	01/23/2024

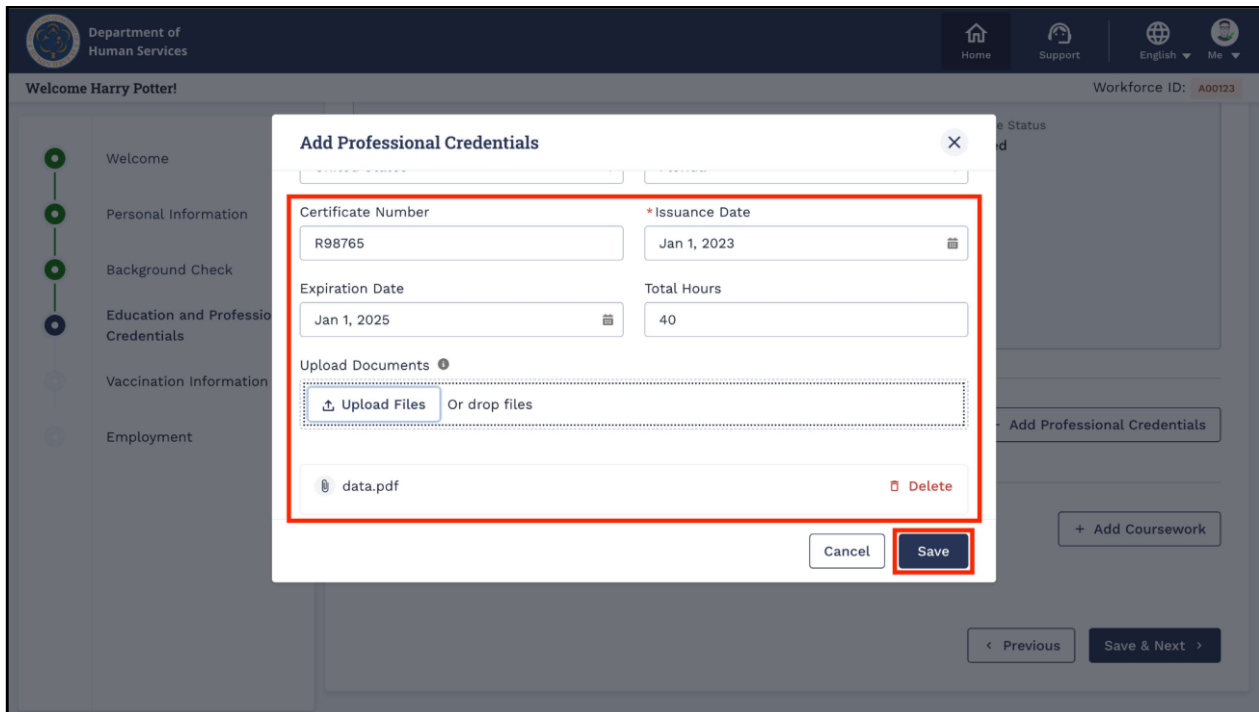
Expiration Date: 07/31/2026

- **Other Credentials**

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



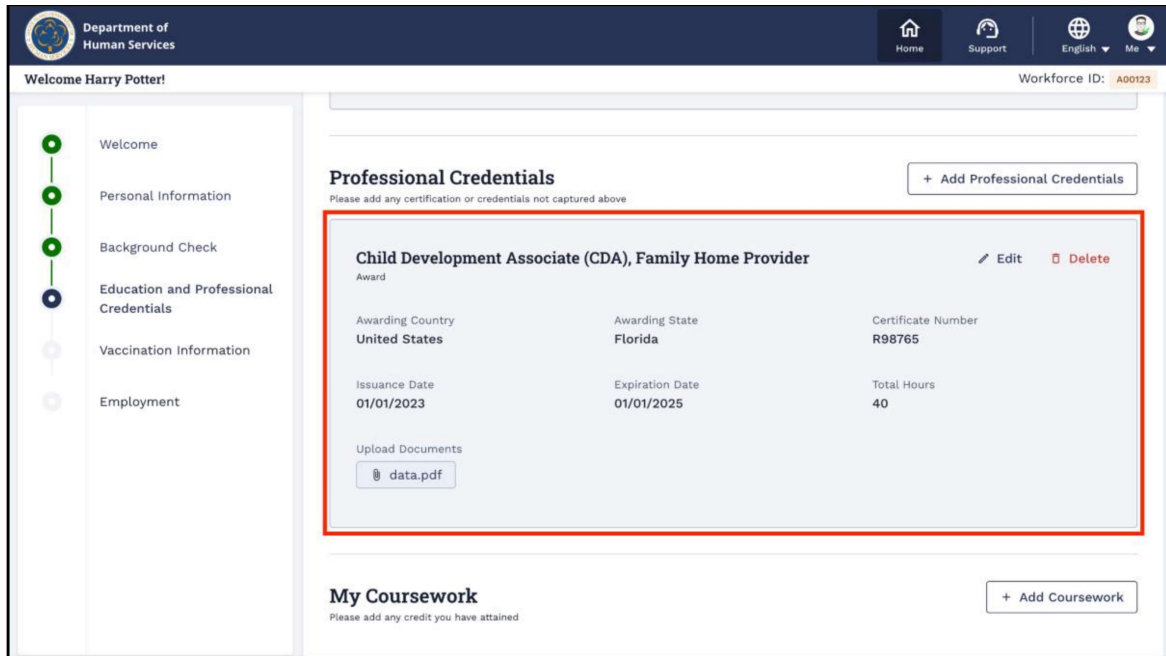
The screenshot shows the 'Add Professional Credentials' form in a web application. The form is titled 'Add Professional Credentials' and has a close button (X) in the top right corner. Below the title, there is a note: '\* indicates required field'. The form is divided into sections. The first section, highlighted with a red box, is titled '\*Professional Credentials for' and contains two radio buttons: 'RI Teaching Certification' (unselected) and 'Other Credentials' (selected). Below this, there are four required fields: '\*Credential Type' (a dropdown menu with 'Child Development Associate (CDA), Famili...' selected), '\*Awarding Entity' (a text input field with 'Award' entered), '\*Awarding Country' (a dropdown menu with 'United States' selected), and '\*Awarding State' (a dropdown menu with 'Florida' selected). Below these fields are two more fields: 'Certificate Number' and '\*Issuance Date'. At the bottom of the form, there are 'Cancel' and 'Save' buttons. The background shows a navigation menu on the left with 'Education and Professional Credentials' selected, and a top navigation bar with 'Home', 'Support', 'English', and 'Me' options.



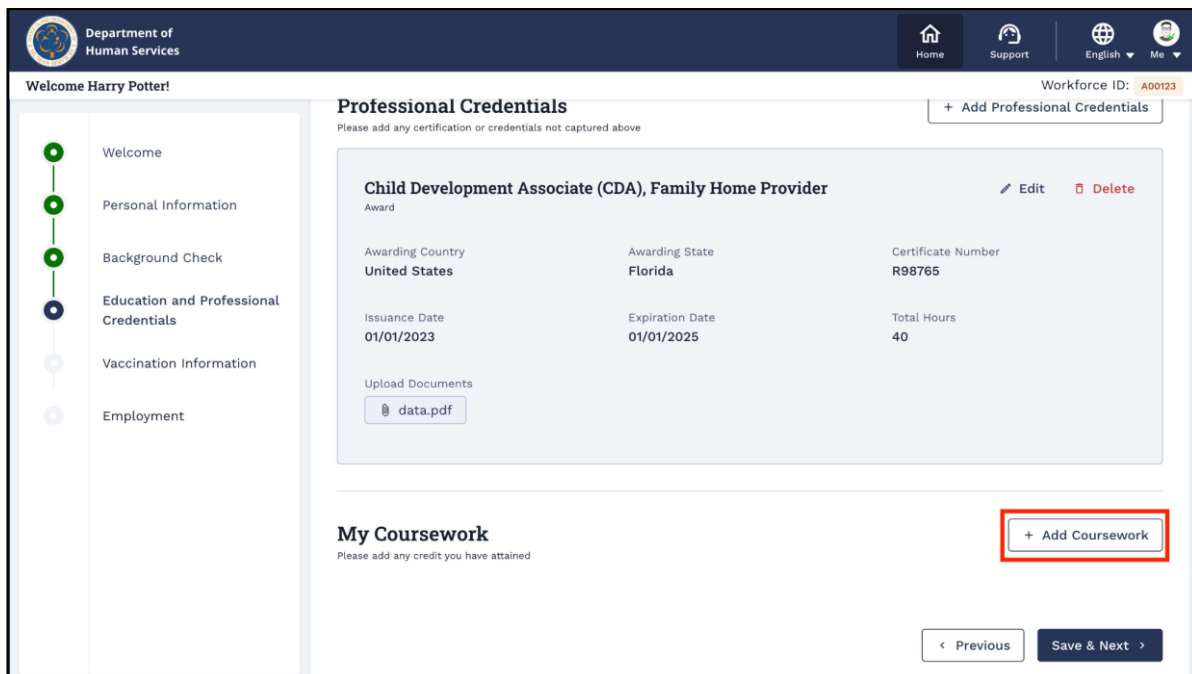
The screenshot shows the 'Add Professional Credentials' form in a web application, continuing from the previous section. The form is titled 'Add Professional Credentials' and has a close button (X) in the top right corner. The second section, highlighted with a red box, contains the following fields: 'Certificate Number' (text input with 'R98765'), '\*Issuance Date' (calendar icon with 'Jan 1, 2023'), 'Expiration Date' (calendar icon with 'Jan 1, 2025'), and 'Total Hours' (text input with '40'). Below these fields is an 'Upload Documents' section with a plus icon and a note. It contains an 'Upload Files' button, the text 'Or drop files', and a file upload area showing a file named 'data.pdf' with a 'Delete' button next to it. At the bottom of the form, there are 'Cancel' and 'Save' buttons. The background shows the same navigation menu and top bar as the previous screenshot.

The record will be saved successfully.

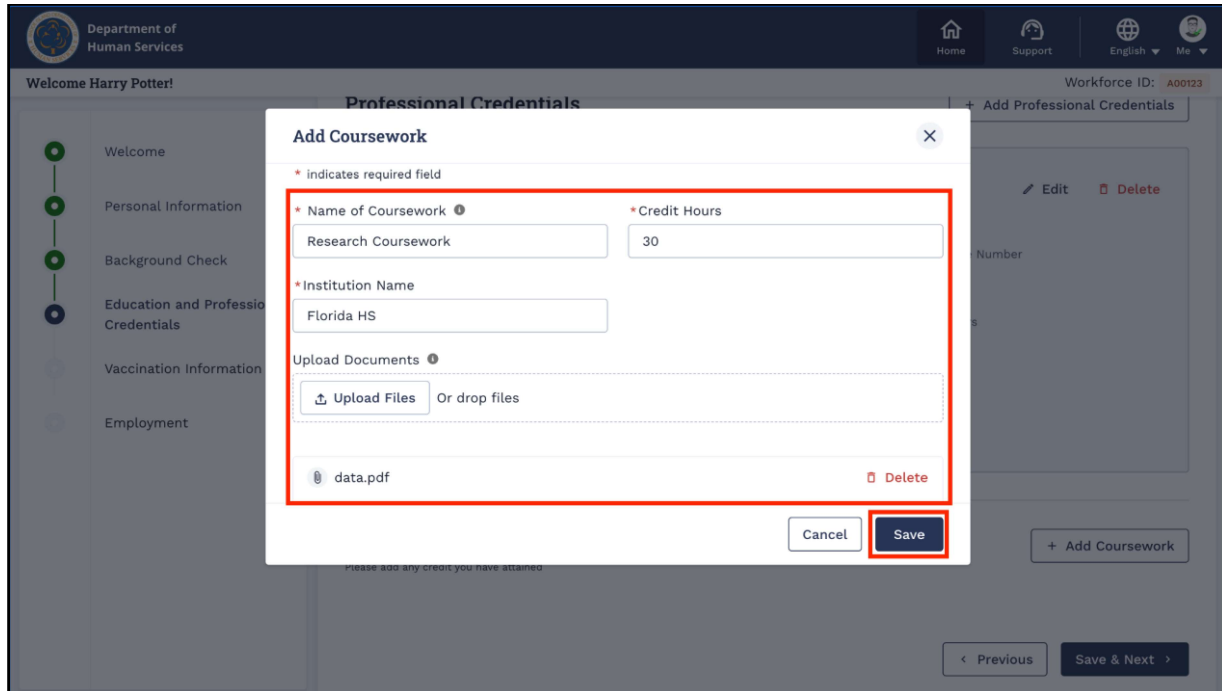
**Notes:** Click the **Edit** pencil icon to update and the **Delete** icon to delete the record.



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



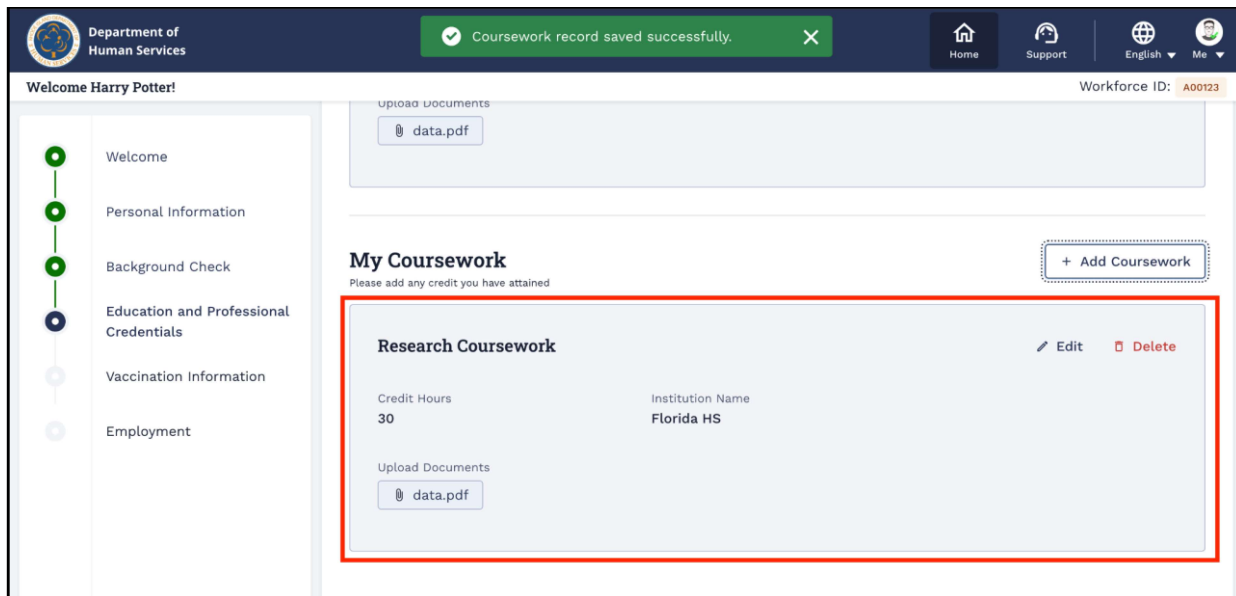
20. Fill in the required details and then click the **Save** button.



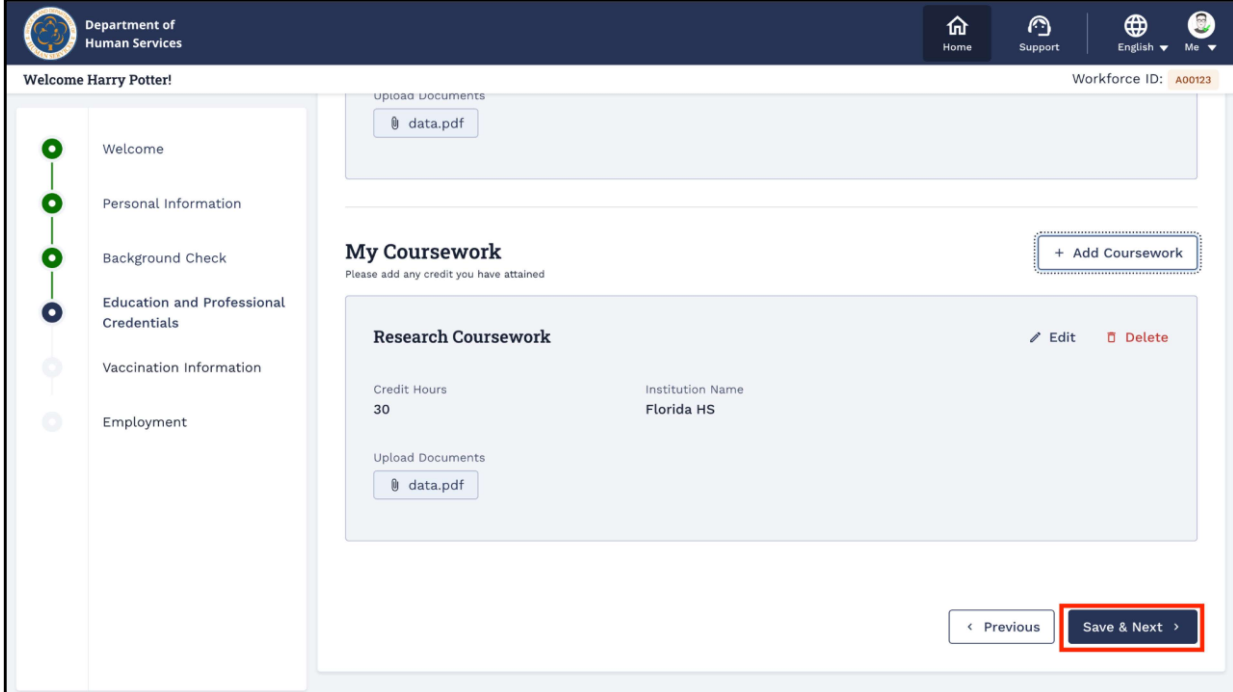
The record will be saved successfully.

**Notes:**

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



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



Department of Human Services

Welcome Harry Potter!

Workforce ID: A00123

Upload Documents  
data.pdf

My Coursework  
Please add any credit you have attained

+ Add Coursework

Research Coursework  
Edit Delete

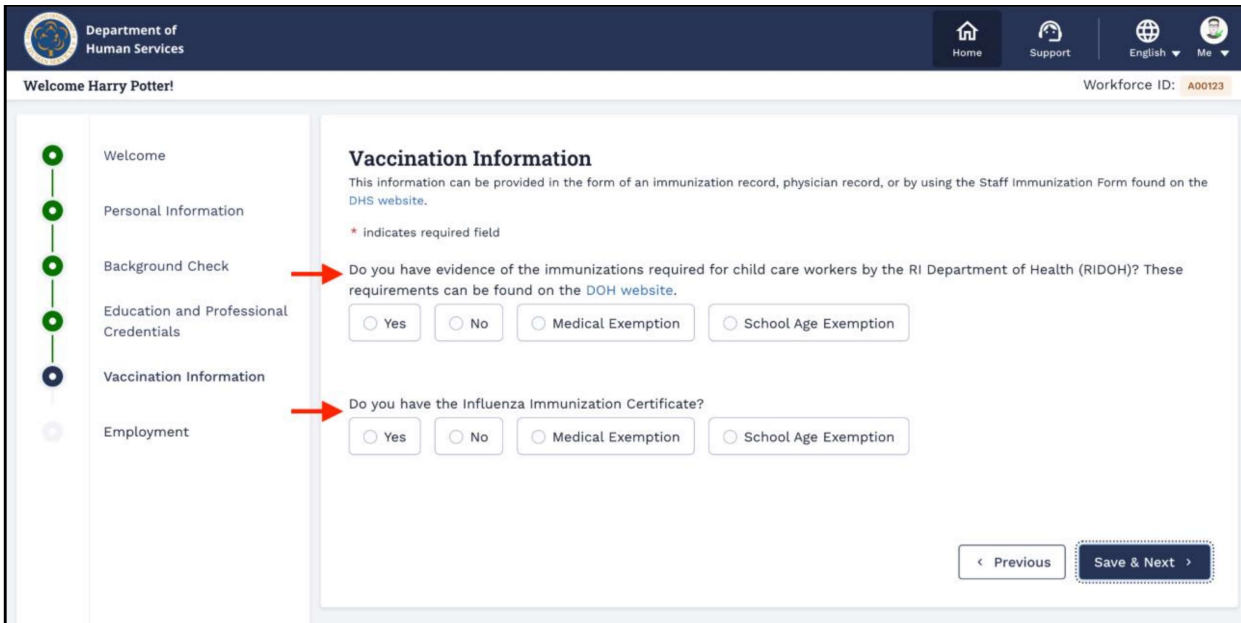
Credit Hours  
30

Institution Name  
Florida HS

Upload Documents  
data.pdf

< Previous **Save & Next** >

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



Department of Human Services

Welcome Harry Potter!

Workforce ID: A00123

Vaccination Information  
This information can be provided in the form of an immunization record, physician record, or by using the Staff Immunization Form found on the DHS website.

\* indicates required field

Do you have evidence of the immunizations required for child care workers by the RI Department of Health (RIDOH)? These requirements can be found on the DOH website.

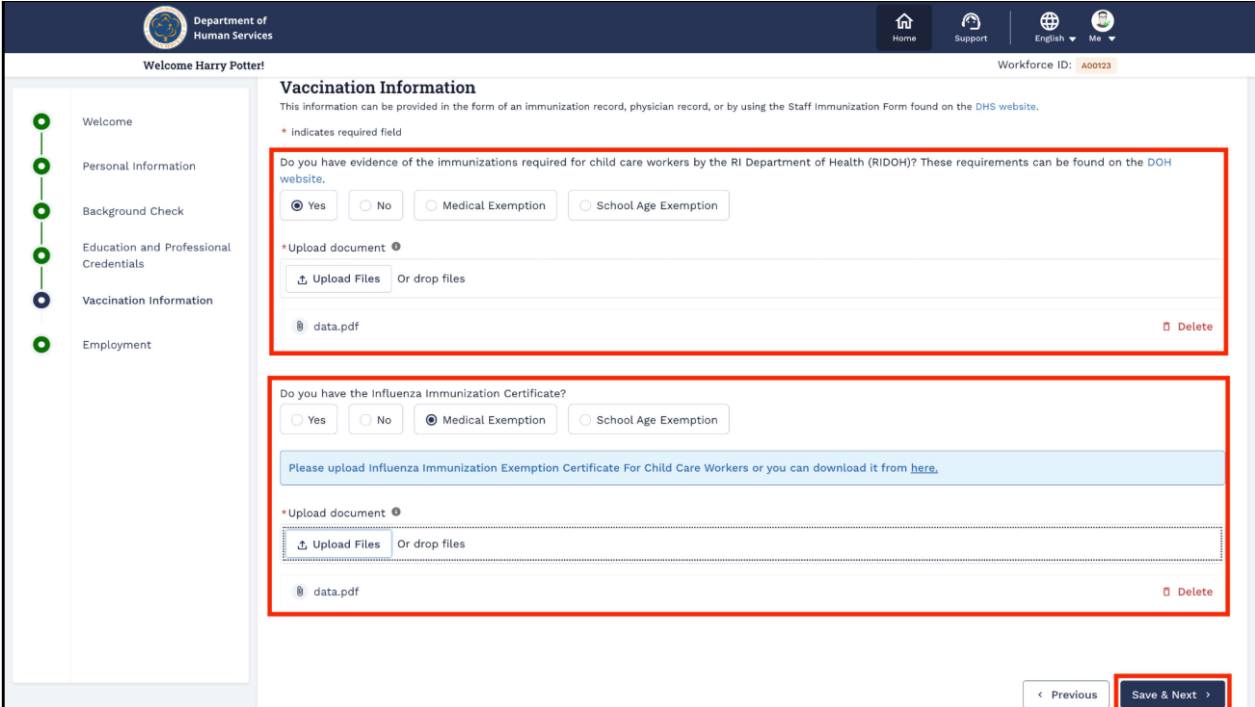
Yes  No  Medical Exemption  School Age Exemption

Do you have the Influenza Immunization Certificate?

Yes  No  Medical Exemption  School Age Exemption

< Previous **Save & Next** >

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



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

### Vaccination Information

This information can be provided in the form of an immunization record, physician record, or by using the Staff Immunization Form found on the DHS website.

\* indicates required field

Do you have evidence of the immunizations required for child care workers by the RI Department of Health (RIDOH)? These requirements can be found on the DOH website.

Yes  No  Medical Exemption  School Age Exemption

\*Upload document

Upload Files Or drop files

data.pdf Delete

Do you have the Influenza Immunization Certificate?

Yes  No  Medical Exemption  School Age Exemption

Please upload Influenza Immunization Exemption Certificate For Child Care Workers or you can download it from [here](#).

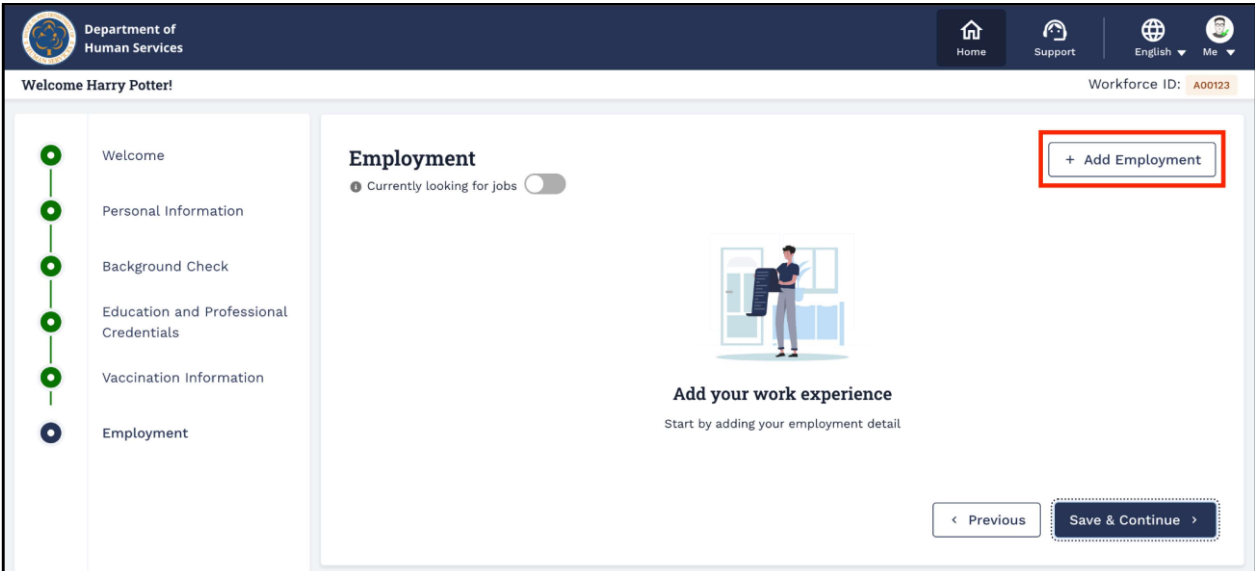
\*Upload document

Upload Files Or drop files

data.pdf Delete

< Previous Save & Next >

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



Department of Human Services

Welcome Harry Potter! Workforce ID: A00123

### Employment

Currently looking for jobs

+ Add Employment

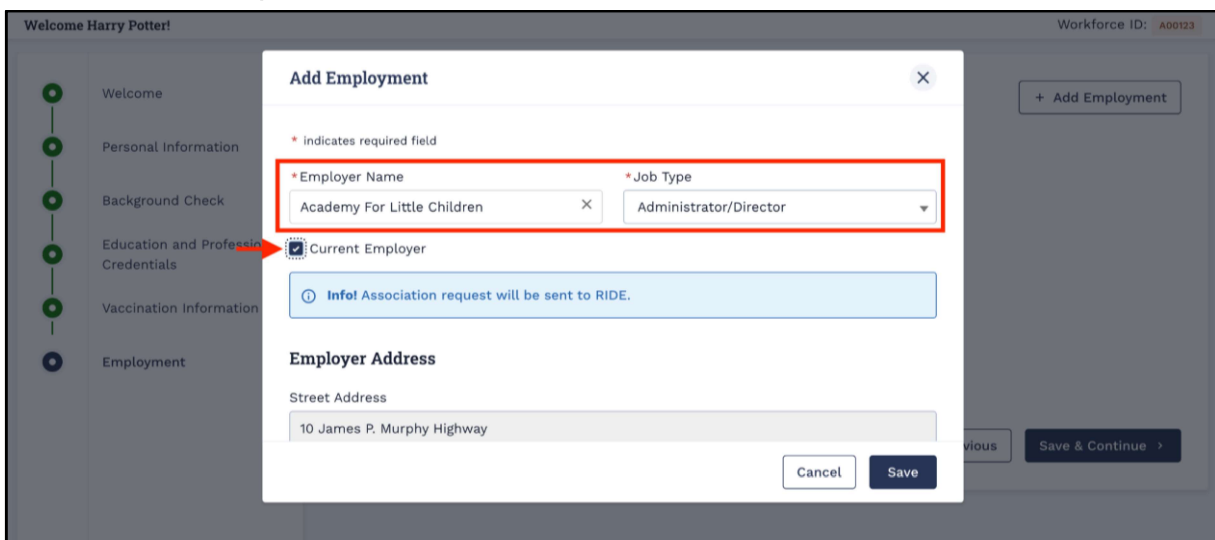
**Add your work experience**  
Start by adding your employment detail

< Previous Save & Continue >

24. Select your employer details.

**Notes:**

- If you select the **Current Employer** checkbox, the association request will be sent to the employer for the 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)



Welcome Harry Potter! Workforce ID: A00123

**Add Employment**

\* Indicates required field

\* Employer Name: Academy For Little Children

\* Job Type: Administrator/Director

Current Employer

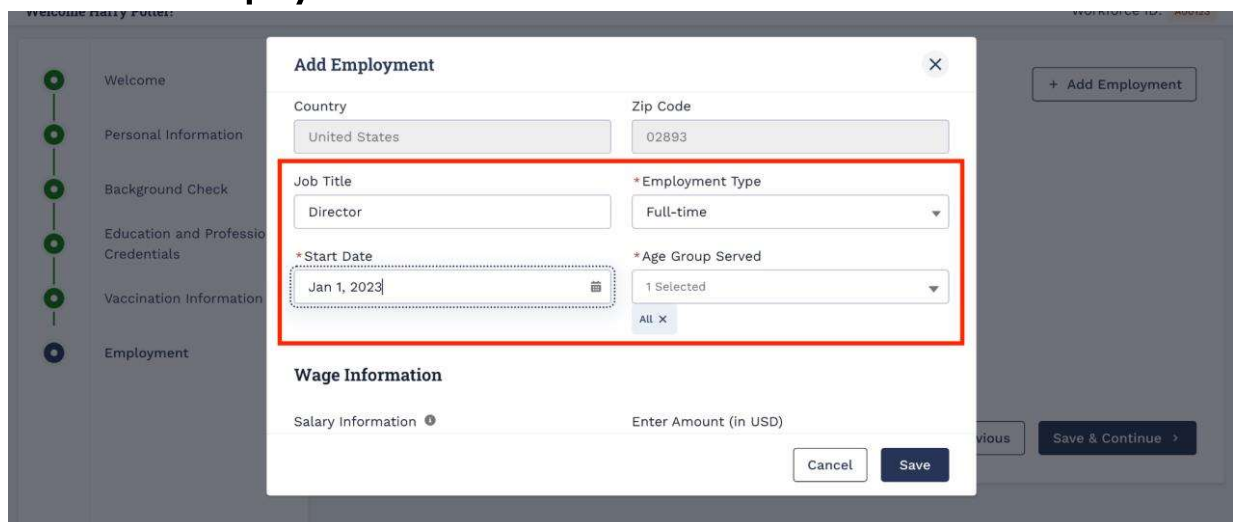
Info! Association request will be sent to RIDE.

**Employer Address**

Street Address: 10 James P. Murphy Highway

Cancel Save

25. Fill in the **Employment** details.



Welcome Harry Potter! Workforce ID: A00123

**Add Employment**

Country: United States Zip Code: 02893

Job Title: Director \* Employment Type: Full-time

\* Start Date: Jan 1, 2023 \* Age Group Served: 1 Selected

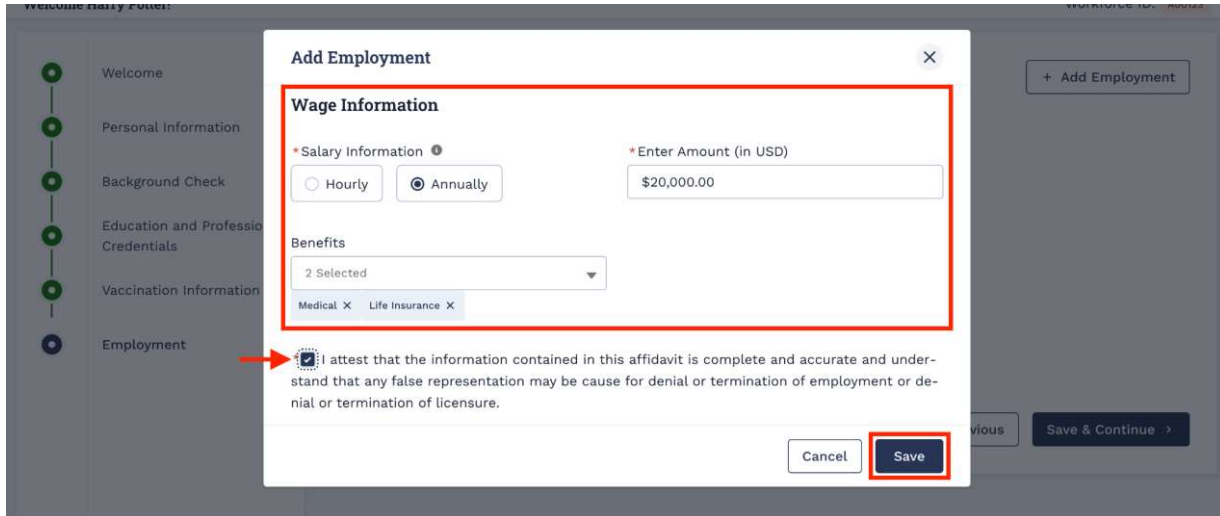
**Wage Information**

Salary Information Enter Amount (in USD)

Cancel Save



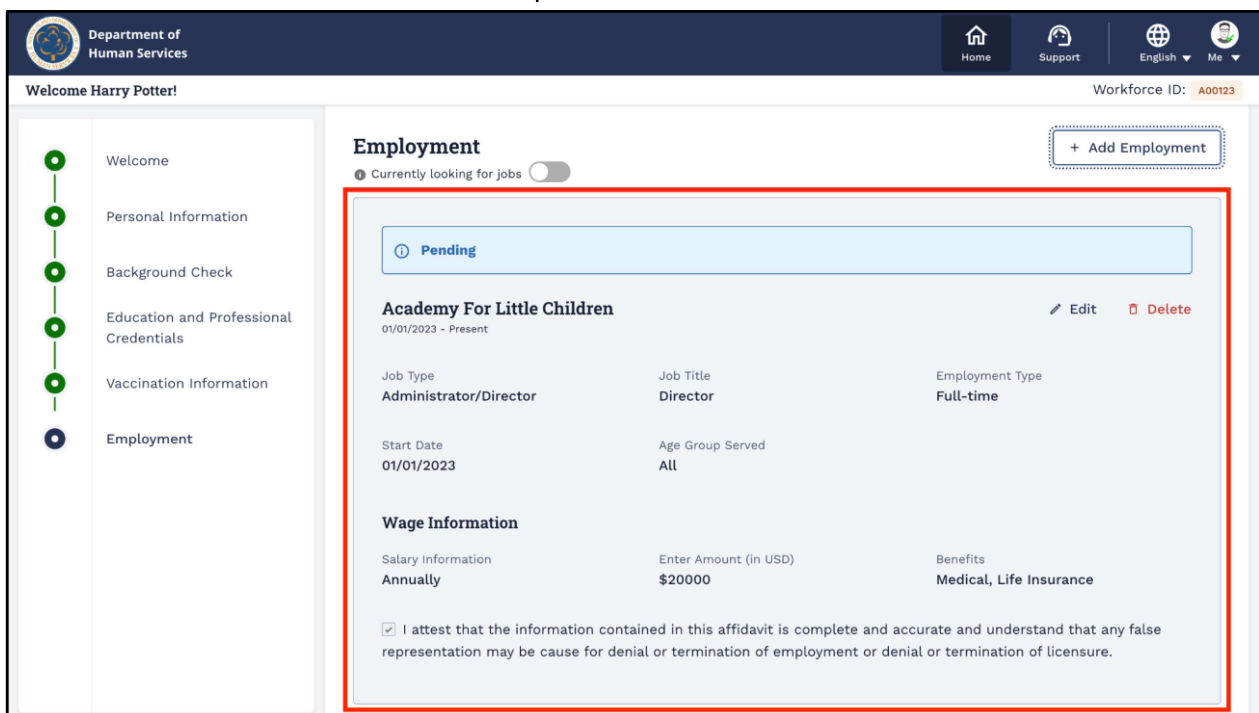
26. Fill in the **Wage Information**, select the **Attestation** checkbox, then click **Save**.  
**Note:** You can add more than one employment record.



The record will be saved successfully.

**Notes:**

- Multiple employment records can be added.
- Click the **Pencil Edit** icon to update and the **Delete** icon to delete the record.



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



**Academy For Little Children** Edit Delete  
01/01/2023 - Present

Job Type <b>Administrator/Director</b>	Job Title <b>Director</b>	Employment Type <b>Full-time</b>
Start Date <b>01/01/2023</b>	Age Group Served <b>All</b>	

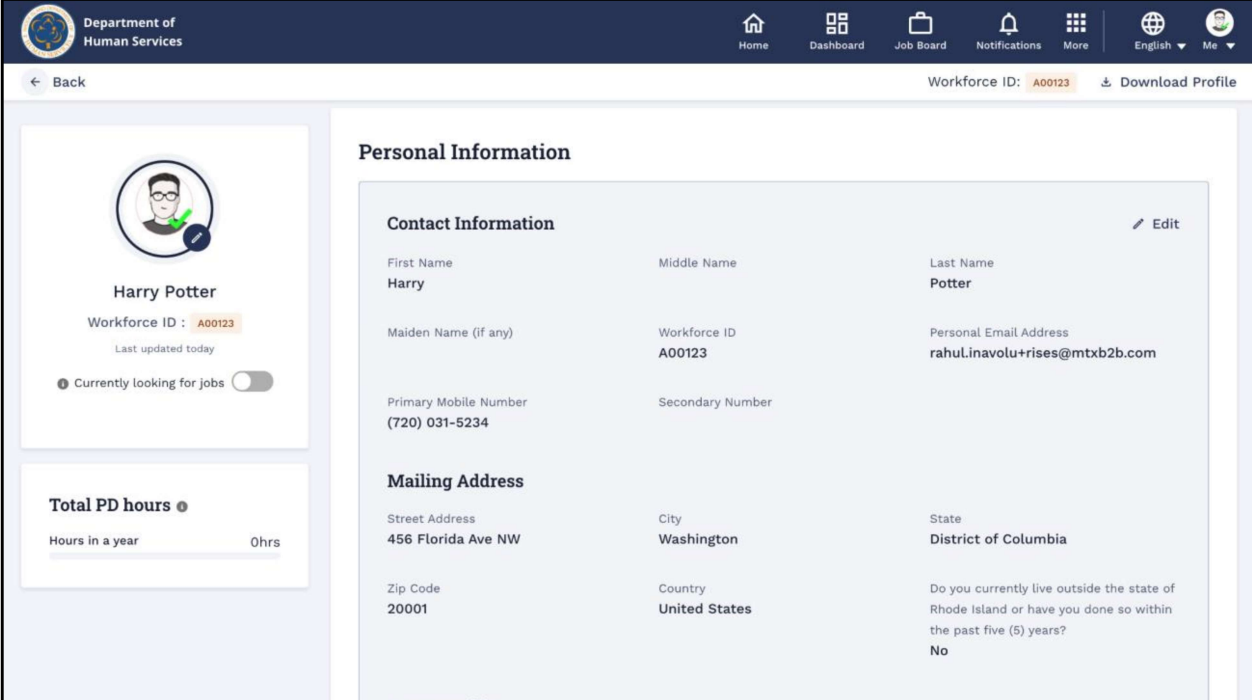
**Wage Information**

Salary information <b>Annually</b>	Enter Amount (in USD) <b>\$20000</b>	Benefits <b>Medical, Life Insurance</b>
---------------------------------------	---	--

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** >

After successfully creating your profile, you will be directed to your profile page. Note that currently, you cannot view the Manage Job Boards and Manage Staff tabs.



Department of Human Services

Home Dashboard Job Board Notifications More English Me

Workforce ID: A00123 Download Profile

**Personal Information**

**Contact Information** Edit

First Name <b>Harry</b>	Middle Name	Last Name <b>Potter</b>
Maiden Name (if any)	Workforce ID <b>A00123</b>	Personal Email Address <b>rahul.inavolu+rises@mtxb2b.com</b>
Primary Mobile Number (720) 031-5234	Secondary Number	

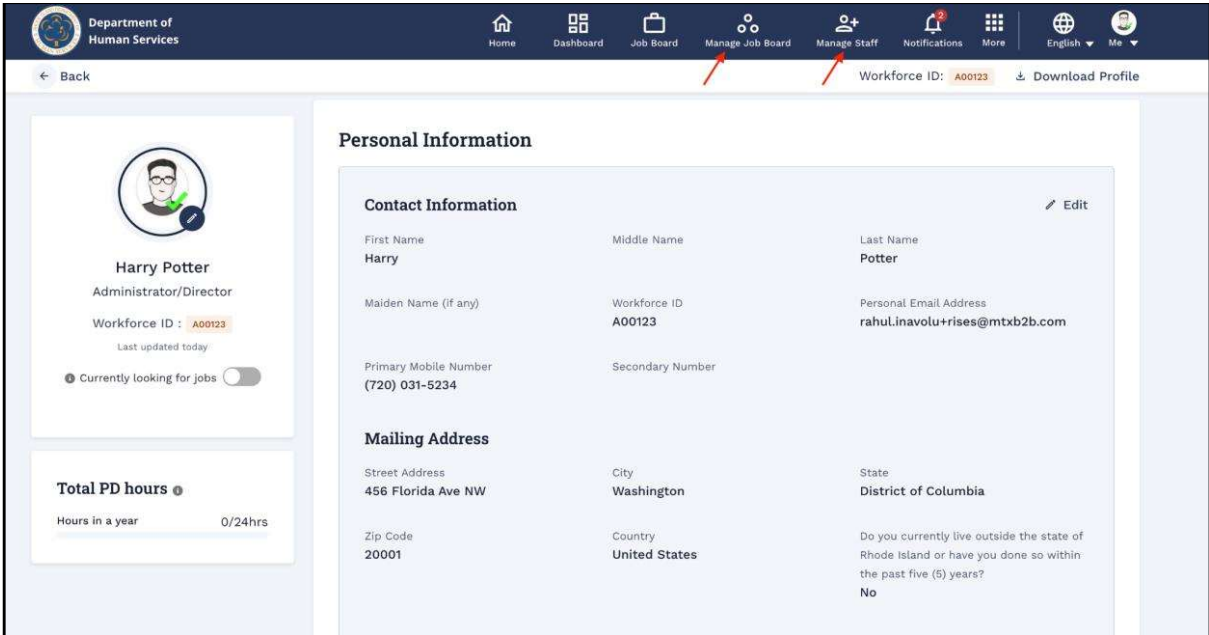
**Mailing Address**

Street Address <b>456 Florida Ave NW</b>	City <b>Washington</b>	State <b>District of Columbia</b>
Zip Code <b>20001</b>	Country <b>United States</b>	Do you currently live outside the state of Rhode Island or have you done so within the past five (5) years? <b>No</b>

**Harry Potter**  
Workforce ID : A00123  
Last updated today  
Currently looking for jobs

**Total PD hours**  
Hours in a year  hrs

Once the RI State staff approves your employment request, you will be granted Provider access. As a Provider, you can access the **Manage Job Boards** and **Manage Staff** tabs.



The screenshot displays the user profile page for Harry Potter, an Administrator/Director. The page is titled "Personal Information" and includes sections for Contact Information and Mailing Address. The user's Workforce ID is A00123, and they are currently looking for jobs. The page also shows a "Total PD hours" section with 0/24hrs recorded.

**Department of Human Services**

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

Workforce ID: **A00123** Download Profile

**Personal Information**

**Contact Information** Edit

First Name <b>Harry</b>	Middle Name	Last Name <b>Potter</b>
Maiden Name (if any)	Workforce ID <b>A00123</b>	Personal Email Address <b>rahu.linavolu+rises@mtxb2b.com</b>
Primary Mobile Number <b>(720) 031-5234</b>	Secondary Number	

**Mailing Address**

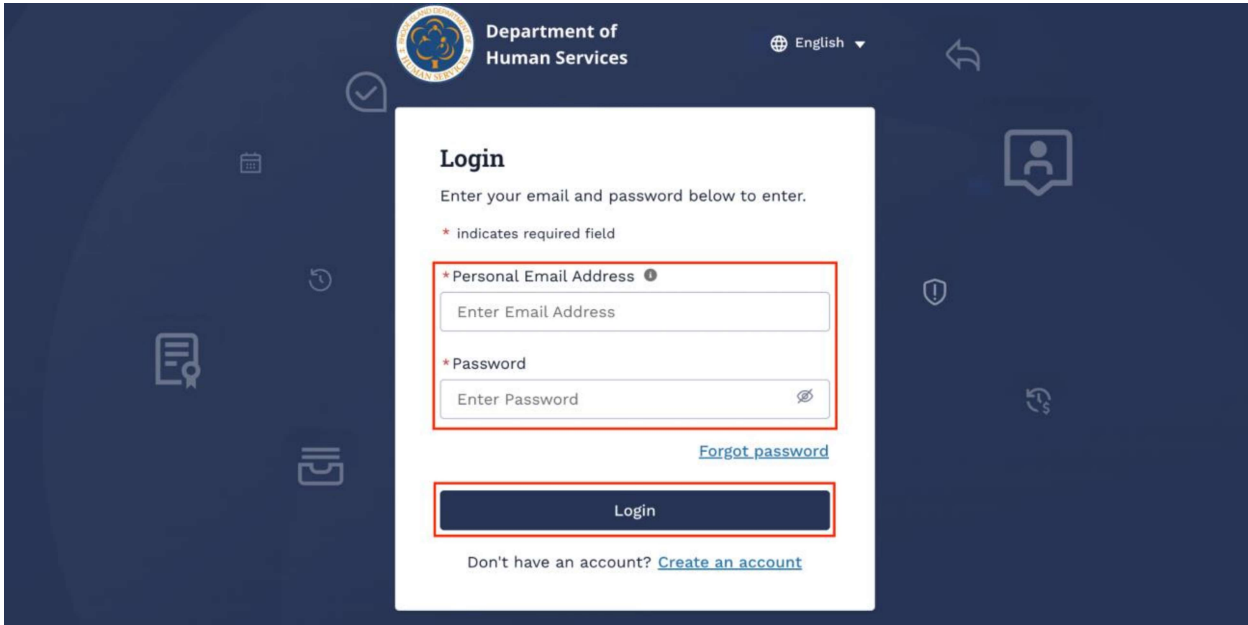
Street Address <b>456 Florida Ave NW</b>	City <b>Washington</b>	State <b>District of Columbia</b>
Zip Code <b>20001</b>	Country <b>United States</b>	Do you currently live outside the state of Rhode Island or have you done so within the past five (5) years? <b>No</b>

**Harry Potter**  
Administrator/Director  
Workforce ID : **A00123**  
Last updated today  
Currently looking for jobs

**Total PD hours**  
Hours in a year **0/24hrs**

## LOGGING INTO THE DEPARTMENT OF HUMAN SERVICES

1. Open the **RI Department of Human Services Portal** at <https://ridhsrises--rluat.sandbox.my.site.com>
2. Enter your **Username** and **Password**, and click the **Login** button on the Sign In page.



Department of  
Human Services

English

### Login

Enter your email and password below to enter.

\* indicates required field

\* Personal Email Address ⓘ  
Enter Email Address

\* Password  
Enter Password ⓘ

[Forgot password](#)

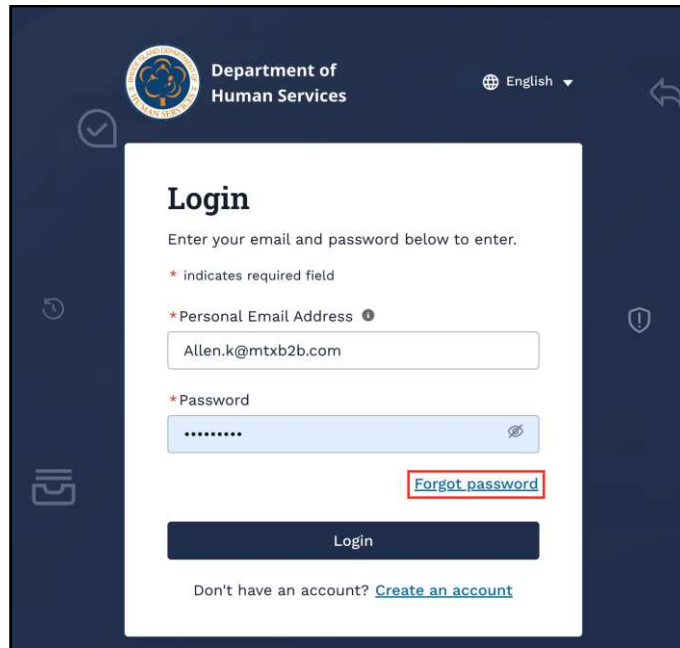
Login

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

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

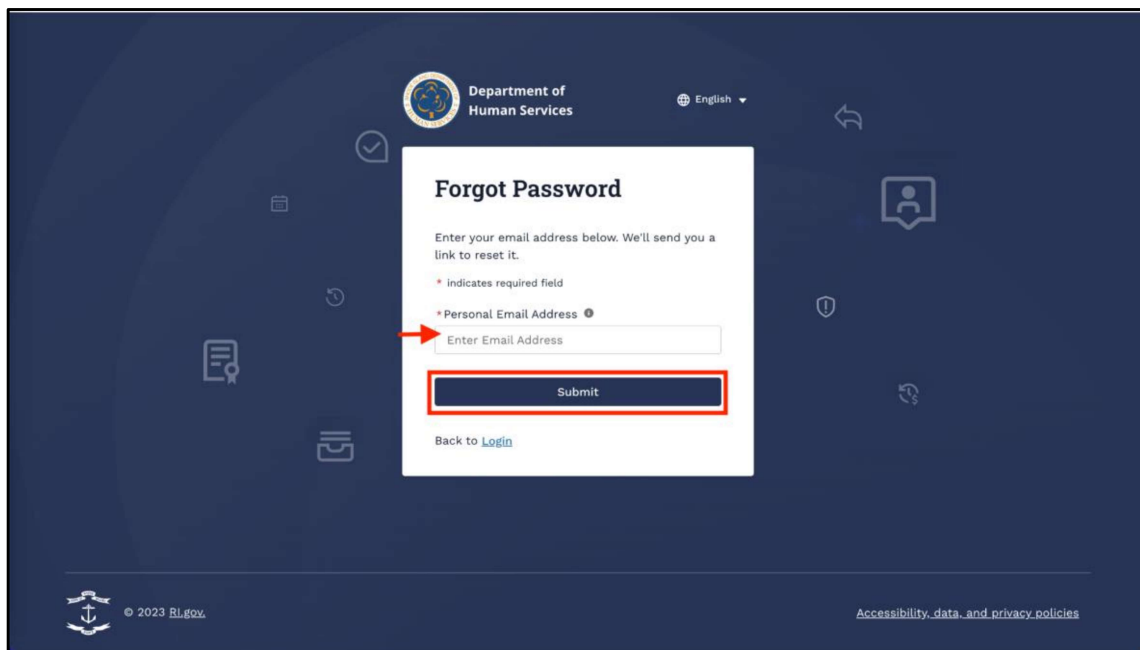
## RESETTING THE PASSWORD

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



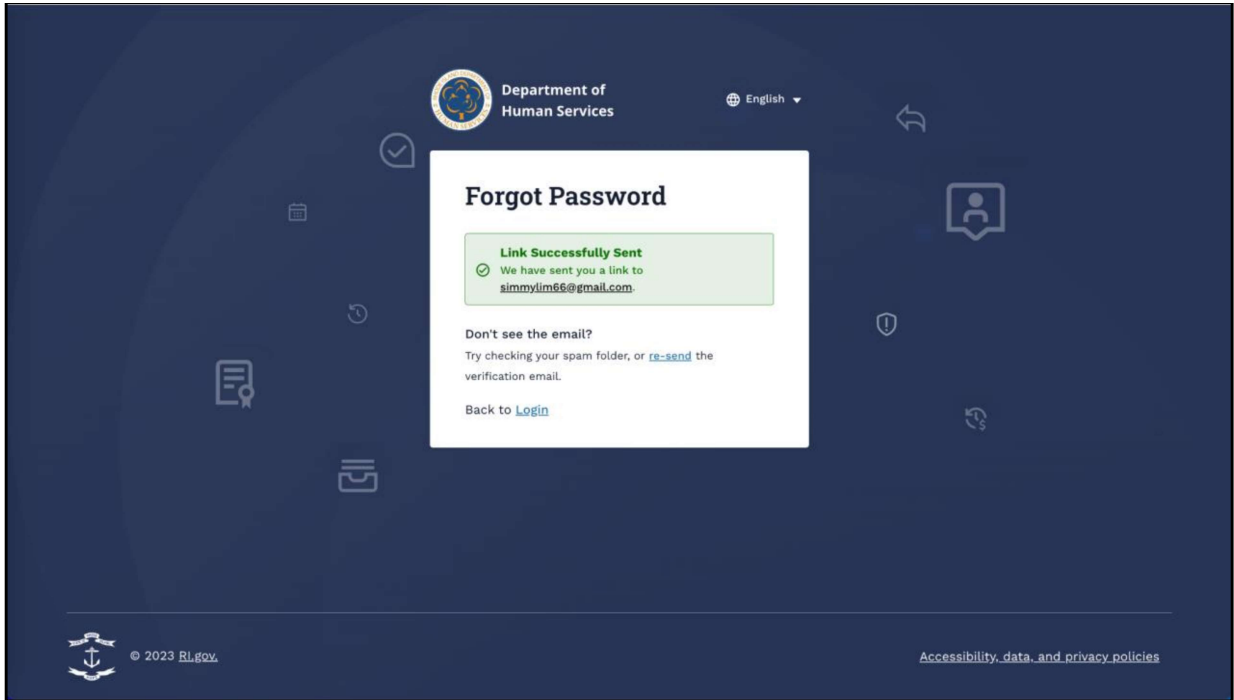
The screenshot shows the 'Login' page of the Department of Human Services. The page has a dark blue background with a white central form. At the top left is the department logo and name. At the top right is a language selector set to 'English'. The form contains the following elements: a heading 'Login', a sub-heading 'Enter your email and password below to enter.', a note '\* indicates required field', a label '\* Personal Email Address' with a dropdown arrow, an input field containing 'Allen.k@mtxb2b.com', a label '\* Password', a password input field with masked characters and an eye icon, a red-bordered box around the text 'Forgot password' with a red arrow pointing to it, a dark blue 'Login' button, and a link 'Don't have an account? [Create an account](#)'.

2. Enter the email address to receive a link to reset the password, and then click **Submit**.

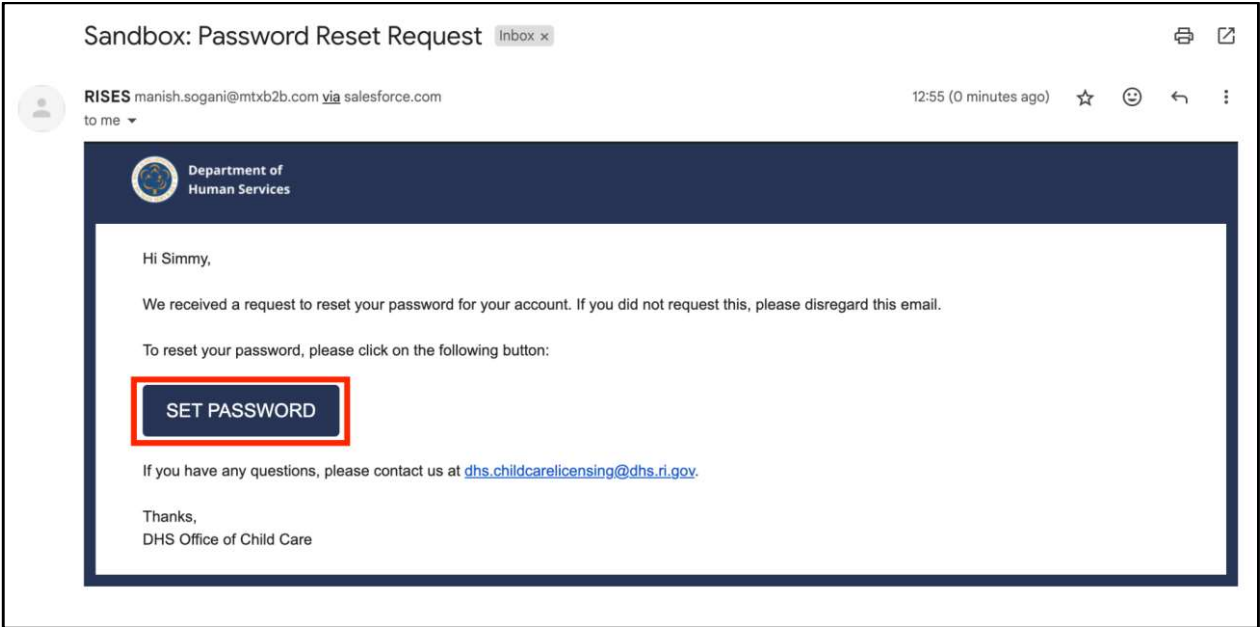


The screenshot shows the 'Forgot Password' page of the Department of Human Services. The page has a dark blue background with a white central form. At the top left is the department logo and name. At the top right is a language selector set to 'English'. The form contains the following elements: a heading 'Forgot Password', a sub-heading 'Enter your email address below. We'll send you a link to reset it.', a note '\* indicates required field', a label '\* Personal Email Address' with a dropdown arrow, an input field with the placeholder text 'Enter Email Address', a red arrow pointing to the input field, a red-bordered box around the dark blue 'Submit' button, and a link 'Back to [Login](#)'.

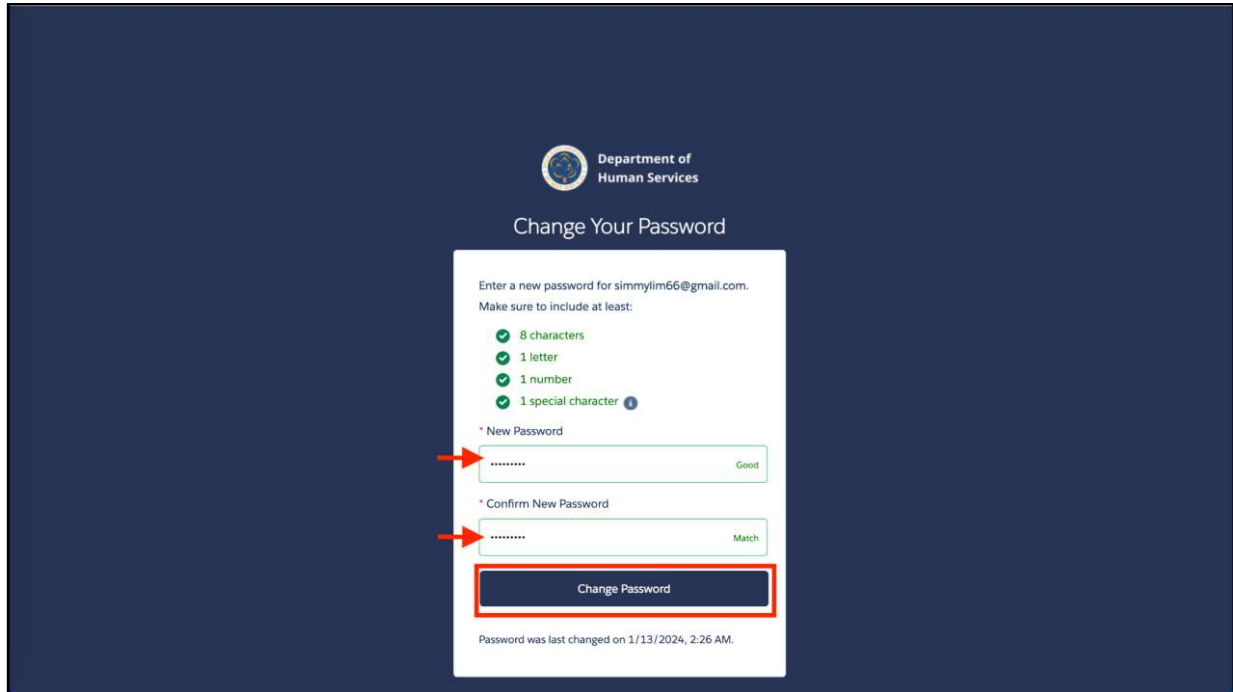
You will receive an email with a link to reset your password.



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.



Department of  
Human Services

### Change Your Password

Enter a new password for simmylim66@gmail.com.  
Make sure to include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number
- ✓ 1 special character ⓘ

\* New Password  Good

\* Confirm New Password  Match

**Change Password**

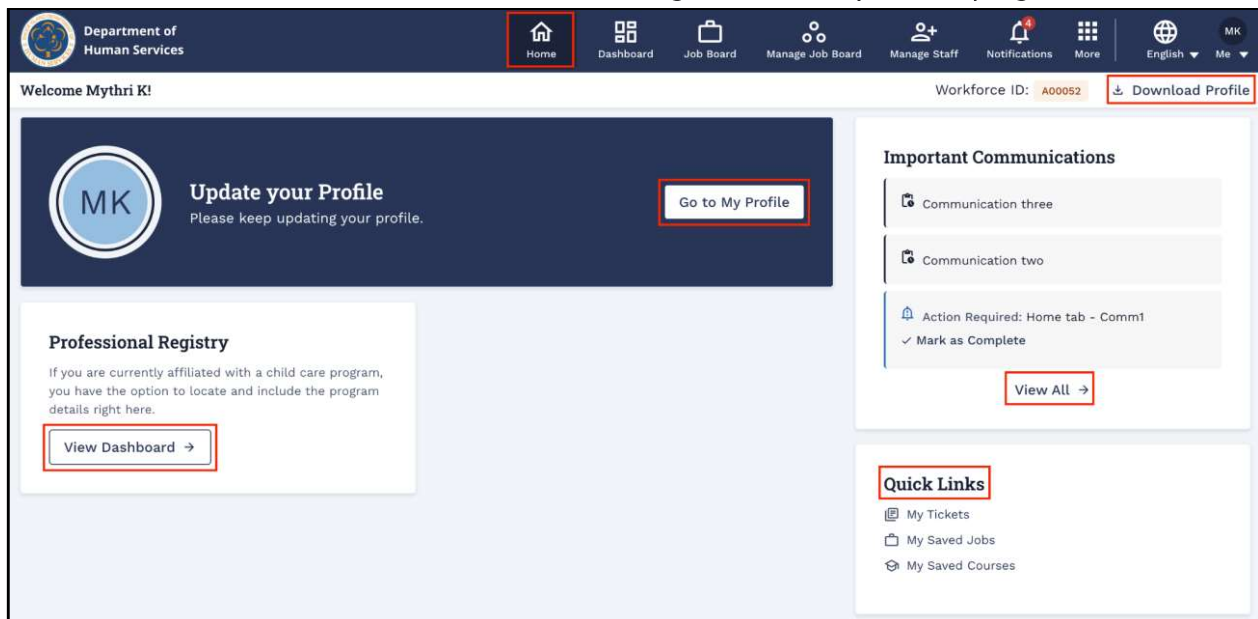
Password was last changed on 1/13/2024, 2:26 AM.

## PORTAL OVERVIEW

### HOME PAGE

The Home Page provides quick access to the following:

- Click the **Download Profile** link to download your profile information.
- 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 links on the **Quick Links** tile to go to the respective pages.



The screenshot shows the Home Page interface. At the top, a navigation bar includes 'Home', 'Dashboard', 'Job Board', 'Manage Job Board', 'Manage Staff', 'Notifications', 'More', 'English', and 'Me'. The main content area features a 'Welcome Mythri K!' message, a 'Workforce ID: A00052', and a 'Download Profile' link. A large 'Update your Profile' section contains a 'Go to My Profile' button. Below this is a 'Professional Registry' section with a 'View Dashboard' button. On the right, an 'Important Communications' section lists three communications and includes a 'View All' button. At the bottom right, a 'Quick Links' section lists 'My Tickets', 'My Saved Jobs', and 'My Saved Courses'.

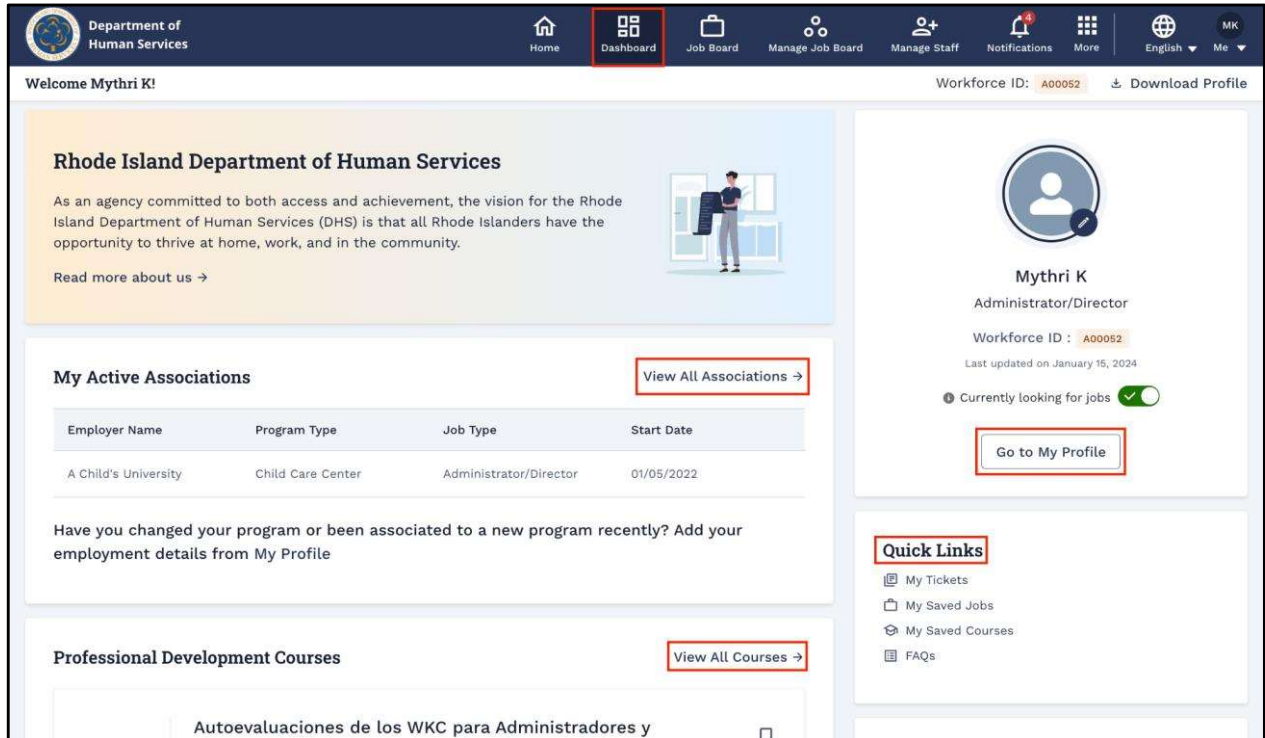
### DASHBOARD

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.



- c. 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

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

Welcome Mythri K! Workforce ID: A00052 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 →

**My Active Associations** View All Associations →

Employer Name	Program Type	Job Type	Start Date
A Child's University	Child Care Center	Administrator/Director	01/05/2022

Have you changed your program or been associated to a new program recently? Add your employment details from My Profile

**Professional Development Courses** View All Courses →

Autoevaluaciones de los WKC para Administradores y

**Quick Links**

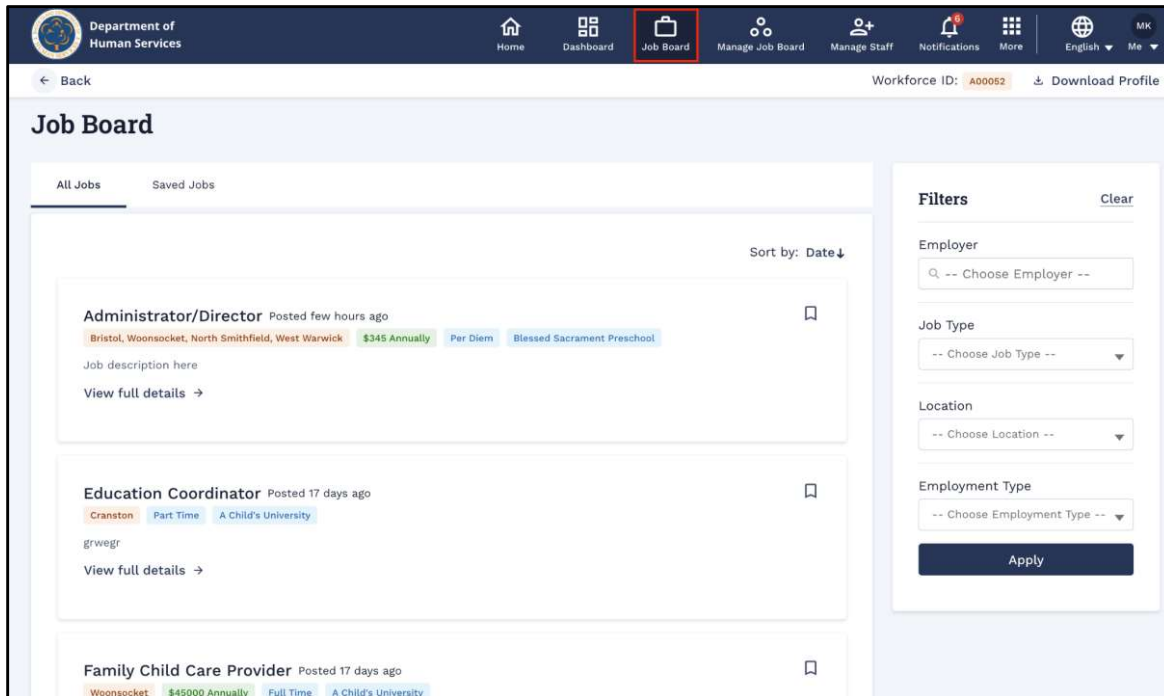
- My Tickets
- My Saved Jobs
- My Saved Courses
- FAQs

Mythri K  
Administrator/Director  
Workforce ID: A00052  
Last updated on January 15, 2024  
Currently looking for jobs

Go to My Profile

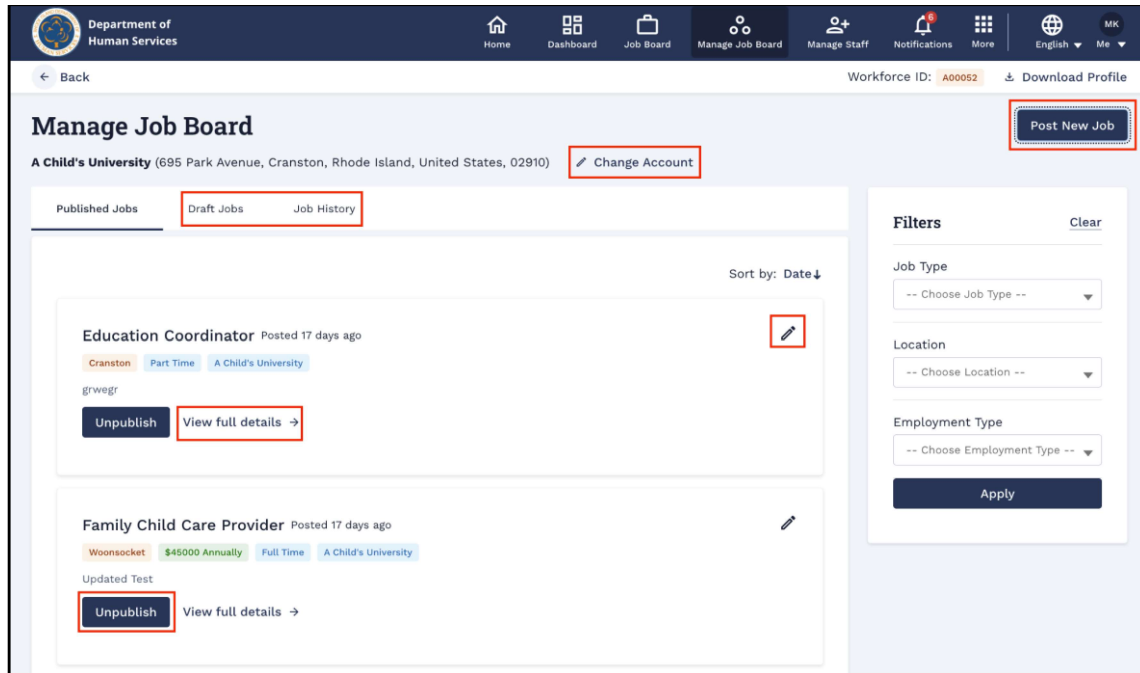
## JOB BOARD

To view open jobs or current job opportunities, go to the [Job Board](#) page.



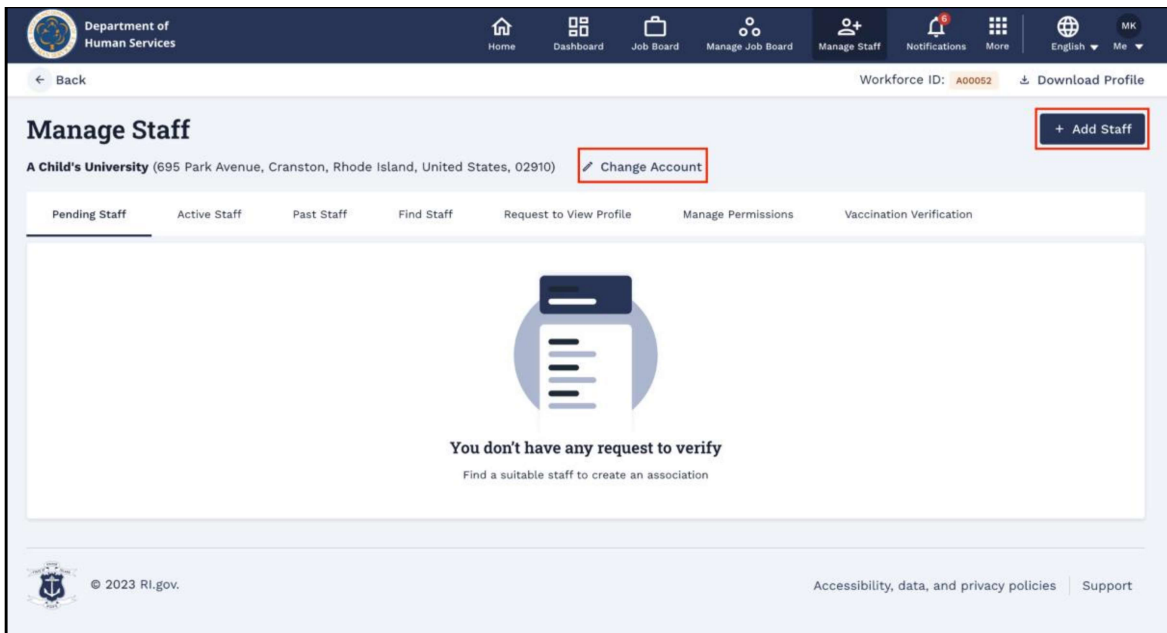
## MANAGE JOB BOARD

1. Click on the **Post New Job** button to post a new job.
2. Click on the **Change Account** link to change the account.
3. Click on the **Draft Jobs** or **Job History** tabs to view the jobs in draft status and the jobs history.
4. Click the **Edit** pencil icon to edit the job details.
5. Click on the **View Full Details** link to view the complete job details.
6. Click on the **Unpublish** button to remove a job post.



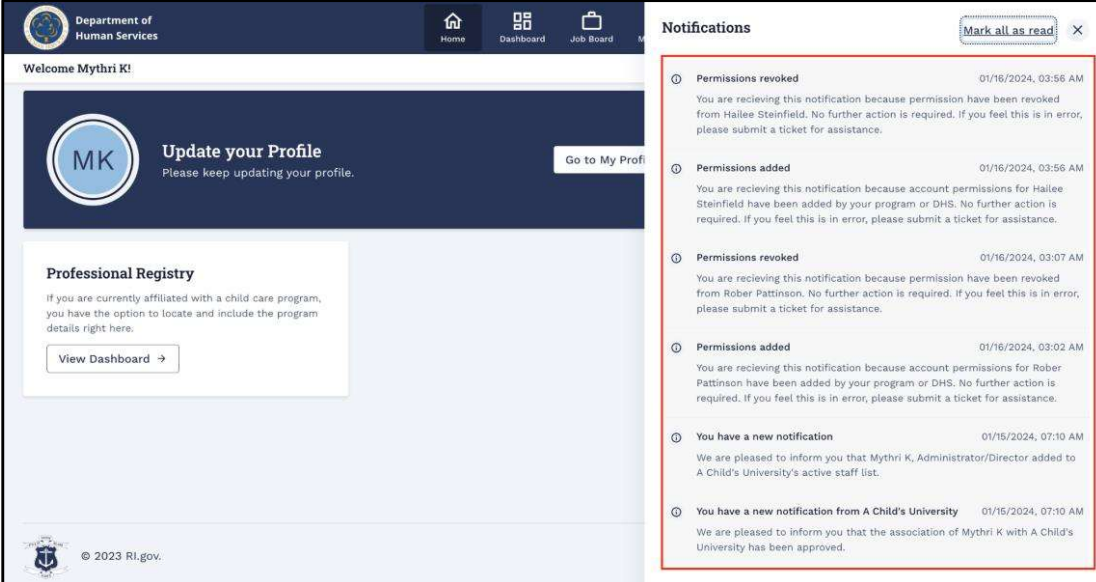
## MANAGE STAFF

1. Click on the **Add Staff** button to add new staff members.
2. Click on the **Change Account** link to change the account.



## NOTIFICATIONS

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

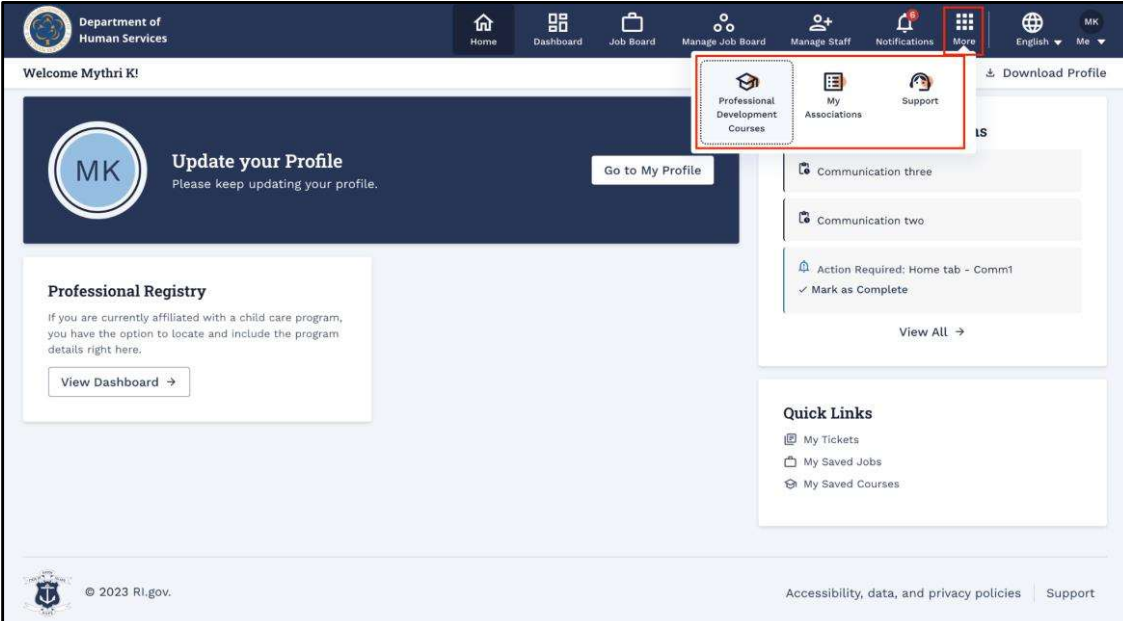


The screenshot shows the Mythri K! portal interface. On the right side, a 'Notifications' panel is open, displaying a list of messages. The notifications include:

- Permissions revoked** (01/16/2024, 03:56 AM): You are receiving this notification because permission have been revoked from Hailee Steinfeld. No further action is required. If you feel this is in error, please submit a ticket for assistance.
- Permissions added** (01/16/2024, 03:56 AM): You are receiving this notification because account permissions for Hailee Steinfeld have been added by your program or DHS. No further action is required. If you feel this is in error, please submit a ticket for assistance.
- Permissions revoked** (01/16/2024, 03:07 AM): You are receiving this notification because permission have been revoked from Rober Pattinson. No further action is required. If you feel this is in error, please submit a ticket for assistance.
- Permissions added** (01/16/2024, 03:02 AM): You are receiving this notification because account permissions for Rober Pattinson have been added by your program or DHS. No further action is required. If you feel this is in error, please submit a ticket for assistance.
- You have a new notification** (01/15/2024, 07:10 AM): We are pleased to inform you that Mythri K, Administrator/Director added to A Child's University's active staff list.
- You have a new notification from A Child's University** (01/15/2024, 07:10 AM): We are pleased to inform you that the association of Mythri K with A Child's University has been approved.

## MORE

Click the **More (9 dots)** icon to view courses, associations, or help desk tickets. For more information, refer to [Professional Development Courses](#), [My Associations](#), or [Support](#) options respectively.



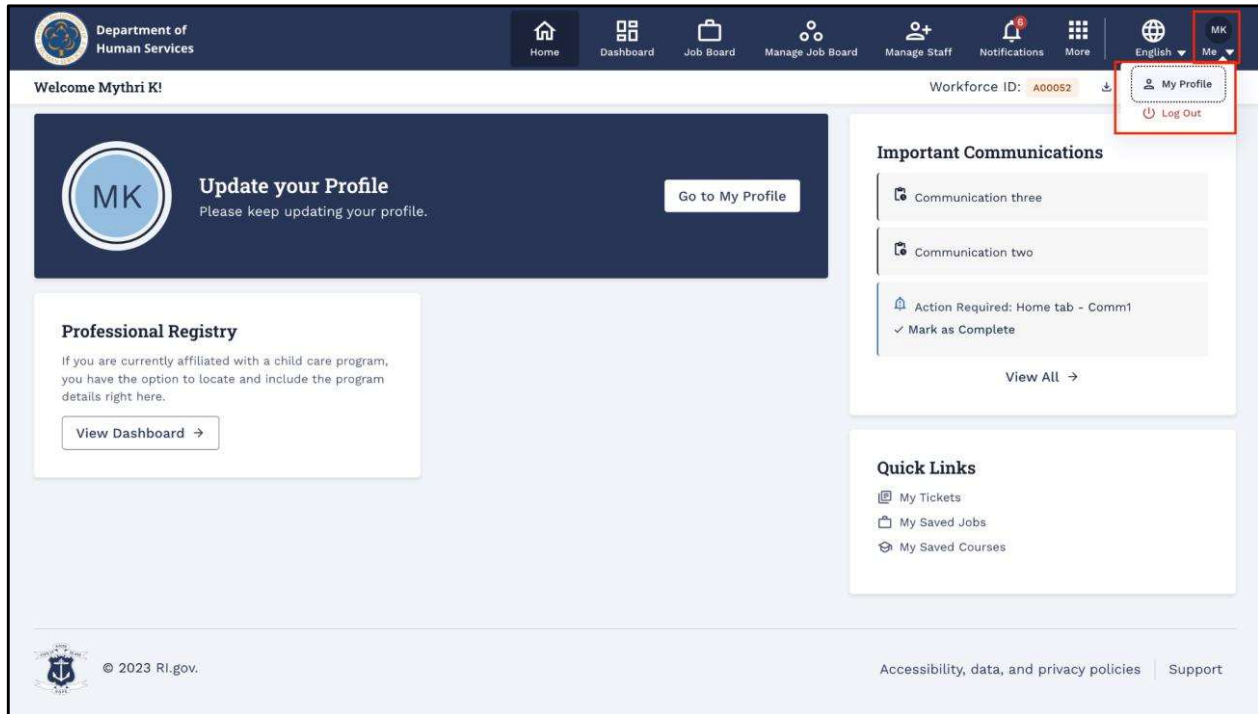
The screenshot shows the Mythri K! portal interface with the 'More' menu open. The menu options are:

- Professional Development Courses
- My Associations
- Support

Below the menu, there are sections for 'Communication three', 'Communication two', and 'Action Required: Home tab - Comm1' with a 'Mark as Complete' option. A 'View All' link is also present. At the bottom, there is a 'Quick Links' section with links for 'My Tickets', 'My Saved Jobs', and 'My Saved Courses'.

## PROFILE

1. Click the **Profile** icon on the top right corner and then click **My Profile** for an [overview of your profile](#).
2. Click the **Log Out** to exit from the portal.

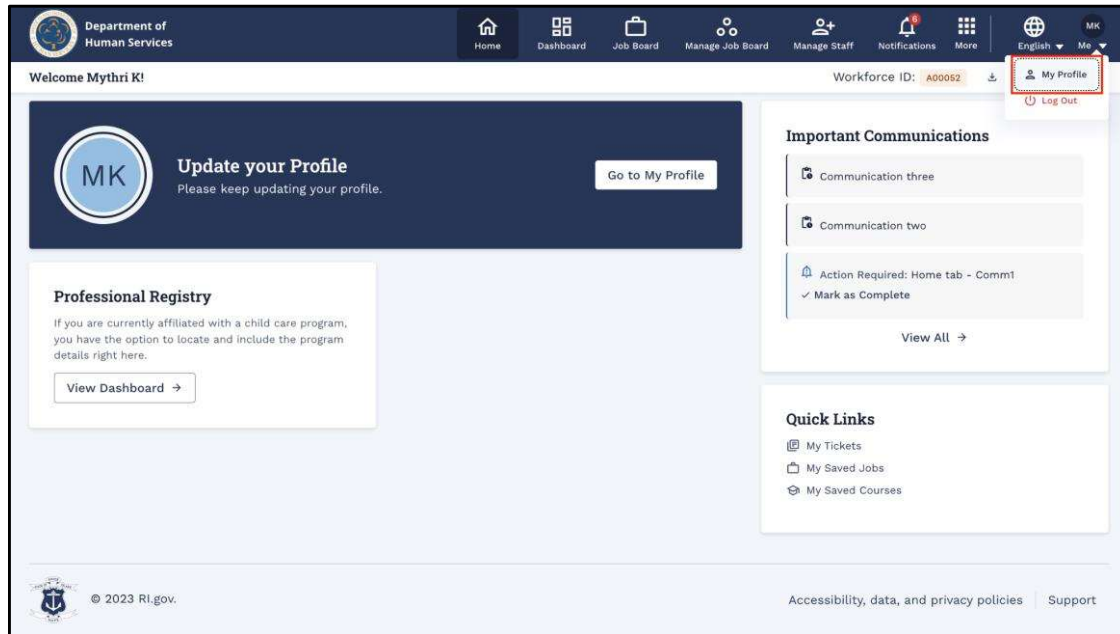


The screenshot displays the user interface of the Department of Human Services portal. At the top, a navigation bar includes the department logo, the name 'Department of Human Services', and several menu items: Home, Dashboard, Job Board, Manage Job Board, Manage Staff, Notifications, and More. On the right side of the navigation bar, there are language and user options: 'English' and 'Me' (with a dropdown arrow). The 'Me' dropdown is highlighted with a red box, showing 'My Profile' and 'Log Out' options. Below the navigation bar, the main content area is titled 'Welcome Mythri K!' and shows the user's 'Workforce ID: A00052'. The primary focus is a large dark blue banner with a circular profile icon containing the initials 'MK'. The banner text reads 'Update your Profile' and 'Please keep updating your profile.', with a 'Go to My Profile' button. Below this banner is a 'Professional Registry' section with a 'View Dashboard' button. To the right, there are sections for 'Important Communications' (listing 'Communication three', 'Communication two', and an 'Action Required' item) and 'Quick Links' (listing 'My Tickets', 'My Saved Jobs', and 'My Saved Courses'). The footer contains the copyright notice '© 2023 RI.gov.' and links for 'Accessibility, data, and privacy policies' and 'Support'.

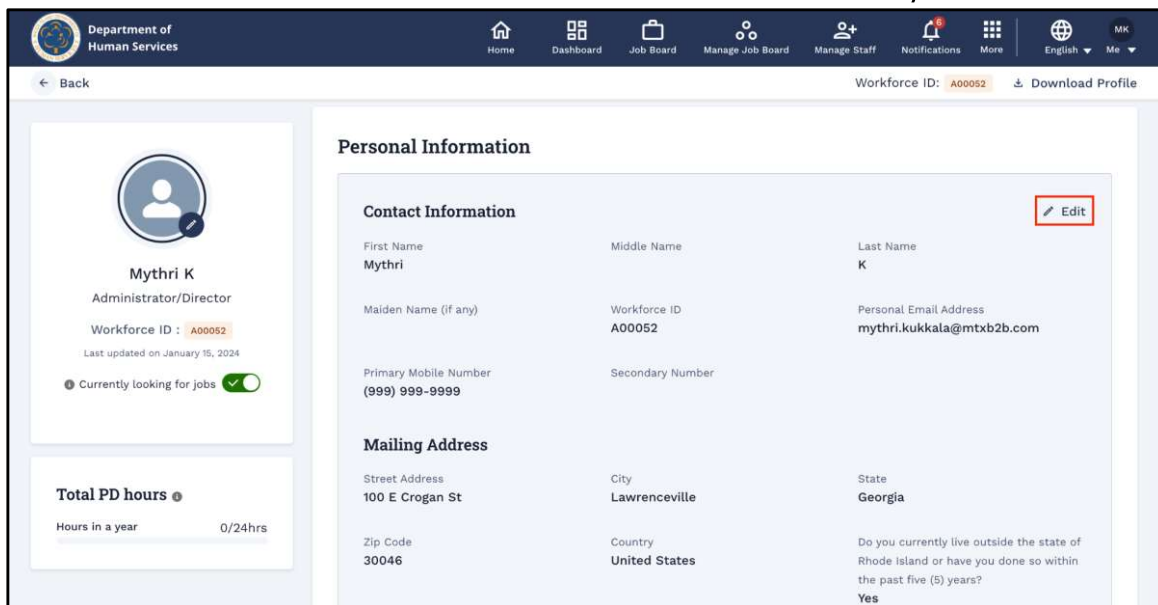
## MANAGING PROFILE INFORMATION

### EDITING PROFILE INFORMATION

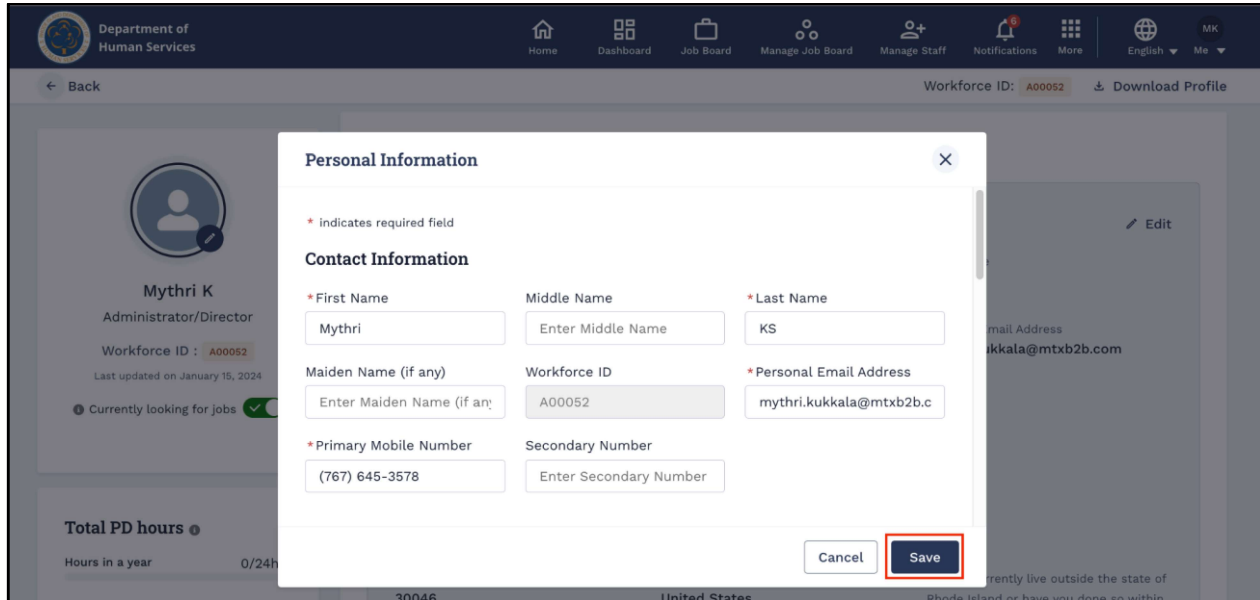
1. Click the **Profile** icon in the top right corner and click **My Profile**.



2. To edit the Profile details, click the **Edit** button on the section you want to change.



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



**Personal Information**

\* indicates required field

**Contact Information**

\* First Name: Mythri  
Middle Name: Enter Middle Name  
\* Last Name: KS

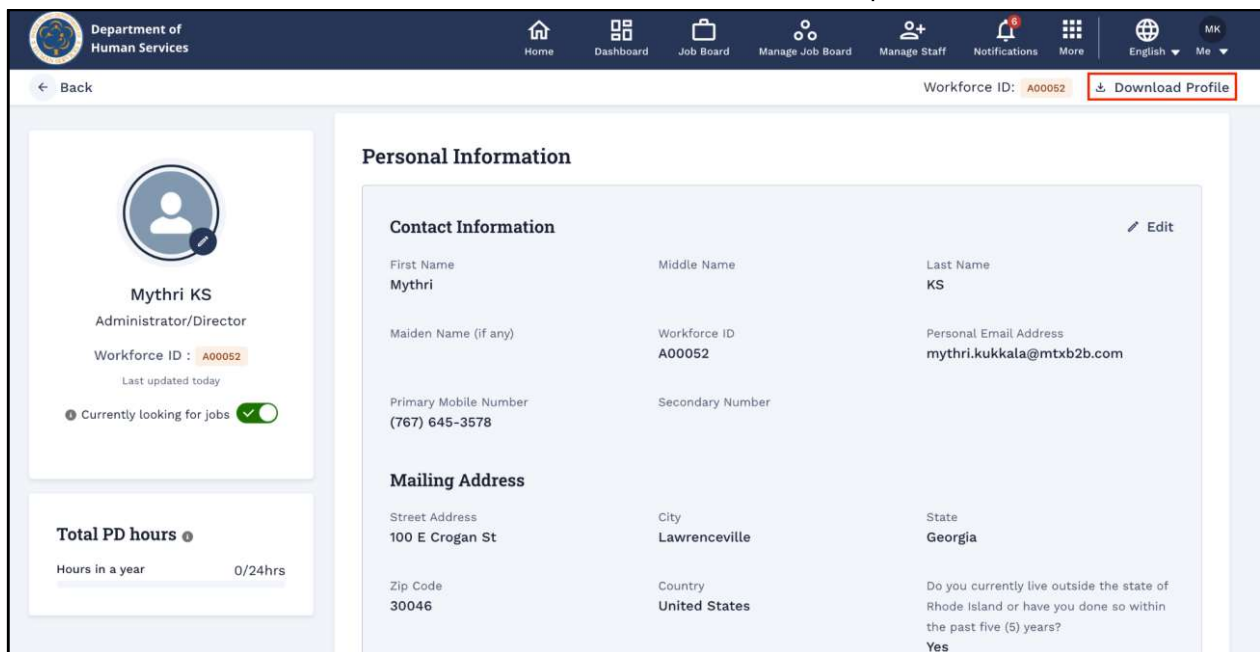
Maiden Name (if any): Enter Maiden Name (if any)  
Workforce ID: A00052  
\* Personal Email Address: mythri.kukkala@mtxb2b.c

\* Primary Mobile Number: (767) 645-3578  
Secondary Number: Enter Secondary Number

Buttons: Cancel, Save

## DOWNLOADING PROFILE INFORMATION

- Click on the **Download Profile** button to download the profile information.



**Personal Information**

**Contact Information** Edit

First Name: Mythri  
Middle Name: KS  
Last Name: KS

Maiden Name (if any):  
Workforce ID: A00052  
Personal Email Address: mythri.kukkala@mtxb2b.com

Primary Mobile Number: (767) 645-3578  
Secondary Number:

**Mailing Address**

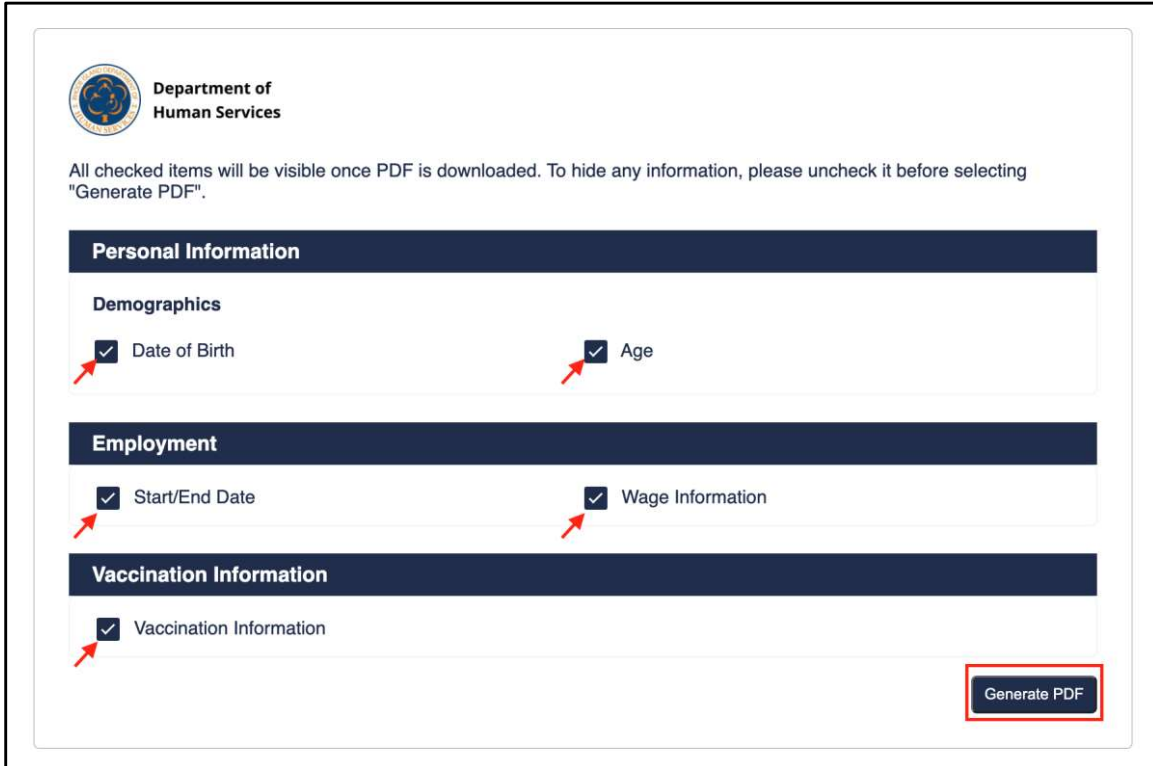
Street Address: 100 E Crogan St  
City: Lawrenceville  
State: Georgia

Zip Code: 30046  
Country: United States

Do you currently live outside the state of Rhode Island or have you done so within the past five (5) years?  
Yes

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

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



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**

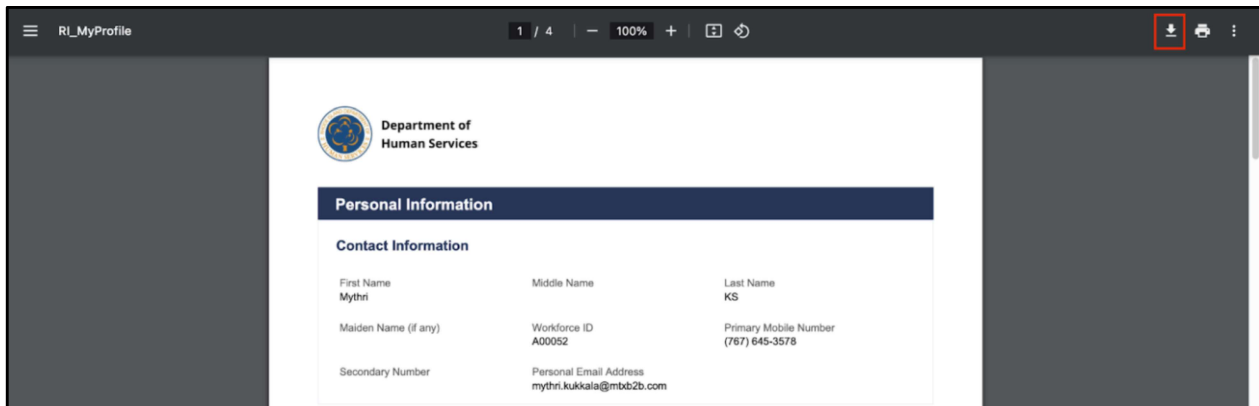
Start/End Date  Wage Information

**Vaccination Information**

Vaccination Information

Generate PDF

3. Click the **Download** button to download a copy of the pdf document on your local drive.



RL\_MyProfile

1 / 4 100%

Department of  
Human Services

**Personal Information**

**Contact Information**

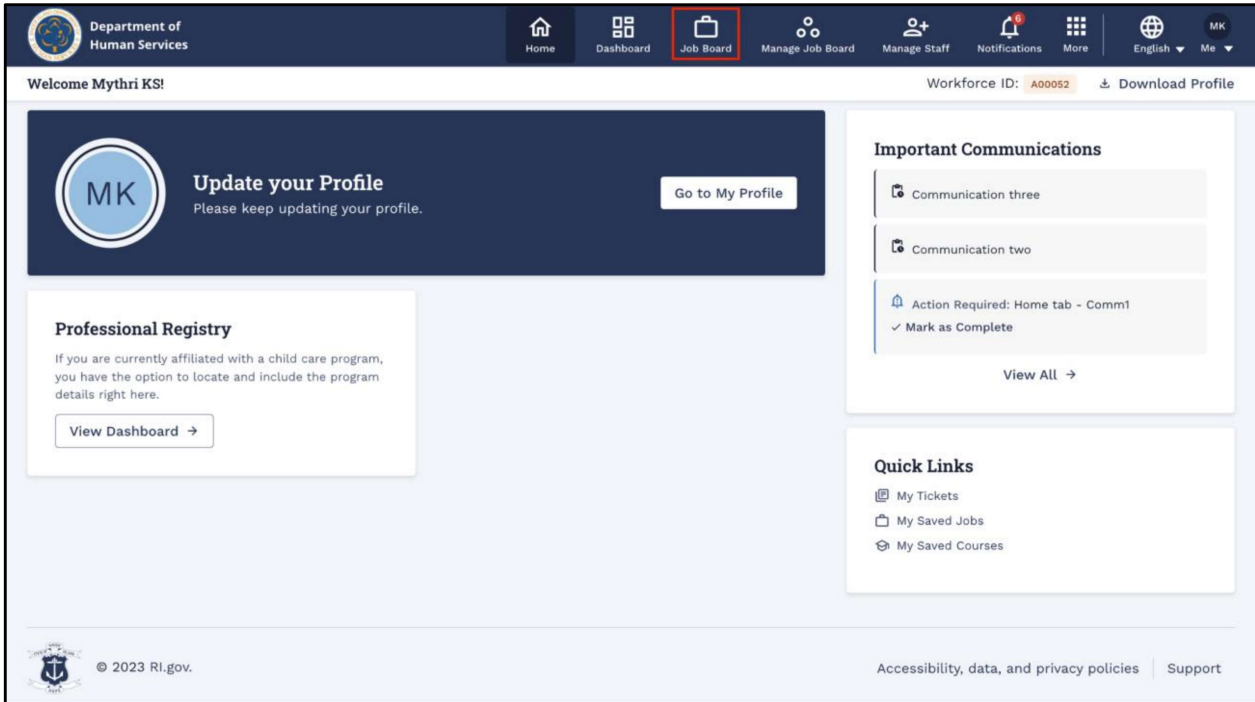
First Name Mythi	Middle Name	Last Name KS
Maiden Name (if any)	Workforce ID A00052	Primary Mobile Number (767) 645-3578
Secondary Number	Personal Email Address mythri.kukkala@mtxb2b.com	



## MANAGING JOB BOARDS

### VIEWING JOBS

1. Click the **Job Board** icon on the top of the page to view open job postings.



Department of Human Services

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

Welcome Mythri KS! Workforce ID: A00052 Download Profile

**Update your Profile**  
Please keep updating your profile. [Go to My Profile](#)

**Professional Registry**  
If you are currently affiliated with a child care program, you have the option to locate and include the program details right here.  
[View Dashboard →](#)

**Important Communications**

- Communication three
- Communication two
- Action Required: Home tab - Comm1  
✓ Mark as Complete

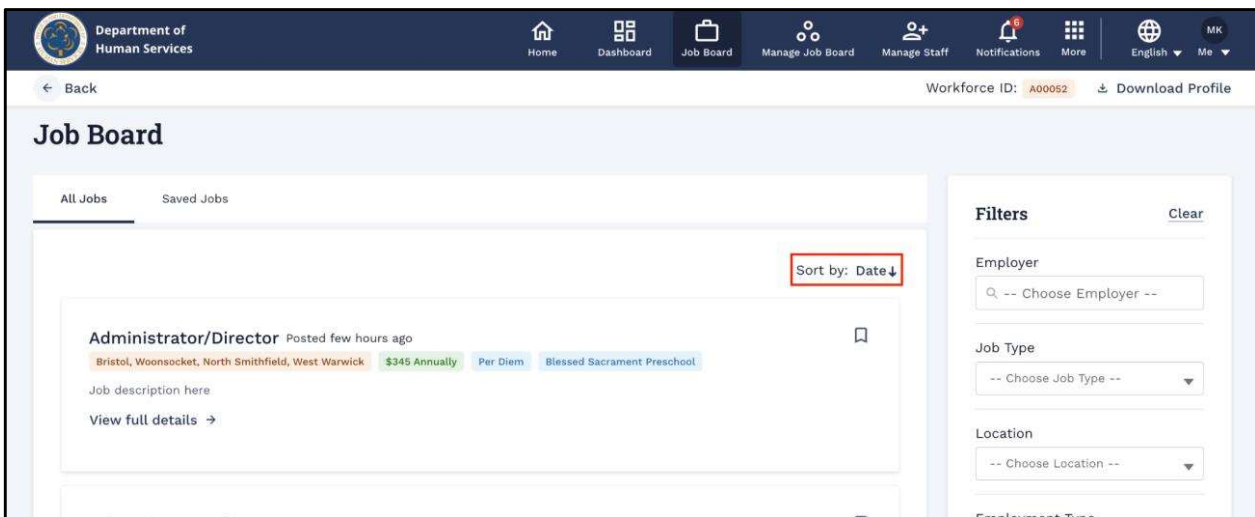
[View All →](#)

**Quick Links**

- My Tickets
- My Saved Jobs
- My Saved Courses

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2. Click on the **Sort by: Date** option to view the latest job posts on the top.



Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

← Back Workforce ID: A00052 Download Profile

**Job Board**

All Jobs Saved Jobs

Sort by: Date ↓

**Administrator/Director** Posted few hours ago  
Bristol, Woonsocket, North Smithfield, West Warwick \$345 Annually Per Diem Blessed Sacrament Preschool  
Job description here  
[View full details →](#)

**Filters** [Clear](#)

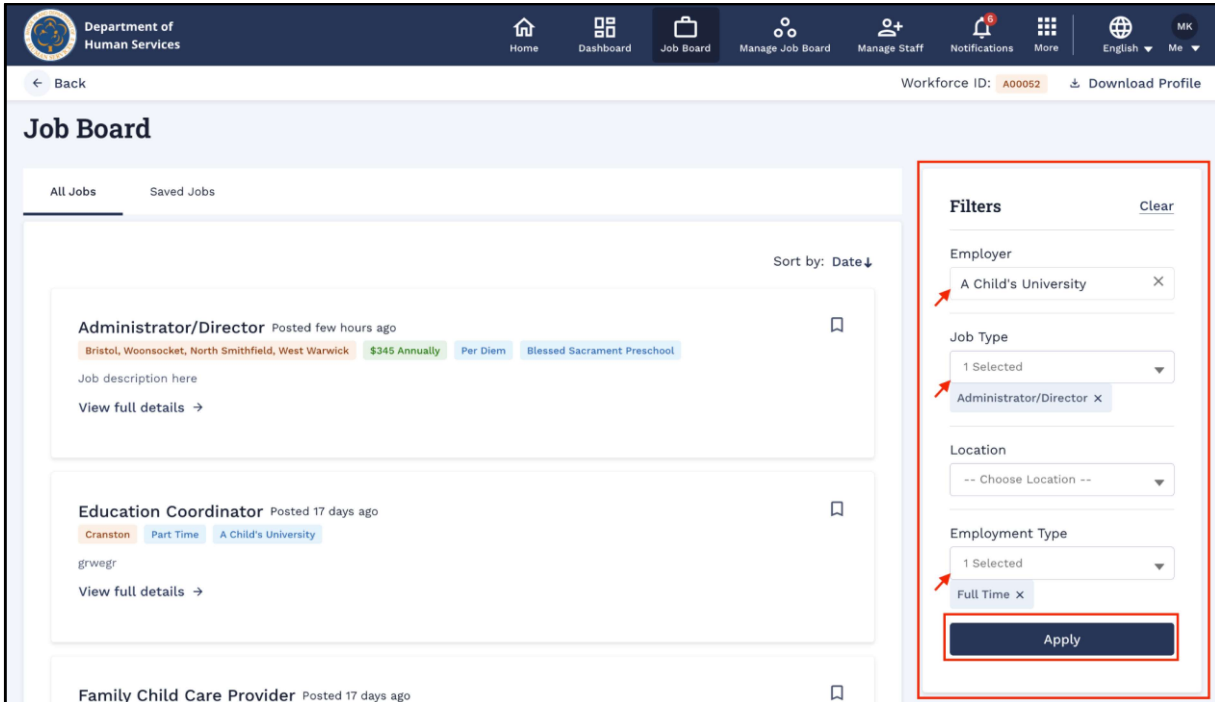
Employer  
Q -- Choose Employer --

Job Type  
-- Choose Job Type --

Location  
-- Choose Location --

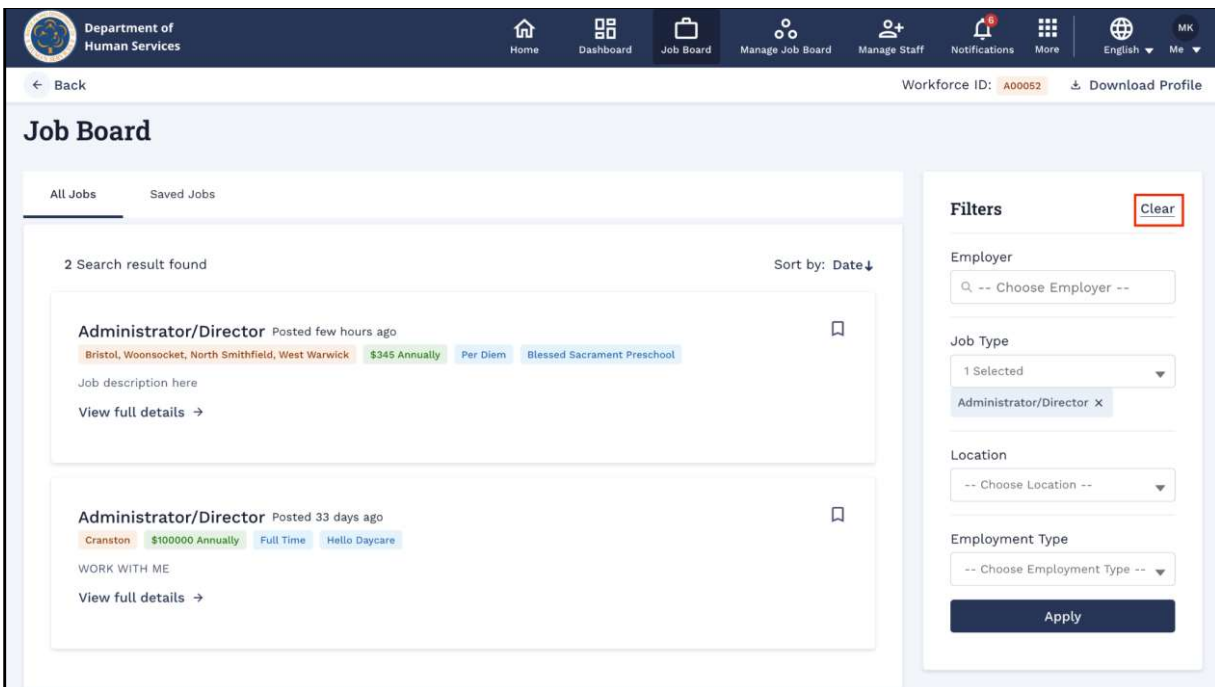
Employment Type

- Fill in the **Filters** options to search for the specific results and click the **Apply** button. The search result specific to the filter values will only be displayed.



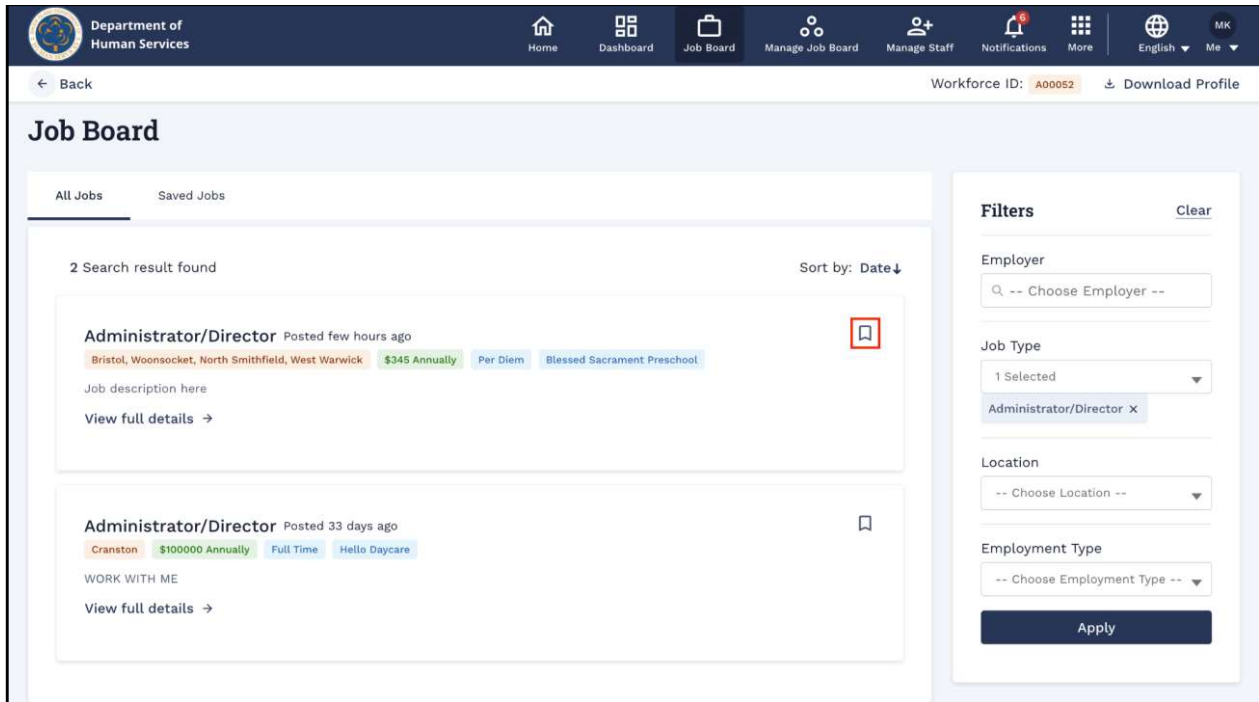
The screenshot shows the 'Job Board' interface. On the right side, there is a 'Filters' sidebar. The 'Employer' filter is set to 'A Child's University'. The 'Job Type' filter is set to 'Administrator/Director'. The 'Employment Type' filter is set to 'Full Time'. The 'Apply' button at the bottom of the filters sidebar is highlighted with a red box. The main job list shows results for 'Administrator/Director' and 'Education Coordinator'.

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



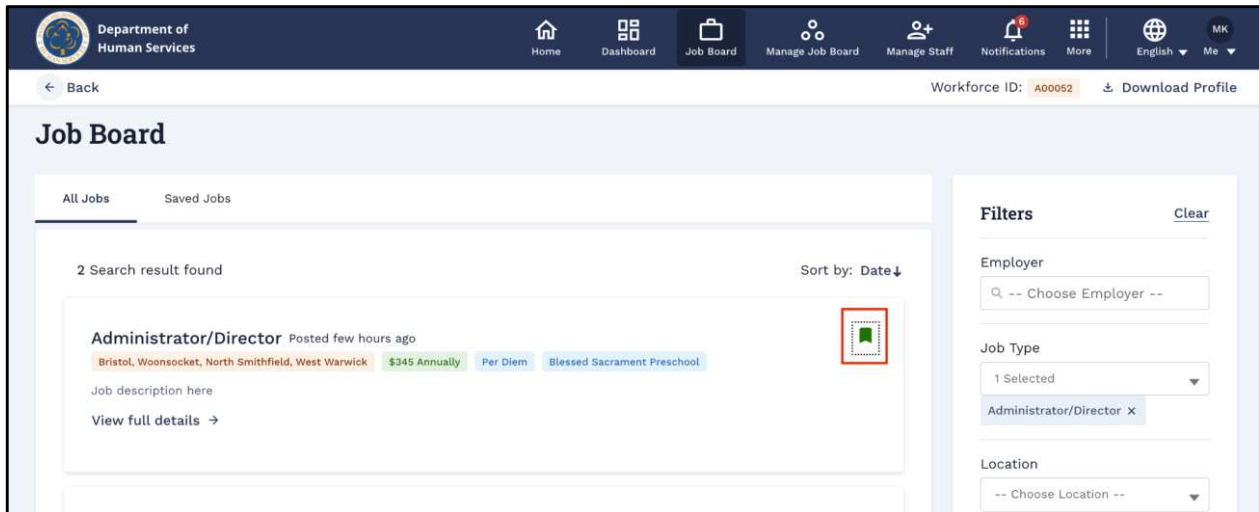
The screenshot shows the 'Job Board' interface with the filters cleared. The 'Clear' button at the top right of the filters sidebar is highlighted with a red box. The main job list shows '2 Search result found' and lists 'Administrator/Director' jobs.

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



The screenshot shows the 'Job Board' page in the Department of Human Services system. The top navigation bar includes 'Home', 'Dashboard', 'Job Board', 'Manage Job Board', 'Manage Staff', 'Notifications', 'More', 'English', and 'Me'. The main content area shows '2 Search result found' and a list of job postings. The first job is 'Administrator/Director' posted 'few hours ago' with details: 'Bristol, Woonsocket, North Smithfield, West Warwick', '\$345 Annually', 'Per Diem', and 'Blessed Sacrament Preschool'. A red box highlights the bookmark icon in the top right corner of this job card. The second job is 'Administrator/Director' posted '33 days ago' with details: 'Cranston', '\$100000 Annually', 'Full Time', and 'Hello Daycare'. A 'Filters' sidebar on the right includes sections for 'Employer', 'Job Type' (with 'Administrator/Director' selected), 'Location', and 'Employment Type'. An 'Apply' button is at the bottom of the filters.

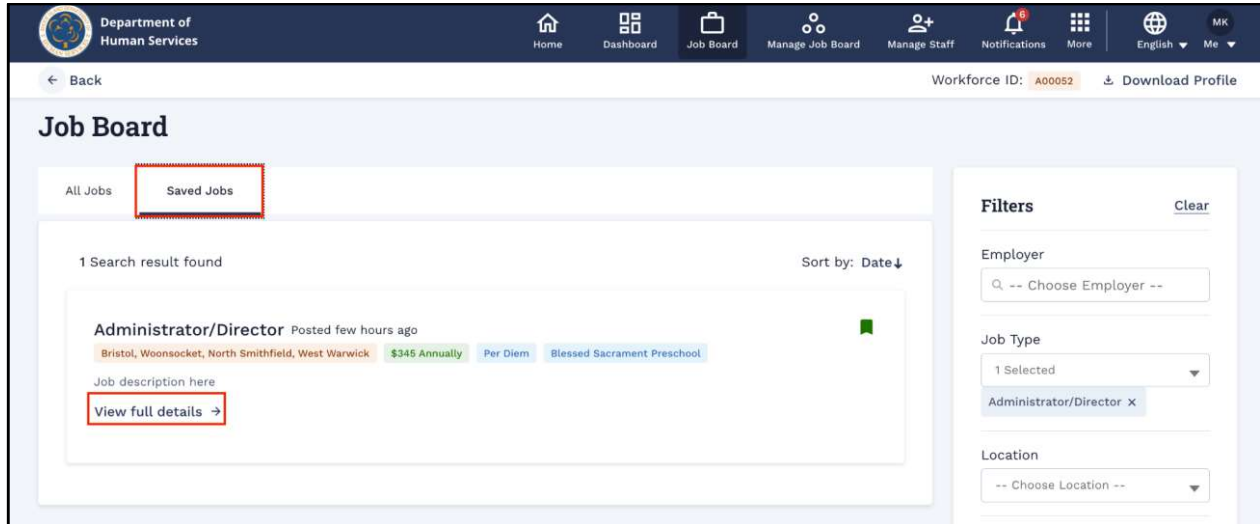
The job record will be successfully bookmarked.



This screenshot is identical to the previous one, but the bookmark icon on the first job card is now green, indicating it has been successfully saved. The rest of the interface, including the navigation bar, search results, and filters, remains the same.

5. Click the **Saved Jobs** tab to view all the saved jobs.

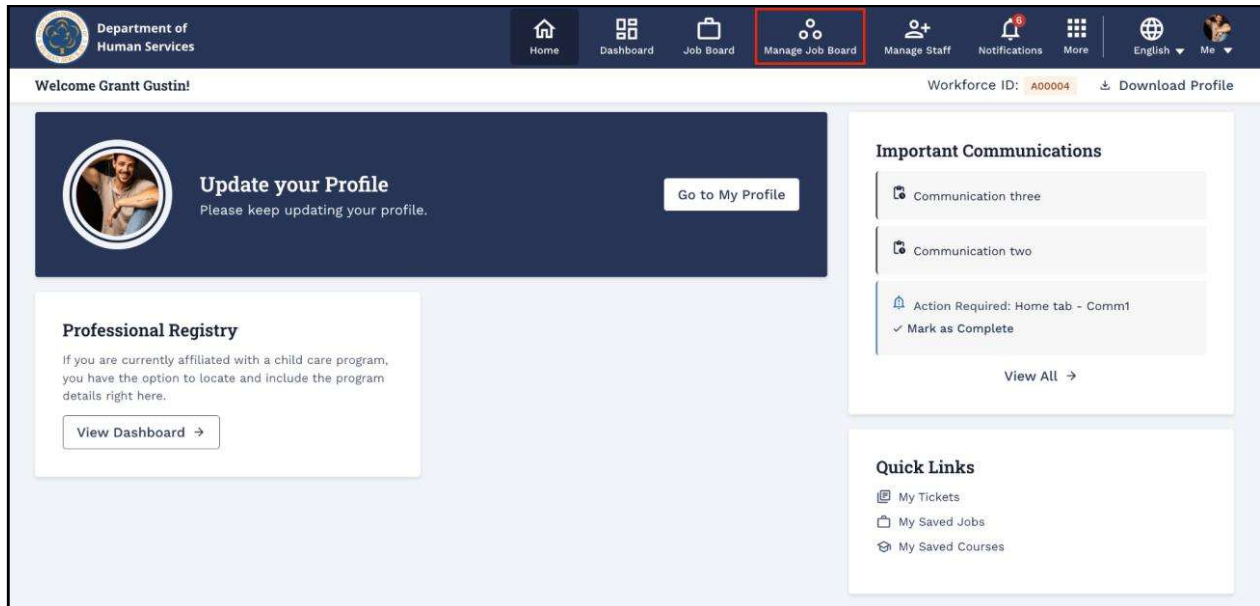
**Note:** Click the **View full details**→ to view the complete job details.



The screenshot shows the 'Job Board' interface. At the top, there is a navigation bar with 'Home', 'Dashboard', 'Job Board', 'Manage Job Board', 'Manage Staff', 'Notifications', and 'More'. The 'Job Board' tab is active. Below the navigation bar, there is a 'Back' button and a 'Workforce ID: A00052' with a 'Download Profile' link. The main content area is titled 'Job Board' and has two tabs: 'All Jobs' and 'Saved Jobs'. The 'Saved Jobs' tab is selected. Below the tabs, it says '1 Search result found' and 'Sort by: Date ↓'. The search result is for an 'Administrator/Director' position, posted 'few hours ago'. The job details include 'Bristol, Woonsocket, North Smithfield, West Warwick', '\$345 Annually', 'Per Diem', and 'Blessed Sacrament Preschool'. There is a 'View full details →' link highlighted with a red box. On the right side, there are 'Filters' for 'Employer', 'Job Type', and 'Location'. The 'Job Type' filter is set to '1 Selected' and 'Administrator/Director x'.

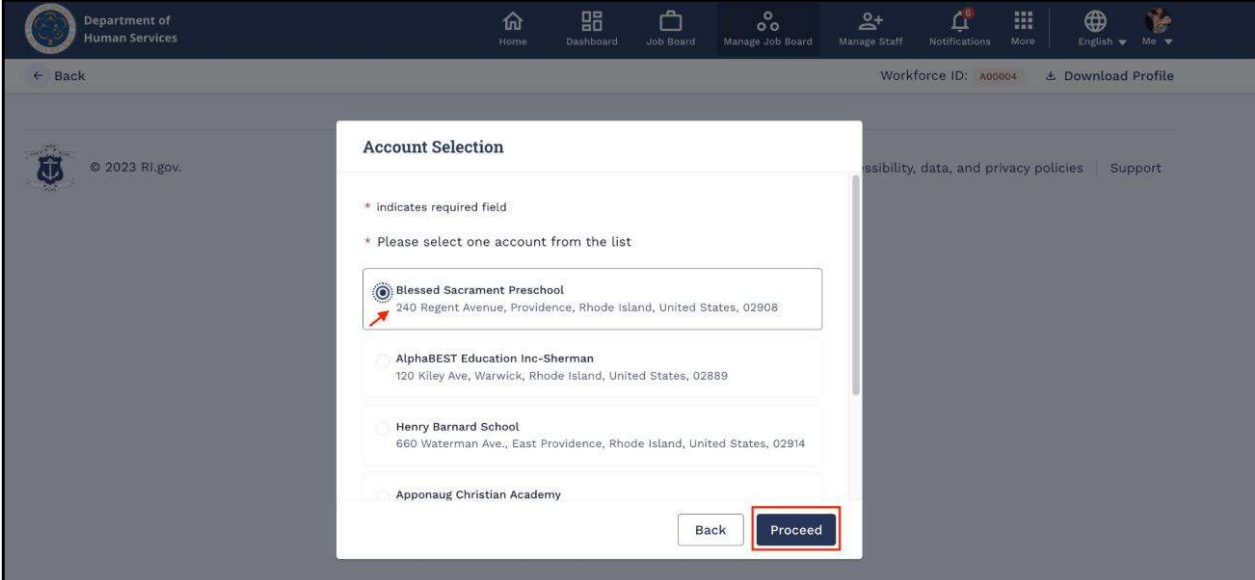
## PUBLISHING A JOB

1. Click **Manage Job Boards**.



The screenshot shows the user dashboard for Grantt Gustin. The navigation bar at the top includes 'Home', 'Dashboard', 'Job Board', 'Manage Job Board', 'Manage Staff', 'Notifications', and 'More'. The 'Manage Job Board' button is highlighted with a red box. Below the navigation bar, there is a 'Welcome Grantt Gustin!' message and a 'Workforce ID: A00004' with a 'Download Profile' link. The main content area is divided into several sections: 'Update your Profile' with a 'Go to My Profile' button, 'Professional Registry' with a 'View Dashboard →' button, 'Important Communications' with a 'View All →' link, and 'Quick Links' with links to 'My Tickets', 'My Saved Jobs', and 'My Saved Courses'.

2. Select the Account and click **Proceed**.

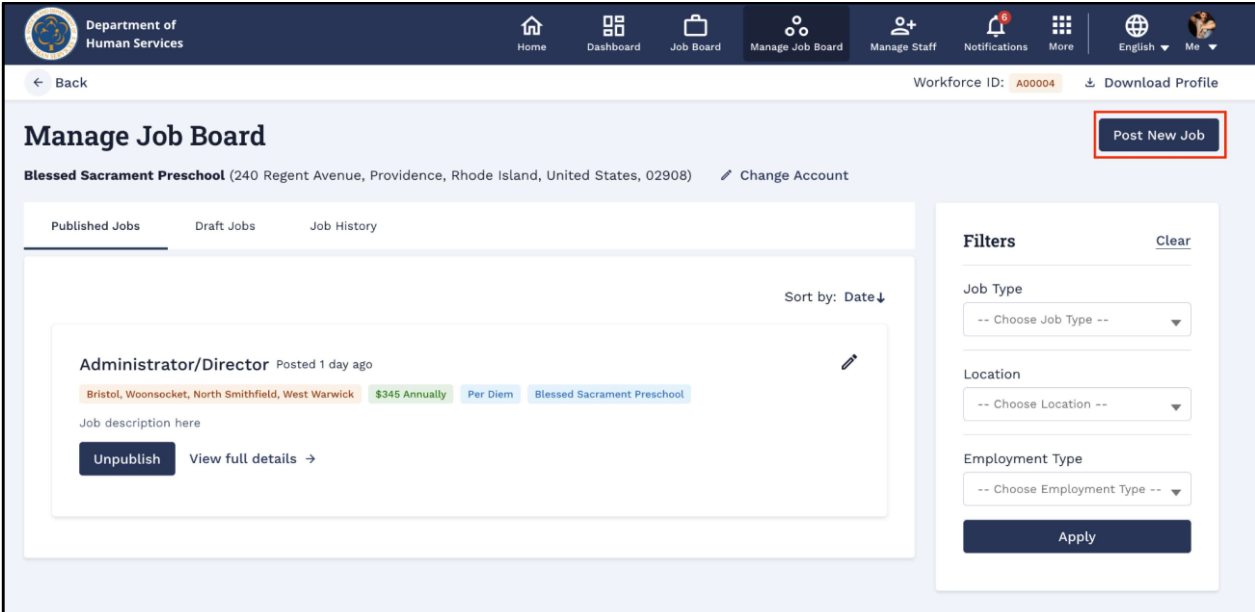


The screenshot shows the 'Account Selection' modal. At the top, it says 'Account Selection' and includes a note: '\* indicates required field'. Below that, it says '\* Please select one account from the list'. There are four radio button options, each with a name and address:
 

- Blessed Sacrament Preschool  
240 Regent Avenue, Providence, Rhode Island, United States, 02908
- AlphaBEST Education Inc-Sherman  
120 Kiley Ave, Warwick, Rhode Island, United States, 02889
- Henry Barnard School  
660 Waterman Ave., East Providence, Rhode Island, United States, 02914
- Apponaug Christian Academy

 At the bottom of the modal are two buttons: 'Back' and 'Proceed'. The 'Proceed' button is highlighted with a red box.

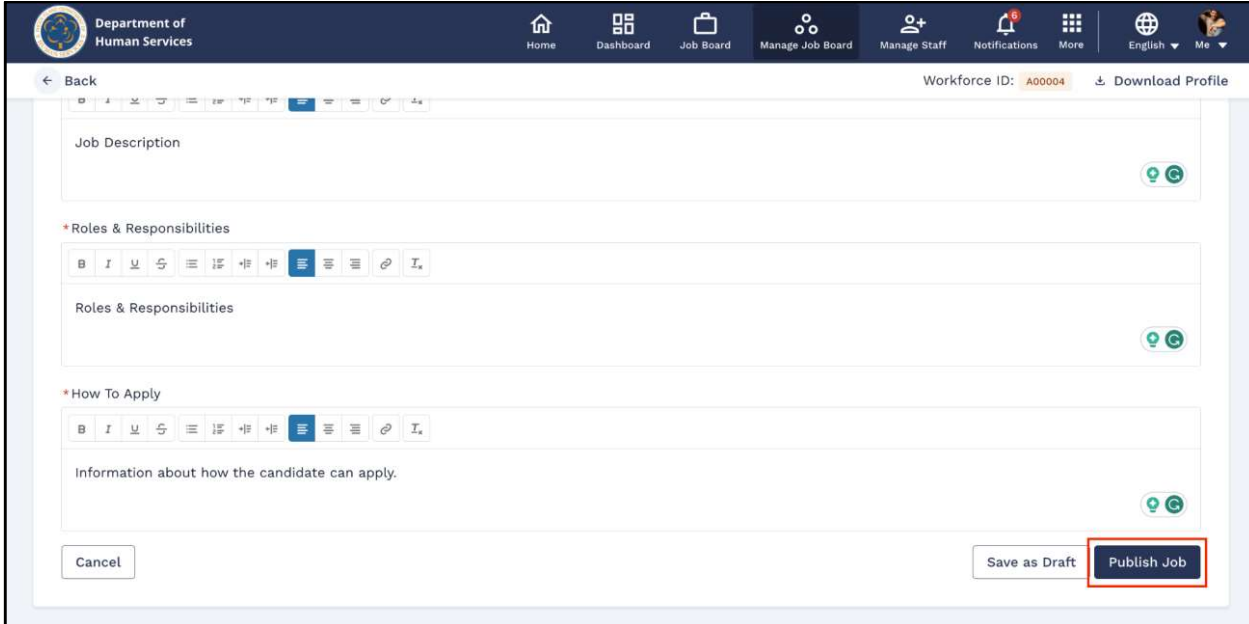
3. Click on the **Post New Job** button.



The screenshot shows the 'Manage Job Board' page. At the top right, there is a 'Post New Job' button highlighted with a red box. Below the header, the page title is 'Manage Job Board' and the current account is 'Blessed Sacrament Preschool (240 Regent Avenue, Providence, Rhode Island, United States, 02908)'. There are tabs for 'Published Jobs', 'Draft Jobs', and 'Job History'. The 'Published Jobs' tab is active, showing a job listing for 'Administrator/Director' posted 1 day ago. The job listing includes location tags (Bristol, Woonsocket, North Smithfield, West Warwick), salary (\$345 Annually), and employment type (Per Diem). There are 'Unpublish' and 'View full details' buttons. On the right side, there is a 'Filters' panel with dropdown menus for 'Job Type', 'Location', and 'Employment Type', and an 'Apply' button.

- Fill in all the details and click **Publish Job**.

**Note:** Click **Save as Draft** to fill in the details later.



Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

Workforce ID: A00004 Download Profile

Back

Job Description

\*Roles & Responsibilities

Roles & Responsibilities

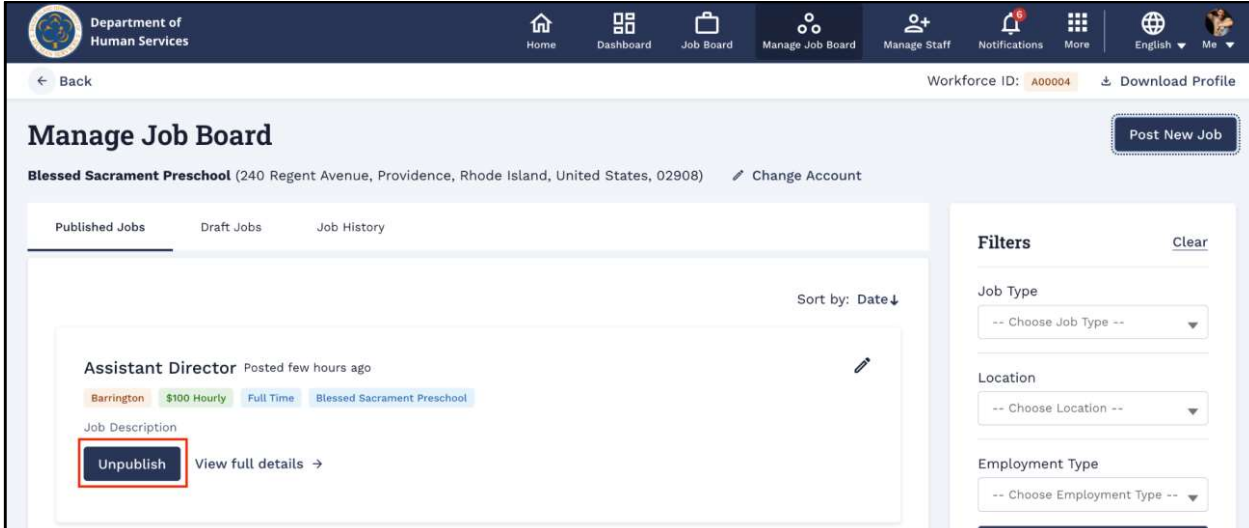
\*How To Apply

Information about how the candidate can apply.

Cancel Save as Draft **Publish Job**

## UNPUBLISHING A JOB

- Click **Unpublish** to remove the job from the Job Board.



Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

Workforce ID: A00004 Download Profile

Manage Job Board Post New Job

Blessed Sacrament Preschool (240 Regent Avenue, Providence, Rhode Island, United States, 02908) Change Account

Published Jobs Draft Jobs Job History

Sort by: Date ↓

Assistant Director Posted few hours ago

Barrington \$100 Hourly Full Time Blessed Sacrament Preschool

Job Description

**Unpublish** View full details →

Filters Clear

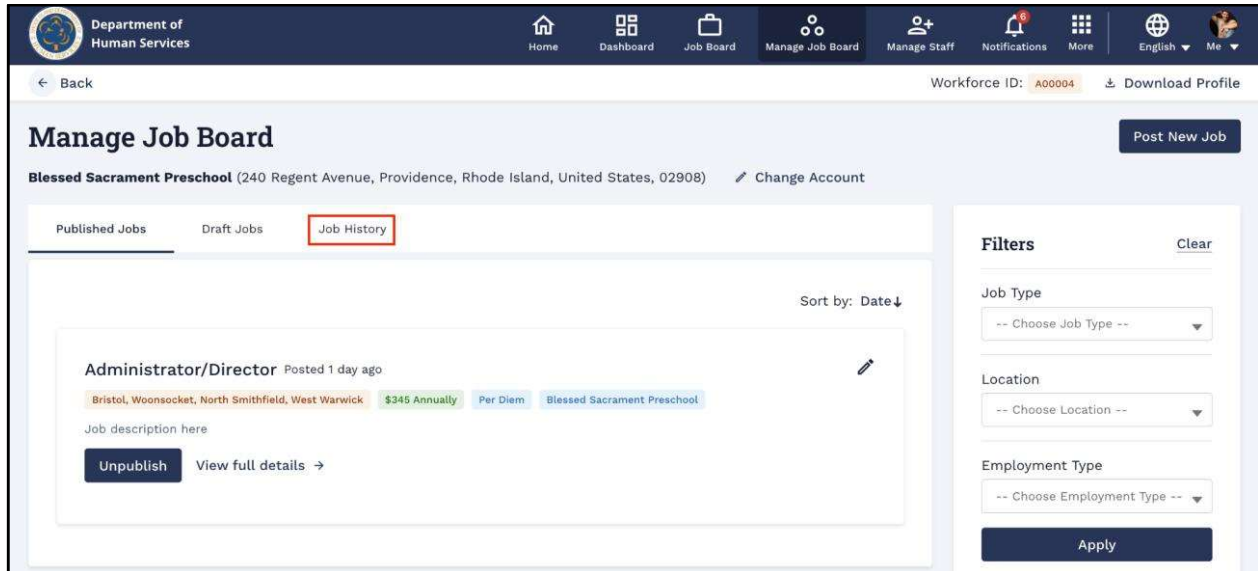
Job Type -- Choose Job Type --

Location -- Choose Location --

Employment Type -- Choose Employment Type --

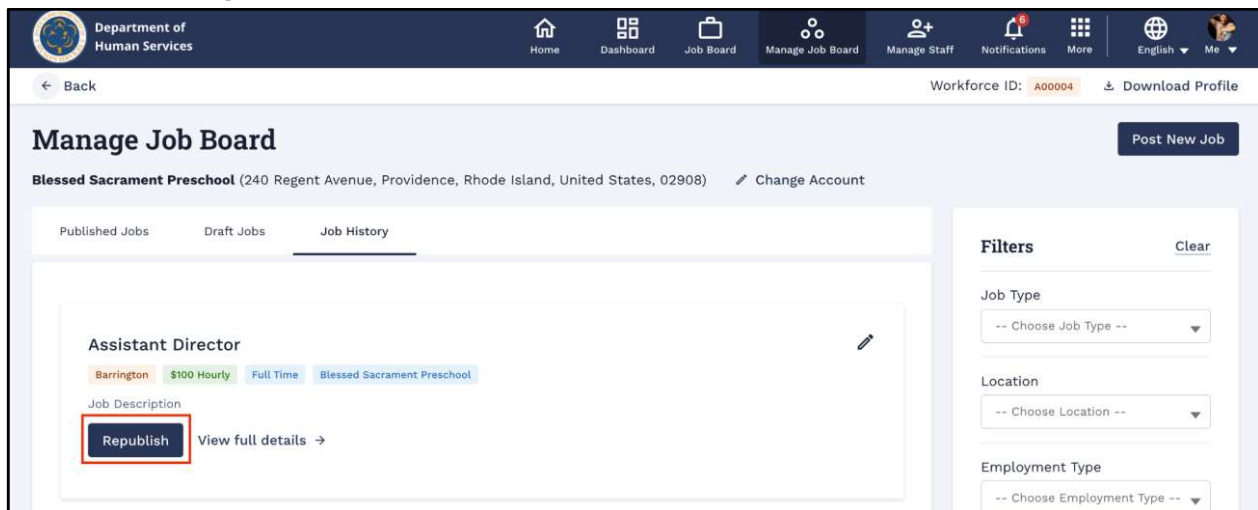
## REPUBLISHING A JOB

1. Click the **Job History** tab.



The screenshot shows the 'Manage Job Board' interface for 'Blessed Sacrament Preschool'. The 'Job History' tab is selected and highlighted with a red box. A job listing for 'Administrator/Director' is visible, posted 1 day ago. The job details include location (Bristol, Woonsocket, North Smithfield, West Warwick), salary (\$345 Annually), and employment type (Per Diem). The 'Unpublish' button is visible, and the 'Job History' tab is highlighted with a red box.

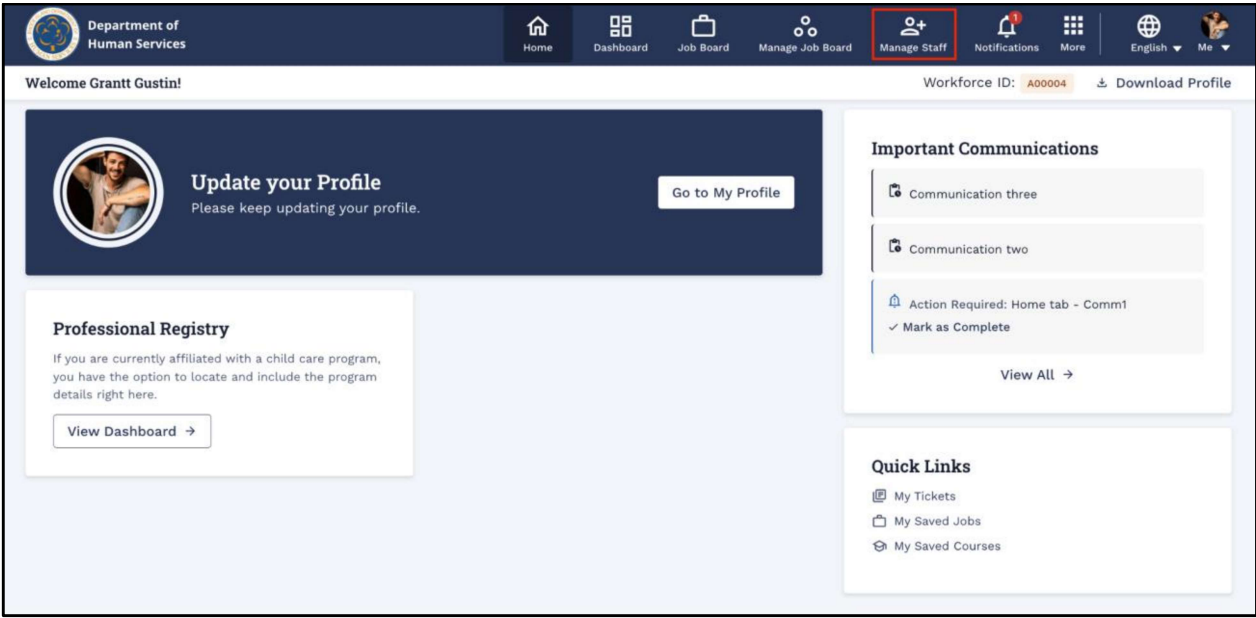
2. Click **Republish**.



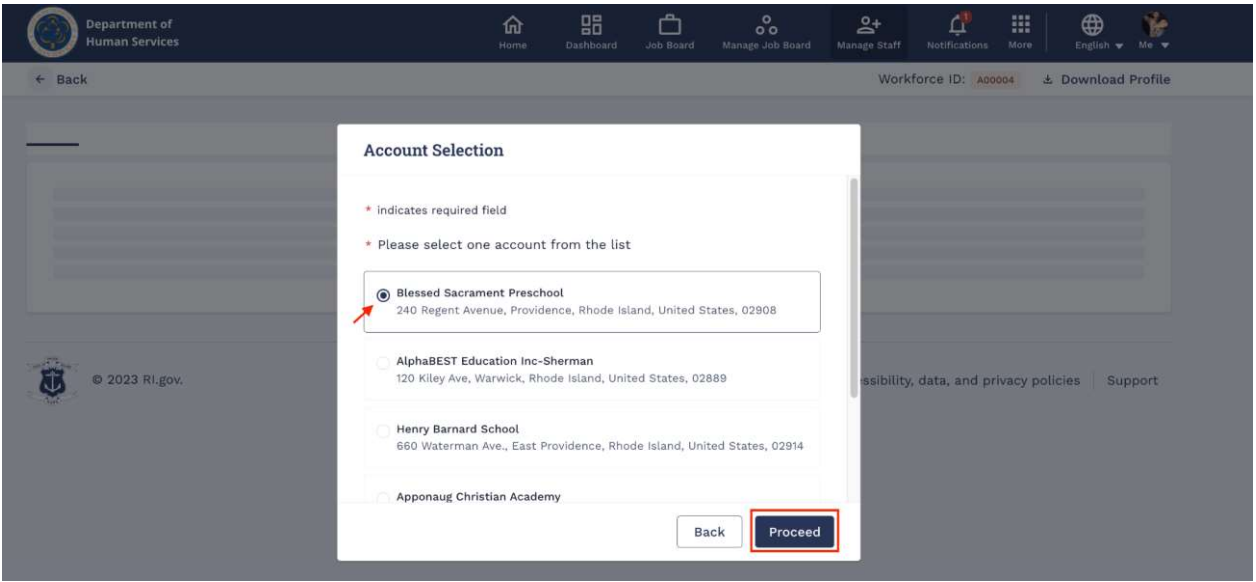
The screenshot shows the 'Manage Job Board' interface for 'Blessed Sacrament Preschool'. The 'Job History' tab is selected. A job listing for 'Assistant Director' is visible, located in Barrington, with a salary of \$100 Hourly and Full Time employment. The 'Republish' button is highlighted with a red box.

# MANAGING STAFF

1. Click on the **Manage Staff** tab.



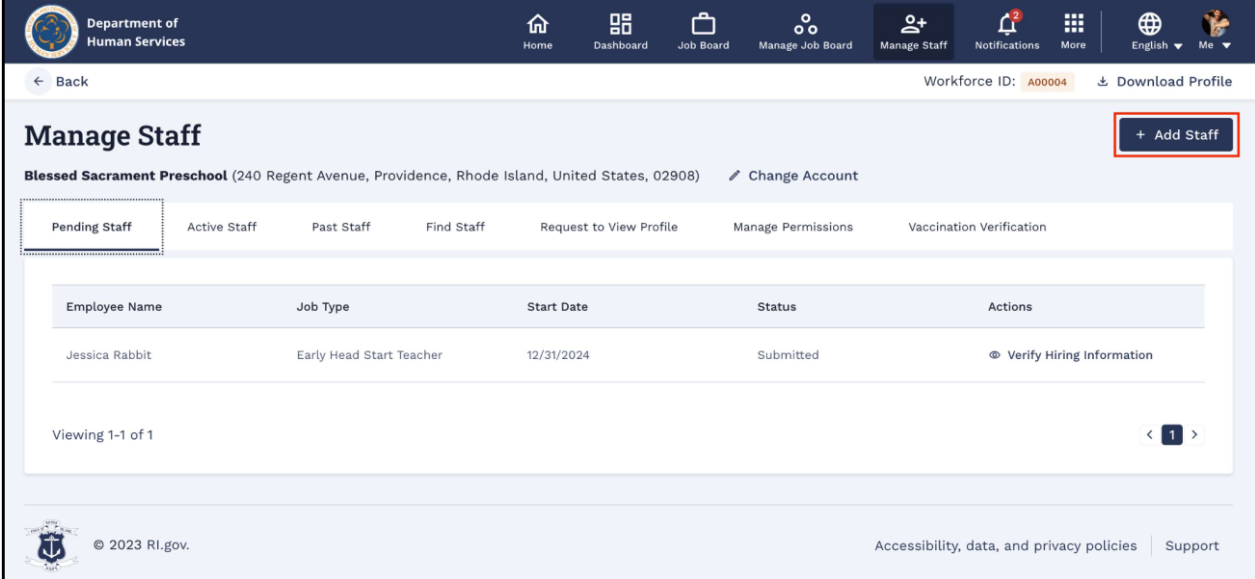
2. Select an Account and click **Proceed**.





## ADDING STAFF

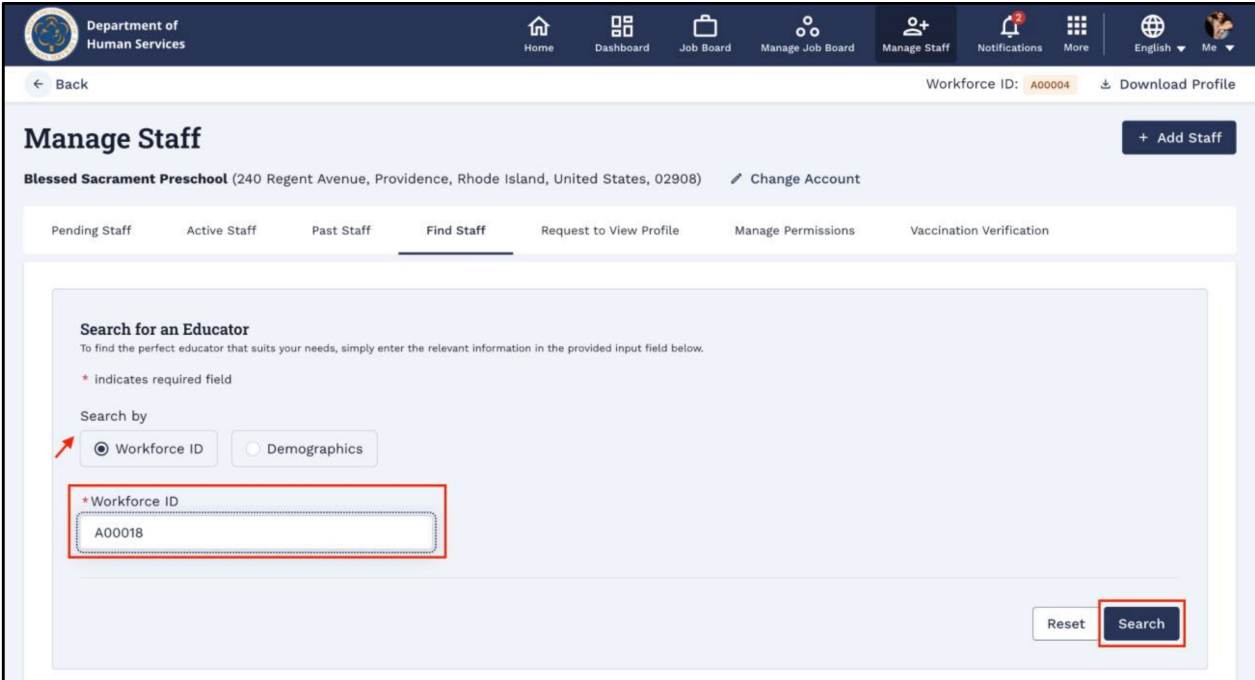
1. Click on the **Add Staff** button.



The screenshot shows the 'Manage Staff' interface for 'Blessed Sacrament Preschool'. The top navigation bar includes 'Home', 'Dashboard', 'Job Board', 'Manage Job Board', 'Manage Staff', 'Notifications', 'More', 'English', and 'Me'. The main content area has a 'Back' button and 'Workforce ID: A00004' with a 'Download Profile' link. The 'Manage Staff' title is followed by a '+ Add Staff' button, which is highlighted with a red box. Below the title, there are tabs for 'Pending Staff', 'Active Staff', 'Past Staff', 'Find Staff', 'Request to View Profile', 'Manage Permissions', and 'Vaccination Verification'. A table lists staff members with columns for 'Employee Name', 'Job Type', 'Start Date', 'Status', and 'Actions'. One entry is visible: Jessica Rabbit, Early Head Start Teacher, 12/31/2024, Submitted, with a 'Verify Hiring Information' action. The footer includes '© 2023 RI.gov' and 'Accessibility, data, and privacy policies | Support'.

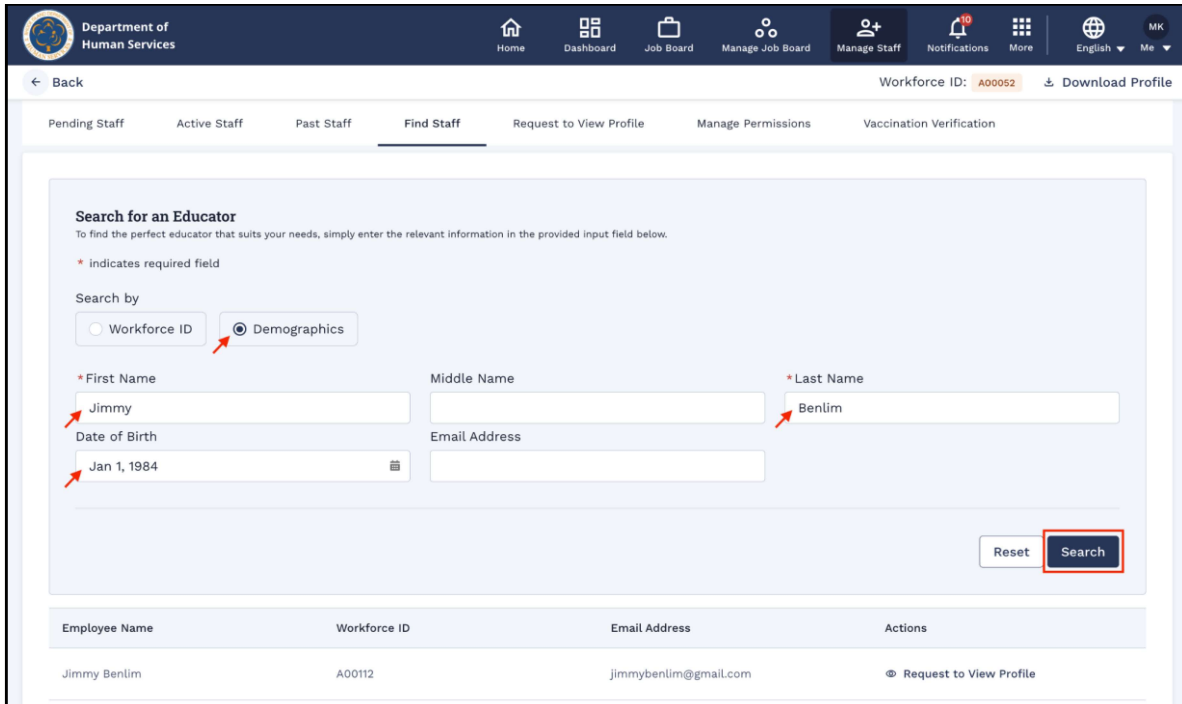
2. Do one of the following:

- Select **Workforce ID**, enter the **Workforce ID**, and click **Search**.



The screenshot shows the 'Search for an Educator' form. The top navigation bar is identical to the previous screenshot. The 'Manage Staff' title is followed by a '+ Add Staff' button. Below the title, there are tabs for 'Pending Staff', 'Active Staff', 'Past Staff', 'Find Staff', 'Request to View Profile', 'Manage Permissions', and 'Vaccination Verification'. The 'Find Staff' tab is selected. The form is titled 'Search for an Educator' and includes a note: 'To find the perfect educator that suits your needs, simply enter the relevant information in the provided input field below.' A legend indicates '\* indicates required field'. The 'Search by' section has two radio buttons: 'Workforce ID' (selected) and 'Demographics'. Below this, the '\* Workforce ID' input field contains the text 'A00018' and is highlighted with a red box. At the bottom right of the form, there are 'Reset' and 'Search' buttons, with the 'Search' button highlighted by a red box.

- Select **Demographics**, fill in the details, and click **Search**.



Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

Workforce ID: A00052 Download Profile

Pending Staff Active Staff Past Staff **Find Staff** Request to View Profile Manage Permissions Vaccination Verification

**Search for an Educator**  
To find the perfect educator that suits your needs, simply enter the relevant information in the provided input field below.

\* indicates required field

Search by

Workforce ID  Demographics

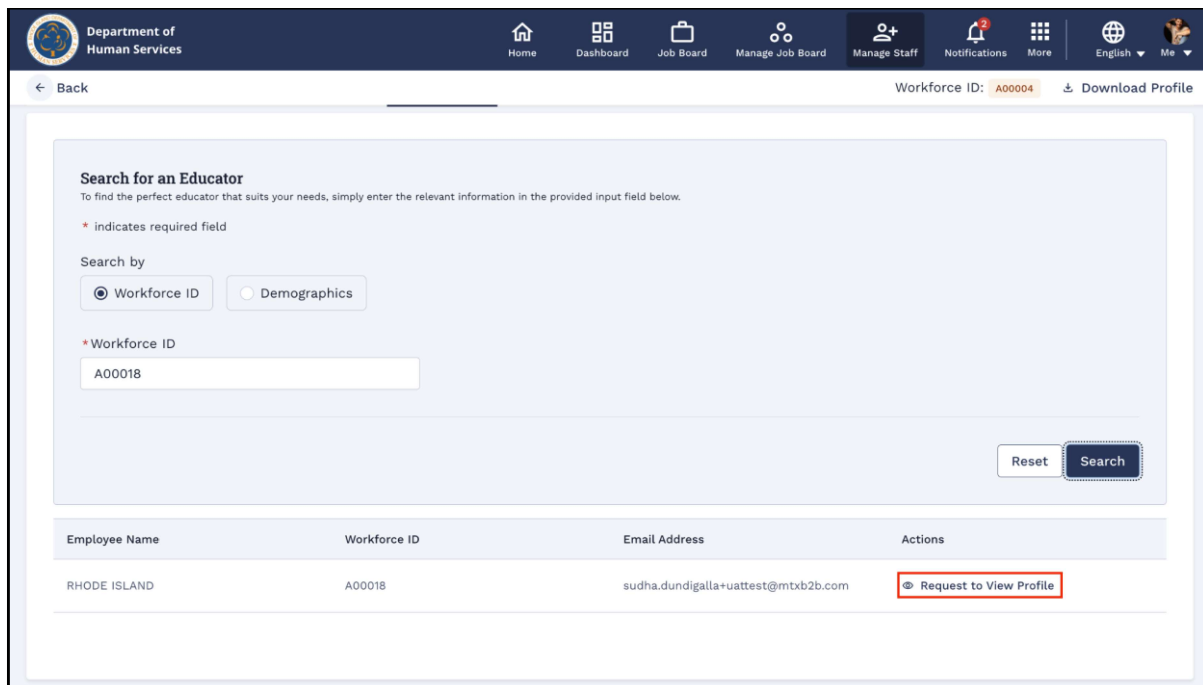
\* First Name Jimmy Middle Name Last Name Benlim

Date of Birth Jan 1, 1984 Email Address

Reset Search

Employee Name	Workforce ID	Email Address	Actions
Jimmy Benlim	A00112	jimmybenlim@gmail.com	<a href="#">Request to View Profile</a>

3. Click the **Request to View Profile** link to send a request to the Educator to view their profile.



Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

Workforce ID: A00004 Download Profile

Back

**Search for an Educator**  
To find the perfect educator that suits your needs, simply enter the relevant information in the provided input field below.

\* indicates required field

Search by

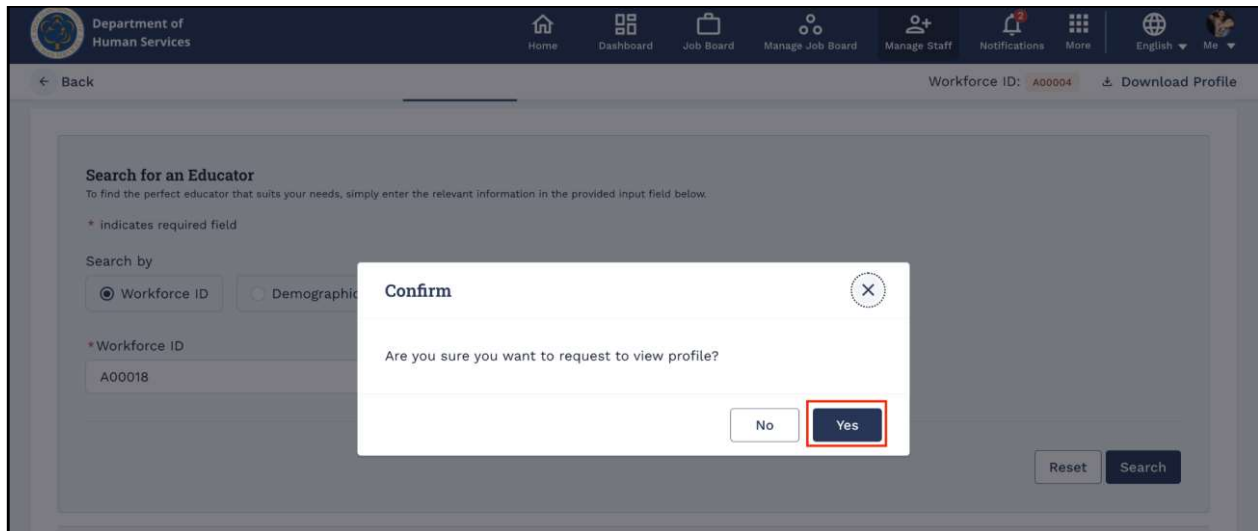
Workforce ID  Demographics

\* Workforce ID A00018

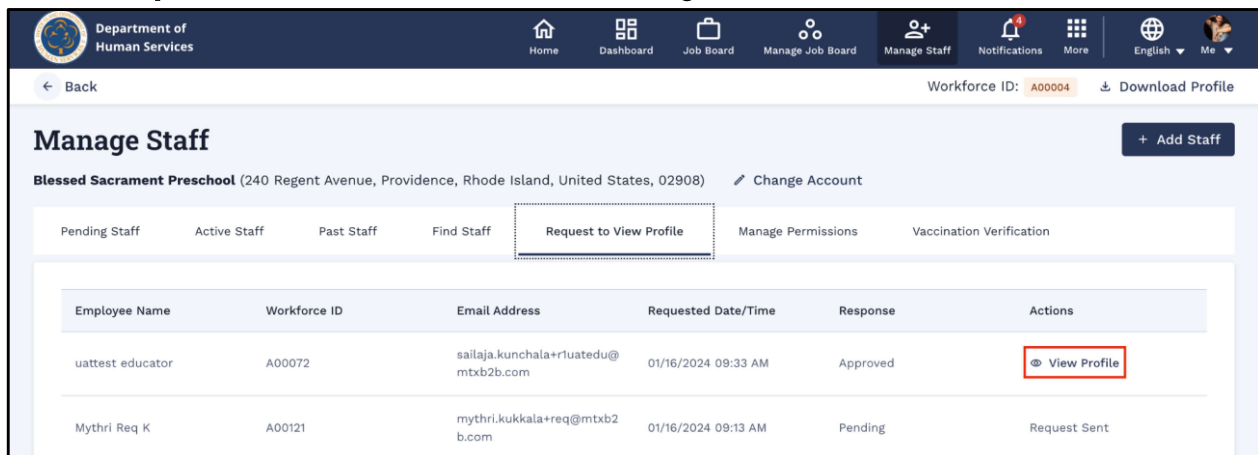
Reset Search

Employee Name	Workforce ID	Email Address	Actions
RHODE ISLAND	A00018	sudha.dundigalla+uattest@mtxb2b.com	<a href="#">Request to View Profile</a>

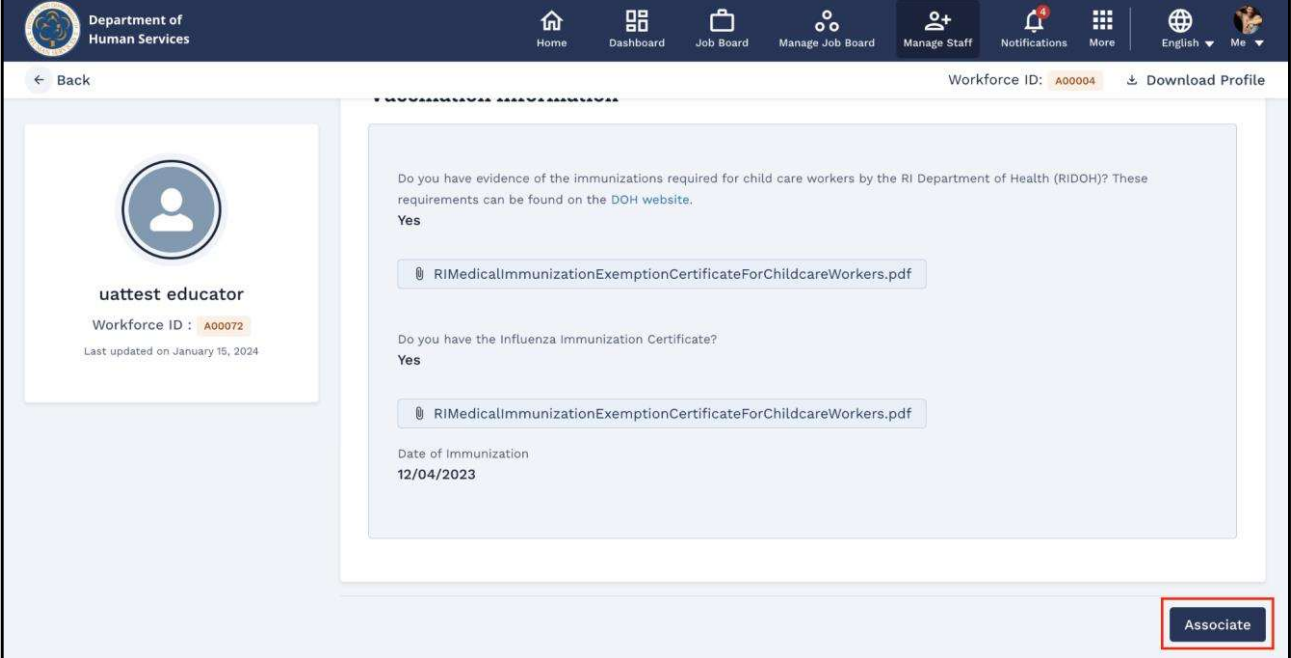
4. Click **Yes**, at the prompt.



5. Once the request is approved, you can view the profile by going to the **Request to View Profile** tab and clicking the **View Profile** link.

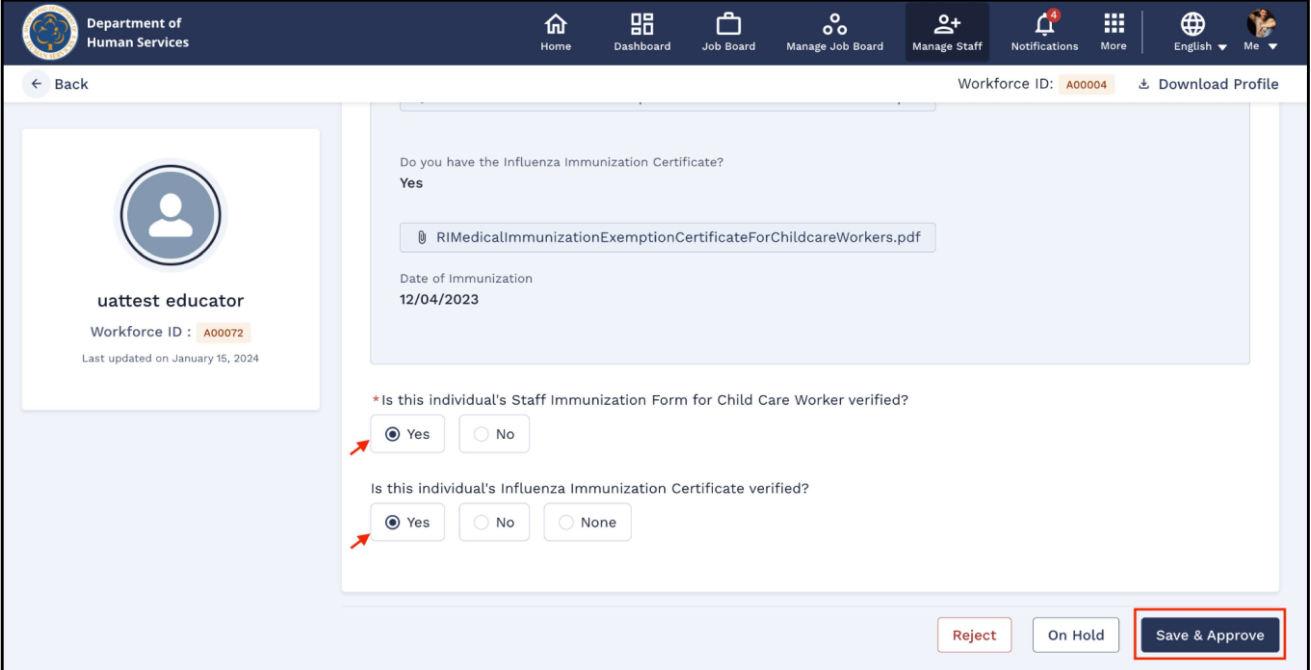


6. Review the profile and click **Associate**.



The screenshot shows a user interface for reviewing a provider's profile. On the left, there is a profile card for "uattest educator" with Workforce ID: A00072, last updated on January 15, 2024. The main area contains two questions: "Do you have evidence of the immunizations required for child care workers by the RI Department of Health (RIDOH)? These requirements can be found on the DOH website." and "Do you have the Influenza Immunization Certificate?". Both questions have a "Yes" response and a file upload field containing "RIMedicalImmunizationExemptionCertificateForChildcareWorkers.pdf". Below the second question, the "Date of Immunization" is listed as "12/04/2023". At the bottom right, there is a blue "Associate" button highlighted with a red box.

7. Select **Yes** for the questions and click **Save & Approve**.

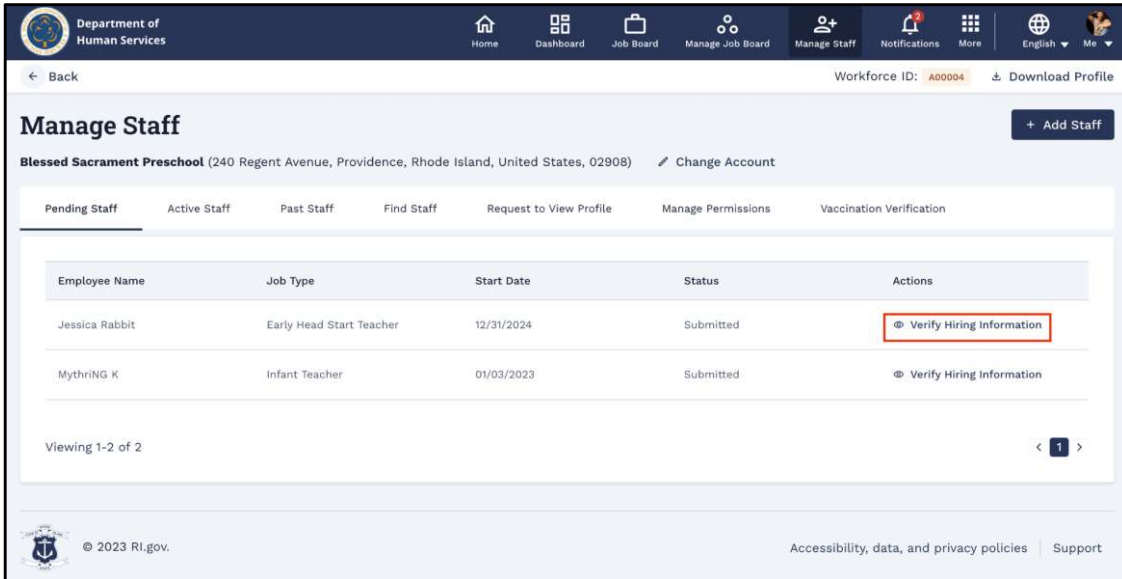


The screenshot shows the same provider profile page as above, but with additional verification questions. The first question, "Do you have the Influenza Immunization Certificate?", has a "Yes" response and a file upload field. Below it, the "Date of Immunization" is "12/04/2023". Two new questions are present: "\*Is this individual's Staff Immunization Form for Child Care Worker verified?" and "Is this individual's Influenza Immunization Certificate verified?". Both have "Yes" selected with radio buttons, indicated by red arrows. At the bottom right, there are three buttons: "Reject", "On Hold", and "Save & Approve", with the "Save & Approve" button highlighted by a red box.

The profile will be approved, and the staff will be added.

## APPROVING A STAFF

1. Click Manage Staff, go to the **Pending Staff** tab, and click on the **View Hiring Information** link.



Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

Workforce ID: A00004 Download Profile

### Manage Staff

+ Add Staff

Blessed Sacrament Preschool (240 Regent Avenue, Providence, Rhode Island, United States, 02908) Change Account

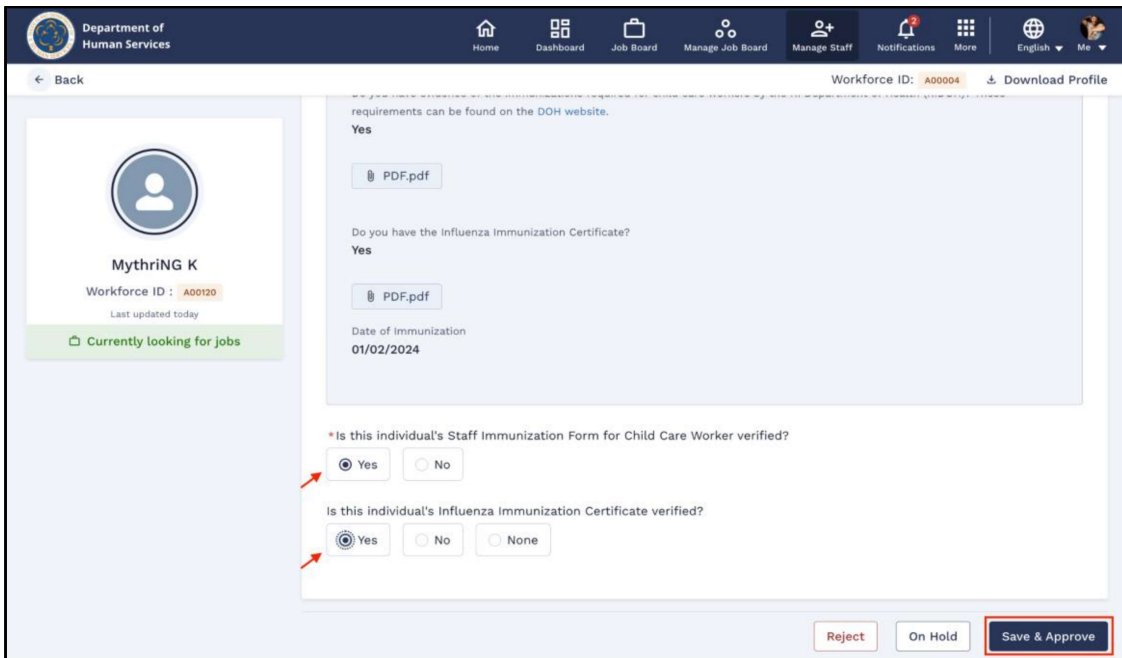
Pending Staff Active Staff Past Staff Find Staff Request to View Profile Manage Permissions Vaccination Verification

Employee Name	Job Type	Start Date	Status	Actions
Jessica Rabbit	Early Head Start Teacher	12/31/2024	Submitted	<a href="#">Verify Hiring Information</a>
MythriNG K	Infant Teacher	01/03/2023	Submitted	<a href="#">Verify Hiring Information</a>

Viewing 1-2 of 2

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2. Review the complete profile and the attached certificates. If everything is correct, select the **Yes** option for all the questions, then click **Save & Approve**.




Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

Workforce ID: A00004 Download Profile

Back



**MythriNG K**

Workforce ID: A00120

Last updated today

Currently looking for jobs

requirements can be found on the DOH website.

Yes

PDF.pdf

Do you have the Influenza Immunization Certificate?

Yes

PDF.pdf

Date of Immunization  
01/02/2024

\*Is this individual's Staff Immunization Form for Child Care Worker verified?

Yes  No

Is this individual's Influenza Immunization Certificate verified?

Yes  No  None

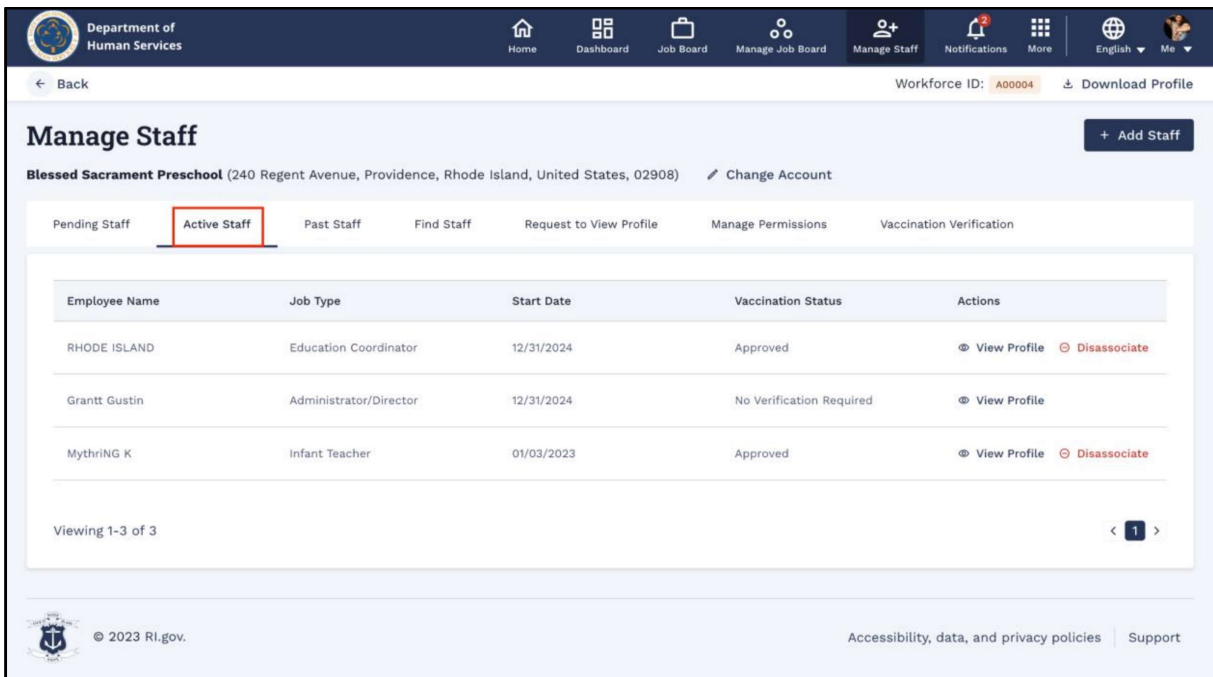
Reject On Hold **Save & Approve**

**Notes:**

- If you must re-verify the information, you can keep the profile on hold by clicking the **On Hold** button.
- If the profile has invalid or incorrect information, you can reject it by clicking the **Reject** button.

## DISASSOCIATING AN EMPLOYEE

1. Click Manage Staff and go to the **Active Staff** tab.

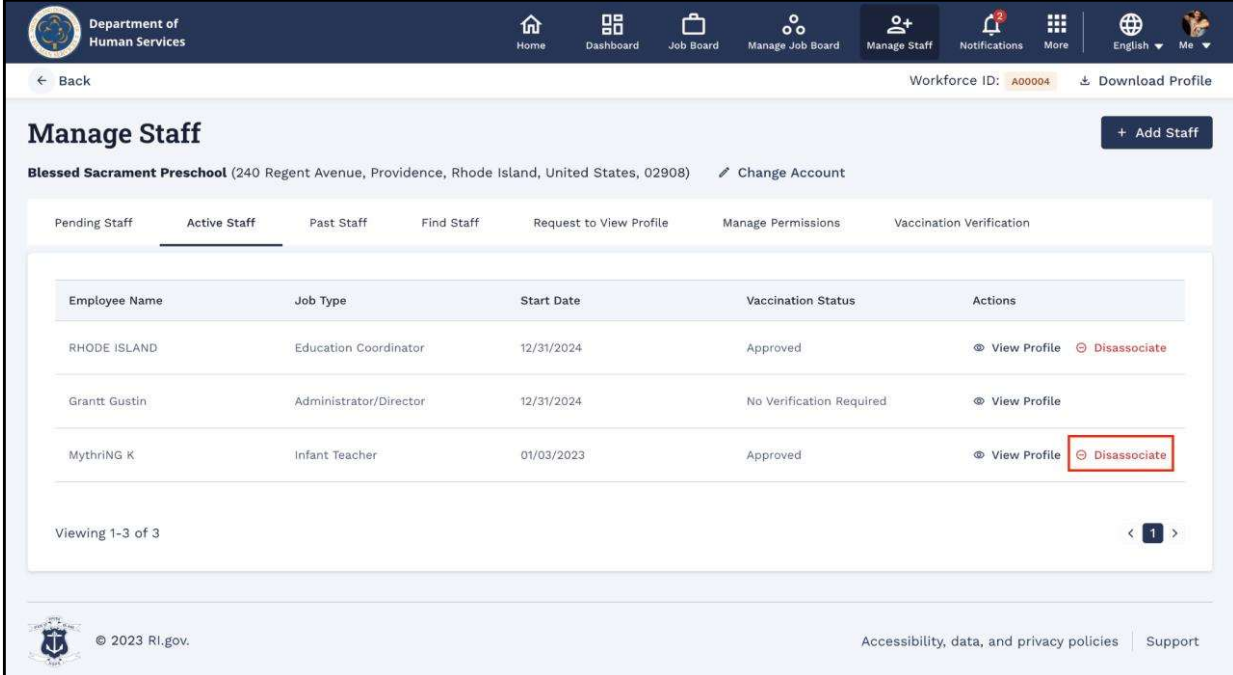


The screenshot shows the 'Manage Staff' interface for 'Blessed Sacrament Preschool'. The 'Active Staff' tab is highlighted with a red box. Below the tabs is a table with the following data:

Employee Name	Job Type	Start Date	Vaccination Status	Actions
RHODE ISLAND	Education Coordinator	12/31/2024	Approved	<a href="#">View Profile</a> <a href="#">Disassociate</a>
Grantt Gustin	Administrator/Director	12/31/2024	No Verification Required	<a href="#">View Profile</a>
MythriNG K	Infant Teacher	01/03/2023	Approved	<a href="#">View Profile</a> <a href="#">Disassociate</a>

At the bottom of the page, there is a footer with the text '© 2023 RI.gov.' and 'Accessibility, data, and privacy policies | Support'.

2. Click on the **Disassociate** link.

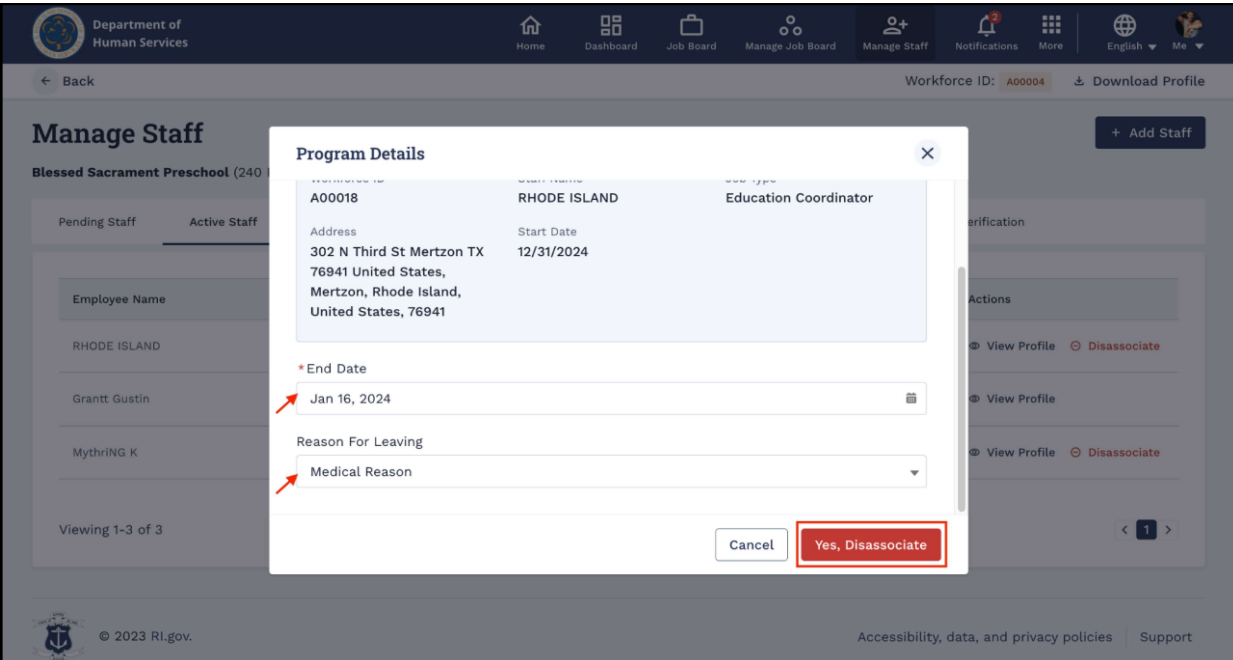


The screenshot shows the 'Manage Staff' page for 'Blessed Sacrament Preschool'. A table lists staff members with columns for Employee Name, Job Type, Start Date, Vaccination Status, and Actions. The 'Disassociate' link for 'Mything K' is highlighted with a red box.

Employee Name	Job Type	Start Date	Vaccination Status	Actions
RHODE ISLAND	Education Coordinator	12/31/2024	Approved	<a href="#">View Profile</a> <a href="#">Disassociate</a>
Grantt Gustin	Administrator/Director	12/31/2024	No Verification Required	<a href="#">View Profile</a>
Mything K	Infant Teacher	01/03/2023	Approved	<a href="#">View Profile</a> <a href="#">Disassociate</a>

3. Enter the **End Date** and **Reason for Leaving**, and click **Yes, Disassociate**.

**Note:** The End Date must be less than the current date.



The screenshot shows the 'Program Details' modal open over the 'Manage Staff' page. The modal contains fields for End Date and Reason for Leaving, both highlighted with red arrows. The 'Yes, Disassociate' button is also highlighted with a red box.

Program ID	State	Job Type
A00018	RHODE ISLAND	Education Coordinator

Address: 302 N Third St Mertzson TX 76941 United States, Mertzson, Rhode Island, United States, 76941

Start Date: 12/31/2024

\* End Date: Jan 16, 2024

Reason For Leaving: Medical Reason

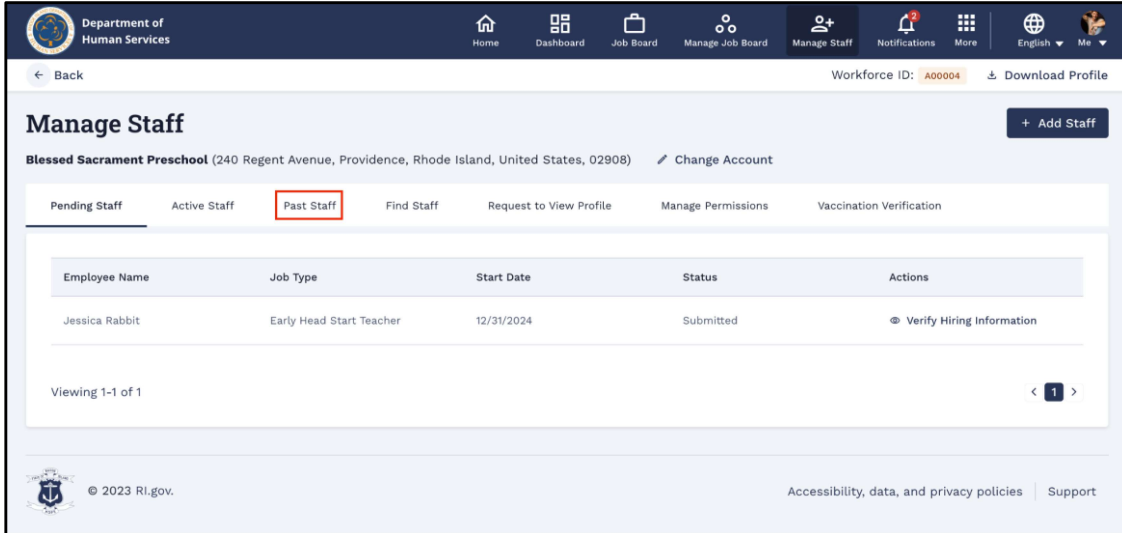
Buttons: Cancel, **Yes, Disassociate**

The staff will be disassociated and no longer displayed on the Active Staff tab. It will be moved to the Past Staff tab.

## VIEWING THE PAST STAFF

You can view the list of past staff and their profiles on this page.

1. Click the **Past Staff** tab.

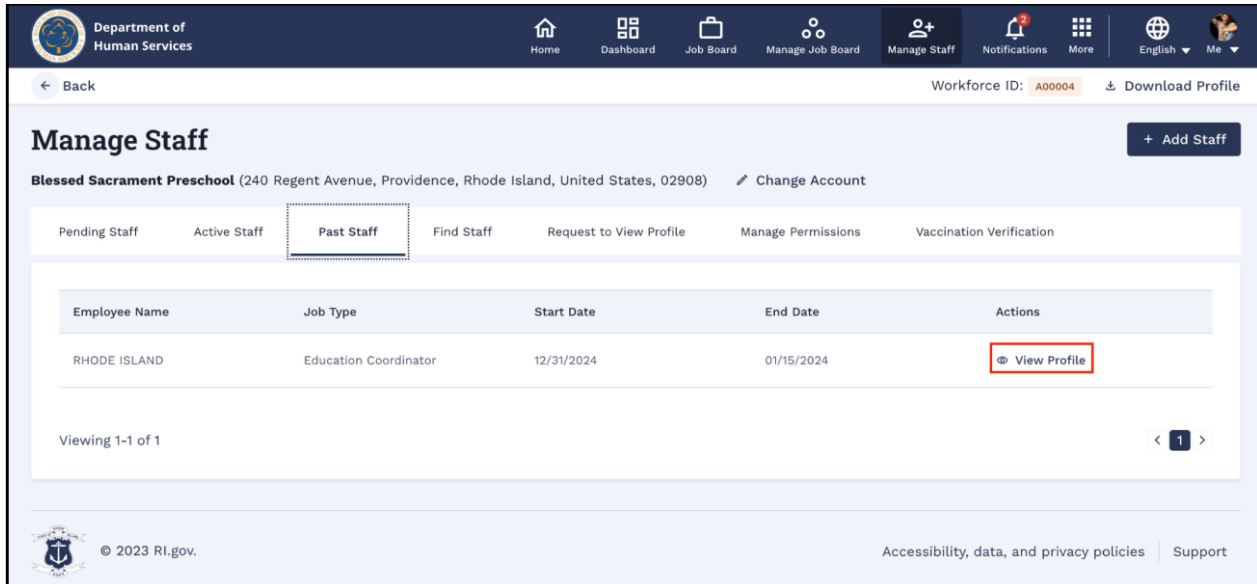


The screenshot shows the 'Manage Staff' page for 'Blessed Sacrament Preschool'. The 'Past Staff' tab is highlighted with a red box. Below the tabs is a table with the following data:

Employee Name	Job Type	Start Date	Status	Actions
Jessica Rabbit	Early Head Start Teacher	12/31/2024	Submitted	Verify Hiring Information

The page also shows a 'Viewing 1-1 of 1' indicator and a '1' in a box at the bottom right of the table area.

2. Click **View Profile** to view the profile information.



The screenshot shows the 'Manage Staff' page for 'Blessed Sacrament Preschool'. The 'Past Staff' tab is selected and highlighted with a dashed box. Below the tabs is a table with the following data:

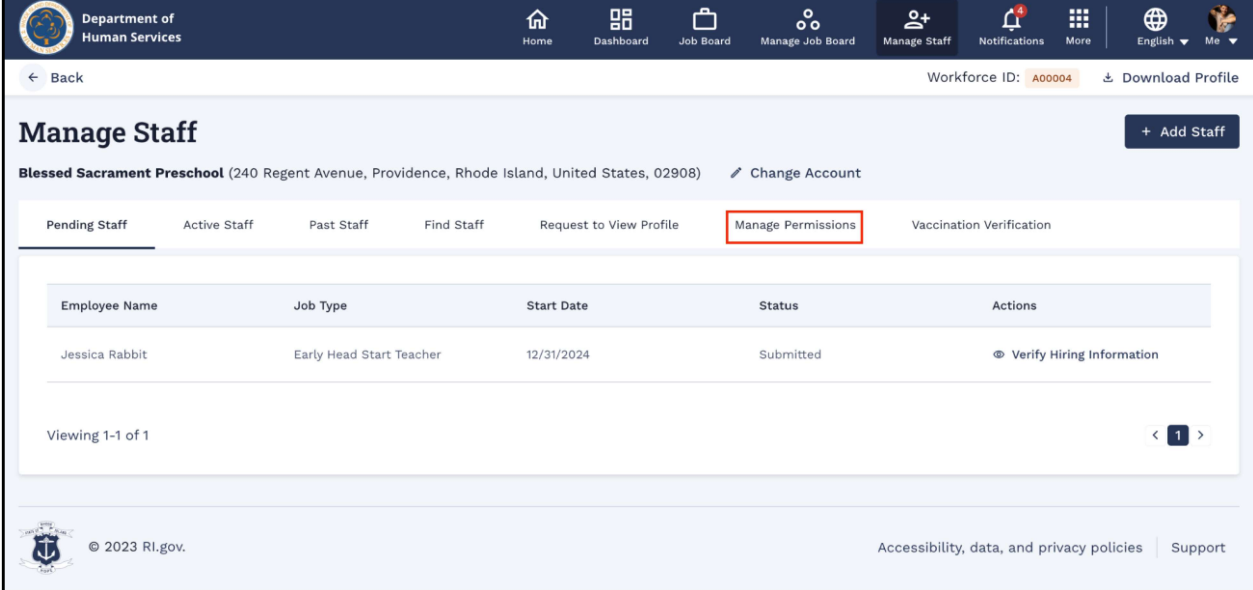
Employee Name	Job Type	Start Date	End Date	Actions
RHODE ISLAND	Education Coordinator	12/31/2024	01/15/2024	View Profile

The 'View Profile' button in the 'Actions' column is highlighted with a red box. The page also shows a 'Viewing 1-1 of 1' indicator and a '1' in a box at the bottom right of the table area.



## MANAGING PERMISSIONS

1. Click the **Manage Permissions** tab.

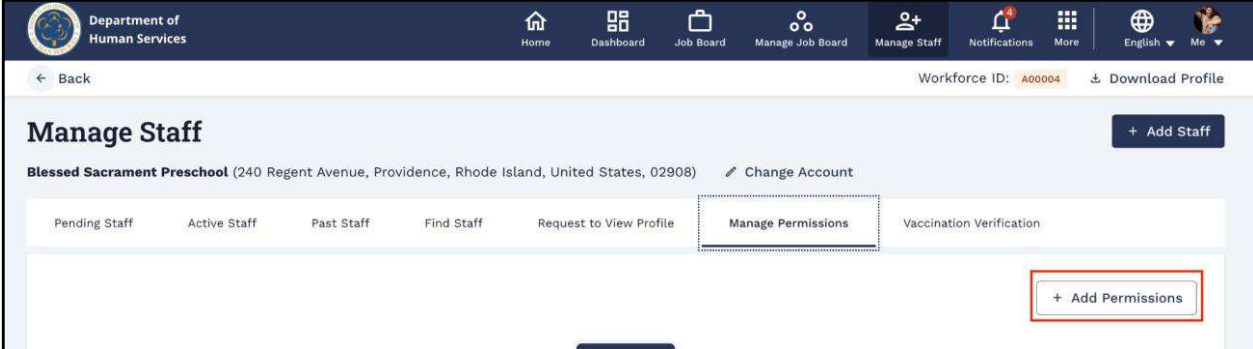


The screenshot shows the 'Manage Staff' interface for 'Blessed Sacrament Preschool'. The 'Manage Permissions' tab is highlighted with a red box. Below the tabs is a table with one staff member listed.

Employee Name	Job Type	Start Date	Status	Actions
Jessica Rabbit	Early Head Start Teacher	12/31/2024	Submitted	Verify Hiring Information

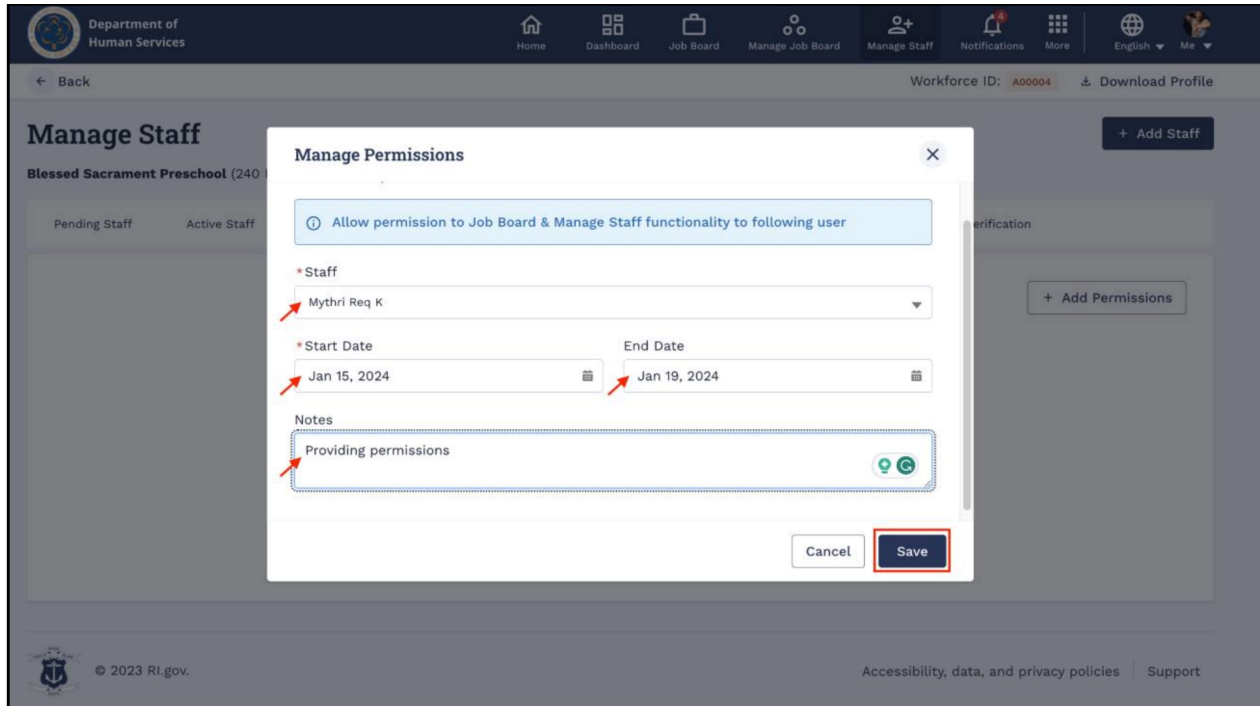
Viewing 1-1 of 1

2. Click **Add Permissions**.



The screenshot shows the 'Manage Staff' interface with the 'Manage Permissions' tab selected. A red box highlights the '+ Add Permissions' button located at the bottom right of the page.

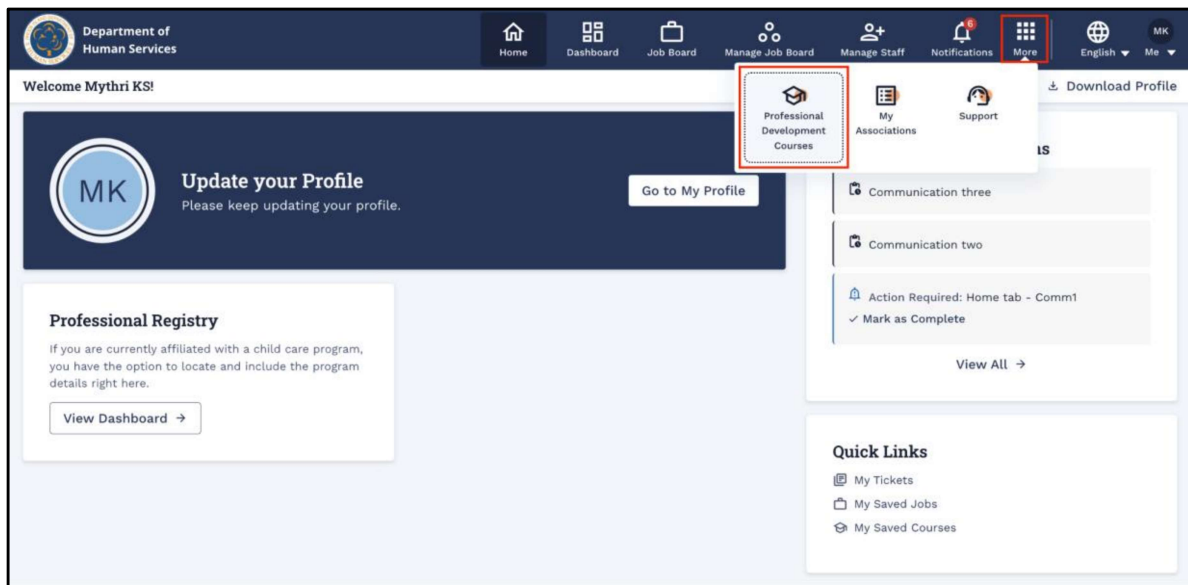
3. Fill in the details and click **Save**.



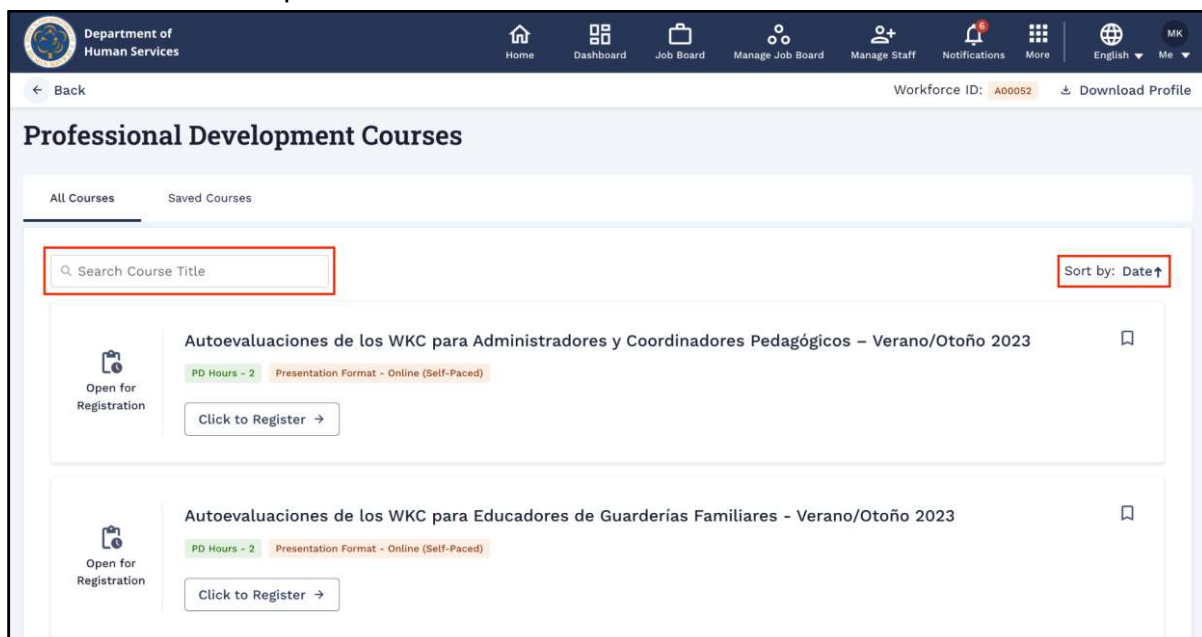
**Note:** You can revoke the permission by clicking the **Revoke** link and then click **Yes, Revoke**.

## VIEWING PROFESSIONAL DEVELOPMENT COURSES

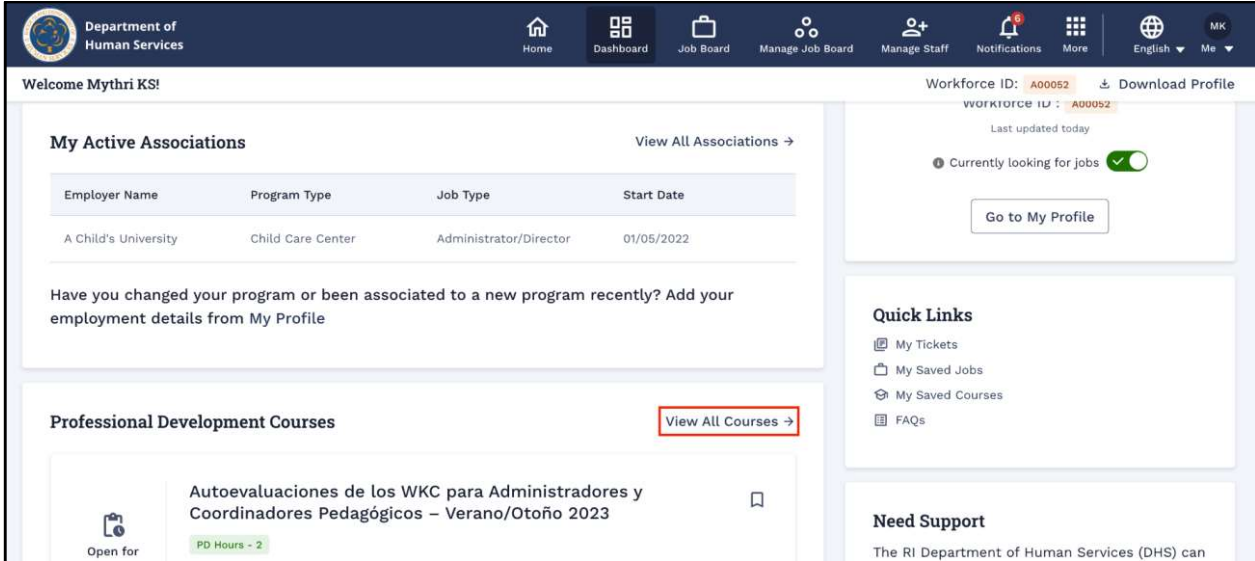
1. Click the **More** icon on the top of the screen and then click the **Professional Development Courses**.



2. Click on the **Sort by: Date** option to view the latest course posts on the top and use the **Search** option to narrow down the course results.



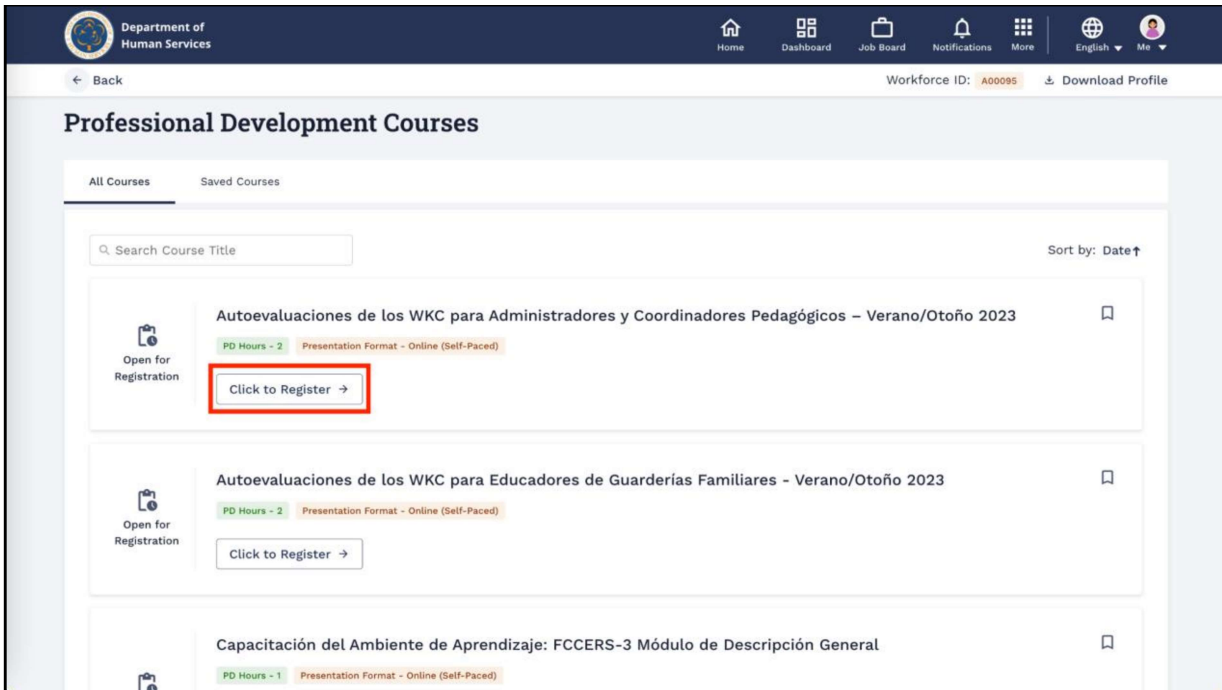
**Note:** An alternative way to view the Professional Development Courses is from the **Dashboard**. Click the **View All Courses** link on the Dashboard.



The screenshot shows the user's dashboard. At the top, there is a navigation bar with icons for Home, Dashboard, Job Board, Manage Job Board, Manage Staff, Notifications, and More. The user is logged in as 'Mythri KS!' with a Workforce ID of A00052. The main content area is divided into several sections:

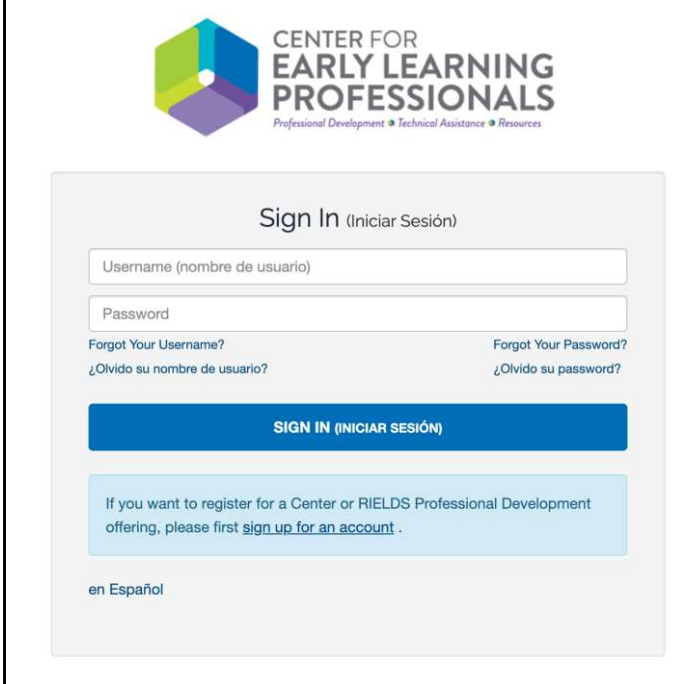
- My Active Associations:** A table with columns for Employer Name, Program Type, Job Type, and Start Date. One association is listed: A Child's University, Child Care Center, Administrator/Director, 01/05/2022.
- Professional Development Courses:** A section with a 'View All Courses' link highlighted in a red box. Below it, a course card is visible: 'Autoevaluaciones de los WKC para Administradores y Coordinadores Pedagógicos – Verano/Otoño 2023' with 'PD Hours - 2' and an 'Open for' icon.
- Quick Links:** A list of links including My Tickets, My Saved Jobs, My Saved Courses, and FAQs.
- Need Support:** A section with the text 'The RI Department of Human Services (DHS) can'.

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

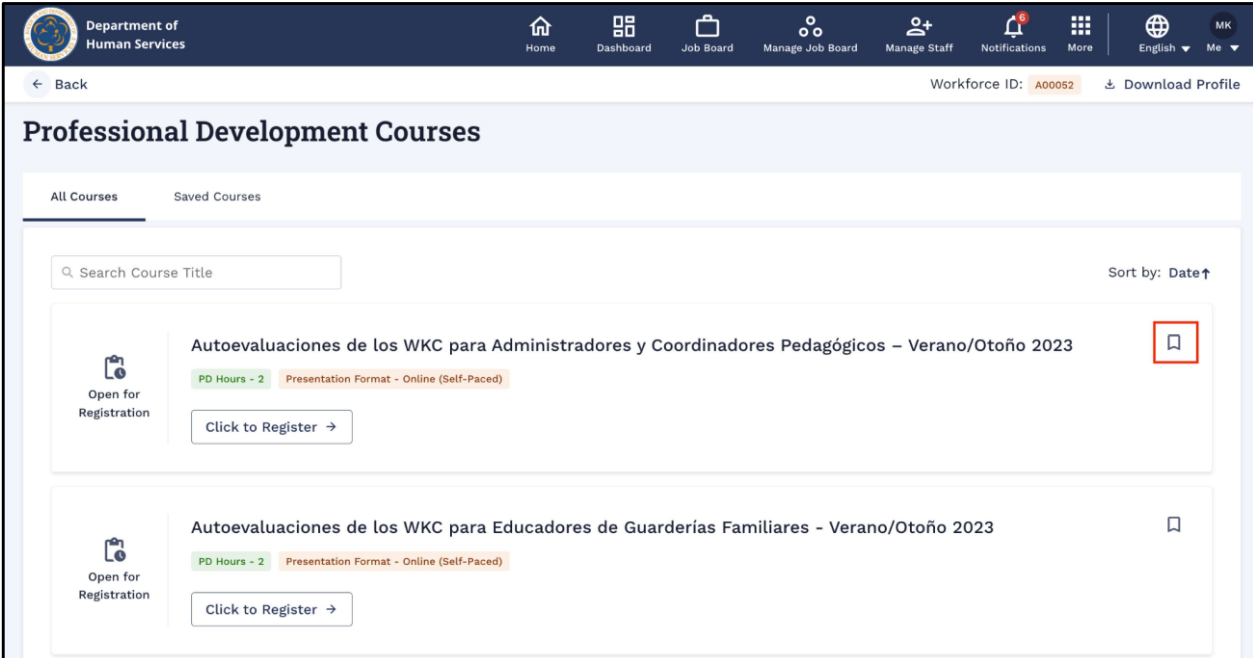


The screenshot shows the 'Professional Development Courses' page. At the top, there is a navigation bar with icons for Home, Dashboard, Job Board, Notifications, and More. The user is logged in as 'Me' with a Workforce ID of A00095. The main content area is titled 'Professional Development Courses' and has a 'Back' button. Below the title, there are tabs for 'All Courses' and 'Saved Courses'. A search bar is present with the text 'Search Course Title'. The courses are listed in a table with columns for course title, PD Hours, and Presentation Format. The first course is 'Autoevaluaciones de los WKC para Administradores y Coordinadores Pedagógicos – Verano/Otoño 2023' with 'PD Hours - 2' and 'Presentation Format - Online (Self-Paced)'. The 'Click to Register' link for this course is highlighted in a red box. The second course is 'Autoevaluaciones de los WKC para Educadores de Guarderías Familiares - Verano/Otoño 2023' with 'PD Hours - 2' and 'Presentation Format - Online (Self-Paced)'. The 'Click to Register' link for this course is also highlighted in a red box. The third course is 'Capacitación del Ambiente de Aprendizaje: FCCERS-3 Módulo de Descripción General' with 'PD Hours - 1' and 'Presentation Format - Online (Self-Paced)'.

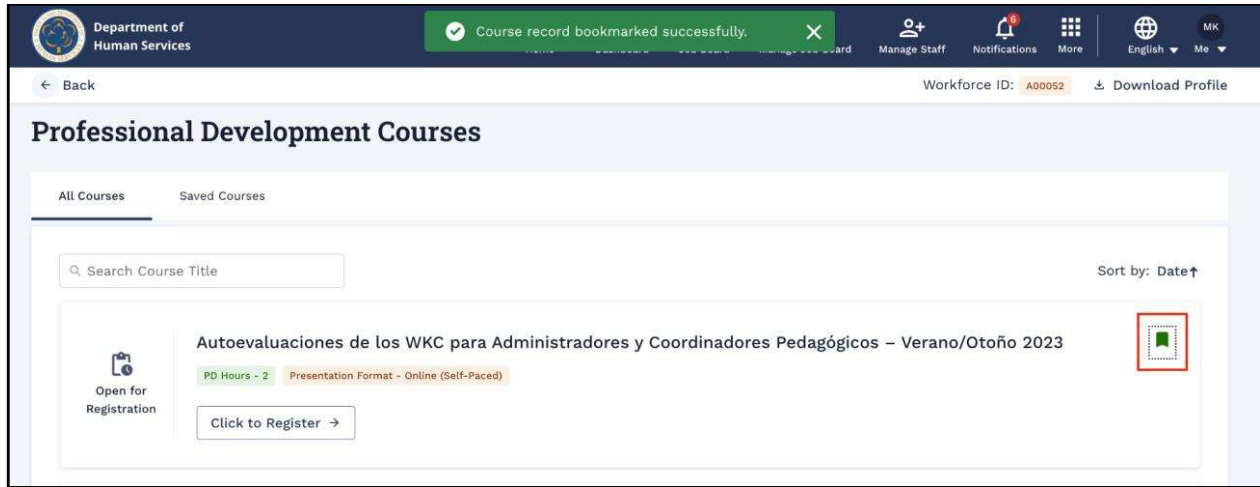
**Note:** You will be directed to the **Center for Early Learning Professionals** login page. Log in with the appropriate credentials to register for the course.



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

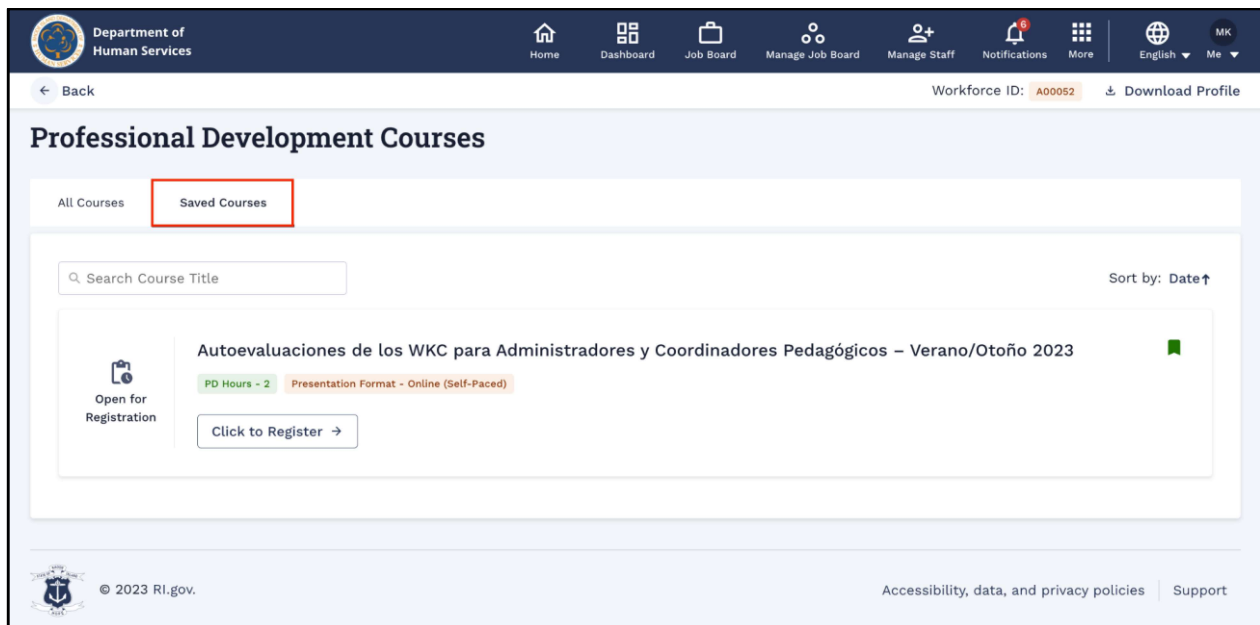


The course record will be successfully bookmarked.



The screenshot shows the 'Professional Development Courses' interface. At the top, a green notification banner reads 'Course record bookmarked successfully.' with a close button. The page title is 'Professional Development Courses'. Below the title, there are two tabs: 'All Courses' and 'Saved Courses'. A search bar is present with the placeholder 'Search Course Title'. To the right, it says 'Sort by: Date ↑'. The main content area displays a course card for 'Autoevaluaciones de los WKC para Administradores y Coordinadores Pedagógicos – Verano/Otoño 2023'. The card includes 'PD Hours - 2', 'Presentation Format - Online (Self-Paced)', and a 'Click to Register →' button. A red box highlights a green bookmark icon in the top right corner of the course card.

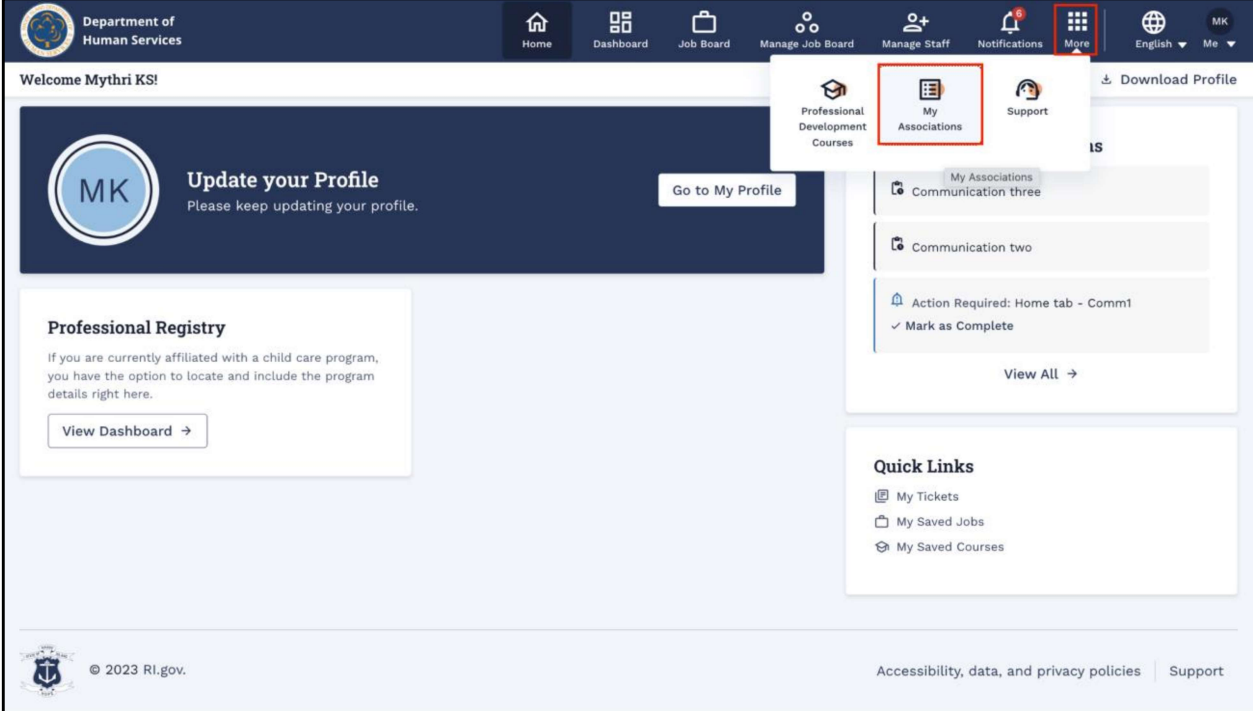
5. Go to the **Saved Courses** tab to view all saved courses.



The screenshot shows the 'Professional Development Courses' interface with the 'Saved Courses' tab selected and highlighted by a red box. The notification banner is no longer present. The course card for 'Autoevaluaciones de los WKC para Administradores y Coordinadores Pedagógicos – Verano/Otoño 2023' is displayed, showing 'PD Hours - 2', 'Presentation Format - Online (Self-Paced)', and a 'Click to Register →' button. A green bookmark icon is visible in the top right corner of the course card. The footer includes the Department of Human Services logo, '© 2023 RI.gov.', and links for 'Accessibility, data, and privacy policies' and 'Support'.

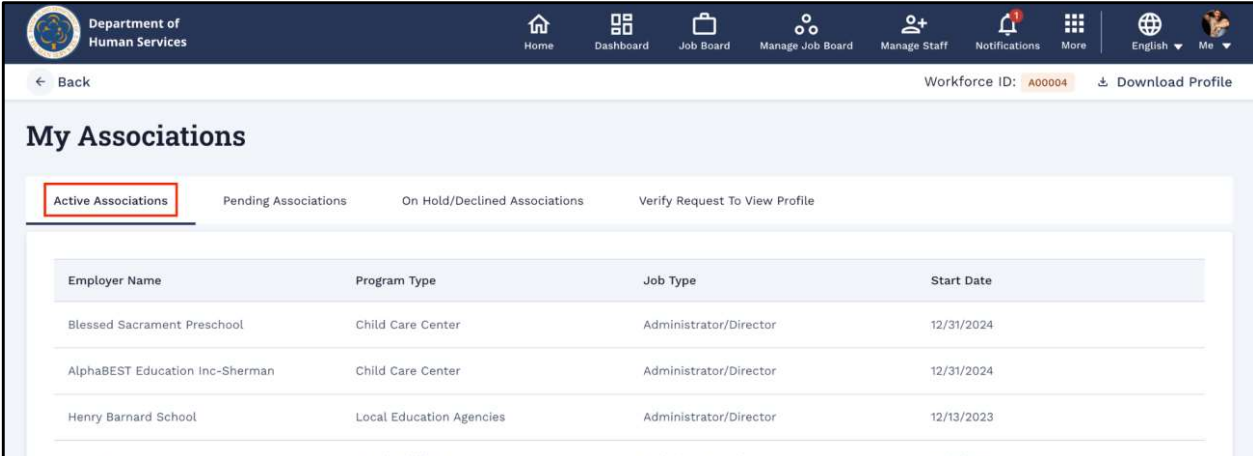
## ASSOCIATIONS

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, there is a navigation bar with icons for Home, Dashboard, Job Board, Manage Job Board, Manage Staff, Notifications, and More. The 'More' icon is highlighted with a red box. Below the navigation bar, there is a 'Welcome Mythri KS!' message and a 'Update your Profile' section. A dropdown menu is open from the 'More' icon, showing options for Professional Development Courses, My Associations (highlighted with a red box), and Support. Below the dropdown, there is a 'My Associations' section with a list of associations and a 'View All' link. At the bottom, there is a 'Quick Links' section with links for My Tickets, My Saved Jobs, and My Saved Courses.

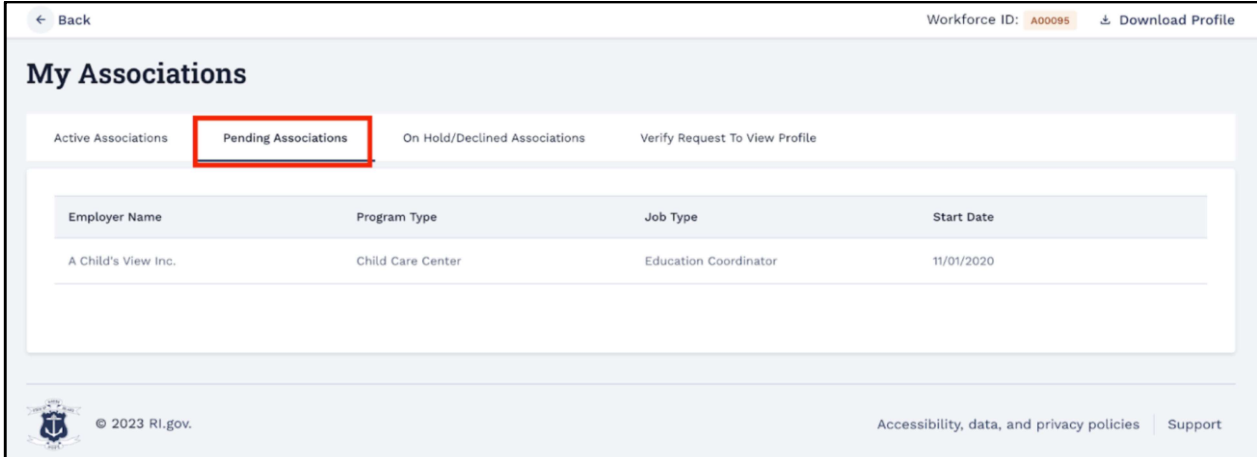
2. On the **Active Associations** tab, you can view the approved associations.



The screenshot shows the 'My Associations' page. At the top, there is a navigation bar with icons for Home, Dashboard, Job Board, Manage Job Board, Manage Staff, Notifications, and More. The 'More' icon is highlighted with a red box. Below the navigation bar, there is a 'Back' button and a 'Workforce ID: A00004' label. The 'My Associations' section has four tabs: Active Associations (highlighted with a red box), Pending Associations, On Hold/Declined Associations, and Verify Request To View Profile. Below the tabs, there is a table with the following data:

Employer Name	Program Type	Job Type	Start Date
Blessed Sacrament Preschool	Child Care Center	Administrator/Director	12/31/2024
AlphaBEST Education Inc-Sherman	Child Care Center	Administrator/Director	12/31/2024
Henry Barnard School	Local Education Agencies	Administrator/Director	12/13/2023

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



← Back Workforce ID: A00095 Download Profile

### My Associations

Active Associations **Pending Associations** On Hold/Declined Associations Verify Request To View Profile

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

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

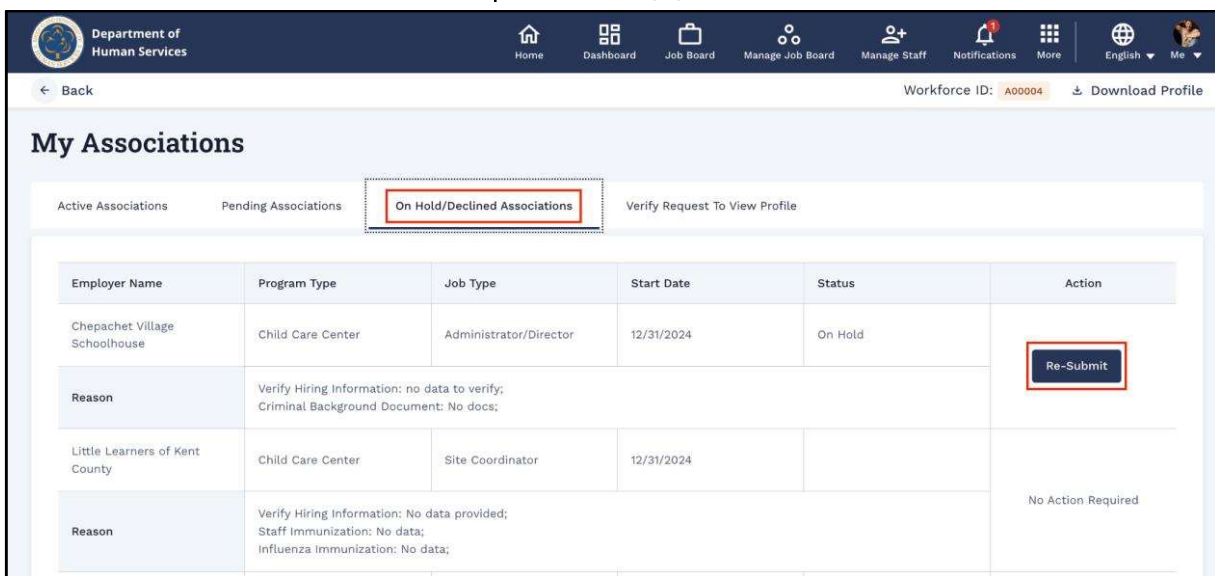


5. **On Hold Associations:**

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

**Note:**

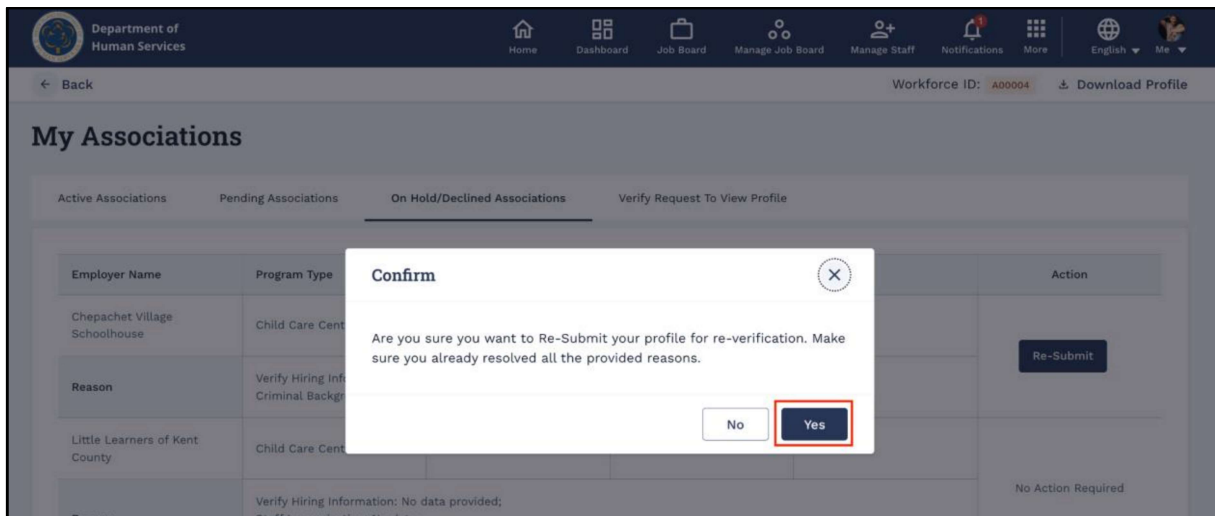
- Before re-submitting, go to the Profile Details page and make the necessary changes per the stated reason.
- You can re-submit up to three (3) times.



The screenshot shows the 'My Associations' page in the Department of Human Services system. The 'On Hold/Declined Associations' tab is selected. A table lists two associations. The first association, 'Chepachet Village Schoolhouse', has a status of 'On Hold' and a 'Re-Submit' button highlighted with a red box. The reason for the hold is 'Verify Hiring Information: no data to verify; Criminal Background Document: No docs;'. The second association, 'Little Learners of Kent County', has a status of 'No Action Required'.

Employer Name	Program Type	Job Type	Start Date	Status	Action
Chepachet Village Schoolhouse	Child Care Center	Administrator/Director	12/31/2024	On Hold	Re-Submit
Reason	Verify Hiring Information: no data to verify; Criminal Background Document: No docs;				
Little Learners of Kent County	Child Care Center	Site Coordinator	12/31/2024	No Action Required	No Action Required
Reason	Verify Hiring Information: No data provided; Staff Immunization: No data; Influenza Immunization: No data;				

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



The screenshot shows the 'My Associations' page with a 'Confirm' dialog box overlaid. The dialog box asks: '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.

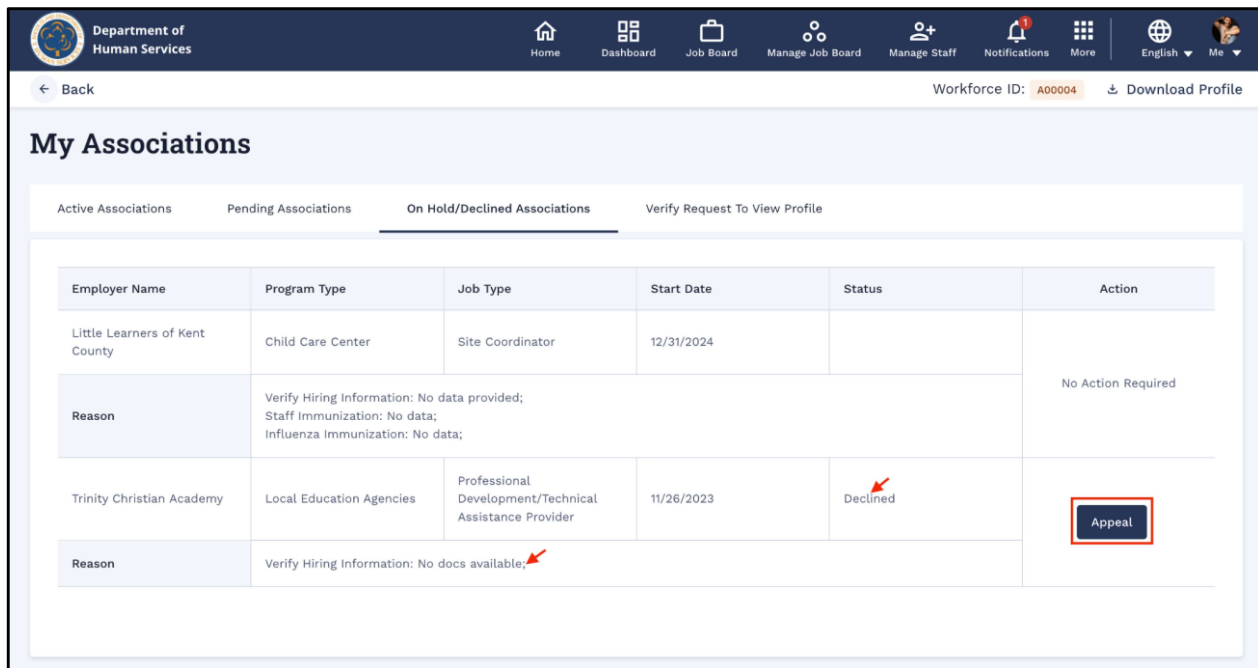
After a successful re-submission request, the record in the On Hold/Declined Associations will be moved to the Pending Associations.

**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 per the stated reason.
- You can appeal up to three (3) times.



Department of Human Services | Home | Dashboard | Job Board | Manage Job Board | Manage Staff | Notifications | More | English | Me

Workforce ID: A00004 | Download Profile

### My Associations

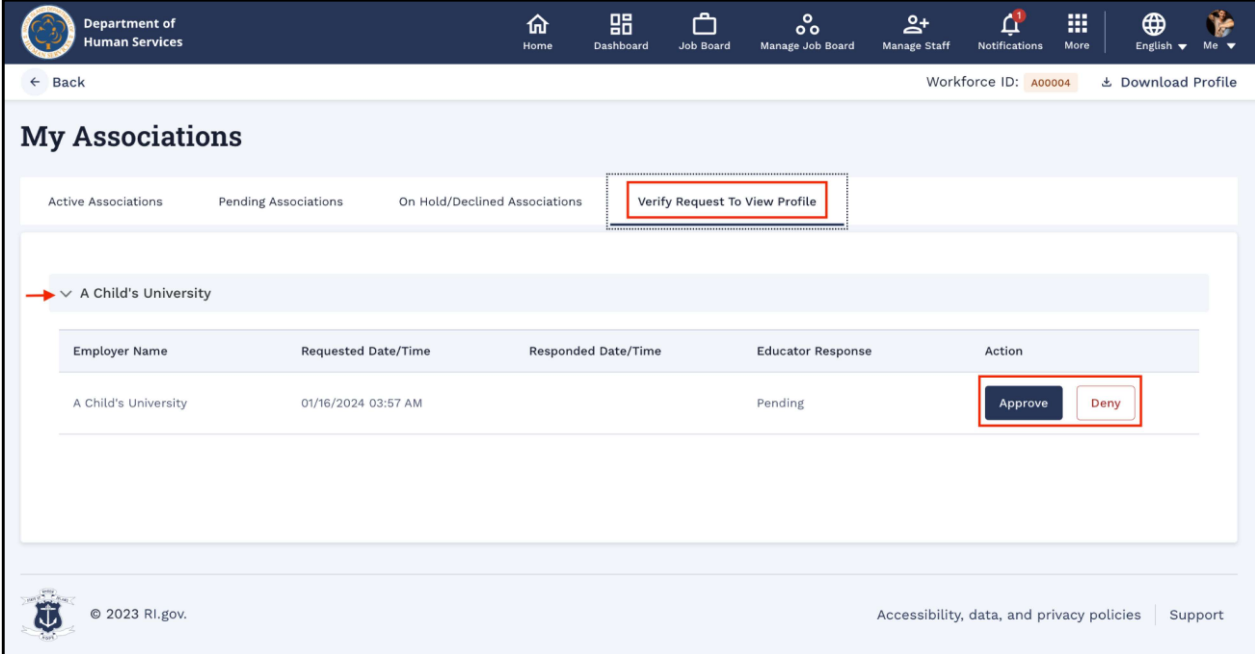
Active Associations | Pending Associations | **On Hold/Declined Associations** | Verify Request To View Profile

Employer Name	Program Type	Job Type	Start Date	Status	Action
Little Learners of Kent County	Child Care Center	Site Coordinator	12/31/2024		No Action Required
Reason	Verify Hiring Information: No data provided; Staff Immunization: No data; Influenza Immunization: No data;				
Trinity Christian Academy	Local Education Agencies	Professional Development/Technical Assistance Provider	11/26/2023	Declined	<b>Appeal</b>
Reason	Verify Hiring Information: No docs available;				

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.

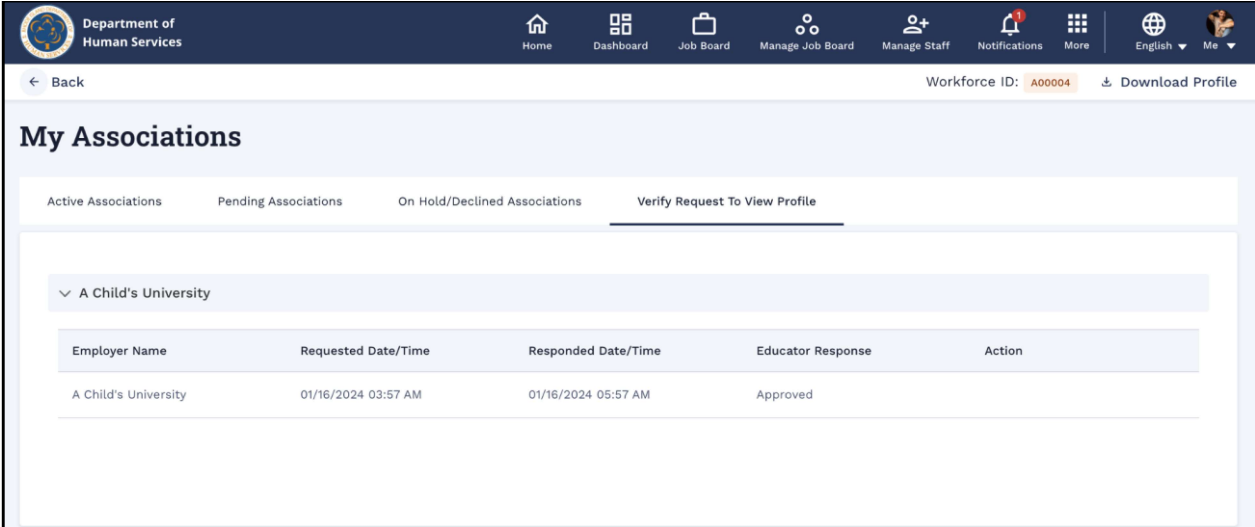


The screenshot shows the 'My Associations' page in the Department of Human Services system. The 'Verify Request To View Profile' tab is selected and highlighted with a red dashed box. Below the tabs, there is a dropdown menu for 'A Child's University'. A table displays a pending request with the following data:

Employer Name	Requested Date/Time	Responded Date/Time	Educator Response	Action
A Child's University	01/16/2024 03:57 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.



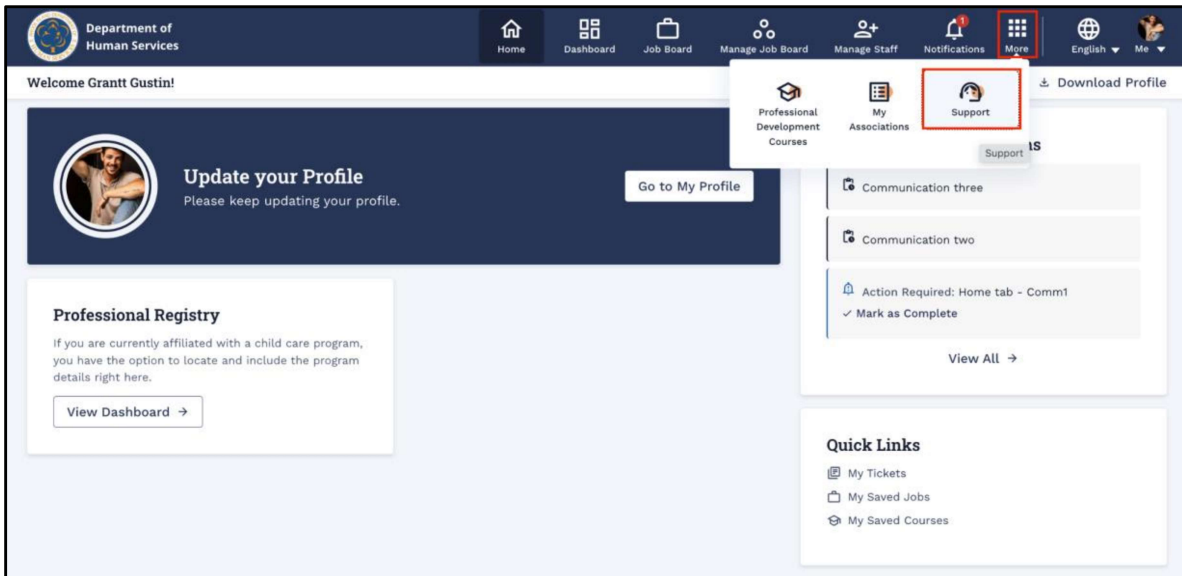
The screenshot shows the 'My Associations' page with the 'Verify Request To View Profile' tab selected. The table now shows an approved request with the following data:

Employer Name	Requested Date/Time	Responded Date/Time	Educator Response	Action
A Child's University	01/16/2024 03:57 AM	01/16/2024 05:57 AM	Approved	

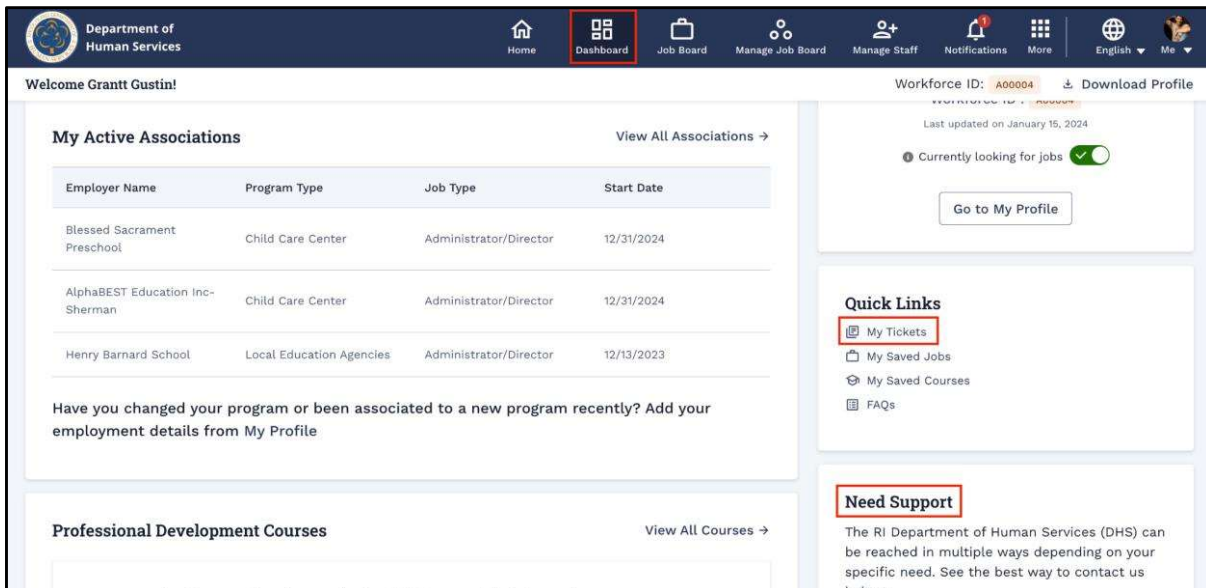
## HELP DESK TICKETS

### CREATING HELP DESK TICKETS

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



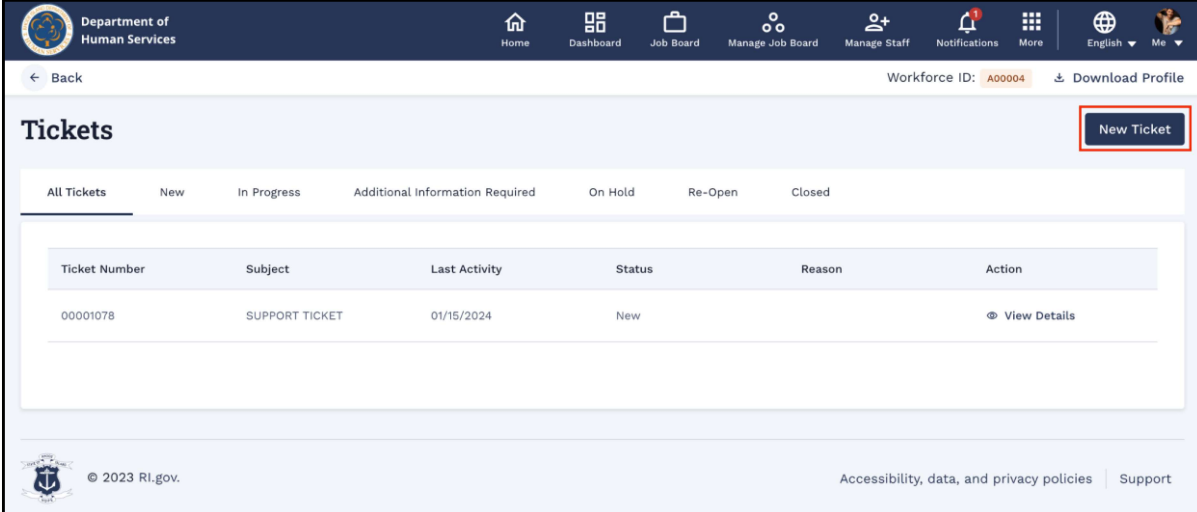
**Note:** An alternative way to access the Tickets page is to go to the **Dashboard** and then either click the **My Tickets** link on the Quick Links tile or Click the **Submit a Ticket** link on the Need Support tile.



Employer Name	Program Type	Job Type	Start Date
Blessed Sacrament Preschool	Child Care Center	Administrator/Director	12/31/2024
AlphaBEST Education Inc-Sherman	Child Care Center	Administrator/Director	12/31/2024
Henry Barnard School	Local Education Agencies	Administrator/Director	12/13/2023

You will be directed to the Tickets page.

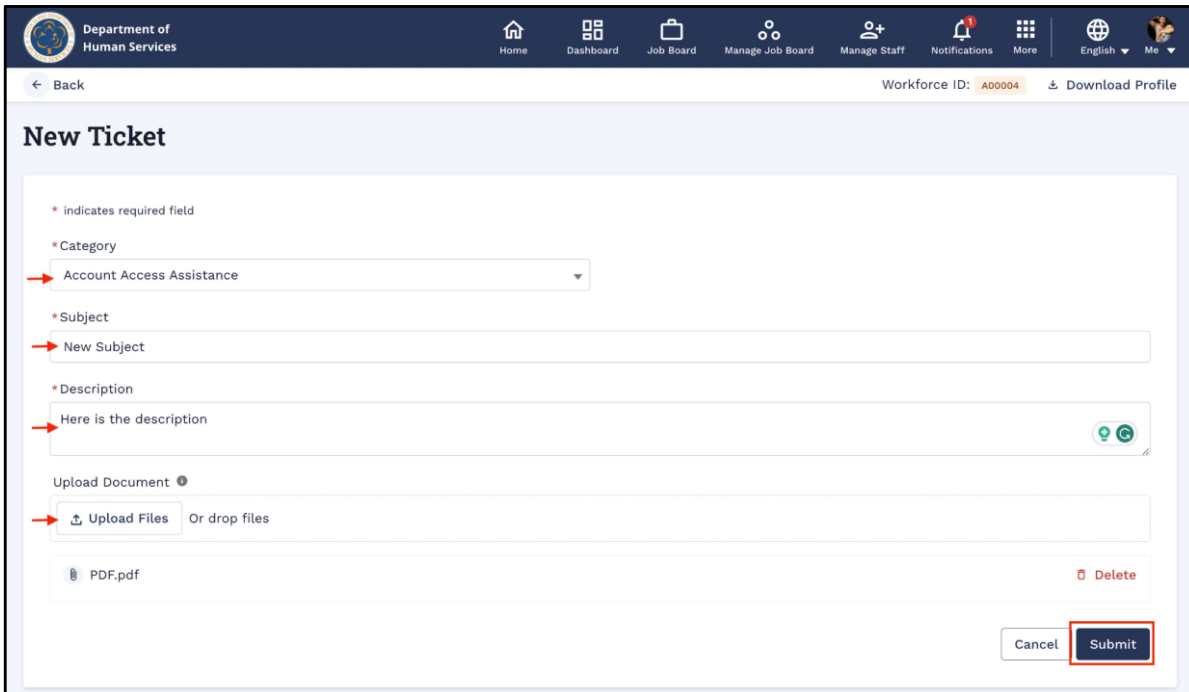
2. Click the **New Ticket** button to create a new help desk ticket.



The screenshot shows the 'Tickets' page in the Department of Human Services system. At the top right, there is a 'New Ticket' button highlighted with a red box. Below the button, there are tabs for 'All Tickets', 'New', 'In Progress', 'Additional Information Required', 'On Hold', 'Re-Open', and 'Closed'. A table lists a single ticket with the following details:

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001078	SUPPORT TICKET	01/15/2024	New		<a href="#">View Details</a>

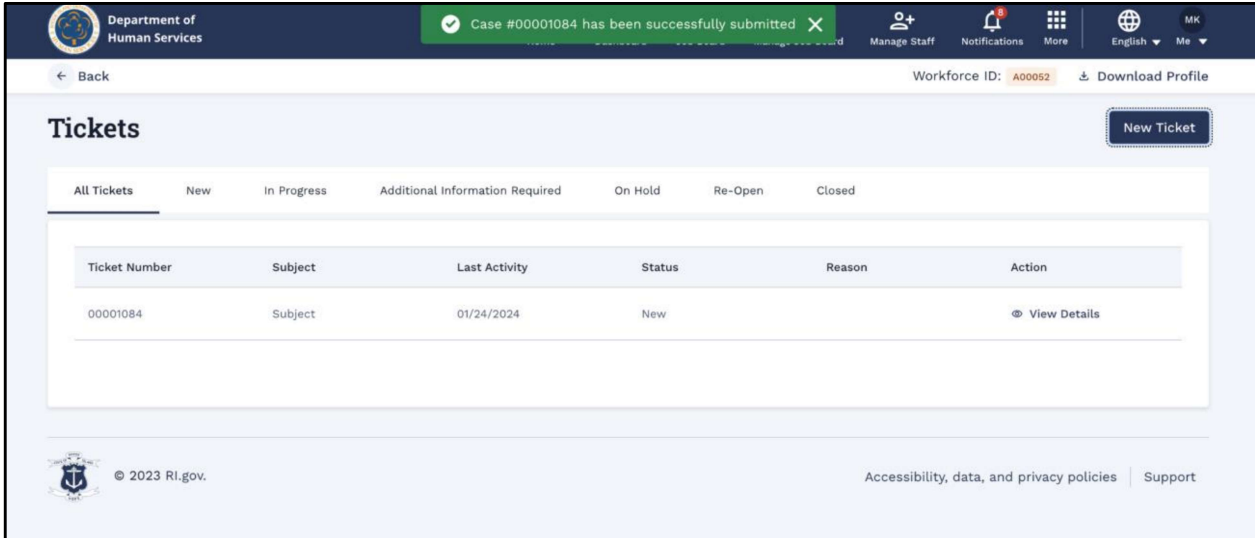
3. Select the **Category** from the drop-down. Enter the details in the **Subject** and **Description** fields. If available, upload supporting documents.
4. Click the **Submit** button.



The screenshot shows the 'New Ticket' form in the Department of Human Services system. The form includes the following fields and elements:

- Category:** A dropdown menu with 'Account Access Assistance' selected. A red arrow points to the dropdown.
- Subject:** A text input field with 'New Subject' entered. A red arrow points to the input.
- Description:** A text area with 'Here is the description' entered. A red arrow points to the text area.
- Upload Document:** A section with an 'Upload Files' button (highlighted with a red arrow) and 'Or drop files' text. Below it, a file named 'PDF.pdf' is listed with a 'Delete' button.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right. The 'Submit' button is highlighted with a red box.

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



Department of Human Services

Case #00001084 has been successfully submitted

Manage Staff Notifications More English Me

Workforce ID: A00052 Download Profile

Back

### Tickets

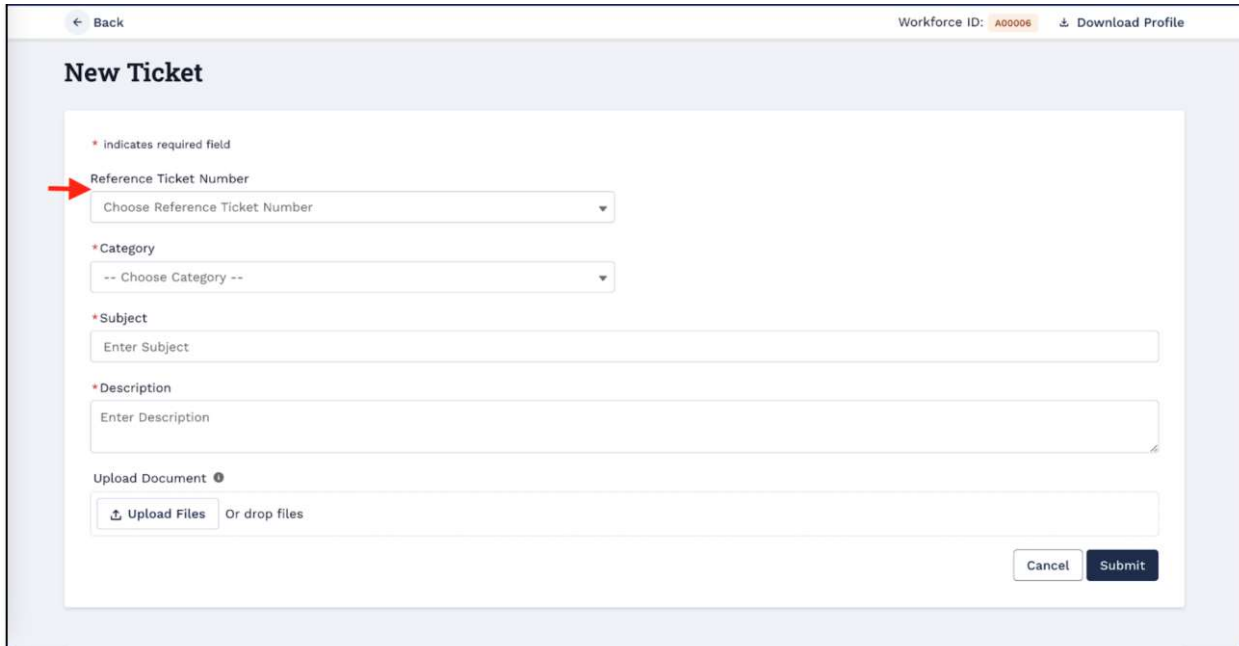
New Ticket

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

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001084	Subject	01/24/2024	New		View Details

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**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.



Back Workforce ID: A00006 Download Profile

### New Ticket

\* indicates required field

Reference Ticket Number  
Choose Reference Ticket Number

\* Category  
-- Choose Category --

\* Subject  
Enter Subject

\* Description  
Enter Description

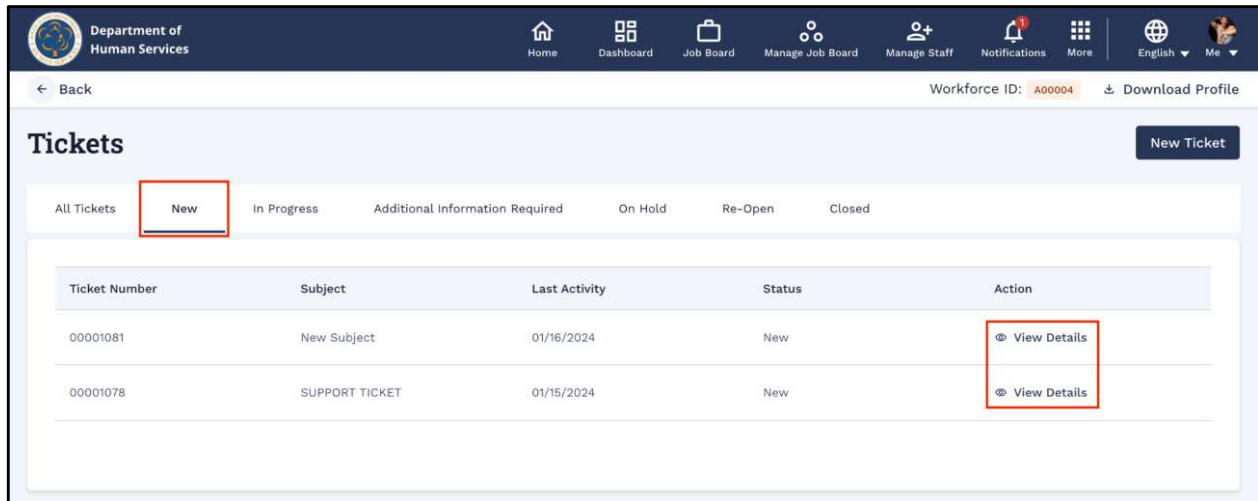
Upload Document

Upload Files Or drop files

Cancel Submit

## 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 Manage Job Board Manage Staff Notifications More English Me

← Back Workforce ID: A00004 Download Profile

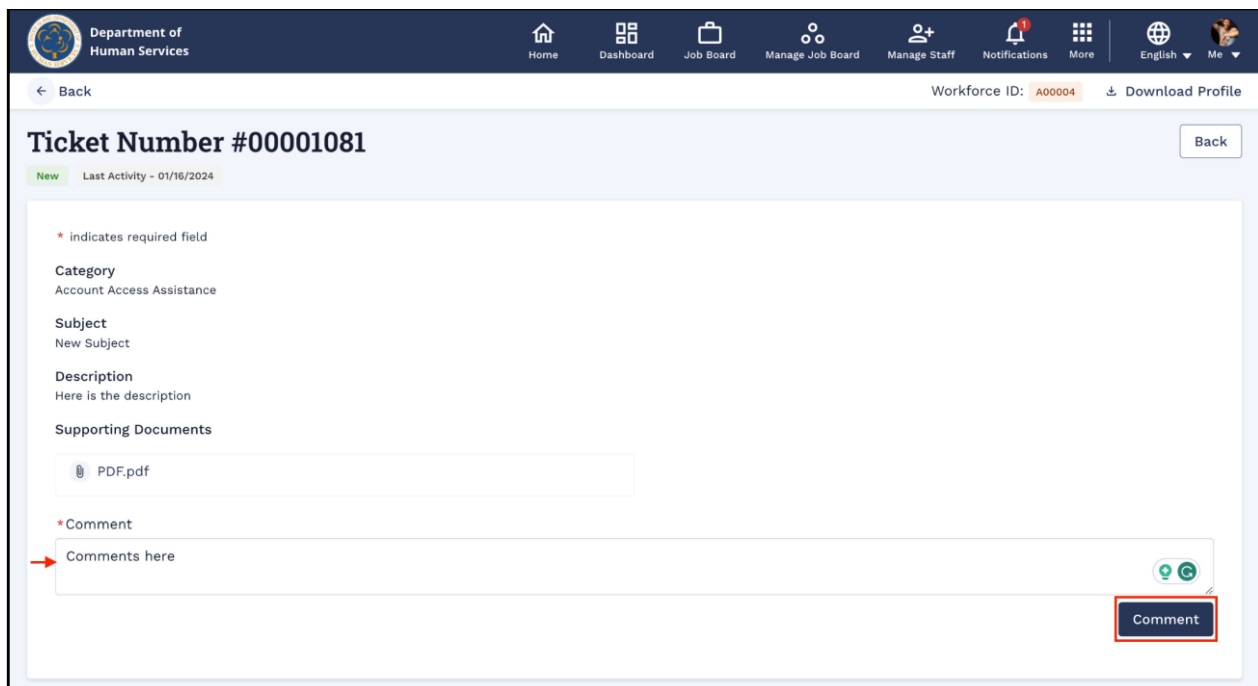
### Tickets

New Ticket

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

Ticket Number	Subject	Last Activity	Status	Action
00001081	New Subject	01/16/2024	New	<a href="#">View Details</a>
00001078	SUPPORT TICKET	01/15/2024	New	<a href="#">View Details</a>

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



Department of Human Services

Home Dashboard Job Board Manage Job Board Manage Staff Notifications More English Me

← Back Workforce ID: A00004 Download Profile

### Ticket Number #00001081

Back

New Last Activity - 01/16/2024

\* Indicates required field

**Category**  
Account Access Assistance

**Subject**  
New Subject

**Description**  
Here is the description

**Supporting Documents**

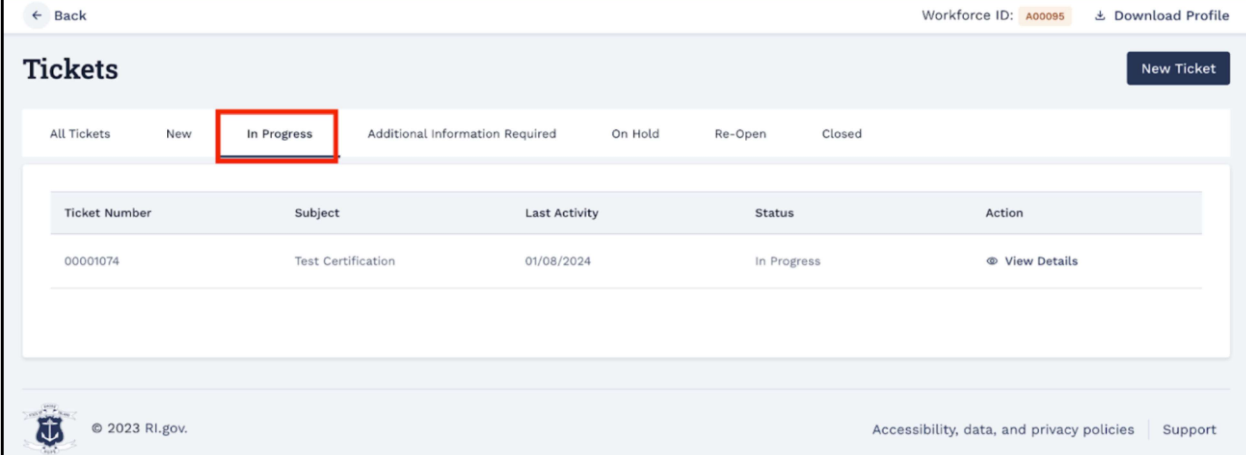
PDF.pdf

\* Comment

Comments here

Comment

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

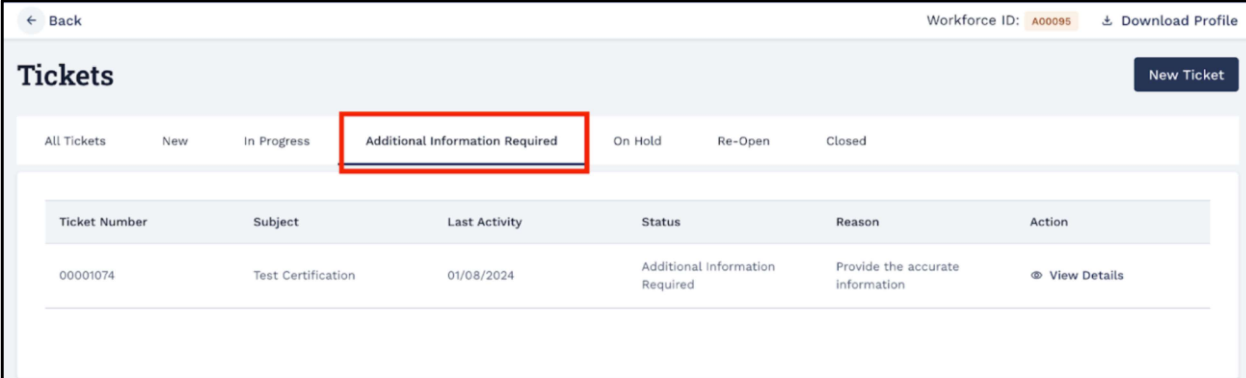


The screenshot shows the 'Tickets' page with the 'In Progress' tab highlighted. The table below displays one ticket in progress.

Ticket Number	Subject	Last Activity	Status	Action
00001074	Test Certification	01/08/2024	In Progress	<a href="#">View Details</a>

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

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



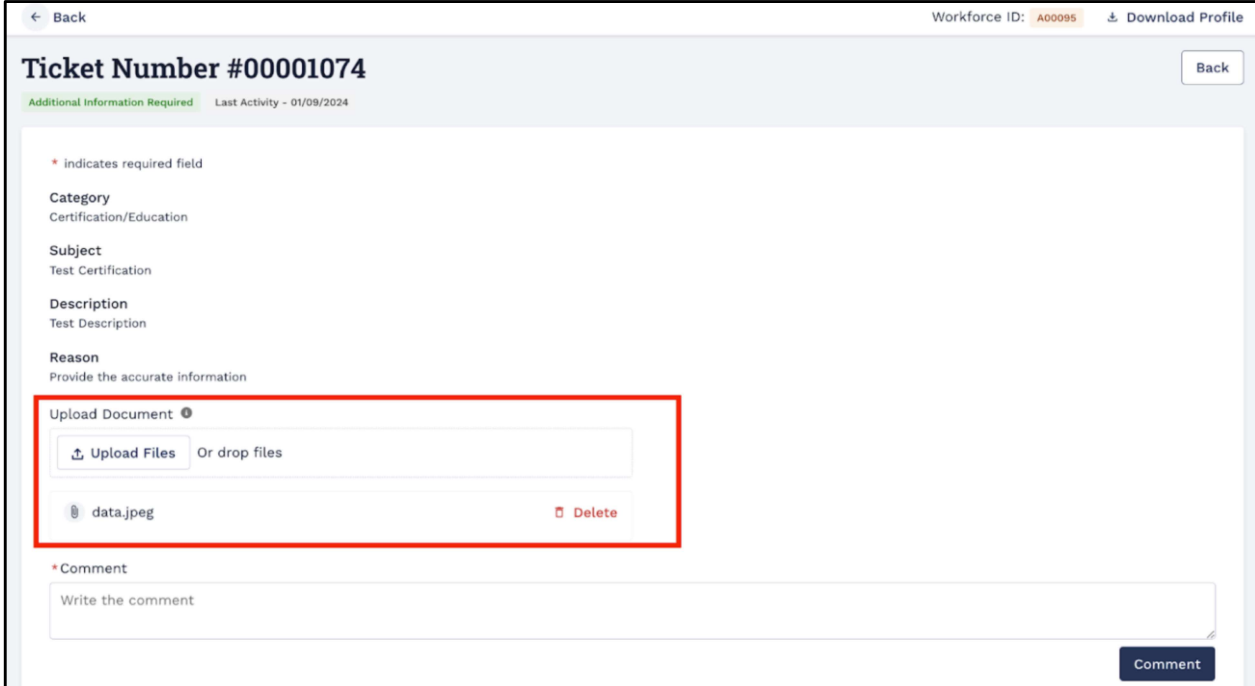
The screenshot shows the 'Tickets' page with the 'Additional Information Required' tab highlighted. The table below displays one ticket requiring additional information.

Ticket Number	Subject	Last Activity	Status	Reason	Action
00001074	Test Certification	01/08/2024	Additional Information Required	Provide the accurate information	<a href="#">View Details</a>



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

**Note:** You can delete and re-upload the supporting document if the ticket status shows Additional Information Required.



← Back Workforce ID: A00095 Download Profile

## Ticket Number #00001074 Back

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

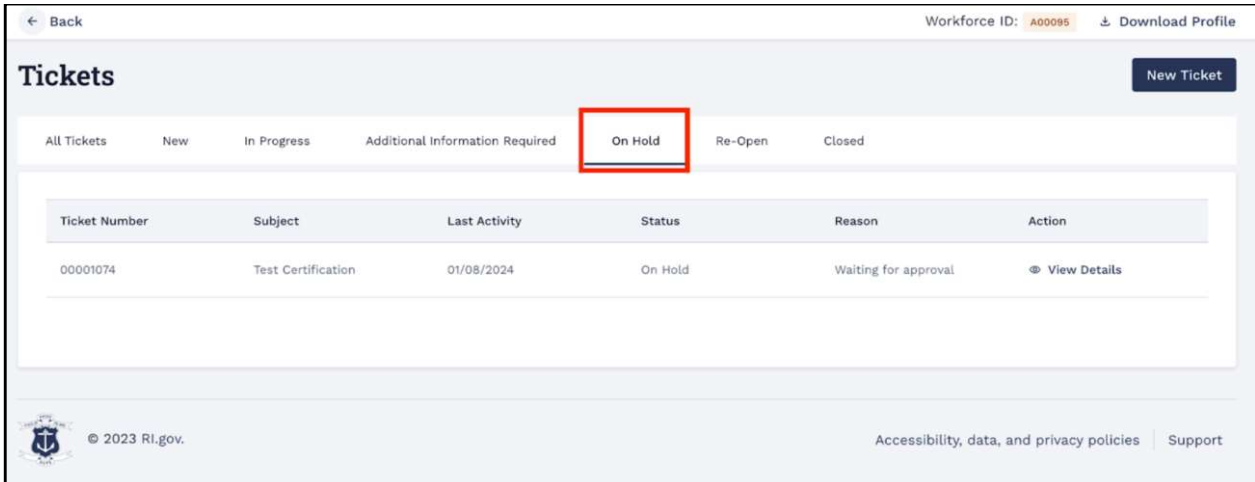
\* Comment

Write the comment

Comment

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

**Note:** Click the **View Details** link to view the ticket details.



← Back Workforce ID: A00095 Download Profile

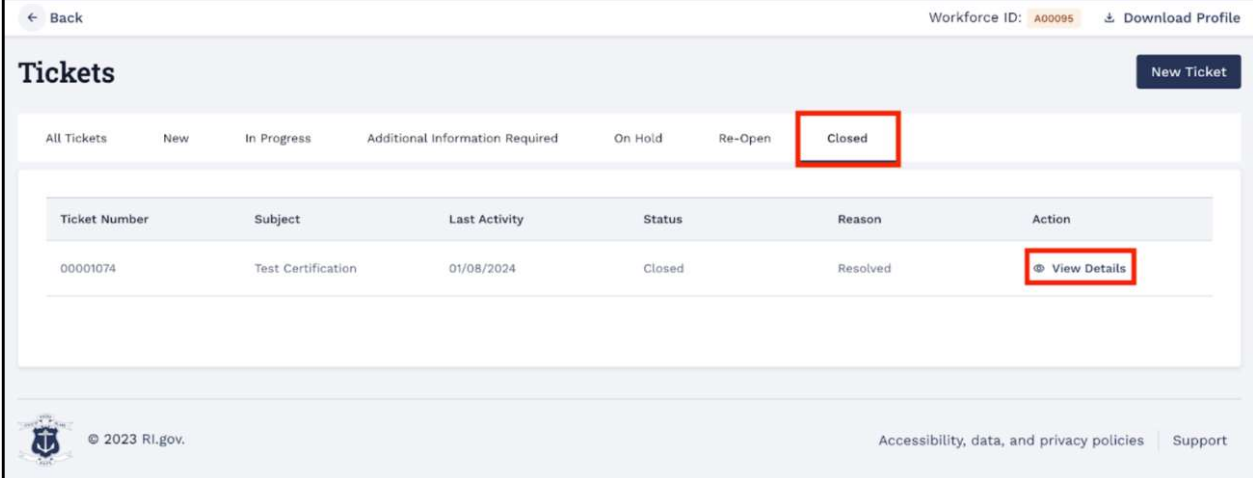
## Tickets New Ticket

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.



The screenshot shows the 'Tickets' page with a navigation bar at the top. The 'Closed' tab is highlighted with a red box. Below the tabs is a table with columns: Ticket Number, Subject, Last Activity, Status, Reason, and Action. A row is visible with Ticket Number 00001074, Subject Test Certification, Last Activity 01/08/2024, Status Closed, Reason Resolved, and an Action link 'View Details' which is also highlighted with a red box.

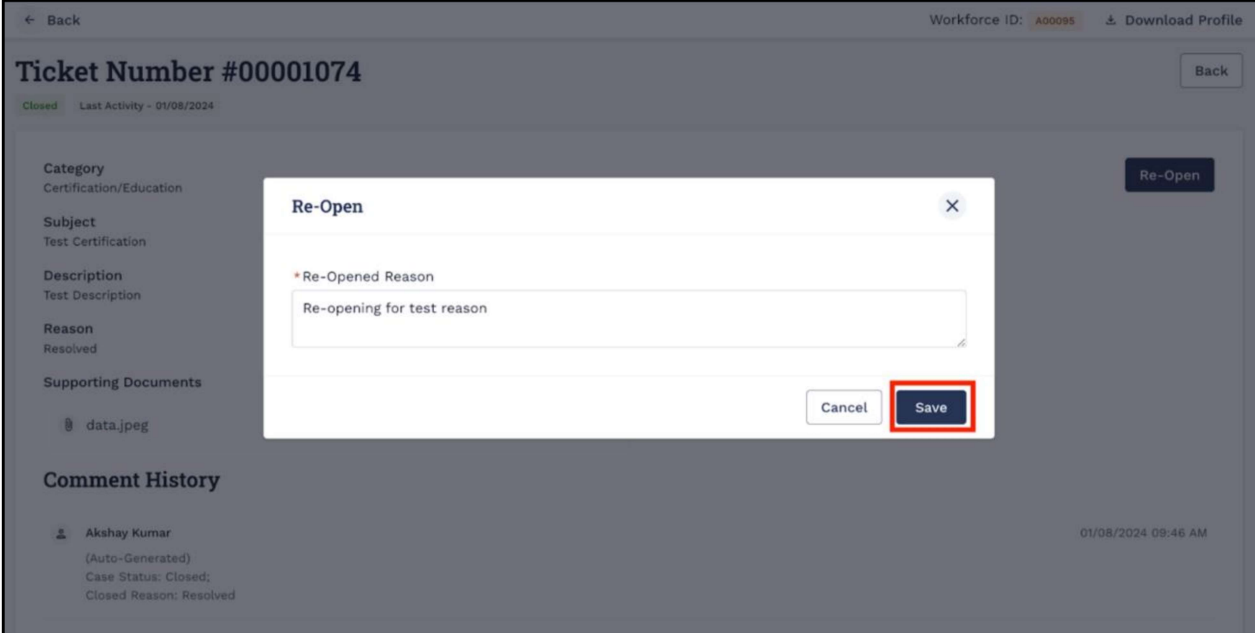
- Click the **Re-Open** button at the top right corner to open the closed ticket.

**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).



The screenshot shows the 'Ticket Number #00001074' details page. The ticket is marked as 'Closed' with a last activity date of 01/08/2024. The page includes fields for Category (Certification/Education), Subject (Test Certification), Description (Test Description), and Reason (Resolved). There is a 'Supporting Documents' section with a file named 'data.jpeg'. Below is a 'Comment History' section with two auto-generated comments from Akshay Kumar: one from 01/08/2024 09:46 AM stating 'Case Status: Closed; Closed Reason: Resolved', and another from 01/08/2024 09:45 AM stating 'Case Status: On Hold;'. A 'Re-Open' button is highlighted with a red box in the top right corner.

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



← Back 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)  
Case Status: Closed;  
Closed Reason: Resolved 01/08/2024 09:46 AM

Re-Open

Re-Open

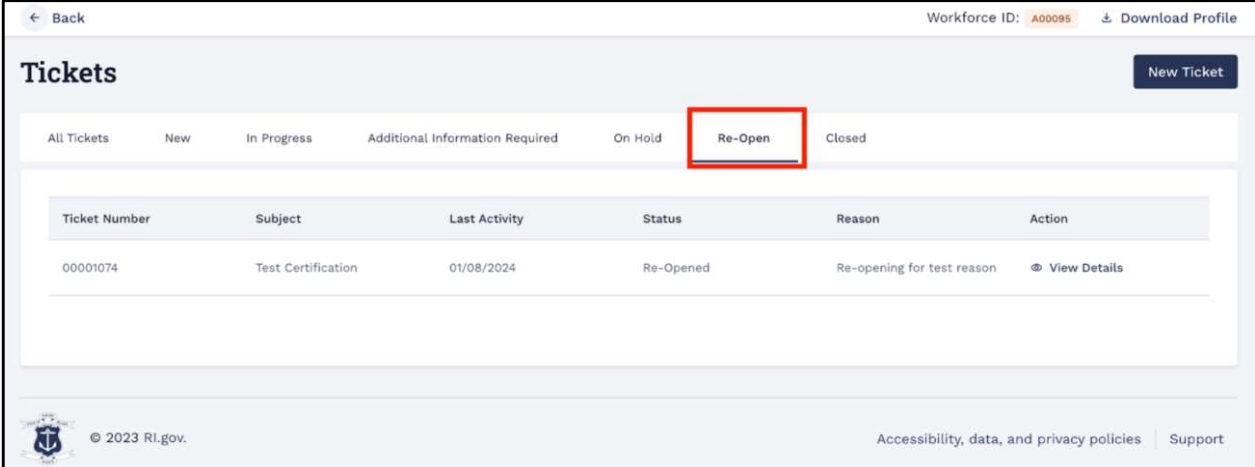
\* Re-Opened Reason

Re-opening for test reason

Cancel Save

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

**Note:** Once a ticket is closed, you can reopen it only for up to 15 days.



← Back Workforce ID: A00095 Download Profile

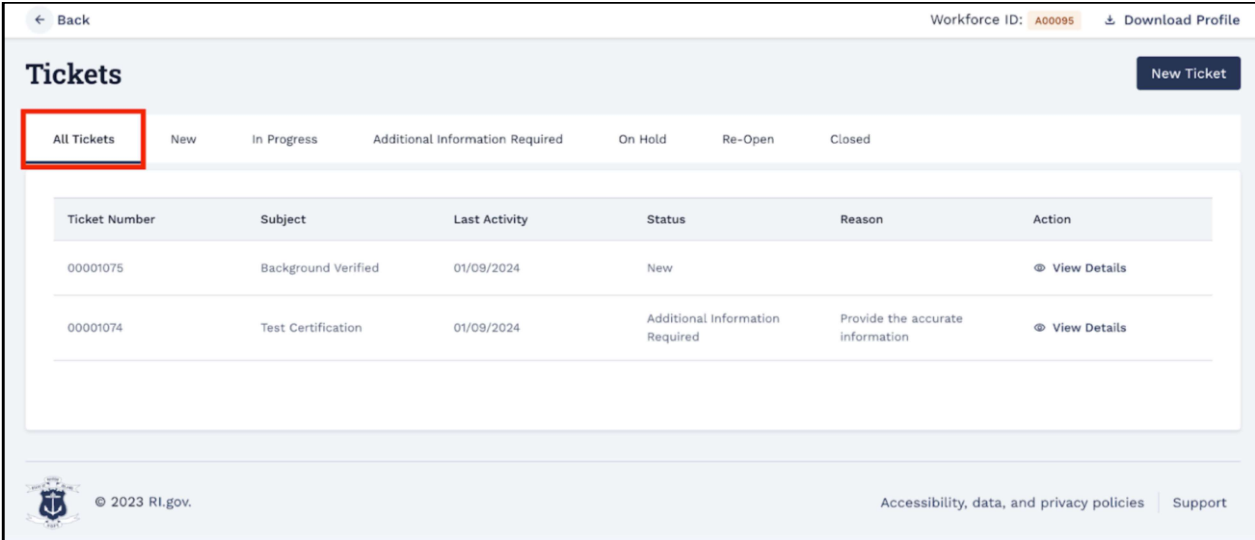
**Tickets** New Ticket

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	Re-Opened	Re-opening for test reason	View Details

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



← Back 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
00001075	Background Verified	01/09/2024	New		<a href="#">View Details</a>
00001074	Test Certification	01/09/2024	Additional Information Required	Provide the accurate information	<a href="#">View Details</a>

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