



## Rhode Island Department of Human Services (DHS)

### Office of Child Care – Child Care Assistance Program (CCAP)

25 Howard Avenue, Louis Pasteur Building #57, 1<sup>st</sup> Floor, Cranston, Rhode Island 02920

## Multi-Factor Authentication (MFA) in the CCAP Portal

To enhance the security of your logging in to the CCAP provider portal, we have instituted multi-factor authentication to ensure the appropriate individual is accessing the account. You may currently utilize MFA for some financial relationship applications (such as your bank or credit union), social media, or even for certain online retailers. The process is intended to verify that only the approved individual can access the account.

Each time you log into to the CCAP provider portal, an MFA code will be sent to the email address you have on file with DHS for your portal account. You must have access to that email to retrieve your code each time you log into the portal. If you do not have access to that email – or if you need to update your provider portal email – please contact Provider Management at [DHS.ChildCare@dhs.ri.gov](mailto:DHS.ChildCare@dhs.ri.gov).

**\*Please note: the below screens will temporarily only display in English.**

### Logging In

Access the [provider portal login screen](#) and enter your username and password (your credentials).

The screenshot shows a login form with the following elements:

- Title: Enter your login and password
- Login Id:
- Password:
- Submit button
- [Forgot Password?](#) link
- Text: Please be sure to securely track your user name and password.

You will be directed to the multi-factor authentication screen shown below. The email address should indicate a partial (secure) version of the email address associated with your provider portal login credentials.

The screenshot shows the Multifactor Authentication (MFA) screen with the following elements:

- Title: Multifactor Authentication (MFA) with a "Required Fields" indicator.
- Message: Your one-time password (OTP) was sent to a\*\*\*\*\*@deloitte.com. (The email address is highlighted with a red box).
- One-Time Password field:  with a "Submit" button.
- Resend button: Click on the "Resend" button to get a new one-time password. Resend
- BACK button: A green button with a left arrow and the text "BACK".



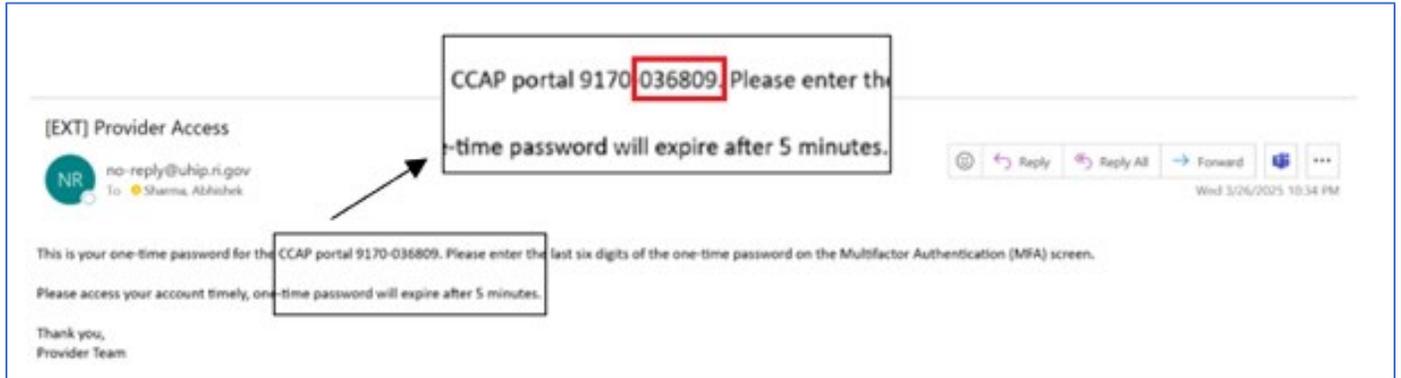
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### Multi-Factor Authentication (MFA) in the CCAP Portal

You will receive an email sent to the email address DHS has on file for you containing a one-time password (OTP) to access your account.



Enter the **last six (6) digits** of the OTP into the indicated field and click Submit.

**Note:** You can copy the six (6) digits from the one-time password from your email and paste them into the field on the Multifactor Authentication (MFA) screen.

You will land on your home screen in the portal.



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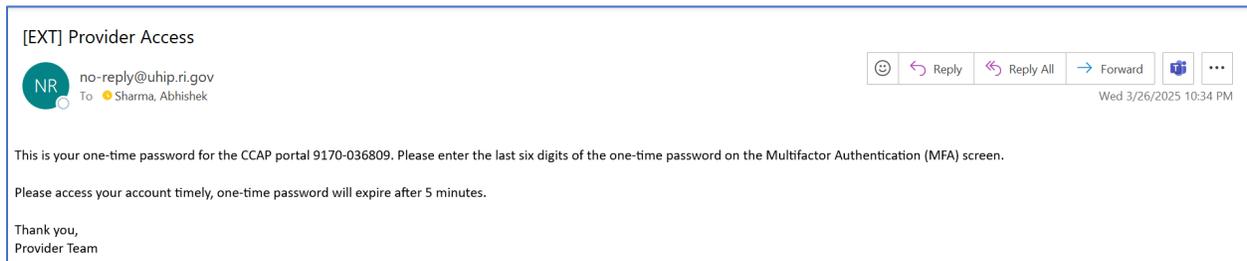
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## Multi-Factor Authentication (MFA) in the CCAP Portal

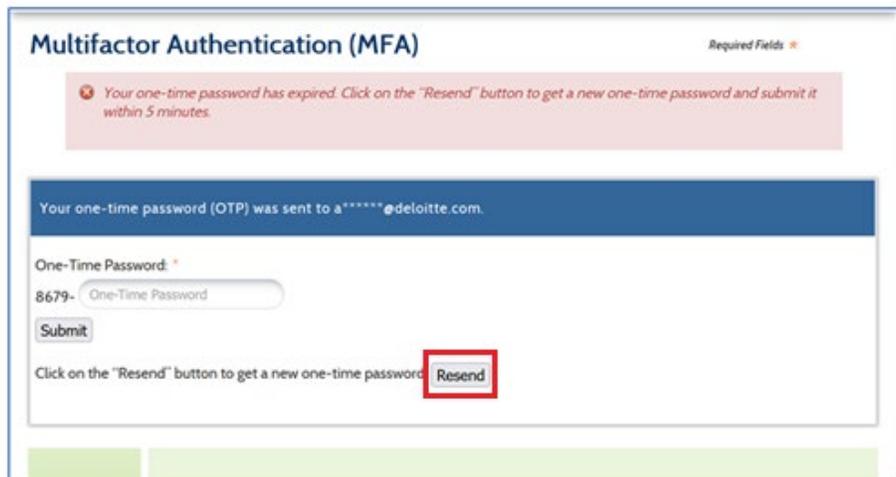
### Expired One-Time Password (OTP)

The OTP sent through email expires in five (5) minutes and must be entered before that time expires.

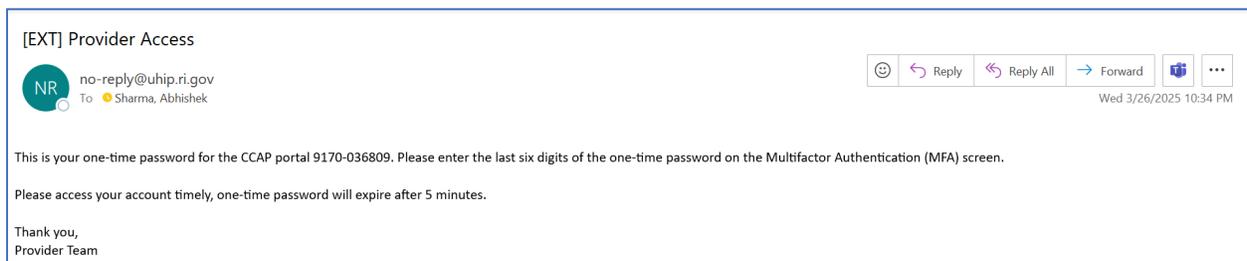


If you enter the OTP after those five (5) minutes, the following message will display:

**Your one-time password has expired. Click on the “Resend” button to get a new one-time password and submit it within 5 minutes.**



Clicking the Resend button will send another email with a new OTP.





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### Multi-Factor Authentication (MFA) in the CCAP Portal

Enter the newly received OTP (last 6 digits) into the Multifactor Authentication (MFA) screen and click Submit.

### Multifactor Authentication (MFA) Required Fields \*

Your one-time password (OTP) was sent to a\*\*\*\*\*@deloitte.com.

One-Time Password: \*

6409-

Click on the "Resend" button to get a new one-time password.

← BACK

State of Rhode Island  
Department of Human Services

[PORTUGUESE](#) | [SPANISH](#) | [ENGLISH](#)  
[CHANGE PASSWORD](#)  
[RSDYXQGV](#) | [LOG OUT](#)

## Provider Home Page HELP

Home

Enrollment

Group Enrollment

Attendance

Correspondence

Reports

Messages

Contact Us

**Provider Information:**

RSDYXQGV  
49 ZAIA st  
Warwick RI 02886-3169

**Contact Information:**

203-518-2830  
WUPYSVWE@gmail.com

**Tax ID Number:** FEIN

**DCYF License Number:** 3463927260

**Provider Type:** CCAP

**Provider ID:** 36516

**Number of DHS Children Enrolled:** 29

**DCYF Licensed Capacity:** 154

**STAR Rating:** d

**Effective Start Date:** 06/30/2019

[Provider Payment Rates](#)

You will land on your home screen in the portal.



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## Multi-Factor Authentication (MFA) in the CCAP Portal

### Incorrect One-Time Password (OTP)

If you incorrectly enter the last six (6) digits of the OTP sent to your email, you will have two (2) further opportunities to login with the same OTP. The screen will display the following message:

***The one-time password you provided is invalid. 1 incorrect attempt(s) has been made. You have 2 attempts remaining.***

Entering the correct OTP after this message will bring you to your home page.

**Multifactor Authentication (MFA)** Required Fields \*

*The one-time password you provided is invalid. 1 incorrect attempt(s) have been made. You have 2 attempts remaining.*

Your one-time password (OTP) was sent to a\*\*\*\*\*@deloitte.com.

One-Time Password: \*

8680-

Click on the "Resend" button to get a new one-time password.

**Multifactor Authentication (MFA)** Required Fields \*

*The one-time password you provided is invalid. 2 incorrect attempt(s) have been made. You have 1 attempt remaining.*

Your one-time password (OTP) was sent to a\*\*\*\*\*@deloitte.com.

One-Time Password: \*

8680-

Click on the "Resend" button to get a new one-time password.

Entering the OTP incorrectly a second time will display the following message:

***The one-time password you provided is invalid. 2 incorrect attempt(s) have been made. You have 1 attempt remaining.***

Entering the correct OTP after this message will bring you to your home page.



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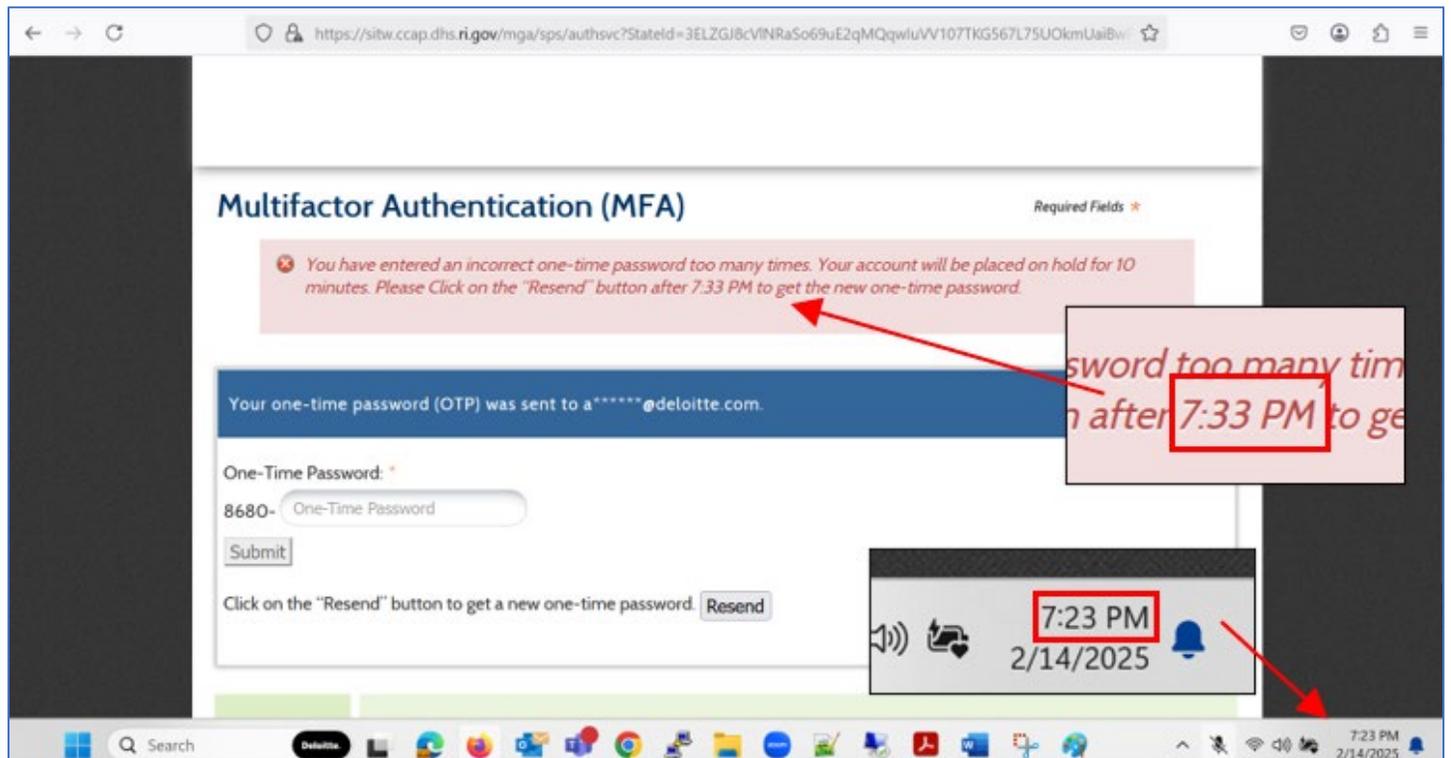
## Multi-Factor Authentication (MFA) in the CCAP Portal

Entering the OTP incorrectly a third time will place your account on hold for ten (10) minutes and require a new OTP to be requested.

The screen will display the following message:

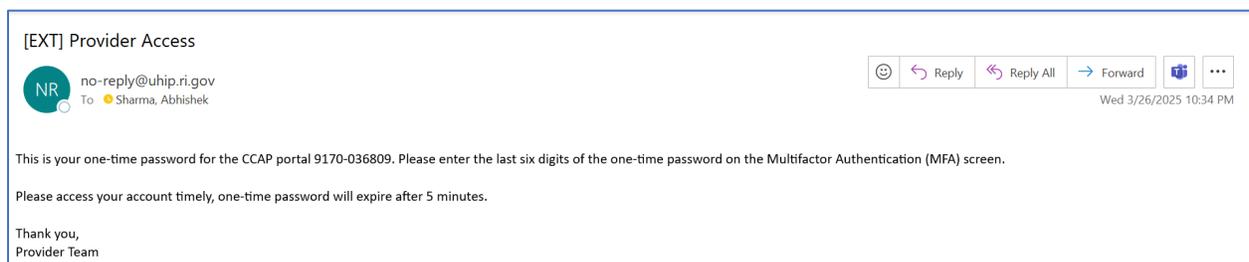
***You have entered an incorrect one-time password too many times. Your account will be placed on hold for 10 minutes. Please Click on the “Resend” button after X:XX AM/PM to get the new one-time password.***

The time indicated in the message will be ten (10) minutes after the third incorrect attempt.



Clicking the Resend button after the appropriate time will send another email with a new OTP.

**Note:** Clicking the Resend button prior to the ten (10) minute window will update the time displayed in the validation but the original time limit will remain in place.



Once received, follow the login instructions above.



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### Server Error or Invalid Email Address

If you experience a server error or if you entered an email address different from the one on file with DHS for the provider portal, the following error message will be displayed:

***Authentication failed due to server error or invalid email address. Please contact your account administrator to verify your email.***



In these instances, please email the Provider Management team at [DHS.ChildCare@dhs.ri.gov](mailto:DHS.ChildCare@dhs.ri.gov) to verify your email address or to report an outage.