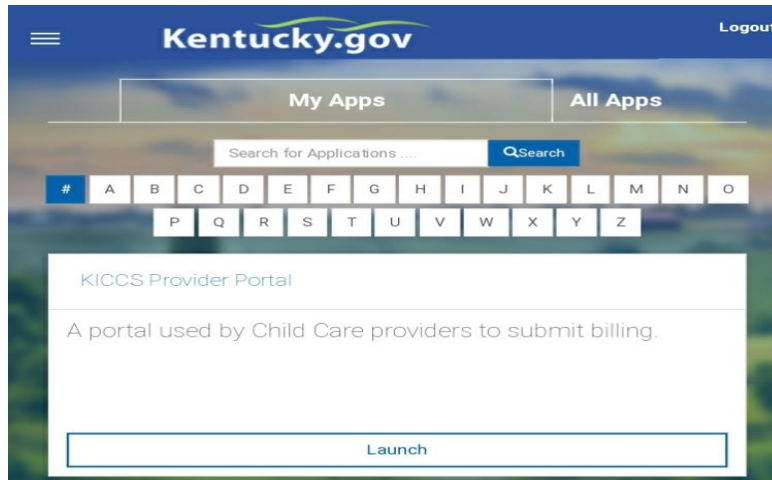# KICCS Provider Portal Navigation Rules

Provider Portal Tips:

- The **My Apps** landing page displays once you've successfully logged onto the KY Online Gateway.
  - **KICCS Provider Portal** will be listed for anyone with approved KICCS Portal roles.
  - See the KICCS Portal User Guide on the KICCS Provider Portal Launch Site for instructions on requesting roles.


- All CLR#'s associated with the account display in the **Assigned Providers** grid.
  - Contact Division of Child Care if an expected CLR# is not listed.

| Provider Name	CLR	Address		Type
Test Provider I	L369522	Test Address 1	.	Licensed Type I
Test Provider II	L369528	Test Address 2		Licensed Type I
Test Provider III	L368835	Test Address 3		Licensed Type I
Test Provider IV	C54969	Test Address 4		Certified
Test Provider V	R76463	Test Address 5		Registered In Provider Home
Test Provider VI	C57416	Test Address 6		Certified

Workbasket

Filter By: Select One

- The **menu items** on the left are used to navigate to different pages within the Provider Portal.
  - The specific options are determined by the user's approved roles.
  - A provider must be selected prior to clicking View/Process PBFs, Print PBFs, Renewal/Change App, or any of the All STARS options.
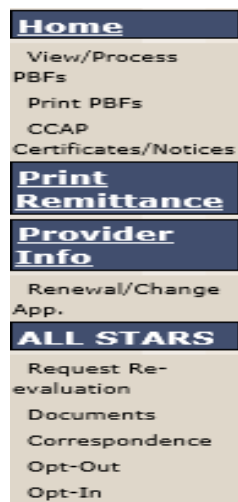
KICCS Provider Portal Navigation Rules

- A **Workbasket** feature will display below the Assigned Providers grid for users that also have the Renewal/Change App and/or All STARS menu option(s).
  - Click on the Filter By drop-down menu to view/select a Workbasket option
  - Results will display in a grid with a link to the applicable page
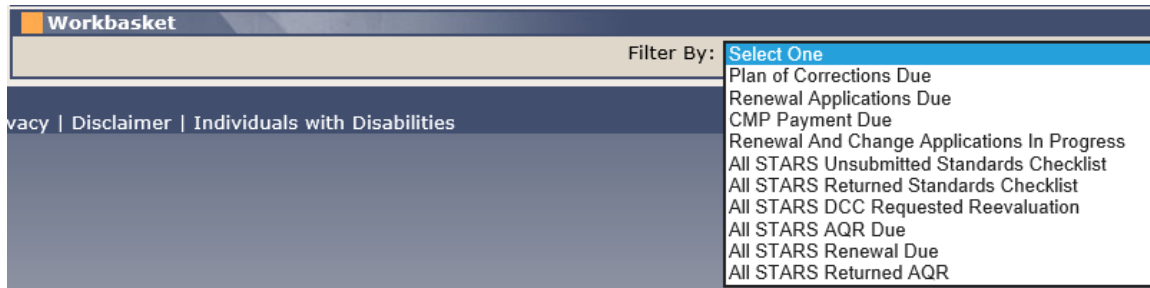
General Tips:

- The **Back** and **Forward** buttons in the browser toolbar should not be used in the Provider Portal.

- The screen may refresh or 'flash' when clicking menu items or action buttons, such as Print. There may be a delay before the new screen/view loads, depending on your connection or processor speed.

- Don't double-click the **Save** button on any screen.

- Status and error messages will display on a page, either at the top of the page or beside the field in which an error exists. Green messages notify that an action was successful. Red messages and/or asterisks denote missing, invalid, or improperly formatted data.

- Accepted date formats are: MM/DD/YYYY or MM/DD/YY or MM/YYYY

- Below are the minimum user system requirements for the KICCS Provider Portal. Performance and compatibility issues may exist when operating outside of these parameters. Chrome is the suggested browser.
  - Pentium i5 2.20 GHz or faster
  - 4GB RAM or higher
  - Display Resolution of 1024 x 768
  - Latest browser version
  - Windows 7 SP1 or higher
  - Network connection speed 100M bps or faster

*If you need assistance with these tips, please contact the **KICCS HelpDesk**.*
Local: 502-564-0104 Option 6
Toll Free: 866-231-0003 Option 6
Email: CHFS.KICCSHelpDesk@ky.gov