

## **Provider Hub: Add a User and Change Existing User Access**

### **Provider Hub Access**

There are six different levels of access people can be given to the Provider Hub. The access level will decide what that person can do in the Hub, including adding new Hub users. It is important to understand the differences between the access levels when choosing which one to assign to a new user. Use the table of contents below to move to each section individually.

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This guide is intended as an informational resource on using the DHS Provider Hub for DHS license holders and applicants for DHS licenses. It is not a source of definitive legal advice about specific issues. This guide contains plain language explanations of some terms defined in law; these explanations do not replace or modify the statutory definition of those terms. This guide is not intended to be a comprehensive collection of all related resources available. The content of this guide is current as of the date published. DHS may update or revise as applicable.

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## Authorized Agents

The Authorized Agent is the person the program owner or co-owner has chosen to be in charge of official communication with the licensing agency about the license. Every account must have one Authorized Agent.

Authorized Agents have the highest level of access in the Provider Hub. They are the only people who can:

- Submit new applications.
- Close a program.
- Create Provider Hub users at all access levels.
- Grant or remove Delegated Authority access.
- Submit change requests.

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## Additional Provider Hub Access Levels

There are five more access levels to the Provider Hub. These include Delegated Authority, Create/Submit, Read only, Clerical, and Attendance Entry. Each of these access levels can do different things in the Provider Hub.

### Delegated Authority

There can only be five users per license holder with Delegated Authority access. They can:

- View anything on their license and account.
- Draft a change request.
- Approve a change for submission.
- Update or add program information and personnel.
- Add and edit users with Create/Submit and Read Only permissions. They can't grant Delegated Authority access to other users; only the Authorized Agent can.

### Create/Submit

These users can:

- View anything on their license and account.
- Draft a change request.
- Update or add program information and personnel.

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## **Clerical**

These users can:

- View anything on their license and account.
- Add or update personnel.

## **Read Only**

These users can only view their license and account information.

## **Attendance Entry**

These users can only view their license and account information.

[Continue to Image](#)

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## Provider Hub User Access Level Chart

Provider Hub User Access Level	View Information in the Hub	Create New Users or Edit User Access	Submit a New Application	Draft a Change Request	Approve a Change for Submission	Add or Update Program Info	Add or Update Personnel	Close a Program
Authorized Agent	X	X	X	X	X	X	X	X
Delegated Authority	X	X		X	X	X	X	
Create/Submit	X			X	X	X	X	
Read Only	X							
Clerical	X						X	
Attendance Entry	X							

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## Great Start Compensation Program and Enrollment and Attendance Access Levels

The same six access levels apply in the Great Start Compensation Program and the Enrollment and Attendance function. Each of the access levels has more things they can do in these programs.

### Authorized Agent

The Authorized Agent can:

- View the Great Start Compensation application.
- Apply for a Great Start Compensation grant.
- View Great Start Compensation support payments.
- Take, upload and update attendance.
- Manage enrollment.
- Export attendance.

### Delegated Authority, Create/Submit, or Clerical access

A user with Delegated Authority, Create/Submit, or Clerical access has the same access as the Authorized Agent for purposes of the Great Start Compensation Program and Enrollment and Attendance. They can also:

- View the Great Start Compensation application.
- Apply for a Great Start Compensation grant.

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- View Great Start Compensation support payments.
- Take, upload and update attendance.
- Manage enrollment.
- Export attendance.

## **Read Only**

A user with Read Only access can:

- View the Great Start Compensation application.
- View Great Start Compensation support payments.

## **Attendance Entry**

A user with Attendance Entry access can only take, upload and update attendance.

[Continue to Image](#)

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## Great Start & Enrollment and Attendance User Access Level Chart

Great Start & Enrollment and Attendance User Access Level	View Great Start Application	Apply for Great Start Grant	View Great Start Compensation Support Program	Take Attendance	Update Attendance	Upload Attendance	Manage Enrollment	Export Attendance
Authorized Agent	X	X	X	X	X	X	X	X
Delegated Authority	X	X	X	X	X	X	X	X
Create/Submit	X	X	X	X	X	X	X	X
Read Only	X		X					
Clerical	X	X	X	X	X	X	X	X
Attendance Entry				X	X	X		

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## Add New Users to the Hub

**Note to license holders with multiple programs:** Users can have access to more than one program/license. If you are a license holder with multiple programs, you must add each user separately to each program/license that they need access to. Access does not carry over from program to program.

### Step 1

- Select **Home**.
- Select the **Licenses/Certifications** tab.
- Select the **Business License Number** of the associated program.

**DEPARTMENT OF HUMAN SERVICES**

Search for certifications, licenses & more

Home Apply for License or Certification My Programs Help & Resources

## Manage your child care license or certification.

Licenses/Certifications Provider Actions Pending Change Requests Pending Applications Visits License/Certification Holders Notices Of A

### ALL LICENSES/CERTIFICATIONS

Number	Program Name	Status
80235x	asdf	In Good Standing
802359	JPG tests	Conditional
801684	Develop Test Program 1	In Good Standing
800397	Develop Test Program 2	In Good Standing
2000362	Willmar's IHOP	Decertified
2000357	Sesame Street 2 NEW	In Good Standing
2000349	Cert Test Adam 3.7.24 2	In Good Standing
2000321	Test Me! Prog Name	In Good Standing
2000264	2.1.24 Certified	In Good Standing
2000199	ES Certified Program	In Good Standing
2000198	Max's Licensed QA Program	In Good Standing
2000148	Location 1 12.15	In Good Standing
2000111	Location 1	In Good Standing
20000x	Location 1	In Good Standing

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## Step 2

- Select the **View/Update User Access** button.

The screenshot shows the Minnesota Department of Human Services (DHS) Provider Hub interface. At the top, there is a dark blue header with the DHS logo, a search bar, and a user profile for 'Manny Manatee'. Below the header is a light blue navigation bar with links: Home, Apply for License or Certification, My Programs, and Help & Resources. The main content area displays a 'Business License' for '2000321'. A red box highlights the 'View/Update User Access' button in the top right corner of the license details. Below the license information, there is a table with columns: Program Name, Regulatory Authorization Type Text, Period Start, Period End, and Status. The table shows 'Test Me! Prog Name', 'Licensed Child Care Center', '2/26/2024, 12:00 AM', '12/31/2024, 12:00 AM', and 'In Good Standing'. Below the table, there are tabs for 'Details', 'Personnel', 'Related', 'Request A Change', 'Variance', and 'Program Characteristics'. The 'Details' tab is selected, showing a 'V Information' section with various fields for organization, language preferences, and contact information. Each field has an edit icon (pencil) to its right.

Program Name	Regulatory Authorization Type Text	Period Start	Period End	Status
Test Me! Prog Name	Licensed Child Care Center	2/26/2024, 12:00 AM	12/31/2024, 12:00 AM	In Good Standing

**Details** Personnel Related Request A Change Variance Program Characteristics

Information

Organization: [Test Me!](#)

Regulatory Authorization Type Text: Licensed Child Care Center

Other Written Language Preference

Public Email Address: [d@d.com](#)

Program Alternate Phone Number

Other Spoken Language Preference

Written Language Preference

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### Step 3

- Select **Add New User**.
- Select **Next**.

Change Variance Program Characteristics

View/Update User Access

User Access

Showing 1 of 1 item

User Name	Provider Hub User Ac...	Roles
Manny Manatee	Delegated Authority	

What action would you like to take?

☐ No Action

☐ Update Existing User Access

☒ Add New User

Next

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## Step 4a

- Search to see if the user's name is already in the Hub.
- If not found, select **Create New Contact and Enable as Provider Hub User**.

View/Update User Access

To select an existing contact to enable as a Provider Hub user, search for and select the contact. If you wish to create a new Contact and Provider Hub user select "Create New Contact and Enable As Provider Hub User"

▼ Enable Existing Contact

\*Search for contact here

Matilda Manatee

Select an option from the picklist or remove the search term.

☐ Create New Contact and Enable as Provider Hub User

Previous Next

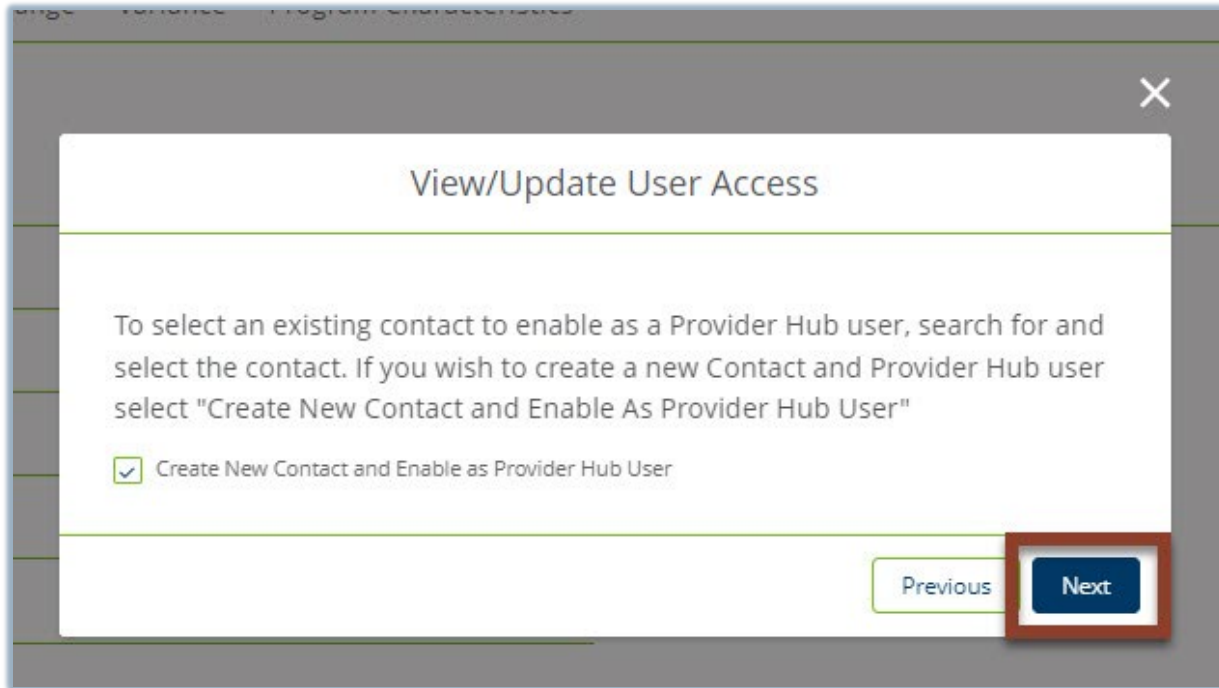
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## Step 4b

- Select **Next**.



View/Update User Access

To select an existing contact to enable as a Provider Hub user, search for and select the contact. If you wish to create a new Contact and Provider Hub user select "Create New Contact and Enable As Provider Hub User"

☒ Create New Contact and Enable as Provider Hub User

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## Step 5a

- Add the following information:
  - First Name
  - Last Name
  - Email
  - Language
  - Provider Hub User Access Level

enter 2/26/2024, 12:00 AM 12/31/2024, 12:00 AM In Good Standing

hang

### View/Update User Access

\* First Name  
Matilda

\* Last Name  
Manatee

\* Email  
melissalandintest@gmail.com

\* Language  
English

\* Provider Hub User Access Level ⓘ  
--None--

- ☐ --None--
- ☐ Read Only
- ☐ Create/Submit
- ☐ Delegated Authority
- ☐ Program Support Staff
- ☐ Supervised Volunteer
- ☐ Unsupervised Volunteer
- ☐ CCAP Payment Contact
- ☐ CCAP Site Contact
- ☐ Other

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## Step 5b

- If you select **Read Only** or **Create/Submit**, you will just enter the Provider Hub Role.
- Select the **Provider Hub Role** and select **Next**.
- If you select **Delegated Authority**, more information will appear. Review the information and select the checkboxes if you attest.

on My Programs Help & Resources X

View/Update User Access

\* First Name  
Matilda

\* Last Name  
Manatee

\* Email  
melissalandintest@gmail.com

\* Language  
English

\* Provider Hub User Access Level ⓘ  
Delegated Authority

The user identified as having delegated authority will be able to view, create, and submit licensing, certification (if applicable), and Child Care Assistance Program information (if applicable), and approve/submit changes on behalf of the Center Operator/Authorized Agent for the programs identified. A user granted delegated authority will not have the ability to request a program closure.

\* Delegated authority attestation

☒ I give this user the authority to make changes to the program's licensing, certification (if applicable), and/or Child Care Assistance Program information (if applicable) which includes reporting changes timely and accurately and updating payment information for the Child Care Assistance Program, if applicable

☒ I bind myself, the delegated user, and all other owners, license holders, controlling individuals, center operators, or program operators to the terms of this agreement and hold all parties responsible for representing true and accurate information to the government; and

☒ I agree to remove this user's delegated authority once they no longer work for the program.

\* Provider Hub Role

☒ Director

☐ Staff Person

☐ Driver

☐ Program Support Staff

☐ Supervised Volunteer

☐ Unsupervised Volunteer

☐ CCAP Payment Contact

☐ CCAP Site Contact

☐ Other

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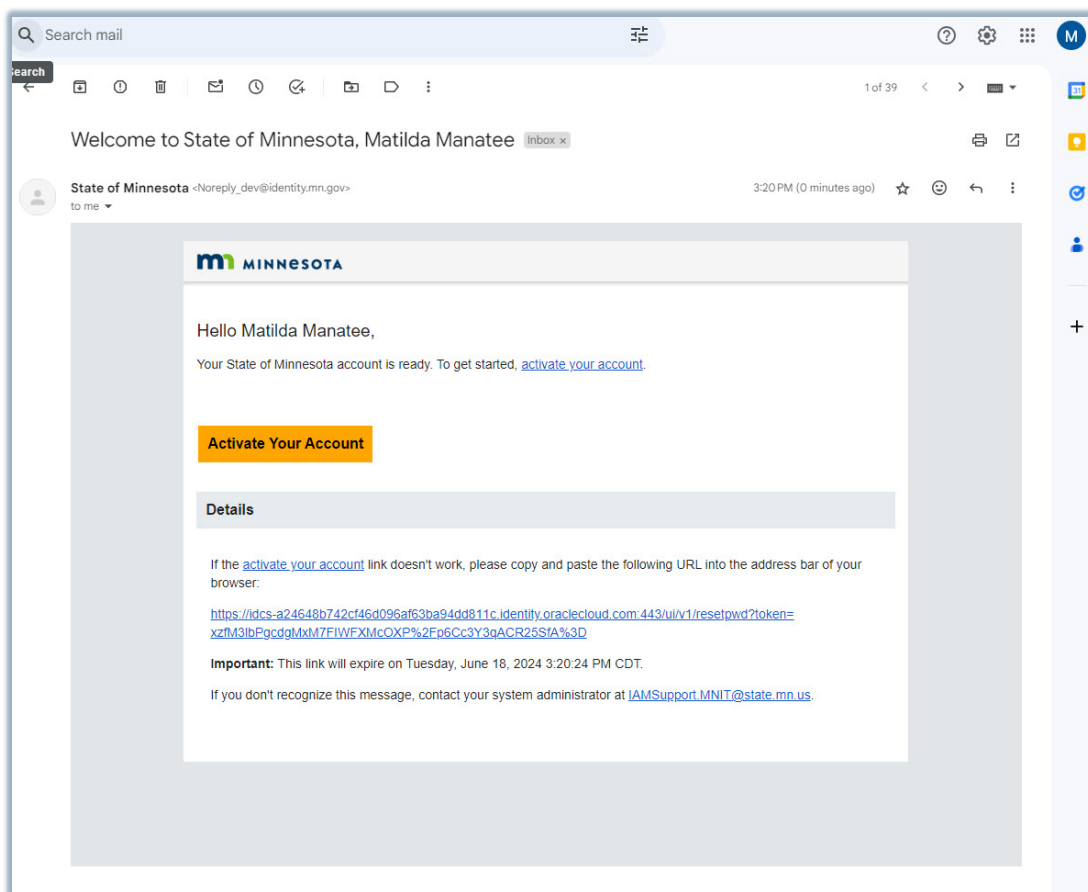
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## Step 6

The system will send an email to the user to have them complete their registration.

- The email will come from Noreply\_Prod@identity.mn.gov. Be sure to tell them to look for the email.



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## Edit User Access to the Hub

There will be times when you need to update a user's access. This could be to give a higher level of access or a lower level of access. The steps below will walk you through how to change a current user's access.

### Step 1

- Select **Home**.
- Select the **Licenses/Certifications** tab.
- Select the **Business License Number** of the associated program.

DEPARTMENT OF HUMAN SERVICES

Search for certifications, licenses & more

Home Apply for License or Certification My Programs Help & Resources

## Manage your child care license or certification.

Licenses/Certifications Provider Actions Pending Change Requests Pending Applications Visits License/Certification History

### ALL LICENSES/CERTIFICATIONS

Number	Program Name	Status
80235x	asdf	In Good Standing
802359	JPG tests	Conditional
801684	Develop Test Program 1	In Good Standing
800397	Develop Test Program 2	In Good Standing
2000362	Willmar's IHOP	Decertified
2000357	Sesame Street 2 NEW	In Good Standing
2000349	Cert Test Adam 3.7.24 2	In Good Standing
2000321	Test Me! Prog Name	In Good Standing
2000264	2.1.24 Certified	In Good Standing
2000199	ES Certified Program	In Good Standing
2000198	Max's Licensed QA Program	In Good Standing
2000148	Location 1 12.15	In Good Standing
2000111	Location 1	In Good Standing
20000x	Location 1	In Good Standing

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## Step 2

- Select the **View/Update User Access** button.

**m1 DEPARTMENT OF HUMAN SERVICES** Search for certifications, licenses & more Manny Manatee

Home Apply for License or Certification My Programs Help & Resources

**Business License**  
2000321

Program Name: Test Me! Prog Name Regulatory Authorization Type Text: Licensed Child Care Center Period Start: 2/26/2024, 12:00 AM Period End: 12/31/2024, 12:00 AM Status: In Good Standing

**Details** Personnel Related Request A Change Variance Program Characteristics

Information

Organization	Regulatory Authorization Type Text
<a href="#">Test Me!</a>	Licensed Child Care Center
Other Written Language Preference	
Public Email Address	
<a href="#">d@d.com</a>	
Program Alternate Phone Number	
Other Spoken Language Preference	
Written Language Preference	

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### Step 3

- Select **Update Existing User Access**.
- Select the **User Name** that you would like to update.
- Select **Next**.

Regulatory Authorization Type Text  
Licensed Child Care Center

### View/Update User Access

User Access

Showing 2 of 2 items • 1 item selected

<input type="checkbox"/>	User Name	Provider Hub User ...	Roles
<input checked="" type="checkbox"/>	Matilda Manatee	Delegated Authority	Director
<input type="checkbox"/>	Manny Manatee	Delegated Authority	

What action would you like to take?

☐ No Action

☒ Update Existing User Access

☐ Add New User

Next

IsActive

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## Step 4a

- The user's current access will appear.
- Use the dropdown menu to select the **Provider Hub User Access Level** that you would like the person to have.

The screenshot shows a web application window titled "View/Update User Access" with a close button (X) in the top right corner. The window has a header bar with tabs: "Change", "Variance", and "Program Characteristics". The main content area is titled "Update access for **Matilda Manatee**:". Below this, there is a section labeled "\* Provider Hub User Access Level" with an information icon (i). A dropdown menu is open, showing the current selection "Delegated Authority" and a list of options: "--None--", "No Access", "Read Only", "Create/Submit", and "Delegated Authority" (which is highlighted). Below the dropdown, there is a section labeled "\* Delegated authority attestation" with three checkboxes and their corresponding text:   
1. ☐ I give this user the authority to make changes to the program's licensing, certification (if applicable), and/or Child Care Assistance Program information (if applicable) which includes reporting changes timely and accurately and updating payment information for the Child Care Assistance Program, if applicable   
2. ☐ I bind myself, the delegated user, and all other owners, license holders, controlling individuals, center operators, or program operators to the terms of this agreement and hold all parties responsible for representing true and accurate information to the government; and   
3. ☐ I agree to remove this user's delegated authority once they no longer work for the program.   
At the bottom right of the form, there are two buttons: "Previous" and "Next". At the very bottom of the window, there is a status bar that says "Status Effective Date 2/26/2024".

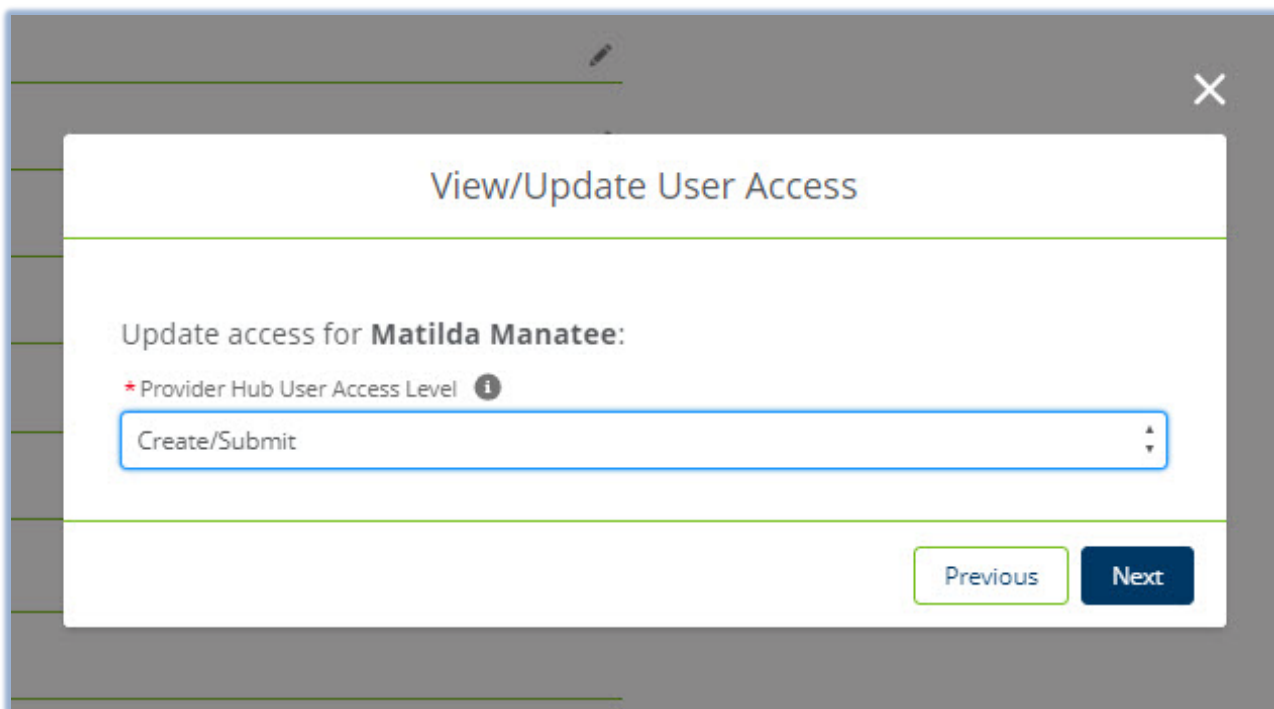
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## Step 4b

- Select the new role. **Note:** If you are an Authorized Agent and changing access to Delegated Authority, you will need to check the attestation boxes. Select Next.



View/Update User Access

Update access for **Matilda Manatee**:

\* Provider Hub User Access Level ⓘ

Create/Submit

Previous Next

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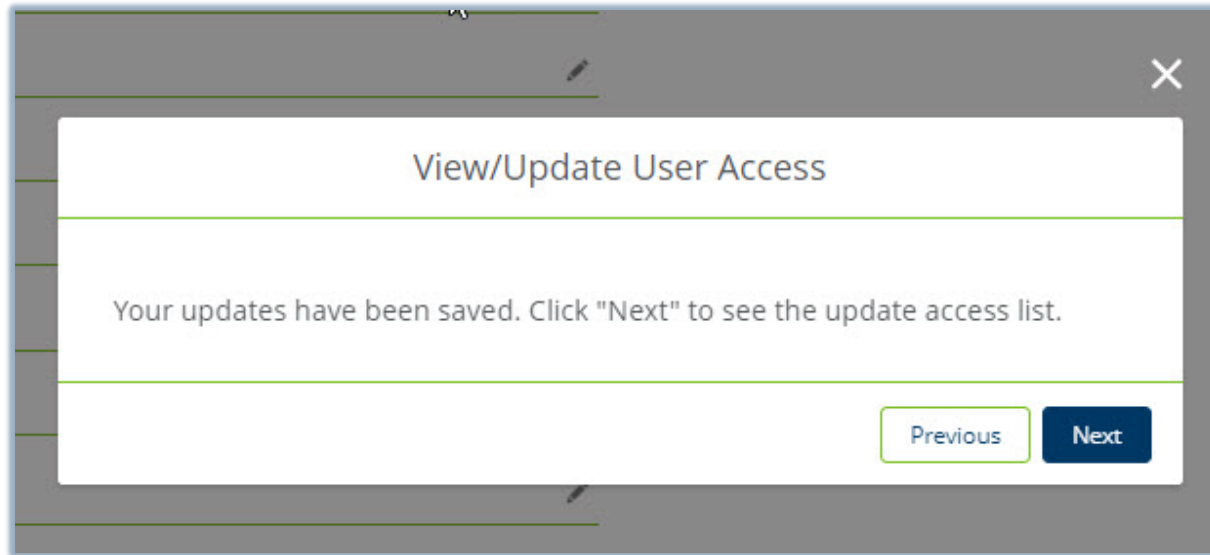
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## Step 5a

You will see a window confirming the updates.

- Select **Next** to see the updated access list.



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## Step 5b

- The **View/Update User Access** screen will display the new access.
- Select **No Action**.
- Select **Next** to leave the screen and return to the Business License page. You can also select the white “X” in the right-hand corner above the pop-up window.

Regulatory Authorization Type Text  
Licensed Child Care Center

### View/Update User Access

**User Access**  
Showing 2 of 2 items

User Name	Provider Hub User Ac...	Roles
Matilda Manatee	Create/Submit	Director
Manny Manatee	Delegated Authority	

What action would you like to take?

☒ No Action  
☐ Update Existing User Access  
☐ Add New User

Previous Next

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