pennsylvania
DEPARTMENT OF HUMAN SERVICES

Create a New User Account

Note: If you already have a b- user ID because you log into another Commonwealth of PA website, then contact the PELICAN Help Desk to have PSS access added to your account.

Child care providers who do not already have a b- user name should complete the following steps to register as a new user in PSS.

1. Open an Internet browser and navigate to www.pelican.state.pa.us/provider.

   - The *Welcome to Provider Self-Service* page is displayed.
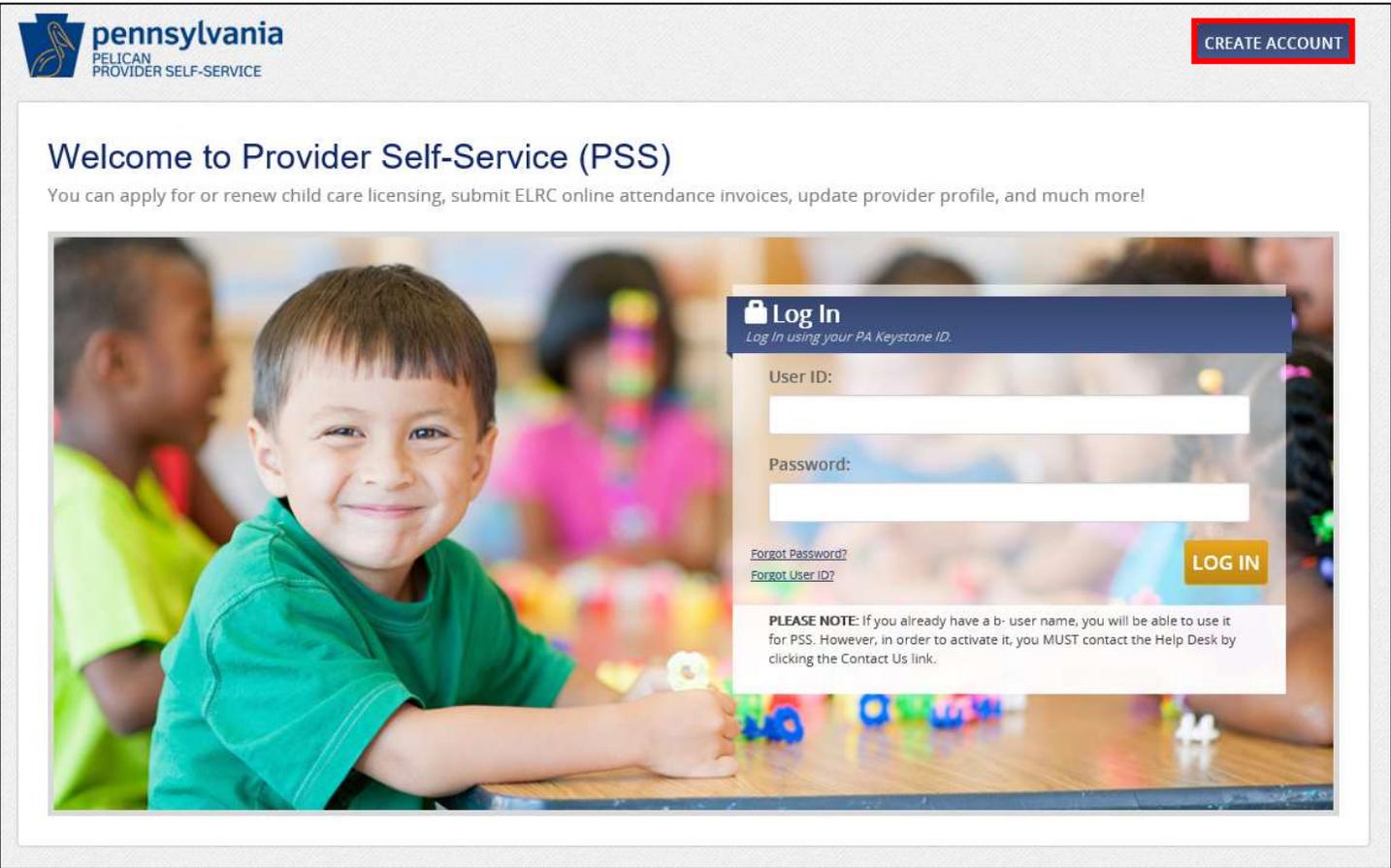
2. Click the **[CREATE ACCOUNT]** button.

   - The *User Registration* – Personal Information page is displayed.

3. Complete all the required fields, then click the **[NEXT]** button.

   - The *User Registration* – Security Questions/User Agreement page is displayed.

4. Select three required personal security questions and enter their answers.

5. Answer the additional security validation question at the bottom of the page.

6. Click the Terms of Service hyperlink at the bottom of the page to open and read the *Management Directive Agreement*. Upon closing the agreement, the checkbox to confirm agreement will be checked.

7. Click the **[NEXT]** button.

   - The *User Registration* – Registration Confirmation page is displayed.

8. Click the **[PRINT USER ID]** button.

   - Following your printer's procedures to finish printing.

9. Click the **[RETURN TO PSS LOGIN PAGE]** button.

10. Enter your User ID and Password, then click the **[LOG IN]** button.

   - The *Link to your Organization!* window is displayed.

Link an Account to Your Organization

Notes:

- *For ELRC Invoicing and Correspondence/Licensing users, the first user who requests to link to an organization is considered the PSS Account Manager for that organization.*
- *For the ELN user requests, the access is individual to the user. There is no Account Manager.*
- *The request is directed to the PELICAN Help Desk, who will perform the approval.*
- ***IMPORTANT:*** *Once an organization's first user—the PSS Account Manager for that organization—is in place, requests from subsequent users to link to that organization will be directed to the PSS Account Manager for approval. For ELN user requests, every request will go to the PELICAN Help Desk for approval.*

Link to your Organization

To review/update your location's provider profile, ELRC attendance invoice, correspondence, access the Early Learning Network or SLDS, you must register for access by linking to your organization. Hover over the "?" icon for more details about where to find your MPI ID.

MPI ID (required) ❓

e.g., XXXXXXXXX

Tax ID (required) ❓

e.g., XXXXXXXXX

What do you need to access? (required)

If you require access to both ELRC Invoicing and Correspondence/Licensing and the Early Learning Network/SLDS, please submit two separate requests.

- ○ ELRC Invoicing and Correspondence/Licensing ❓
- ○ Early Learning Network (PA Pre-K Counts, Head Start, Keystone STARS) ❓
- ○ Early Learning Network (Upload SLDS Data) ❓
- ○ None, return to PSS home page

SUBMIT

Note: This is a secure page and the information you enter here is protected. You must provide an MPI ID and Tax ID to maintain provider services information. For assistance in locating your MPI ID, contact your Help Desk by clicking Contact Us.

Resources   FAQs   Contact Us

1. Enter an **MPI ID** and **Tax ID**.

2. Select the radio button for the access that is needed.

Notes:

- *Subsidy child care providers should select ELRC Invoicing and Correspondence/Licensing.*
- *If access to ELN is needed and you are NOT an Account Manager, expand the MY ACCOUNT drawer and select Manage My Access. Click the Request hyperlink, then repeat steps.*
- *If access to ELN is needed and you ARE an Account Manager, expand the MY ACCOUNT drawer and select Manage Users. Click the [MANAGE MY ELN ACCESS] button, click the Request hyperlink, then repeat steps.*

Type of Access

Type of Access	Access Levels	Programs	Locations	Actions
ELRC Invoicing and Correspondence/ Licensing	Manage Profile	None	CATHOLIC YOUTH CTR DAY CAR	Edit
Early Learning Network (PA Pre-K Counts, Head Start, Keystone STARS) and Upload SLDS Data				Request

- *If access is needed to multiple organizations, from the PSS Home page, click the* Link to your Organization! ⊕ *hyperlink, then repeat steps.*
- *If access is needed to multiple locations within the same organization and you ARE the Account Manager, expand the MY ACCOUNT drawer, and select Manage Users. Select yourself from the list, then click the [MODIFY USER] button. Under Locations, select the desired location(s), then click the [SAVE] button.*

3. Click the **[SUBMIT]** button.

- The *Organization Information* windows is displayed.

Notes:

- *The Terms and Conditions statement appears only if the organization is not yet known to the system.*
- *If the Terms and Conditions statement does not appear under the organization information, then the organization already has access to ELN or some other State system but may not have access to PSS yet.*

4. Click the Terms and Conditions hyperlink to open and read the *Data Release Agreement*, then click the [CONTINUE] button. Upon closing the agreement, the checkbox to confirm agreement will be checked.

- The *Notice!* window is displayed, explaining that the user will be given PSS Account Manager privileges.

5. Click the **[CONTINUE]** button.

- The *PSS Home Page* is displayed with a message in the top-left corner stating:
  ⚠ Access Request Status: Pending

Note: The PELICAN Help Desk contacts the user to explain the PSS Account Manager role.

6. If there is no existing Account Manager, the PELICAN Help Desk explains that the request has been approved and he or she can typically log back into PSS within 24 hours. The PSS Home page will display the following once the account update has been completed:
   - The 'Access Request Status: Pending' message in the top-left corner is replaced with a new message: Link to your Organization! ⊕
     - This hyperlink allows the user to link to another organization, when necessary.
   - The user's name and organization name appear in the top right corner.
   - The tasks that the user is authorized to perform appear when the user expands each of the drawers.

Note: If there is an existing Account Manager, the Account Manager reviews and approves the request for access to their organization. Once approved, a confirmation email is sent to the user automatically from PSS.

Call the PELICAN Provider Help Desk at 1-877-491-3818 if you have any questions.