



The Early Childhood Registry
of Palm Beach County

Manage Program Portal Access

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Overview

The Early Childhood Registry of Palm Beach County is a professional workforce registry dedicated to empowering early learning educators (<https://registry.earlylearningpbc.org>). This website supports professional growth through a variety of services, including training, scholarships, and financial awards.

Approved account holders have access to a special area of the website called the **Administration Hub** where they can grant individual account holders access to the **Program Portal** section of the site.

This guide will walk you through the steps required to grant (or remove) **Program Portal** access for an individual from the **Administration Hub**.

Sign In

Access the **Sign In** page by typing <https://registry.earlylearningpbc.org> in your browser.

Once you have created your account, enter your username (this is your email address) and password and click **Sign In**.

Reset Your Password

From the Sign In page, click the **Reset Password** link. Enter the email address you used to sign up and click **Send**. You will receive an email with a link to reset your password.

Clicking this link will take you back to the Sign In page where you will be prompted to create a new password. Make sure your new password has each of the following:

- 1 uppercase letter [A-Z]
- 1 lowercase letter [a-z]
- 1 number [0-9]
- 1 symbol [!@#\$%^&*()+_{}?~]
- At least 6 characters

When you are finished, click **Update** and use your new password to sign in to your account.

The image shows two screenshots of the Early Childhood Registry of Palm Beach County website. The top screenshot is the 'Sign In' page. It has a title 'Sign In' at the top. Below it are two input fields: one for email (containing 'myemail@domainname.com') and one for password (containing '*****'). Both fields have green checkmarks on the right. Below the fields is a blue button labeled 'Sign In'. Underneath the button is a link 'Forgot your Password?' with a 'Reset Password' link next to it. Below that is a 'Sign Up' button. At the bottom are logos for 'Children's Services Council', 'Early Learning Coalition of Palm Beach County', and 'PALM BEACH STATE COLLEGE'. The bottom screenshot is the 'Reset Password' page. It has a title 'Reset Password' at the top. Below it is an email input field (containing 'myemail@domainname.com') with a green checkmark. Below the field is a blue button labeled 'Send' and a grey button labeled 'Home'. Below these buttons is a horizontal line with 'OR' in the center. At the bottom is a link 'Already Registered? Sign In'. A blue arrow points from the 'Reset Password' link on the 'Sign In' page to the 'Reset Password' page.

Two-Factor Authentication

We want to keep your account safe by making sure only *you* can sign in to your account. That is why you will be asked to go through two-factor authentication when logging in to your account from a new device or browser.

Two-factor authentication ensures it is you signing in to your account by asking you to use two different methods of signing in. The first of these methods is through your username and password and is done from the **Sign In** page.

Once you have clicked **Sign In**, this will bring you to a screen where you will be asked to confirm it is you signing in by entering a six-digit code that was sent via email, text message, or call to the phone number you provided when you created your profile.

When you receive your code, enter it in the *Verification Code* box.

Click **Yes** under **Remember Browser** to save your information and skip two-factor authentication when signing in from the browser you are currently using.

Click **Sign In** to access your account.

The image displays two screenshots of the Wels Two-Factor Authentication process. The top screenshot shows the selection of a verification method. The bottom screenshot shows the entry of the verification code and the 'Remember Browser' option.

Top Screenshot:

wels

Select an option below where a verification code will be sent. You will then be asked to enter this code after you make a selection.

SMS Message
We will be texting you a code to this number
XXX-XXX-0320

Phone Call
We will be calling you with a code to this number
XXX-XXX-0320

Email
We will be emailing you a code to this address
eXXXXXXXX@weXXXXXXXXXXXX.org

Bottom Screenshot:

wels

Two Step Authentication is required for your account.
Your code was sent to: XXX-XXX-0320

Remember Browser **Verification Code***

No **77777** ✓

Didn't receive a verification code? [Resend](#)

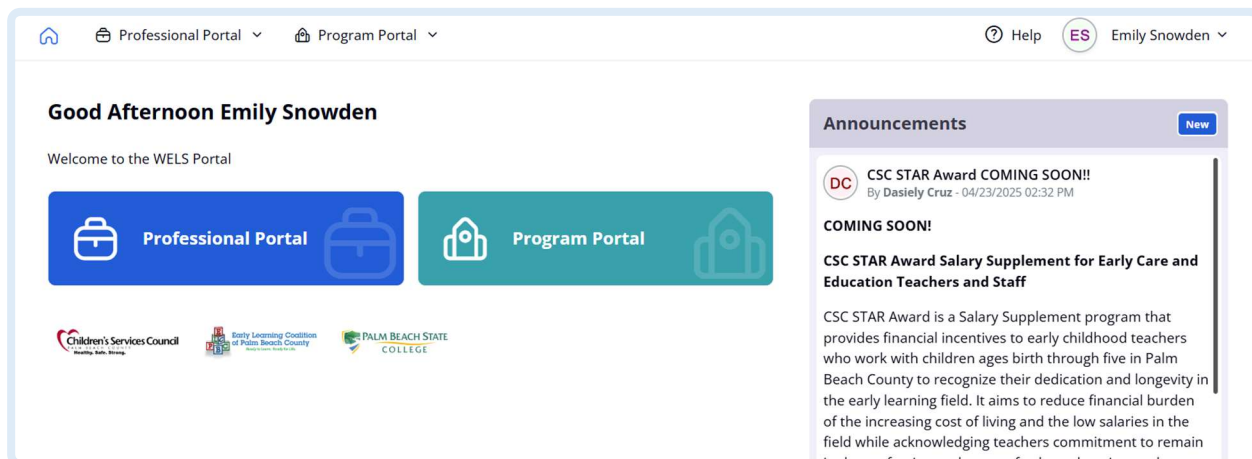
Can't access your Phone ? [Use another verification method](#)

Sign In **Home**

Sign in as someone else? [Sign In](#)

Home Page

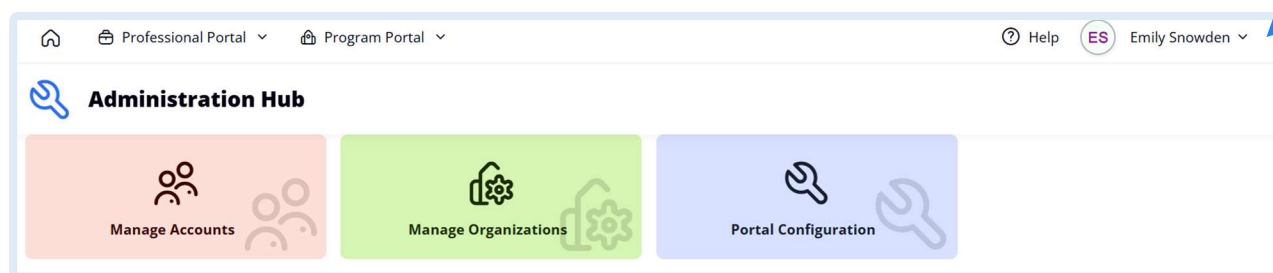
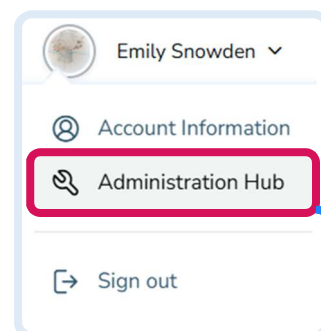
When you first sign in, you will see The Early Childhood Registry of Palm Beach County Home page. Here, you can review any **Announcements** and access the different areas of the site.



Administration Hub

Administrators have special access to an area of the Registry website called the **Administration Hub**.

You can access the **Administration Hub** by clicking on your name in the top right corner of the screen. Next, select **Administration Hub** from the list.



This will open the **Administration Hub Dashboard**. The options you will see here include:

Manage Accounts

Access a complete list of individuals who have created accounts in the Registry. For each individual, you can review

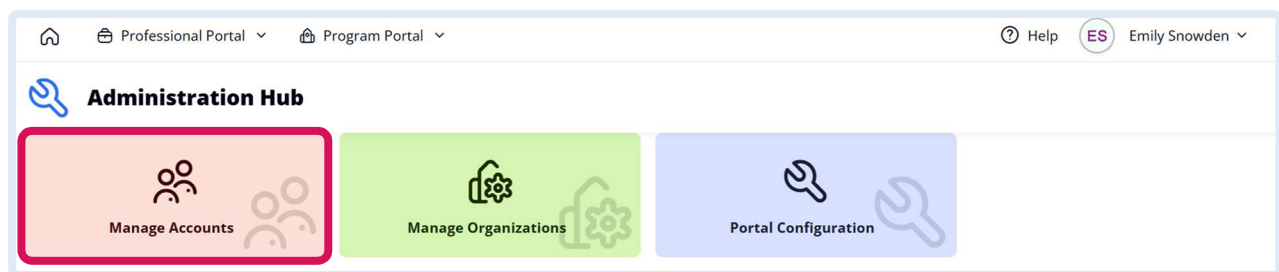
	and update basic information in their account. This includes granting Program Portal access.
Manage Organizations	Create and manage programs. Each of these programs or “Organizations” can be grouped with others as needed (for example, child care franchises).

Grant Program Portal Access

The next sections of this guide will provide step-by-step instructions for how to grant **Program Portal** access to an individual from the **Manage Accounts** section of the Registry.

1) Select **Manage Accounts** on your **Administration Hub Dashboard**.

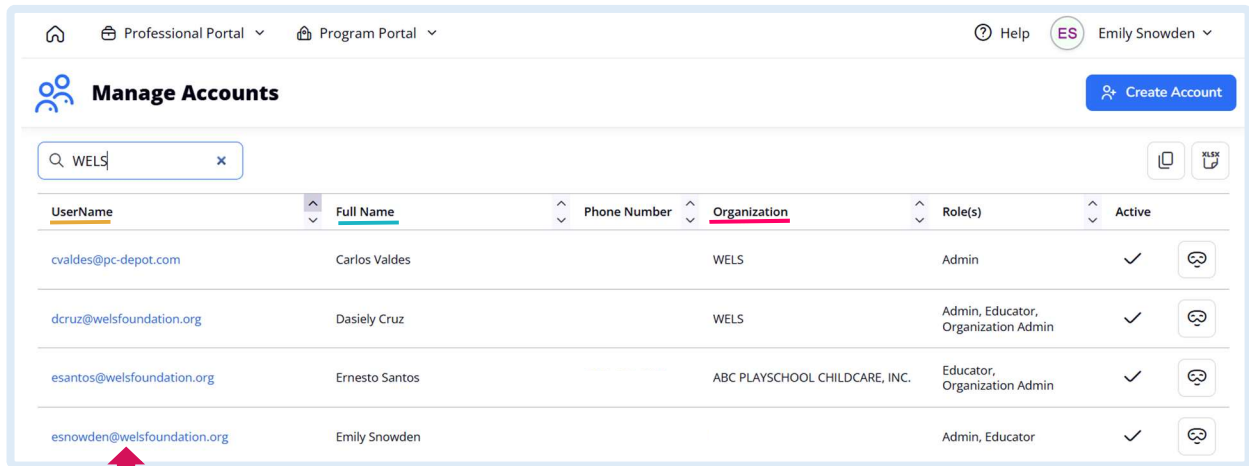
From the **Administration Hub Dashboard**, select **Manage Accounts**.



A new screen will open where you will see a list of all the individuals who have accounts in the system.

2) Open the individual's account record

Search for an individual's account by using one of the following identifiers:



The screenshot shows a web application titled "Manage Accounts". At the top, there are navigation links for "Professional Portal" and "Program Portal", along with a user profile for "Emily Snowden". A search bar contains the text "WELS". Below the search bar is a table with the following columns: "UserName", "Full Name", "Phone Number", "Organization", "Role(s)", and "Active". The table lists four users. A red arrow points to the email address "esnowden@welsfoundation.org" in the "UserName" column of the fourth row.

UserName	Full Name	Phone Number	Organization	Role(s)	Active
cvaldes@pc-depot.com	Carlos Valdes		WELS	Admin	✓
dcruz@welsfoundation.org	Dasiely Cruz		WELS	Admin, Educator, Organization Admin	✓
esantos@welsfoundation.org	Ernesto Santos		ABC PLAYCHOOL CHILDCARE, INC.	Educator, Organization Admin	✓
esnowden@welsfoundation.org	Emily Snowden			Admin, Educator	✓

- **Username:** The email address the individual used to sign up.
- **Full name:** First & Last Name.
- **Organization:** Has this individual been matched to a program (Organization)?

Once you have found the account in the list, click on an individual's linked username (email) to open their account record.

In the individual's account record, you will be able to see and update information about the account. This includes any existing assignments to **Organizations** or **Assigned Sites**.

3) Select an Organization

Start by assigning an **Organization**. Please note, the **Organizations** in this list may represent groups or franchises with more than one program (**Site**). For more information on **Organizations**, see the **Manage Organizations** section of this guide.

The screenshot shows the 'Manage Accounts' form. At the top, there's a header with a user icon, the title 'Manage Accounts', and buttons for 'Update' and 'Back to Account List'. Below the header is a light blue banner with a note: 'When a field is followed by a * the field is required.' The form fields are organized into sections. The first section contains 'Email/Username*', 'Phone Number*', and 'Password'. The second section contains 'First Name*' and 'Last Name*'. The third section contains 'Organization' and 'Role(s)*'. The 'Organization' dropdown menu is open, showing a list of options with 'WELS' selected. A red arrow points to the 'WELS' option. Below the dropdown is a 'Comment' field. The fourth section contains 'SMS Enabled Phone: Yes' and 'Active' with a 'Yes' button. The fifth section contains 'Created Date 04/18/25 - 12:38:49 PM' and 'Last Login Date 04/23/25 - 02:32:16 PM'. The sixth section is titled 'Assigned Sites' and contains a search bar, a 'Show 25 Records' button, and a table with columns: NAME, LICENSE NUMBER, ROLE, APPROVED, and ACTIONS. The table is currently empty, with a message 'No Assigned Sites to the User or Organization.' at the bottom.

Scroll through the options in the list or type in the box provided to find a specific **Organization**. Select the **Organization** from the list provided.

4) Click **Update**

Once you have selected the **Organization**, click the **Update** button at the top of the screen to save. You will receive a notification at the top of the screen confirming the update was successfully saved.

5) **Assign a Site**

Next, you will need to choose at least one of the programs (**Sites**) from the **Organization**.

Assigned Sites

Search

Show 25 Records

NAME	LICENSE NUMBER	ROLE	APPROVED	ACTIONS
No Assigned Sites to the User or Organization.				

Update Selected Site + Assign a Site

Scroll down to the **Assigned Sites** section at the bottom of the page and click the **Assign a Site** button.

A new window will pop up titled **Assign Site** where you will see a list of the programs that are part of the **Organization** you selected.

Choose at least one of these programs from the list then click **Assign**. The program will now appear in the list of **Assigned Sites** as the **Selected Site**.

PORTAL **Assign Site**

Search

Show 25 Records

NAME	LICENSE NUMBER
PIONEER PARK ELEMENTARY (PBCSD)	7682
WELS APPLICATION CENTER VERSION 2	WELS54321-0
WELS APPLICATION FAMILY VERSION 2	WELS99999-0
WELS APPLICATION TEST (CENTER)	123456-0
WELS APPLICATION TEST (FAMILY)	WELS7777777
WELS TEST CENTER	WELS123
☒ WELS TEST SITE	WELS1234567

Assign X Close

Assigned Sites

Search

Show 25 Records

NAME	LICENSE NUMBER	ROLE	APPROVED	ACTIONS
WELS TEST SITE Selected Site	WELS1234567	Site Employee	Yes	Remove Update Role

Update Selected Site + Assign a Site

***NOTE:** If you select more than one Site, you will next need to manually provide approval for each site that is not listed as the **Selected (Default) Site**. See the **Update Role or Approval Status** section of this guide for more information.

6) Save the Update

Finally, finish adding your changes to this individual's account by clicking **Update** button at the top of the screen.

This individual will now be able to access the **Program Portal** area of the website on behalf of the assigned Site (program).

Update Role or Approval Status

Individuals may require updates to their roles (*Employees* or *Administrators*) or general approval for **Program Portal** access (see the **Approved** column).

To approve access or update a **Role**, scroll to the bottom of the individual's account record to the **Assigned Sites** section. Find the **Site** in the list and click the **Update Role** button (under **Actions**).

The screenshot shows the 'Assigned Sites' section of a user's account. It contains a table with columns: NAME, LICENSE NUMBER, ROLE, APPROVED, and ACTIONS. Two sites are listed: 'WELS TEST CENTER' (License: WELS123, Role: Site Employee, Approved: No) and 'WELS TEST SITE' (License: WELS1234567, Role: Site Employee, Approved: Yes). The 'WELS TEST SITE' is marked as the 'Selected Site'. In the ACTIONS column for 'WELS TEST CENTER', the 'Update Role' button is highlighted with a red box. A blue arrow points from this button to a modal window titled 'PORTAL Update Program Role'. The modal displays the 'Program Name' as 'WELS TEST CENTER' and 'License Number' as 'WELS123'. It has a 'Role' dropdown set to 'Site Employee' and an 'Approved' toggle set to 'No'. At the bottom of the modal are 'Update' and 'Close' buttons.

NAME	LICENSE NUMBER	ROLE	APPROVED	ACTIONS
WELS TEST CENTER	WELS123	Site Employee	No	Remove Update Role
WELS TEST SITE	WELS1234567	Site Employee	Yes	Remove Update Role

PORTAL Update Program Role

Program Name: WELS TEST CENTER
License Number: WELS123

Role: Site Employee
Approved: No

[Update](#) [Close](#)

A new window will pop up titled **Update Program Role** where you can update or remove a role. Here, you can also indicate “Yes” or “No” under **Approved** to approve (or remove approval for) **Program Portal** access. Click **Update** when you are finished.

Change the Default Program

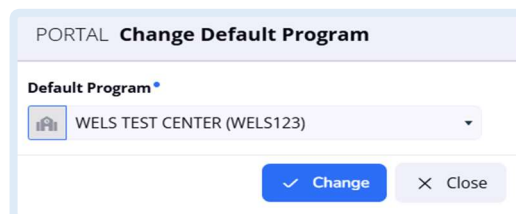
The **Default Program** (or **Selected Site**) will automatically show when an approved individual is first opening the **Program Portal** section. While the individual can change their own view to a different assigned **Site** (program) while in the **Program Portal**, you can update this default program from the **Manage Accounts** section.

This screenshot shows the 'Assigned Sites' table again. The 'Update Selected Site' button in the top right corner is highlighted with a red box. The table data is the same as in the previous screenshot.

NAME	LICENSE NUMBER	ROLE	APPROVED	ACTIONS
WELS TEST CENTER	WELS123	Site Employee	No	Remove Update Role
WELS TEST SITE	WELS1234567	Site Employee	Yes	Remove Update Role

Open the individual's account record, then scroll down to the bottom of the page to the **Assigned Sites** section. From here, click the **Update Selected Site** button.

A new window titled **Change Default Program** will open where you will be able to select a new **Default Program** or **Selected Site** from the list. Click **Change** to finish.

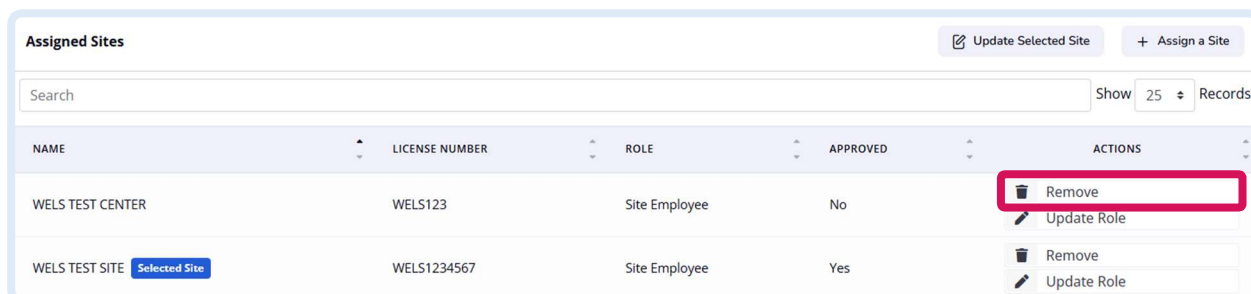


A dialog box titled "PORTAL Change Default Program". It contains a "Default Program" dropdown menu with a house icon and the text "WELS TEST CENTER (WELS123)". At the bottom right, there are two buttons: a blue "Change" button with a checkmark icon and a grey "Close" button with an 'X' icon.

This program will now show in the **Assigned Sites** list as the individual's **Selected Site**. Click **Update** to save your changes to the account.

Remove Program Portal Access

To remove access to the **Program Portal** for an individual, open their account record and scroll down to **Assigned Sites**.



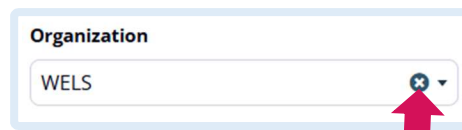
The "Assigned Sites" section shows a table with columns: NAME, LICENSE NUMBER, ROLE, APPROVED, and ACTIONS. The first row is "WELS TEST CENTER" with license "WELS123", role "Site Employee", and "No" under "APPROVED". The "ACTIONS" column for this row has a "Remove" button (trash icon) and an "Update Role" button (pencil icon). The "Remove" button is highlighted with a red box. The second row is "WELS TEST SITE" with license "WELS1234567", role "Site Employee", and "Yes" under "APPROVED". It also has "Remove" and "Update Role" buttons. The "WELS TEST SITE" is marked as the "Selected Site".

NAME	LICENSE NUMBER	ROLE	APPROVED	ACTIONS
WELS TEST CENTER	WELS123	Site Employee	No	<button>Remove</button> <button>Update Role</button>
WELS TEST SITE Selected Site	WELS1234567	Site Employee	Yes	<button>Remove</button> <button>Update Role</button>

Find the program you want to remove and click the **Remove** button next to that **Site** (under **Actions**). A box will pop up asking you to confirm the deletion. Once you confirm and click **Remove**, the **Site** will be removed from the list. Repeat this process for any other **Assigned Sites** that need to be removed.

If the individual is no longer associated with the **Organization**, you will also want to remove that connection as well.

To do so, scroll up and click the "x" next to the assigned **Organization** or de-select the option(s) in the list.



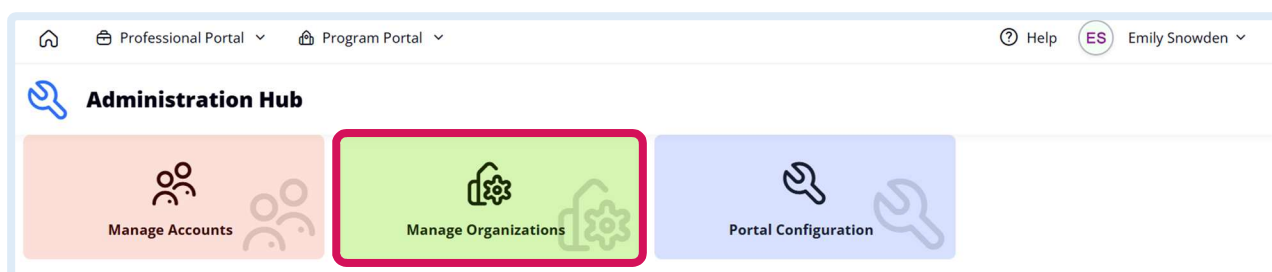
An "Organization" dropdown menu showing "WELS". To the right of the dropdown is a small "x" icon inside a circle, which is highlighted by a red arrow pointing upwards.

As always, don't forget to save your changes to the account by clicking the **Update** button at the top of the **Manage Accounts** screen.

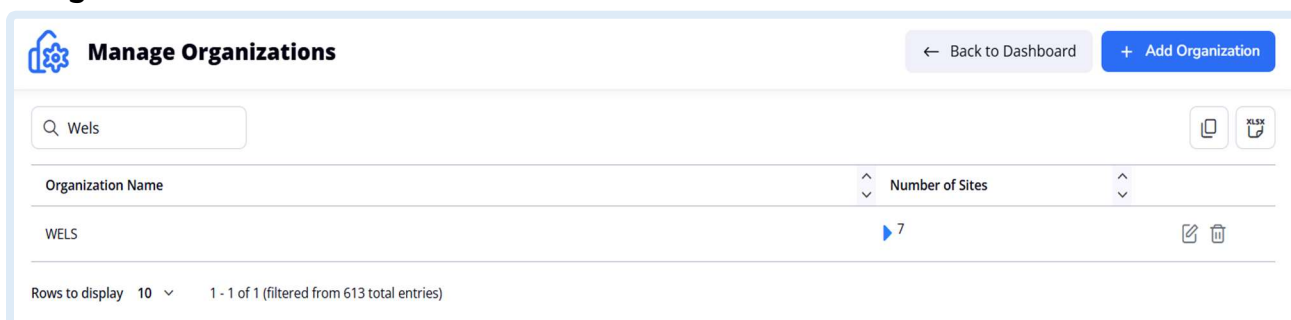
Manage Organizations

In the **Manage Organizations** section of the **Administration Hub**, you can create and manage groups of programs or “Organizations.” Here, programs can be grouped with others in a specific **Organization** as needed (for example, child care franchises). This gives staff members who manage or own more than one facility an opportunity to access some or all of the programs they need to in the **Program Portal**.

To open the **Manage Organizations** section, open the **Administration Hub** and click the **Manage Organizations** button.



This will open a new screen titled **Manage Organizations** where you will be able to review a list of all the existing **Organizations**. For each **Organization** in the list, you will be able to see the **Organization Name** (this may be the name of a program or franchise) as well as the **Number of Sites** (programs) that are a part of that **Organization**.



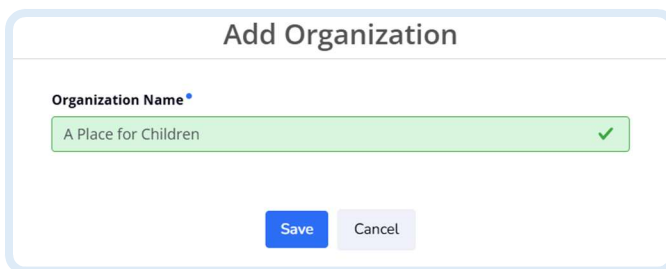
Find a specific **Organization** in the list by typing an identifier in the box provided.

Add a New Organization

To add a new **Organization**, click the **Add Organization** button at the top of the screen.

A new window will pop up titled **Add Organization** where you will type the name of the **Organization** in the box provided. Click **Save** to finish adding.

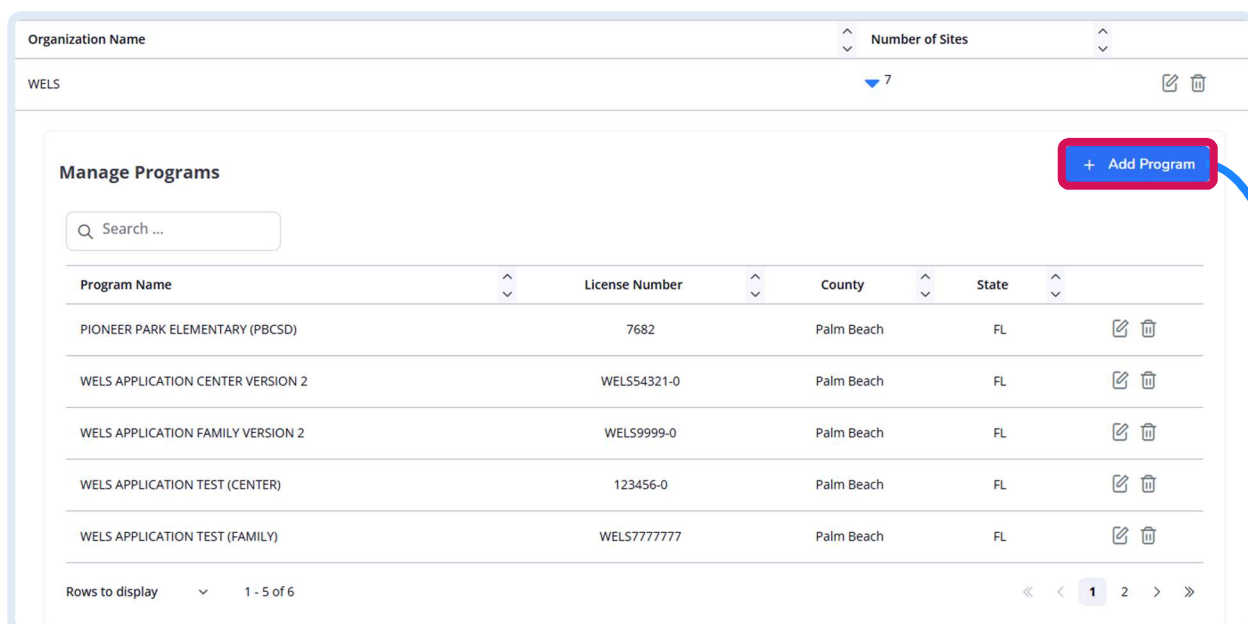
The **Organization** will now appear in the list.



The 'Add Organization' dialog box features a title bar at the top. Below it, there is a text input field labeled 'Organization Name' with a blue asterisk. The field contains the text 'A Place for Children' and has a green checkmark on the right. At the bottom, there are two buttons: 'Save' in blue and 'Cancel' in light gray.

See the **Manage Programs** section of the guide below for more information on adding programs.

Manage an Organization's Programs

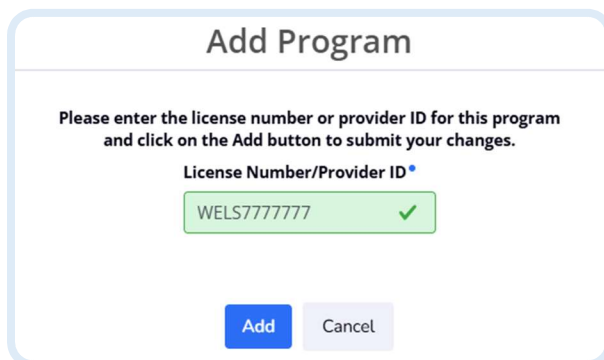


The 'Manage Programs' interface shows a header with 'Organization Name' (WELS) and 'Number of Sites' (7). Below the header is a 'Manage Programs' section with a search bar. A table lists programs with columns for Program Name, License Number, County, and State. Each row has edit and delete icons. A blue arrow points from the '+ Add Program' button in the top right to the 'Add Program' dialog box.

Program Name	License Number	County	State	
PIONEER PARK ELEMENTARY (PBCSD)	7682	Palm Beach	FL	
WELS APPLICATION CENTER VERSION 2	WELS54321-0	Palm Beach	FL	
WELS APPLICATION FAMILY VERSION 2	WELS9999-0	Palm Beach	FL	
WELS APPLICATION TEST (CENTER)	123456-0	Palm Beach	FL	
WELS APPLICATION TEST (FAMILY)	WELS7777777	Palm Beach	FL	

Add programs to an **Organization** in the list by clicking the arrow next to the **Number of Sites**. This will open a new section on your screen titled **Manage Programs**.

Here, you will see a list of all the programs that currently make up the **Organization**. Edit a program name or location or entirely remove a program from an **Organization** using the **Actions** buttons on the right side of the screen.



The 'Add Program' dialog box has a title bar. Below it, there is a text input field labeled 'License Number/Provider ID' with a blue asterisk. The field contains the text 'WELS7777777' and has a green checkmark on the right. At the bottom, there are two buttons: 'Add' in blue and 'Cancel' in light gray.

To add a new program, click the **Add Program** button. A new window will pop up titled **Add Program** where you will enter the license number in the box provided. Click **Add** to finish.

Edit an Organization Name

To update the name of an **Organization**, click the **Edit** button (located in the column on the right side of the screen). A new window will open titled **Update Organization**. Type your changes in the box provided then click **Save**.

The image shows a table with two columns: 'Organization Name' and 'Number of Sites'. The first row contains 'WELS' and '6'. To the right of the 'WELS' cell is a red square button with a white pencil icon. A blue arrow points from this button to a modal dialog box titled 'Update Organization'. The dialog box has a text input field containing 'WELS' with a green checkmark to its right. Below the input field are 'Save' and 'Cancel' buttons.

Remove an Organization

To remove an **Organization**, click the **Remove** button (located in the column on the right side of the screen). A box will pop up asking you to confirm the deletion. Once you confirm and click **Remove**, the **Organization** will no longer appear in the list.

The image shows a modal dialog box with a large orange exclamation mark icon at the top. Below the icon, the text 'WELS' is displayed. Underneath, it asks 'Do you want to remove this Organization?'. At the bottom are 'Remove' and 'Cancel' buttons.

Sign Out

Sign out of your Early Childhood Registry of Palm Beach County account by clicking the arrow next to your name (in the top right corner of the page). From this menu, select **Sign Out**.

This will sign you out of your Registry account and take you back to the "Sign In" page.

The image shows a user profile dropdown menu. At the top, it displays a circular profile picture with the initials 'ES' and the name 'Emily Snowden' with a downward arrow. Below this are two menu items: 'Administration Hub' with a magnifying glass icon and 'Account Information' with a person icon. At the bottom of the menu is a 'Sign out' button with a door icon.