



Education and Early Childhood Development

Operator Portal User Guide

Version 1.3



Operator Portal User Guide

Dear Operators,

Welcome to the Operator Portal! We appreciate your partnership with us as we continue to add new services to the Operator Portal. Through keeping the information on your early learning and childcare facility up to date, you will be able to reach more parents, in your community, who are looking for available space in a childcare facility. The Portal will ease the searching process for parents and help them find out if there is space in your facility, and for which age group: infants, preschoolers or school age children. The Portal is for every licensed operator in New Brunswick, whether they are for-profit or non-profit, operating in a large centre or a home-based environment, etc.

Your enrolment data is very helpful for the Department of Education and Early Childhood Development (EECD). Access to up-to-date information on enrolment levels across the province will help EECD realize and respond to the financial impact of COVID-19 on operators.

Additionally, you will now be able to access the Wage Support Program for Early Childhood Educators (WSP-ECE) through the Operator Portal. Operator's will have the ability to enroll educators for this wage top-up program at any time, from anywhere, on any device, as well as the ability to submit time and to review statements.

This document is designed to guide you step-by-step through the process. Should you have any enquiries, please reach out to our team at 1 833 221-9339.

Thank you!

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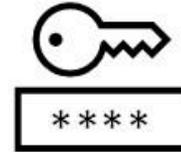
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Section A: Getting Started

Register

There are two parts to the registration process:

1. Create your personal, secure EECD Portal Account
2. Link your account to your licence with a unique activation code.



Create your account

Register for the EECD Operator Portal by entering:

- Your First Name
- Your Last Name
- User Name
- Email
- Preferred Language (used for email messages)
- Password

Account Security

Your EECD Account and Password must always be kept confidential. Passwords should never be shared or exposed to others. Don't share security credentials to allow others to access resources in your EECD account or do anything else that might jeopardize the security of your account. You are responsible for the confidentiality and use of your EECD Account.

The Operator Portal provides the ability for you to create delegate users within your organization and assign roles that grant user access. Refer to **Section B: Manage Operator Portal Accounts**.

Portal Account Registration

A Portal Account allows you to access services provided by Education and Early Childhood Development (EECD).
 Already have an account? [Login here.](#)

Register for a Portal Account

First Name

Last Name

Username

Email

Preferred Language
 English French

Password

Confirm Password

Password rules:

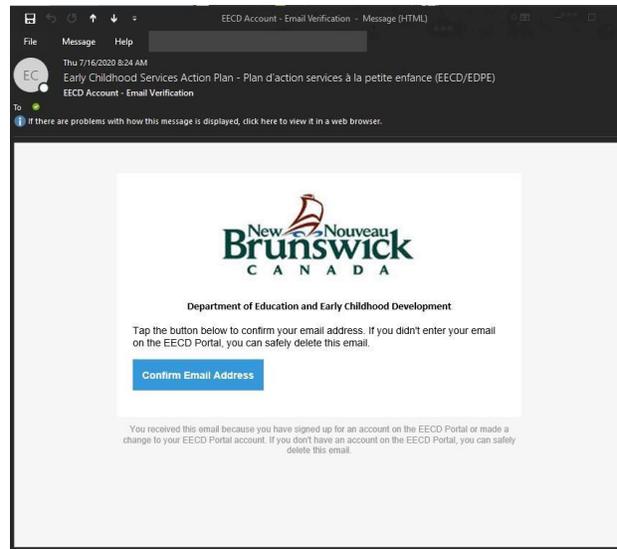
- Passwords must be at least 8 characters.
- Passwords must have at least one special character (e.g. !, \$, #, or @.)
- Passwords must have at least one lowercase ('a'-'z').
- Passwords must have at least one uppercase ('A'-'Z').

Select **Register** to complete the process.

If you already have an account, select **Sign in here**.

Note: If you receive an error indicating your email is not available, you may already have an EECD Portal account. If you have already signed up for the EECD Parent Portal, you must use the same email address and password for the Operator Portal. If you have forgotten your password, select the “Already have an account? Login here” link, then the Reset password option.

After registering, you will receive a confirmation message asking that you check your email inbox for a message with the subject **EECD Account - Email Verification**.



Tip: If you do not see the email in your inbox, check your spam or junk folders.

Select **Confirm** Email Address.

Activate your account



Please enter your account credentials:

- username or email address
- password
- Select **Sign In**.

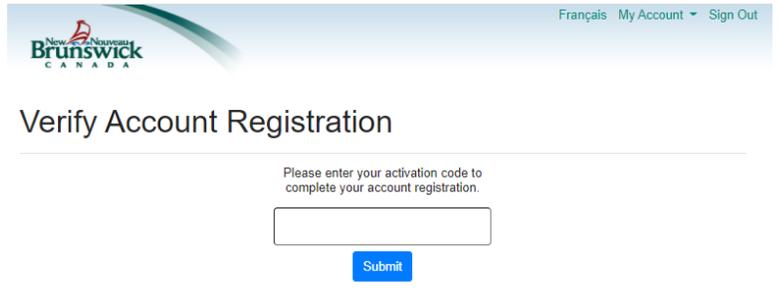
Tip: If you are on a computer you trust and want the username or email address you have entered to be remembered for the next time you sign in, select Remember me.

Next, you will need to activate your account.

The account activation step associates the EECD Portal account that you created with your licensed facilities.

Reference the email that you received from EECDPortal-PortailEDPE@gnb.ca to obtain your unique activation code.

Enter the code in the field provided and select **Submit**.



A second sign in is necessary to ensure the security and privacy of your account. Please reenter your account credentials:

- username or email address
- password.



Select **Sign In**.

Note: When accessing the Operator Portal in the future, you will only need to sign in once per session.

Again, if you are on a computer you trust and want the username or email address you have entered to be remembered for the next time you sign in, select Remember me.

Review Operator Account Details

After signing in, your *My Account* page is displayed.

Welcome Georgia

Operator Profile		
Operator Name XYZ Learning INC	Email Address Rebecca.rice@gnb.ca	Supplier Information XYZ Learning INC, 30170425
Business Type Corporation	Mailing Address 99 Main Street Saint John NB E2K 1J5	
Primary Phone # 506-555-5555		

Licensed Facilities		
Licence #	Name	
3001745	XYZ EARLY LEARNING 1	Details
3215034	XYZ EARLY LEARNING 12	Details
3009104	XYZ EARLY LEARNING 2	Details
3009184	XYZ EARLY LEARNING 3	Details
3013132	XYZ EARLY LEARNING 4	Details
3013364	XYZ EARLY LEARNING 5	Details
3015635	XYZ EARLY LEARNING 7	Details
3015712	XYZ EARLY LEARNING 8	Details
3019627	XYZ EARLY LEARNING 9	Details

This serves as your personal home page, displaying information maintained by EECD about your Early Learning and Childcare Centre or Home, and allowing you to access features to:

- view details about each of your licensed facilities (if you have more than one)
- update the number of available spaces in your facility so parents can view them on the Parent Portal immediately
- input your enrolment data for children currently registered in each of your licences (if there is more than one)
- create user accounts (if you so choose)

Select one of your licensed facilities from the list. The *Facility Summary* page provides details about your licensed facility, including:

XYZ Early Learning 1 Licensed Facility ▾

	Availability	Enrolment	Licensed Spaces
Infant	-	2.0	0
Preschool	-	9.0	31
School Age	-	3.0	0

License #
1001000
Designated Facility
Yes
Facility Address
123 Street Road
Moncton NB A1A 1A1
Mailing Address
123 Street Road
Moncton NB A1A 1A1

[View Fees](#) [More Details](#)



Availability – Availability is not simply the difference between licensed spaces and enrolment. It refers to the number of spaces the operator wishes to share publicly with parents. These will appear on the Parent Portal as being available by age category – infants, preschool and/or school age children. You can control this information to accommodate your current staffing situation or to recognize spaces that will soon become available.

Note: For Homes, spaces for infant, preschool and school-age children are indicated as being available or not (Yes or No).

Enrolment – This is the number of children that are currently registered, either full-time or part-time, in an early learning and childcare facility. This will display the number of enrolled spaces.

Licensed Spaces – This is the number of licensed spaces for your facility. Divided by age category, this is the maximum number of children that can be in attendance in the early learning and childcare facility at any one time.

To view more information about your licensed facility, select the **Details** button.

The *Facility Details* page allows you to see additional information maintained by EECD about your licensed facility.

XYZ EARLY LEARNING 1

Licence # 3001745	Facility Address 487 King Street Saint John NB E2L 1H3	Max # of Children 43
Facility Name XYZ EARLY LEARNING 1	Mailing Address 99 Main Street Saint John NB E2K 1J5	# of Infants 0
Operator Name XYZ Learning INC		# of Preschool 0
Designated Facility No		# of School Age 43
School District Anglophone South School District	Preferred Communication Method Email	Supplier Name XYZ Learning INC
Region Region 2 - Saint John	Administrator Vincent Sheehan	Supplier Number 30170425
Facility Community Saint John	Facility Phone 506-555-5555	Licence Expiry Date 2021-05-31
Community Type Large Urban	Facility Email contactus@example.com.test	Health Inspection Date 2020-11-12
Facility Status Active	Primary Contact Georgia Sheehan	Fire Inspection Date 2020-05-08
Facility Type Part-time Centre	Primary Contact Role Executive Director	Last Monitor Inspection Date 2021-02-04
Business Type Corporation	Primary Contact Email contactus@example.com.test	
Curriculum Curriculum Not Required	Primary Contact Phone 506-634-1979	
Language of Service English		
Language of Licensing Service English		

[Less Details](#)

To return to the *Licensed Facility* summary page, select [Less Details](#) or your browser [Back](#) button.

Note: The information related to your licence is pre-populated when you register. If any of this is incorrect, you will need to contact the Quality Assurance Monitor assigned for your facility to request changes. Please note that your QAM will not be able to assist with general questions related to the Portal.

Section B: Administration

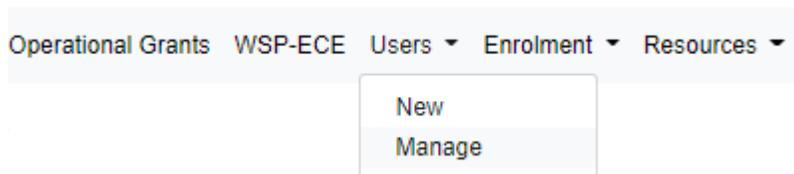
Manage Operator Portal Accounts

Need more than one account or want to delegate the responsibility to manage enrolment and availability to another person?

Different facilities have different needs. In your case, you may have multiple employees who oversee different tasks within your operation. You can create multiple users, with different privileges for your team members linked to your operator account.

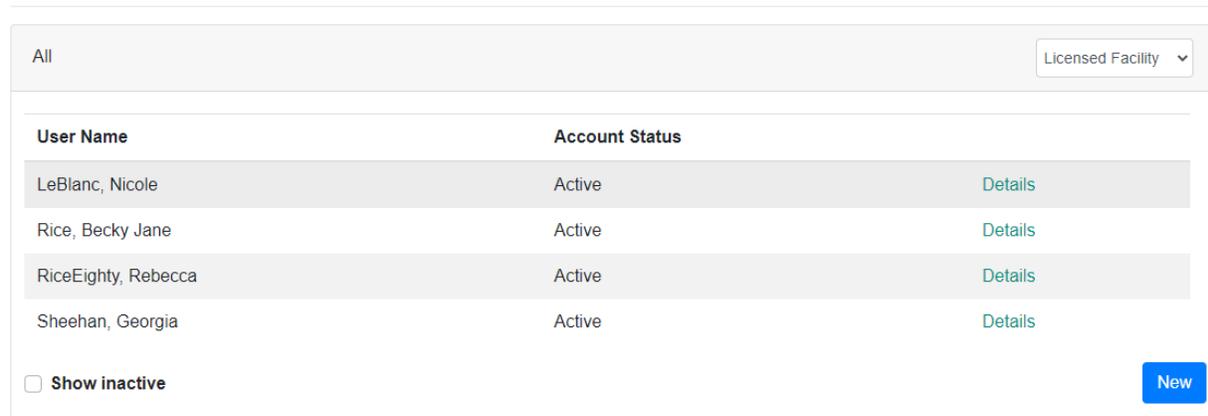
Sign-in to the Operator Portal to access your *My Account* page.

On the top toolbar, select **Users->Manage**.



The Users page will display a list of Operator Portal accounts that you have created for your operation.

[My Account](#) / [Users](#)

A screenshot of the 'Users' page. At the top left, there is a filter dropdown set to 'All'. At the top right, there is a 'Licensed Facility' dropdown menu. Below these is a table with two columns: 'User Name' and 'Account Status'. The table lists four active users: LeBlanc, Nicole; Rice, Becky Jane; RiceEighty, Rebecca; and Sheehan, Georgia. Each row has a 'Details' link to its right. At the bottom left, there is a checkbox labeled 'Show inactive'. At the bottom right, there is a blue 'New' button.

User Name	Account Status	
LeBlanc, Nicole	Active	Details
Rice, Becky Jane	Active	Details
RiceEighty, Rebecca	Active	Details
Sheehan, Georgia	Active	Details

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[Disclaimer](#)

The Facility dropdown menu allows you to select all facilities or a specific facility – this allows you to filter the list of user accounts displayed.

Select the **Add** button to grant access to the Operator Portal for others in your organization.

A New User page will be displayed.

[My Account](#) / [Users](#) / [New User](#)

New User

First Name

Last Name

Email

Preferred Language
 English
 French

Account Status
Pending

Role Permissions

<input type="checkbox"/> Operator Administrator	<input type="checkbox"/> Primary
<input type="checkbox"/> Enrolment and Availability	↑ ↓
<input type="checkbox"/> Wage Support Program for Early Childhood Educators	

Enter the name, email address, language preference and role for the individual you are adding.

Roles are a security mechanism that allows for permissions to be granted to users for one or more specific services within the Operator Portal.

Roles also allow Operator Administrators to specify precisely which associated licensed facilities a user can access.

Note: These can only be maintained by a user with the Operator Administrator role and privileges.

Role	Description
Operator Administrator	<p>These individuals have full access to the operator's services within the Operator Portal.</p> <p>Note: Each Operator has 1 primary Operator Administrator able to manage all other Operator Administrator user accounts. Only the current primary administrator can transfer the Primary responsibility to another administrator.</p>
Enrolment and Availability	These individuals can manage the enrolment of children at the operator's facility.
Wage Support Program for Early Childhood Educators	These individuals can manage the WSP-ECE on behalf of the operator.

When you have finished creating a new user account, and assigned the appropriate role and facility permissions, select **Save**. An email message will be sent to the address provided providing instructions on how to complete an account activation process.

If you do not wish to create a new user, select **Cancel**.

The user account added will now be visible in your user list.

[My Account](#) / [Users](#)

User Name	Account Status	
Lannister, Cersei	Pending	Details
LeBlanc, Nicole	Active	Details
Rice, Becky Jane	Active	Details
RiceEighty, Rebecca	Active	Details
Sheehan, Georgia	Active	Details

Show inactive [New](#)

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[Privacy](#)

[Disclaimer](#)

The account status will indicate that the user is Pending. This means that an email invitation has been sent, but that the person added hasn't completed the account activation process.

By selecting an individual user from the list, Operator Administrators can manage aspects of a user's account. This includes:

Inactivate – by setting a user account to inactive, they no longer have permission to access information in the Operator Portal for your Operation or its associated facilities. To reactivate an educator, you must contact EECD to request this change.

Staff Changes – if you have a team member leave, you will need to set their status to inactive. You will then need to create a new account for any new staff.

Role Permissions – the roles and facility permissions for a user can be adjusted as needed. This can include adding or removing a role or changing facility-level permission.

Update My User Account

The screenshot shows the 'User Profile' page for a user named Jeff Sheehan. The page is in English. The 'Account Details' section shows the user's first name as 'Jeff', last name as 'Sheehan', username as 'jeff.sheehan', and email as 'jeff.sheehan.gnb.ca'. The 'Preferred Language' is set to 'English'. The 'Password' section shows the password was last changed on '2020-08-13 12:00:35 PM'. There are three password fields: 'Current Password', 'New Password', and 'Confirm Password'. At the bottom left, there are 'Save' and 'Return' buttons.

Password rules:

- Passwords must be at least 8 characters.
- Passwords must have at least one special character (i.e. !, \$, #, or @.)
- Passwords must have at least one lowercase ('a'-'z').

- Passwords must have at least one uppercase ('A'-'Z').

When signed into the Operator Portal, you can manage your Account Profile at any time by selecting **My Account -> Edit My Profile** at the top of the screen.

You will see the User Profile page which displays the Account Details tab. Here you can change your name, email address, preferred language (this determines the language used in sending communications to you) and password.

To edit your address or phone number, select the corresponding tab.

The screenshot displays the 'Account Profile' page with three tabs: 'Account', 'Addresses', and 'Phone Numbers'. The 'Phone Numbers' tab is active, showing a table of 'Contact Phone Numbers' with columns for 'Number Type' and 'Number'. A table entry shows '(506) 555-1234'. Below the table is an 'Add Phone Number' button. At the bottom are 'Save' and 'Return' buttons.

The 'Addresses' tab is also shown, divided into 'Civic Address' and 'Mailing Address' sections. The 'Civic Address' section includes fields for Country (CANADA), Province (NEW BRUNSWICK), Postal Code, Municipality (Search), Street Name (Search), Civic Number, Unit/Apt Number, and Street Direction. A checkbox at the bottom indicates 'Mailing address is the same as civic address.' The 'Mailing Address' section has identical fields. At the bottom are 'Save' and 'Return' buttons.

To keep changes you've made, select **Save**. To go back to the page you came from, select **Return**.

Section C: Services and Programs

Enter Availability

Sign-in to the Operator Portal to access your *My Account* page (or continue on if you are logged in).

Welcome Georgia

Operator Profile

Operator Name XYZ Learning INC	Email Address Rebecca.rice@gnb.ca	Supplier Information XYZ Learning INC, 30170425
Business Type Corporation	Mailing Address 99 Main Street Saint John NB E2K 1J5	
Primary Phone # 506-555-5555		

Licensed Facilities

Licence #	Name	
3001745	XYZ EARLY LEARNING 1	Details
3215034	XYZ EARLY LEARNING 12	Details
3009104	XYZ EARLY LEARNING 2	Details
3009184	XYZ EARLY LEARNING 3	Details
3013132	XYZ EARLY LEARNING 4	Details
3013364	XYZ EARLY LEARNING 5	Details
3015635	XYZ EARLY LEARNING 7	Details
3015712	XYZ EARLY LEARNING 8	Details
3019627	XYZ EARLY LEARNING 9	Details

Select a licensed facility from the list displayed.

The **Facility Summary** page provides details about your licensed facility.

XYZ Early Learning 1 Licensed Facility ▾

	Availability	Enrolment	Licensed Spaces
Infant	-	2.0	0
Preschool	-	9.0	31
School Age	-	3.0	0

License #
 1001000
Designated Facility
 Yes
Facility Address
 123 Street Road
 Moncton NB A1A 1A1
Mailing Address
 123 Street Road
 Moncton NB A1A 1A1

[View Fees](#) [More Details](#)


 Pending
Enrolment


 Enrolment


 Availability


 Users

Note: Changes you make to availability will be updated in real time on the Parent Portal. This means parents can automatically see if you have availability in your center or home.

To make changes to the number of available spaces for your facility, select the **Availability** option.

Tip: The page will look different for homes and centers. Available spaces in Homes are represented as a yes or no as to whether there are available spaces in each age category (infant, preschool or school age children).

The Update Availability screen allows you to see a “total picture” of the spaces within each of your licences – the maximum number of children you are licensed for, how many children are enrolled, and any available spaces.

Updated: 2020-11-16 11:13:45

	Availability	Enrolment	Licensed Spaces
Infant	<input type="text" value="0"/>	1.0	0
Preschool	<input type="text" value="0"/>	1.3	30
School Age	<input type="text" value="1"/>	1.0	8

[Save](#) [Return](#)

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Select **Save** to update your availability.

Note: Availability is not simply the difference between licensed spaces and enrolment. It refers to the number of spaces you wish to share publicly with parents by age category – infants, preschool and/or school age children. You can control this information to accommodate your current staffing situation or to recognize spaces that will soon become available.

You will return to the **Facility Summary** page.

XYZ Early Learning 1 Licensed Facility ▾

	Availability	Enrolment	Licensed Spaces
Infant	-	2.0	0
Preschool	-	9.0	31
School Age	-	3.0	0

License #
1001000

Designated Facility
Yes

Facility Address
123 Street Road
Moncton NB A1A 1A1

Mailing Address
123 Street Road
Moncton NB A1A 1A1

[View Fees](#) [More Details](#)



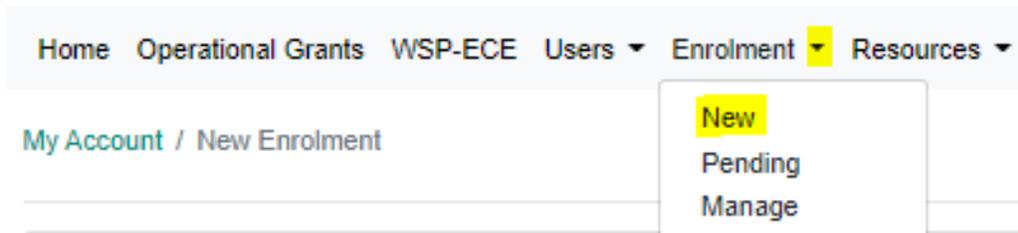
If you updated the number of available spaces, the changes you submitted will be reflected.

Enrolment

The system enables you to manage the enrolment of children attending your facility(ies). The Enrolment information gathered is used to calculate Operating Grants and other subsidy-related programs.

Send an Offer to a Parent/Guardian

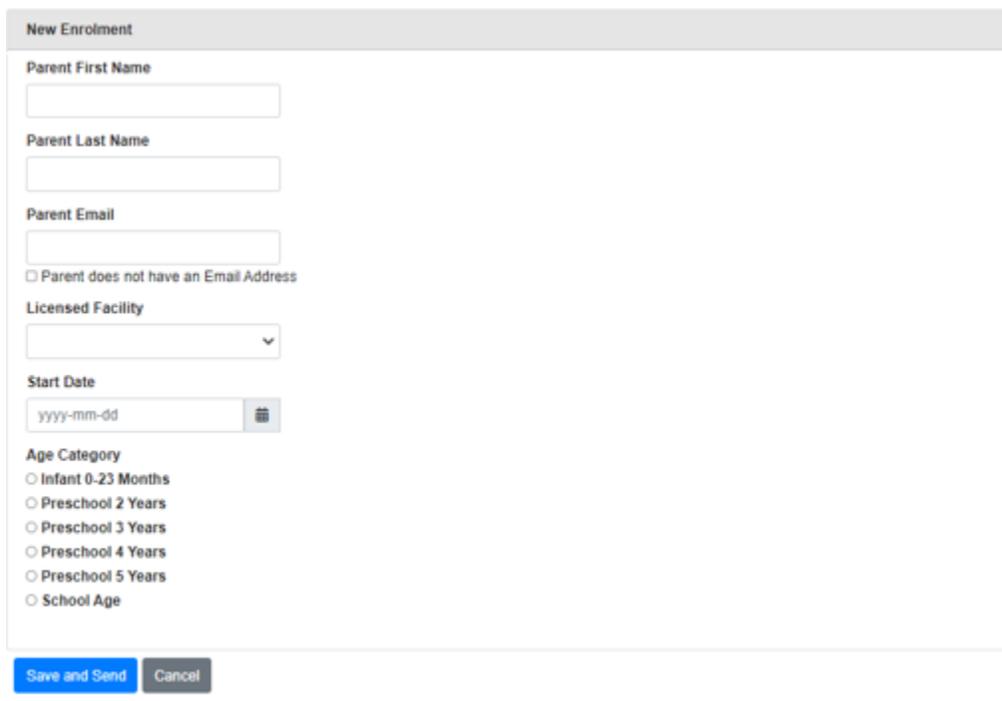
Once you've received a request for enrolment from a parent, access the *My Account* page and select **Enrolment -> New**



The screenshot shows a navigation bar with the following items: Home, Operational Grants, WSP-ECE, Users, Enrolment, and Resources. The 'Enrolment' item is expanded, showing a dropdown menu with three options: 'New' (highlighted in yellow), 'Pending', and 'Manage'. Below the navigation bar, the breadcrumb trail reads 'My Account / New Enrolment'.

Note: The new enrolment form can also be accessed through Manage Enrolment screen by clicking on the New Enrolment button.

Complete the Enrolment Form



The screenshot shows the 'New Enrolment' form with the following fields and options:

- Parent First Name:
- Parent Last Name:
- Parent Email:
- Parent does not have an Email Address
- Licensed Facility:
- Start Date:
- Age Category:
 - Infant 0-23 Months
 - Preschool 2 Years
 - Preschool 3 Years
 - Preschool 4 Years
 - Preschool 5 Years
 - School Age

At the bottom of the form, there are two buttons: 'Save and Send' (highlighted in blue) and 'Cancel'.

Once the form has been saved, an email will be sent to the email registered in the enrolment. The links contained within the email will direct the parent to a screen with instructions on how to register and accept the offer. Note: The link in the email must be used by the parent. It associates their Parent Portal account to the offer you just sent.

If the parent has no email address, check the appropriate box, and a form with instructions for the parent to contact EECD for assistance will appear. Print it and hand/send it to the parent. The printed form will contain a code enabling an EECD representative to link your offer to the parent's Parent Portal account and to enable the representative to complete and accept the enrolment offer on behalf of the parent.

When you select the age group you will have to complete the information in the table below.

Enrolment Frequency and Daily Fees
<p>Does the child normally attend on a regular schedule every week?</p> <p><input checked="" type="radio"/> Yes, this child normally attends the same days every week</p> <p><input type="radio"/> No, the child attends only on a drop-in basis</p>
<p>Is the Base Childcare Fee the same for every day of the week?</p> <p><input type="radio"/> Every day of the week has the same fee</p> <p><input type="radio"/> The fee is different for different days of the week</p> <p><input type="radio"/> No fee is charged for this Enrolment</p>

If you select "Yes, this child normally attends the same days every week" you will have to complete the enrolment frequency and the daily fees.

If you select "Every day of the week has the same fee", you will just need to enter the fee in the bottom of the form. If you select "The fee is different for different days of the week" you will have to enter the fees beside the day the child is enrolled for. If you select "No fee is charged for this Enrolment", no text box for fees will show in the form.

Frequency

Select All

Day	AM	PM	Daily Fee*
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	30.00
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	30.00
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	30.00
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	30.00
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	30.00

Daily Fee

[?](#)

* Optional fees are not included in this amount

Maximum Daily Fee (\$) Full Day (30.00); Part Day (----)

[View all daily fees](#)

Frequency

Select All

Day	AM	PM	Daily Fee* ?
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="30"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="30"/>
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="25"/>
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="25"/>
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="25"/>

* Optional fees are not included in this amount

Maximum Daily Fee (\$) Full Day (30.00); Part Day (----)

[View all daily fees](#)

Frequency

Select All

Day	AM	PM
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

If you select “No, this child attends only on a drop-in basis”, you are ready to submit the form with no further interaction.

Enrolment Frequency and Daily Fees

Does the child normally attend on a regular schedule every week?

Yes, this child normally attends the same days every week

No, the child attends only on a drop-in basis

Save and Send

Cancel

Note: Depending on whether the parent has an email address, the button will either read:

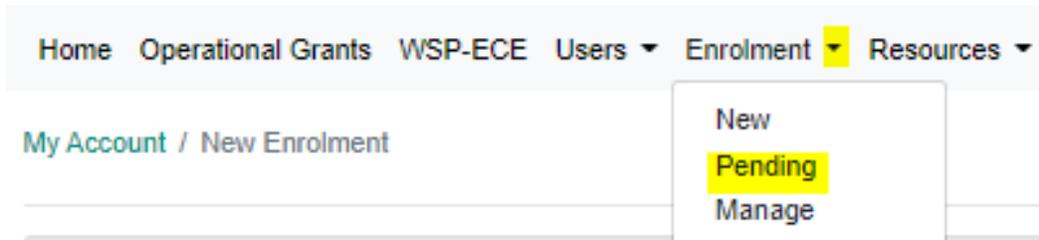
- **Save and Send:** An email with instructions will be sent to the parent by the system. You will receive a copy of the email for your records, but your version will have no links to the parent portal.
- **Save and Print:** A form with instructions for the parent will appear. You will need to print it and give/send it to the parent.

Once you've sent the offer to the Parent, you'll be redirected to the *Pending Offers* screen where you'll be able to review/resend the offers you've submitted that haven't yet been actioned by the parent/guardian.

Review, Revoke and/or Resend an Offer

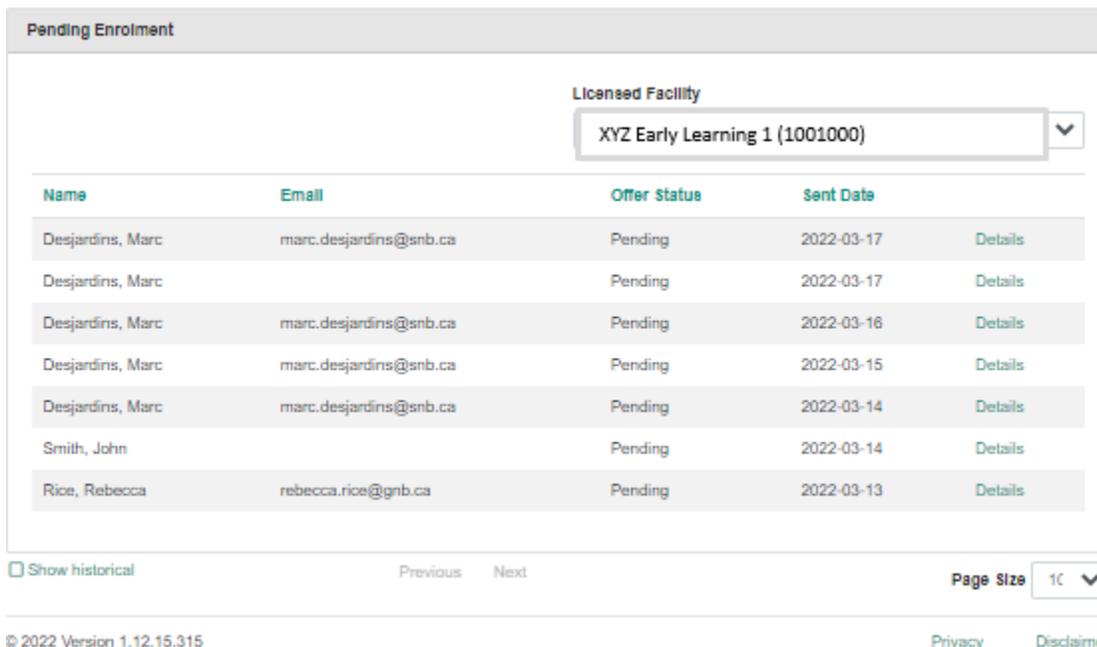
If the parent loses track of the emailed offer, you can resend it by accessing it through the *Pending Offers* screen. You can also Revoke an offer for enrolment through the same screen.

The *Pending Offers* screen can be accessed through the top menu by selecting **Enrolment -> Pending**.



Note: You are automatically redirected to the Pending Offers screen when you send a new offer. The screen can also be accessed by clicking on the Pending Enrolment of a facility's details page.

From the *Pending Enrolment* screen, click on **Details** next to the offer you want to review/resend/revoke.



The screenshot shows the 'Pending Enrolment' screen. At the top, there is a 'Licensed Facility' dropdown menu set to 'XYZ Early Learning 1 (1001000)'. Below this is a table with the following columns: Name, Email, Offer Status, Sent Date, and Details. The table contains seven rows of data. At the bottom of the screen, there is a 'Show historical' checkbox, 'Previous' and 'Next' navigation buttons, and a 'Page Size' dropdown set to '10'. The footer includes the copyright notice '© 2022 Version 1.12.15.315' and links for 'Privacy' and 'Disclaimer'.

Name	Email	Offer Status	Sent Date	Details
Desjardins, Marc	marc.desjardins@snb.ca	Pending	2022-03-17	Details
Desjardins, Marc	marc.desjardins@snb.ca	Pending	2022-03-17	Details
Desjardins, Marc	marc.desjardins@snb.ca	Pending	2022-03-16	Details
Desjardins, Marc	marc.desjardins@snb.ca	Pending	2022-03-15	Details
Desjardins, Marc	marc.desjardins@snb.ca	Pending	2022-03-14	Details
Smith, John		Pending	2022-03-14	Details
Rice, Rebecca	rebecca.rice@gnb.ca	Pending	2022-03-13	Details

The offer *Details* screen will open up. The screen contains the same information you entered when creating the new offer, but the buttons at the bottom will have changed.



If you want to change the information contained in the offer, edit the change and click **Save** to commit the changes.

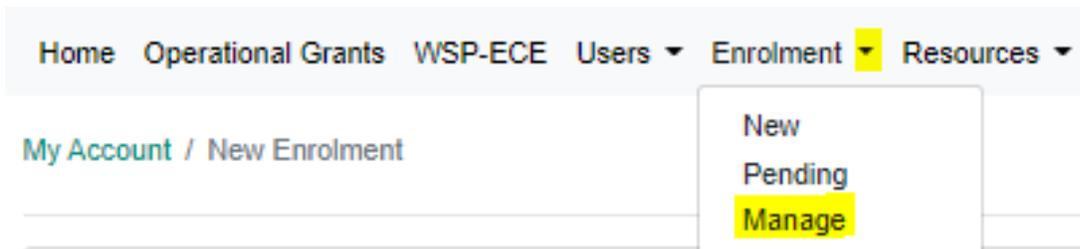
If you want to resend an offer, click the **Resend** button, and an exact copy of the original email will be resent to the parent.

If you want to revoke an offer, click the **Revoke** button; the offer will cancel and the parent will receive an email informing them that the offer has been revoked.

Note: If this was done by error, a new offer would have to be sent to the parent because clicking revoke invalidates the code for the original offer.

Manage Your Enrolments

Once a Parent has accepted an offer, it becomes Active and will no longer be accessible from the *Pending Offers* screen. To View/Change/Deactivate an Active enrolment access the *Manage Enrolment* screen by selecting **Enrolment -> Manage**



Note: The Manage Enrolment screen can also be accessed through the Facility Details screen by clicking on the Enrolment button.

All Licensed Facility ▼

Enrolment Details					
Name	Age Group	Age Category	Date Of Birth	Status	
Anderson, Melody	Preschool	Preschool 3 Years	2016-08-24	Active	Details
Parent, Timmy	Preschool	Preschool 3 Years	2016-05-18	Active	Details

Page Size ▼

[Previous](#) [Next](#)

Show historical

[New Enrolment](#)

A new enrolment offer can be submitted from this screen. Clicking the button will open the *New Enrolment* screen and behave the same way as if you had accessed it through the top menu.

To view/change/deactivate an active enrolment, click on **Details** next to the Enrolment child.

Enrolled Child Details [Print](#)

[View Enrolment History for Melody Anderson](#)

Child's Name

Date of Birth

Enrolment Status
 ▼

Effective Date

Licensed Facility
 ▼

Age Category

- Infant 0-23 Months
- Preschool 2 Years
- Preschool 3 Years
- Preschool 4 Years
- Preschool 5 Years
- School Age

Enrolment Frequency and Daily Fees

Does the child normally attend on a regular schedule every week?

Yes, this child normally attends the same days every week

No, the child attends only on a drop-in basis

Is the Base Childcare Fee the same for every day of the week?

Every day of the week has the same fee

The fee is different for different days of the week

No fee is charged for this Enrolment

Frequency

Select All

Day	AM	PM
Monday	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>

All the information for that child's enrolment will appear. If you would like to make a change, click on the **Edit** button at the bottom. The button opens a modifiable version of the form.

To begin, you will need to select a reason why you are making a change. If the change is occurring due to an error, fields like the Effective Date will be pre-populated whereas if the details have changed (e.g. a change to the frequency the child will be attending, a change to the age category, etc.), the form will require a new effective date for when to activate the changes.

Enroled Child Details

[View Enrolment History for Melody Anderson](#)

Child's Name

Anderson, Melody

Date of Birth

2016-08-24

Why are you updating the Enrolment Details

- The Enrolment Details have changed
- There is an error with the current Enrolment Details

Note: Only a parent can make changes to a child's name and child's date of birth through their Parent Portal account.

After you are done with the change click the **Save** button to save the changes made to the Enrolment and to send an email to the Parent informing them of the changes or of the deactivation.

Operational Grant

Monthly Operational Grant

Operational Grant amounts for designated facilities are calculated on a monthly basis using current enrolment data that you maintain in the Operator Portal. At the end of each month, you will be required to review and approve your enrolment details in order to receive payment. Approved enrolment data will be used to determine your monthly funding amount. The following reporting guidelines apply:

- The regular reporting period will be open during the last 7 days of the month to ensure payment in a timely manner.
- A late submission reporting period will be open during the first 7 days of the following month to be processed as a late payment.
- After the late submission period, reporting for the previous month will be closed.

Note: Operational Grant payments will not be paid retroactively.

Regular reporting period Last 7 calendar days of a month	Late reporting period First 7 calendar days of a month	Closed reporting period After 8 th day of the month
Operating Grant Payments will be processed following the regular monthly schedule.	Late submissions will be processed after the 7 th day of the month.	Not eligible for review or approval. Operational Grant payments will not be paid retroactively.

Review and Approve the Operational Grant Report

Note: Because this is a new deployment and to avoid delays with payments, during the transition period, both your Active and Pending Enrolments will appear on the report. After the transition period, only Active enrolments will be displayed.

The *Grants Report* screen can be accessed through the top menu by clicking on **Operational Grants**.

Home **Operational Grants** WSP-ECE Users ▾ Enrolment ▾ Resources ▾

Your facilities will appear on the *Grants Reports* Screen. By default, the latest reporting period will be displayed. Selecting another month in the date field at the top enables you to view any older reports submitted for your facilities.

Operational Grant Reports December 2021

Period	Licence #	Infant Spaces	Preschool Spaces	Status	
December 2021	1234567	2.0	9.0	For Review	Review
December 2021	2345678	0.0	0.0	For Review	Review
December 2021	3456789	0.0	0.0	For Review	Review
December 2021	4567890	0.0	0.0	For Review	Review

The options displayed depend on the state of the reporting period (described above).



The **Review** button is available when the Operational Grant is available to review and approve. By selecting this option, you are able to review your enrolment details and approve the monthly Operational Grant report.

The **View** button is available when the approved Operational Grant is available to view. By selecting this option, you are able to view the details of an approved Operational Grant report.

The **Closed** button is available when the reporting period is closed. Either the reporting period has not yet opened (more than 7 days before the end of the month) or the reporting period has closed (more than 7 days after the beginning of a month).

Click the **Review** button to open the report for one of your facilities.

Updated: ---

Availability	Enrolment	Licensed Spaces	
Infant	-	0.0	3 or
Preschool	-	6.0	5 or
School Age	-	0.0	9 or

A total of 6, if the children are from more than one age group, of which one child must be school age and can not include more than 2 infants.

Note: School age children do not contribute to the monthly Operational Grant calculation.

Enrolment Details

Name	Age Group	Age Category	Status
Desjardins, Child	Preschool	Preschool 2 Years	Active
Drop-in, Johnny	Preschool	Preschool 2 Years	Active
Gomes, Emily	Preschool	Preschool 3 Years	Active
Morrison, Jimmy	Preschool	Preschool 2 Years	Active
Plant, Roberto	Preschool	Preschool 3 Years	Active

[Edit](#) [Approve](#) [Return](#)

During the transition period, Enrolment Offers sent to parents that are in a pending status, will be included in your Operating Grant calculation. This includes the following Enrolment Offers

Pending Enrolment

Parent Name	Age Group	Age Category	Status	
Desjardins, Marc	Preschool	Preschool 2 Years	Pending	Details
Desjardins, Marc	Preschool	Preschool 2 Years	Pending	Details

[Previous](#) [Next](#)

Page Size

Review the information contained in the report for accuracy.

Note: During the transition period, your grants report will be separated into three sections: **Availability**, **Enrolment**, and **Pending Enrolment**. Once the transition period expires, and Pending Enrolments are no longer counted, that section will be removed.

For information on updating your Availability information, please refer to **Enter Availability** of this Guide.

The **Enrolment Details** section can be updated by accessing the Manage Enrolment screen. *Manage Enrolment* screen can be opened by clicking on the **“Edit”** button.

Note: For more information on updating Active Enrolment information, please refer to the section **Manage Your Enrolments** of this guide.

The **Pending Enrolment** section can be updated by clicking **Details** next to the entry you wish to alter.

Note: For more information on updating Pending Enrolments information, please refer to the section **Review, Revoke and/or Resend an Offer** of this Guide.

Note: Any children who attended the facility on a **Drop-in basis** will appear on the Grants report, but they will not be counted.

Once you are satisfied the information contained in the report is accurate, click the **Approve** button to submit the report.

Please ensure you have approved the Operational Grant report for **ALL** of your designated facilities.

Wage Support Program (WSP-ECE)

Program Enrolment

Sign-in to the Operator Portal to access your My Account page.

To access the Wage Support Program, start by selecting **WSP-ECE** on the main navigation bar.

Operational Grants WSP-ECE Users ▾ Resources ▾

Welcome Georgia

Operator Profile

Operator Name XYZ Learning INC	Email Address Rebecca.rice@gnb.ca	Supplier Information XYZ Learning INC, 30170425
Business Type Corporation	Mailing Address 99 Main Street Saint John NB E2K 1J5	
Primary Phone # 506-555-5555		

Licensed Facilities

Licence #	Name	
3001745	XYZ EARLY LEARNING 1	Details
3215034	XYZ EARLY LEARNING 12	Details
3009104	XYZ EARLY LEARNING 2	Details
3009184	XYZ EARLY LEARNING 3	Details
3013132	XYZ EARLY LEARNING 4	Details
3013364	XYZ EARLY LEARNING 5	Details
3015635	XYZ EARLY LEARNING 7	Details
3015712	XYZ EARLY LEARNING 8	Details
3019627	XYZ EARLY LEARNING 9	Details

If you are not Enroled in the Wage Support Program, you will have a status of unregistered.

[My Account](#) / WSP-ECE

Wage Support Program for Early Childhood Educators (WSP-ECE)

Status
Unregistered

You have not yet registered for the WSP-ECE. Please click the Register button to complete and submit your registration.

[Register](#)

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[Privacy](#) [Disclaimer](#)

Select **Register** to enroll in the program. We encourage you to review, in detail, the WSP-ECE Handbook in advance of registration.

The page will display the Program Conditions and Registration Form.

[My Account](#) / [WSP-ECE](#) / [Program Application](#)

WSP-ECE Program Application Program Conditions and Registration Form

Conditions

By agreeing to the terms and Conditions of the Wage Support Program for Early Childhood Educators (WSP-ECE), you certify that:

- The funding support provided by WSP-ECE is to be used only to increase the wages of qualifying trained educators who work in the early learning and childcare facility operating under the licence indicated on the educator profile. It cannot be used to make up minimum wage requirements or to meet an operator's contribution to regular wage increase as per the facility's established PayScale.
- The Wage top-up provided is to be used strictly as repayment of funding provided to eligible educators to meet WSP-ECE wage top-up based on qualifying hours worked under the terms of the WSP-ECE rules (See guidebook for maximum allowable hours and eligibility).
- The added 14% in funding added to the monthly WSP-ECE funding is to be used to support administrative tasks as described under the terms of the WSP-ECE rules (see guidebook under administrative funding)
- Early learning and childcare operators are required to account for expenditures by keeping accurate, up-to-date records and receipts for verification purposes for up to 5 yrs. There will be an accountability framework in effect to monitor funding allocations. Compliance with the program directives is essential to ensure continuing funding support.

For more detailed information on the WSP-ECE, please review the [Program Guide](#).

Consent

I declare that the information provided to Wage Support Program for Early Childhood Educators (WSP-ECE) is accurate to the best of my knowledge and that the educator for whom I am requesting enrollment is not an operator/shareholder of the facility under which this educator is being enrolled into the WSP-ECE.

I understand that the personal information requested on this form is collected under the authority of, and will be used for the purposes of, administering the WSP-ECE program, under the authority of *Early Childhood Services Act*.

The information provided is considered confidential and may be used to administer and inform EECD Programs. Disclosure of personal information is subject to the *New Brunswick Right to Information and Protection of Privacy Act*.

By checking the box and entering my name below, I certify that this serves as my official signature. *

Signature *

Submit

Cancel

If you have any questions about the WSP-ECE Program after you sign this document, you can contact us by phone at 1-833-221-9339 or by email at ELCGP-PSCPE@gnb.ca.

Read through the Terms and Conditions. If you consent, click in the box to “certify your signature” and then type your full name in the field titled Full Name.

Click **Submit**

A copy of the Terms and Conditions will be sent to your registered e-mail address.

You are now enrolled in the Wage Support Program for Early Childhood Educators.

Educator Registration

The WSP-ECE Program Overview page, displays the following information:

- WSP-ECE Status information:
 - Registration status
 - Registration date
 - Renewal deadline
 - Enroled Educators
 - Submitted Applications
- Program Functions:
 - New Application
 - Submitted Applications
 - Request Funding Level Change
 - Enroled Educators
 - Hours reports
 - Funding Statements

[My Account](#) / [WSP-ECE](#)

Wage Support Program for Early Childhood Educators (WSP-ECE)

Status Registered	Registration Date 2021-05-13	Renewal Deadline 2022-04-01
Enroled Educators 10 (8 Active)	Submitted Applications 2 (1 Requiring Action)	

Program Functions



New Application



Submitted Applications



Request Funding Level Change



Enroled Educators



Hours Reports



Funding Statements

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[Privacy](#)

[Disclaimer](#)

To register an educator in the WSP-ECE, start by selecting ***New Application***.

The Educator Application page is displayed, allowing you to provide information for each eligible educator:

Account and Personal Information:

- First Name
- Last Name
- Email
- Preferred Language
- Date of Birth
- Other First Name (nickname, other preferred name, etc.)
- Other Last Name (maiden name, previously used last name, etc.)

Educator Application

Account Information

First Name *

Last Name *

Email *

Educator has no email address

Preferred Language *

English

French

Educator Personal Information

Date of Birth *

Other First Name

Other Surname

Note: If an educator does not have an e-mail address and would like to participate in the WSP-ECE, click ***Educator has no e-mail address***. A blue box will display with a link to an ***Educator Consent Form***. To access this form, select the link to open form in a new browser tab. You can print a copy and have the educator complete and sign the it.

Educator has no email address

Educator consent is required for participation in the WSP-ECE. In order to provide proof of consent without Educator Portal access, please print the following document, have it signed by the educator, and upload a scanned copy as part of this application.

- [Educator Consent Form](#)

Preferred Language *

Once the educator has completed the form and consented to the terms and conditions of the program, upload the form as part of an application under the supporting documents section, choosing the *WSP-ECE Educator Consent Form* in the document type dropdown list.

Employment Record Information:

Next you will need to add the Educator's employment details associated with this operator, including:

Employment Information

Start Date *

yyyy-mm-dd 

Hourly Wage *

Licensed Facilities *

XYZ Learning Centre

Level *

Untrained Relief Staff

Untrained School Age (Only)

Entry Level

Entry Level (Conditional)

Level 1

Level 1 (Conditional)

Level 1 School Age (Only)

- **Start Date** the date the Educator began working for you.
- **Hourly Wage:** the hourly wage before the WSP-ECE wage top up amount.
- **Licences:** the licence(s) that the Educator works any number of hours at. You can choose one or more facility, or simply check **All** if he/she works at all the licence listed.
- Choose the proper training level based on the Educator's qualifications and trainings. You will be required to submit supporting documents in the next step. The available options are:

Level 1	Recognized Certificate/Diploma in Early Childhood Education or a Degree AND has completed the curriculum framework training
Level 1 (Conditional)	When the educator has a Recognized Certificate/Diploma in Early Childhood Education or a Degree BUT HAS NOT completed the curriculum framework training
Entry Level	Introduction to Early Childhood Education (90 Hours)
Entry Level (Conditional)	Educators currently enroled in the Quality Improvement Funding Support (QIFS) program as of June 1st, 2021 who do not meet the minimum training requirement will be conditionally approved until June 30th, 2022 to provide time to complete the training requirements to remain in the program. Proof of registration or enrolment in the Introduction to Early Childhood Education online course will be required at the time of enrolment into the WSP-ECE.
Untrained Relief Staff	An educator working for 10 days or less per month (for a maximum of 88 hours per month) AND has not completed the minimum training requirement for Entry Level or Level 1.
Level 1 School Age (Only)	Recognized Certificate/Diploma in Early Childhood Education or a Degree AND has not completed the curriculum framework training AND only works with school age children.
Untrained School Age (Only)	Educators working with school age children only AND have not completed the minimum training requirement for Entry Level or Level 1.

WSP-ECE Eligibility:

You will now need to select the educator's role. If the educator was formerly registered in the QIFS Program, please provide their Original QIFS Eligibility Educator ID.

WSP-ECE Eligibility

Roles *

Administrator

Educator

Original QIFS Eligibility Educator ID

Supporting Documentation

You will now need to upload the supporting documentation based on the eligibility type selected above.

Note: If the Educator does not have an email address, you will also need to upload the Educator Consent Form if required.

Supporting Documentation

Please provide documentation to support the educator's application in this program. This includes credentials, educational training, as well as relevant supporting documents.

Document Type

-- Select --

Document Type	File Name	Date
---------------	-----------	------

From the dropdown list, please choose one of the following Document Types:

- Degree
- ECE Diploma
- ECE Certificate
- Curriculum Certificate (30 hours)
- Orientation to Early Childhood Education (60 hours)
- Introduction to Early Childhood Education (90 hours)
- Proof of Enrolment in Online Course
- Proof of Registration in Online Course
- International Assessment of Credentials
- WSP-ECE Educator Consent Form

TIP: To upload the document to the application you will need to ensure you have a good quality digital copy on your computer. If you are using a mobile device, you can take a picture of the document.

Select Upload File.

A new window will open, and you will be prompted to locate the correct file on your computer. Once you have located the correct file, click **OK**. A message will appear indicating that the file is successfully uploaded.

The uploaded file, the file type, and the date the file was uploaded will appear in the *uploaded file list section*. If you uploaded a wrong or irrelevant file, you can easily remove it from the *uploaded file list section* by clicking on the X button

Note: Your choice of funding level, along with the supporting documents, will be validated by an EECD Administrator.

Supporting Documentation

Please provide documentation to support the educator's application in this program. This includes credentials, educational training, as well as relevant supporting documents.

Document Type

-- Select --

Document Type	File Name	Date	
Degree	Bachlor Degree Education.gif	2021-05-10	<input type="button" value="X"/>

Finalizing the Educator Application

To complete the application, ensure that all required fields have been filled and information provided is accurate. Confirm the accuracy of the information provided and enter your full name.

Declaration of Accuracy

I declare that the information provided on the form is accurate to the best of our knowledge. No required information has been omitted or concealed deliberately. *

Full Name *

Save Draft

Submit

Cancel

Select **Submit** to save the final application details and submit them to EECD for review.

Select **Save Draft** to save your edits without finalizing and submitting them.

Select **Delete Draft** to delete the application details that you have filled out thus far. This action will permanently delete all the applications details you filled out and you will be required to start with a new application.

Tip: The portal allows you to enter your data in stages, if you do not have the time to do it all at once. Just make sure you select Save Draft to be able to return later to complete the Form.

Note: The Delete Draft button is only visible when an application has been previously saved as a draft.

Select **Cancel** if you have not saved a draft and wish to exit the application process.

After Submitting the Application, you will see a summary of the information provided.

To ensure the security and privacy of the educator's account, you will be provided a **Verification Code** for each educator Enroled in the program.

The Educator will require this **Verification Code** to complete the enrolment process.

You can use the **Print** button to make a paper copy.

WSP-ECE Application Confirmation

Thank you for submitting an application for the Wage Support Program for Early Childhood Educators (WSP-ECE).

To complete the process, Line Veil will need to accept conditions pertaining to WSP-ECE funding using the Educator Portal.

An email with instructions has been sent to jgsheeha+lineveil@gmail.com. Please provide Line Veil with the Educator Activation Code as it will be required to activate their account.)

Educator Activation Code

RKQBYC

Print

Operator Details			
Operator Name	Email Address	Mailing Address	
XYZ Learning INC	Rebecca.rice@gnb.ca	9 Main Street Saint John NB E2K 1J5	
Primary Phone #			
506-555-5555			

Educator Details		
Name	Email Address	Preferred Language
Veil, Line	jgsheeha+lineveil@gmail.com	French
Date of Birth	Other First Name	Other Surname
1979-11-21		

Employment Details			
Status	Hourly Wage	Roles	Start Date
Active	\$12.00	Educator	2021-02-09
Licences			
<ul style="list-style-type: none"> • ABC Plus • Garderie ABC Daycare • Garderie ABC Deux • Garderie ABC Trois 			

WSP-ECE Eligibility
Level
Level 1
Original QIFS Eligibility Educator ID

Supporting Documentation		
Document Type	File Name	Date
Degree	Bachlors Degree Education.jpg	2021-05-14

Return

Request a Funding Level Change

As educators gain qualifications and/or as conditional requirements are met, they may qualify for a higher funding level. From the WSP-ECE Program Overview page, select Request Funding Level Change. A list of your educators will appear with hyperlinks (“Upgrade Funding”) next to the educators with a funding level able to be upgraded.

Educators				
Name	Funding Level	Status	Enrolment Date	
Berly, tim	Level 1 (Conditional)	Active	2021-08-27	Upgrade Funding
Flamingo, Pink	Level 1	Active	2021-08-27	
Floydian, Pink	Level 1	Active	2021-05-01	
Pire, Ex	Expired	Active	2021-08-27	Upgrade Funding
Stenton, Marc	Level 1	Active	2021-08-18	
Sussex, Marc	Level 1	Active	2021-08-18	
Test, Johnny	Level 1 (Conditional)	Active	2021-08-27	Upgrade Funding
Vincent, Vinny	Level 1	Active	2021-05-01	

Selecting “Upgrade Funding” opens the Request Funding Level Change form.

Request Funding Level Change

To request a funding level upgrade, the educator must meet the eligibility criteria. Please reference the training level requirements in the WSP-ECE Handbook for more details.

Existing Qualification and Training Details		
Field of Study	Level of Study	Date of Issue

Existing Supporting Documentation		
Document Type	File Name	Date
Degree	FakeProof.pdf	2021-09-14

Upgrade Funding Level						
To request a funding level increase, select the new funding level being requested and upload additional supporting documentation. When you are done, select submit.						
Current Funding Level Level 1 (Conditional)						
Requested Funding Level Upgrade						
<input type="radio"/> Level 1 <input type="radio"/> Level 1 School Age (Only)						
<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">-- Select --</div> <div style="margin-left: 10px;"> <input type="button" value="Upload File"/> </div> </div>						
<table border="1"> <thead> <tr> <th>Document Type</th> <th>File Name</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Document Type	File Name	Date			
Document Type	File Name	Date				
<div style="display: flex; gap: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Return"/> </div>						

The form will list all Funding Levels the educator's current Level can be upgraded to and provide functionality to upload the supporting documentation justifying the funding increase. Once you finish uploading the files, click **Submit**.

When you submit the completed form, a new application is sent to EECD with the status *Under EECD Review*.

Update Educator Details

From the WSP-ECE Program Overview page, select **Enroled Educators**. A list of educators currently registered for the Wage Support Program will be displayed.

Select the educator you would like to view or edit the details for by clicking on **details**

When you open the Edit Educator Record Details page, you will be able to edit the following employment record details:

Employment Details

Status * **Effective Date ***

Active

Start Date *

2007-02-16

Hourly Wage *

12.00

Licensed Facilities *

All

XYZ Learning

XYZ Learning After School

Roles *

Administrator

Educator

Save Cancel

- Employment Status (**note:** if you change the status, you must set and Effective Date)

- Start Date
- Hourly Wage
- Staff Roles
- Licences

Once you have completed the changes, click **Save** to update the Educator Details.

View Enroled Educator List

You can view the list of registered educators by navigating to the WSP-ECE Program Overview page and selecting **Enroled Educators**.

A list of all the educators currently registered will be displayed.

Educators				
Name	Funding Level	Status	Enrolment Date	
McEachreon, Sheryl	Level 1	Active	2021-05-12	Details
Rice, Rebecca	Entry Level	Active	2021-05-14	Details

Please note that, by default, only the list of active educators will be displayed. If you would like to view the entire list of educators (both active and inactive), please check the **Show Inactive** box.

View Pending Applications

From the WSP-ECE Program Overview page, select **Submitted Applications**.

Educator Applications				
Name	Type	Status	Submission Date	
Munsch, Robert	Educator Application	Ready for Review	2021-05-08	Details
Rice, Jane	Educator Application	Pending Educator Consent	2021-05-08	Details
Test, Penelope	Educator Application	Clarification Needed	2021-05-04	Details

Show Historical

The applications for educators that are currently pending will be displayed. The screen will display the following information for each application:

- Educator Name
- Application Type
- Application Status
- Submission date

An application may be pending if the status is one of the following:

- **Draft.** You may have saved the application as a draft.
- **Clarification Needed.** An EECD admin reviewed your application and needs more information.
- **Under EECD Review.** An EECD admin is reviewing the application.

To view an application, identify the educator you wish to view the details for and click **Details**.

You will be directed to the Educator Application to update it.

Operator Details			
Operator Name XYZ Learning Inc	Email Address Rebecca.rice@gnb.ca	Supplier Information XYZ Learning Inc, 10101010	
Business Type Corporation	Mailing Address 123 Peanut Ave Nowhere NB A1A 1A1		
Primary Phone # 555-555-5555			

Educator Details			
Name Bowie, Matt	Email Address rebeccarice710+mattb@gmail.com	Preferred Language English	
Date of Birth 1970-02-01	Other First Name	Other Surname	
Account Status Active	VerificationCode CKQBYF	Edit	Resend Email

Employment Details			
Status Active	Hourly Wage \$100.00	Roles Educator	Start Date 2021-05-10
Licences			
<ul style="list-style-type: none"> • XYZ LEARNING • XYZ LEARNING AFTER SCHOOL 			

Qualification and Training Details		
Field of Study	Level of Study	Date of Issue

Supporting Documentation		
Document Type	File Name	Date
ECE Diploma	2 year ECE Diploma.jpg	2021-05-21
Introduction to Early Childhood Education (90 hours)	90 hours.jpg	2021-05-12

EECD Review Details	
Application Status	Last Review Date
Pending Educator Consent	
Comment To Operator	

Edit
Withdraw
Return

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[Privacy](#)

[Disclaimer](#)

Notes

- If the Application status appears as Draft, all the sections are editable.
- If the Application status is Clarification Requested, the File Upload control will be available so users can upload supplemental documents; otherwise, the panel will be fully read-only, and the File Upload control will be unavailable.
- Previously uploaded documentation cannot be deleted, only supplemental documents that are about to be uploaded can be removed from the list.
- Admin information is always read-only when viewed by the Operator User.

Program Renewal

You **MUST** renew your registration in the program each year. Starting from early March each year and when you open the WSP Overview tab, you will find a reminder that your renewal date is approaching. To renew you can simply click on the *Renew* button

Click **Renew**

To renew your enrolment in the WSP-ECE you must reconfirm that you consent to the Terms and Conditions for the program. If you consent, click in the box to “certify your signature” and then type your full name in the signature box.

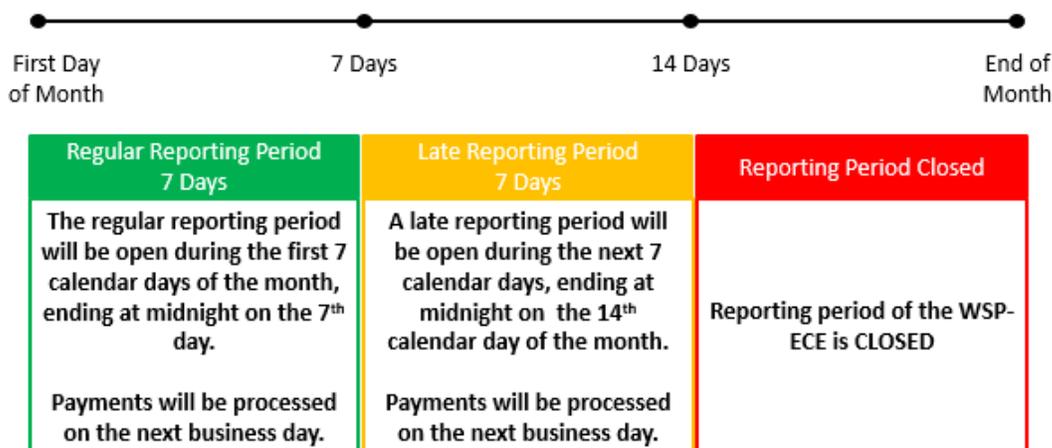
Click **Submit**

You will receive a copy of the Terms and Conditions that will be sent to your registered e-mail address.

You have renewed your enrolment into the program for the period of one year.

Submitting Monthly WSP-ECE Hours Report

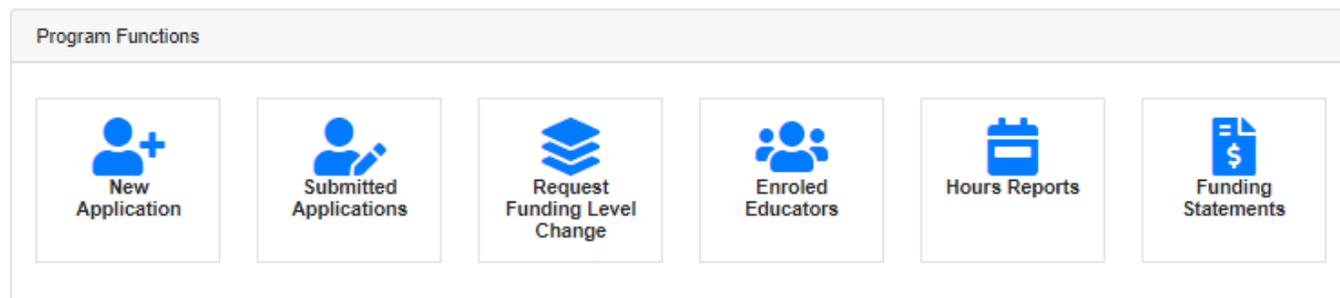
The WSP-ECE funding is based on actual hours worked as reported in the Operator Portal. Operators are responsible to report actual hours worked after the month is ended. The following guidelines will apply:



- On the first calendar day of each month, you will receive an email notification indicating that the regular reporting period has opened.
- You will receive a second reminder 24 hours prior to the regular reporting period closing if you have not submitted hours for your educators.
- A final reminder will be sent 24 hours prior to the late submission period closing if you have still not submitted hours for your educators.

Once the late period closes you will be unable to submit your WSP-ECE monthly hours report.

To submit time for each of the active educators access the WSP-ECE section of the Operator Portal and click on Hours Report



On the Hours Report List, you will be able to view a list of previous and current reporting periods. The current period will be at the top of the list.

Period	Submission Date	Status	
June 2021		Draft	Edit
May 2021		Closed	View
April 2021	2021-07-07	Processed	View

Page Size Previous Next

The listed periods can have the following **Status**:

Ready – Submission period is open, and the report has not been saved or submitted.

Draft – Submission period is open, and the report has some details filled in, has been saved, but not submitted, or the report was unsubmitted.

Submitted – The user has completed and submitted a time report, but the time report has not yet been processed.

Processed – Submitted report has been processed

Closed – Submission period is closed and report has not been submitted before the end of the reporting period

To enter hours for the monthly hours reports, select **Edit** next to the Period you are submitting hours for. The Hours Report will open and display all the educators that are currently active and have been successfully enrolled into WSP-ECE before the end of the month that time is being reported for.

June 2021

Number of eligible workdays: 22

Educator	Wage/Hour	Funding Level	Monthly Hours	Funding Amount
Michel, Dominique	14.00	Entry Level (Conditional) \$3.15/hr	<input type="text" value="0.00"/>	0.00
Binette, Bob	13.00	Untrained Relief Staff \$3.15/hr	<input type="text" value="0.00"/>	0.00
Snead, Sam	15.00	Level 1 \$7.25/hr	<input type="text" value="0.00"/>	0.00

I confirm that the data provided is accurate and understand that it may be audited. *

Full Name *

Subtotal \$	0.00
Administrative Funding 14% \$	0.00
Adjusted Funding Total \$	0.00

[Cancel](#) [Save Draft](#) [Submit](#)

Educator

Any educators who have an Employment Status of **Active** or **On Leave** will be included in the list of educators and you will be able to click on the educator name to view or change their details, such as hourly wage, employment status, or facility the educator is working at.

Inactive educators whose Employment Status has been changed to inactive during the reporting period will appear, but you will be unable to view or change their details. Hours can be submitted for the part of the period that they were still active in your facility. **Note:** Inactive accounts **cannot** be reactivated by an Operator Administrator. If a mistake was made, please contact an EECD Administrator for assistance. If the educator returns after a period of being Inactive, submitting a new application will be required.

Wage/Hour

This column lists the educator's hourly wage **BEFORE** wage top up. If this wage is incorrect, it can be changed by clicking on the educator's name, and then clicking the Edit button. Enter the new wage and save. The new hourly wage will be reflected on the open time report when you return to it.

Funding Level

The Funding Level is the wage top up amount that the educator was approved for during the reporting period. If the Funding Level is incorrect, you can apply for a change in Funding Level for an educator, by clicking on a educator's name and selecting **Upgrade Funding Level**. . Note that any changes to Funding levels will require approval and will be applied to subsequent monthly reporting.

Monthly Hours

This column is where you will submit the actual hours worked for each educator for the previous month. Note that maximum allowable hours are calculated based on the total number of workdays included in the period (number of workdays in the month) and on the limitations imposed by the approved funding level. See table below for maximum claimable hours:

Example of a month with 22 business days

Average hours/day Full time: 8.8 hours/day (44 hours/week) Part time: 6 hours/day (30 hours/week)	Homes	Part Time Facilities	Part Time Facility with Temporary Full Time services	Full Time Facilities
Untrained Relief Staff		88	88	88
Untrained School Age (Only)	Sum of all individuals less than or equal to 193.6	132	193.6	193.6 / 132
Entry Level		132	193.6	193.6
Entry Level (Conditional)		132	193.6	193.6
Level 1		132	193.6	193.6
Level 1 (Conditional)		132	193.6	193.6
Level 1 School Age (Only)		132	193.6	193.6 / 132

If you enter more than the maximum allowable hours for an educator, an error will appear indicating the maximum hours allowable for this reporting period. Hours reported will need to be modified accordingly to meet program maximum allowable hours.

The **Funding Amount** will be calculated for you based on the hours submitted.

Submitting the Hours Report

Once completed you can opt to cancel your report and start anew, to save the hours report as a draft, or, submit it for processing by clicking on the buttons at the bottom of the report.

June 2021

Number of eligible workdays: 22

Educator	Wage/Hour	Funding Level	Monthly Hours	Funding Amount
Michel, Dominique	14.00	Entry Level (Conditional) \$3.15/hr	<input type="text" value="0.00"/>	0.00
Binette, Bob	13.00	Untrained Relief Staff \$3.15/hr	<input type="text" value="0.00"/>	0.00
Snead, Sam	15.00	Level 1 \$7.25/hr	<input type="text" value="0.00"/>	0.00

I confirm that the data provided is accurate and understand that it may be audited. *

Full Name *

Subtotal \$	0.00
Administrative Funding 14% \$	0.00
Adjusted Funding Total \$	0.00

Confirming your submission of hours.

Before submitting the hours report, the portal will ask that you check the box stating that the information is correct and that you understand that it may be audited, and you will also need to electronically sign the form by entering your full name in the box provided.

Again, you can now Save as Draft and come back later to submit the report if you wish to do so. Please note that un-submitted hours will not be paid, and you must remember to submit it prior to the Hours Reporting Period closing.

To submit your monthly hours, click on **Submit**

Funding Statements

Once payment is processed, Operators will have the ability to review monthly funding statements for the month processed, as well as funding statements for prior months. These Funding Statements will provide the following information:

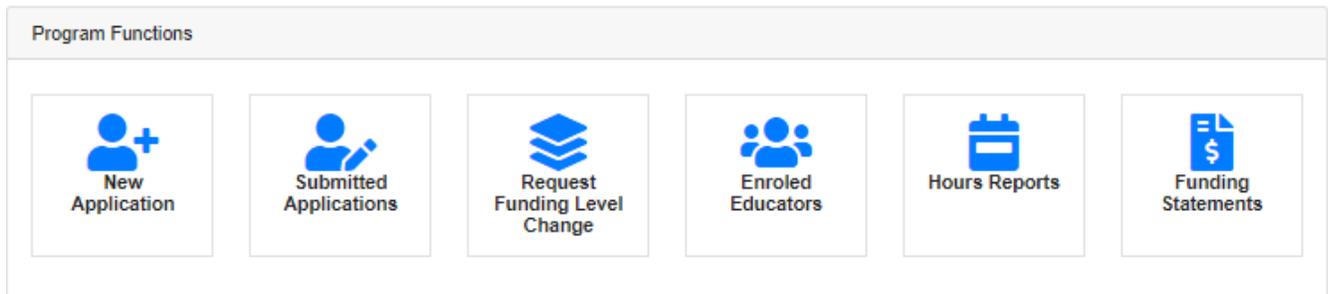
- A list of educators that were active during the reporting period
- The approved funding level for each educator
- The total number of hours reported for each educator
- Adjustments amounts and details
- Administrative funds provided (14%)
- Total payment amount provided

Period

Once the payment for a Reporting Period has been processed, you will receive an e-mail notification that your Funding Statement is ready to be viewed. You can follow the link in the e-mail notification you receive or you can log in to the Operator Portal and click on **Funding Statement** from the WSP-ECE dashboard to view the payment details for a specific payment period.

NOTE: Educators will also receive a notification inviting them to view their own personal Funding Statements by logging in to the Educator Portal.

You can access the list of **Funding Statements** by clicking on the Funding Statement button on the WSP-ECE portal dashboard.



Funding Statement List

The Funding Statement list that appears contains the payment and adjustment details for all past Funding Periods. The latest period will appear at the top of the list by default.

Statement List				
Period	Statement Id	Created	Amount	
June 2021	3076	2021-07-16	\$570.00	Details
June 2021	3074	2021-07-16	\$3,921.26	Details
May 2021	3070	2021-07-16	\$8,541.28	Details

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The Period – is the reporting period for which funding was provided.

Statement ID – is a Funding Statement code is generated by EECD to uniquely identify the payment.

Created – is the date the transaction was processed.

Amount – The total funding provided for the reporting period, including any adjustments.

To view more information about a specific payment, click on **Details**.

The Funding Statement consists of a summary of the monthly hours report that was submitted for a specific period, along with any adjustments that were applied to the payment.

Funding Statement

The top part of your Funding statement is a summary of your reported Hours Report.

June 2021				
Statement Id 3110				
Educator	Funding Level	Funding Rate	Monthly Hours	Amount
Michel, Dominique	Entry Level (Conditional)	\$3.15/hr	132.00	415.80
Binette, Bob	Untrained Relief Staff	\$3.15/hr	88.00	277.20
Snead, Sam	Level 1	\$7.25/hr	132.00	957.00
			Subtotal \$	1,650.00
			Administrative Funding \$	231.00
			Funding Total \$	1,881.00
Adjustments				
Adjusted Period	Details			Amount
May 2021	Transitional Funding			(55.25)
May 2021	1/3 of Quarter 4 adjustment (QIFS)			(560.00)
May 2021	Misunderstanding of requirement			(250.00)
			Subtotal \$	(865.25)
			Administrative Funding \$	(121.13)
			Adjustment Total \$	(986.38)
			Payment Total \$	894.62

The second part consists of the Adjustment section of the Funding Statement and it will provide details on any applied adjustments. This section contains:

Adjusted Period – Makes reference to the period being adjusted.

Details – Details describing the reason the adjustment was made.

Amount – Amount of the adjustment (positive or negative)

Payment Total – Total funding distributed to the Operator for the Period.

Note: Adjustment funding is also subject to the 14% administrative funding.

Note: If an adjustment for a period was performed immediately (can occur if an adjustment has a positive value), the Funding Statement for the adjustment will not contain the period's Hours Report information (The period's funding report should appear right below it in the Transaction List). Adjustments that have a negative value will always appear on the following period's report.

GENERAL Maintenance of your WSP-ECE portal account:

To maintain good standings with the WSP-ECE program, Operators must remember to:

- Renew their registration to WSP-ECE annually.
- Submit applications for new educators as soon as possible.
- Review the status of any new educator applications to ensure that new staff is approved prior to the end of the month.
- Update educator details to maintain up to date information on, work status (on leave, etc.), salaries, licensed worked at, upgrade in training, etc.
- Report actual hours work for each approved educator during the hours reporting periods.
- Review Funding Statements following payment process.
- Report any discrepancies in funding within 30 days following payment.

Section D: Support

Operator Portal

If you have questions regarding the Operator Portal or require technical support, please contact us:

1 833 221-9339 (toll free)

EECDPortal-PortailEDPE@gnb.ca

Monday to Friday, 8:30 am to 4:30 pm.

Wage Support Program for Early Childhood Educators (WSP-ECE)

If you have questions regarding the Wage Support Program for Early Childhood Educators (WSP-ECE), please contact us:

1 833 221-9339 (toll free)

WSPECE-PSSPEG@gnb.ca

Monday to Friday, 8:30 am to 4:30 pm.

Early Learning and Childcare Services

If you have questions or concerns about licensing information contained in your Operator Profile, such as your phone number, email address, or services, please contact the Quality Assurance Monitor assigned to your facility.

Early Learning and Childcare Services (ELCS) Regional Offices	
Region 1 – Moncton (506) 533-3712 ELC-SGERegion1@gnb.ca	Region 2 – Saint John (506) 658-2604 ELC-SGERegion2@gnb.ca
Region 3 – Fredericton (506) 453-3005 ELC-SGERegion3@gnb.ca	Region 4 – Bathurst (506) 394-4696 ELC-SGERegion4@gnb.ca

Section E: Technical Requirements

Supported Browsers

To maximize your Operator Portal experience and for your Internet security, we recommend using the latest supported browsers. Please note that we do not support Beta or test versions of browsers.

The EECD Operator Portal supports the following Browsers

- **Firefox**
- **Safari**
- **Google Chrome**
- **MS Edge**

256-Bit Secure Sockets Layer (SSL) Encryption

To access our services, your browser must also support 256-bit Secure Sockets Layer (SSL) encryption. All the browsers we support meet this requirement. If yours doesn't, please download the appropriate encryption support from your browser's supplier.

Cookies

To use our EECD Operator Portal services, you must enable your browser to accept cookies. Detailed information on our use of cookies is available in our [Privacy Statement](#). For more information on enabling and disabling cookies, please refer to your browser's Help section or documentation.

JavaScript

To use our services, you must change your browser and/or device settings to enable JavaScript. For more information on enabling JavaScript, please refer to your browser's Help section or documentation.

Hardware Configurations

We have no minimum hardware requirements; however, certain minimum requirements may be specified by the browser you are using.