ICM Service Provider Portal

Sample names in this document do not represent real children or Service Providers.

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Portal Frequently Asked Questions (FAQ)

Navigation Frequently Asked Questions (FAQ)

Q: What if I have forgotten my BCeID or password?

> **A:** If you have forgotten your BCeID or password, please contact the BCeID Help Desk at 1-888-356-2741 (8:30 a.m. – 5:00 p.m., Monday to Friday, excluding statutory holidays). Or go directly to the BCeID website at www.bceid.ca and click Logon. From the Logon screen, you can request your information by clicking "Forgot My BCeID" or "Forgot My Password."

Q: I am using one of the search tools in the Porta. Do I put my name in as the "Contact"?

> **A**: If you hover over the information icon, it will describe what this field means. The "Contact" is the child.

Order Frequently Asked Questions (FAQ)

Q: I was informed of an approved Benefit Plan, but I cannot locate the Order in the Portal. What do I do?

> **A:** Please contact Child Care Subsidy toll-free by phone at 1-888-338-6622.
>
> The ministry may require additional steps to make the Order visible in the Portal. If the existing Benefit Plan was cancelled or changed, you will receive a new Benefit Plan letter or a Benefit Plan Cancellation Notice in the mail.

Q: The Orders in the Portal only show the current month, how do I know how long Child Care Subsidy is approved for?

> **A**: For details about how long a parent is approved to receive Child Care Subsidy, please refer to your Benefit Plan letter. Orders for future months are not visible; they are created as part of a month-end process in the system, so you are not able see how long the subsidy is approved for in the Portal. If the existing Benefit Plan was cancelled or changed, you will receive a new Benefit Plan letter or a Benefit Plan Cancellation Notice in the mail.

Q: There are approved Orders for children who no longer attend my daycare, how do I get them cancelled?

> **A**: The parent should inform the Child Care Subsidy Service Centre of any changes to their Case, such as child care ending at your daycare. If the child is no longer attending, do not claim for those Orders. The Orders will eventually be closed if they are unclaimed. You or the parent may contact the Child Care Subsidy Service Centre to request the Orders be cancelled.

Q: A child in my daycare has approved subsidy on two different Cases. Is there a way to see the parent's name or the Case number so I can know which Order applies to each Case?

A: The parent's name is not displayed in the Portal, but it is printed on the Benefit Plan letter under the Case number. You can view the Case number in the Portal by searching for the Order and then clicking on the Order Number to see the Order Detailed View.

	Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
›	1-8652223385	ORANGE	OLIVER	$93.91	2015-Jun-01	2015-Jun-30	Approved	$35.00	P4-MCFD-PORTAL CCS AFB
❄	1-8652223375	ORANGE	OLIVER	$148.46	2015-Jun-01	2015-Jun-30	Approved	$148.46	P4-MCFD-PORTAL CCS AFB

Order Search Results | 1 - 5 of 10+ | ⊕ View More

Order detailed view
A detailed view of your order

Order Overview

Order Number: 1-8652223385	Program Type: Child Care Subsidy	Service Provider: P4-MCFD-PORTAL CCS AFB
Status: Approved	Last Name: ORANGE	Payee: P4-MCFD-PORTAL CCS AFB
Amount: $93.91	First Name: OLIVER	
Remainder: $35.00	Middle Name: (Sample Name)	Correspondence Comments:
Case Number: 1-8608304496		

Order Start Date: 2015-Jun-01
Order End Date: 2015-Jun-30
Approval Date: 2015-Jun-01
Received Date:

Invoice Frequently Asked Questions (FAQ)

Q: I got an error message when submitting an Invoice, how do I know if it was received?

> **A:** To see if the Invoice you completed was submitted successfully, go to the My Invoices/Payments screen and search for the Invoice. If the invoice is in "Ready for Approval", "Approved" or "Paid" status, then the ministry received it. It if is in another status, such as "Pending" or "Cancelled," then the ministry has not yet received it.
>
> Examples of what to enter in the Search Invoices section:
> - Choose "Child Care Subsidy" in the Program Type field, and enter the Invoice #.
> - Choose "Child Care Subsidy" in the Program Type field, and enter the date of the Invoice in the Invoice Date From field (this is usually the date you created the invoice, unless you changed the date while working on the invoice).
> - Choose "Child Care Subsidy" in the Program Type field, and choose "Ready for Approval" in the Status field. (Note: if there are no results, you may want to try again with "Approved" in the Status field, as the status changes when the ministry approves your submitted Invoice).

Q: How do I print Invoices?

> **A**: There is no print feature built into the Portal so you need to use the print features on your internet browser. You may want to use Print Preview before printing and adjust the print settings so the Invoice prints on one page.
>
> You can print from the Confirmation page when you submit an Invoice or search for the Invoice at any time. The best view to print from is the Invoice Detailed view, as it shows all the Orders associated to the invoice. To see this view, search for the invoice and then click on the Invoice # in the Search Results section of the My Invoices/Payments screen.

Q: How can I practice creating an Invoice?

> **A**: The Portal is used for transactions, so there is no ability to complete a practice Invoice.

Q: Can I complete an Invoice for next month in advance?

> **A**: You cannot create or complete an invoice for future months. The Orders are created as part of a month-end process in the system, so you cannot add them to an Invoice until they are created. Invoices of any type (created in the Portal or on claim forms) cannot be submitted prior to the first day of the claim month.

British Columbia

Q: I'm creating an invoice but I don't see any buttons and I can't scroll. What is causing this?

  A: The most likely cause of this issue is trying to use the Portal on a mobile device (such as a phone or tablet) or using a browser that isn't supported for the Portal. To use the Service Provider Portal, it is recommended you use one of the following operating systems and Internet browsers:

  Operating Systems:
  • Windows Vista (32 bit)
  • Windows 7 (32 bit)

  Browsers:
  • Internet Explorer (version 7 or later; system is currently optimized for IE 8)
  • Google Chrome (version 22)
  • Firefox (15)

Q: I provide child care for a school-age child and need to request additional full days of care. Can this be done in the Portal?

  A: No. The request needs to be made by using the Additional Full Day Claim for School Age Children form or by the parent calling the Child Care Subsidy Service Centre toll-free at 1-888-338-6622.

Q: Why aren't there any Orders displayed in the Invoice I created?

  A: This could be for several reasons. For example:
  • The incorrect Month or Year or the incorrect Service Provider was selected on the Invoice.
  • You have searched using a name that does not match the child's name on the Benefit Plan letter.
  • There are no Orders approved for the child.

  If you are unable to determine the reason and you have been informed that Child Care Subsidy is approved for the child, please call the Child Care Subsidy Service Centre toll-free at 1-888-338-6622.

Q: I am trying to claim for an Order that I know I haven't claimed on yet but I can't find it on Step 2 of the Create Invoice process to add it to the Invoice. What do I do next?

  A: If the Order is already associated to another Invoice and an amount claimed is saved, you may not be able to add the Order to another Invoice. Check for any other pending Invoices and either complete or Cancel those invoices.

  If this does not resolve the issue, and you have been informed that Child Care Subsidy is approved for the child, please call the Child Care Subsidy Service Centre toll-free at 1-888-338-6622.

Q: I am creating an invoice with several children on it. I calculated the total amount I am claiming for the invoice and entered that amount in Step 3 of the Create Invoice process. There is a red X and the notification states the Invoice Line amount cannot exceed the authorized Order Line amount. What do I do next?

> **A**: In this step, you enter the total amount you are claiming for the Invoice Line highlighted in blue and then click"Save and Validate" to enter the amount you are claiming for the next Invoice Line. After you have completed all the Invoice Lines, the total amount of the Invoice will calculate automatically and display on the final step when you submit the invoice.

Q: I entered an amount on the Invoice but it keeps returning to $0.00 and won't let me save. How do I fix this?

> **A**: If you are entering a Total amount and it gets returned to $0.00 when you click "Save and Validate," you may just need to click somewhere outside of the box for this section to ensure the number gets accepted before trying to click "Save and Validate."

Q: I have submitted the Invoice and need to make changes to it. How can I get it back?

> **A**: Contact the Child Care Subsidy Service Centre toll-free at 1-888-338-6622 as soon as possible. We may be able to return the Invoice to you for revision.

Q: Where can I find information about what I am allowed to claim?

> **A**: Please visit the Child Care Subsidy website www.gov.bc.ca/childcaresubsidy. There is information in the Frequently Askes Questions for Providers and the How to Claim Child Care Subsidy guide.

Q: The Invoice Status is "Paid" but I have not yet received a payment. What does this mean?

> **A**: When you submit an Invoice to the ministry, it will be a few business days before the status changes to "Paid." Invoices will be in "Paid" status once the payment system approves them, and then the payments will be generated a few days later. This means that you can see the date the payment will be made before it is sent to you.

> If there are no payment details on the Invoice yet, they are usually populated one business day after the status changes to Paid. If there are payment details on the Invoice, the payment will be made on the Payment date. For Electronic Funds Transfers (EFT), the funds will be transferred to your account on the Payment Date listed on the Invoice but your bank may require additional time to display the payment to you. For cheque (CHQ) payment, please allow up to 10 business days for Canada Post.

Q: I received a payment from Child Care Subsidy, but I don't know what invoice it is for. Is there a way to look it up in the Portal?

> **A**: In the My Invoices/Payments tab, you can search using the Payment #. This number will be on the remittance statement you received with your payment.
>
> If you cannot locate an Invoice after entering this Payment number, you can call the Child Care Subsidy Service Centre for assistance toll-free at 1-888-338-6622.

User Administration Frequently Asked Questions (FAQ)

Q: My Organization changed managers. We created the new BCeID for the new manager but the new manager cannot login to the Portal. How do we get Portal access for the new manager?

> **A:** Adding a new User in BCeID does not automatically give that user access to the Portal. The person who is the Delegated Administrator for the Portal for your organization can log into the Portal and follow the instructions for Adding Portal Access for a User. If the person who is the Delegated Administrator has also changed, please contact the ministry program.

Q: Does BCeID require the additional users to go into an office to show identification?

> **A**: As you are creating additional users under your existing BCeID account, the process is simpler than creating a new BCeID account. If you have any questions about the process, please contact the BCeID Help Desk listed on their website (www.bceid.ca).

Q: If I add a new user to the Portal, what can they see and do?

> **A**: When you give a User access to the Portal for your organization the User can see and do everything in the Portal that you can, except adding and removing other users. The User can see all Orders, Invoices and Payments and the User can create and submit Invoices.

Q: I added a new user to the Portal but the new User cannot log into the Portal. What does this mean?

> **A**: The user cannot access the Portal until their Status is "Active". If you have clicked the "Activate" button when adding the new User and the Status is "Authorized" this means that the access request requires ministry review. The access should be set up in a few days. If there is a status other than "Active" or "Authorized" you may have to click the "Activate" button again. If you require additional support in this area, please contact the ministry program.