

Instructions for Issuing Passwords to Families for *Army FCC Online* by Central Enrollment Registry and Family Child Care Staff

1. **Central Enrollment Registry (CER) Office.** In addition to assisting Families in viewing *Army FCC Online* at the CER office as part of the registration process, CER staff will issue passwords to potential patrons via telephone, e-mail, or onsite allowing them access to FCC Provider Profiles per the following instructions:

- a. Go to *Army FCC Online* Home Page (<http://www.armyfcc.com>).
- b. Click CER button. Enter your user name and password.
- c. From the menu, at the Family/Patron Section, choose Create Patron Account.
- d. Enter the Family's last name, first name, and e-mail address.
- e. Press Submit.

f. Pressing Submit generates an e-mail to the Family with a password and instructions for accessing *Army FCC Online* Provider Profiles. The password is active for 30 days. The patron will receive an automatically generated e-mail reminder, 25 days after issue, that the password is about to expire and can be renewed once with authorization of the FCC Director. The patron will also receive an automatically generated e-mail on the 30th day that the password expired.

g. Give Family a copy of the guide Find Child Care NOW! www.ArmyFCC.com which is available for downloading at the CYS Professional web site: <https://cys.us.army.mil/>.

2. **Family Child Care (FCC) Office.** FCC staff is also authorized to issue passwords allowing access to Provider Profiles to Families who prefer to search *Army FCC Online* on their own.

- a. Go to *Army FCC Online* Home Page (<http://www.armyfcc.com>).
- b. Click FCC Director. Enter your user name and password.
- c. From the menu, at the Family/Patron Section, choose Create Patron Account.
- d. Enter the Family's last name, first name, and e-mail address.
- e. Press Submit.

f. Pressing Submit generates an e-mail to the Family with a password and instructions for accessing *Army FCC Online* Provider Profiles. The password is active for 30 days. Families will receive automatically generated e-mail reminders, 25 days after issue, that the password is about to expire, but can be renewed again with authorization from the FCC Director. The patron will also receive an automatically generated e-mail on the 30th day that their password expired.

g. Give Family / Patron a copy of the guide Find Child Care NOW! www.ArmyFCC.com which is available for downloading at <https://cys.us.army.mil/>.

Instructions for Issuing Passwords to Families for *Army FCC Online* by CER and FCC Staff (Cont.)

3. Only the FCC Director can authorize renewal of patron passwords. The intent is to allow a reasonable time for Families to conduct a search, while also limiting inappropriate viewing or use of the information.
4. The FCC Director menu contains a Family/Patron Account - Edit Patron Account feature which allows tracking of passwords issued.
5. The FCC Director should remind Providers that personal information is not included on the website to which Families/Patrons will have access.