

Placement and Enrollment Portal for Providers

Version 3.0

Need Help?

For help with the **Placement and Enrollment Portal for Providers**:

- Email pfa.support@multco.us
- Call: 503-988-7818

Questions/Support related to **PFA Pilot Site services, policies, guidance**:

- Karissa Palmer
karissa.palmer@multco.us
503-347-3020

Portal Link/URL

This link should be bookmarked for quick access from your browser:

- Sign in Page: <https://preschoolforall.multco.us/Apply/Signout>



Version Updates

Version 2.0

- Added instructions for '[Withdrawing a Child From Your Program](#)' on pages 9-10

Version 3.0

- Updated contact phone number for PFA Support: 503-988-7818

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Creating an Account

Important Instructions for Providers with Multiple PFA Locations

If you have multiple PFA locations, you will only see one location when you create an account and enter the Portal page for the first time. In order to see the rest of your locations, you will need to email pfa.support@multco.us or call 503-988-7818 to let us know you have created your account and need access to view information for your other locations. After we hear from you, we will give you access to the rest of your program locations. The system requires you to have an account created first before we can do this.

The first time you try to access the Portal you will need to create an account **with the email address provided to Preschool for All (PFA) on the User Access Form**. This is the same email address these instructions were emailed to. You will **not** be able to access the Portal with an email address that was not set up ahead of time by PFA.

1. Go to the [Sign in Page: https://preschoolforall.multco.us/Apply/Signout](https://preschoolforall.multco.us/Apply/Signout) and click on the 'Sign in' button



2. Then, click on 'Create an account' on the Login Page

Don't have a Multnomah County public account?
[Create an account](#)

3. Enter the approved user Email Address and click on 'Verify my email address.'

Create Account

* indicates required field

Email Address*

Verify my email address

By continuing, you agree to Multnomah County's [Terms of Use](#)

4. Check the inbox of the email entered for an email with a verification code.

Verify your email address

Thanks for verifying your may.p.cha+1200@multco.us account!

Your code is: 299864

5. Enter the numerical code from the email into the 'Verification Code' field. Click on 'Verify & Continue.' If you don't receive an email, check their Spam folder and also confirm you entered the correct email address.

Create Account

* indicates required field

Verification code has been sent to your inbox. Please allow a few minutes for the code to arrive and copy it to the Verification Code box below. If you do not receive an email, verify you have entered the correct email address and check your spam folder.

Email Address*

Verification Code*

Verify & Continue

Send new code

6. On the 'Create Account' page, complete all of the fields

Create Account

* indicates required field

E-mail address verified. You can continue now.

Email Address*

New Password*

Password must be at least 8 characters and contain 3 of the following: lowercase letter, uppercase letter, number, and symbol.

Confirm New Password*

Full name for display*

First Name*

Last Name / Surname*

- a. New Password - Password must be at least 8 characters and contain 3 of the following: lowercase letter, uppercase letter, number, and symbol.
- b. Confirm New Password - Type in the same password again
- c. Full name for display - type in First Name and Last Name
- d. First Name - Type in First Name
- e. Last Name - Type in Last Name
- f. Click 'Create'

Tip: Click on the eye icon to toggle between how the password should be displayed in the field - visible or masked.

7. After the account has been successfully created, the system will take you to the Placement and Enrollment Portal page for your preschool program(s).

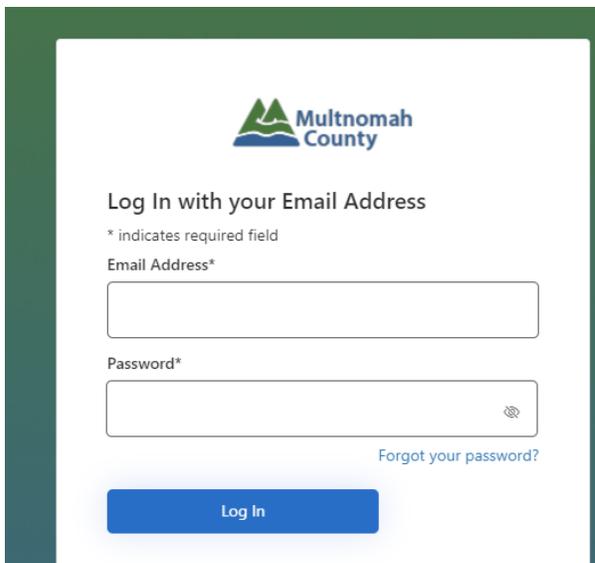
Logging In

After you create an account, use your email address and password associated with your account to log in when you return to the Portal.

1. Go to the [Sign in Page: https://preschoolforall.multco.us/Apply/Signout](https://preschoolforall.multco.us/Apply/Signout) and click on the 'Sign in' button



2. Then, enter your email address and password on the Login Page and click on 'Log In'

A screenshot of a login page for Multnomah County. At the top center is the Multnomah County logo, which consists of a stylized green mountain and blue waves above the text "Multnomah County". Below the logo, the heading "Log In with your Email Address" is displayed. Underneath the heading is a small note: "* indicates required field". There are two input fields: the first is labeled "Email Address*" and the second is labeled "Password*", both with asterisks indicating they are required. The password field has a small eye icon to its right. Below the password field is a link that says "Forgot your password?". At the bottom of the form is a blue rectangular button with the text "Log In" in white.

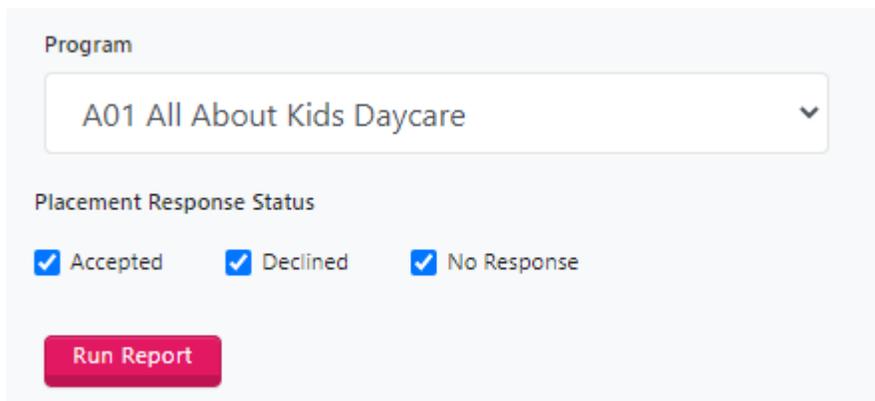
Overview of PFA Placement and Enrollment by Program Page

The PFA Provider Portal is essentially one online page that gives you access to view information about children who have received a placement offer in your program(s) and confirm with PFA when enrollment has been completed for a child.

Program Drop-Down and Placement Response Status Filters

You will only have access to view information for your program location. If you are a provider who has multiple locations, you will see all locations listed in the drop-down menu.

Tip: Email pfa.support@multco.us or call 503-988-7818 if you think you should be seeing more program locations than what is listed on your page.



Program

A01 All About Kids Daycare

Placement Response Status

Accepted Declined No Response

Run Report

1. To view the placement and enrollment information for your program, choose the program from the 'Program' drop-down menu
2. You can check or uncheck the boxes under 'Placement Response Status' to show all placement offers, only those who have accepted their placement offer, only those who have declined their placement offer, or only those who haven't responded yet to their placement offer. The default is to show all placement offers.
3. Click on 'Run Report'
4. The table will populate with information about the placement offers made.

Confirming With PFA When Enrollment is Completed

IMPORTANT REMINDER: You can start the enrollment process with the family AFTER they have accepted their placement offer. When the family has accepted, the 'Placement Response' column will show 'Accepted.' Families respond to their placement offer by clicking on a customized link in their offer email from PFA which takes them to an online form to respond if they accept or decline the offer.

1. When a child has completed enrollment with your preschool, click on the pencil icon in the 'Confirm Enrollment' column for the relevant child.

<input type="checkbox"/>	Placement Response ↓↑	Response Date ↓↑	Confirm Enrollment	Enrolled? ↓↑	Date of Enrollment ↓↑
<input type="checkbox"/>	Accepted	05/31/2022			

Tip: This pencil icon is only visible if the 'Placement Response' is 'Accepted' AND you have not yet confirmed enrollment for the child.

- The 'Confirm Enrollment' pop-up box will appear. The 'Date Enrollment Completed' will default to today's date. You can change the date if enrollment was completed earlier. This date cannot be earlier than the 'Accepted' response date.

Confirm Enrollment

Preschool Program: A01 All About Kids Daycare

Child Name: ChildFirst100612 ChildLast100612

Child DOB: 5/2/2019

Date Enrollment Completed *

06/05/2022

By clicking on 'Enrollment Completed', I confirm that all enrollment requirements have been completed by the parent/legal guardian for this child. I also confirm that eligibility documentation has been verified for address and child's date of birth, and an attestation form has been completed.

Enrollment Completed Cancel

Then, click on 'Enrollment Completed.'

- The table will now be updated, and the row should now look similar to this:

Placement Response ↓↑	Response Date ↓↑	Confirm Enrollment	Enrolled? ↓↑	Date of Enrollment ↓↑
Accepted	05/31/2022		Y	06/01/2022

Withdrawing a Child From Your Program

IMPORTANT:

- When you withdraw a child from your program using these instructions, you will no longer see the child's record in your Provider Portal.
- When you withdraw a child from your program, the seat will be immediately open for PFA to fill. **Withdraw a child only when they are no longer attending.**
- If you have questions about PFA policies related to when to withdraw a child, contact Karissa Palmer at karissa.palmer@multco.us or 503-347-3020
- If you confirmed enrollment for a child by mistake (i.e. enrollment was not actually completed for the child), do NOT use this function to correct the mistake. Contact pfa.support@multco.us to correct the mistake.

1. To withdraw a child from your program, click on the pencil icon in the "Withdraw Child" column. You will only see the pencil icon in this column after you have confirmed enrollment for the child.

<input type="checkbox"/>	Placement Response ↓↑	Response Date ↓↑	Confirm Enrollment	Enrolled? ↓↑	Date of Enrollment ↓↑	Withdraw Child	Application ID ↓↑
<input type="checkbox"/>	Accepted	05/31/2022		Y	06/01/2022		11089

2. The 'Withdraw Child from Program' pop-up box will appear.

Withdraw Child from Program

Preschool Program: A01 All About Kids Daycare

Child Name: ChildFirst101722 ChildLast101722

Child DOB: 5/2/2019

Reason for Withdrawal *

Select One

By clicking on 'Withdraw Child,' you are confirming that this child is no longer enrolled in your program. You are also confirming that this is not a result of suspension or expulsion from the program.

This withdrawal will open up a seat and notify PFA of this opening. PFA will work to fill this seat and will be in contact with you if there is any additional assistance or information needed.

This action will remove the child's record from your Provider Portal.

IMPORTANT: Do not withdraw a child if you confirmed enrollment by mistake. In this case, contact pfa.support@multco.us to correct this.

Withdraw Child Cancel

3. Choose a 'Reason for Withdrawal' from the drop-down list

Reason for Withdrawal *

Select One

Reasons:

- Family Moved
- Accepted into Head Start or Preschool Promise
- Accepted into another program
- Child not attending and/or unable to contact family
- Other

If you choose 'Other,' you will need to type in a reason for withdrawal.

4. Click on 'Withdraw Child'

Understanding the Information in the Table

IMPORTANT: The information in the table displayed when you run the report will change as families respond to their placement offer and as new placement offers are made. Please log in to check this page frequently to make sure you have the most up to date information.

- The table has scrollbars that run left to right and up and down. Use these scrollbars in order to navigate through all the information in the table.
- Each row contains information for one child.
- You can use the up and down arrows in the placement headers to sort that column.
- You can download all the information in the table to an Excel file by clicking on 'Download to Excel'

Download to Excel

<input type="checkbox"/>	Placement Response ↓↑	Response Date ↓↑	Confirm Enrollment	Enrolled? ↓↑	Date of Enrollment ↓↑	Withdraw Child	Application ID ↓↑	Child First Name ↓↑	Child Last Name ↓↑
<input type="checkbox"/>	Accepted	05/31/2022		Y	06/05/2022		10559	ChildFirst100612	ChildLast10061
<input type="checkbox"/>	Accepted	05/31/2022		Y	06/06/2022		11063	ChildFirst101675	ChildLast10167
	Declined	05/31/2022		N			10790	ChildFirst101099	ChildLast10109

Download Application Info Please select at least one record to process.

Description of Table Columns

1. **Check Box** - You can download a PDF of additional application information for each child by clicking on this checkbox and then clicking on the 'Download Application Info' button at the bottom of the table.
 - a. Click on the check box in each row or click the check box in the header to select all records.

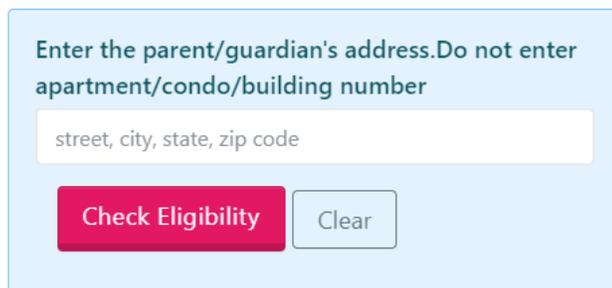
- b. If the placement offer has been 'Declined,' you will not be able to download additional application information for the child.
2. **Placement Response** - When families respond to a placement offer for their child, this column will be updated with the response. You can begin the enrollment process with a family when you see 'Accepted' in this column for a child.
 - a. Blank - Family has not responded to the placement offer. Child **cannot** enroll yet with the provider.
 - b. Accepted - Family has accepted the placement offer. Enrollment can begin with the provider.
 - c. Declined - Family has declined the placement offer. Child **cannot** enroll with the provider.
3. **Response Date** - The date a placement response of 'Accepted' or 'Declined' was received
4. **Confirm Enrollment** - A pencil icon will appear in this column when a family has accepted the placement offer but has not yet completed enrollment with the provider. See '[Confirming with PFA When Enrollment is Completed](#)' for more instructions.
5. **Enrolled?** - This column will have 'Y' for 'Yes' in it after enrollment has been confirmed.
6. **Date of Enrollment** - The date enrollment was completed
7. **Withdraw Child** - A pencil icon will appear in this column when enrollment has been confirmed for a child. See '[Withdrawing a Child From Your Program](#)' for more instructions.
8. **Application ID** - The unique application ID associated with the application
9. **Child First Name**
10. **Child Last Name**
11. **Child DOB** - The child's date of birth. The documentation of the child's date of birth that is required to be shown to you during the enrollment process must match this date of birth entered on their application.
12. **Parent/Guardian First Name**
13. **Parent/Guardian Last Name**
14. **Homeless?** - 'Y' (Yes) or 'N' (No) indicating if the family is currently experiencing houselessness. If 'Y,' the 'Address' column may be blank or it may contain an address of a temporary housing, motel, or shelter location. Address documentation is **not** required for families experiencing houselessness, but the Enrollment Verification Attestation Form must still be completed.

15. **Address** - For families who are not experiencing homelessness, the address in this column was already verified by the application system as an address within Multnomah County. You will need to verify that the address in the documentation required to be provided to you at enrollment matches the address in this column.

- a. **If address documentation matches the address in the table:** complete the Enrollment Verification Attestation Form. Keep the completed Attestation Form in the child’s file onsite at the preschool. You do **not** need to keep a copy of the date of birth documentation.
- b. If address documentation does not match the address in the table: click on ‘use this tool to check if the address is within Multnomah County’ at the bottom of the table to verify it is in Multnomah County first:

Did the family move or provide a different address than what was on the original application? You can [use this tool to check if the address is within Multnomah County](#). A parent/legal guardian must live in Multnomah County in order for their child to be eligible for Preschool for All.

Then, enter the address on the documentation in the pop-up box that appears and click on ‘Check Eligibility.’



The screenshot shows a light blue pop-up box with a white text input field and two buttons. The text above the input field reads: "Enter the parent/guardian's address. Do not enter apartment/condo/building number". The input field contains the placeholder text "street, city, state, zip code". Below the input field are two buttons: a red button labeled "Check Eligibility" and a white button with a grey border labeled "Clear".

If the address is in Multnomah County, complete the Enrollment Verification Attestation Form. Keep the completed Attestation Form in the child’s file onsite at the preschool. You do **not** need to keep a copy of the address documentation.

If the address is **not** in Multnomah County, Email pfa.support@multco.us or call 503-988-7818. Do **not** continue the enrollment process.

16. Primary Phone Number

17. Phone Type

18. **Text Messages** - You may only send text messages to families who have agreed to this method of communication on their application. If this column shows ‘Y’ (Yes), you can text them as another way of communicating with them about the enrollment process.

19. Email Address

20. **Assigned To** - If a family worked with a [Family Navigator](#) to complete their application, this column will show the name of the organization that worked with them. Family Navigators can also support families with the enrollment process if needed.

- a. LN - Latino Network
- b. NAYA - Native American Youth and Family Center
- c. IRCO - Immigrant and Refugee Community Organization
- d. SEI - Self Enhancement, Inc.

21. Preschool Name