Parent Portal Training

Parent Portal Training Agenda

- Parent Portal – Submitting Family Application (Parent View)
- Reviewing the Family Recruitment List (Converting Application to Begin Enrollment Process)
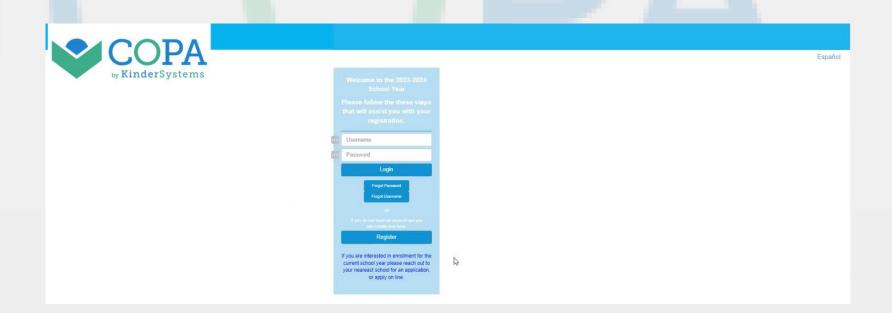- Current Families and Duplicate Applications

Parent Portal (Family View)

Family Application:
- Register/Login
- Complete Family Profile
- Adding Child Application
- Submitting Application

COPA
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When on the Parent Portal login page, families will have the option to log in if they have created a profile or register if they have not yet done so.
- If they have forgotten their username or password, they should follow the prompts after selecting one of the two options. Please note that COPA Support is unable to reset usernames or passwords.

Parent Portal (Family View)

After selecting "Register," families will be directed to the Parent Consent page. It is necessary for them to provide consent before proceeding with the registration process.

Consent of Parent or Guardian

*****I state that I am the parent or legal guardian of the child I am filling out a preschool application on behalf of.................

I consent to disclosing my child's name, address and other personal information. This will be used should I need assistance to help me match my child with one or more suitable preschools.

The consent I am granting here is for assistance to match my child with one or more suitable preschools.

Consentimiento del Padre o Tutor

****Yo certifico que soy el padre o tutor legal del niño para el cual estoy completando esta aplicación. Esto sera utilizado si yo necesitara ayuda para encontrar el programa preescolar mas adecuado para mi niño...............

El consentimiento que estoy otorgando aquí es para asistencia en encontrar el programa preescolar mas adecuado para mi niño. Ni la cuidad, ni las Escuelas Publicas, ni los centros preescolares basados en la comunidad pueden usar la información de mi niño para ningún otro propósito sin obtener mi consentimiento adicional por separado.

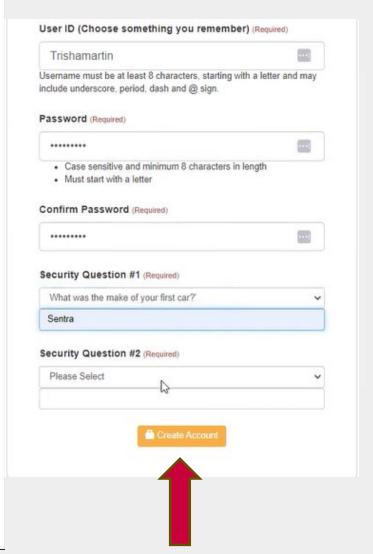**I consent/Doy mi consentimiento** ☐ [Submit]

Once consent is obtained, families will be able to proceed with the registration process by creating a profile. Information that is mandatory will be indicated as "required."

- Please be aware that the security questions are crucial for recovering passwords or usernames in the event they are forgotten.
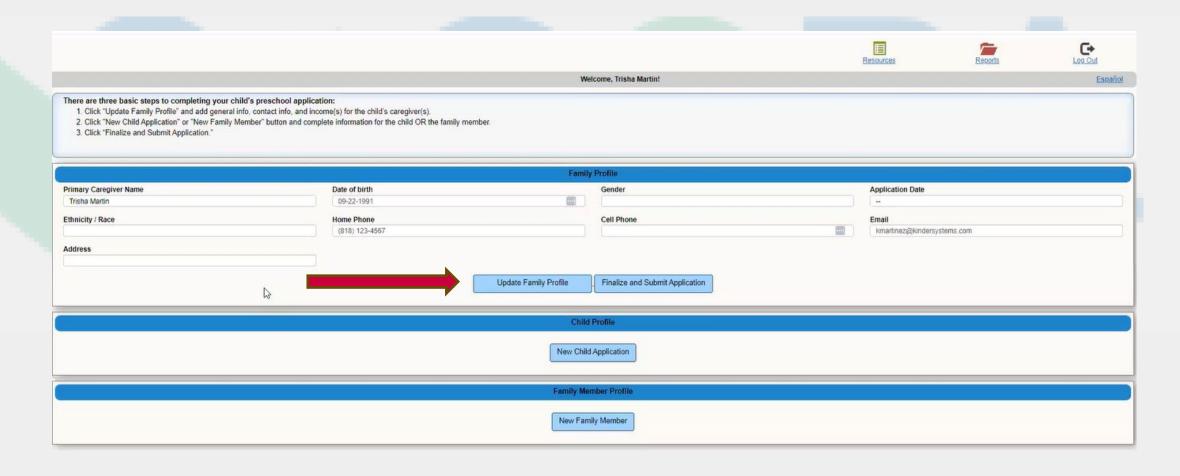
Once all information is entered, families will select "create account".

Create your account

Primary Caregiver/Applicant First Name (Required)

Primary Caregiver/Applicant Middle Name

Primary Caregiver/Applicant Last Name (Required)

Primary Caregiver/Applicant Birth Date (Required)

Phone (Required)

Verify Phone (Required)

Email Address (Required)

Verify Email (Required)

Either a cell phone number or an email address is required to register. We strongly recommend providing an email address so that you can receive notification status and updates directly. If you do not supply an email address, you will be contacted at the phone number provided with instructions on how to retrieve information about your account.

User ID (Choose something you remember) (Required)

Trishamartin

Username must be at least 8 characters, starting with a letter and may include underscore, period, dash and @ sign.

Password (Required)

- Case sensitive and minimum 8 characters in length
- Must start with a letter

Confirm Password (Required)

Security Question #1 (Required)

What was the make of your first car?

Sentra

Security Question #2 (Required)

Please Select

Create Account

Parent Portal (Family View)

Once the family profile has been registered, users will be directed to the main page of the Parent Portal. The next step is to complete the Family Profile (Update Family Profile).

When updating the Family Profile, families will be required to provide general information about the Primary Caregiver. As with the registration process, mandatory information will be clearly marked as "required.

- Once all information is entered, families can continue to next section or save and finish later.

Parent Portal (Family View)

The next section of the Family Profile will address the Primary Caregiver Contact Information. Once the information has been entered, the family may proceed to the Secondary Caregiver section or choose to pause at this section and continue later.

The next section of the Family Profile will focus on the Secondary Caregiver. If a family does not have a secondary caregiver, they may select the checkbox indicating this. Once the necessary information is provided, they can proceed to the Family Income Information section.

Parent Portal (Family View)

The Family Income Second will require the family to report any income received or earned. They can indicate whether they are receiving SSI or TANF, as well as confirm if they are not receiving any income. Once the family income has been entered, they will need to save their progress and return to the profile to complete the family profile.

Parent Portal (Family View)

Once the family updates the Family Profile and returns to the Parent Portal main page, they can proceed to add a child or another family member to be included in their profile.
- In this example, we will focus solely on adding a child.

Parent Portal (Family View)

After selecting "New Child Application," the family will be prompted to provide information concerning the child. They will see that the required information includes the Enrollment Year, which can be either the current year or the next school year, as well as the "Filter Desired Site By:" option.

The "Filter Desired Site By:" option enables families to navigate the variety of childcare sites using filters to identify their preferred site. They can filter options by **agency, home zip code, or site/school name.** Once the filter is applied, they can select from the available options that meet their criteria.

-        To return to the main page, users will have the choice to save the entered information or return without saving.

Parent Portal (Family View)

Once the Child's Profile has been successfully saved and the user returns to the main page, the child's application will be visible under the Child Profile section. After the family has completed all required information, entered their children/family members, and is prepared to submit their application, they can select "Finalize and Submit Application."

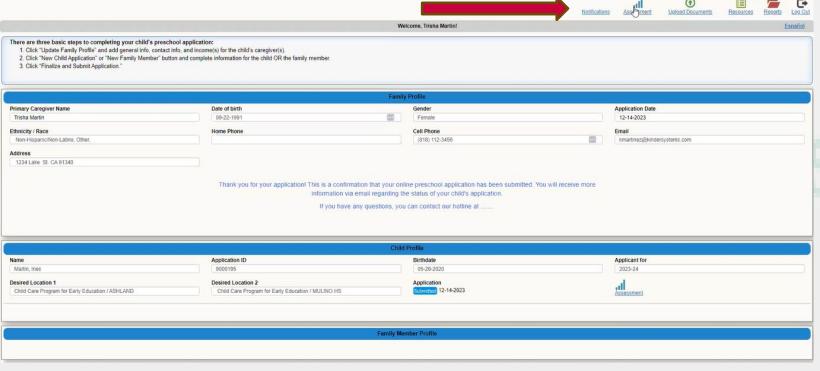- Please be aware that the family can continue to edit the information provided up to this stage.

Parent Portal (Family View)

Before the family submits their application, they will be informed that once the application is submitted, they will not have the ability to edit it.

CC Consents and Affirmations

☐ I Agree

Agree and Submit Application   Go Back

You cannot change any information regarding your family and / or children after finalizing and submitting your application.

Once the application is submitted, families will no longer be able to edit their profiles or application. They will, however, have access to view notifications, resources, access reports, upload documents, and complete assessments.

Families will receive a confirmation page that includes the following information:

IMPORTANT: Please upload the following required documents after completing your online application.

- ➢ Birth certificate
- ➢ Updated Vaccination Record (complete record from birth)
- ➢ EPSDT (doctor's child's physical fitness)
- ➢ Copy of Medicaid card/Insurance Card (if applicable)
- ➢ Proof of Income (W2 most recent pay stubs)
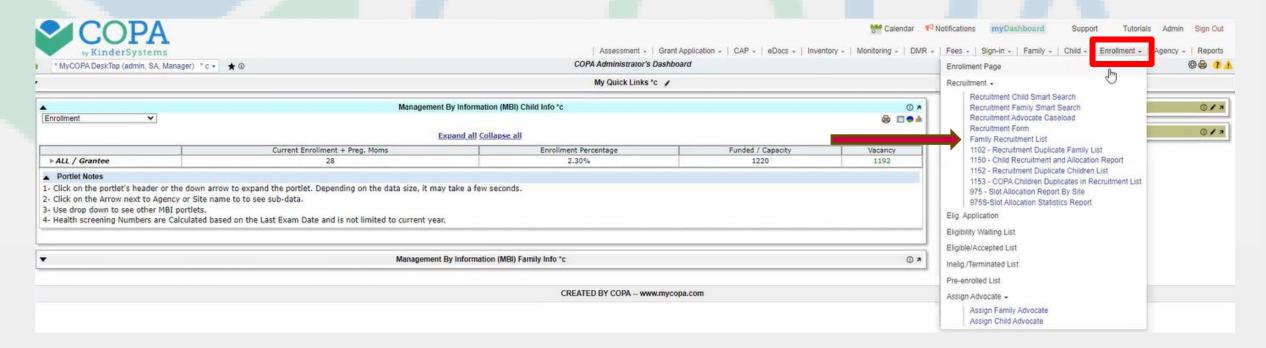- ➢ Proof of Residence

Family Recruitment List

Parent Portal Applications:
- Reviewing Submitted Family/Child Applications
- Converting Parent Portal Applications
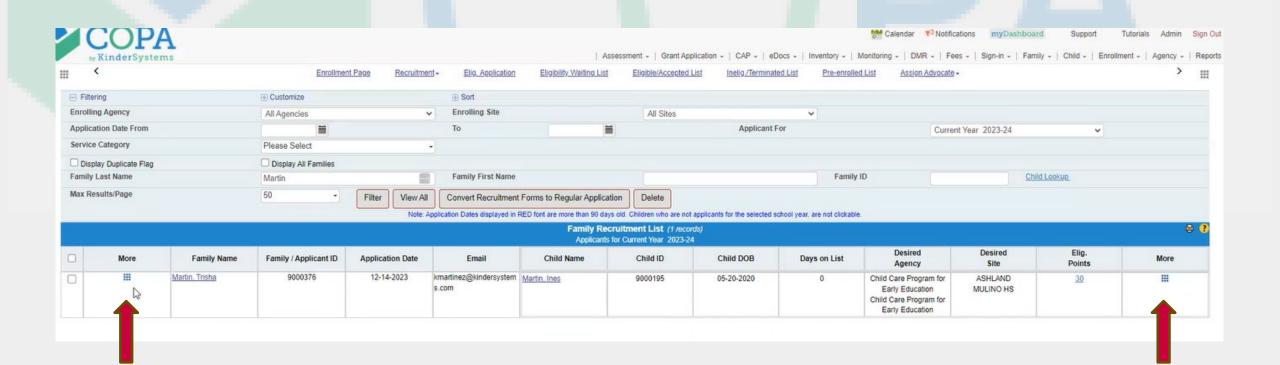
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Family Recruitment List

The family's submitted application will now be included on the Family Recruitment List within COPA. Access to this list can be obtained by logging into COPA and selecting the "Enrollment" tab to view the drop-down menu.
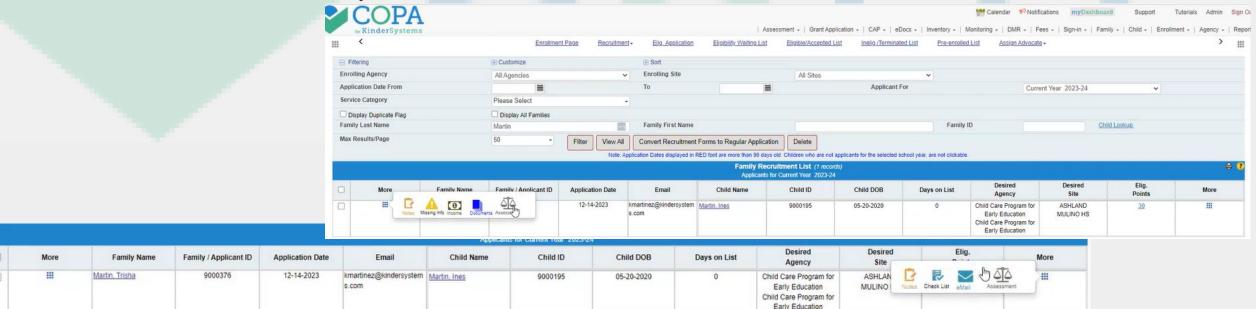
Family Recruitment List

When reviewing the Family Recruitment List, you will have the opportunity to view the application submitted by the family. You will notice an icon under the "More" column, which provides a menu of quick links to add notes and view children's and family profiles prior to converting the application.
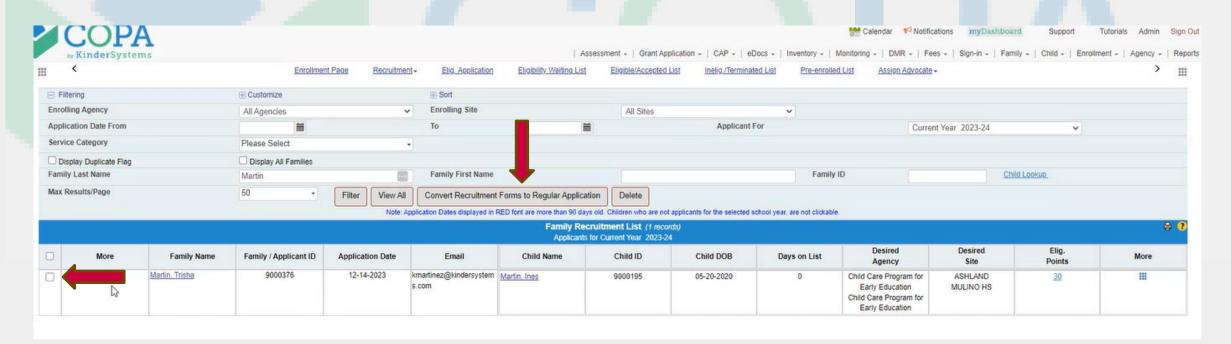
Family Recruitment List

The first set of quick links are regarding the family profile while the second set is regarding the child(ren) profile.

- **Notes** – Entering Family/Children Case Notes
- **Income** – View Family's Income
- **Missing Info.** – View Missing Information that needs to be entered prior to converting application
- **Documents** – View family uploaded Documents
- **Assessment** – Access Assessment page for Children/Family
- **Checklist** – View child checklist
- **Email** – Send notification to family
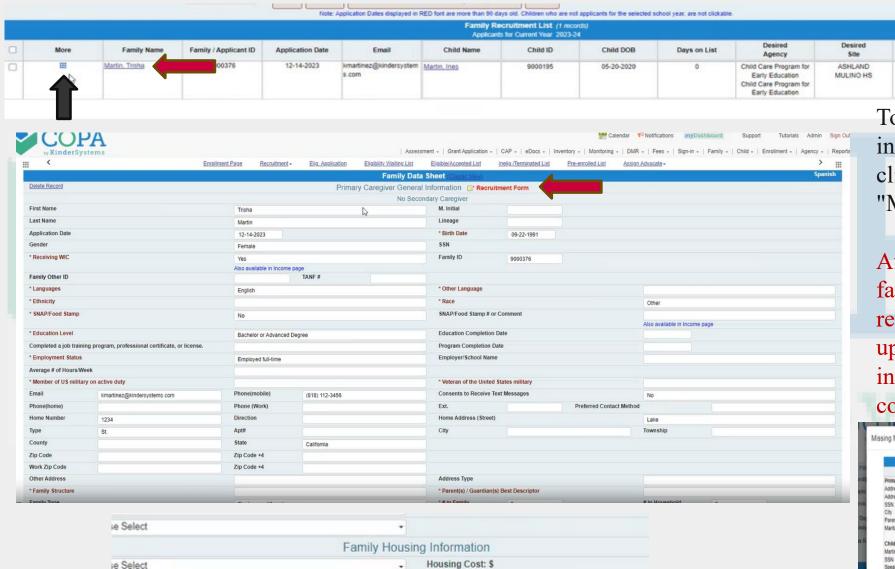
Family Recruitment List

If you would like to convert the application, please ensure that all required information is complete by reviewing the list under the "*Missing Info*" icon. Once you have entered all necessary details, you can proceed with the conversion by checking the box next to the family's name and selecting "Convert Recruitment Forms to Regular Application".

If you wish to delete a family application, please check the box next to the respective family name and click "Delete.

Family Recruitment List

To review any potentially missing information for a family or child, please click on the "More" icon to access the "Missing Info" list.

After reviewing the list, select the family name, which will take you to the recruitment form for editing and updates. If there are no missing information, you can continue to the converting process.

Family Recruitment List

Once the application has been converted, the system will notify you that the selected families and children have been successfully converted. You will have the option to return to the Family Recruitment List. The selected children are now on the waitlist, and you may proceed with the standard enrollment process.

Family Recruitment List

If a family has submitted an application and you are unable to access or view it on the Family Recruitment List, please contact COPA Support.
- When reaching out to COPA Support, kindly specify that you are unable to access the family's submitted application and provide both the Primary Caregiver's name and the Child's name.
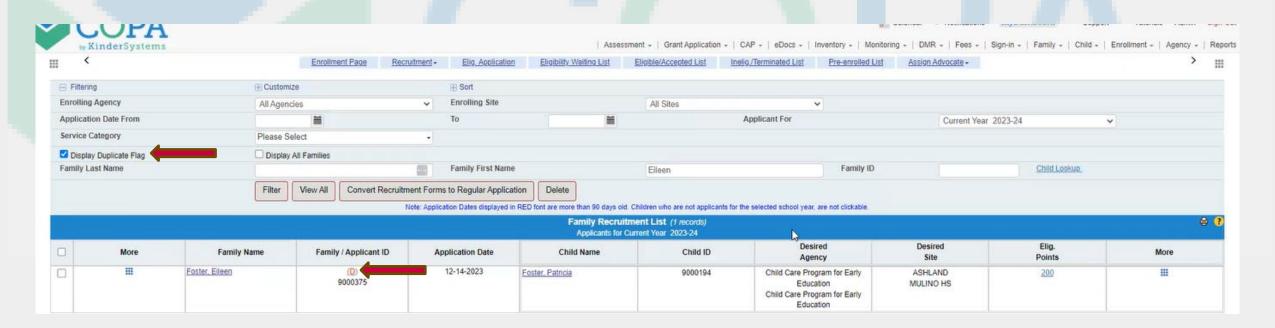
Existing Families and Duplicate Applications

- **Current Families Submitting Applications**
- **Duplicate Applications**

Existing Families and Duplicate Applications

In the case that an existing family has submitted a Recruitment application, please search for the family on the Family Recruitment list. Ensure that you select "Display Duplicate Flag," as this will indicate any duplicate families by presenting a duplicate icon above the Family/Applicant ID.

Existing Families and Duplicate Applications

Due to recent updates within COPA, the process of comparing and copying information prior to converting recruitment applications to regular applications is now restricted.
- To process duplicate applications, please contact COPA Support (kindly provide the Primary Caregiver's and/or child's name when submitting your request and specify that this is a duplicate application.)

arkansas.mycopa.com says

Access to Compare and Copy Info page is restricted to Grantee Level Admin Users Only.

OK

Questions?

If you are experiencing issues within COPA, please contact COPA Support (copasupport.mailaccount@ade.arkansas.gov).