



C-FIRST! Training

DCS Foster Parents Learner Guide

Tennessee Department of Children's Services



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Introduction

Welcome to State of Tennessee Department of Children's Services (DCS) C-FIRST! **Provider Portal Course**. We are excited to have you here with us!

This course provides practical end-to-end learnings related to Foster Parents (external Providers) accessing the Portal, navigating the Portal Main Menu and Key Sections, Document Management, Placement Referral and Incident Reporting.

Let's Dive In

This guide helps Foster Parents (external Providers) understand how to use the Provider Portal to complete key daily tasks that support children and families. In our new C-FIRST! system, you will be referenced as providers. There is no need to worry if it looks a little different, nothing about your role is changing. It is simply the term the computer system uses.

You will learn how to request access and navigate the portal, manage documents, review placement referrals and child information, and complete incident reporting in the Provider Portal. The Provider Portal can be accessed using your phones, tablets and computers.

What to Expect

Throughout this guide, you will be tasked with:

1. Accessing the Provider Portal and navigating key pages and menu options.
2. Using portal features such as My Applications, Home, Associated Items, My Tasks, and Support.
3. Uploading, downloading, and managing documents.
4. Reviewing placement referral tasks, confirming referrals, checking placement details, and accessing child information.
5. Creating and submitting incident reports in the Provider Portal.

Your Role

As a foster parent, you will use the Provider Portal to complete tasks related to your foster home and the children placed in your care. In this course, you will learn how to navigate the portal, manage documents, review placement and child details, and submit incident reports.

Course Objectives

After completing this course, you will be able to:

- Navigate Provider Portal Homepage and key sections
- Manage documents in the Portal
- Review placement referrals and child information
- Submit incident reports in the Provider Portal

Module 1: Portal Navigation and System Overview

Provider Portal is a web-based digital platform that supports you as Foster Parent by providing access to key resources, tools, services, and information needed to support children and families within the child welfare system. In this module, as a Foster Parent, you will learn how to access the Provider Portal and move through the main areas of the system. You will review how to verify access, navigate key tabs and sections in the Portal, and utilize the basic portal features as needed.

After completing this module, you will be able to:

- Setting up a Portal Account
- Navigate the Homepage, the Key Features and Tabs

Below is the infographic of all areas available in the Provider Portal. This training will review the areas that apply specifically to the DCS foster parents.



Lesson 1: Logging in to the Portal

This lesson introduces the steps to access the Provider Portal for the first time. You will learn how to complete account setup.

Learning Objectives

- Set up a Portal Account

Task 1: Set up Portal Account

1. Review the details on the email you received from ei_dcs_donotreplynp@tn.gov and click the **Account Creation Page** hyperlink to complete your account creation. The **Set-up Security Question** screen displays.
2. Click the **Question** drop-down, select the *security question*.
3. Click the **Answer** field, enter the *answer*.
4. Click **Continue**. The **Set up Your Account Password** screen displays.
5. Click **Create Password** field, enter a new *password*. **Note:** The new password must have at least 8 characters. It must have at least 1 letter, 1 number and 1 special character.
6. Click **Confirm Password** field, enter the *password* again.
7. Click **Create Account**. The account has been created successfully.
8. Log in to the Provider Portal, click the **Username** field, enter the registered *email address*.
9. Click the **Password** field, enter the *password* and click **Login**.
10. The **Welcome XXXX** screen displays.

Lesson 2: Provider Portal Homepage

In this lesson, you will learn how to navigate the key sections of the Provider Portal Homepage. You will review how to access key sections, view assigned tasks, notifications, submit a support request and add attachments when required.

Learning Objectives

- Access and review the Associated Items tab
- Access the License and Invoice Tabs

- Access and Review Assigned Tasks and Notifications
- Create a New Support Request
- Access Applications Tab and Attachments

Task 1: Access the Portal Homepage

1. Log in to the **Provider Portal** with your username and password. The Homepage displays. **Note:** Once you login to the Provider Portal, the landing page will show your first name, last name and organization name.
2. The **Home** tab has the following sections:
 - **Placements:** This widget displays the recently created placements. Click the **View All Placements** hyperlink, to view all the placements.
 - **Upcoming Tasks:** This widget displays all the tasks that are due within the next five business days. Click the **View All Tasks** hyperlink to view all the tasks that are due. Example of tasks displayed can be for a new placement referral, incident reports, applications reassessment, reactivation.
 - **Invoices:** This widget displays the recently created invoices. Click the **View All Invoices** hyperlink, to view all the invoices. **Note:** After you have confirmed your board payments they will show up on the Invoices in the portal.
 - **Requests:** This widget displays the recently created support requests. Click the **View All Requests** hyperlink, to view all the requests. Examples of requests can be placement related, additional information update, adding a new person to home etc.

Task 2: Access the Associated Items Tab

1. Click the **Associated Items** tab from the Homepage. The **Associated Items** screen displays.
2. Review the following fields for **Placements** section by clicking on the **Placement ID** hyperlink: **Placement ID, Child, Placement Type, Services, Placement Status, Start Date, End Date.**
3. Review the following fields for **Placement Referrals** section: **Provider Contact ID, Requested Placement Type, Needed**

Start Date, Needed End Date, Status, Referral Response Due Date. **Note:** This Placement Referral screen allows the user to review and respond to an individual incoming placement request from DCS.

4. Review the following fields for **Case Summaries** section by clicking on the **File ID** hyperlink: **File ID, File Name, Date Submitted, Status, Error File Name.**

Task 3: Access the License Tab and the Invoice Tab

1. Click the **Licenses** tab from the Homepage. The **Licenses** list view displays.
2. Review the following fields in the **Licenses** Tab: **License Number, Status, Date Effective, License Type, License Category, Expiration Date, Licensing Agency, State, Provider.** **Note:** The Provider field displays the Provider to whom the License has been issued. For DCS Foster Parents if you see the license date that should be the approval date.
3. Click the **Invoices** tab. The **Invoices** list view displays.
4. Review the following fields in the **Invoices** tab: **Invoice ID, Invoice Status, Invoice Type, Invoice Date, Period Start Date, Period End Date, Provider Agreement, Invoice Amount, Payment Date.**

Task 4: Access the My Tasks Tab

Users can access their tasks in the portal whenever action is required. Tasks are created when additional information is needed for applications, reassessments, reactivations, or invoice reviews that help them quickly see what needs their attention and take the next step.

1. Click **My Tasks** tab from the Homepage. The **My Tasks** screen displays all the tasks that are assigned to the Provider.
2. Review the following fields in the **My Tasks** screen: **Task ID, Task Title, Task Description, Due Date/ Completion Date, Related Item,** and **Task Status.** **Note:** The **Related Item** refers to the system-generated unique ID of the item to which the task is related.

Task 5: Access the Notifications

Users receive notifications in the portal when additional information is needed for an application, placement or invoice. These notifications helps users quickly navigate to the record that needs their attention.

1. On the Portal Homepage, click the **Notifications** (Bell) icon in the far right-corner. The **Notifications** pop-up displays.
2. Click the right-arrow icon to navigate to the related task or screen.
3. Review the details.

Task 6: Access the Support Tab and Create New Support Request

1. Click **Support** tab on the Homepage. The **Support Requests** screen displays.
2. Click **New Request**. The **New Support Request** screen displays.
3. Click the **Request Type** drop-down, select the relevant request type.
4. Click the **Subject** field, enter the *subject*.
5. The **Request Date** field is auto populated.
6. Click **Select your file to upload**. The **Upload File** pop-up displays.
7. Click the **Document Date** field, enter the *date*.
8. Click the **Document Name** field, enter the *document name*.
9. Click **Upload Files**, upload the appropriate document.
10. Click the **Comments** field, enter the appropriate comments and click **Save**.
11. Navigate to the **New Support Request** screen.
12. Click the **Comments** field, enter the appropriate comments.
13. Click **Submit**. The new change request is submitted successfully.

Task 7: Review the Applications Tab

Foster Family Reactivation and Foster Family Reassessments will be two different types of applications on the portal. For Foster Family Reactivation, Foster Family Reassessments only two tabs will show up on the provider portal under the Applications list. The two tabs are Attachments and Review and Submit. Providers can review all fields by

selecting the **Review and Submit** tab. They can upload required or supporting documents by selecting the **Attachments** tab. The required documents listed on the **Attachments** page are dynamic and depend on the fields configured on the C-FIRST! side, so the document list may vary by reassessment.

1. Click the **My Applications** tab from the Homepage. The **My Applications** screen displays.
2. Click the Application Number hyperlink for **Foster Family Application** type. The **Foster Family Application** screen displays.
3. Navigate to the **Review & Submit** tab and review the following fields for the **Contact Information** section: **First Name, Middle Name, Last Name, Prefix, Primary Language, Secondary Language, Email Address, Work/Telephone Number, Social Security Number, Address, Address Line 1, Address Line 2, City, State, County, Zip Code.**
4. Review the following fields for the **Demographic Information** section: **Date of Birth, Gender, Race, Hispanic Origin, Religion/Affiliation, Marital Status, Military Service, Have you been a legal TN resident for the last three months?, Have you lived out of state within the past 5 years?, Are you an employer or do you operate an in-home business?, Driver's License Number, Driver's License State.**
5. Review the **References** section for **Applicant Reference, Co-Applicant Reference** and **Additional Reference** fields.
6. Review the following fields for the **Preferences** section: **Minimum Child Age, Maximum Child Age, Gender, Kinship Only, Sibling Groups, Teen Mothers.**
7. Review the following fields for the **History & Experience** section: **Previous Experience with DCS, Previous History with Law Enforcement.**
8. Navigate to the **Attachments** tab to review the **Attachments** uploaded in the **Attachments** section. **Note:** If you need to upload additional attachments follow the steps below.

Task 8: Upload a Document

For established foster homes that are due for reassessment or reactivation, this task can be used to upload required documents.

1. Click the **Attachments** tab.
2. Scroll down and click on **Select your file to upload** button. An **Upload File** pop-up window displays.
3. Click **Document Date** field and select the *date*.
4. Click **Upload Files** button and select a file from your desktop.
Note: You can navigate to the desired location in your desktop, select a file and drop the file to this pop-up window.
5. Click **Document Name** to enter a *filename*.
6. Click **Comments** to enter any additional information for the uploaded file.
7. Click **Save**, the **Uploaded Documents** are displayed below.
Note: To view the uploaded file, select the **Document Name** hyperlink to download the document to your desktop.

Note: Attachments can only be added to an application in draft status. Once it is final and submitted, no more attachments can be added. To upload additional documents, users should raise a support request of the type other.

Knowledge Check!

Question 1: If two parents share an e-mail address, which parent's information will be used to register the account?

- A. A combination of both parent's information
- B. Any parent in the home
- C. Their birth child's information
- D. The Payee's information

Question 2: Which requirement applies to creation of a new Provider Portal password?

- A. Minimum 12 characters and no symbols
- B. At least 8 characters with at least 1 letter, 1 number, 1 special character
- C. At least 10 characters with 2 numbers
- D. Exactly 6 characters with 1 uppercase letter

Question 3: Which field is auto populated when creating a New Support Request?

- A. Request Type
- B. Comments
- C. Request Date
- D. Support

Module 2: View and Accept Placement

In this module, you will learn how to manage placement information in the Provider Portal. You will review how to access and respond to placement referrals, complete placement confirmation details, and review child information related to a new placement. By the end of this module, you will understand how to manage placement and child information in the portal.

After completing this module, you will be able to:

- Manage placement referrals and complete placement confirmation activities in the Provider Portal
- Access and review child information related to a placement in the Provider Portal

Lesson 1: Referral Management

In this lesson, you will learn how to manage placement referrals in the Provider Portal. You will review how to access placement information, respond to a placement referral, and complete placement confirmation details. By the end of this lesson, you will understand how to update placement referral information in the portal.

Learning Objectives

- Access placement information in the Provider Portal
- Review and respond to a Placement Referral
- Complete Placement Confirmation details in the Provider Portal

Task 1: View the Placement Tab in Portal

The Placement Specialist selects the provider in C-FIRST! before this task begins. This task will appear when the provider has received a referral for a child to be placed with them.

1. Click the **Associated Items** tab from the Portal Homepage. The **Associated Items** screen displays the **Placements** list view.
2. Click the hyperlink of the **Placement** record to review the Placement details. The **Placement** screen displays.
3. Review the following fields in the **Overview** section of the **Placement: Placement ID, Placement Status, Case Person ID, DCS – Provided Start Date, Placement Type, DCS –**

Provided End Date, Placement End Reason, Referral ID, Provider/Organization Name, Name, Provider-Confirmed Start Date, Service, Provider-Confirmed End Date.

Note: When a record is created, the **DCS-Provided Start Date** is set to the *Placement Start Date*, and the **DCS-Provided Expected End Date** is set to the *Expected Placement End Date* on the Placement record in C-FIRST!. The provider is notified that the placement has been accepted by DCS and is prompted to confirm the start date. The provider enters the *Provider-Confirmed Start Date* and clicks **Confirm Placement Start**. After this, C-FIRST! populates the **Provider-Entered Start Date** field on the Placement record, the date field becomes non-editable, and the **Confirm Placement Start** button no longer appears.

Task 2: Review Placement Referrals Tab and Respond in Portal

1. From the Portal Homepage navigate to **My Tasks** tab to view the **Placement Referral**.
2. Click the **Task** with the **Task Title** '*New Placement Referral*'. The **Task** screen displays.
3. Review the **Task** details.
4. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
5. Click the **Related Item** of the **Placement Referral** record with the **Placement Status** as *Requires Provider Review*. The **Placement Referral** screen displays.
6. Review the following fields in the **Overview** section of the **Placement Referral**: **Referral ID, Referral Date, Child Name, Requested Placement Type, Needed Start Date, Placement Status, Referral Response Due Date, Number of Children Being Placed, Placement Needed For, Needed End Date**.
7. Review the documents attached in the **Attachments** section.
8. Click **Respond**. The **Provider Decision** pop-up displays.
9. Click the **Provider Response** drop-down, select *Accepted - Child Meets Contract Scope - Can be Placed Immediately*. **Note:** Set the **Placement Status** as *Provider Accepted – DCS Review Pending on the Provider Portal*.

Note: The other options for the **Provider Response** dropdowns are Accepted-Child Meets Contract Scope- Waitlisted, Denied-Child Outside of Contract Scope and Denied- Youth's Age or Gender Not Served.

10. Click **Submit**. The Provider Decision is submitted successfully.

Note: The **Response Date** field gets auto populated after the submission.

Note: If the provider chooses to decline the placement, they will select either *Denied – Child Outside of Contract Scope* or *Denied – Youth's Age or Gender Not Served* for the **Provider Response** field and complete the other conditional fields as applicable and click **Submit**.

Task 3: Complete the Placement Confirmation Section

When DCS selects a provider for placement, the referral status changes to Placed with Provider in C-FIRST!, and the provider receives a notification. For DCS Foster Homes, the portal also assigns a task to review the referral details and confirm agreement with the placement. Once that task is assigned, the Placement Confirmation section appears in the portal and must be completed.

1. Navigate to the **My Tasks** tab on Portal. The **My Tasks** tab displays.
2. Click the Task with the Subject as **Placement Referral Confirmation Required** and Comments as **DCS has reviewed your acceptance of Placement Referral and determined that you are the best resource to care for the child(ren). Please provide final confirmation that you are willing and able to care for the identified child(ren).** The **Task** screen displays.
3. Review the **Task** details.
4. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
5. Scroll down to the **Placement Referrals** section.
6. Click the hyperlink of the **Placement Referral** record. The **Placement Referral** screen displays.
7. Scroll down to the **Referral Confirmation** section.

8. Click the **Signature** field, enter your *name*. **Note:** This is not a digital signature, enter your name for this field.
9. Click the **Date** field, enter the *date of signature*.
10. Click **Confirm Placement**. The Placement Referral is now confirmed in the Portal. **Note:** The **Placement Status** is now updated to **Placed with Provider**.

Task 4: Placement Details Confirmation

The main goal of this task is to provide confirmation and confirm the Rate Amount field (which refers to the Board payment) and the Service description fields.

1. On the Portal homepage, click on **Associated Items** tab and click on **Placements** tab.
2. Scroll down to the **Placement** table and select an individual placement record by clicking on the **Placement ID** hyperlink.
3. Click the **Provider Confirmed Start Date** and select the *date*.
4. Click the **Rate Amount** field to review the amount displayed.
5. Click the **Service Description** field and review the information displayed.
6. Click **Confirm Placement Details** button to proceed.
Note: Once the confirmation is done, the child is placed.

Task 5: DCS Foster Care Placement Verification

DCS Foster Parents must verify their placement on an ongoing basis through the portal in order to receive payment. They will receive a biweekly task on the provider portal and email to review and verify the Placement details.

1. On the Portal homepage, click on **Associated Items** tab and click on **Placements** tab.
2. Scroll down to the **Placement** table and select an individual placement record by clicking on the **Placement ID** hyperlink.
3. Click the **Verify Placement** button.
4. Review the **Verification Start Date** and **Verification End Date** fields.
5. Click the **Confirmation Status** and select from the options. The options available are **Pending**, **Placement Verified** and **Placement Cannot be Verified**.

Note: If there was an issue with the Placement during the date range shown, the provider can select **Placement cannot be Verified**. The worker assigned to that provider will be notified to reach out and resolve the issue with the Provider. Example if the placement dates are incorrect or wrong rate is showing.

6. Click **Submit** to proceed.

Note: Once the Placement verification is done, the daily rate gets calculated for the time period that the child was with the provider and that is how the invoice gets generated.

Lesson 2: View Child Information

In this lesson, you will learn how to review child information in the Provider Portal. You will review how to access child health, insurance, education, and upcoming appointment information related to a placement. **Note:** There is a Change Order (CO6) for DCS Foster Home Placement Verification that is in process.

Learning Objectives

- Access and review child health, insurance, education information in the Provider Portal
- Review Child upcoming appointment information in the Provider Portal

Task 1: Review Child Health Information

1. Navigate to the **Associated Items** tab from the Portal Homepage. The **Associated Items** screen displays.
2. Click the desired **Placement ID** hyperlink from the Placements list view. The **Placements** screen displays.
3. Scroll down to the **Child Information** section. The **Health** tab displays.
4. Review the following fields in the **Health** list view: **Medication Name, Status, Prescriber/Provider Name, Strength of Dosage, Medication Frequency, Start Date, End Date**.
5. Review the following fields in the **Allergies** list view: **Allergy Type, Allergy, Allergic Reaction(s), Date Entered, End Date**.

6. Review the following fields in the **Diagnoses** list view:
Diagnosis, Diagnosis Status, Health Care Provider, Diagnosis Date, End Date.

Task 2: Review Child Insurance Information

1. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
2. Click the desired **Placement ID** hyperlink from the Placements list view. The **Placements** screen displays.
3. Scroll down to the **Child Information** section and click the **Insurance** tab.
4. Review the following fields in the **Insurance** tab: **Type, Effective Date, End Date, Insurance Company Name, Policy Status, Policy Number.**
Note: Policy Status options are Active, Inactive, Error and Abridged.

Task 3: Review Child Education Information

1. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
2. Click the desired **Placement ID** hyperlink from the Placements list view. The **Placements** screen displays.
3. Scroll down to the **Child Information** section and click the **Education** tab.
4. Review the following fields in the **Education** tab: **School, Grade, Education Status, Active IEP?** (Individualized Education Programs), **Education Type.**

Task 4: Review Child Upcoming Appointment Information

1. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
2. Click the desired **Placement ID** hyperlink from the Placements list view. The **Placements** screen displays.
3. Scroll down to the **Child Information** section and click the **Upcoming Appointments** tab.
4. Review the following fields in the **Upcoming Appointments** tab: **Appointment Type, Date/Time, Appointment, Status, Provider, Medical Appointment Address, Phone.**

Knowledge Check!

Question 1: Which of the following fields is found under the Upcoming Appointments tab?

- A. Allergy Type
- B. Prescriber Name
- C. Education Type
- D. Medical Appointment Address

Question 2: Which two fields are required in the Referral Confirmation section before clicking Confirm Placement?

- A. Notes and Attachment
- B. Signature and Date
- C. Referral ID and Child Name
- D. End Date and Placement Type

Question 3: After selecting the Provider for the placement, what additional action needs to be completed?

- A. Provide final placement confirmation
- B. Upload a service log
- C. Create a new support request
- D. Approve the child's insurance record

Module 3: Incident Reporting

In this module, you will learn how to view report incidents in the Provider Portal. You will review how to create a new incident report and update the report with attachments as needed. Foster parents now have the option to submit the incident reports directly in the portal or continue reporting incidents through their worker, as they have done previously. By the end of this module, you will understand how to document incident information in the portal as required.

After completing this module, you will be able to:

- Manage Incident Reporting in the Provider Portal
- Update Incident Report details and attachments in the Portal

Lesson 1: Reporting Incidents from Portal

In this lesson, you will learn how to report incidents in the Provider Portal. You will review how to create a new incident report, update incident details, and add attachments as needed. By the end of this lesson, you will understand how to document incident information in the portal.

Learning Objectives

- Create a new incident report in the Provider Portal
- Update incident report details and attachments in the Provider Portal

Task 1: Create New Incident Report

1. Log in as the **Provider Portal User** in the Provider Portal. The Homepage displays.
2. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
3. Click the **Incident Reporting** tab. The **Incident Reporting List View** displays.
4. Click the **New Incident** button. The **New Incident Report** screen displays.
5. Navigate to the **Incident Report Information** section.
6. Click the **Reporter Name** field, enter the *name*.
7. Click the **Brief Summary of Events** field, enter the *summary of events*.

8. Click the **Callback Number** field, enter the *number*.
9. Scroll down to the **Incident Information** section.
10. Click the **Date/Time Event Occurred** field, enter the *Date and Time*.
11. Click the **Time Zone Event Occurred** drop-down, select from the options.
12. Click the **Event Location** drop-down, select from the options.
13. Click the **Reported to DCS within 24 Hours?** drop-down, select from the options.
14. Click the **Region** drop-down, select from the options.
15. Scroll down to the **Event Details** section.
16. Click the **Youth Involved in Incident** field, search for the youth. **Note:** If multiple youth are involved, select multiple youth.
17. Click the **Other Persons Involved** field, search for the other persons involved.
18. Click the **Reported to Parent/Guardian** field and select from the options.
19. Click the **Description of Events** field and enter details of the events.
20. Click the **Actions Taken by Staff** field and enter any details available.

Task 2: Add Details to the Incident Report

1. Scroll down to the **Incident Report Types** section and click the **Incident Report Type**, select the right arrow icon to select the *Arrest/Police Involvement* from the **Available Options** section.
The options available are:
 - Arrest/Police Involvement
 - Assault
 - Contraband
 - Emergency Use of Psychotropic Medication(s)
 - Major Event at Agency
 - Mechanical Restraint
 - Medication Error
 - Mental Health Crisis
 - Physical Restraint
 - Property
 - Runaway/Escape
 - Seclusion

- Security Breach
 - Unclothed Search
 - Unplanned Medical Treatment - Illness
 - Unplanned Medical Treatment - Injury
2. Click the **Incident Report Sub-Type** and select the right arrow icon to select the *incident report type* from the **Available Options** section.
 3. Click the **Other Sub-Type** field and enter the information.
 4. Click the **Was a Referral Made to the Hotline?** drop-down and select the option.
 5. Navigate to **Attachments** section and click on **Select your file to upload** button to upload an attachment. **Note:** Select the file from your desktop.
 6. Click **Submit**. The Incident Report is submitted successfully. **Note:** The user will not be able to manually update the status after the Incident report is resubmitted.

Knowledge Check!

Question 1: In Portal, what is the first step to begin creating a new Incident Report?

- A. Open the Notifications
- B. Click Child Information tab
- C. Navigate to Associated Items and click the Incident Reports tab
- D. On the Homepage

Question 2: When re-submitting an updated Incident Report, how does the status change?

- A. Closed
- B. Draft
- C. Completed
- D. Pending Review

Module 4: Requesting a Portal Account

Task 1: Request and Set up Portal Account

11. Open the Tennessee Department of Children's Services Provider Portal.
12. Click the **Register** button, on the main page of the portal. The registration screen displays.
13. Click **Requested Profile Type** drop-down, select **Individual**.
The options in the drop-down are:
 - Individual
 - Organization
14. Click **First Name** field, enter the *first name####*.
15. Click **Last Name** field, enter the *last name####*.
16. Click **Phone** field, enter the *number*.
17. Click **Mailing Address** field, enter the *residential address*.
18. Click **Email Address** field, enter your *email address*.
19. Click **Last 4 Digits of SSN** field, enter the *SSN number*. **Note:**
For training purposes, the social security number should be a fictitious number.
20. Click **Register**. The **Verify that you are human** screen displays.
21. Click the checkbox for **I'm not a robot** verification.
22. Select the appropriate images for verification and click **Verify**.
23. The registration request will be submitted successfully, and you will be navigated to the confirmation page.
24. Search for the email with the subject as **Please Create Your TN DCS Provider Portal Account** in your registered email inbox.
25. Click on the email. The email screen displays.
Note: This happens only after your Inquiry on **C-FIRST!** side is completed and they are authorized by a DCS worker.
26. Review the details on the email and click the **Account Creation Page** hyperlink to complete your account creation. The **Set-up Security Question** screen displays.
27. Click the **Question** drop-down, select the *security question*.
28. Click the **Answer** field, enter the *answer*.

29. Click **Continue**. The **Set up Your Account Password** screen displays.
30. Click **Create Password** field, enter a new *password*. **Note:** The new password must have at least 8 characters. It must have at least 1 letter, 1 number and 1 special character.
31. Click **Confirm Password** field, enter the *password* again.
32. Click **Create Account**. The account has been created successfully.
33. Log in to the Provider Portal, click the **Username** field, enter the registered *email address*.
34. Click the **Password** field, enter the *password* and click **Login**.
35. The **Welcome XXXX** screen displays.

Glossary

This glossary defines key terms and acronyms used throughout this training module:

Term	Definition
CCWIS	This refers to Comprehensive Child Welfare Information System.
C-FIRST!	This refers to Tennessee's new Child Welfare platform built on Salesforce.
DCS	This refers to the Department of Children's Services (Tennessee).
External providers	This refers to professionals or organizations outside Tennessee's Department of Children's Services that deliver individualized supports, services, experience, and opportunities to children and youth in the Department's care, based on each youth's strengths and needs.
Field	A part of an object that holds a specific piece of information, such as text or a number.
Meets contract scope	This term means that the child's need align with the provider's contracted services and requirements.
List View	A list display of items (for example accounts or contacts) based on a specific criterion.
Navigation Links	This is a section on all related lists and other main screens (Provider, Case, Intake). The links allow you to navigate to associated records such as the parent record.
Related List	A section of a record or other detail page that lists items related to that record.
Related List Quick Links	This is a section on top of any record that displays a list of links that leads to List Views of records related to the original record.

Term	Definition
Widget	A small part of an app, like a button, search box that you can see or get information.