



MASSACHUSETTS

**Department of
Early Education and Care**

Licensing and Education Analytic Database - LEAD

Phase 3 Launch Guidance Manual

Version 1 – Released 7/24/2018

Purpose of this Manual

The purpose of this Launch Guidance Manual is to provide licensing and administrative staff with information regarding commonly-used features in LEAD. This guide will not be all-encompassing of every transaction in LEAD, but is intended to hit the general points to assist EEC staff with processing transactions and other activities within LEAD for the launch of Phase 3.

This manual is a living document, meaning that the LEAD team will continue to add sections during and after the Phase 3 rollout. This way, we can add additional guidance in response to user feedback obtained through interfacing with LEAD Phase 3.

Overview

LEAD is EEC's cloud-based licensing database, built on the Salesforce.com platform. Salesforce is a global web-based software and cloud computing company. Available to EEC staff members and licensed providers, LEAD is a cloud computing platform that will house all of EEC's licensing data, and will be the system of record for all licensing data. LEAD Phase 3 will allow providers to apply for licenses and complete licensing transactions online through the EEC LEAD Provider Portal ("LEAD Portal").

LEAD will allow licensors to access all licensing information at any time in any location. LEAD will also allow Field Operations leadership access to timely information regarding licensing activity. LEAD will continue to evolve to keep up with regulatory and procedural changes to licensing and oversight. LEAD will sync with other EEC applications to ensure that all EEC applications have current and up-to-date information regarding licensed programs. LEAD will be instrumental in achieving the goal of ensuring that all data is integrated to better inform decision-making and licensure activities.

Table of Contents:

This Phase 3 Launch Guidance Manual currently covers the following topics:

- I. Creating a New Provider Record
- II. Creating a New Program Contact
- III. Marking a Contact "Inactive"
- IV. Provider Meetings – FCC Potential Provider Meetings and GSA Renewal Meetings
- V. Managing Transactions in LEAD and the Due Diligence Checklist
- VI. Adding Transactions Using the Wizard
- VII. Using the Document Library (GSA and R&P Only)
- VIII. Using Views to Search for Transactions
- IX. Processing Payments in LEAD
- X. Umbrella Organizations

I. Creating a New Provider Record

Note: This section does not apply to unlicensed FCC providers and new FCC license applicants who signed up for a Potential Provider Meeting (“PPM”) through LEAD. For FCC providers who signed up for a PPM through LEAD, refer to the “Provider Meetings” section.

EEC staff should search for existing provider information in LEAD before creating a new record in order to ensure data quality and avoid duplicate records. As the system continues to progress, additional guard rails will be in place to guide the users to avoid duplicate data quality issues. The global search at the top of the LEAD application can be utilized to search for existing records. If, after searching for the provider record, it is determined that a new provider is needed, follow the steps below:

Ensure you are on the LEAD application which is indicated in the upper right corner.

- Navigate to the **Provider/Umbrella/Assistants** tab
- Click on the **New** button

The screenshot shows the LEAD application interface. At the top, there is a search bar and a navigation menu with tabs: Home, Activities, Providers / Umbrellas / Assistants (highlighted), Licensing Transactions, Payments Received, Potential Providers / Assistants, Provider Meetings, Cases, Investigations, Visits, and a plus sign. Below the tabs, there is a 'Home' section with a 'View: My Prov. - All' dropdown and a 'Go!' button. To the right, there is a 'New' button. Below the 'New' button, there is a table titled 'Recent Providers / Umbrellas / Assistants' with columns: Name, City, Provider / Umbrella / Assistant Type, License Status, Provider Status, Umbrella, Owner First Name, and Owner Last Name. The table contains two rows of data.

The screenshot shows a dialog box titled 'Select Provider / Umbrella / Assistant Record Type'. It has a 'Record Type of new record' dropdown menu with a list of options: Adoption Agency, Family Child Care, FCC Assistant, Foster Care Agency (highlighted), Group Care, Large Group, Small Group, Temporary Shelter, Umbrella, and Unlicensed Provider. There are 'Continue' and 'Cancel' buttons. Below the dialog box, there is a table titled 'Available Provider / Umbrella / Assistant' with columns: Record Type Name and Description.

Record Type Name	Description
Adoption Agency	Placement - Adoption Agency
Family Child Care	Family Child Care
FCC Assistant	Family Child Care Assistant
Foster Care Agency	Placement - Foster Care Agency
Group Care	Residential - Group Care
Large Group	Large Group and school age
Small Group	Small group and school age
Temporary Shelter	Residential - Temporary Shelter
Umbrella	Umbrella
Unlicensed Provider	Provider identified in a case but which has not been identified as an existing licensed provider

- Select a record type that fits your desired program type, then click **Continue**
- Populate all the required fields for each section

Available Provider / Umbrella / Assistant Record Types

Record Type Name	Description
Adoption Agency	Placement - Adoption Agency
Family Child Care	Family Child Care
FCC Assistant	Family Child Care Assistant
Foster Care Agency	Placement - Foster Care Agency
Group Care	Residential - Group Care
Large Group	Large Group and school age
Small Group	Small group and school age
Temporary Shelter	Residential - Temporary Shelter
Umbrella	Umbrella
Unlicensed Provider	Provider identified in a case but which has not been identified as an existing licensed provider

Note: Depending on the record type the user chooses to create, the page may look different and may have different fields. Any field highlighted in red is a required field.

Edit New Provider / Umbrella / Assistant

[Help for this Page](#) 

Provider / Umbrella / Assistant Edit

Save
Save & New
Cancel

Information

Name

Business Name

Provider / Umbrella / Assistant Type

Family Child Care

License Status

--None--

Status Last Changed Date

[7/4/2018]

Tax ID

Licensing Region

Provider Description

Unlicensed Care Type

--None--

Effective End Date

[7/4/2018]

Legal Action details

Not Applicable

Not Applicable

Umbrella

FCC System

Licensor

Gaurang Goradia

Previous Type

Legacy System Number

Provider Status

--None--

Regulatory Status

--None--

Closed Status Reason

--None--

Legal Order

Not Applicable


Not Applicable

Subsidy Region

Config Record

Address Information	
Street Address 1	Mailing Address Line 1
Street Address 2	Mailing City
City	Mailing State
State MA	Mailing Zipcode
Zip Code	Mailing Country
Live at this address --None--	Mailing Address Line 2
Contact Information	
Phone	Alternate Phone
Unlisted Phone Number --None--	Fax
Electronic Communication	Email
License Information	
Current License Number	License Type --None--
First Issue Date [7/4/2018]	Last Issue Date [7/4/2018]
Licensed Capacity	Expiration Date [7/4/2018]
PPM Meeting Attended Date [7/4/2018]	Next differential licensing visit reason --None--
Previous License Number	Allow Renewal as Assistant
Prof. Qualification Reg. Number	PQ Expiration Date [7/4/2018]
Program Information	
Foster Parent	Ethnicity --None--
Language --None--	Can Communicate in English --None--
Preferred Language --None--	Bi-lingual Licensor
Floors	
Other Information	
Public Approval	Publish on Web
Head Start	Accept Referral --None--
Number of open complaints	
System Information	
	Parent Account

- Once done populating all the required fields, click **Save** at top of the page to create the record. Upon saving the record, you will be redirected to the provider record as shown below. Please note that “licensor” field will default to the person creating the record. This will likely need to be changed if an admin or person other than the licensor is creating the record.



FCC Provider

[Twitter](#)
[Facebook](#)
[LinkedIn](#)
[YouTube](#)

[Show Feed](#)
[Click to add topics:](#)

[Back to List: Providers / Umbrellas / Assistants](#)

[Contacts \(1\)](#) | [Assistants Working for this Provider \(0\)](#) | [Visits \(1\)](#) | [Cases \(1\)](#) | [Investigations \(1\)](#) | [Provider Meeting Participants \(0\)](#) | [Licensing Transactions \(5+\)](#) | [DocuSign Status \(0\)](#) | [Payments Received \(0\)](#) | [Household Members and Regular Persons on Premise \(0\)](#) | [Transaction Rooms \(3\)](#) | [Conditions and Limitations \(0\)](#) | [Variance on Regulations \(0\)](#) | [Open Activities \(0\)](#) | [Activity History \(5+\)](#) | [Notes & Attachments \(0\)](#) | [History \(5+\)](#) | [Provider Rooms \(0\)](#)

Provider / Umbrella / Assistant Detail

[Edit](#)
[Delete](#)
[Sharing](#)
[Manage External Account](#)
[New Transaction \(using wizard\)](#)
[Create a licensing visit](#)

▼ Information

Name	FCC Provider [View Hierarchy]	Umbrella	
Business Name		FCC System	
Provider / Umbrella / Assistant Type	Family Child Care [Change]	Licensor	+ TEST Oliver Winston [Change]
Provider Number	P-242697	Previous Type	
License Status	Licensed	Legacy System Number	
Status Last Changed Date		Provider Status	Current
Tax ID		Closed Status Reason	
Licensing Region	Central	Legal Order	
Provider Description	This is a test data for Lynne.	LM Code From LEAD	1
		Subsidy Region	
		Associated CCRR	Child Care Resources
		Config Record	Family Child Care

▼ Address Information

Street Address 1	222 Ways Rd	Mailing Address	222 Ways Rd
Street Address 2			
City	Worcester		
State	MA		
Zip Code	13456		
Live at this address			

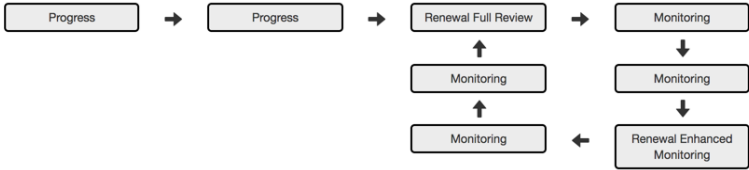
▼ Contact Information

Phone	(978) 422-9999	Alternate Phone	
Unlisted Phone Number		Fax	
Electronic Communication	<input checked="" type="checkbox"/>	Email	lyne1086@comcast.net

▼ License Information

Current License Number	3423432	License Type	Regular
First Issue Date	3/12/2016	Last Issue Date	3/12/2016
Licensed Capacity	6	Expiration Date	6/19/2018
Last Visit Date		Last Licensing Visit	
PPM Meeting Attended Date	3/12/2016	Next differential licensing visit reason	
Previous License Number		Allow Renewal as Assistant	<input type="checkbox"/>

▼ Differential Licensing Lifecycle



```

graph LR
    A[Progress] --> B[Progress]
    B --> C[Renewal Full Review]
    C --> D[Monitoring]
    D --> E[Monitoring]
    E --> F[Monitoring]
    F --> G[Renewal Enhanced Monitoring]
    G --> H[Monitoring]
    H --> C
  
```

▼ Program Information

Foster Parent	<input type="checkbox"/>	Ethnicity	
Language	English	Can Communicate in English	
Preferred Language	English	Bi-lingual Licensor	<input type="checkbox"/>
Floors			

▼ Other Information

Public Approval	<input type="checkbox"/>	Publish on Web	<input type="checkbox"/>
Head Start	<input type="checkbox"/>	Accept Referral	

▼ Additional Information

Number of open complaints	0
Additional Ineligibility Criteria	Provider has 1 open complaints

Custom Links

Generate Provider Transaction History Report	BRC Report
--	----------------------------

▼ System Information

Created By	3/12/2018 2:25 PM	Last Modified By	3/16/2018 1:35 PM
Parent Account			

[Edit](#)
[Delete](#)
[Sharing](#)
[Manage External Account](#)
[New Transaction \(using wizard\)](#)
[Create a licensing visit](#)

II. Creating a New Program Contact

There are two primary reasons to create and update contacts in LEAD:

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1. Giving someone portal access for the first time; and
2. Updating contacts for a currently-licensed program outside of a transaction.

Programs will be responsible for creating and managing all other contacts by submitting a transaction through the LEAD Portal. For Family Child Care, a new contact would be created by the provider for background record check purposes: addition of a new household member or person regularly on the premises. For Group and School Age and Residential and Placement Programs, the program can create a new contact through the “apply for background check” transaction or “change in administrative authority” transaction.

To create a new contact record for a provider, the user must locate the provider record using any one of these methods:

- Global search at the top of the LEAD application
- List view in **Provider/Umbrella/Assistants** tab
- Recently visited records in **Provider/Umbrella/Assistants** tab
- Reports

Once you have located the provider record, follow the instruction below to add a new contact.

- Scroll down to the ‘Contacts’ related list or you can use the top quick links

The screenshot displays the LEAD Portal interface. At the top, the navigation bar includes 'Home', 'Activities', 'Providers / Umbrellas / Assistants' (highlighted with a red box), 'Licensing Transactions', 'Payments Received', 'Potential Providers / Assistants', 'Provider Meetings', and 'Cases'. Below this, the 'Recent Providers / Umbrellas / Assistants' section shows a table with columns: Name, City, Provider / Umbrella / Assistant Type, License Status, Provider Status, Umbrella, Owner First Name, and Owner Last Name. A 'New' button is visible next to the section title. Below this, the 'Contacts' related list is shown, with a 'New Contact' button highlighted by a red box. The table below the 'New Contact' button has columns: Action, Contact Name, BRC Role, Email, Phone, and Mobile. The first row shows 'GSA New Applicant' as the Contact Name and 'Reviewer' as the BRC Role.

- Click on New Contact button that will bring up the contact data entry form.
- Enter all of the required contact information

Contact Edit New Contact

Contacts not associated with providers / umbrellas / assistants are private and cannot be viewed by other users or included in reports.

Contact Edit
Save
Save & New
Cancel

Salutation
--None--
First Name
Last Name
Holds FCC License
☐
Contact Owner

Title
Prof. Qualification Reg. Number

Provider / Umbrella Information
! = Required Information

Name
GSA New Applicant
Department
Is Portal User
☐
Status
--None--

Role
--None--
BRC Role
--None--
Contact Processed
☐
BRC Expiration Date
[6/13/2018]

Contact Information

Start Date
[6/13/2018]
Email
Phone
Extension
Fax

End Date
[6/13/2018]
Mobile
Home Phone
Birthdate

The user will be asked to provide data for the following fields:

- First Name
- Last Name
- Provider Name
- Start Date
- End Date: Populate this field with the appropriate date if you need to terminate a contact from the program after a set period of time.
- Email
- Status: Contacts created internally must have a status of ‘Active’ selected to receive BRC Consent forms during transactions.
- Role: Select the applicable role of that contact on that program
- BRC Role: Select the BRC role of the contact on that program. BRC Consent Forms will be triggered based on the BRC role selection.

III. Marking a Contact “Inactive”

You can mark a program contact inactive when you learn the contact is no longer actively involved with the program. In order to mark a contact as inactive, you will need to input an end date on the contact record and select the “inactive” value for the “status” field.

Contact Edit New Contact

Contacts not associated with providers / umbrellas / assistants are private and cannot be viewed by other users or included in reports.

Contact Edit		Save	Save & New	Cancel
Salutation	--None--	Title		Mr
First Name	John	Prof. Qualification Reg. Number		
Last Name	Kelly			
Holds FCC License	<input type="checkbox"/>			
Contact Owner	Gaurang Goradia			
Provider / Umbrella Information				
Name	Lynne Childcareprovider	Role	Executive Director	
Department	Administration	BRC Role	Reviewer	
Is Portal User	<input checked="" type="checkbox"/>	Contact Processed	<input checked="" type="checkbox"/>	
Status	Inactive	BRC Expiration Date	7/5/2018 [7/5/2018]	
Contact Information				
Start Date	7/5/2016 [7/5/2018]	End Date	7/5/2018 [7/5/2018]	
Email	John@kelly.com	Mobile	(203) 302-3023	
Phone	(203) 302-3023	Home Phone		
Extension		Birthdate		
Fax				

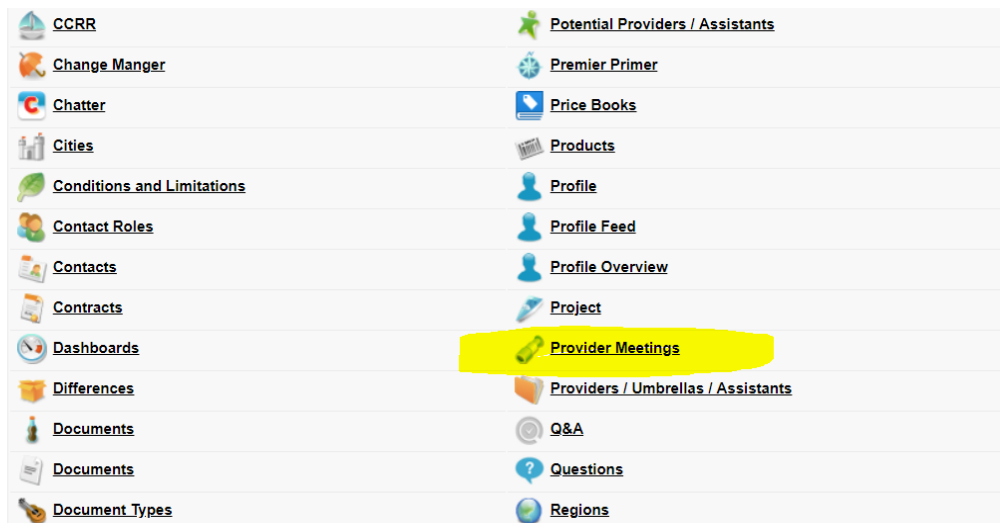
IV. Provider Meetings – FCC Potential Provider Meetings and GSA Renewal Meetings

A prospective family child care provider must attend a Potential Provider Meeting (“PPM”) before they can be granted LEAD Portal access and submit an application for a family child care license. In addition, EEC staff can manage GSA Renewal Meetings through LEAD.

To create a new Provider Meeting:

1. Navigate to the “Provider Meetings” tab. If you cannot locate the “Provider Meetings” tab, click on the “+” sign on the top bar and locate the “Provider Meetings” field on the next screen:

The screenshot shows the LEAD system interface. The top navigation bar includes tabs: Home, Activities, Providers / Umbrellas / Assistants, Licensing Transactions, Payments Received, and Potential Providers / Assistants. A yellow box highlights a '+' button next to the 'Potential Providers / Assistants' tab. Below the navigation bar, the user profile for Andrew Eppich is displayed, along with a 'Discover Summer '18' button. The main content area shows a 'Messages & Alerts - Known Issues' section with an 'Important Reminder' about email addresses and a 'Please Note' about formatting buttons.



2. Once on the Provider Meetings screen, click “New”
3. On the New Provider Meeting screen, add all of the required fields and save.
4. To add Provider Meeting participants:
 - From the ‘Provider Meeting Participants’ related list, click on the ‘New Provider Meeting Participant’ button.
 - To Add a Participant, search to see if the provider or contact already exist in LEAD by searching in the Keyword field. The search can also be filtered down by License Status and Provider Status.
 - Helpful hints:
 1. If you are searching for a Family Child Care PPM participant, search for the provider by name. If you find a FCC Assistant who is already in the LEAD system who is attending a PPM in order to become a provider, please follow the instructions below and create a new contact for him or her, in order to create a Provider record in LEAD. Do not add him or her to the PPM using her assistant record.
 2. If you are searching to add a participant to a GSA Renewal meeting, search for the Program name, not the contact name. When the Program is found in LEAD, you will be able to see all the contacts and choose a person to register for the meeting.
 - Click on the ‘Search’ button for the results to get listed under the ‘Provider with Contacts’ section. The result of the search will show existing Providers in LEAD.
 - To reset the search, click on the ‘Reset Button’
 - After the first search, users will see the option to ‘Create a new Contact’ above the ‘Provider with Contacts’ section.
 - If the Participant does not exist in LEAD, click on ‘Create a new Contact’ and enter the required information
 - Once saved, the contact will be added as a participant of the PPM
 - To add an existing contact, select a provider from the list, click on the Provider to expand, and click on ‘Add Participant’ to add the contact to the PPM.
 - If the listed contacts has already been added, they will be marked as ‘Registered for Meeting’

- To go back to the Provider Meeting page, please click on the blue 'Back To Provider Meeting' link from the top of the page.

V. Managing Transactions in LEAD and the Due Diligence Checklist

LEAD Phase 3 will allow licensors and administrative staff to manage all licensing transactions within LEAD. LEAD will allow providers to submit transactions through the LEAD Portal, including:

Family Child Care:

- New Application
- Renewal Application
- Change of Address
- Change of Provider Name
- Change of Household Composition
- Change of Licensed Room
- Inactive Request
- Re-active Request
- License Upgrade
- License Downgrade
- FCC Assistant New Application
- FCC Assistant Renewal Application
- FCC Assistant Certification Upgrade
- Variance Request

Group and School Age Child Care:

- New Application
- Renewal Application
- Move
- License Change, including Change in Capacity or Change in Groupings
- Change in Administrative Authority
- Variance Request

Residential and Placement Programs:

- New Application
- Renewal Application
- Move
- License Change, including Capacity Change or Change in Program Characteristics

- Change in Administrative Authority
- Variance Request

The Licensing Transaction screen has a wealth of information for each transaction and is simple to use. At the top of each Licensing Transaction Detail screen, a user can easily locate the status of the current transaction, as well as the next step to be completed:

Licensing Transaction Detail
Edit
Manage Licensing Visit
Generate License

▼ New Section

Under Review > Pending Licensor Review
Current Step

Under Review > Pending Supervisor Approval
Next Step

Business Flow Chart
Helpful Information

In addition, transaction information can be located at the top of the page as well:

▼ Transaction Information

Provider	Andrew Eppich	Record Type	FCC License Upgrade [Change]
Transaction Assigned To	Andrew Eppich	Transaction Status	Under Review
Record Type	FCC License Upgrade	Status Reason	Pending Licensor Review
Created by EEC	<input checked="" type="checkbox"/>		

▼ Transaction Dates

Unsubmitted Date		Under Review Start Date	7/10/2018
Submission Date	7/10/2018	Transaction Closed Date	
Age (Submitted)	11	Age (Under Review)	11

▼ Associated Fee

Associated Fee	\$25.00	Fee Paid	<input type="checkbox"/>
Total Payment Received	\$0.00		

The heart of managing transactions in LEAD is the Due Diligence Checklist. In essence, the Due Diligence Checklist sets forth all of the required tasks to be completed by the licensee, administrative staff, licensor, and supervisor in order to complete the transactions. Each transaction will have a different Due Diligence Checklist, as there are different requirements for each transaction.

A typical Due Diligence Checklist will look something like this:

▼ Due Diligence Checklist				
⚙ Automated 🔍 Help Text 📺 Video				
Instruction				
Edit				
Checklist Item	Responsible Party	Status	Completion Date	Completed By
Submit Tax Certification form 🔍 ⚙	Provider	Completed	7/10/2018 3:13 PM	Andrew Eppich
Submit application fee payment 🔍 ⚙	Provider	Completed	7/10/2018 3:13 PM	Andrew Eppich
Review and enter application fee payment 🔍 ⚙ 📺 [Alert: Expected payment is not reflected.]	Admin	Not Applicable	7/10/2018 3:13 PM	Andrew Eppich
Return check back to provider (if applicable) 🔍	Admin	Completed	7/10/2018 3:13 PM	Andrew Eppich
Review all documents 🔍 ⚙ 📺	Licensor	Completed	7/10/2018 3:13 PM	Andrew Eppich
Visit association to this transaction 🔍 ⚙ 📺	Licensor	Completed	7/10/2018 3:24 PM	Andrew Eppich
Review Indoor/outdoor space, safe and sufficient square footage 🔍	Licensor	Pending		

Notice there are a number of icons that are associated with each item:

- The **blue** icon indicates that the item is automated. Once the responsible party completes the task within LEAD, these checklist items will be marked as **‘Completed’** automatically.
- The **orange question mark** icon indicates the checklist items has help text. Help text will appear when you hover your mouse over the icon.
- The **red video** icon indicates the checklist item will have a video link for more instructions.

The column headers on the Due Diligence Checklist represent the following:

- **Checklist Item:** Describes the due diligence item to be completed
- **Responsible Party:** Describes which party is responsible for completing the due diligence item. The possible responsible parties are:
 - **Provider:** The provider is responsible for completion of this item though the LEAD Portal.
 - **Admin:** The EEC Administrative Staff is responsible for completion of this item.
 - **Licensor:** The licensor is responsible for completion of this item.
 - **Supervisor:** The licensor’s supervisor is responsible for completion of this item.
- **Status:** Displays the current status of the due diligence item. Possible statuses are:
 - **Completed:** The due diligence item is complete.
 - **Pending:** The due diligence item is incomplete.
 - **Not applicable:** The due diligence item does not need to be completed and is not applicable for this particular transaction. Not applicable is unavailable for certain due diligence items.

- **Completion Date:** Displays the completion date of the due diligence item and is automatically updated.
- **Completed By:** Displays the person that completed the due diligence item.

In order to process a transaction, you must locate the transaction in the Licensing Transactions on the provider record. Clicking on the licensing transaction number will bring you to the Licensing Transaction Detail page.

In order to update an item on the Due Diligence Checklist, click on the “edit” button at the top of the checklist:

▼ Due Diligence Checklist				
Automated Help Text Video Instruction				
Edit				
Checklist Item	Responsible Party	Status	Completion Date	Completed By
Submit Tax Certification form	Provider	Completed	7/10/2018 3:13 PM	Andrew Eppich
Submit application fee payment	Provider	Completed	7/10/2018 3:13 PM	Andrew Eppich
Review and enter application fee payment [Alert: Expected payment is not reflected.]	Admin	Not Applicable	7/10/2018 3:13 PM	Andrew Eppich

After clicking “edit”, the Status fields will become drop-down menus:








Checklist Item	Responsible Party	Status	Completion Date	Completed By
Submit Tax Certification form	Provider	Com ▼	7/10/2018 3:13 PM	Andrew Eppich
Submit application fee payment	Provider	Com ▼	7/10/2018 3:13 PM	Andrew Eppich
Review and enter application fee payment [Alert: Expected payment is not reflected.]	Admin	Not / ▼	7/10/2018 3:13 PM	Andrew Eppich

The status of the due diligence item can then be updated. Make sure to click save after updating due diligence items:

▼ Due Diligence Checklist

Save

Cancel

Checklist Item	Responsible Party	Status	Completion Date	Completed By
Submit Tax Certification form  	Provider	Com ▾	7/10/2018 3:13 PM	Andrew Eppich
Submit application fee payment  	Provider	Com ▾	7/10/2018 3:13 PM	Andrew Eppich
Review and enter application fee payment    [Alert: Expected payment is not reflected.]	Admin	Not / ▾	7/10/2018 3:13 PM	Andrew Eppich

VI. Adding Transactions Using the Wizard


When a provider has been granted an accommodation¹ from using the LEAD Portal to submit transactions to EEC, paper applications need to be entered into LEAD by EEC admin staff. These applications and transactions will be added using a feature called the “Wizard.”

To add a paper application to a provider’s record, navigate to the Provider’s record in LEAD. At the top of the screen, find the button named “New Transaction (using wizard)”.

Provider / Umbrella / Assistant Detail

[Edit](#)
[Delete](#)
[Manage External Account ▾](#)
[Generate License](#)
[Document Library](#)
[Create a licensing visit](#)

[New Transaction \(using wizard\)](#)

Name	Lynne TShelter View Hierarchy	Umbrella	Best Center Ever Umbrella
Business Name		Licensors	 TEST Oliver Winston [Change]
Provider Number	P-242902	Legacy System Number	
License Status	Licensed	Provider Status	Current

Clicking on this button will bring you to a page that looks identical to the LEAD Portal page for submission of a transaction. From here, you can begin any transaction that is available to this provider. The new paper applications match the LEAD transaction screens almost exactly, so you will be able to navigate your way through the paper application and the LEAD transaction screens with ease.

When you are done entering the transaction and click Submit, the transaction will be marked in LEAD as having been “Entered by EEC”. This will differentiate the transaction from others that have been entered by a provider from the LEAD Portal.

¹ See Licensing Procedure LPRO-18-005.

Licensing Transaction Detail

[Edit](#)
[Manage Licensing Visit](#)
[Generate R&P License](#)
[License Wizard](#)

▼ EEC Review Next Step

Under Review > Pending Licensor Review

Under Review > Pending Final Admin Action

[Missing Visit](#) | [Business Flow Ch](#)

Current Step

Next Step

Helpful Information

▼ Transaction Information

Provider	Lynne TShelter	Record Type	Residential Move [Change]
Transaction Assigned To	TEST Oliver Winston	Transaction Status	Under Review
Are you adding space		Status Reason	Pending Licensor Review
Created by EEC	✓		

When a paper application is received by EEC, in addition to entering the application into LEAD using the Wizard, any required documents related to the transaction that are submitted by the provider will also need to be entered into LEAD. This will include items such as training certificates, medical forms, tax certification documents, BRC forms, etc.

For FCC providers and assistants, the required documents can be found on the transaction page, in the “Review Transaction Document” section of the transaction. Each required document needs to be scanned and uploaded individually into its proper area:

▼ Review Licensing Documents



Uploaded By Internal Staff | Upload Icon

[Send Rejected Document to Provider](#)

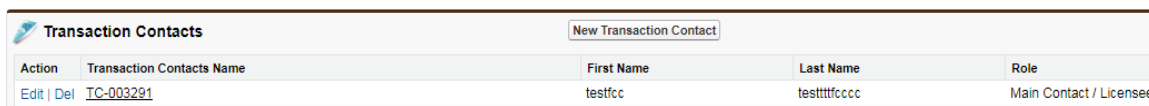
Document Type	Mode	Status	View/Upload
▼ Tax Certification Statement [Alert: Missing Document]	Required	Unsubmitted	
▼ First Aid [Alert: Missing Document]	Optional	Unsubmitted	
▼ Reducing the Risk of SIDS in Child Care [Alert: Missing Document]	Optional	Unsubmitted	
▼ CPR [Alert: Missing Document]	Optional	Unsubmitted	
▼ Medical Letter [Alert: Missing Document]	Optional	Unsubmitted	
▼ FCC Orientation, Module II [Alert: Missing Document]	Optional	Unsubmitted	

For GSA and R&P providers, each document will need to be scanned and uploaded into the provider’s document library, on behalf of the provider.

The BRC forms for transactions processed using the Wizard need to be scanned and uploaded. It is recommended to scan and upload each BRC form individually.

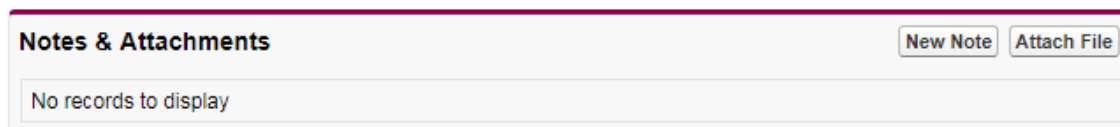
Locate the “Transaction Contacts” section on the transaction page for the transaction you are processing through the Wizard. For FCC, you will see a line for the provider and each of his or her household members and persons regularly on the premises. For GSA and R&P programs, you will see each program contact.

For each person who is required to submit a BRC form, click on the link in the Transaction Contacts Name column:



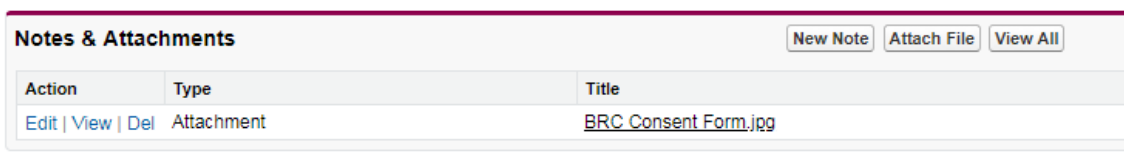
Transaction Contacts		New Transaction Contact		
Action	Transaction Contacts Name	First Name	Last Name	Role
Edit Del	TC-003291	testfcc	testttfcccc	Main Contact / Licensee

Scroll to the “Notes & Attachments” section, click “Attach File”, and follow the steps to attach and upload the scanned BRC consent form for this contact:



Notes & Attachments		New Note	Attach File
No records to display			

When you are done, you will be able to see the file in the Notes and Attachments section:



Notes & Attachments			New Note	Attach File	View All
Action	Type	Title			
Edit View Del	Attachment	BRC Consent Form.jpg			

When the BRC forms for all of the contacts have been uploaded, the Provider’s BRC Due Diligence item will be automatically marked as Completed.

VII. Using the Document Library (GSA and R&P Only)

LEAD Phase 3 now features the Document Library for Group and School Age and Residential and Placement programs. Using the Document Library, EEC staff will be able to view and approve documents submitted by the provider.

EEC staff can view a program’s document library within the provider record by clicking on the Document Library button at the top of a GSA or R&P program’s provider page:



[Show Feed](#) [Click to add topics:](#) [?](#)

[Contacts \(5\)](#) | [Contact Roles \(4\)](#) | [Conditions and Limitations \(5+\)](#) | [Variance on Regulations \(1\)](#) | [Visits \(5+\)](#) | [Cases \(2\)](#) | [Investigations \(1\)](#) | [Licensing Transactions \(5+\)](#) | [Provider Meeting Participants \(0\)](#) | [Transaction Rooms \(0\)](#) | [Payments Received \(5+\)](#) | [DocuSign Status \(0\)](#) | [Open Activities \(4\)](#) | [Activity History \(5+\)](#) | [Notes & Attachments \(5+\)](#) | [Licensing Document Library \(5+\)](#) | [History \(5+\)](#) | [Provider Rooms \(0\)](#)

Provider / Umbrella / Assistant Detail

[Edit](#) [Delete](#) [Generate License](#) [Document Library](#) [Create a licensing visit](#) [Move Back To Permanent Address](#)
[New Transaction \(using wizard\)](#)

Name	Best Center EverNew [View Hierarchy]	Umbrella	Best Center Ever Umbrella
Business Name		Licensor	Lynne Philpot [Change]
Provider / Umbrella / Assistant Type	Large Group [Change]	Previous Type	
Provider Number	P-186311	Legacy System Number	8032271
License Status	Licensed	Provider Status	Current

The Document Library displays a list of documents that are expected to be managed by the programs:

Document Library

[Back To Provider Record](#)

Provider Name: Best Center EverNew

[Uploaded By Internal Staff](#) | [Upload Icon](#)

Library Documents							
Document Type	Program Type	Responsible Party	Upload Document	Uploaded Date	Expiration Date	Status	Not Applicable
Background Records Check policy	Large Group	Provider	Upload Document			Unsubmitted	
Building Inspection	Large Group	Provider	Upload Document			Unsubmitted	
Detailed lead paint inspection	Large Group	Provider	Upload Document			Unsubmitted	<input checked="" type="checkbox"/> Not Applicable
Enrollment Procedures	Large Group	Provider	Upload Document	04/25/2018	04/25/2019	Returned for Revision	
Evacuation/Emergency Contingency Plan	Large Group	Provider	Upload Document	05/14/2018		Reviewed	

As you can see, the Document Library categorizes all of the different kinds of documents that a provider will submit. Providers will be able to upload documents to the Document Library using the LEAD Portal. For Providers who are not using the LEAD Portal, EEC staff can upload documents on the program's behalf by clicking on the "Upload Document" icon for the relevant document to be uploaded.

EEC staff can view the uploaded documents by clicking on the name of the document type, which will then create a new window displaying the document filename:

Parent Handbook	Large Group	Provider		03/07/2018
---------------------------------	-------------	----------	--	------------

Manage Documents:

Action	Name	Status	Uploaded By	Uploaded Date	Internal Note
Edit	19034920151129_0005_1_2018-03-07T1544310-0500.jpg		Sam Centerdirector	03/07/2018 18:55 PM	

Communications:

Subject	Message	Activity Date	Created By
<div>Email Provider</div>			

Clicking on the document name will open the uploaded document into a new window.

EEC staff can also approve or reject a submitted document on this screen. By clicking on the “edit” action, EEC staff can change the document status and leave internal notes about the document:

Parent Handbook	Large Group	Provider		03/07/2018
---------------------------------	-------------	----------	--	------------

Manage Documents:

Action	Name	Status	Uploaded By	Uploaded Date	Internal Note
Save Cancel	19034920151129_0005_1_2018-03-07T1544310-0500.jpg	--None--	Sam Centerdirector	03/07/2018 18:55 PM	

Communications:

Subject	Message	Activity Date	Created By
<div>Email Provider</div>			

In addition, an e-mail can be sent about the document directly to the provider using this screen. When communicating with a provider about a document, EEC staff should use the “Email Provider” feature within the Document Library, so that the correspondence about the document can be logged for future reference.

Submitted documents can also be rejected using the Document Library by updating the status of the document to “Returned for Revision” and then clicking the “Send Rejected Document to Provider button at the top or bottom of the Document Library:

Library Documents

Edit

Send Rejected Document to Provider

Document Type	Program Type	Responsible Party	Upload Document	Uploaded Date	Expiration Date	Status	Not Applicable
Background Records Check policy	Large Group	Provider				Unsubmitted	
Building Inspection	Large Group	Provider				Unsubmitted	
Detailed lead paint inspection	Large Group	Provider				Unsubmitted	<input checked="" type="checkbox"/> Not Applicable
Enrollment Procedures	Large Group	Provider		04/25/2018	04/25/2019	Returned for Revision	

Manage Documents:

Action	Name	Status	Uploaded By	Uploaded Date	Internal Note
Edit	Test_document_for_uploading_2018-04-25T4344566-0400.docx	Returned for Revision	Sam Centerdirector	04/25/2018 20:34 PM	this is my note

Communications:

Subject	Message	Activity Date	Created By
---------	---------	---------------	------------

Umbrella level LEAD Portal users can choose to manage documents at the umbrella level, rather than at the individual program level. For any documents that an umbrella designates as an umbrella-managed document, the documents will be found by going to the umbrella record and clicking on the Document Library button there. When a document is designated as an umbrella level document, it applies to all programs of that particular type under that umbrella.

VIII. Using Views to Search for Transactions

EEC staff can use views to easily search for transactions that are ready for their attention. This way, a licensor, administrator, or supervisor does not have to track down a specific provider when searching for transactions to process. Instead, a LEAD view will generate a list of transactions ready for processing or review.

On the LEAD homepage, look for the “Licensing Transactions” tab on the top bar:

Search...

Search

Andrew Eppich

Setup

Help & Training

LEAD

Home

Activities

Providers / Umbrellas / Assistants

Licensing Transactions

Payments Received

Potential Providers / Assistants

Create New...

Andrew Eppich

Sunday July 22, 2018

Discover Summer '18

Recent Items

Best Center EverNew

Second Best Center Ever

Other Type

DOC- 0010530

DOC- 0010585

DOC- 0010630

DOC- 0009372

0455230

Messages & Alerts - Known Issues

6/21/17

Important Reminder:

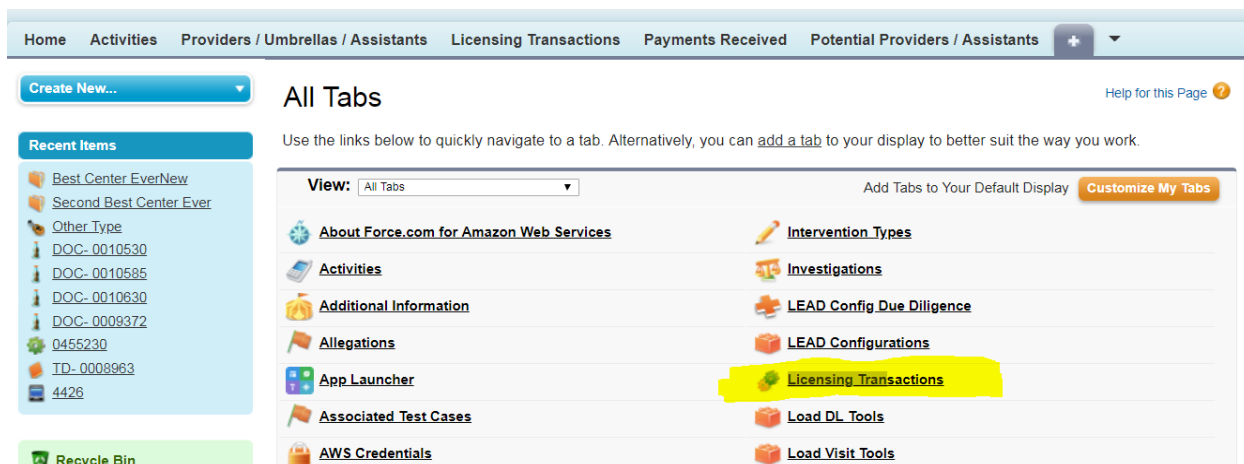
When you enter or modify the email address for a provider or program in LEAD, be sure to make the same change to the email address in Licensing Manager.

The email addresses in the two systems must match to ensure proper transfer of data between Licensing Manager and LEAD each day.

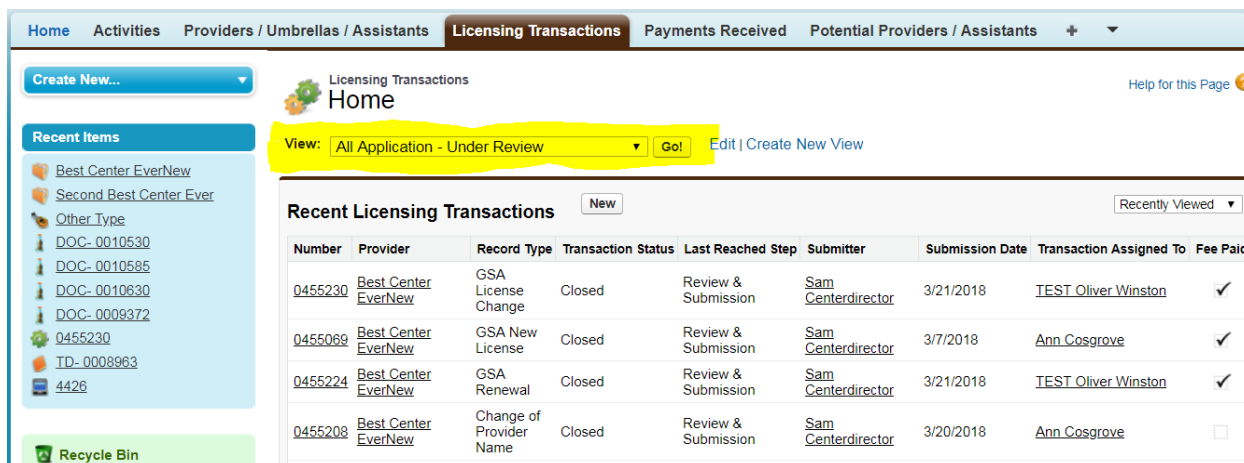
Please Note:

If you are experiencing trouble seeing the formatting buttons (Bold, Italic, etc) when editing reports, and they are showing up as mostly blank boxes, please click the button.

If you do not see the “Licensing Transactions” tab, click on the “+” on the top bar and search for “Licensing Transactions” on the next screen:



On the Licensing Transaction screen, you will see the View dropdown near the top:

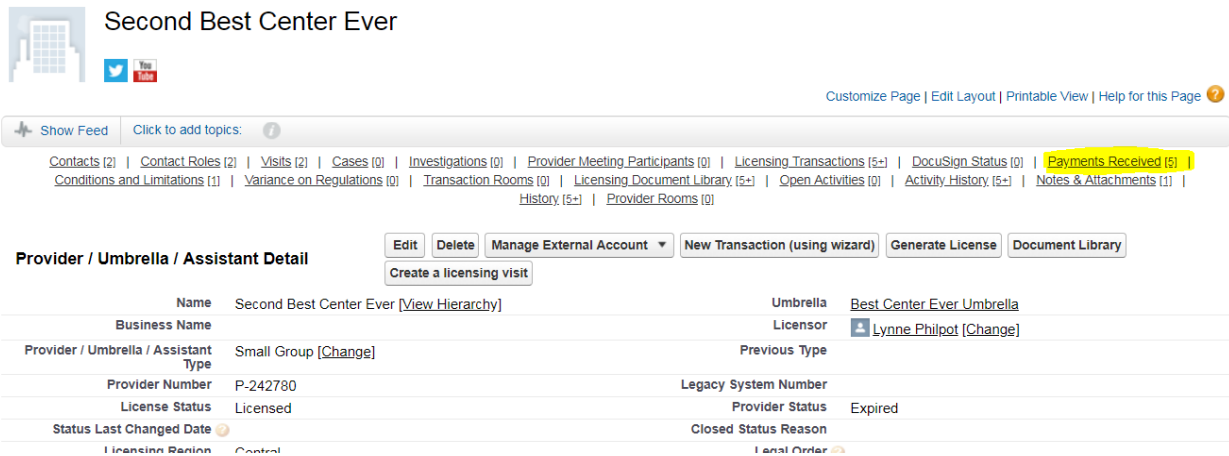


Clicking on the View dropdown arrow will display a number of pre-made views for your use. Using these views, you can narrow down your search and display only transactions that fit a certain criteria, such as “under review” or “pending supervisor approval.” In addition, you have the ability to create a new view by clicking on the “Create New View” link next to the view dropdown.

Views are extremely customizable, and you are encouraged to explore all of the views and to ask the LEAD team for assistance in creating a new view that will meet your needs.

IX. Processing Payments in LEAD

LEAD will allow EEC staff to process payments and fees quickly and easily. First, locate the provider in LEAD and click on the “Payments Received” link at the top of the page:



Second Best Center Ever

Customize Page | Edit Layout | Printable View | Help for this Page

Show Feed Click to add topics

Contacts (2) | Contact Roles (2) | Visits (2) | Cases (0) | Investigations (0) | Provider Meeting Participants (0) | Licensing Transactions (5+) | DocuSign Status (0) | **Payments Received (5)** | Conditions and Limitations (1) | Variance on Regulations (0) | Transaction Rooms (0) | Licensing Document Library (5+) | Open Activities (0) | Activity History (5+) | Notes & Attachments (1) | History (5+) | Provider Rooms (0)

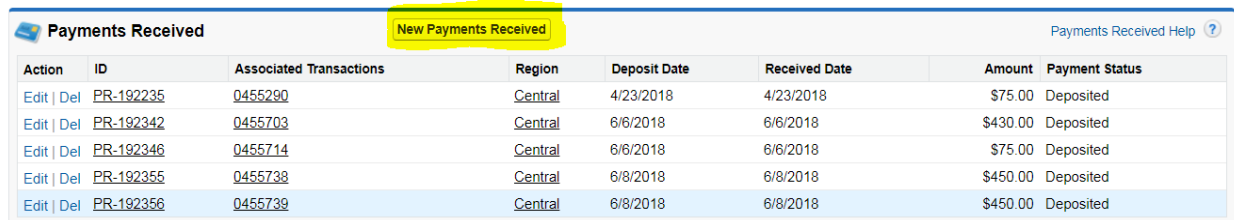
Provider / Umbrella / Assistant Detail

Edit Delete Manage External Account New Transaction (using wizard) Generate License Document Library

Create a licensing visit

Name	Second Best Center Ever [View Hierarchy]	Umbrella	Best Center Ever Umbrella
Business Name		Licensor	Lynne Philpot [Change]
Provider / Umbrella / Assistant Type	Small Group [Change]	Previous Type	
Provider Number	P-242780	Legacy System Number	
License Status	Licensed	Provider Status	Expired
Status Last Changed Date		Closed Status Reason	
Licensing Region	Central	Legal Order	

Once located, click on the “New Payments Received” button on top:



Payments Received [New Payments Received](#) [Payments Received Help](#)

Action	ID	Associated Transactions	Region	Deposit Date	Received Date	Amount	Payment Status
Edit Del	PR-192235	0455290	Central	4/23/2018	4/23/2018	\$75.00	Deposited
Edit Del	PR-192342	0455703	Central	6/6/2018	6/6/2018	\$430.00	Deposited
Edit Del	PR-192346	0455714	Central	6/6/2018	6/6/2018	\$75.00	Deposited
Edit Del	PR-192355	0455738	Central	6/8/2018	6/8/2018	\$450.00	Deposited
Edit Del	PR-192356	0455739	Central	6/8/2018	6/8/2018	\$450.00	Deposited

This will bring you to the “New Payments Received” screen. Required fields are marked in red:



Payments Received Edit		Save	Save & New	Cancel
Information		= Required Information		
Associated Transactions	<input type="text"/>	<input type="text"/>		
Payment Status	<input type="text" value="Deposited"/>	<input type="text"/>		
Error Description	<input type="text"/>	<input type="text"/>		
Is Legacy Payment	<input type="checkbox"/>	<input type="text"/>		
Payment Information				
Type of Payment	<input type="text" value="Check"/>	Received Date	<input type="text"/>	<input type="text" value="7/23/2018"/>
Amount	<input type="text"/>	Deposit Date	<input type="text"/>	<input type="text" value="7/23/2018"/>
Check/Money Order #	<input type="text"/>			
		Save	Save & New	Cancel

Keep in mind that you will be required to link the payment with an associated transaction. If you know the transaction number, you can type it into the “Associated Transactions” field. Otherwise, click on the magnifying glass icon next to the field to bring up a transaction search window. This window will also show your most recently viewed licensing transactions:



Lookup

You can use "*" as a wildcard next to other characters to improve your search results.

Recently Viewed Licensing Transactions

Number	Provider	Record Type	Transaction Status	Transaction Assigned To	Fee Pa
0455230	Best Center EverNew	GSA License Change	Closed	TEST Oliver Winston	<input checked="" type="checkbox"/>
0455069	Best Center EverNew	GSA New License	Closed	Ann Cosgrove	<input checked="" type="checkbox"/>
0455224	Best Center EverNew	GSA Renewal	Closed	TEST Oliver Winston	<input checked="" type="checkbox"/>
0455208	Best Center EverNew	Change of Provider Name	Closed	Ann Cosgrove	<input type="checkbox"/>

X. Umbrella Organizations

Umbrella Organizations are maintained and managed within LEAD. The Umbrella Detail screen is similar to a provider detail screen, but it is marked as a “Umbrella” on the top of the screen:

[Customize Page](#) | [Edit Layout](#) | [Printable View](#) | [Help for this Page](#)

[Show Feed](#) | [Click to add topics:](#)

[Umbrella Members \(5+\)](#) | [Family Child Care Associated \(FCC System\) \(0\)](#) | [Contacts \(2\)](#) | [Contact Roles \(0\)](#) | [Licensing Document Library \(5+\)](#) | [Leads \(0\)](#) | [Conditions and Limitations \(0\)](#) | [Open Activities \(0\)](#) | [Activity History \(0\)](#) | [Notes & Attachments \(0\)](#) | [History \(2\)](#) | [Provider Rooms \(0\)](#)

Provider / Umbrella / Assistant Detail

Name	Best Center Ever Umbrella [View Hierarchy]	Provider / Umbrella / Assistant Type	Umbrella [Change]
Business Name		Tax ID	987989876
Provider Number	P-168240	Legacy System Number	1473396
Licensing Region		Subsidy Region	
LastCalcDiffVisit		Licensors	LEAD System Batch User [Change]
LM Code From LEAD			



▼ Contact Information

Phone	508-222-5543	Alternate Phone	
Fax		Email	bestcenterevergcc@gmail.com

A couple of important notes about umbrellas:

A new GSA and R&P program *must* be associated with an umbrella. If the umbrella already exists within LEAD, the GSA or R&P program can be linked to the umbrella by updating the “Umbrella” field on the Provider Detail page:

Provider / Umbrella / Assistant Detail Save Cancel

Name	Second Best Center Ever View Hierarchy	Umbrella	Best Center Ever Umbrella  
Business Name		Licensor	Lynne Philpot [Change]
Provider / Umbrella / Assistant Type	Small Group [Change]	Previous Type	
Provider Number	P-242780	Legacy System Number	
License Status	Licensed	Provider Status	Expired
Status Last Changed Date		Closed Status Reason	
Licensing Region	Central	Legal Order	
Provider Description		LM Code From LEAD	4
Tax ID	555555555	Subsidy Region	
		Associated CCRR	Child Care Resources
		Type of Ownership	

The Umbrella field also allows you to search for the umbrella using the magnifying glass icon next to the field. This will bring launch the umbrella search in a different window:

Search ~ Salesforce - Unlimited Edition - Google Chrome

Secure | https://cs91.salesforce.com/_ui/common/data/LookupPage?lknm=CF00Nj0000006RE6r...


Lookup

Best Center Ever Umbrella Go! New

Search ☒ Name ☐ All Fields

[< Clear Search Results](#)

Search Results

 **Providers / Umbrellas / Assistants [1]** [Show Filters](#) [My Columns](#)

Name	City	Provider / Umbrella / Assistant Type	Licensing Region	License Status	Provid
Best Center Ever Umbrella	Spencer	Umbrella			

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Programs affiliated with an umbrella can be viewed and managed on the Umbrella Members section of the umbrella details screen:

Umbrella Members New Provider / Umbrella / Assistant Umbrella Members Help ?									
Action	Name	Provider / Umbrella / Assistant Type	City	Phone	Licensing Region	License Status	Provider Status	Licensors Full Name	Expiration Date
Edit Del	Second Best Center Ever	Small Group	Shrewsbury	(999) 888-9999	Central	Licensed	Expired	Lynne Philpot	6/29/2018
Edit Del	Another Great Center	Large Group	Assonet	(666) 777-8888	Central	Licensed	Current	TEST Oliver Winston	6/29/2019
Edit Del	Lynne T Shelter	Temporary Shelter	East Bridgewater	(666) 333-4444	Central	Licensed	Current	TEST Oliver Winston	5/26/2020
Edit Del	Temp. Shelter Provider	Temporary Shelter	Boston	(432) 555-6666	Western	Licensed	Current	Fahmida Chowdhury	1/17/2019
Edit Del	Foster Care	Foster Care Agency	Salem	(432) 555-6666	Western	Licensed	Current	Fahmida Chowdhury	10/30/2021
Show 5 more » Go to list (10) »									