New Hampshire Professional Registry User Guide
How to create your Registry Record and online Credential Application

This guide will help registry users to navigate through the system and may help to answer frequently asked questions.
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Logging in to the Professional Registry  
Creating a Record on the New Hampshire Professional Registry (New Users)

Click "Create Account".

Complete all required fields: first and last name, desired user name (no spaces), home address (street address, city, state and zip), home telephone (including area code) and email address (we recommend you use a personal email address). While optional, you may also want to enter your birthdate and the last 5 digits of your social security number in the appropriate fields. **This information can be used if you forget your user name and need to reset your password.** This information can also be used to verify your record, especially in the case of duplicate records.

User Name may contain alphanumeric characters (A-Z, a-z, 0-9) and the special characters "period," "dash," and "underscore." (. - _). **User Name cannot be your email address.**

Click “Register”. Important: Verify the email address entered is correct. If so, confirm the message from webpage:

After clicking "Register", you will be notified by e-mail when your account has been created and a link will be provided to set the password. This process should take no longer than twenty minutes. If you do not receive an e-mail please contact your local Child Care Resource and Referral program, the Afterschool program “ACROSS NH”, or the Child Development Bureau Program Improvement Specialist, all NH Professional Registry Managers*.

To set the password for your account, check your email and follow the link provided. Enter the desired password and confirm its entry. Passwords must be at least 8 characters long and are case sensitive; they can include letters, numbers and special characters.

Click “Set Password”. An email confirmation will be sent to confirm that this action was taken.

Click the “Return to the main page” link. Enter the user name and password and click “Login”.

**Returning Users**

Enter “User Name” and “Password”. These are case sensitive.

**Forgot Your Password**

If you forget your password, use the “Forgot your Password” link. Enter your user name and then check your email for a link to use. Please note that the link will be sent to the email address that
you entered in your record. If you need to have that email changed, please go to “Contact Us” and call or email for assistance.

Forgot Your User Name

If you forget your user name, click the “Forgot your Password” link, then the link to the alternate way of retrieving your user name. This requires that you provided your birthdate and the last 5 digits of your Social Security number during the setup of your registry record.

Password Reset Request

Please enter your user name to reset your password. If you have forgotten your user name, please click here to use an alternate method for resetting your password.

User Name*: 

Reset PasswordCancel

If the alternate method for resetting your password does not work, please contact a Registry Manager*.

Please do not create a new account. If you already have a record, creating another one will cause a duplicate record and may prevent you from viewing all of your registry record information.

Change your Password

Staff maintaining the NH Professional Registry has no access to passwords. They are unable to look up a password or reset one.

To change your password, use the "Forgot your Password" link located on the Portal login page. (See previous section for password reset instructions.)

*Contact NH Professional Registry Managers

If you have questions or concerns regarding your registration, contact NH Professional Registry Managers.

- http://nh.childcareaware.org/ (Child Care Resource and Referral)
  - 1.855.393.1731: Statewide
- http://www.acrossnh.org/ (Afterschool)
  - 1.855.302.6678: Statewide

Child Development Bureau DHHS/DCYF
129 Pleasant Street
Concord, NH 03301
Attention: Program Improvement Specialist
NHPersonalProfessionalRegistry@dhhs.state.nh.us
**My Registry Record**
Successful login will take you to your registry home page. Click the “My Registry Record” blue button to review or update your record. This button is located underneath the “New Hampshire Professional Registry” heading.

Each section in your registry record can be accessed and completed in any order. **Be sure to save your work in each section before opening another.**

Required information is marked with an asterisk (*).

If your session times out you will be required to log back into the system. If your session times out while editing a page, the information entered on that particular page will be lost.

**Workforce Information**
Help Us Track Our Workforce!

You are not required to complete the information in the demographics section in order to submit your registry and/or credential application. However, demographic information helps define and identify needs and strengths within the early childhood and afterschool profession and drive policy making. The information can also be used to support grants and other quality initiatives which support early childhood and afterschool based on identified populations, specific qualifications, geographic regions, and available or provided services.

**Employment**
You are required to enter your employment information if you are applying for a credential in the NH Early Childhood and Afterschool Development system. Upload your resume and letter(s) from your employer(s) documenting your work experience by using the “Attachments” menu item and clicking on “Add New Attachment”.

Begin with your current employment information. If you are employed at two or more locations, enter the employer considered your primary employer first.

Click the “Add New Position” link.

Enter the requested information. All required fields are indicated with an asterisk ( * ).

**Employer Name**

- **Find Agency** currently lists only local child care resource & referral agencies (CCR&Rs). If you are or have been employed by an agency not found, enter the employer name manually.
- **Find Care Facility** lists not only center based early care and learning facilities but also family child care homes and license exempt programs. It’s best to narrow this search by zip code, if possible. *Please do not type in the name of the care facility until you search for it.* When you see it listed, click on it to populate the field in your record. When you type a child care program name that is already in the database, you may type it slightly
differently and this may result in a failure to connect your record with the program in which you work.

- **Find Institution** can be used to search for accredited higher learning bodies. If you are or have been employed by an institution not listed, enter the employer name manually.
- The date can be populated manually by entering the date in the format of mm/dd/yyyy.
- Click the “Add” button to add the employment record.

**Setting the Primary Position (Primary=Current)**

After adding your current position, set it as the primary position by clicking the View link in the Actions column in the list of current positions. Click the “Set As Primary Position” button and check for a success message. If your primary position changes, add the new primary position first. Click the “View” link in the Actions column in the list of current positions. Click the “Set As Primary Position” button and check for a success message.

**Changing an existing employer/position entry**

- **Edit Position** can be used if you need to fix a data entry error (for example, you entered “2” for Months per Year instead of “12”) or your position with an employer ends. If your employment ends, enter the appropriate End Date. Be sure to save your changes.
- **Upgrade Position** should be used if something has changed in your position such as a promotion or change in hours. This maintains a copy of the original position record and adds a new record to show the change and help us monitor workforce trends.
- **Remove Position** can be used to completely remove a position entry from your registry record. You will be prompted to confirm your choice before the position is removed. This cannot be undone.

**Education**

- Click the "Add Education" link.
- Enter the requested information.
  - The date can be populated manually by entering the date in the format of mm/dd/yyyy.
- Click the "Add" button.

Education must be verified, requiring submission of official college transcripts from a regionally accredited college or university. If you requested and received official transcripts as a PDF document directly from the college or university, you can click on the “Attachments” menu link and add your file as a new attachment. If you requested that the official transcripts be mailed to the Credentialing Specialist, upon verification the Credentialing Specialist has the capability to scan your transcripts and upload them to your record, by request only.

Credit Based Courses (must be college courses) - Use only for stand-alone courses, otherwise just use “Education”

- Click “Add New Credit-Based Course” link.
- Enter the requested information. Required fields are noted with an asterisk (*).
  - The date can be populated using the calendar date menu or manually entered. If manually entered, enter in the format of mm/dd/yyyy.
- Click the "Add" button.
- Request an official transcript to verify completion of credit-based coursework.

Training Certificates- Use for any training not completed through the Registry

- Click the “Add New Documented Training” link
- Provide the requested training information. Required fields are noted with an asterisk (*).
  - The date can be populated using the calendar date menu or manually entered. If manually entered, enter in the format of mm/dd/yyyy.
- Click the "Add" button.
- Upload a copy of your training certificate for verification by clicking on the “Attachments” menu link and adding a new attachment.
- See “Attachments” (page 7) for step-by-step directions to upload attachments.

Credential Certificates
Please upload a copy of your license, credential or certificate by clicking on the “Attachments” link and “Add New Attachment”.

- Professional Licenses
  - Click the “Add Professional License” link
  - Provide the requested information. Required fields are noted with an asterisk (*).
    - The date can be populated using the calendar date menu or manually entered. If manually entered, enter in the format of mm/dd/yyyy.
  - Click the "Add" button.

- Credentials
  - Click the “Add Credential” link
  - Provide the requested information. Required fields are noted with an asterisk (*).
    - The date can be populated using the calendar date menu or manually entered. If manually entered, enter in the format of mm/dd/yyyy.
  - Click the "Add" button.
• Certificates (i.e. Coaching Certificate for Afterschool)
  o Click the “Add Certificate” link
  o Provide the requested information. Required fields are noted with an asterisk (*).
    ▪ The date can be populated using the calendar date menu or manually entered. If manually entered, enter in the format of mm/dd/yyyy.
  o Click the "Add" button.

Attachments
• Click the “Add New Attachment” link.
• Provide the requested information. **If attaching a training certificate, be sure to include in the “Description” field the name and the date of the training that your attachment verifies!**
  o If you are uploading a document for verification of an entry (for example, a college transcript), the document must be saved to the computer used to login or on an external storage device connected to the computer (such as a thumb drive or USB storage device). Click the Browse button to search for the document.
• Click the “Add” button. If the file to be uploaded is too large you will receive an error message. Certificates and documents that contain large color graphics are best saved as a JPEG file before attempting to upload.

Training and Education Report
Summarizes the information added to the various sections in your professional registry record. You can generate a report anytime by clicking the “Generate PDF Report” button at the bottom. You will be able to choose to open the report or save it. Adobe Reader is required to open the report. Adobe Reader is a free downloadable application available for a variety of platforms. Visit [http://get-adobe.com/reader/](http://get-adobe.com/reader/).

Errors and omissions to the report can be corrected for all sections by revisiting the appropriate section and updating the information. One exception to this is the Informal Education/Training section. Please contact a NH Professional Registry manager for assistance with changes necessary for this section.

Training Transcript - Serves as the “Certificate” for trainings completed through the Registry
Provides a report of all training sessions for which you have registered in the NH Professional Registry. You can choose to limit the results to trainings with a particular content, those completed during a particular date range or with a particular completion status. The generated report is in HTML format and can be printed or saved using the menu options available in your browser.

Quick Bullet Points for Accessing your Training Transcript
• Go to [https://nhportal.naccrraware.net/nh/](https://nhportal.naccrraware.net/nh/)
• Click on “Login”.
• Click on “My Registry Record”
Look for “Training” and click on “Training Transcript”
Click on the “Search” button
See your “Training Transcript Search Results”
Check the boxes on the left hand side of the trainings you’d like to print out or email.
Select “Generate Training Transcript” and print out transcript
OR Select “Generate and Email Transcript” and put in recipient’s email address in the box marked “to” and select “Send Email”.

**Action Logs**
Summarizes the activities or actions that have been taken by NH Professional Registry managers with regards to your record. This is where you should look to track the status of your credential application(s). Please contact a NH Professional Registry manager for assistance with changes necessary for this section.

**Trainer**
My Calendar (Only for Trainers in the Registry)
This displays only trainings that are scheduled with you as the trainer. Trainers can click on their active trainings and view a registration roster for each session. It is helpful for trainers to know how many trainees will be attending in order to be prepared with handouts and activities.

Training History
Just like the Training Transcript, this provides a transcript of trainings that the Trainer has presented through the registry.

**Training Calendar**
This is accessible on the login page. Click on the blue button marked “Training Calendar” located directly underneath the title, “New Hampshire Professional Registry”. This displays the current month, but you can search upcoming months by clicking on “Next”. All training sessions scheduled in New Hampshire are displayed on the calendar and listed below the calendar (scroll down).

Search for Trainings: Once you are logged in, click on the blue button at the top entitled Training Calendar. When the calendar displays, click on trainings on the calendar to view them or scroll down below the calendar to see a list of trainings and locations. You can “View Details” and register under “Actions”. You can also click on the blue button marked “Search Training Sessions” to search by other criteria and narrow your search.

**Training Registration**
When you have selected the training you would like to attend, using the back arrow button at the top of your screen, click back to the prior screen and click the blue Register hyperlink to enroll in that session, answer the questions and click Submit to start the enrollment process.
When you have registered for a session, you will receive a confirmation email to let you know that you are enrolled. The confirmation should arrive within 1 business day, so if you register late on a Friday and the following Monday is a holiday, you may not receive that email until Tuesday. You may use the menu button marked **Training History** to quickly view all trainings in which you have enrolled.

**Withdraw**

If you need to cancel your registration, log in to the registry. Click on the blue “My Registry” button at the top and then find the “Training Transcript menu item on the left hand side and click on it. Then find the training you are looking to cancel. Click on the active link in the box under “Training Title”. You will then see a blue button marked “Register” and even though you are already registered, you must click this button in order to open the page where you can withdraw from the training by clicking on the blue button marked “Withdraw”.

**Attendance Policy**

PLEASE NOTE: The New Hampshire Professional Registry makes all posted trainings available to all trainees (over 5,000) registered in the registry system. This has resulted in a welcomed increase in attendance at many training sessions. Therefore, it is strongly recommended that you plan to arrive at your confirmed training sessions at least ten minutes prior to the start of each session. Late arrivals cause disruption for other attendees as well as for the trainer. Your session will be marked “Completed” once you complete the entire session, and if you arrive late, your record cannot be marked as “Completed”. We believe that this is the only fair way to verify for both Child Care Licensing and Credentialing that trainings marked as “Completed” indicate attendance for the entire length of each training session.

**10 Steps to Online Credential Application**

The NH Professional Registry allows you to apply simultaneously for up to four categories of credentials available through the early childhood and afterschool credential systems. To apply for your credential please follow these steps:

1. Log in and click on the blue button marked “Start Your Credential Application” at the bottom of the login screen.
2. Read the “Statement of Understanding” and click in the box next to “I Agree”, re-enter your password and click on the blue button marked “Agree”.
3. Choose up to four credentials for your application. If you are also applying for an Infant and Toddler endorsement, you will see a checkbox to add that to the early childhood credential.
4. Click the blue button marked “Continue”.
5. On the next screen you will need to visit each page as indicated by clicking on the “View” links.
6. Upload supporting documents using “Attachments” (see page 7): resume, employer work verification letter(s), certificates, documented training (training certificates verifying non-registry trainings).

7. Once all required information and documentation for each page is complete, check the box to affirm.

8. Click “Return to Application”.

9. Once each item is completed, click “Submit Application”.

10. Mail your credential fee(s) and official college transcripts to: DHHS/DCYF/Child Development Bureau, 129 Pleasant Street, Concord, NH 03301, Attention Credentialing Specialist. Be sure to include, Credential Fee for (your name) in the notes line of your check. Checks must be made payable to Treasurer, State of NH.

Check the status of your application by logging into your record and clicking on the blue button marked “View My Credential Applications” as well as by clicking on the menu item marked “Action Logs” under “Credential”.

### Applying for Additional Credentials

Once you have applied for and been awarded one to four credentials you may apply for additional credentials at any time. To apply for more credentials:

- Log in and click “My Registry Record.”
On the left menu click on “My Application History” under “My Applications”.
Click on the blue button marked “Start New Credential Application”.
Follow the same 10 steps to complete your online credential application.

### Renewing Credentials

To renew a credential:

- Log in and click “My Registry Record”.
- On the left menu click on “My Application History”.
- Click “Start New Credential Application”.
- Select the credential you wish to renew from the drop down box.
- Under “Request Type” select “Renewal” from the drop down menu.
- Click on the blue button marked “Renew” and continue your application process from step 5 on.

![Credential Application Form](image-url)