



VPK Parent Online Registration System Frequently Asked Questions (FAQs)

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Q – What is Voluntary Pre-Kindergarten (VPK)?

A - The Voluntary Prekindergarten Education Program – or VPK – is a free prekindergarten program for 4-year-olds who reside in Florida and were born on or before September 1 each year. In order to receive a VPK Certificate of Eligibility, parents of eligible four year olds are required to complete an application and provide proof of eligibility (child’s age) and proof of residence.

Q – Is my child old enough?

A – Children eligible for VPK Program **must** be 4 years old, on or before September 1 each year. To be eligible for the 2014-15 each child must be 4 years old on or before September 1, 2014.

Q – Where can I complete a VPK application for my child?

A – Starting March 25th parents will have the opportunity to complete the VPK Application, using the ELCFH VPK Registration System, online at www.elcfh.org. Then click on the VPK Online portion on the home page!

Q - What is the VPK Registration System?

A - The VPK Registration System is online registration portal that will allow parents of eligible children to complete the VPK application, upload the supporting documentation and once approved print their Child’s Certificate of Eligibility (COE).

Q – When will the VPK Registration be available?

A – The VPK Online Registration will be online starting on March 25, 2014.

Q – Can I go into the local ELCFH offices to use a computer to complete the online application?

A – Yes, but in order to give the VPK online system a chance to be live, we are asking that parents access this opportunity **after April 14, 2014**. Parents will be able to access the ELCFH station on a first come, first serve basis to complete the application online and scan/upload their supporting documentation. This service will be available Monday – Thursday from 7:30 am-6:00 pm

Q – Are there going to be any VPK Round Ups in my community?

A – No, not at this time.

Q – I am trying to access the website, but nothing is showing up on my screen. What do I do?

A – The VPK Online Registration System is built to operate on the following Browsers: Internet Explorer V. 10 or older, Google Chrome or Firefox. For best results, we recommend using **Google Chrome** to complete the application and print your child’s Certificate of Eligibility.

Q - When logging in to the VPK Registration Online System for the first time, what if I do not have my child's SS#?

A – If you do not know the last 5 digits of your child’s SS# then you may use any combination of numbers you choose. **IMPORTANT NOTE:** You will NEED these credentials again (Last Name and Last Five SSN numbers or created number) so be sure to write your information down and keep in a safe place for future use. *Unfortunately Coalition staff will be unable to reset this number for you or access the number you used to register.*

Q – Is my information secure and confidential?

A – Yes, all of the information that you enter into the VPK Online Registration System is encrypted, secure and confidential. Please be advised, that if you use a public accessible computer to complete your registration, it is important that you delete all the documents that you scanned and saved to that computer.

Q – How long do I have to complete the VPK application?

A – If you are not able to complete the registration in one try, you will have up to 10 days to log back in to the system and complete the information. (You will need to log in with your child’s last name and last five digits of your child’s social security number or the created number)

Q - Do I have to complete the application all at one time, or can I come back and finish it at a later time?

A – You can complete the registration at your convenience. The system keeps track of your progress. If you are not able to complete the registration in one try, you will have up to **10 days** to log back in to the system and complete the information. (You will need to log in with your child’s last name and last five digits of your child’s social security number or the created number)

Q - What if I have more than one child?

A - To complete more than one registration, just repeat the entire process using each child’s name and social security number.

Q - What if I need to make a change to my application?

A – If there are changes that you wish to make to your registration form or your program responses, please contact the local ELCFH office and ask for the Client Service Assistant.

Q - How do I know if my application was accepted?

A – During the registration process the **Parent Dashboard** will reflect the current status of the application starting with Incomplete and ending with Pending Document Review. When your application has been completed and reviewed by Coalition staff, you will receive an email notification that your child’s certificate is ready to be printed. If there are any issues, you will be notified by email with instructions on how to proceed.

Q - What happens if I forget my password?

A - If you forget your user name or password, please contact the local ELCFH office, and ask for the Client Services Assistant.

Q- I am trying to register my child for VPK using my smart phone or smart device, but cannot watch the video. What do I do?

A – In order to watch the video about the VPK program your device must have the ability to play FLASH media. If your device does not have the ability to play flash media then you will need to complete your registration on a device or computer that has a flash media player installed.

Q – I am trying to register my child for VPK using my home computer, but cannot watch the video. What do I do?

A – In order to watch the video about the VPK program your computer must have the ability to play FLASH media. If your computer does not have the ability to play flash media then you will need to download a flash media player or complete your registration on a computer that has a flash media player installed.

Q – I am unable to listen to the orientation video on my computer, how can I get the information?

A – If you are unable to listen to the orientation video, consider using a different computer and continue the process. If this option is not available, please contact the local ELCFH office to schedule an appointment.

Q – I have completed the application process, but do not have a scanner to upload the supporting documents. What do I do?

A – If you do not have a scanner to scan your supporting documentation then starting **April 14th** parents will be able to visit the local ELCFH office to complete VPK applications online and scan/upload supporting documentation.

Parent Note: If you have a smart device with camera capabilities then you can take a picture of your documentations, transfer the picture to your computer, save as a pdf file, and upload to the VPK online system using your computer.

OR: If you have a smart phone with camera capabilities then you can take a picture of your documentations, but do not have a computer, you can email pictures of both documents to vpkelcfh@elcfh.org **IMPORTANT NOTE:** All documentation must be legible or it will not be accepted and could result in the delayed processing of your VPK application. It is recommended that you preview your documentation before uploading it into the online system.

Q – I have completed the application process and I have successfully uploaded my documents. Now what do I do?

A – Once the application has been completed and the supporting documentation has been submitted the information will be reviewed by Coalition staff. If the application is complete and the documentation submitted is accepted Coalition staff will approve the application and an email will be generated and processed indicating that the Certificate of Eligibility is ready. Once the parent receives notification he or she can then log into the VPK Online Registration System to access and print their child’s Certificate of Eligibility. Once printed, the parent can deliver the certificate to the provider of their choice.

If the application is missing information, there are discrepancies between the application and the supporting documentation **or** if the documentation submitted does not meet state requirements your application will **NOT** be approved and the supporting documentation will be rejected. Once an application has been rejected an email will be generated and processed to the email account used when the application was completed indicating the reason that the application was not approved.

Q - When should I expect my child's Certificate of Eligibility?

A – Once your application has been completed it will be reviewed by ELC staff within three-to-five business days. You will receive an email notification when your child’s Certificate of Eligibility is ready for you to print.

Q - Do I have to print my child's Certificate of Eligibility?

A - Yes. You will need a printed copy of your certificate to take to the provider of your choice. If you have already chosen a provider you may be able to email the Certificate of Eligibility to the provider directly. To determine if this is an option, please check with your provider.

Q - What if I lose my child's Certificate of Eligibility?

A - Using your child's name and the last 5 digits of your child's social security number, you can log back into the system and reprint the certificate.

Q - I do not have a printer, how can I print my child's Certificate of Eligibility?

A - If you don't have a printer, starting April 14, 2014 parents may visit our local ELCFH office during walk-in hours Monday-Thursday from 7:30 am-6:00 pm to use our computer. Please remember that this is on a first come, first serve basis. If you have already chosen a provider you may be able to email the Certificate of Eligibility to the provider directly. To determine if this is an option, please check with your provider.

Q - Does my child's Certificate of Eligibility expire?

A - No, it will remain active until the child is enrolled in an approved VPK provider, within the approved program year/session. Be advised that you can only use **one** certificate per child at the provider of your choice. Submitting your Certificate of Eligibility to more than one provider is **prohibited** and may result in your child not being able to attend the provider of your choice.

Please contact your local ELCFH office if you have any further questions at:

Charlotte County	941.255.1650 x136
DeSoto/Hardee Counties	863.494.5233 x109
Highlands County	863.314.9213 x102