



SC Child Abuse and Neglect Registry and Database

Creating an Account

Use this guide if your organization will submit Child Abuse and Neglect Registry and/or Database check requests through the provider portal. The guide explains how to create a portal account, choose the correct role, and submit requests as a Child Welfare provider or SC Child Care provider.

Customer service note

This guide is written for users who may only use the portal occasionally. Steps are grouped by task so the user can find the right path without reading the entire document.

Quick links

Provider Portal: <https://providerportal.dss.sc.gov/#/login>

SSO Registration, if needed: <https://portal.dss.sc.gov/registration?AppCode=DSS>

Before You Start

Before creating an account, gather the information that applies to your organization. This helps avoid delays and prevents requests from being placed under the wrong facility.

Provider type	Have this ready	Why it matters
SC DSS Licensed Child Care Provider or ABC Quality License-Exempt Provider	Your CC# for each location you want connected to the portal account.	The portal uses this information to connect the account to the correct child care location.
Foster Home, Foster Care Provider, or Child Placement Agency	Your DSS Foster License Number for each location you want connected to the portal account.	The portal uses this information to connect the account to the correct child welfare location.
All account requestors including but not limited to school boards, charter school authorizers and non-profits	Your DSS SSO username and password, or the ability to create a new SSO account.	An SSO account is required to access the Central Registry provider portal.

1. Create a Provider Portal Account

Step	Action	Details
1	Select Create Account	From the provider portal, select Create Account.
2	Answer the guided questions	The portal will ask for the information needed to create your account. Complete all required fields. Fields marked with a red star must be completed before the request can be submitted.
3	Confirm whether you have an SSO account	If you already process Child Care Scholarship SVLs or use another DSS online system, you may already have an SSO account. Select Yes if you have one. Select No if you need to create one.
4	Create an SSO account, if needed	If you select No, follow the portal instructions or use the SSO registration link to create your account. After registration, you should be redirected back to the provider portal to continue the account request.
5	Enter your SSO username	If you did not need to create a new SSO account, enter your SSO username when prompted. The portal should populate the facility information associated with that SSO account.
6	Connect the correct locations	Enter the CC# or DSS Foster License Number for each location you want connected to the portal account.
7	Choose the correct role	Select the role that matches the person's responsibilities. Choose carefully so the user has only the access needed.
8	Submit the account request	After submitting, DSS will review the request. The Department will notify you when the portal account has been approved. Once approved, log in with your SSO username and password.

Role options

Role	Use this role when	Access notes
Central Registry Admin	The person needs to enter requests and manage the portal account.	This role has full access to the portal account.
Central Registry User	The person needs limited access for Central Registry submissions.	The updated FAQ states this role does not allow the user to view or print results. Confirm this role before assigning it to anyone who needs access to completed results.

Access tip

When in doubt, confirm what the employee needs to do in the portal before choosing a role. Assigning the wrong role can delay submissions or prevent the user from accessing the information they need.

2. SSO Account Basics

What is an SSO account?

An SSO account is a unique username and password used to access DSS portals and online accounts.

Do I need one?

Yes. A DSS SSO account is required to access the Central Registry provider portal.

If you already use a DSS online system, you may be able to use your existing SSO username and password. You do not need to create a new SSO account unless the portal directs you to do so.

- **Protect login information:** Do not share SSO usernames or passwords.
- **Remove access when staff leave:** Notify DSS or the appropriate program contact when someone no longer needs portal access.
- **New company or facility:** If a user leaves one facility and begins work for another company that needs portal access, a new SSO account may be required.

3. Navigate the Account After Approval

Step	Action	Details
1	Log in to the portal	Use your approved SSO username and password.
2	Open Provider Central Registry	From the navigation menu, select Central Registry, then Provider Central Registry.
3	Select the correct facility	If more than one facility is connected to your account, choose the correct facility from the dropdown menu before creating an invoice or request.
4	Choose the submission type	Select electronic signature or paper document upload, based on how the request will be completed.
5	Enter the person or people being checked	You may enter more than one person on an invoice when the portal allows it.

Important

Requests placed under the wrong facility or location can delay results. Always confirm the facility before submitting an invoice.

4. Submit a Request as a Child Welfare Provider

Use this section if the request is for a Child Welfare provider purpose, such as becoming or remaining a foster parent or adoptive parent, becoming or remaining an employee of a state or local foster care review board, becoming an employee or volunteer for the SC Guardian ad Litem Program, Richland County CASA, Children's Advocacy organization, volunteer for another non-profit serving children, or volunteer service on any type of school board (private, traditional K-12 public or charter) or governing body/authorizer.

Starting the request

Step	Action	Details
1	Open Provider Central Registry	From the navigation menu, select Central Registry, then Provider Central Registry.
2	Select the correct facility	If your account has more than one facility, choose the correct facility from the dropdown menu.
3	Choose the submission method	Select electronic signature or paper document upload. Use DSS Form 3072 when submitting a paper Child Welfare request.

Paper request - DSS Form 3072

- Only the account holder can pay for paper requests.
- You may enter more than one name on an invoice.
- Each required field must be completed, including the full Social Security Number and date of birth.
- If the individual does not have a middle name or last name, use NMN, NLN, or NA as applicable.
- Paper forms require an ink signature. Electronic signatures cannot be used on uploaded paper forms.
- Creating an invoice and paying the fee does not submit the request by itself. Upload the paper document for each person and manually select Submit in the portal.

Electronic request

- The account holder may pay the invoice or request that the individual pay, if that option is available.
- You may enter more than one name on an invoice.
- Each required field must be completed, including the full Social Security Number and date of birth.
- If the individual does not have a middle name or last name, use NMN, NLN, or NA as applicable.
- If payment is required, you will be directed to SC.GOV to pay the invoice.
- After payment, do not close the browser. Select Continue at the bottom of the SC.GOV page to return to the provider portal and finish managing the invoice.
- The applicant or staff person will receive a secure email link to complete their information, provide consent, and sign electronically.
- The secure link is available for 72 hours. After 72 hours, resend the link through the invoice management page.

If someone cannot complete the electronic request

You may convert the request to a paper request. If the invoice includes more than one person and only one person is still waiting on applicant signature, select that person and use Batch to a New Invoice. This lets the completed names continue for processing while the pending person is moved to a separate invoice.

5. Submit a Request as a SC Child Care Provider

Use this section if the request is for a SC Licensed Child Care provider or an ABC License-Exempt provider.

Starting the request

Step	Action	Details
1	Open Provider Central Registry	From the navigation menu, select Central Registry, then Provider Central Registry.
2	Select the correct facility	If your account has more than one facility, choose the correct facility from the dropdown menu.
3	Choose the submission method	Select electronic signature or paper document upload. Use DSS Form 2924 when submitting a paper SC Child Care request.
4	Add staff	You may enter more than one name on an invoice. For new staff, select the green plus sign, enter the name, and select the green checkmark. For existing staff, use the Add Existing Staff dropdown and select Add after each name.

Paper request - DSS Form 2924

- Paper forms require an ink signature. Electronic signatures cannot be used on uploaded paper forms.
- After the invoice is created, upload the form for each person before submitting the request.

Electronic request

- You may enter more than one name on an invoice.
- Each required field must be completed, including the full Social Security Number and date of birth.
- If the individual does not have a middle name or last name, use NMN, NLN, or NA as applicable.
- The applicant or staff person will receive a secure email link to complete their information, provide consent, and sign electronically.
- The secure link is available for 72 hours. After 72 hours, resend the link through the invoice management page.

If one person is holding up the invoice

If an invoice includes more than one person and one person has not completed the electronic request, select the person still waiting on applicant signature and choose Batch to a New Invoice. The pending person will move to a separate invoice, and the other names can continue for processing.

6. Managing Requests and Results

Task	What to do
Payment	If the portal directs you to SC.GOV for payment, complete payment and select Continue at the bottom of the SC.GOV page so you return to the provider portal. The request is not fully managed until you return to the portal and finish the required steps.
Paper uploads	For paper requests, upload the completed paper form for each person and manually submit the request from the invoice management page.
Secure links	Electronic request links are available for 72 hours. Resend the link if the applicant or staff person does not complete the request in time.
Batching	Use Batch to a New Invoice to move one or more pending names to a new invoice when other names are ready to proceed.
Results	Once DSS completes the check, authorized users can access results through the account from the individual invoice management page. Use the results icon to download or print the result, when that access is available to the user role.

7. Troubleshooting

Problem	What to try first
Username or password does not match records	Confirm the username and password are entered correctly. If the issue continues, contact the appropriate DSS program contact for assistance.
Locked out	If the password is entered incorrectly three times, wait 15 minutes from the last attempt and try again.
Forgot password	Contact the appropriate DSS program contact for password reset assistance.
Account approval not received	If you submitted an account request but did not receive an approval notice, contact DSS to verify the request status.
Wrong facility selected	Do not submit the request. Return to the facility dropdown and select the correct location before creating or submitting the invoice.

Need Help?

For questions about Child Welfare requests, including foster homes, adoptions, and name changes, contact CentralRegistryInfo@dss.sc.gov.

For questions about SC child care centers, ABC providers, or other state child care provider requests, contact Child Care Licensing at 803-898-9020.

Helpful information to include when asking for assistance

Include the requester name, organization or facility name, request type, invoice number if available, date submitted, and a brief description of the issue. Do not send unnecessary personal information by email.



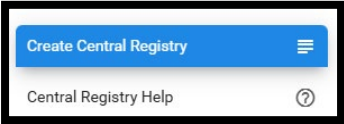
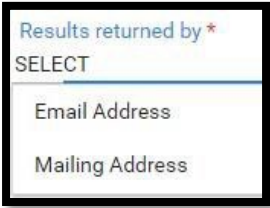
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Submitting a Central Registry One-Time Request

Use a one-time request when you only need to submit a Child Abuse and Neglect Registry and Database check occasionally. This option may be appropriate for an individual check, a name change, an out-of-child care request, or a Child Care Scholarship Family, Friend, or Neighbor participant.

How do I submit a one-time request?

<https://providerportal.dss.sc.gov/>

Action	Details
Select Create Central Registry.	From the left navigation menu, choose Create Central Registry. 
Watch for the email.	One-time requests can only be completed electronically. After the request is started, an email will be sent from DONOTREPLY@DSS.SC.GOV to the person listed in the "Requestor Name" field.
Use the secure link.	The email will include a secure link for the requestor to provide the information and consent needed for DSS to conduct a Child Abuse and Neglect Registry and/or Database check.
Pay the fee, if applicable.	A credit card is needed for paid requests. You will be directed to SC.GOV to complete payment. The request is not submitted to DSS until payment is complete and you return to the portal to submit the request.
Complete the electronic signature.	Hold down the left mouse button and move the mouse to sign. You may also use a touch screen.
Choose how results should be returned.	Results will be sent by email or mail based on the delivery method selected when the request was submitted. 

Important payment reminder

Do not close the browser after paying on SC.GOV. After payment is complete, scroll to the bottom of the SC.GOV receipt page and select Continue to return to the portal. **Then select Submit in the portal.** Paying the invoice on SC.GOV does not submit the request by itself.

Fee note: Fees are waived only for Child Care Licensing requests for employment in a child care facility in South Carolina or another state.

Who should I contact if I need help?

Topic	Contact	Use this for
Child Welfare	CentralRegistryInfo@dss.sc.gov	Adoptions, foster homes, and name changes
Child Care Licensing	803-898-9020	SC child care centers, ABC providers, and other states child care providers

Please include enough information for DSS to identify the request when asking for assistance, such as the requestor name, date submitted, and the type of request.