

Frequently Asked Questions

Q: How soon can I renew my license online?

A: No more than 90 calendar days prior to your expiration date.

Q: My license has expired, can I still renew online?

A: Please contact Child Care Licensing at 785-296-1270.

Q: What is my KDHE Person ID?

A: This is a unique number assigned to you by our database.

Q: What is my Organization ID?

A: If your facility is owned by a corporation, LLC, LLP, government entity/agency or school district, please contact your organization's business office for instructions. A unique number is assigned to your organization (owner) by our database. Only **ONE USER ACCOUNT** can be created regardless of the number of facilities operated under the owner organization/business entity.

Q: How do I get my KDHE Person ID number to register?

A: If you have never registered, and you did not receive the information in your renewal packet last year, contact Child Care Licensing at 785-296-1270

Q: Do I use my KDHE Person ID number in the User ID field on the first page of the registration?

A: No, you create a User ID and Password on the first page. The KDHE Person ID number is entered on the second page of the registration. Once you register, the KDHE Person ID is no longer needed. Note: Please secure your User ID and Password so that you can log into the portal later.

Q: How do I submit my KBI/DCF (Affiliate) list?

A: Your KBI/DCF form is included within the online application when submitting a renewal or new application. Anytime you see the term "Affiliate", it refers to the names you normally submit on a KBI/DCF background check form.

PLEASE NOTE: The "Modify Affiliate" button is used to submit an online KBI/DCF background check form **only when you are NOT renewing** and you need to add, remove or edit any person (affiliate) 10 years of age or older residing, working, or volunteering at the facility. Regulation requires affiliates be submitted to KDHE as part of any new application. New affiliates must be submitted within one week.

Q: I want close my facility. How do I do that?

A: If you closing, you must notify KDHE of your closure by mailing your license to KDHE Child Care Licensing, 1000 SW Jackson, Suite 200, Topeka, KS 66612-1274 and include the date of closure.

Q: After submitting my renewal, when will I get my new renewal license?

A: Your application will be processed in the order received. A renewal license cannot be issued if your application is not complete. Please complete the application, sign, and submit a payment.

Q: Can I view the status of my application online?

A: Yes, by logging in and viewing the "KDHE Facility or Application status".

Q: Can I see if an employee has cleared the KBI/DCF background check?

A: Yes. Select the facility you want to view and click on **[Affiliates]**. A list of your employees will be displayed and the Background status will be displayed.

Q: I don't have a computer; can I still submit a paper application?

A: If you do not renew online, a paper application and all required forms may be downloaded at www.kdheks.gov/kidsnet and submitted with payment to the address on the top of the application. If you prefer, you may pick up a paper application and all required forms at your local county health department

Q: This is the first time I renewed online. What is my UserID and Password?

A: You must create a **UserID** and **Password**. Click **Register a Person** and follow online instructions.

Q: I wanted to renew online but I got a message that your site is not secure and I should not proceed.

A: Some browsers do not recognize the encrypted security certificate. This is the same site used by all state agencies for various business transactions. You have the option to file a paper renewal.

Q: I am currently licensed and will be moving – do I enter my new address or current address?

A: Please enter your new address for the facility. In addition, please add yourself (if not currently listed) and all other persons 10 years of age and older who will be living at the new address or working and/or volunteering in the facility; all substitutes and other caregivers and staff. Please enter the new address for all residents.

Q: When I click on the “Attachment” tab to add an attachment, it doesn’t do anything; it won’t let me add anything.

A: In order to use all functions of the online application, including attaching forms, the computer you are using **MUST** have one of the following internet browsers:

MS Window 7 – must have Internet Explorer 8 (IE8)

MS Vista – Internet Explorer 6 (IE6), Internet Explorer 7 (IE7), and Internet Explorer 8 (IE8)

MS XP – Internet Explorer 6 (IE6), Internet Explorer 7 (IE7), and Internet Explorer 8 (IE8)

MS XP Tablet – Internet Explorer 6 (IE6), Internet Explorer 7 (IE7)

Q: When I click on “Pay Fees”, nothing happens.

A: Make sure you have the correct application highlighted and then click on the “Pay Fees” button. If a new box does not display on your screen, minimize your current screen.

Q: How do I get to the online application portal?

A: Go to: www.kdheks.gov/kidsnet; click on [To submit a KDHE Online Child Care Licensing Application](#); and then click on [Online Provider Portal](#).