



**FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES**

MYFLFAMILIES.COM

Privilege and Certification System Provider Registration Guide

Effective Date: 3/31/2025

Version: 1.1

Mission: to work in partnership with local communities to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency.

Privilege and Certification System

Revision History

Author	Date	Ver.	Notes
A. Murthy	June 04, 2024	1.0	Initial draft with complete narrative
A. Murthy	Feb 27, 2025	1.1	Modified the initial draft

Privilege and Certification System

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Privilege and Certification System

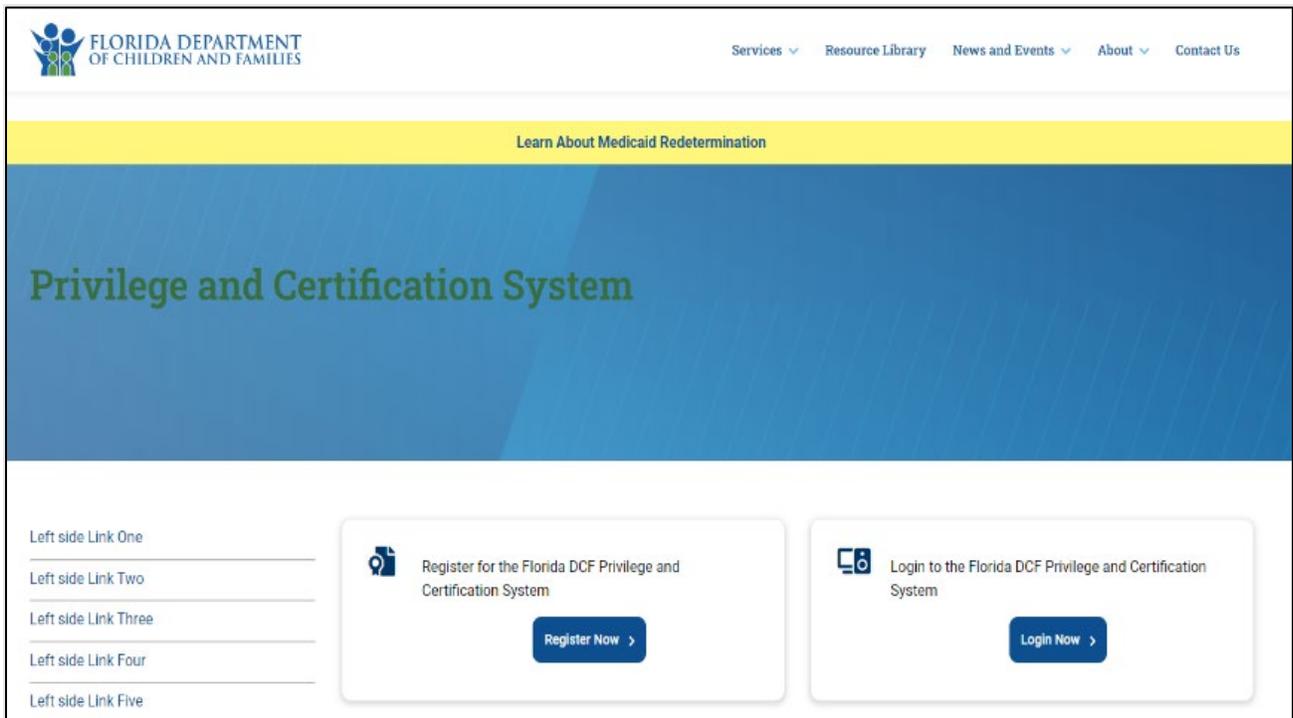
Introduction

This guide provides detailed instructions for registering as a provider in the Department of Children and Families (DCF) Privilege and Certification System (PCS). PCS is used to request and record certification for Human Trafficking Safe Houses, Domestic Violence Centers, Batterers' Intervention Programs, and associated Privileged Staff.

DCF Web Site

From the DCF web site, you will see the following options:

- **Register for the Florida DCF Privilege and Certification System:** Follow this link to register as an authorized user with a provider who has been certified or is requesting certification for one of the supported programs.
- **Login to the Florida DCF Privilege and Certification System:** Follow this link to log in if you have already registered and been approved as an authorized user of the system.



Privilege and Certification System

User Registration - General

Upon selecting “register now” from the DCF Web Site, the user is redirected to the ‘User Registration - General’ tab as shown below. The system assists the user by visually guiding them through the interface. It highlights the active tab by displaying the tab heading in green on the left side of the screen, making it easy for users to identify their current location within the system.

To register a new user account, enter first name, last name, business email address, position (job title), business phone number, and select the provider county from the dropdown menu. Only letters, spaces, hyphens, and apostrophes are allowed for name entries.

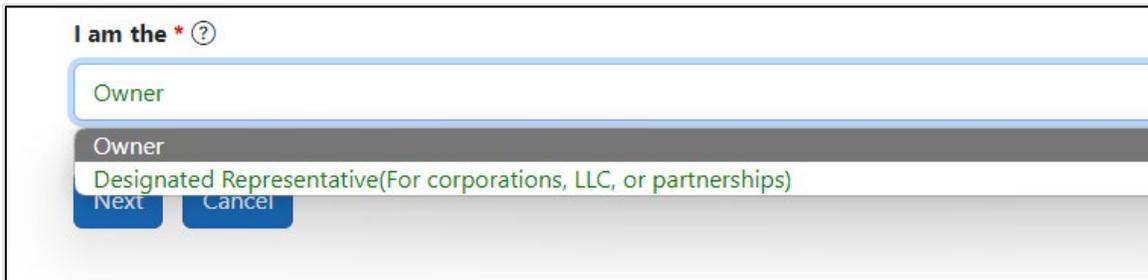
Fields marked with a red asterisk (*) are required fields. Fields with a question mark (?) include help text, providing additional information and guidance for completing the field.

The screenshot shows the 'User Registration - General' form within the DCF Privilege and Certification System. The form is titled 'User Registration' and has two tabs: 'General' (active, highlighted in green) and 'Provider Registration' (inactive, highlighted in grey). The form contains several input fields, each with a red asterisk (*) indicating it is required and a question mark (?) indicating it has help text. The fields are: 'First Name' (value: Allan), 'Last Name' (value: Smith), 'Email' (value: alan@gmail.com), 'Position' (value: Member), 'Phone' (value: 222-222-2222), 'County' (value: Flagler), and 'I am the' (value: Owner). At the bottom of the form are two buttons: 'Next' and 'Cancel'.

Field Label	Value
First Name *	Allan
Last Name *	Smith
Email *	alan@gmail.com
Position *	Member
Phone *	222-222-2222
County *	Flagler
I am the *	Owner

Privilege and Certification System

Note: The “I am the” field is a dropdown menu. A user can choose either of the following options.



The screenshot shows a form field labeled "I am the * (?)". The dropdown menu is open, displaying two options: "Owner" and "Designated Representative(For corporations, LLC, or partnerships)". Below the dropdown, there are two blue buttons labeled "Next" and "Cancel".

Navigation buttons are shown at the bottom of the web page throughout the application.



A user can choose to cancel the registration before submitting the final screen and data will not be saved in the database.

Privilege and Certification System

Provider Registration - General

After selecting the “Next” button, the user is redirected to the “Provider Registration – General” screen. The user will first conduct a system search to determine if their provider is already an existing organization in the database by completing the fields below.

The screenshot shows the 'DCF Privilege and Certification System' interface. At the top left is the Florida Department of Children and Families logo. Below it, there are two registration sections: 'User Registration' with a 'General' button and 'Provider Registration' with a 'General' button. To the right, there are two required fields: 'Type of Organization * (?)' with a dropdown menu showing 'Corporation' and 'Federal Employer ID * (?)' with an empty text input field. A blue 'Search' button is located at the bottom center.

The “Type of Organization” field has the following drop-down values. Users can choose the appropriate value suitable for their organization and add the provider’s Federal Employer ID or Social Security Number (for Individual/Sole Proprietorship).

This screenshot shows the 'Type of Organization * (?)' dropdown menu expanded. The menu lists the following options: '(Select One)', 'City Government', 'Corporation', 'County Government', 'Individual/Sole Proprietorship', 'Individual/SoleProprietorship (FEID)', 'Limited Liability Company', 'Partnership', and 'State Government'. The 'Individual/SoleProprietorship (FEID)' option is currently selected and highlighted.

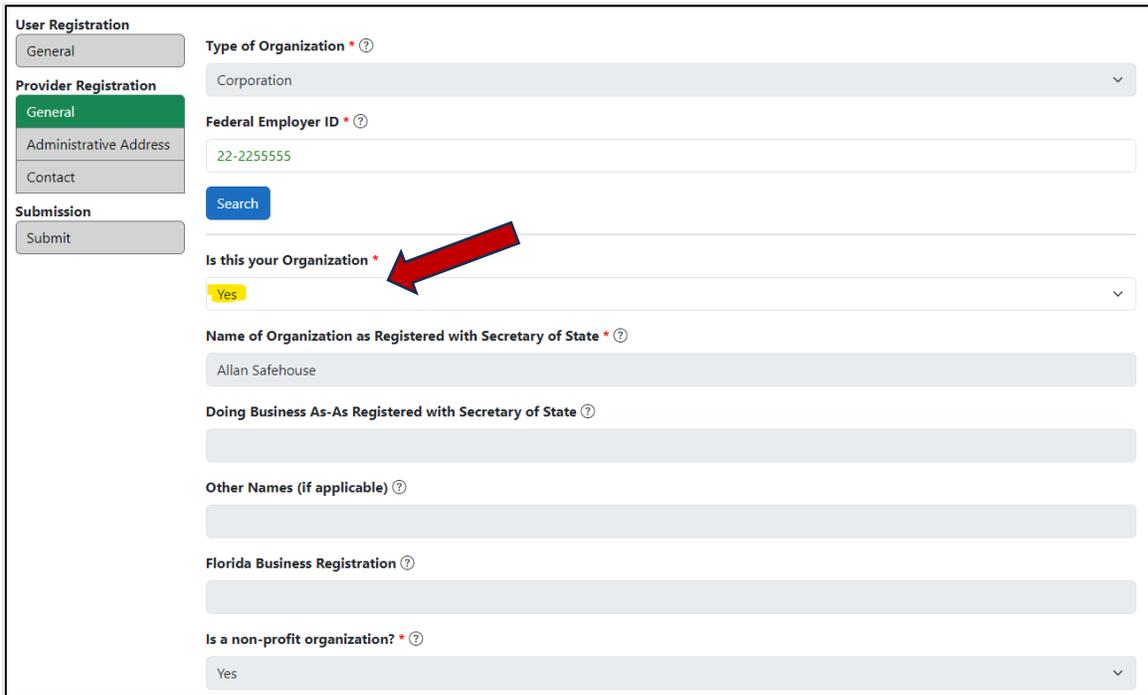
Once the user chooses the Type of Organization, the Federal Employer ID or Social Security Number field is displayed. The Social Security Number field is displayed only when the user chooses Individual/Sole Proprietorship as the Type of Organization.

After users provide their organizational details, the system automatically searches the database for the existing organization.

Privilege and Certification System

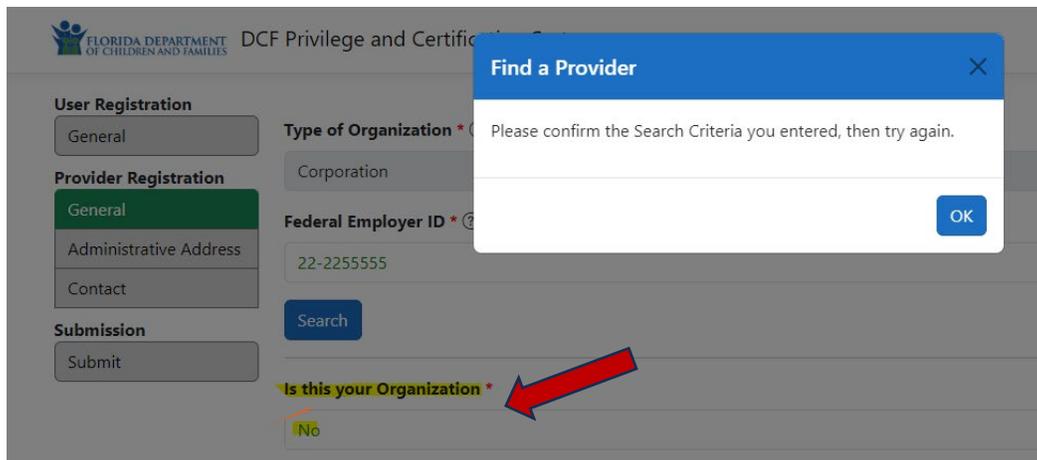
Scenario 1 – If the organization is found, the system presents its details in a read-only format, which allows the user to view but not modify the organization's information. The system prompts the user with a message asking, "Is this your organization?"

Selecting “Yes” confirms that the organization details displayed are accurate.



The screenshot shows the 'Provider Registration' section of the system. The 'General' tab is selected. The 'Type of Organization' is set to 'Corporation' and the 'Federal Employer ID' is '22-225555'. A red arrow points to the 'Is this your Organization?' dropdown menu, which is currently set to 'Yes'. Other fields include 'Name of Organization as Registered with Secretary of State' (Allan Safehouse), 'Doing Business As-As Registered with Secretary of State', 'Other Names (if applicable)', 'Florida Business Registration', and 'Is a non-profit organization?' (Yes).

Selecting "No" indicates that the organization details displayed do not belong to the user's organization, and the system displays a dialog box prompting the user to confirm the search criteria entered. After the second failed attempt to match the user's organization, the system will prompt the user to contact the Department of Children and Families (DCF) for assistance. The system will not allow the user to register with a known organization where the organization's details are not recognized by the user. Contacting the Department will allow Department staff to assist in clearing up any potential discrepancies before the user completes their registration.



The screenshot shows the 'Provider Registration' section of the system. The 'General' tab is selected. The 'Type of Organization' is set to 'Corporation' and the 'Federal Employer ID' is '22-225555'. A red arrow points to the 'Is this your Organization?' dropdown menu, which is currently set to 'No'. A dialog box titled 'Find a Provider' is open, displaying the message: 'Please confirm the Search Criteria you entered, then try again.' with an 'OK' button.

Privilege and Certification System

Scenario 2 – If an organization is not found in the search, the following message will display, “The organization you requested has not been registered. Please enter the details for this organization so it can be registered upon approval.” The user should then complete data entry of the provider’s organization details as indicated, and select “Next” to move to the next tab.

User Registration

General

Provider Registration

General

Administrative Address

Contact

Submission

Submit

Type of Organization * ⓘ

Corporation

Federal Employer ID * ⓘ

99-9999990

Search

The Organization you requested has not been registered. Please enter the details for this organization so it can be registered upon approval.

Name of Organization as Registered with Secretary of State * ⓘ

Doing Business As-As Registered with Secretary of State ⓘ

Other Names (if applicable) ⓘ

Florida Business Registration ⓘ

Is a non-profit organization? * ⓘ

(Select One)

Is a subsidiary of another organization? * ⓘ

(Select One)

Has the Organization been granted tax-exempt status by the IRS? * ⓘ

No

Primary DCF Program * ⓘ

(Select One)

Previous Next Cancel

Privilege and Certification System

Provider Registration - Administrative Address

The system aims to capture and store the address details of registered providers. The administrative address is mandatory for all providers, and if the mailing address is different from the administrative address, it should be provided as well. Once the administrative address data is entered or confirmed, the user can select “Next” to move to the next tab.

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES DCF Privilege and Certification System

User Registration
General

Provider Registration
General
Administrative Address
Contact
Parent Organization

Submission
Submit

Administrative Office Physical Address

Address Line 1 *
2415 North Monroe Street

Address Line 2 (Optional)
Suite 400

City * Tallahassee **State *** Florida **Zip Code *** 32303

Is Administrative address same as mailing address *

Administrative Office Mailing Address

Address Line 1 *
2415 North Monroe Street

Address Line 2 (Optional)
Suite 400

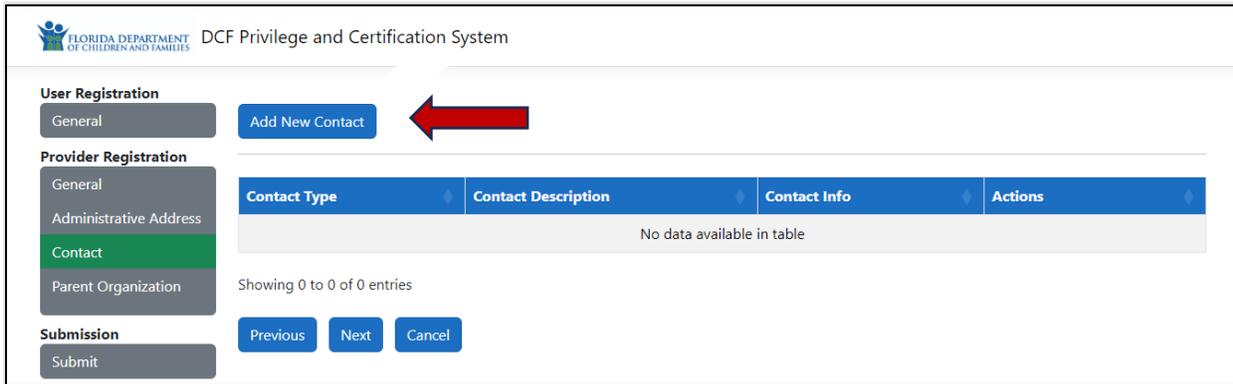
City * Tallahassee **State *** Florida **Zip Code *** 32303

Previous Next Cancel

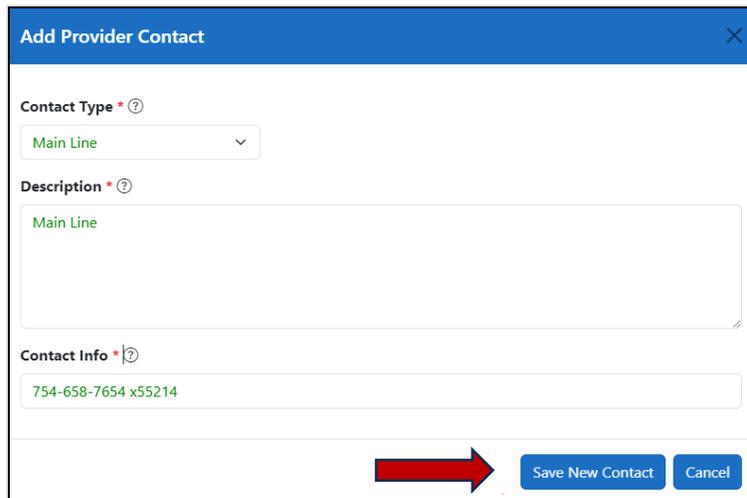
Privilege and Certification System

Provider Registration - Contact

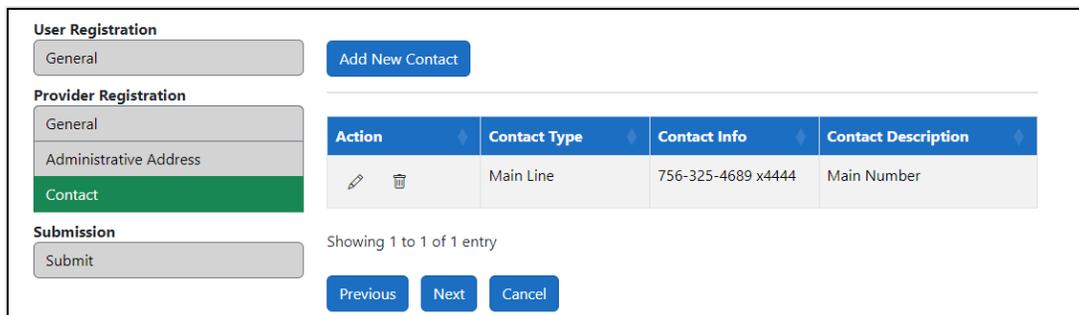
The 'Provider Registration – Contact' tab displays a list of contact methods associated with a provider. When registering a new organization, users click the "Add New Contact" option to add a new organizational contact method. The information is displayed, with interactive buttons for editing or deleting individual contact methods.



After adding the information for each new contact, users must save the information added as shown below.



Data saved is displayed in table format. Once the contact information is entered or confirmed, the user can select "Next" to move to the next tab.



Privilege and Certification System

Provider Registration - Parent Organization

The "Provider Registration - Parent Organization" tab will display only when the registered provider is identified as a subsidiary of a parent organization. Once the parent organization information is entered or confirmed, the user can select "Next" to move to the next tab.

User Registration

General

Provider Registration

General

Administrative Address

Contact

Parent Organization

Submission

Submit

Name of the Parent Organization * ⓘ

Contact Person's Name * ⓘ
Position Title *
Phone Number *
Email *
Address 1 * ⓘ
Address 2
City *
State *
Zip *

[Previous](#) [Next](#) [Cancel](#)

Privilege and Certification System

Submission - Submit

The "Submission - Submit" tab is the final step in the DCF Privilege and Certification System Provider Registration process. This tab allows a user to review and finalize their registration.

In order to submit a registration, all required fields must be completed in the "User Registration" and "Provider Registration" sections.

Scenario 1 – When required fields are missing or invalid, an error message will appear when attempting to submit the registration. Missing or invalid fields are displayed on the screen.

The user may select the "Previous" option or click on any of the other registration tabs in order to correct the relevant entry. Once the information has been corrected, the user may return to the "Submit" tab and select "Submit Registration."

The screenshot shows the "DCF Privilege and Certification System" interface. On the left, there are three main sections: "User Registration" with a "General" tab selected, "Provider Registration" with "General", "Administrative Address", "Contact", and "Parent Organization" tabs, and "Submission" with a "Submit" tab. The main content area displays the message "Please correct the following errors:" followed by a bulleted list: "The Florida Business Registration field is required.", "Provider General - Is Not For Profit is required.", and "Provider Parent Organization - City is required." Below the list is the text "This will be the text provided to the State's agreements etc prior to submitting (TBD)". At the bottom, there are three buttons: "Previous", "Submit Registration", and "Cancel".

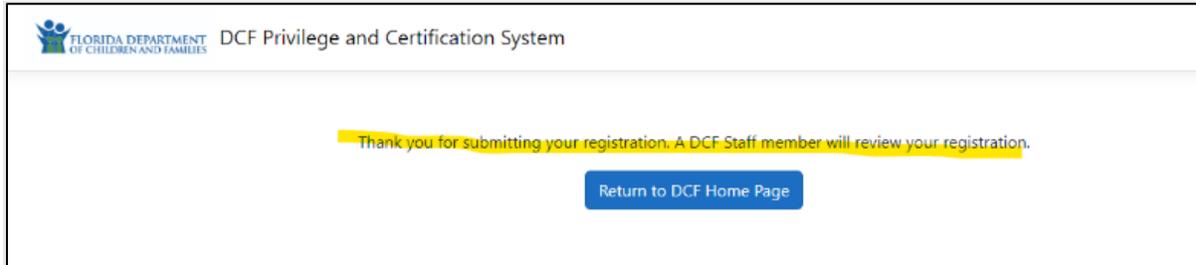
Scenario 2 – If a user decides not to proceed with the registration, the user may select the "Cancel" button, all information entered will be discarded, and the user will be redirected to the DCF Web Site. In addition, if the user navigates away from the registration screens without successfully submitting the registration, data will not be saved. The user will be required to start the registration process from the beginning, if needed.

The screenshot shows the "DCF Privilege and Certification System" interface. On the left, there are three main sections: "User Registration" with a "General" tab selected, "Provider Registration" with "General", "Administrative Address", and "Contact" tabs, and "Submission" with a "Submit" tab. The main content area displays the message: "You are accessing a State of Florida information system. By submitting your registration request, you are certifying that the information you have provided is accurate and that you have a legitimate business purpose for requesting system access. Unauthorized use of the system is prohibited and is subject to criminal and civil penalties." Below this is another message: "Please double-check the accuracy of the email address entered. We will use this in future communications with you. Following submission, you should receive an email verifying your registration has been received and is being reviewed for approval. Should you not receive this email within 24 hours, please check your SPAM folder, then contact DCF via HT@noemail.org to request an updated status." At the bottom, there are four buttons: "Previous", "Submit Registration", "Cancel", and a red arrow pointing left towards the "Cancel" button.

Privilege and Certification System

Scenario 3 – When required fields in each section are completed correctly, the user should take care to read the presented acknowledgement prior to selecting the "Submit Registration" button.

Following submission, a confirmation message will appear indicating that the registration has been successfully submitted.



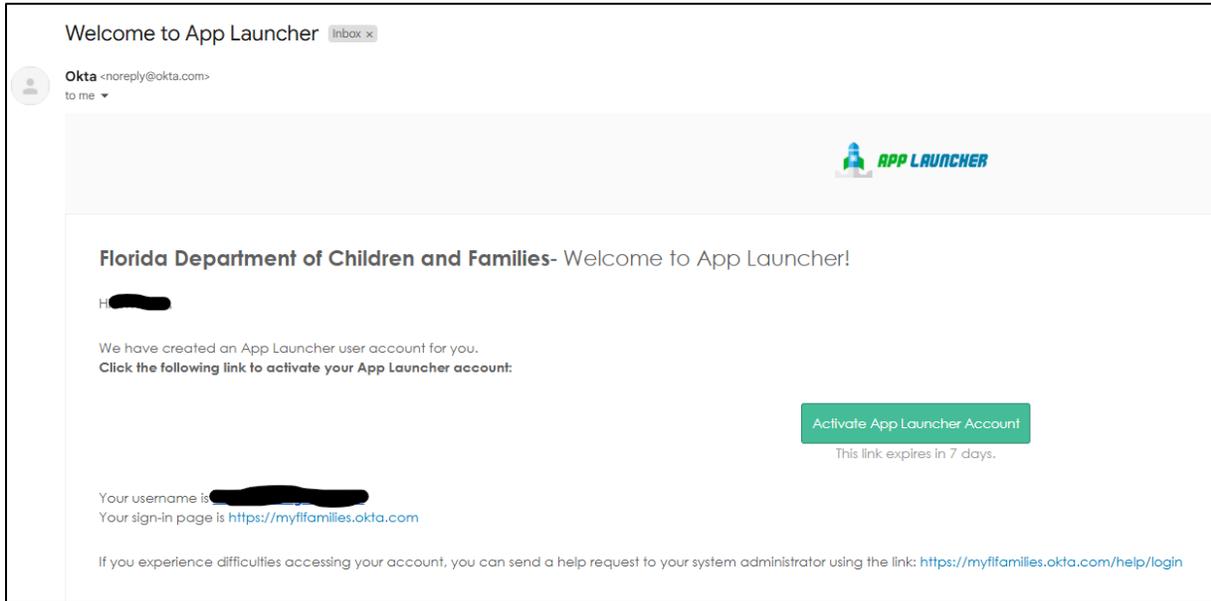
Once the user registration is received by DCF, staff will review the request and contact the registering user, if necessary, to confirm details surrounding the registration.

If user registration is approved, the user's details are forwarded to the DCF security team for configuration of the user account.

Privilege and Certification System

Account Activation

Once the user's account is established, the user will receive an email with instructions for completing their App Launcher account activation and establishing their password. That email will look like this:



Following successful account activation, the user is ready to log in to PCS through the DCF Web Site.

Provider accounts will be deactivated for lack of activity. Users should log in to the system at least once every 90 days to avoid inactivation.