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TOTS Provider Web Portal Overview

Louisiana Tracking of Time Services – TOTS Provider Web Portal is an easy to use Website which allows providers to view information about their facility, authorizations, and attendance transactions. The portal address is WWW.LATOTS.ORG.

All information is updated in real time, which means the information displayed is the most current available. The TOTS Provider Website is available to all users 24 hours a day, 7 days a week. The user is responsible for charges, if any, related to accessing the Internet (e.g., Internet service provider).

This manual is intended to be a guide for Child Care Providers who care for children authorized for the Child Care Assistance Program.

The Login screen as shown below has general information about TOTS and links to the Louisiana Department of Education website. The remainder of this User Guide describes the LA TOTS Provider website features and functions.
TOTS Provider Website Information

This section describes the information screens that a Child Care Provider can use to access information about authorized children, transactions, reports and the process for changing their password.

TOTS Provider Portal Security

The first time a user logs into the TOTS Provider Portal, he/she will use their 9-digit provider number and the 5-digit zip code of their facility. Users will be prompted to change their password at the time of their initial login, and then again every 30 days.

Password requirements

- Require minimum one (1) lower case alpha
- Require minimum one (1) upper case alpha
- Require minimum one (1) number
- Require minimum one (1) special characters ( _, #, $ )
- Require password change every 30 days
- Minimum password length is (8) eight characters
- Maximum password length is 10 characters
- Cannot contain Login ID

Users must login at least once every 90 days or their account will disabled.

If a user attempts three (3) bad login ID or Password he/she will be locked out and will need to create a new password.

Forgot Password

User will be able to create a new password if they forget their existing password. Follow these steps:

1. On TOTS screen click on “Forgot Password” link
2. Enter your 9-digit Provider User Id in the Security Question screen.

3. Enter your Security Answer in the next screen and select “Submit”.

4. After Security Question has been answered correctly, the Change Password Screen will display.
5. Enter the new password twice and select Submit.

Changing Your Password

Providers will be required to change their password every 30 days as a security measure. To change the password:

1. Click on Admin then select “Change Password”
2. The User Password Change screen displays, enter the new password twice, then click “Submit”.

![Password Change Screen](Image)

3. The User Profile screen displays prompting the user to answer their security question, then to confirm the answer. Click Submit to complete the password change.

After a successful login to www.latots.org, the Provider Profile is displayed. However, if there is a broadcast message from LDE, the provider will be taken to the Broadcast Message screen instead.
Providers should contact the Department of Education for any updates to their Provider Profile.

Security Questions

The security questions and answers can be changed after logging into the portal.

1. Select the Update User Profile option from the ADMIN menu

2. Select a Security Question from the drop down box and enter the same answer twice. Press Submit to save the changes.

General Navigation

There are (6) six possible Navigation buttons at the bottom of the screen depending on which screen or report the provider is currently viewing:
The options on the Menu Bar remain the same.

**Results and Navigation Controls**

All of the report screens provide the following results and navigation controls:
The initial section describes the number of results returned from the search/report and controls the number of results displayed on each screen (use the dropdown box).

The second line of controls provides navigation buttons which move the user back and forth between results screens and/or directly to a specified screen.

The Excel icon provides the ability to export the results in CSV format compatible with Excel and other spreadsheets.

The PDF icon provides the ability to export the return results in PDF format.

The magnifying glass executes the filter criteria while the recycle button clears the filter criteria.

**Filtering**

Information is generally provided in grid or table layout. Between the navigation section and the column headings is the Filter area represented by grey boxes – one for each column that is filterable.

By entering text in a filter box and pressing Enter or clicking the magnifying glass, the system will filter the results to only those that match the filter criteria. For instance, inputting the name “Smith” in the Child Name filter box will cause the list to only display children with “Smith” in their names.

Multiple filters can be active at the same time. For example, filter on Child Name = “Smith” and Entry D/T = “01/01/2016” would display only children with transactions entered on January 01, 2016.

To clear the filters and return the results to the original state, use the recycle button.

**Sorting**

The information displayed in tables can be sorted using the column names. Clicking on a column name will initially cause the results to be sorted in ascending order on the selected column. Clicking on the same column again will cause the results to be sort in descending order. You can tell which column is sorted and in what direction by a
triangle displayed next to a specific column. This example is sorted by Child Name in ascending order.

Clicking a sorted column name a third time will turn off the sort for that column.
Provider Profile

The Provider Profile screen can be accessed at any time while using the Provider Web Portal by:

1. Clicking the TOTS logo in the top left corner of the screen

2. Clicking the DETAILS button in the lower left corner of the screen.

3. Clicking the HOME menu option in the upper left side of the screen in the menu bar.
Authorizations

The Provider Authorization Report displays a list of authorizations for the currently logged in Provider. Functionality allows the Provider to successively drill down into more detail for each authorization.


2. Click on the ‘Authorization Number’ to display the Authorization Profile screen for a specific Child.
3. The ‘Authorization Profile’ screen lists all the authorizations connected to a particular child as shown on the following screen. These authorization detail sections are collapsed when the screen is opened. Click on the desired authorization number or “+”/plus sign to expand the desired authorization details section.
### Person Information
- **Time and Attendance #:** 011501013641
- **Child #:** 01
- **Child Name:** ChildFirstName ChildLastName
- **SSN #:** 661-16-5590
- **DOB:** 16/08/2007

### Address Information
- **Address:** Carel AddressLine1
- **City:** GREENBURG
- **State:** LA
- **Zip:** 77561
- **Phone:** 328-314-8131

### Authorization Information
- **Status:** Open
- **Begin Date:** 01/01/2016
- **End Date:** 09/01/2016
- **Authorization #:** 12345678900000
- **Provider Name:** Provider2 facility name
- **Provider #:** 0202035652
- **License #:** 0000000000
- **SSN:** 555-45-5452
- **Federal Tax ID:** 720-71-4912
- **Address:** Provider2 addressLine1
- **City:** SAVAN
- **State:** LA
- **Zip:** 12345
- **Phone:** 123-456-7891

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4.
Broadcast Messages

Broadcast Messages from the LDE can be sent to the Provider POS device as well as the Provider Web Portal. Broadcast messages have expiration dates set by LDE. When a message reaches its expiration date it will no longer display on the Portal.

1. To display the current broadcast messages, click the BROADCAST MSG button at the bottom of the screen.
Reports

The following reports are available to Providers through the Web Portal.

Swipe Exceptions Report

1. To view the Swipe Exceptions Report, click on ‘Reports’ in the Main menu and select “Swipe Exceptions Report”.

2. You may select a specific date or the previous 10-days to view the Exceptions Detail.
3. The Exceptions Detail Report for the selected date range is generated and displayed.

4. Clicking the Authorization # field will display the selected Authorization Profile screen.
Attendance Summary Report

1. To view the Attendance Summary Report, click on ‘Reports’ in the Main menu and select “Attendance Summary Report”.

2. Enter the report date range you wish to view and press the SEARCH button.
3. The Attendance Summary report for the selected date range is generated and displayed.

4. Click on a child’s name in the Attendance Summary Results screen, to view the Authorization Profile Screen for that particular child.
### Authorization Profile

**Person Information**
- Time and Attendance #: 01022874513
- Child #: 02
- Child Name: TESTWj, TESTWm, TESTWn
- SSN #: 479-02-2330
- DOB: 03/31/1995

**Address Information**
- Address: TEST1K
- TEST1R
- City: BATON ROUGE
- State: LA
- Zip: 70816
- Parish: 17
- Phone: 985-253-5611

<table>
<thead>
<tr>
<th>Authorization</th>
<th>Status</th>
<th>Begin Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0007548830001</td>
<td>Open</td>
<td>07/25/2016</td>
<td>07/31/2016</td>
</tr>
<tr>
<td>0007548840001</td>
<td>Open</td>
<td>08/07/2016</td>
<td>08/31/2016</td>
</tr>
</tbody>
</table>

**Authorization Information**
- Status: Open
- Received Date: 07/28/2016 22:38:48
- Begin Date: 08/07/2016
- End Date: 08/31/2016
- Authorization Type: F7
- Authorized Units: 22
- Utilized Units: 9.0
- Remaining Units: 13.0

**Provider Information**
- Provider Name: TESTmBF
- Provider #: 022013704
- License #: 000016142
- SSN: 432-62-9277
- Federal Tax ID: 464-44-6566
- Address: TESTmO
- TESTWb
- City: BATON ROUGE
- State: LA
- Zip: 70807
- Parish: 17
- Phone: 225-927-6169
Attendance Report

1. To view the Attendance Report, click on ‘Attendance Report’ button in the lower part of the screen.

2. By default, the Attendance Report displayed is for the current calendar month.

3. Use the Reporting period dropdown box to select a different calendar month to view. Click the SEARCH button to display the selected calendar month information.

Report Legend
<table>
<thead>
<tr>
<th>Color Code</th>
<th>Letter Code</th>
<th>Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Y</td>
<td>Matched Attendance</td>
<td>At least one complete matched attendance pair (check in/out) exists on this date for this authorization.</td>
</tr>
<tr>
<td>Red</td>
<td>I</td>
<td>Incomplete Attendance</td>
<td>At least a check in OR check out is recorded for this date for this authorization.</td>
</tr>
<tr>
<td>Blue</td>
<td></td>
<td>Authorized Period</td>
<td>This date is authorized for care and no attendance has been recorded. This does not indicate if there are available units.</td>
</tr>
<tr>
<td>White</td>
<td></td>
<td>Discontinued Period</td>
<td>This date is NOT authorized for care and no attendance has been recorded.</td>
</tr>
</tbody>
</table>
Transactions Report

1. At the bottom of any screen click on the 'Transaction' button.

2. The ‘Provider Transaction Search’ screen displays. Enter the date range for the Transaction Report and select SEARCH.

3. The Provider Transaction Report is displayed with all transactions for the provider recorded for the specified date range.

4. Clicking the Child Name will display the Authorization Profile screen for the selected child.
Activity Report

The Activity Report displays the current day’s attendance transaction activity.

1. Click the ACTIVITY button at the bottom of the screen to display the Provider Activity Report.