

How to View Payment History

[For care provided July 1, 2024 and forward]

Provider Portal

 King County

Best Starts for

KIDS Child Care
SUBSIDY


brightspark
early learning services

Start by logging into your Provider Portal.

If you need assistance with this step, please refer to the slides at the end of this PowerPoint. Thanks.



Once you've logged in you'll see the program name, address, any unsigned Subsidy Payment Agreement forms, and below that, a handful of items under "Tasks" and "Menu".

The screenshot shows the user interface of the Best Starts for Kids Child Care Subsidy portal. At the top left is the King County logo and the text "Best Starts for KIDS Child Care SUBSIDY". Below this is a blue header bar with "Welcome, [redacted]". A "Home" link is visible. The main content area contains a welcome message: "WELCOME TO THE BEST STARTS FOR KIDS CHILD CARE SUBSIDY PORTAL! HERE, YOU'LL HAVE ACCESS TO MULTIPLE FORMS RELATED TO CHILD CARE SUBSIDIES. SOME FUNCTIONS MAY CURRENTLY BE UNAVAILABLE." Below this is a table with two columns: "Agency Name" and "Address". The table contains one row with the data: "A 4 Apple Learning Center" and "323 23rd Avenue South, Seattle, WA 98144". At the bottom of the screenshot, there is a link: "Currently Pending Payment Authorizations (Please click on parent or child's name to open the Subsidy Payment Authorization)." The table data is as follows:

Agency Name	Address
A 4 Apple Learning Center	323 23rd Avenue South, Seattle, WA 98144

Access to viewing subsidy payments made for care provided July 1, 2024 and following is found in the “Menu” section, on the item “Family Subsidy & Payment History”.

The screenshot shows a user interface with two main sections: 'Tasks' and 'Menu'. The 'Tasks' section contains three buttons: 'Review Payment Authorizations', 'Attendance Log & Request for Payments', and 'Upload Files'. The 'Menu' section contains six buttons: 'My Agency's Details', 'Family Subsidies & Payment History', 'My Agency's Contacts', 'My Families', 'Contact BrightSpark', and 'Program Rates'. A large yellow arrow points down from the top of the page to the 'Family Subsidies & Payment History' button, which is highlighted with a yellow background. At the bottom of the page, there is a footer with the text 'King County Best Starts for KIDS Child Care Subsidy' on the left and links for 'Privacy Policy', 'Disclosures', and 'Legal Notices' on the right.

After clicking on



You'll be taken to this page...

Home | Family Subsidies and Payment History

Filters

All payment amounts are listed by the month of care the subsidy payment was issued for. Payments appear on this list once they are sent to the finance department for payment. When fresh payment information is listed, please allow for 5-7 business days for processing and an additional 2 business days for funds to be available at your financial institution, payments may take an additional time during holidays and company closures.

Child Name

Date Range through

Search

CHILD NAME	CLIENTID	AGE CATEGORY	BEGIN - END DATES	PROVIDER NAME	DATE SENT TO FINANCE	PAYMENT AMT
[REDACTED]	[REDACTED]	School Age	11/1/2025 - 11/30/2025	A 4 Apple Learning Center	1/23/2025	\$0.00
[REDACTED]	[REDACTED]	School Age	10/1/2025 - 10/31/2025	A 4 Apple Learning Center	1/23/2025	\$1,240.00
[REDACTED]	[REDACTED]	School Age	9/1/2025 - 9/30/2025	A 4 Apple Learning Center	1/23/2025	\$1,240.00
[REDACTED]	[REDACTED]	School Age	6/1/2025 - 6/30/2025	A 4 Apple Learning Center	1/23/2025	

English

Information on this page includes:

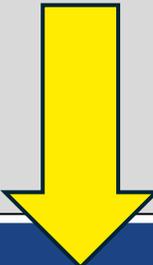
CHILD NAME	CLIENTID	AGE CATEGORY	BEGIN - END DATES	PROVIDER NAME	DATE SENT TO FINANCE	PAYMENT AMT
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- Child Name** Shown as Last Name, First Name
- Client ID** This is the same child Client ID which is listed on the emailed payment statements
- Age Category** Age group used for payment purposes: Infant, Toddler, Preschool, or School-Age
- Begin-End Dates** This is the month or partial month of care for which the subsidy is applied
- Provider Name** Name of the program or FCC licensee name
- Date sent to Finance** Date funding formally requested for finance team to issue
- Payment Amount** Amount paid for that child, for that month, to the listed provider

CHILD NAME	CLIENTID	AGE CATEGORY	BEGIN - END DATES	PROVIDER NAME	DATE SENT TO FINANCE	PAYMENT AMT
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Please note that “date sent to finance” is not the same as the date the payment was issued.

Our payment system does not report back to our case management system. This means we cannot use the portal tool to list the date the payment was processed/issued. The date listed under “sent to finance” is the date the funds were formally requested. More info in this section in blue.



ⓘ All payment amounts are listed by the month of care the subsidy payment was issued for. Payments appear on this list once they are sent to the finance department for payment. When fresh payment information is listed, please allow for 5-7 business days for processing and an additional 2 business days for funds to be available at your financial institution, payments may take an additional time during holidays and company closures. ∨∧ Filters

The payment information can be filtered by child and/or by the date of care provided.

For example, maybe we want to see only payments for September and October 2024 care.

- Add the START and END dates into the “Date Range” bubbles.
- Select SEARCH

⌵ Filters

💡 All payment amounts are listed by the month of care the subsidy payment was issued for. Payments appear on this list once they are sent to the finance department for payment. When fresh payment information is listed, please allow for 5-7 business days for processing and an additional 2 business days for funds to be available at your financial institution, payments may take an additional time during holidays and company closures.

Child Name

Date Range through

CHILD NAME	CLIENTID	AGE CATEGORY	BEGIN - END DATES	PROVIDER NAME	DATE SENT TO FINANCE	PAYMENT AMT
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In the case of this testing sample, three payment entries were found, all for care in the month of September.

v^ Filters

💡 All payment amounts are listed by the month of care the subsidy payment was issued for. Payments appear on this list once they are sent to the finance department for payment. When fresh payment information is listed, please allow for 5-7 business days for processing and an additional 2 business days for funds to be available at your financial institution, payments may take an additional time during holidays and company closures.

Child Name

Date Range through

[Search](#)

CHILD NAME	CLIENTID	AGE CATEGORY	BEGIN - END DATES	PROVIDER NAME	DATE SENT TO FINANCE	PAYMENT AMT
Bamboo, Green Panda	1048100	Preschool	9/1/2024 - 9/20/2024	A 4 Apple Learning Center	11/7/2024	\$754.24
Test, BSK Child	1046635		9/1/2024 - 9/30/2024	A 4 Apple Learning Center	12/12/2024	\$0.00
Test, Cotton	25422	School Age	9/1/2024 - 9/30/2024	A 4 Apple Learning Center	12/12/2024	\$1,240.00

1

Results Per Page:

[Done](#) [English](#)

Filtering by date sorts by the month of care that the payment was issued for.

We do not currently have the ability to search by the date the payment was “sent to finance”.

📍 All payment amounts are listed by the month of care that the subsidy payment was issued for. Payments appear on this list when they are sent to the finance department for payment. When fresh payment information is listed, please allow for 5-7 business days for processing and an additional 2 business days for funds to be available at your financial institution, payments may take an additional time during holidays and company closures.

Child Name

Date Range through

CHILD NAME	CLIENTID	AGE CATEGORY	BEGIN - END DATES	PROVIDER NAME	DATE SENT TO FINANCE	PAYMENT AMT
Bamboo, Green Panda	1048100	Preschool	9/1/2024 - 9/20/2024	A 4 Apple Learning Center	11/7/2024	\$754.24
Test, BSK Child	1046635		9/1/2024 - 9/30/2024	A 4 Apple Learning Center	12/12/2024	\$0.00
Test, Cotton	25422	School Age	9/1/2024 - 9/30/2024	A 4 Apple Learning Center	12/12/2024	\$1,240.00

Results Per Page: 50 English

Filtering can also be done by child.

- Clear information from any filters already applied and click SEARCH to return to a display of all subsidy payments (for July 2024 and forward).
- Here, the new search is for payments made for the child “Green Panda”.

ⓘ All payment amounts are listed by the month of care the subsidy payment was issued for. Payments appear on this list once they are sent to the finance department for payment. When fresh payment information is listed, please allow for 5-7 business days for processing and an additional 2 business days for funds to be available at your financial institution, payments may take an additional time during holidays and company closures.

Child Name

Date Range through

CHILD NAME	CLIENTID	AGE CATEGORY	BEGIN - END DATES	PROVIDER NAME	DATE SENT TO FINANCE	PAYMENT AMT
Bamboo, Green Panda	1048100	Preschool	12/1/2024 - 12/31/2024	A 4 Apple Learning Center	12/18/2024	\$754.24
Bamboo, Green Panda	1048100	Preschool	9/1/2024 - 9/20/2024	A 4 Apple Learning Center	11/7/2024	\$754.24

1

Results Per Page:

How to log into the Provider Portal...



The slides after this page show how to log-into the provider portal and have been included in case any one using this HOW TO also needs this support or reference.

The link for the
Provider Portal is:

https://prod.caseworkhy.com/CCR_prod-CCRProviderPortalUnAuth.portalnew

King County
Best Starts for
KIDS Child Care
SUBSIDY

Welcome to the Best Starts for Kids Child Care Subsidy Provider Portal

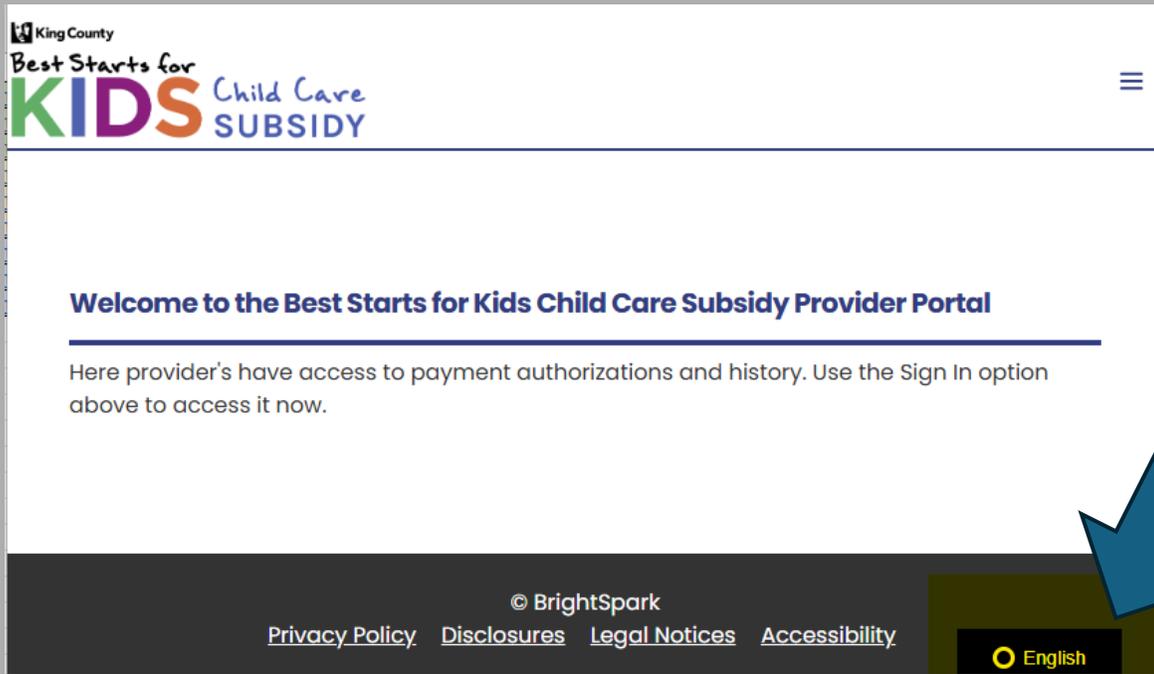
Here providers have access to payment authorizations and history. Use the Sign In option above to access it now.

© BrightSpark
[Privacy Policy](#) [Disclosures](#) [Legal Notices](#) [Accessibility](#) English



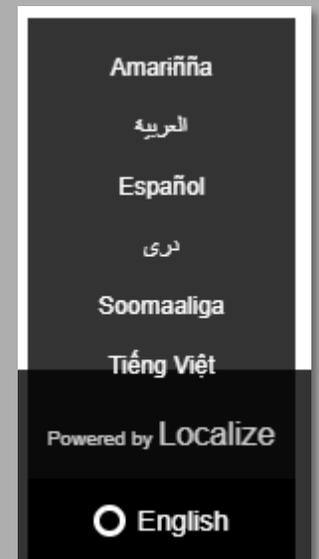
Payment History – Provider Portal

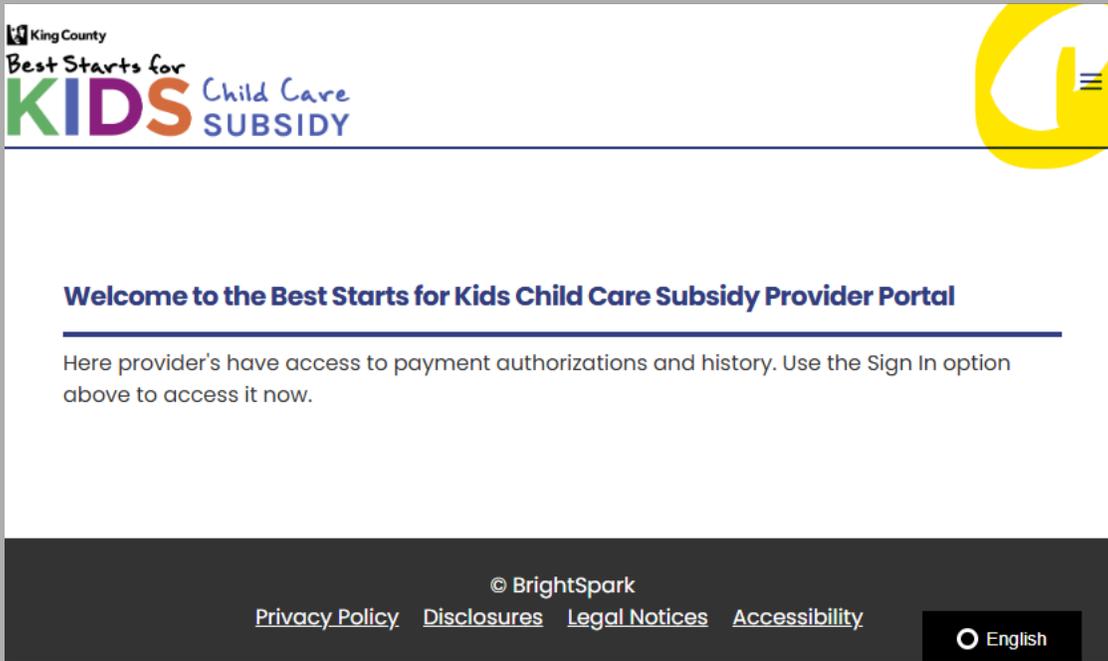




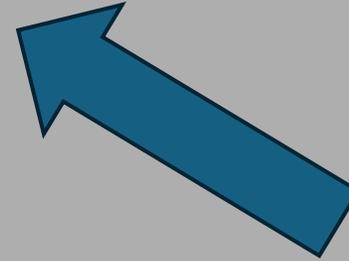
You can change the preferred language by clicking where it says ENGLISH in the lower right-hand corner

These are the available languages



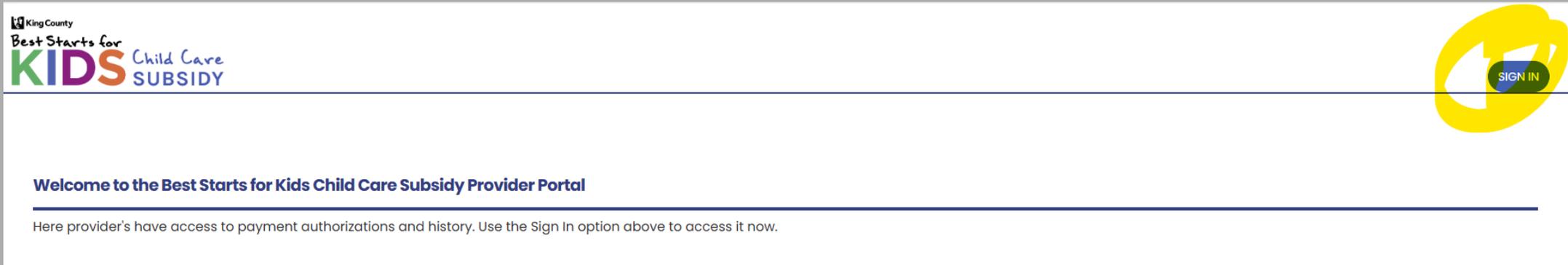


Sign-in



Your screen will look like one of these images depending on what device you are using

Click on either the 3 lines or where it says SIGN IN



This takes you to a sign-in page used by both providers and families.

Your USERNAME is the email address on file for your child care program. If you have questions regarding which email address this is, please contact us at providers@bskchildcare.org or (206) 339-5570.

Upon request, we can add additional email addresses for multiple staff at a child care program.

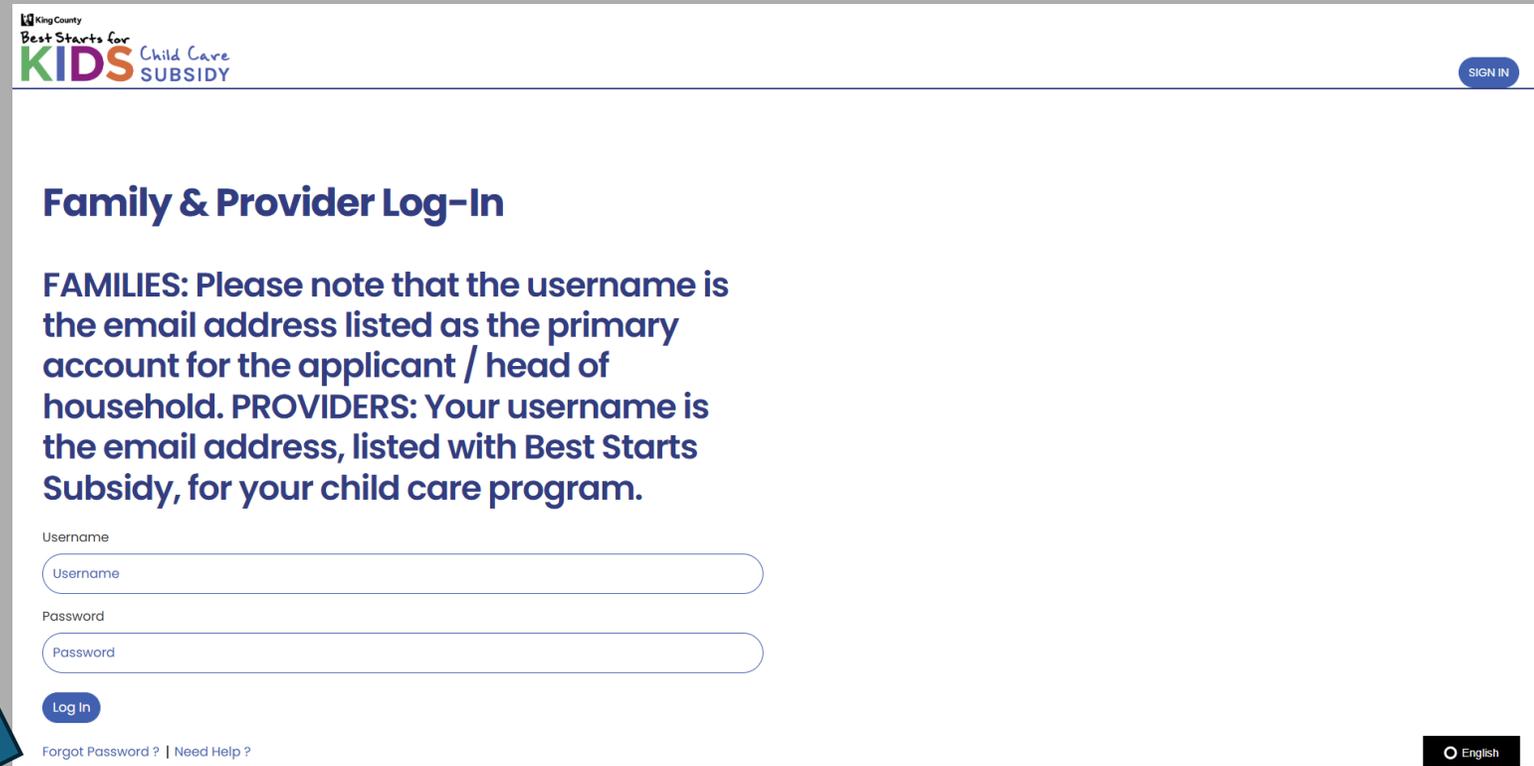
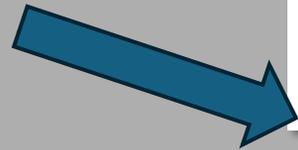
The screenshot shows the login page for the King County Best Starts for Kids Child Care Subsidy. At the top left is the logo with the text "King County Best Starts for KIDS Child Care SUBSIDY". At the top right is a "SIGN IN" button. The main heading is "Family & Provider Log-In". Below this, there is a notice: "FAMILIES: Please note that the username is the email address listed as the primary account for the applicant / head of household. PROVIDERS: Your username is the email address, listed with Best Starts Subsidy, for your child care program." There are two input fields: "Username" and "Password". Below the fields is a "Log In" button. At the bottom left, there are links for "Forgot Password ?" and "Need Help ?". At the bottom right, there is a language selector for "English".

Setting Your Password

Select **FORGOT PASSWORD** to be taken to a page where you can set your password.

Please keep your password in a safe space. BrightSpark staff cannot see your saved password.

If you forget the password you created, you'll need to use **FORGOT PASSWORD** to re-set it.



King County
Best Starts for
KIDS Child Care
SUBSIDY

[SIGN IN](#)

Family & Provider Log-In

FAMILIES: Please note that the username is the email address listed as the primary account for the applicant / head of household. **PROVIDERS:** Your username is the email address, listed with Best Starts Subsidy, for your child care program.

Username

Password

[Log In](#)

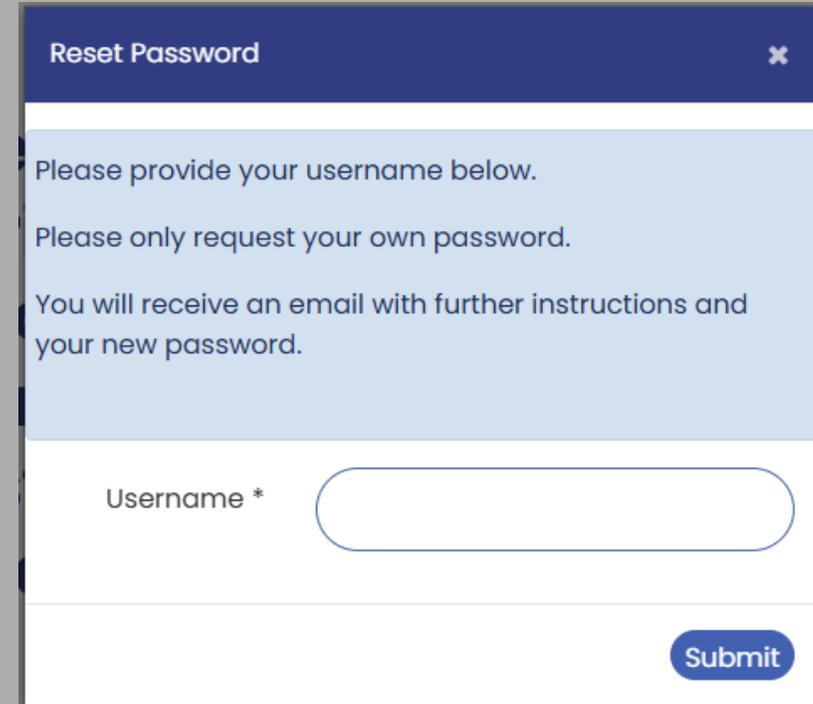
[Forgot Password ?](#) | [Need Help ?](#)

[English](#)

When you select FORGOT PASSWORD you'll be taken to a screen similar to this.

Please enter the email address associated with your child care program. Then select SUBMIT.

You'll then be asked to type in the password you wish to use for logging into the Provider Portal.



The screenshot shows a 'Reset Password' dialog box with a dark blue header and a close button (X) in the top right corner. The main content area has a light blue background and contains the following text: 'Please provide your username below.', 'Please only request your own password.', and 'You will receive an email with further instructions and your new password.' Below the text is a white input field with a blue border, labeled 'Username *'. At the bottom right of the dialog is a blue 'Submit' button.

Or, your password re-set screen may look like this.

Change Password ✕

Your temporary password must be set to a new password.
The Password must be between 6 and 20 characters long; include one capital letter, include one number and one special character. i.e.
(!@#\$\$%^&*{ } \ \ /)

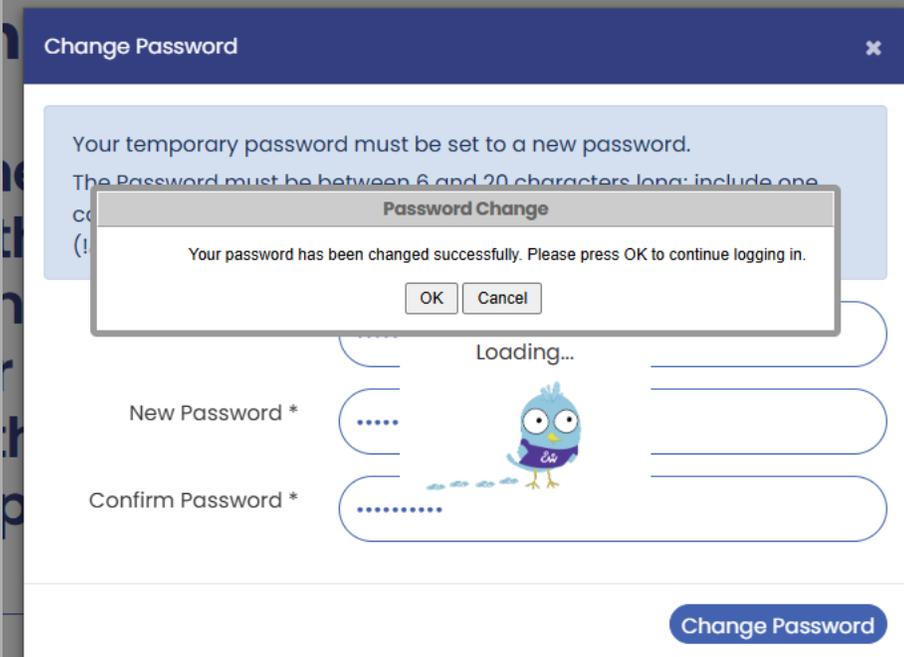
Password *

New Password *

Confirm Password *

[Change Password](#)

Click OK after receiving the password successfully reset message



The screenshot shows a web interface for changing a password. At the top, a dark blue header contains the text "Change Password" and a close button (X). Below the header, a light blue box contains instructions: "Your temporary password must be set to a new password. The Password must be between 6 and 20 characters long; include one...". A white dialog box with a grey border is centered on the screen, titled "Password Change". It contains the message "Your password has been changed successfully. Please press OK to continue logging in." and two buttons: "OK" and "Cancel". Below the dialog box, the form has two input fields: "New Password *" and "Confirm Password *", both with masked characters (dots). A "Loading..." indicator and a cartoon blue bird character are positioned between the two input fields. At the bottom right of the form, there is a blue button labeled "Change Password".

Welcome, **PortalAppleUser PortalAppleUserLast**

Manage Login: A 4 Apple Learning Center |

[Home](#)

WELCOME TO THE BEST STARTS FOR KIDS CHILD CARE SUBSIDY PORTAL!

HERE, YOU'LL HAVE ACCESS TO MULTIPLE FORMS RELATED TO CHILD CARE SUBSIDIES.

SOME FUNCTIONS MAY CURRENTLY BE UNAVAILABLE.

[Agency Name](#)

[Address](#)

A 4 Apple Learning Center

323 23rd Avenue South, Seattle, WA 98144

Currently Pending Payment Authorizations (Please click on parent or child's name to open the Subsidy Payment Authorization).

Children Name(s)	Parent or Guardian Name	Time Frame	Status
Test, Cotton;	Test, CottonHOH	01/01/24 - 12/31/24	Pending Provider Signature

Success! 😊

If you reach a screen similar to this, you are “in”. Please return to the first group of slides to learn about accessing the Payment History information.