



# Logging in to Child Development Division Family Portal

A Guide for Parents

# User Guide

The purpose of this guide is to provide instructions for parents logging into the Child Development Division's Family Portal.

# Welcome Email

## Have a myVermont account?

- Click the link in the welcome email to log in:
- [Family Portal direct link](#)

## Brand new myVermont user?

- An additional activation email will be sent (pictured on next slide):
- [MyVermont home page link](#)

Dear MyVermontParent CDDIS,

An eligibility specialist started a Vermont Child Care Financial Assistance Program (CCFAP) application for your family. We have set up an account for you within the Child Development Division Information System (CDDIS), which will allow you to see your application, information about your case, and any notices or messages from your eligibility specialist.

### Accessing the CDDIS Family Portal

- **Already have a [myVermont](#) account?**

Go to <https://childcare.vermont.gov>. Use the same email and password you have set up for your myVermont account to log in to the CDDIS Family Portal.

- **Don't have a current myVermont account?**

You will receive a separate email from [noreply@my.vermont.gov](mailto:noreply@my.vermont.gov) that will provide you with a link to activate your account. Use the link to activate your new myVermont account within one week. You can then log into the [CDDIS Family Portal](#).

### Questions

- If you do not receive an email to activate your account or have trouble accessing your account, please submit a [CDDIS Help Desk Request](#).
- For questions about your CCFAP benefits, please contact your eligibility specialist at your local [Community Child Care Support Agency](#).

Thank you,

Vermont Department for Children and Families, Child Development Division

# New to myVermont

**New to myVermont?** You will receive a second email:

- Click the blue 'Activate account' button to activate your myVermont account and continue the login process.



To verify your email address and activate your account, please click the following link:



This link may be used only once.

Or enter the verification code: **933626**

This link expires in 30 minutes

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This is an automatically generated message from State of Vermont. Replies are not monitored or answered.

# Verifying your myVermont account

After the account has been created, you will need to verify it by accessing the email you provided to create the account.

**Note** - It is **important** to verify your email within **30 minutes** to avoid getting locked out of your account.

If you get locked out, reach the [CDDIS Help Desk](#) here, or by going to the bottom of the CDD home page.



**Verify with your email**

 hasmv@sovccdis.testinator.com

We sent an email to **hasmv@sovccdis.testinator.com**. Click the verification link in your email to continue or enter the code below.

[Enter a verification code instead](#)



# Create a Password

After you verify your account, you will be prompted to set up a password

## Set up security methods

 npnmv@sovcd dis.testinator.com

Select an MFA option to proceed. If you have already selected one, you can select additional for more options during future log ins, or you can click continue to proceed.

### Set up required




Password


Choose a password for your account  
Used for access

[Set up](#)

VERMONT




### Set up password

 npnmv@sovcd dis.testinator.com


Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Password can't be the same as your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Enter password

..... 

Re-enter password

..... 

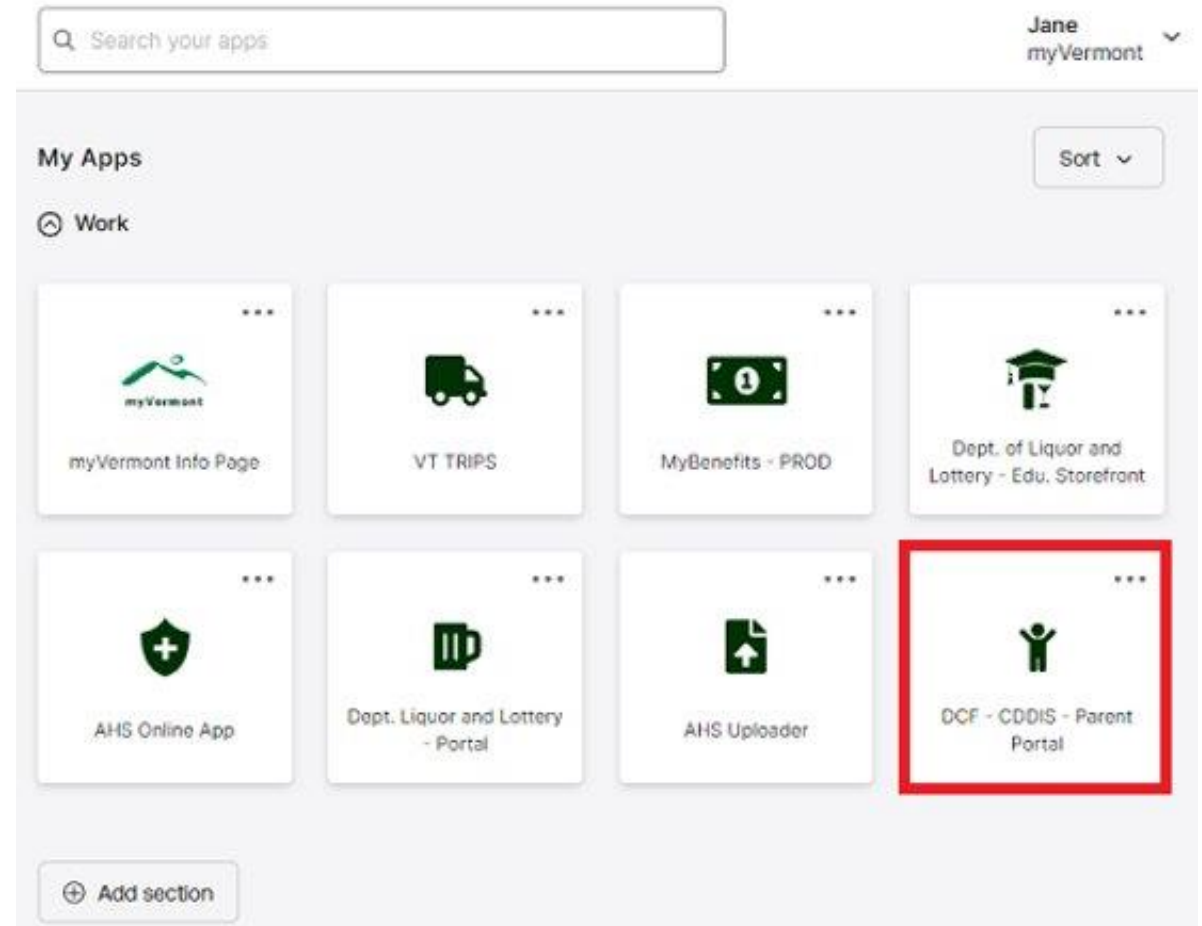
[Next](#)

[Return to authenticator list](#)

[Back to sign in](#)

# Temporary Landing Page

**Click DCF – CDDIS – Parent Portal to log in**

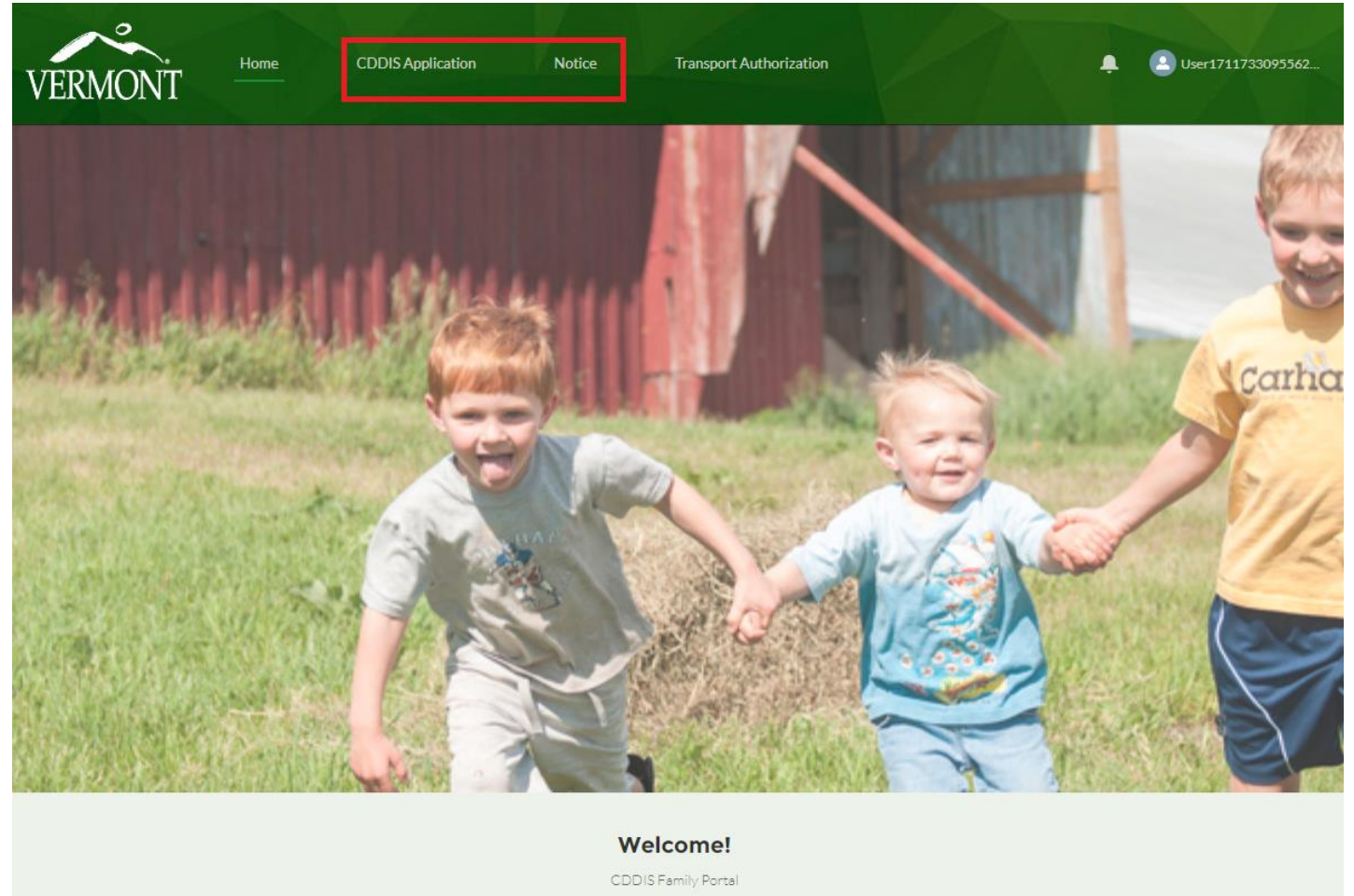


# Family Portal

You have reached the Family Portal, where you can:

- View Application
- View Notices
- View Transport Authorizations

**Log out** by clicking on your username (upper right-hand corner) and selecting 'Log Out' to securely end your session

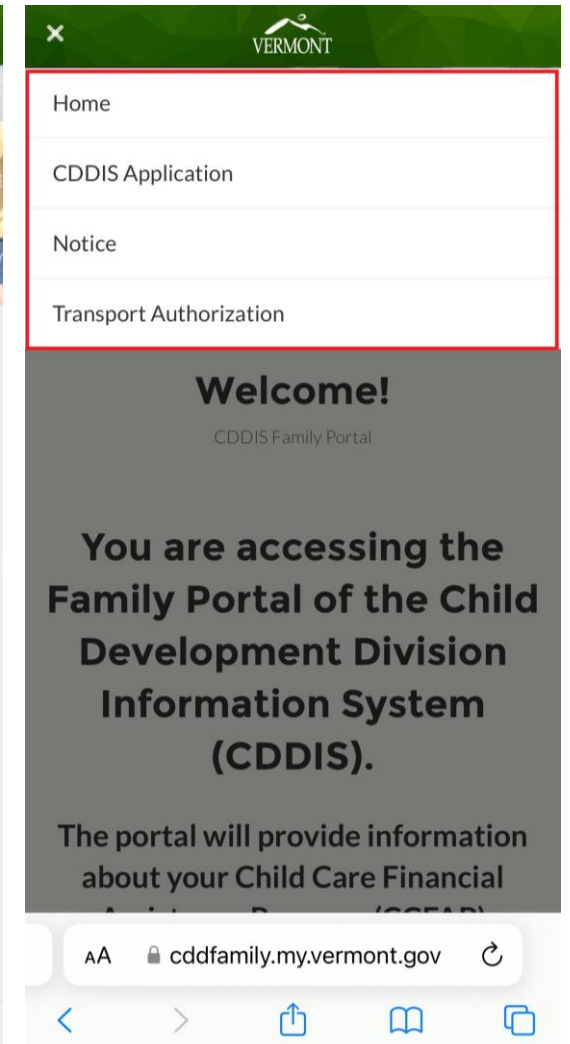




# Mobile View - Family Portal

To access more tabs, click the hamburger (three stacked lines in the upper lefthand corner)

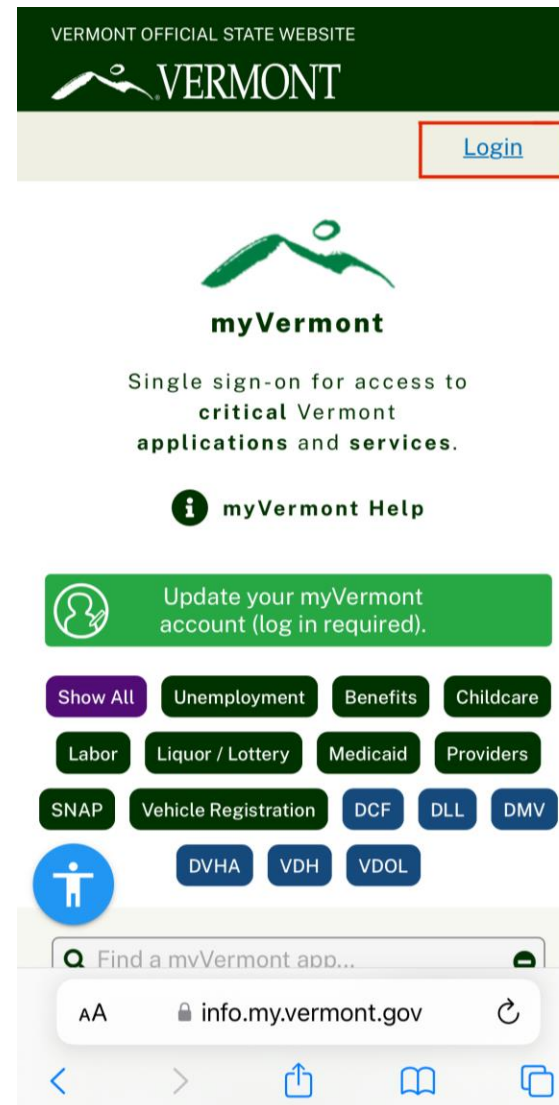
**Log out** by clicking the profile picture in the upper right-hand corner and selecting 'Log Out' to securely end your session



# Mobile View - myVermont

You can log in to myVermont with a mobile device by visiting the same website: [myVermont home page](#)

To log in, **click** the 'login' link in the upper right-hand corner (outlined in red in the image to the right)



# Bookmark Links

Link to myVermont home page: <https://info.my.vermont.gov/>

Link to Family Portal: <https://childcare.vermont.gov/>

Link to CDDIS Help Desk: <https://cddhelp.my.vermont.gov>

**Note** - Your username and password are the same for myVermont and the CDDIS Family Portal

# Thank you for viewing this guide!





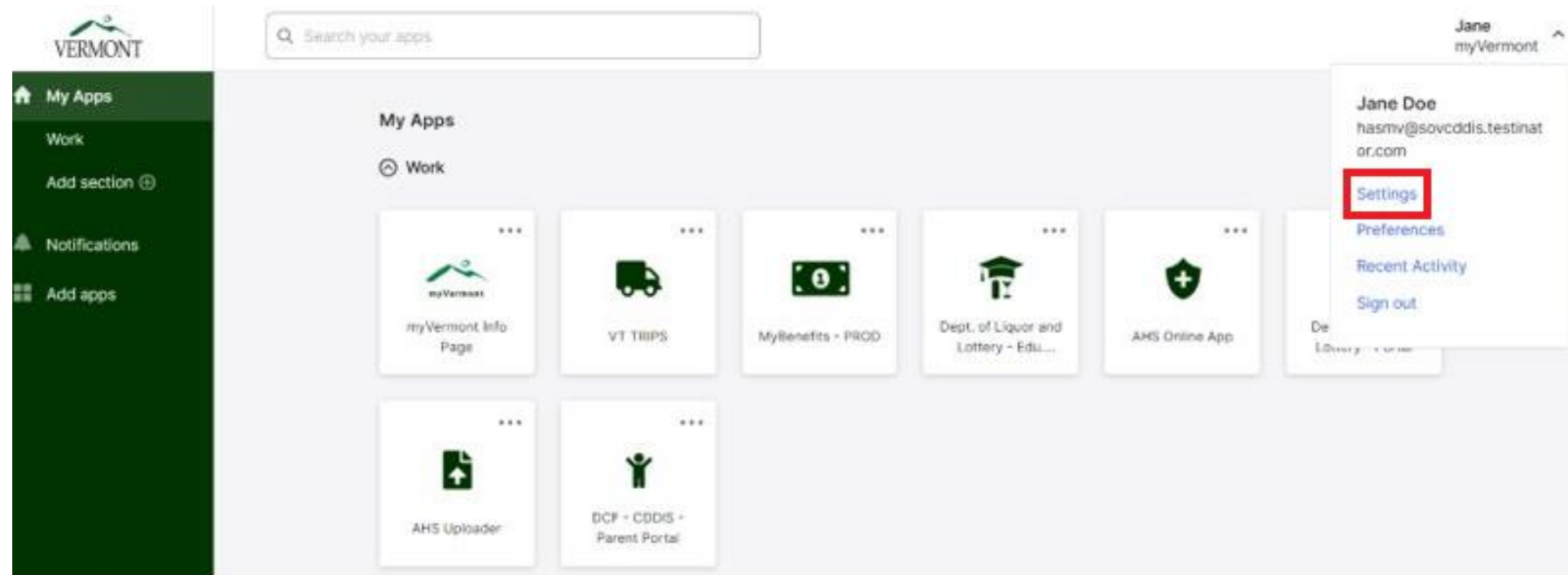
# Tips and Tricks

Additional Information for Parents

# Temporary: Edit Your Information in myVermont

Access settings in the upper right-hand corner dropdown to update:

- Name
- Email
- Phone number
- Password



# Settings

The screenshot shows the myVermont settings interface. At the top left is the VERMONT logo. A search bar contains the text "Search your apps". The user's name "Jane myVermont" is in the top right. A dark green sidebar on the left contains navigation options: My Apps, Work, Add section (+), Notifications, and Add apps. The main content area is titled "Account" and features a "Personal Information" section with an "Edit" button highlighted by a red box. The Personal Information section lists: First name (Jane), Last name (Doe), Okta username (hasmv@sovcd dis.testinator.com), Primary email (hasmv@sovcd dis.testinator.com), and Primary phone. Below this is a "Display Language" section with an "Edit" button. To the right, the "Security Methods" section includes a "Reset" button for the password. The "End All Sessions" section includes a "Sign out" button.

**Note** – Reach out to your eligibility specialist after making any changes, so they can make sure this change is applied everywhere in the CDDIS Portal.

# Locked Account

3 failed password attempts will lock your account for **30 minutes**.

## User Options

- **Wait** 30 minutes and try again with the correct password
- **Wait** 30 minutes and **request a new password**. Enter your email first, then select 'Forgot password?'
  - **Note** – If you request a new password before 30 minutes has passed, a password reset email will not be sent out

Verify with your password

 hasmvdelays@sovcddis.testinator.com

Password

Verify

[Forgot password?](#)

[Back to sign in](#)



# Request New Password

After you request a new password, a pop-up will appear:

- Click 'Send me an email'

Another pop-up will appear for you to verify with your email. Click on the link in your email.

Still need help?

Visit the [CDDIS Help Desk](#) for account access.

## Get a verification email

 hasmvdelay@sovcddis.testinator.com

Send a verification email by clicking on "Send me an email".

[Send me an email](#)

[Back to sign in](#)

## Verify with your email

 hasmvdelay@sovcddis.testinator.com

We sent you a verification email. Click the verification link in your email to continue or enter the code below.

[Enter a verification code instead](#)