ACCESSING ELN THROUGH PSS

Tip Sheet

After November 20th, 2017, PELICAN-ELN users will have the required roles to log into the PSS portal where they can access ELN as well as PSS.

For ELN users who want to access ELN:

1. Enter URL [www.pelican.state.pa.us/provider](http://www.pelican.state.pa.us/provider)
2. Use your PELICAN-ELN user name and password to log into Provider Self Service (PSS)
3. The PSS Home Page opens.
From the PSS Home Page,

4. Access ELN by clicking the + symbol on the Early Learning Network drawer and

5. Click on “ACCESS ELN FOR PA PKC, HEAD START OR KEYSTONE STARS”
Location Users will navigate to the Location Home page from the ELN drawer.

Location Users will select the Location desired to continue to the PA Pre-K Counts Home page for the location selected in ELN.

NOTE: The bottom of the page in ELN has links for Resources, Frequently Asked Questions, Contact Us and Report a Complaint or Incident.

NOTE: Report a Complaint or Incident is where you can submit a report regarding a child health or safety issue to the Regional Certification Office by selecting Report a Complaint or Incident.
Lead Agency users, with access to multiple MPIs, will see the Lead Agency/Legal Entity Home page upon accessing ELN.

Lead Agency users will select the LA/LE link desired and navigate to the PA Pre-K Counts Home page for the provider selected.

Lead Agency users with access to only one MPI are navigated directly to the PA Pre-K Counts Home page from the ELN drawer.
For PELICAN-ELN users who want to:

- Add access to CCIS Invoicing and Correspondence/Licensing
- OR make changes to their existing ELN access
- OR make changes to their existing CCIS Invoicing and Correspondence/Licensing access

1. Log into PSS and click on the My Account drawer.
2. Once the drawer is expanded, click on MANAGE MY ACCESS.
NOTE: PSS ACCOUNT MANAGERS do not have the “MANAGE MY ACCESS” link in their My Account drawer.

An Account Manager requesting additional PELICAN-ELN access must:

- Open the My Account drawer
- Click on the [Manage Users] link

Once on the Manage Users page, click on the [MANAGE MY ELN ACCESS] button

- The Manage My Access page opens.
From the Manage My Access page, Account Managers can request PELICAN-ELN access by clicking the Request hyperlink.
Account Managers who need additional PSS access (a new location, for example) can make changes to their own account.

- Open the My Account drawer
- Click on the [Manage Users] link

Once on the Manage Users page, Account Managers should

- Select their name
- Click Modify User
The Modify User page opens.

The Account Manager should:

- Make the appropriate updates to their user access and locations
- Click [SAVE]
Under Type of Access, there are two choices:

1. **CCIS Invoicing and Correspondence/Licensing**
2. **Early Learning Network (PA Pre-K Counts, Head Start, Keystone STARS) and Upload SLDS Data**

To request access to one of the Types of Access that you don’t yet have, click on [Request] under the Actions column and follow the prompts.

To make changes to access you already have, click on [Edit] under the Actions column and follow the prompts.

Changes to your ELN access will be automatically sent to the PELICAN Help Desk for review.
If you are the first to request access to CCIS Invoicing and Correspondence/ Licensing and will be the Account Manager for your Organization, your request will be sent to the PELICAN Help Desk for review.

If you are requesting CCIS Invoicing and Correspondence/ Licensing access and there is already an Account Manager for your Organization, the request will be sent to the Account Manager. If you need to know who your Account Manager is, click on “Contact Us” at the bottom of the page.