

Online Maryland Accreditation Process User Guide



Version 1 – January 20, 2015



CENTER FOR
TECHNOLOGY IN
EDUCATION



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Introduction

Welcome to the Online Maryland Accreditation Portal (O-MAP), a part of the Maryland EXCELS Quality Rating and Improvement Online System (QRIOS). This system was designed to allow for ease of use by programs participating in both the Maryland Accreditation process, as well as the Maryland EXCELS QRIS. Specifically, the tool allows a program participating in both initiatives to share documents and files that have been uploaded as evidence in support of either Accreditation or EXCELS to be easily repurposed as evidence toward the other initiative when appropriate. At the same time, the Online Maryland Accreditation Portal, allows for programs to participate in either EXCELS or Accreditation independently, without obligation to be in both initiatives in order to still gain the full benefits of this online system.

The guiding design principal has been to make the process of participating in these valuable initiatives, both designed to recognize and promote high-quality care, as seamless and supportive as possible. The Maryland State Department of Education (MSDE), and its partner in both EXCELS and Maryland Accreditation, the Johns Hopkins University, Center for Technology in Education (JHU CTE), are committed to building systems and processes that recognize all of us – providers, validators, parents and guardians, policy makers, technical assistance providers, experts and researchers - ensuring Maryland children receive the high-quality care and education they deserve.

At the same time, we are constantly striving to improve our systems and tools, and we look to the feedback of users like you to help shape what the future looks like. This guide will always reflect the latest design and functionality, in what we hope you will find as easy to follow step by step directions depending on your role in the system. At the same time, you should check back often to the Maryland Accreditation Online Community for the latest news, information, and resources as additional features and functions are released. At the same time, you will find critical information about the Accreditation process, tips for improving quality care, and opportunities to provide feedback on what is and is not working for you in the Accreditation Process.

Thank you in advance for your commitment to Maryland's children and families, and for all that you do to make sure quality matters every day.

User Type: Providers

Step 1 – Registration/Login

The first part of participating in the Maryland Accreditation process is to create an account through the Maryland EXCELS Quality Rating and Improvement Online System. This will serve as your single account to participate in your choice of Accreditation and/or EXCELS.

If you have previously registered with Maryland EXCELS, you simply need to login using that account. Type your username and password, then select “login.” You can click “I forgot my username and/or password,” and you will be prompted to enter your email address to retrieve and reset your credentials. ***If you have logged in successfully, move to page 6 of this guide.***

If you still have difficulties and require technical support, you can click the web address noted in the red oval on Screenshot 1 below. **See page 31** for more information on technical support.

If you are completely new to both Accreditation and EXCELS, you should select “Register for a Maryland EXCELS Account,” note by the red arrow on Screenshot 1 below, and then ***move to page 5 of this guide.***

Screenshot 1 – Registration and Login

The screenshot shows the Maryland EXCELS login interface. At the top right, there is a 'Log in' button. The main content area is titled 'Login' and contains a 'Username' field with the text 'acred1' and a 'Password' field with masked characters. Below the password field is a 'Login' button. A link for 'I forgot my username and/or password.' is located below the login button. To the right of the login fields, there is a box titled 'Recommended Internet Browsers:' which lists 'Google Chrome' and 'Mozilla FireFox'. Below this box, a red oval highlights the text 'If needed, Technical Support is available. https://excels.marylandexcels.org/support'. A red arrow points to the 'Register for a Maryland EXCELS Account.' link. The page footer includes logos for Johns Hopkins University School of Education and the Maryland State Department of Education, along with a copyright notice for Maryland EXCELS © 2013.

NOTE: O-MAP is supported to operate on Internet Explorer version 9 and above, and is optimized for Google Chrome and Mozilla Firefox. We recommend installing these browsers as they will auto-update with any fixes and added features. You can click the respective browser above to install on your machine.

Step 1a. – Registration

If you are completely new to both Accreditation and EXCELS, you will need to register for an account. Here's what is required for each field (see Screenshot 2 on the following page for the corresponding parts of the screen):

A. License/Registration/LOC# - Required Field

1. If you are a licensed child care center, before/after care provider, or private preschool, you will enter your License number. NOTE – this must be a current and valid license number. It should be **entered using only the digits to the right of the dash** in your license number. Example – 12-3456 would enter: 3456.
2. If you are a public-preschool or a Head Start provider operated by local education agency/school system, you will enter your 2 digit LEA number plus your 4 digit school code.
NOTE: If your license number is already in use or invalid, you will be unable to register. Contact your local licensing specialist for assistance.

B. Program Name – Required Field

1. Enter the name of your program as it appears on your State issued license.

C. Doing Business As – Required Field

1. Enter the name of your program as it appears in your marketing. This may be the same as your licensed Program Name, or it may be different: for example, Johns Hopkins Bayview Learning Center may do business as Bright Starts @ Hopkins.

D. Program Type – Required Field

1. Select the appropriate type that corresponds to your program.
NOTE 1: this system allows all eligible program types for Maryland EXCELS to register, but Maryland Accreditation is limited to center, school-age, public and private pre-k and Head Start programs operated by any of these. Family providers cannot participate in Maryland Accreditation at this time.
NOTE 2: Head Start programs that are operated by a Local Education Agency/school-system should select the Head Start option under “Operated by Local Educational Agency.” All other Head Start Programs should select “Center Based” as program type.

E. User Information – Required Fields

1. First name - This should be the first name of the individual registering the program. Typically, this is a Director or owner.
2. Last Name – This should be the last name of the individual registering the program.
3. Email – This should be the email address that is used by the individual registering the program. We will send important messages through this account, so please use one that you check regularly. *You do have the ability to change this information at any time, or add other users. Look to the **Account Management** section of this guide for more on this.
4. Confirm Email – Re-enter the email address you just typed. If they do not match, you will be prompted to correct.

5. Username – Create a unique username for this account. We recommend that each user associated with a program has an individual account – again, you may have multiple users associated to a given program.
6. Password – This should be a password that is unique to this user. We do not require it, but a strong password uses a combination of upper and lower-case, letters, and numbers.
7. Confirm Password – Re-enter the password you just created.
8. Select “Register” to complete

Screenshot 2 – Required registration fields

The screenshot shows the 'Registration' form on the Maryland EXCELS website. The form includes the following fields and callouts:

- License/Registration/LOC # ***: A text input field with callout **A**. A tip below reads: "(Tip: Only type the digits following the dash. Example: 12-3456, you would type 3456. For programs operated by Local and Educational Agencies, please use 2 Digit LEA digit School Code.)"
- Program Name ***: A text input field with callout **B**.
- Doing Business As ***: A text input field with callout **C**. A tip below reads: "(If your business name is different than the name on your license or registration, please enter that name in this field. For example, Sarah Smith may be Doing Business As: 'Sarah's Day Care.')"
- Program Type ***: A radio button selection area with callout **D**. Options include:
 - Center Based**: Public or private child care programs that provide care for all or part of the day, which include Head Start, Early Head Start, and nursery schools.
 - Family Provider**: A registered child care provider that operates a residence in which care is provided for no more than 8 children.
 - Large Family Provider**: A registered child care provider that operates a residence in which care is provided for at least 9, but not more than 12 children.
 - School Age**: A public or private program that provides care for children who are school age, typically before and after the school day.
- Operated by Local and Educational Agency**: A radio button selection area with callout **E**. Options include:
 - Public Pre-K**: State-funded prekindergarten programs that are administered by local school systems.
 - Head Start**: Operated by a Local Education Agency.
- First Name ***: Text input field.
- Last Name ***: Text input field.
- Email ***: Text input field.
- Confirm Email ***: Text input field with callout **E**.
- Username ***: Text input field.
- Password ***: Text input field.
- Confirm Password ***: Text input field.
- Register**: A button at the bottom of the form.

At the bottom of the page, there is a footer: "Maryland EXCELS © 2013. www.marylandexcels.org | If needed, Technical Support is available. https://excels.marylandexcels.org/support"

Once you have registered your program, **move to page 7 of this guide.**

Step 2 – Participation in MSDE Accreditation

Home Tab -

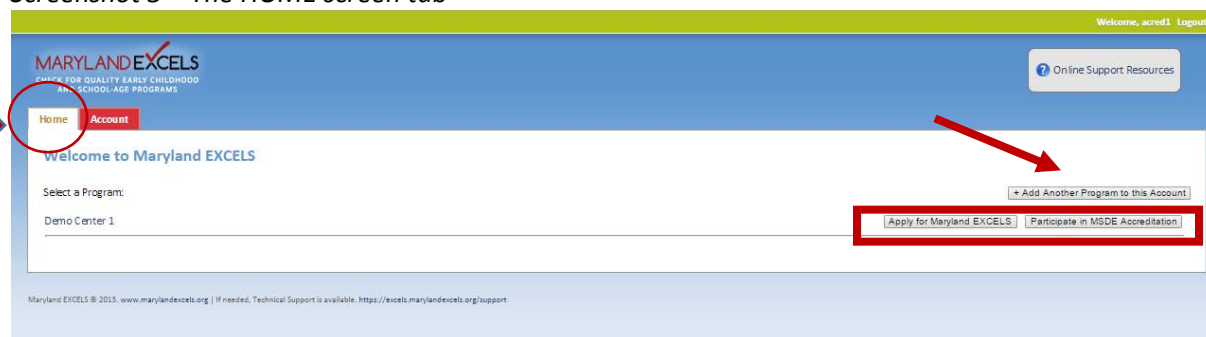
Once you have registered an account, you will be prompted to make a selection to participate in MSDE Accreditation if you are an eligible program type (see Step 1a above for more information about eligible program types), and you can apply to participate in Maryland EXCELS. You can always return to this screen at any time by selecting the **HOME tab**, circled in red on Screenshot 3.

The buttons to “**Apply for Maryland EXCELS**” and “**Participate in MSDE Accreditation**” will remain here until you have selected each for your program. These are shown in the red rectangle on Screenshot 3.

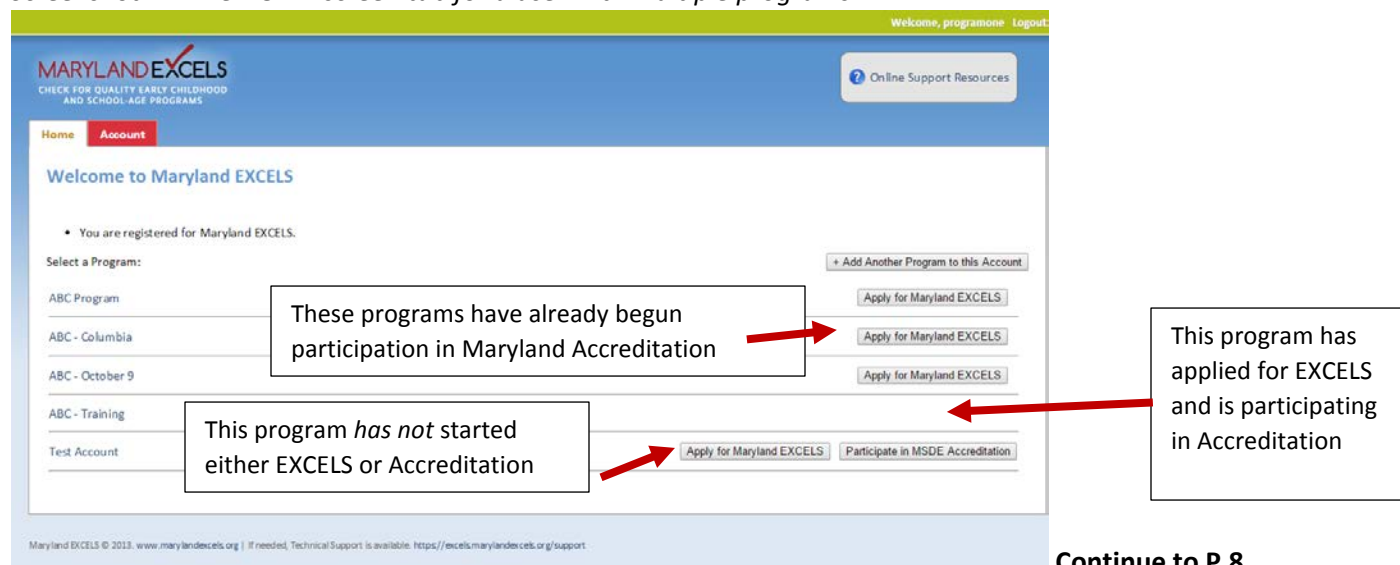
If you are the owner/operator of multiple programs, you may add another program at any time that will then display here on your HOME tab. This feature is activated by clicking “**Add Another Program to this Account**” as indicated by the red arrow on screenshot 3. You will see a list of your programs under “Select a Program.” Screenshot 4 shows how the HOME screen looks for a user with multiple programs associated to their account.

NOTE: See how different programs have different options for Applying for Maryland EXCELS or “Participating in MSDE Accreditation” based on where each program is in the process of joining either initiative.

Screenshot 3 – The HOME screen tab



Screenshot 4 – The HOME screen tab for a user with multiple programs



Continue to P.8

Step 2a. – Participate in Maryland Accreditation

Once you select “Participate in MSDE Accreditation,” you will be prompted to complete several fields on the Program Participation Form. The following defines required information for each field, and then Screenshots 5 and 6 show the corresponding section of the form for each definition. You only need to complete this information the first time you “Apply for EXCELS” or “Participate in MSDE Accreditation” for each program you operate. Then, if/when you choose to start the other initiative – EXCELS or Accreditation – this information will carry-over from the first time you completed it. You will be able to make changes if needed. Likewise, information, such as address, will pre-populate based on your license or school number. A future enhancement will connect the electronic attendance system with your enrollment and staffing.

A. Name of Organization – Required Field

If your program is part of a larger corporate entity, please name that entity here (i.e. Knowledge Universe for KinderCare). If you are independent, please enter “Self.”

B. Supervisor – Required Field

Name of the highest-ranked official for the registered program. This could be a Director, Owner, President, District Admin, etc.

C. Support Person – Required Field

Name of any associated lead with the program. For example, if you selected a corporate supervisor above, name the Program Director here; or an Assistant Director; etc. If not applicable, please enter “None.”

D. Established Since – Required Field

Enter year of first licensing issuance or program start (for public-operated entities).

E. Lead Contact – Required Field

Select name from drop-down of the designated lead contact to receive all communications surrounding your Maryland Accreditation participation. You may select to add a new entry.

F. Program Address/Contact – Required Fields

Please enter your program’s street address, city, zipcode, county, and program phone number, fax and web address if applicable.

G. Enrollment/Staffing – Required Fields

Please enter your current enrollment numbers, associated number of staff and classrooms, per age-group. Enter zero where applicable as all fields require a value. This information is editable, and need not be updated when changes occur until times of validation visit and/or re-accreditation requests.

H. Photo

This is not required, but uploading an exterior photo of your program can help validators identify it during visits, and will also help facilitate a future function designed to promote programs participating in Accreditation and EXCELS.

I. Business Hours – Required Fields

You must select a start and end time for your program.

J. Program Offering Questions – Required Fields

- I. Please answer the listed questions as either Yes or No:*
- II. Does your program offer before care?*

- III. Does your program offer after care?
- IV. Are you a Head Start program?
- V. Are you an Early Head Start program?
- VI. Are you a Montessori program?
- VII. Are you a Judy Center program?
- VIII. Have you attended a MSDE Accreditation Orientation? – if you select **yes**, you will be prompted to enter the date of orientation. You can only select past dates. You will be able to complete this field later in the process if you select **no**, but you cannot begin the actual accreditation until you have completed an Orientation.

K. List of Individuals Involved with Accreditation Process

You have the option to add the names and positions of additional staff involved with your Accreditation process.

L. Readiness Checklist

The readiness checklist is your final prompt to ensure your program is ready to begin the Accreditation process.

M. Submit Button

Once all required fields have been entered, click this button to submit the form.

Screenshot 5 – Program Participation Form

A Name of Organization *
B Supervisor *
C Support Person * (if applicable)
D Established Since *
E Lead Contact *
F Street Address *
G Center Based

Age Range	Number of Children	Number of Classrooms	Number of Staff Members
Birth to 18 months *	<input type="text"/>	<input type="text"/>	<input type="text"/>
18-24 months *	<input type="text"/>	<input type="text"/>	<input type="text"/>
24-36 months *	<input type="text"/>	<input type="text"/>	<input type="text"/>
3-4 years *	<input type="text"/>	<input type="text"/>	<input type="text"/>
5-6 years *	<input type="text"/>	<input type="text"/>	<input type="text"/>
5-16 years (in school) *	<input type="text"/>	<input type="text"/>	<input type="text"/>
Totals	0	0	0

Screenshot 6 – Program Participation Form continued

F Fax

Website

Photo No file chosen **H**

I Business Hours

From: *

To: *

Does your program offer before care? * **J**

Yes No

Does your program offer after care? *

Yes No

Are you a Head Start program? *

Yes No

Are you an Early Head Start program? *

Yes No

Are you a Montessori program? *

Yes No

Are you a Judy Center? *

Yes No

Have you attended an MSDE Accreditation Orientation? *

Yes No

List of individuals involved in the validation process

Name	Position	Age/Grade Level

L **K**

L Readiness Checklist

- My program uses either an MSDE-recommended curriculum, an approved individually developed curriculum, or a LSS curriculum. (Center Based Only)
- My program is in compliance with all licensing requirements. (Center Based Only)
- My program has staff / teachers who are committed to participating in the Accreditation / Validation process.
- All appropriate staff members are participating in the MSDE Credentialing program. (Center-Based Only)

M

Go to page 11 when complete.

Step 3 – Entering the Online Maryland Accreditation Portal

Once you have completed the Participation Form for Maryland Accreditation, you will see several new tabs along the top of your page:

- ❖ **Home** – Select this to always see a list of programs associated with your account. **See p. 7** for more information.
- ❖ **Dashboard** – Once you select a program from your Home tab, this will be your landing page. The dashboard provides you the latest information related to your program. This will be discussed further in this section.
- ❖ **MSDE Accreditation** – This tab is where you will go to begin and complete Maryland Accreditation. This will be discussed further in **Step 4 (p. 13)**
- ❖ **Messages** – Go here to send and receive messages through the online system. These can be set to forward to your preferred email address, as discussed in **Step 5** of this guide on page 26.
- ❖ **Profile** – Go here to change/update information submitted on your Program Participation Form (see p. 7 for more specifics about this form.)
- ❖ **Users** – Use this tab to change, add, or delete users with access to your program’s account. This will be discussed under **Step 6, Account Management, on page 27.**
- ❖ **Account** – Use this tab to change your own system credentials, including username and password. This will be discussed under **Step 6, Account Management, on page 27.**
- ❖ **NOTE:** If the program is in both Maryland EXCELS and Accreditation, an additional tab will appear for Maryland EXCELS. These two tabs are specific to each initiative. All other tabs contain information applicable to both.

Screenshot 7 shows the tabs along your screen for a user with no current dashboard information. The Dashboard will be discussed next.

Screenshot 7 – Dashboard Screen & Navigation Tabs

The screenshot displays the Maryland EXCELS dashboard interface. At the top, there is a navigation bar with tabs for Home, Dashboard, MSDE Accreditation, Messages, Profile, Users, and Account. The current program is identified as 'Demo Center 2' and 'Doing Business As: Demo Center 2 DBA'. The dashboard is divided into several sections:

- Latest Messages:** A table with columns for Subject, From, Program Name, and Date. It shows 'No matching records found'.
- Latest Accreditation Activity:** A table with columns for Date, Program, Standart Category, and Status. It also shows 'No matching records found'.
- Upcoming Visits:** A table with columns for Date and Time and Visit Type. It shows 'No matching records found'.

Each table includes a search bar and pagination controls (First, Previous, Next, Last). The dashboard also features a 'Welcome, user02' message and an 'Online Support Resources' link.

Step 3a – Dashboard

The **Dashboard** contains all of the latest updates and information pertaining to your program’s participation in Maryland Accreditation and EXCELS. Specific to Maryland Accreditation, you will see the **Latest Messages** sent or received. In Screenshot 8, there are none, but you can click on any message displayed to open, read, and respond. Under the **Latest Accreditation Activity**, you will see any new comments, ratings, or uploaded files associated with the **Accreditation Binder** (discussed in **Step 4**). Each entry is clickable, taking you right to the section of the binder where the activity occurred. You can sort your list by clicking any of the top fields – as shown in Screenshot 8 via the red oval – by:

- **Date** – most recent to oldest, or vice versa
- **Program** – Your dashboard is synched to your account, so any program for which your account is associated, will feed activity to your dashboard. If you are associated with multiple programs, you can sort this alphabetically, in A-Z or Z-A order.
- **Standard Category** – Sort by the Standard Areas within Accreditation, in ascending or descending numbered order.
- **Status** – Sort by status – rated, commented, uploaded, in A-Z or Z-A by name of user who performed the action.

Finally, under **Upcoming Visits**, you will see any visits you have requested for Program Improvement or Validation, also sortable by date or status – scheduled, requested, declined.

You can subscribe to all section of the dashboard to receive email alerts when new activity occurs, by clicking the boxes indicated by the red arrows in Screenshot 8. Now go to **Step 4**.

Screenshot 8 – User Dashboard

The screenshot displays the user dashboard for 'Demo Center 5'. It features three main sections: 'Latest Messages', 'Latest Accreditation Activity', and 'Upcoming Visits'. The 'Latest Messages' section shows 'No matching records found'. The 'Latest Accreditation Activity' section contains a table with one entry. The 'Upcoming Visits' section shows one scheduled visit.

Red arrows in the original image point to the 'Email me when this list is updated' checkboxes for the 'Latest Accreditation Activity' and 'Upcoming Visits' sections. A red oval highlights the column headers of the 'Latest Accreditation Activity' table.

Date	Program	Standart Category	Status
01/09/2015 11:30PM FET	Demo Center 5	I. PROGRAM ADMINISTRATION	Validator commented

Step 4 – Completing Maryland Accreditation

You are now ready to begin working on completing the Maryland Accreditation Process. The Process is comprised of 4 parts: **Orientation, Program Improvement Visit, Validation Visit, and Accreditation Decision.**

Each part is described in detail throughout this section, along with the other aspects of this tab. To begin, an overview of this tab and all functions is presented in Screenshot 9.

- A. **Name of the program** - This reflects the program presented both as its official name and your commercial name. If you operate multiple programs, make sure this reflects the program on which you are planning to work.
- B. **MSDE Accreditation** – Current Decision Cycle – As you achieve Maryland Accreditation and renew your accreditation, you will accrue multiple cycles. A cycle begins each time a Decision 1 or Decision 3 is achieved. Once you have achieved an Accreditation, you will be able to click **“Here”** to see past decisions and your associated data. The tab will always default to open the **“Current Decision Cycle.”**
- C. **Began Accreditation On** – Once you begin your Accreditation Process, you will have two years from that date to achieve a Decision.
- D. **Current Decision** – Once a Decision is rendered, it will be recorded here. Decision 1 will enable a reaccreditation application. Decision 2 will allow you to make corrections to your current cycle, and attempt to be re-validated to obtain a Decision 1. Decision 3 will end your cycle, and you will have to begin the accreditation process again.
- E. **License #** - This should reflect your current license number associated with your program. You should ensure that if you have recently changed your license number that this reflects your current and active number.
- F. **Orientation** – You must attend an offered Orientation and recorded a valid date before you can begin Accreditation. This field will be populated with a date if you recorded having attended an Orientation during the Participation Form. Otherwise, you will be able to enter a date here.
- G. **Program Improvement Visit** – You will use this section to request a Program Improvement Visit, and to indicate your availability.
- H. **Validation Visit** – You will use this section to request a Validation Visit, and to indicate your availability.
- I. **Accreditation Decision** – This section will reflect the Decision by the Committee, along with the expiration date for the decision.
- J. **Begin Accreditation Process** – When you are ready to begin the Accreditation Process, and to start entering your self-rating data, you must select this button. This will then start the two-year timeline to complete your Accreditation process.
- K. **Accreditation Standards Binder** – This is your gateway to review all the accreditation standards at any point. You can only enter data for the self-rating once you have pushed the Begin Accreditation Process button. You will then have the opportunity to complete an initial self-appraisal, and then a secondary self-appraisal following your Program Improvement Visit, up to 72 hours prior to your scheduled Validation Visit, and then you can add comments and files up to 48 hours following the Validation report that will be entered in the system. You will go to the Standards Binder continuously throughout the Accreditation Process.

Screenshot 9 – MSDE Accreditation Tab Overview

Current Program: Demo Center 2
Doing Business As: Demo Center 2 DBA

MSDE Accreditation - Current Decision Cycle
 Date last updated: 01/06/2015
 Click [HERE](#) to see a list of all MSDE accreditation decision cycles.

Began Accreditation On: - **Current Decision:** - **License #:** acreddemo2

Step	Status
1 Orientation	Orientation No: Click Here
2 Program Improvement Visit	Date -
3 Validation Visit	Date -
4 Accreditation Decision	Decision: - Expiration: -

Buttons: [Begin Accreditation Process](#), [Accreditation Standards Binder](#)

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Screenshot 10 – Accreditation Tab with Steps Completed

Current Program: Demo Center 4

MSDE Accreditation - Current Decision Cycle
 Date last updated: 01/06/2015
 Click [HERE](#) to see a list of all MSDE accreditation decision cycles.

Began Accreditation On: 01/06/2015 **Current Decision:** Decision 1: Accredited
 Date: 01/12/2015
 (2 years, 11 months, 29 days remaining) **License #:** acreddemo4

Step	Status
1 Orientation	Orientation Yes: 01/06/2015
2 Program Improvement Visit	Date 01/12/2015 at 09:00 AM
3 Validation Visit	Date 01/12/2015 at 09:00 AM
4 Accreditation Decision	Decision: 1 Expiration: 01/11/2018

Buttons: [Begin Accreditation Process](#), [Accreditation Standards Binder](#)

Step 4a – Orientation

The first part of the Orientation Process begins with completing an Orientation session. To get more information about where to find offered Orientation Sessions, or to enter a date of an attended session, select the **“Click Here”** button, as shown in the red circle in Screenshot 11. You will then be promoted to indicate you have attended an Orientation, and the date you attended. Remember, you can only enter past dates.

Screenshot 11 – Button to Enter Orientation Date

The screenshot shows the Maryland EXCELS portal dashboard. At the top right, it says "Welcome, acred2 Logout". The main header includes the logo "MARYLANDE XCELS" and the tagline "CHECK FOR QUALITY EARLY CHILDHOOD AND SCHOOL-AGE PROGRAMS". Below the header is a navigation bar with links: Home, Dashboard, MSDE Accreditation, Messages, Profile, Users, and Account. The main content area displays "Current Program: Demo Center 2" and "Doing Business As: Demo Center 2 DBA". Under "MSDE Accreditation - Current Decision Cycle", it states "Date last updated: 01/06/2015" and "Click HERE to see a list of all MSDE accreditation decision cycles." Below this, there are fields for "Began Accreditation On:", "Current Decision:", and "License #: acreddemo2". A table shows the accreditation steps: 1. Orientation (with a "Click Here" link circled in red), 2. Program Improvement Visit, 3. Validation Visit, and 4. Accreditation Decision. To the right of the table are two buttons: "Begin Accreditation Process" and "Accreditation Standards Binder".

Screenshot 12 – Pop-Up Screen for Entering Accreditation Orientation Attendance

The screenshot shows a pop-up form with the following elements:

- Title:** Have you attended an MSDE Accreditation Orientation?
- Radio Buttons:** Yes and No
- Text:** Date of Orientation:
- Input Field:** A text box for entering the date.
- Buttons:** Save or Cancel

Step 4b – Program Improvement Visit

Once you have completed an Orientation session, you can **begin the Accreditation Process** by selecting the button shown in Screenshot 13 in red rectangle. This will then capture the date you have begun Accreditation, as shown by the red arrow. At this point, you can click **Accreditation Standards Binder**, shown by the second red arrow, at any point to review the Accreditation Standards, and to enter your initial self-appraisal rating, comments, or upload files.

Next, when you are ready to schedule your required Program Improvement Visit, you can click the link in the red oval to schedule your visit. This is described further on the next page.

The screenshot shows the Maryland EXCELS accreditation portal dashboard. At the top, there is a navigation bar with links for Home, Dashboard, MSDE Accreditation, Messages, Profile, Users, and Account. The current program is identified as 'Demo Center 3' and 'Demo Center 3 DBA'. The MSDE Accreditation section shows the current decision cycle with a 'Began Accreditation On' date of 01/06/2015, indicated by a red arrow. Below this is a table of steps in the accreditation process:

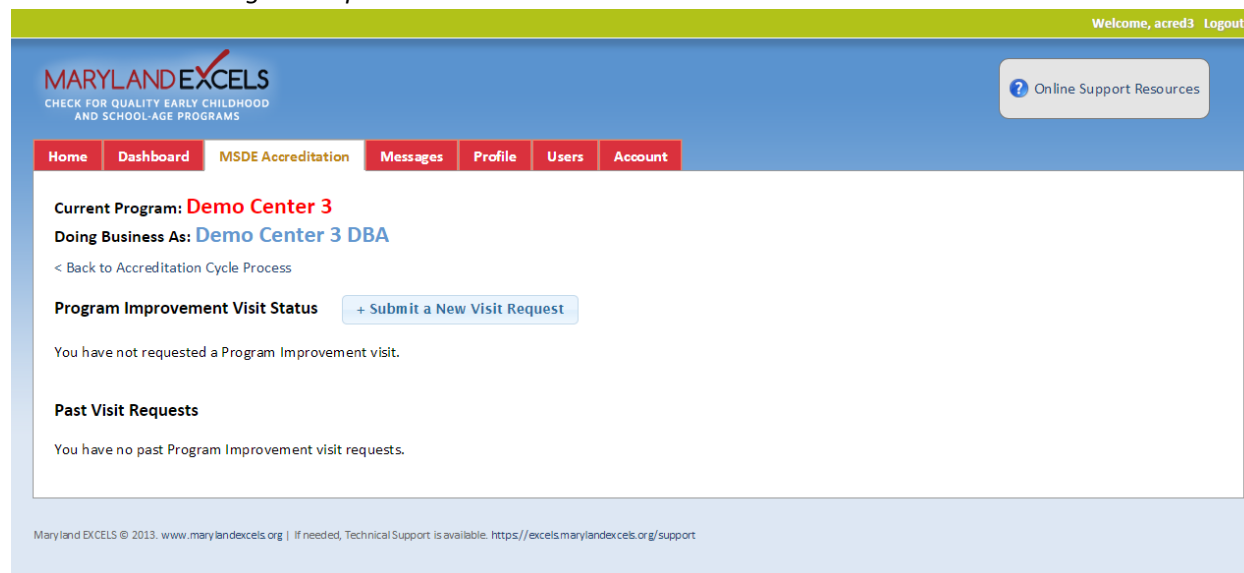
Step	Status
1 Orientation	Orientation Yes: 01/01/2015
2 Program Improvement Visit	Date -
3 Validation Visit	Date -
4 Accreditation Decision	Decision: - Expiration: -

To the right of the table are two buttons: 'Begin Accreditation Process' (highlighted with a red rectangle) and 'Accreditation Standards Binder' (indicated by a red arrow). The 'Program Improvement Visit' step in the table is circled in red.

Step 4b – Program Improvement Visit: Scheduling a Visit

Once you click the **Program Improvement Visit** button, you will be prompted to “**Submit a New Visit Request**” or you can review whether you have already scheduled visits, or if past visits have occurred. When you have submitted a current request that has yet to occur, you will be unable to submit a new request until that pending visit occurs or is cancelled.

Screenshot 14 – Program Improvement Visit Status screen



Welcome, acred3 Logout

MARYLAND EXCELS
CHECK FOR QUALITY EARLY CHILDHOOD
AND SCHOOL-AGE PROGRAMS

Online Support Resources

Home Dashboard MSDE Accreditation Messages Profile Users Account

Current Program: **Demo Center 3**
Doing Business As: **Demo Center 3 DBA**
< Back to Accreditation Cycle Process

Program Improvement Visit Status [+ Submit a New Visit Request](#)

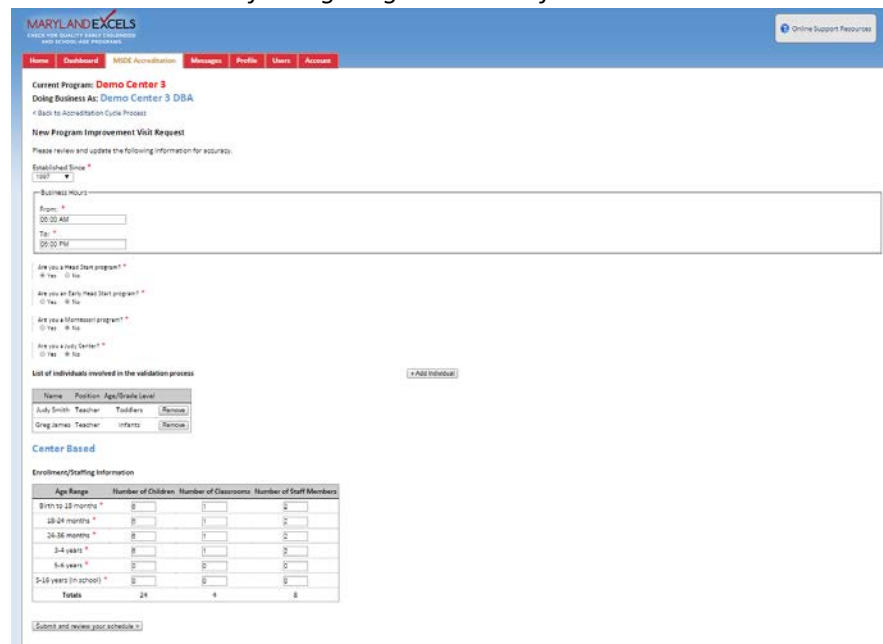
You have not requested a Program Improvement visit.

Past Visit Requests
You have no past Program Improvement visit requests.

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If you are making a new visit request, you will have two stages to complete your request. Stage 1 involves confirming your program information previously entered when beginning Maryland Accreditation. This is shown in Screenshot 15.

Screenshot 15 – Confirming Program Details for PIV



MARYLAND EXCELS
CHECK FOR QUALITY EARLY CHILDHOOD
AND SCHOOL-AGE PROGRAMS

Online Support Resources

Home Dashboard MSDE Accreditation Messages Profile Users Account

Current Program: **Demo Center 3**
Doing Business As: **Demo Center 3 DBA**
< Back to Accreditation Cycle Process

New Program Improvement Visit Request

Please review and update the following information for accuracy:

Established Since *
1987 - *
Business Hours
From *
09:00 AM
To *
09:00 PM
Are you a Head Start program? *
 Yes No
Are you an Early Head Start program? *
 Yes No
Are you a Montessori program? *
 Yes No
Are you a Jolly Chatter? *
 Yes No

List of individuals involved in the validation process [+ Add Individual](#)

Name	Position	Age/Grade Level	Room
Judy Smith	Teacher	Toddlers	Room
Greg James	Teacher	Infants	Room

Center Based

Enrollment/Staffing Information

Age Range	Number of Children	Number of Classrooms	Number of Staff Members
Birth to 18 months *	0	0	0
18-24 months *	0	0	0
24-36 months *	0	0	0
3-4 years *	0	0	0
4-5 years *	0	0	0
5-12 years (in school) *	0	0	0
Totals	0	0	0

Cancel and review your schedule

The second stage of scheduling a visit involves entering your availability through the calendar feature. You will enter dates for which your program is **NOT AVAILABLE**. Otherwise, it will be assumed that your Program Improvement Visit can be scheduled at any data that is not notes as unavailable. You have the option to provide notes to the scheduling team, as well as adding files for schedules or Program Improvement Plan.

Screenshot 16 – Entering Calendar Availability

Home Dashboard MSDE Accreditation Messages Profile Users Account

Current Program: **Demo Center 3**
Doing Business As: **Demo Center 3 DBA**
< Back to Accreditation Cycle Process

New Program Improvement Visit Request

Select the days on the calendar that you are **Not Available** for the Program Improvement Visit.
MSDE will select a date and time for your Program Improvement Visit based on the availability you indicate.

Add Date Not Available

January 2015

Mon	Tue	Wed	Thu	Fri
29	30	31	1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

Not available: Other

Not available: Other

Please Note: If you make a mistake, you can select the day again to clear it.

Please use this text box to indicate any other comments or special requests you have concerning this visit request. (e.g.; mornings are preferred)

Please Provide the Following Information

Daily Schedule No file chosen
Program Improvement Plan No file chosen

MARYLANDEXCELS
CHECK FOR QUALITY EARLY CHILDHOOD
AND SCHOOL-AGE PROGRAMS

Welcome, aced3 Logout

Home Dashboard MSDE Accreditation Messages Profile Users Account

Current Program: **Demo Center 3**
Doing Business As: **Demo Center 3 DBA**
< Back to Accreditation Cycle Process

Add Date Not Available

Reason for being unavailable: Other

Starts On: 2015-01-12

Repeat

Maryland EXCELS © 2013. www.marylandexcels.org | If needed, Technical Support is available. https://excels.marylandexcels.org/support

Screenshot 17 – View of When a Visit Has Been Scheduled

Welcome, aced3 Logout

MARYLANDEXCELS
CHECK FOR QUALITY EARLY CHILDHOOD
AND SCHOOL-AGE PROGRAMS

Home Dashboard MSDE Accreditation Messages Profile Users Account

Current Program: **Demo Center 4**
< Back to Accreditation Cycle Process

Program Improvement Visit Status

Date/Time of Request	Status	Location
01/06/2015 09:05PM FET	New	3600 Clipper Mill Road Suite 205, Baltimore, Maryland, 21221

Past Visit Requests

You have no past Program Improvement visit requests.

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Step 4b – Completing Self-Appraisal through Standards Binder

The Standards Binder is your workspace and feedback medium throughout the Accreditation Process. Prior to the Program Improvement Visit, you may enter files, ratings, and comments as part of your **“Self-Appraisal Initial Rating.”** Screenshot 18 shows the Binder view. You can click each of the three standards area by selecting the tabs circled in red, each specific indicator, by clicking **Open**, as shown by the red arrow, and note which indicators have comments or files, as shown in the red rectangle. Following the Program Improvement Visit, you can modify ratings, add comments or files, which will show as your **“Self-Appraisal Final Rating.”**

Screenshot 18 – Standards Binder View

Current Program: **Demo Center 4**

< Back to Accreditation Cycle Process

Began Accreditation On: 01/06/2015 License #: accredited4 Date Last Updated: 01/06/2015

I. PROGRAM ADMINISTRATION

II. Program Operation

III. Home and Community

I. PROGRAM ADMINISTRATION
 Not Rated
 Not Met
 Partially Met
 Fully Met

	Indicator	Evidence / Comments	Self-Appraisal Initial Rating	Self-Appraisal Final Rating
Mission Statement				
	The early childhood education program’s philosophy is consistent with early childhood practices that are age and developmentally appropriate and reflect the role of families. The written mission/philosophy statement for the early childhood program is used by the staff as the foundation for planning, for staff development, and for implementation, evaluation, and continuous improvement of the program.			
Open	1.1.2 Staff Development	0 File 2 Comment	Not Rated	Not Rated 01/06/2015
Open	1.1.1 Planning	1 File 1 Comment	Not Rated	Not Rated
Open	1.1.3 Implementation	0 File 0 Comment	Not Rated	Not Rated
Open	1.1.4 Evaluation	0 File 0 Comment	Not Rated	Not Rated
1.2 Program Personnel				
	The early childhood education program is collaboratively administered, supervised, and implemented by qualified personnel.			
Open	1.2.1 Administration	0 File 1 Comment	Not Rated	Partially Met 01/12/2015
Open	1.2.2 Supervision	0 File 0 Comment	Not Rated	Not Rated
Open	1.2.3...	0 File	Not Rated	Not Rated

To learn how to post a comment or file, continue to the next page.

By clicking “Open” next to any of the indicators, you will enter the **Indicator Page**. Here you are able to read a description of the Indicator, note the required evidence to fulfill that indicator, and gain insight into the Best Practice/Rationale context for why this is part of Maryland Accreditation. For each Indicator, you will check one of the rating elements – **Not Rated is the default; Not Met; Partially Met; or Fully Met**. You can enter comments or files by clicking “Post a Comment or File” in the red oval on Screenshot 19. Here, you will also see past comments you have made, or comments by any of the raters – this screenshot shows a Validator’s comments made during the Program Improvement Visit.

Screenshot 19 – Indicator Page view

1.2.1 Administration	
<p>Indicator:</p> <p>1.2.1 Administration</p> <p>Upon hire and at least once each program year, the director or education supervisor provides an orientation session for staff about the early childhood program to ensure the implementation of a developmentally appropriate program.</p> <p>NAEYC 6.A.03 NECPA p. 47 Head Start 1304.51(d-f)</p>	<p>Best Practices / Rationale:</p> <p>The director informs the staff about developmentally appropriate programming and practices.</p> <p>Resource materials such as national and state standards, guideline information, brochures for families, and staff development materials on developmentally appropriate practices are available.</p> <p>Staff has a clear understanding of job expectations.</p>
<p>Required Evidence to Upload:</p> <ul style="list-style-type: none"> OCC Staff Orientation Form for each staff member (signed and dated) Staff meeting calendar and agendas 	<p>Required Observable Evidence:</p> <p>none</p>
<p>Self-Appraisal Initial Rating:</p> <p><input checked="" type="radio"/> Not Rated <input type="radio"/> Not Met <input type="radio"/> Partially Met <input type="radio"/> Fully Met</p>	<p>Self Appraisal Final Rating:</p> <p><input checked="" type="radio"/> Not Rated <input type="radio"/> Not Met <input type="radio"/> Partially Met <input type="radio"/> Fully Met</p>

< Back to all Indicators

Current Cycle

Jane Validator - 01/12/2015 08:13PM FET

You have a great system for orienting your new hires to the program. Keep this up!

Post a Comment or File

To post a comment of file, after you click the button shown in in Screenshot 19 above, you will have a pop-up window that guides you through adding files or making comments. Make sure to select “**Save.**”

Post a comment or file

Indicator

1.1.2 Staff Development The early childhood education program mission/philosophy statement describes an ongoing staff development program to ensure opportunities for professional growth and development.

Evidence to Upload

- Written statements or plans regarding staff development
- Orientation Packet for staff

Attachment:

None Upload new file Choose from previous uploads

Comment:

Your staff development plan does not indicate how you support growth for your personnel. Consider a training schedule, as described in the attached sample.

Save Cancel

NOTE: A key feature of using a single-system to administer both Maryland Accreditation and EXCELS is that you can share files you have uploaded between both initiatives. Every file you upload into the system will be available for you to select when adding an attachment. Select “**Choose from Previous Uploads**” to access your inventory of files. In this way, we hope it will save you time and effort to demonstrate your achievement of high-quality.

Step 4c – Program Validation Visit

After the Program Improvement Visit, you can request a Validation Visit. Like above, you will enter dates for which you are unavailable, confirm your program information, and be able to see any previously scheduled or completed visits. You will have access to your Standards Binder to make your final self-appraisal ratings, add files, or make comments up to 72 hours before your scheduled visit. The assigned Program Validators will be able to see all of this information online in preparation for their visit to your program. They may request additional information once on site, but there is no need to prepare a paper-binder for their review. They can access all materials you have uploaded through the web.

To begin, click the “**Validation Visit**” shown in the red oval on Screenshot 20. To understand the basics of scheduling, and uploading evidence, commenting, or conducting self-ratings, **see section 4b, pages 17-20.**

Screenshot 20 – Select Validation Visit to Schedule

The screenshot displays the Maryland EXCELS accreditation portal interface. At the top, it says "Welcome, acred3 Logout". The main header includes the logo for "MARYLANDE XCELS CHECK FOR QUALITY EARLY CHILDHOOD AND SCHOOL-AGE PROGRAMS" and a link to "Online Support Resources". A navigation menu contains "Home", "Dashboard", "MSDE Accreditation", "Messages", "Profile", "Users", and "Account".

The current program is identified as "Demo Center 5". Below this, it shows "MSDE Accreditation - Current Decision Cycle" with a date last updated of "01/06/2015" and a link to view all decision cycles. Key information includes: "Began Accreditation On: 01/06/2015", "Current Decision: -", and "License #: accredemo5".

The main content area features a table of accreditation steps and two action buttons:

Step	Status
1 Orientation	Orientation Yes: 01/05/2015
2 Program Improvement Visit	Date 01/22/2015 at 09:00 AM
3 Validation Visit	Date -
4 Accreditation Decision	Decision: - Expiration: -

To the right of the table are two buttons: "Begin Accreditation Process" (with a right arrow icon) and "Accreditation Standards Binder" (with a binder icon).

The "Validation Visit" step (Step 3) is circled in red in the original image. The "Accreditation Standards Binder" button is highlighted in green.

At the bottom, a footer contains the text: "Maryland EXCELS © 2013. www.marylandexcels.org | If needed, Technical Support is available: https://excels.marylandexcels.org/support"

Before requesting your Validation Visit, you will want to ensure you have reviewed any and all comments or files uploaded during the Program Improvement Visit. You will want to strive to implement systems, policies, and practices that address any initially low-rated indicators to fully-met by your Validation Visit. 100% fully-met is not required to achieve a Decision 1, but those are your areas of needed improvement.

Step 4c – Validation Visit: Using the Standards Binder

Within 48 hours prior to your scheduled Validation visit, and up to 72 hours after the visit, your binder will be locked and you will be unable to make any ratings, comments, or file uploads. You will be able to read all the past information that is there, and you will begin to see comments and scores from the Validators. After 72 hours following your scheduled visit, you will be able to make comments and upload new files in response to findings from the Validation team. This information will be available to the Decision Committee as they weigh your Accreditation rating.

Screenshot 21 – Posting Comments and Files in Response to Validator

Required Evidence to Upload:

- Written mission or philosophy statement of the early childhood program
- Documentation of dissemination to staff and families.

Required Observable Evidence:
none

Self-Appraisal Initial Rating:
 Not Rated Not Met Partially Met Fully Met

Self Appraisal Final Rating:
 Not Rated Not Met Partially Met Fully Met

Rating Updated: 01/12/2015

[< Back to all Indicators](#)

Current Cycle [Bulk Download All Files](#)

Demo Director - 01/12/2015 08:22PM FET [Delete](#)

Thank you for the feedback. We have used your model to modify our current statement. The attached reflects our now incorporated revised statement.

2013029.pdf [View](#) [Download](#)

Jane Validator - 01/12/2015 08:10PM FET

It is not clear where you have included effective early childhood practices as part of your planning. Look at this example for an exemplary model for incorporating your commitment to practices within your daily programming.

Accreditation Handbook 2011_Web Version_3_2012.pdf [View](#) [Download](#)

[Post a Comment or File](#)

Screenshot 22 – Scoring Overview to Compare Self-Ratings and Validator Rating

MSDE Visits Available Dates Account Messages [Complete Visit](#)

Profile Binder

Program Name Demo Center 4 ()

Began Accreditation On: 01/06/2015 License #: accredemo4 Date Last Updated: 01/06/2015

I. PROGRAM ADMINISTRATION		I. PROGRAM ADMINISTRATION		<input type="checkbox"/> Not Rated <input type="checkbox"/> Not Met <input type="checkbox"/> Partially Met <input checked="" type="checkbox"/> Fully Met		
Indicator	Evidence / Comments	Self-Appraisal Initial Rating	Self-Appraisal Final Rating	Validator Rating		
Mission Statement						
The early childhood education program's philosophy is consistent with early childhood practices that are age and developmentally appropriate and reflect the role of families. The written mission/philosophy statement for the early childhood program is used by the staff as the foundation for planning, for staff development, and for implementation, evaluation, and continuous improvement of the program.						
Open	1.1.2 Staff Development	0 File 2 Comment	Not Rated	Not Rated	01/06/2015	Not Rated
Open	1.1.1 Planning	2 File 2 Comment	Not Rated	Fully Met	01/12/2015	Not Rated
Open	1.1.3 Implementation	0 File 0 Comment	Not Rated	Not Rated		Not Rated
Open	1.1.4 Evaluation	0 File 0 Comment	Not Rated	Not Rated		Not Rated

NOTE: When completing your self-appraisal, please note that under Standard Area II - Program Operation, there are several sections of the rubric that only apply depending on the age of the children enrolled in your program. These sections contain the same numbering scheme for each age-group, and are noted parenthetically of applying to certain ages. You need only complete the sections that apply to your program based on the age-group you are established to serve.

Screenshot 22 – Example of Duplicated Sections Applicable to Either Infants and Toddlers or Pre-K

2.2 Care and Learning Opportunities for Infants and Toddlers (Birth to 36 Months)					
(I/T) The early childhood program has research-based care and learning opportunities that support each child's development and follows the Healthy Beginnings: Supporting Development and Learning from Birth through Three Years of Age.					
Open	2.2.1 (I/T) Routine Care	0 File 0 Comment	Not Rated	Not Rated	
Open	2.2.2 (I/T) Social/Emotional Security	0 File 0 Comment	Not Rated	Not Rated	
Open	2.2.3 (I/T) Sensory and Cognitive Development	0 File 0 Comment	Not Rated	Not Rated	
Open	2.2.4 (I/T) Communication Skills	0 File 0 Comment	Not Rated	Not Rated	
Open	2.2.5 (I/T) Gross Motor Development	0 File 0 Comment	Not Rated	Not Rated	
Open	2.2.6 (I/T) Fine Motor Development	0 File 0 Comment	Not Rated	Not Rated	
Open	2.2.7 (I/T) Fine Arts	0 File 0 Comment	Not Rated	Not Rated	
Open	2.2.8 (I/T) Disposition Toward Learning	0 File 0 Comment	Not Rated	Not Rated	
2.2 Curriculum (3 to 6 years)					
The early childhood program utilizes a curriculum that supports each child's development. The curriculum is aligned with the MMSR Framework and Standards for Prekindergarten and Kindergarten/ State curriculum and/or Healthy Beginnings: Supporting Development and Learning from Birth through Three Years of Age.					
Open	2.2.1 Goals and Learning Outcomes	0 File 0 Comment	Not Rated	Not Rated	

Step 4c – Validation Visit: Rating Score

Each Validation Visit is conducted by at least 2 separate Validators. They will score your program independently; entering their own ratings for each indicators into the Online Standards Binders. Following the Validation Visit, your Standards Binder will show both of your self-appraisal scores, and then a Validation Rating score. The Standards Binder uses a color-coding system to make it easier for you to pinpoint areas to concentrate on addressing.

A light gray indicates an indicator was rated “not met.”

A yellow indicates an indicator was rated “partially met.”

A green indicates an indicator was rated “fully met.”

A blue highlight indicates there is a discrepancy in the score either between the self-appraisal and the Validator(s), or between the Validators themselves. The lowest differing score between Validators is what appears for your review, though you will be able to see anonymous comments by each individual Validator.

Screenshot 24 – Standards Binder Following Validation Visit

[Record Decision](#)

I. PROGRAM ADMINISTRATION		I. PROGRAM ADMINISTRATION				
		<input type="checkbox"/> Not Rated <input type="checkbox"/> Not Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Fully Met <input type="checkbox"/> Differing Ratings (8)				
		Indicator	Evidence / Comments	Self-Appraisal Initial Rating	Self-Appraisal Final Rating	Validator Rating
III. Home and Community		Mission Statement				
		The early childhood education program’s philosophy is consistent with early childhood practices that are age and developmentally appropriate and reflect the role of families. The written mission/philosophy statement for the early childhood program is used by the staff as the foundation for planning, for staff development, and for implementation, evaluation, and continuous improvement of the program.				
Open	1.1.2 Staff Development	0 File 3 Comment	Not Rated	Partially Met 01/12/2015	Not Met 01/12/2015	
Open	1.1.1 Planning	2 File 3 Comment	Not Rated	Fully Met 01/12/2015	Not Met 01/12/2015	
Open	1.1.3 Implementation	0 File 0 Comment	Not Rated	Not Rated	Not Met 01/12/2015	
Open	1.1.4 Evaluation	0 File 1 Comment	Not Rated	Not Rated	Not Met 01/12/2015	
		1.2 Program Personnel				
		The early childhood education program is collaboratively administered, supervised, and implemented by qualified personnel.				
Open	1.2.1 Administration	0 File 1 Comment	Not Rated	Partially Met 01/12/2015	Fully Met 01/12/2015	
Open	1.2.2 Supervision	0 File 0 Comment	Not Rated	Not Rated	Fully Met 01/12/2015	
Open	1.2.4 Professional Support	0 File 0 Comment	Not Rated	Not Rated	Fully Met 01/12/2015	
Open	1.2.3 Qualification (Birth to Five)	0 File	Not Rated	Not Rated	Fully Met	

Step 4d – Accreditation Decision

Once the Validation Visit is complete, MSDE is notified and will schedule a Decision Committee. This meeting reviews the various ratings, comments, and files uploaded for each indicator throughout the entire Accreditation process. The Committee will then generate a Decision related to your Accreditation bid:

- **Decision 1** – Your Accreditation application has been awarded. You will see the decision listed, along with your Expiration date – three years from the date of award.
- **Decision 2** – Your Accreditation application has been deferred. You will have specific feedback in your Standards Binder related to one or more indicators that needs to be addressed before your Accreditation can be awarded. You will have 1 year to supply evidence that the concerns raised during the Validation visit have been addressed.
- **Decision 3** – Your Accreditation application has been denied. You will need to “Begin Accreditation Process” again, and restart the entire process.

Any Decision status will be indicated under Step 4 of the Accreditation tab, as shown on Screenshot 24.

Screenshot 24 – Displaying Decision status

The screenshot displays the 'MSDE Accreditation - Current Decision Cycle' for 'Demo Center 4'. It shows a progress bar with four steps: 1. Orientation (Yes: 01/06/2015), 2. Program Improvement Visit (Date: 01/12/2015 at 09:00 AM), 3. Validation Visit (Date: 01/12/2015 at 09:00 AM), and 4. Accreditation Decision (Decision: 1, Expiration: 01/11/2018). The 'Accreditation Decision' step is circled in red. To the right of the progress bar are two buttons: 'Begin Accreditation Process' and 'Accreditation Standards Binder'.

Step	Status
1 Orientation	Orientation Yes: 01/06/2015
2 Program Improvement Visit	Date 01/12/2015 at 09:00 AM
3 Validation Visit	Date 01/12/2015 at 09:00 AM
4 Accreditation Decision	Decision: 1 Expiration: 01/11/2018

Step 5 – Messages

The Online Maryland Accreditation Portal is equipped with an internal messaging system. This feature is shared with both EXCELS and Accreditation, so you can quickly see messages you have sent or received related to either initiatives. Much like a regular email system, you can compose a message or respond to any message by clicking on it. You can see all **Sent** messages through the Sent tab shown in the red circle. You can also see any messages you have archived through the **Archived** tab. You can select any message in your inbox and archive by clicking **“Archived Selected.”**

Messages automatically forward to the email address you used to register. By clicking the link included in the email, it will bring you back to this messaging system for you to respond. When composing a new message, you can indicate whether you want the communication to go to all users on your account, to system Admins for technical comments, MSDE Admins for policy comments, to your assigned Validators, or to all users.

Screenshot 25 – Messaging System

The screenshot displays the Maryland EXCELS messaging system interface. At the top, there is a navigation menu with options: Home, Dashboard, MSDE Accreditation, Messages (selected), Profile, Users, and Account. The current program is identified as 'Demo Center 2' and the business as 'Demo Center 2 DBA'. Below this, there are tabs for 'Inbox', 'Sent', and 'Archive'. The 'Messages: Inbox' section contains two buttons: 'Compose a Message' and 'Archive Selected'. A table header is visible with columns for 'From', 'Subject', and 'Date', and the message 'No matching records found' is displayed below the header.

Step 6 – Account Management

Three tabs comprise the functions for Account Management:

Profile – The Profile tab allows you to make changes to the information supplied when you first elected to participate in either Maryland Accreditation or EXCELS (see pgs. 7 – 10 for more information)

Users – The Users tab allows you to add, delete, or modify additional users who will have access to your program within the system. This is where you will manage adding new staff who will help facilitate the process of obtaining Maryland Accreditation.

Account – The Account tab is where you make changes to your own personal account, such as modifying your associated email address or changing your password.

Screenshot 26 – Program Profile information

MARYLANDEXCELS
CHECK FOR QUALITY EARLY CHILDHOOD
AND SCHOOL-AGE PROGRAMS

Online Support Resources

Home Dashboard MSDE Accreditation Messages Profile Users Account

Current Program: **Demo Center 2**
Doing Business As: **Demo Center 2 DBA**

Tip: You may select another Program from the "Home" Tab

Profile Enrollment and Staffing MSDE Accreditation

General Information: Profile

Program Name * Demo Center 2
If your program has multiple locations, please also include your location name (e.g.; ABC Center, Baltimore City or Teddy Bear Care, Montgomery Campus).

Doing Business As Demo Center 2 DBA
If your business name is different than the name on your license or registration, please enter that name in this field. For example, Sarah Smith may be Doing Business As "Sarah's Day Care."

Program Type
 Center Based: Public or private child care programs that provide care for all or part of the day, which include Head Start, Early Head Start, and nursery schools.

License/Registration/LOC # accreddemo2

Established Since * 1997

Lead Contact * Demo Director 2
Add New Member

Street Address * 3600 Clipper Hill Road
Suite 205

City * Baltimore

State * Maryland

Zip Code * 21211

County * Baltimore (city)

Phone * 410-555-5555

Fax

Website

Photo Choose File No file chosen

Business Hours

From: * 08:00 AM

To: * 08:00 PM

Does your program offer before care? *
 Yes No

Does your program offer after care? *
 Yes No

Save Changes

Step 5 a - Users Tab

On the **Users Tab**, you can add, edit, or delete users – people who have access to your program information through the online system.

When you first click on the tab, you will see a list of any associated users with your program. This list is sortable by clicking any of the “Headers” circled in red on Screenshot 27. By clicking the top of any column, you will sort all fields alphabetically by the column you selected. You can open up the information on any specific user by clicking their name from the list. You can use the “**Search**” feature to look for a specific user. Tip – type in only the first few letters of their last name when searching.

To add a user, click the “**Invite User**” button noted by the red arrow below.

Screenshot 27 – User Management Tab

Welcome, acred2 Logout
 MARYLANDE XCELS
 CHECK FOR QUALITY EARLY CHILDHOOD AND SCHOOL-AGE PROGRAMS
 Online Support Resources
 Home Dashboard MSDE Accreditation Messages Profile **Users** Account
 Current Program: **Demo Center 2**
 Doing Business As: **Demo Center 2 DBA**
 Tip: You may select another Program from the "Home" Tab
Users
 Invite User
 Show 50 entries Search:

Name	Last Name	Username	Email	Status	Admin
Demo	Director 2	acred2	matt+demodirector2@noinc.com	Active	Yes

Adding or editing users involves the same fields. You will be prompted to complete the registration information for the user. The **“Designate all admin features to this user”** checkbox allows this user to automatically receive all updated communication related to the account, and enables the user to have the rights to the following:

- Begin Accreditation Process
- Schedule Validation Visits
- Dispute a Decision

Otherwise, a user is allowed to upload evidence, make comments, and schedule Program Improvement Visits.

Screenshot 28 – Create/Edit User fields

The screenshot displays the 'Edit User' form within the Maryland EXCELS portal. The page header includes the logo and navigation tabs. The current program is identified as 'Demo Center 4'. The form fields are as follows:

Field	Value
First Name *	Demo
Last Name *	Director
User's Email *	matt+demodirector3@noip
Confirm Email *	
Username *	acred3
Title/Position	
Mobile	
Designate all admin features to this user	<input checked="" type="checkbox"/>

Buttons: Save User, or Cancel

Footer: Maryland EXCELS © 2013. www.marylandexcels.org | If needed, Technical Support is available. <https://excels.marylandexcels.org/support>

Step 5b – Account Tab

The **Account Tab** allows you to modify your own personal email associated with the account or create a new password. Complete the fields and select “**Save**” to make these changes.

Screenshot 29 – Account Tab

MARYLAND EXCELS
 CHECK FOR QUALITY EARLY CHILDHOOD
 AND SCHOOL-AGE PROGRAMS

Welcome, acred2 Logout

Online Support Resources

[Home](#)
[Dashboard](#)
[MSDE Accreditation](#)
[Messages](#)
[Profile](#)
[Users](#)
[Account](#)

Current Program: Demo Center 2
Doing Business As: Demo Center 2 DBA
Tip: You may select another Program from the "Home" Tab

Account

Email *
 New Password *
 Confirm New Password *

Maryland EXCELS © 2013. www.marylandexcels.org | If needed, Technical Support is available. <https://excels.marylandexcels.org/support>

Step 6 – Technical Support

You can initiate Technical Support at any time by clicking in either one of two places as circled in red on Screenshot 30. Technical Support is available 24/7 by phone or email. Some issues may require additional investigation, and if so, your representative will inform you of the estimated response time. Phone support is not automated – you will talk with a human being every time you call. You can reach the Technical Support page via web:

<https://excels.marylandexcels.org/support/> or phone: **443-872-9250**.

Screenshot 30 & 31 – How to Contact Technical Support

The screenshot shows the Maryland EXCELS user dashboard. At the top right, there is a 'Logout' link. Below it, a button labeled 'Online Support Resources' with a question mark icon is circled in red. The dashboard includes a navigation menu with 'Home', 'Dashboard', 'MSDE Accreditation', 'Messages', 'Profile', 'Users', and 'Account'. The main content area shows 'Current Program: Demo Center 2' and 'Doing Business As: Demo Center 2 DBA'. Below this is an 'Account' section with fields for 'Email *' (containing 'matt+demodirector2@noia'), 'New Password *', and 'Confirm New Password *', along with a 'Save' button. A red circle is drawn around the 'Save' button. At the bottom, a footer contains the text: 'Maryland EXCELS © 2013. www.marylandexcels.org | If needed, Technical Support is available. https://excels.marylandexcels.org/support'.

Screenshot 31 – Technical Support Online Form

The screenshot shows the 'Technology Support' online form. At the top right, there is a 'Logout' link and a button labeled 'Online Support Resources' with a question mark icon. The form is titled 'Technology Support' and includes two main sections: 'Phone Support' and 'Email Support'. The 'Phone Support' section includes a phone icon and the text 'For 24/7 technology support, please call 443-872-9250'. The 'Email Support' section includes an email icon and the text 'Please complete this form to email technical support. All fields are required to help us better support you.' Below this are several input fields: 'First Name', 'Last Name', 'Email Address' (with a note 'A copy of this email will be sent to you at this email address.'), 'Phone Number', 'Program Name', and 'License Number' (with a checkbox 'if you do not have a License Number'). There are also two dropdown menus: 'My computer is a' and 'My internet browser is'. At the bottom, there is a large text area labeled 'A brief description of my issue/question:'.