Maryland Child Care Credential Program
Helpful Hints

- **READ** the Child Care Credential Program Booklet prior to submitting your application
- An application form must be submitted for all types of submissions:
  - **New:** First time applicant
  - **Renewal:** Renewal of credentials within 30 days of your expiration date
  - **Upgrade:** Move to a higher level within your credential year
  - **Update:** To reactivate when expiration date has passed
- **Write legibly:**
  - Your credential certificate is e-mail to you, make sure we can clearly read your e-mail address
  - You will use your phone number and date of birth to access information on our automated phone system, remember the phone number you placed on your application
- **Send all required documentation with your application**
  - Your application is not deemed complete until all required documentation is received
  - Submitting partial documentation lengthens processing time
  - Write your name and party id on all documentation
  - Do not send e-mails over the size of 15MB, send two e-mails if necessary and clearly indicate multiple e-mails are being sent
  - Pictures of documents are not acceptable and do not submit through an external drive
- **Processing time**
  - It will take up to 30 days to process your application once a complete application is received
  - The 30 days begins when all required documentation or information are received
- **Missing Information**
  - If your application is missing information or documentation
    - A letter is e-mailed to the e-mail address provided on your application
    - Please check your e-mail and spam folder regularly
    - Send only the documentation requested, do not resubmit an application unless specifically requested in your letter
    - Write your name and party id on all documents submitted
  - You must be on your employers associated party list within the state automated tracking system prior to submitting your application. An employment letter does not mitigate this requirement.
  - *Note for Center Directors:* When you hire a new staff, please make sure that you contact the Licensing Regional Office.
  - Do not apply for the Maryland Child Care Credential program if you have not completed a staff evaluation with the Licensing Office.
  - Your child care experience must be listed within the state system
  - When submitting a college transcript, it must contain participant name, name of college/university and graduation date. Only grades C or better are acceptable.
- **Inquiries regarding application**
  - Please include the following on all e-mail inquiries:
    - First and last name **submitted on the application**
    - Party id
    - Date of Birth
- Reach out to your **Child Care Resource Center** if you have any question about the program

Submission options:

Child Care *Providers*

	Credential Applications
Fax	410-229-0145
E-mail	mcccredential@Conduent.com
Mail	PO Box 598 Baltimore, MD 21297

Call 1-877-355-1229