



Supporting Excellence in Early Education

# MiRegistry and Great Start to Quality Frequently Asked Questions

## MiRegistry

### Documentation

***Q: Will all documentation sent into MiRegistry be added to a member's profile?***

A: All documentation that meets the [Acceptable Documentation Policy](#) will be added to a member's profile.

***Q: What is the best way to send documentation to MiRegistry?***

A: The best way to send documentation is via email to [support@miregistry.org](mailto:support@miregistry.org). The Ask Us/Submit Document button in MiRegistry sends to the same email address.

***Q: As an Administrator, Director or Owner, what is the best way to send documentation on behalf of staff?***

A: The best way is to organize and group training certificates by employee name and make sure the employee's MiRegistry ID number is included on the documentation. Scan all certificates for each employee into one PDF file and attach it to the email.

***Q: What must be included on a training certificate in order for it to be processed by MiRegistry?***

A: Certificates need to have the provider's name, number of hours, course/training topic or title, and trainer/training sponsor and date of training to be considered valid.

***Q: As an Administrator, Director, or Owner, how will I know if my staff member needs to take action on sending Official Transcripts needed by MiRegistry?***

A: Whenever possible, MiRegistry will include the contact person listed on the Organization Profile of the individual verified employer on communications to staff when an action is needed.

### Documentation: When to Send?

***Q: What does "Current" membership status mean?***

A: It means a membership and all materials have been fully processed. For MiRegistry to process any new documentation, membership needs to be renewed. MiRegistry memberships are valid for one year.

***Q: How long does it take to process a membership application?***

A: It can take 4-6 weeks for documentation sent in *with an open membership/renewal* to be applied to a profile. The 4-6-week processing time is initiated upon receipt of the first (and hopefully only) materials received. If membership and documents are submitted today, membership should be finalized within 6 weeks of today's date. This is also why it is so important for MiRegistry to receive all documents at once so that all materials from one

“packet” can be processed at the same time.

## Account and Login

***Q: Does a person need to make a new MiRegistry account if they have gotten married, moved, changed jobs, or have a new email address?***

A: A person has **one** MiRegistry account forever. It stays the same through all of the above changes. If a person is unable to make a needed change, they can contact MiRegistry.

***Q: When creating an account, should I provide truthful personal information like social security number, date of birth, or previous last name?***

A: MiRegistry matches documentation to a person’s account based on the information provided. Providing false information can lead to documentation not being matched to the person’s profile. Many people set up their account using a personal email and forget that they have done so. Most login difficulties occur when someone tries to enter a work email to login rather than the personal email used to create the account. A MiRegistry account should only have one owner. Accounts should never be transferred from one person to another or shared amongst multiple people.

## Membership and Renewal

***Q: Once a person creates an account, can they send in documents at any time to be processed and added to their Learning Record?***

A: To successfully submit documentation for processing, a person must apply for membership/renewal, then send documentation in as soon as possible. Individuals have 30 days from the date their application/renewal application is submitted to send in documents. If an individual has additional documents to submit after their application/renewal has been finalized, they may renew their membership to start a new 30-day documentation window and send in additional documents.

## Official Transcripts and Diplomas

***Q: Can MiRegistry verify ANY information from an unofficial transcript?***

A: No. Only official transcripts, sent directly from the higher-education institution, can be verified. Receiving unofficial transcripts slows down processing time.

***Q: Are diplomas given the same amount of “credit” as transcripts?***

A: MiRegistry can only verify the information that is listed on the diploma. Often this is only the level of degree (Associate, Bachelor, etc.) and not the Major or Concentration. Transcripts allow for degree, major, and credit breakdown.

***Q: If an individual received an email notification that their official transcript has not been retrieved after being sent to MiRegistry, does it mean they are lost and must be paid for again?***

A: Most transcript links are valid for 30 days and MiRegistry does retrieve them before they expire. Some schools continue to send automated notifications after MiRegistry has received/retrieved transcripts.

## Employment

***Q: Can Directors change an employee’s position/title through the Organization profile?***

A: No. Directors can support staff to make the needed changes by using the Manage Invites feature to get this started, but ultimately, an employee needs to log in to their account and add a new employment record with the updated position.

## Health and Safety Training

***Q: Do licensed providers have to take the online Health and Safety Training for Licensed Child Care Providers (1 and 2) in MiRegistry to meet the initial health and safety training requirement?***

A: Licensed providers may take any available training on the twelve health and safety topics to meet the **initial** health and safety training requirement. The online courses in MiRegistry are an **option** for receiving training on 10 of the 12 required training topics.

***Q: Do the online Health and Safety Training for Licensed Child Care Providers (Courses 1 and 2) have a fee?***

A: Yes. As of July 1, 2020, the fee is \$5.00 for each course.

***Q: Can a licensed or license exempt provider take any health and safety training to meet the ongoing health and safety training requirement?***

A: No. There is only **one** training that licensed and license exempt providers may complete to meet the **ongoing** health and safety training requirement. The current course that meets the ongoing health and safety training requirement is *Michigan Ongoing Health and Safety Training Refresher*

## Great Start to Quality

***Q: Does MiRegistry implement the Quality Recognition and Improvement System and should they be contacted with any specific questions about the expiration date or Quality Level?***

A: No. The Early Childhood Investment Corporation and local Great Start to Quality Resource Centers implement the Quality Recognition and Improvement System and they should be contacted with any specific questions about the expiration date or Quality Level.

***Q: Can programs and providers show their Great Start to Quality Validator documents that are not uploaded to MiRegistry and receive credit?***

A: Information used during validation is generated using only **VERIFIED** information from MiRegistry profiles.

***Q: Should programs contact [Validation@ecic4kids.org](mailto:Validation@ecic4kids.org) for help in editing staff position titles when individuals are in the membership process with MiRegistry and the individual account is locked?***

A: Yes. The Validation Manager can assist with making these changes.

***Q: Can a provider submit the Self-Reflection without having qualifications and professional development verified?***

A: Yes. A program can earn a Quality Level without verified credentials or professional development in MiRegistry. However, the Validator will not be able to confirm that the program is meeting the intent of the related indicators.

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