

e-Child Care Provider Web Portal (EPPIC) Password Reset Instructions

If you forgot or need to reset your e-Child Care Provider Web Portal password or require assistance with logging into your EPPIC Account, please refer to the information below.

If you already know your seven digit EPPIC User ID you can reset your password through a link on the website.

If you do not know or have forgotten your seven digit EPPIC User ID, you will need to call the Provider Helpline at 1-877-516-5776.

Using the “Forgot Password?” Button

1. Go to www.echildcarenj.org and select the **“Forgot Password?”** button.

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF FAMILY DEVELOPMENT

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Welcome to New Jersey's Electronic Child Care (ECC) Provider Web Portal

User ID

Password

DFD/CCR&R Staff Only

LOGIN

Forgot Password?

[ECC Portal User Manual](#)

The New Jersey e-Child Care Provider Web Portal is a powerful tool that gives child care providers the ability to view information about their agreements, attendance transactions, payments, and other program information. To start, enter your User ID (EPPIC™ Provider ID) and temporary password that was mailed to you with your Automated Clearing House banking form, tax form, and other material. After your first log-in, you will be directed to change your password and set your security question.

All information on the Provider Web Portal is secure and viewable only by entering your unique User ID and password. Providers will have access to only their account information.

If you are having equipment or other technical problems, please call the Provider helpline at 1-877-516-5776. For a child care policy question, contact your [Child Care Resource and Referral Agency \(CCR&R\)](#).

2. Enter your seven digit EPPIC User ID (EX. 1XXXXXX) and click the **“Submit”** button.

EPPIC™

Security

Security

Please enter your User ID to retrieve your security question.

User ID

SUBMIT **CANCEL**

3. Enter the answer to your security question in the **Security Answer** field and click the **“Submit”** button.

Clicking **“Submit”** takes you to the User Password Change screen.

EPPIC™

Security Question

Security Question

Please select your security question and provide your security answer.

User ID **Your EPPIC User ID**

Security Question **What is your mother's middle name?**

Security Answer

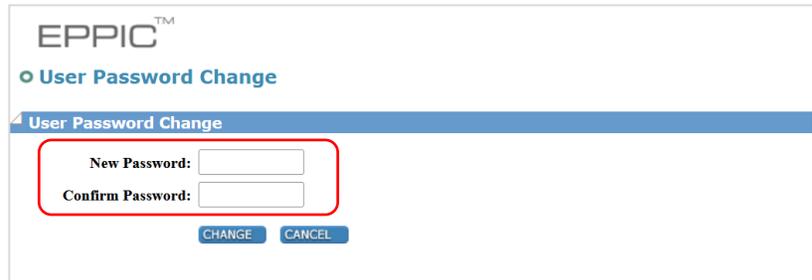
SUBMIT **CANCEL**

4. Enter in a new password using the following required criteria:
- Minimum password length is four characters with a maximum of eight characters
 - Minimum one lowercase alpha character
 - Minimum one number
 - Minimum one uppercase alpha character
 - Minimum one special character (e.g., *, &, %)

Other constraints

- Passwords cannot be repeated within one year after last used
- New passwords cannot be the same as the current password or the previous five passwords

Once you select the “**Change**” button, your password will be changed and you will be directed back to www.echildcarenj.org to login.



The screenshot shows the EPPIC™ User Password Change interface. At the top, the EPPIC™ logo is displayed. Below it, the text "User Password Change" is shown in blue. A blue header bar also contains the text "User Password Change". The main form area contains two input fields: "New Password:" and "Confirm Password:". Both fields are highlighted with a red rectangular border. Below the input fields are two buttons: "CHANGE" and "CANCEL".

If you have any difficulty resetting your password, contact the Provider Help Line at 1-877-516-5776.