



Early Learning Coalition of Hillsborough County Voluntary Prekindergarten (VPK) Online Registration Frequently Asked Questions

Q. What is Voluntary Pre-Kindergarten (VPK)?

A. The Florida Voluntary Prekindergarten Education Program – more commonly known as VPK – is a free prekindergarten program open to all 4-year-olds who reside in Florida and were born on or before September 1. In order to receive a VPK Certificate of Eligibility (COE), parents of eligible four year olds are required to complete an electronic application and provide proof of the enrolling child’s age and proof of Florida residency.

Q. How do I know if my child is eligible for VPK?

A. To be eligible to enroll in the VPK program, a child must be 4 years old, on or before September 1 and reside in the state of Florida when they attend the program. The program has no income restrictions or requirements. The VPK Eligibility Requirements PDF can be downloaded on the Coalition website by clicking [HERE](#).

Q. What is VPK Online Registration and what do I need to do an online registration?

A. VPK Online Registration allows parents/legal guardians of eligible children to complete the entire VPK application process electronically. **You will need:**

- PDF versions of the required proof of date of birth and proof of Florida residency or a way to scan and convert those items into PDF documents.
- Your child’s social security number
- Access to a secure device or computer that can run or play Flash media and,
- An active email address to receive correspondence about your VPK application and to retrieve your Certificate of Eligibility from the website.

Q. I am trying to access the VPK Online Registration page, but nothing is showing up on my screen. What do I do?

A. VPK Online Registration is built to operate on the following browsers: Internet Explorer version 10 or older, Google Chrome or Mozilla Firefox. For best results, we recommend using Google Chrome to complete the online registration process.

Q. When logging in to VPK Online Registration for the first time, what if I do not have my child’s Social Security Number?

A. If you do not know the last 5 digits of your child’s social security number then you

must create a combination of numbers to use as a part of your login. It is important to remember the 5-digit number that you create because you will need it to login again. Staff will NOT be able to reset your login or password or access the number you used to register.

Q. I am trying to complete the online registration using my smart phone, smart device or computer, but I cannot watch the video and/or hear the audio. What do I do?

A. In order to watch and hear the VPK Program video, your device or computer **must have the ability to play FLASH media**. If your device/computer does not have the ability to play flash media then you can download a free version of flash player from the internet at: <http://get.adobe.com/flashplayer/>.

You must watch the video online in order to proceed in the application. If the device you are using will not allow you to download programs, we recommend that you come in to the registration location nearest you. Click [HERE](#) to view a list of our locations.

Q. I have watched the video and completed the application, but I do not have the capability to scan and upload the required supporting documents. What should I do?

A. If you do not have a scanner to scan your supporting documentation, then make sure **all documents have your child's full name and 5-digit number to match your online application**. You have the following options:

1. Fax the documents to the **VPK Only Fax: 813-434-2077**

Or

2. Go to the registration location nearest you at http://www.elchc.org/vpk_registration_locations.html and have staff assist you in faxing or scanning the documents to the VPK fax line or upload them to your VPK application.
3. If you mail copies of the documents to the Coalition, all documents will need to have your child's full name and 5 digit ID on each document. Mail to:
- 4.

VPK Application

Early Learning Coalition of Hillsborough
6800 N. Dale Mabry Highway, Suite 158
Tampa, FL 33614

Email is not secure! DO NOT EMAIL your documents!

Q. Is my information secure and confidential?

A. Yes. All of the information that you enter into the VPK Online Registration system is encrypted, secure and confidential. We strongly recommend that you use a private, secure device or computer that you trust when completing this process. If you elect to use a public computer or device (*i.e. in a coffee shop, computer café, in the mall on*

public Wi-Fi) please know that your information could be accessed or compromised. If using a public computer, **remember after you are done, to delete your scanned and/or uploaded documents so they cannot be accessed.**

Q. Do I have to complete the application in one session or can I log in multiple times to complete it?

A. You may complete the application in as many sessions as it takes you. Once started, you will have **30 days to complete the application** (*be sure to save your 5 digit number!*). The system keeps track of your progress for you, you can also check on the status of your application by logging in and checking the dashboard.

Q. What if my VPK application expires?

A. You may call 813-515-2340 with your child's name and your application can be reactivated. Your VPK application will be activated at the place where you left off working on it.

Q. What if I have more than one child to register for VPK?

A. A separate registration must be created for each child. Each registration must have a different 5-digit number. You cannot use the same name or social security number for multiple online registrations.

Q. What if I need to change some information that I entered on my application?

A. If there are changes that you wish to make to completed sections of the application that you can no longer access, please contact the staff of the Early Learning Coalition at 813-515-2340.

Q. How do I know if my application was accepted?

A. **The VPK system sends you an email or you can log on at any time to check on your status of your child's VPK application.** During the registration process you will see what is called a *Parent Dashboard* at the top right of the page. This dashboard will reflect the current status of your application.

It will start with 'Incomplete' and end with 'Pending Document Review'. If there are any issues with your application or the documentation submitted, you will receive an email containing instructions on what you need to do to correct those issues.

When your application has been reviewed and approved, you will receive an email notifying you that the Certificate of Eligibility (COE) is available and ready for you to print.

Q. I have completed the application, watched the video and successfully uploaded my required documents. What happens next?

A. Staff will review the application and the documents that you have submitted. If there are 'issues' with the application and/or the supporting documents, you will receive an email identifying the issues along with instructions explaining what you need to do to correct the issues and move your application forward.

If there are no issues with the application or the documentation and the application is accepted, an email will be sent to you indicating that the VPK Certificate of Eligibility (COE) is ready. You will then log in to the VPK Online Registration using your child's last name and 5-digit number and print the certificate. You will take that certificate to the approved VPK program of your choice.

Q. Do I have to print out the Certificate of Eligibility (COE)?

A. Yes. You must have a printed copy of the Certificate of Eligibility (COE) to take to the provider of your choice. Please **DO NOT EMAIL** your certificate. You and the provider must complete Section II of the Certificate of Eligibility together. If you do not have access to a printer, the Coalition can print and mail the COE to you at the address on the application. If you need the Coalition to print the COE or Fax it to the provider of your choice, simply call (813) 515-2340.

Q. Does my VPK Certificate of Eligibility expire?

A. The VPK Certificate of Eligibility remains active as long as the child remains age eligible to participate in VPK for that VPK funding year.

Q. What if I lose my Certificate of Eligibility (COE)?

A. Using your child's last name and 5-digit number, you can log into the online system and reprint the certificate. However, **parents should be aware that you can only use one Certificate of Eligibility per child at the provider of your choice.** Submitting your Certificate of Eligibility to more than one provider is **Fraudulent** and may result in your child not being able to attend VPK at the provider of your choice.

Q. I have a question about online VPK registration that isn't answered here. Who do I contact for assistance?

A. For questions about online VPK registration, parents may call (813) 515-2340 or email VPK@elchc.org.