

# **Foster Parent Portal (FPP) – FAQs**

## **What is the Foster Parent Portal?**

The **Foster Parent Portal (FPP)** is a new online space created just for foster parents. It brings important information, updates, and resources together in one easy-to-access place.

## **Why is the Foster Parent Portal being introduced?**

The portal was designed based on foster parent feedback to:

- Modernized workflow with proactive alerts
- Reduce paperwork burden with a mobile process
- Make information easier to find

## **When will the portal be available?**

The Foster Parent Portal will be launching **soon**. You'll receive advanced notice with the launch date and clear next steps.

## **How do I access the portal?**

Before launch, you'll receive:

- Login instructions
- Details on what you'll need to get started
- Support information if you need help

## **What can I do in the portal?**

At launch, you'll be able to:

- View important announcements
- Access helpful resources

- Receive system or automated messages in one central place
- Apply for licensure or renewal on a mobile device.
- More features may be added over time based on feedback

## **Will this replace emails?**

Not right away. The portal will **\*\*support—not replace—\*\***current communication. Over time, some messages may move to the portal to make things simpler.

## **What if I need help?**

Help will be available through:

- Easy how-to guides
- Support contacts
- Clear instructions at launch

## **You're not on your own!**

## **Is my information secure?**

**Yes.** The portal follows required security and privacy standards to help keep your information safe.

## **How can I share feedback?**

We want to hear from you! Opportunities to share feedback will be available as you complete the surveys that will be emailed to you. We'd love your support so the portal can continue to improve.

## **What should I do now?**

- Watch for upcoming portal updates
- Look for launch details and login info
- **Get ready**—this portal was built with foster parents in mind