



**Administration for
Children's Services**

CAPS ONLINE QUICK

REFERENCE GUIDE: PROVIDER

INFORMATION (PROVIDERS)

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PROVIDER INFORMATION

The **Provider drop-down** has two options: **Provider Profile** and **Closures**. The **Provider Profile** option allows you to view and edit information about your provider profile. The **Closures** option allows you to enter closures for specific days that you know you will not be providing care.

PROVIDER PROFILE

1. Select the **Provider** drop-down.
2. Select **Provider Profile**.

All information about the provider is displayed on this page. Selecting the small arrows on the right will expand or collapse that part of the window. The fields in white are editable while fields in grey are not editable. If you make any changes, scroll to the bottom and select **Save**.

The screenshot shows the CAPS ONLINE interface. The top navigation bar includes 'CAPS ONLINE', 'Home', 'Placement Roster', 'Attendance', and a 'Provider' dropdown menu. The 'Provider' dropdown is open, showing 'Provider Profile' (highlighted) and 'Closures'. The main content area is titled 'Provider Profile' and contains a 'Provider Info' section with the following fields:

| | | | | | |
|------------------|------------------------------|------------|--------|-------|--------|
| Provider Id | Last Name | First Name | | | |
| XXXXXX | XXXXX | XXXX | | | |
| Street Number | Street | Apt | City | State | Zip |
| XXX | XXXXX XXX | XX | XXXXXX | XX | XXXXXX |
| Telephone Number | Contact Email | | | | |
| (123) 456-7890 | XXXXXXXXXXXXXXXX@HOTMAIL.COM | | | | |

Below the 'Provider Info' section are four expandable sections:

- License Details
- Language Details
- Location and Public Transportation
- Days, Session and Hours Of Operation

At the bottom of the form is a warning message: 'IMPORTANT: CAPS Online is not the system of record for licensed child care programs and registered child care providers. You MUST continue to update this information with your licensing/registration agency as required by regulation.' Below the warning are 'Save' and 'Reset' buttons.

IMPORTANT: CAPS Online is not the system of record for licensed child care programs and registered child care providers. You **MUST** continue to update this information with your licensing/registration agency as required by regulation.

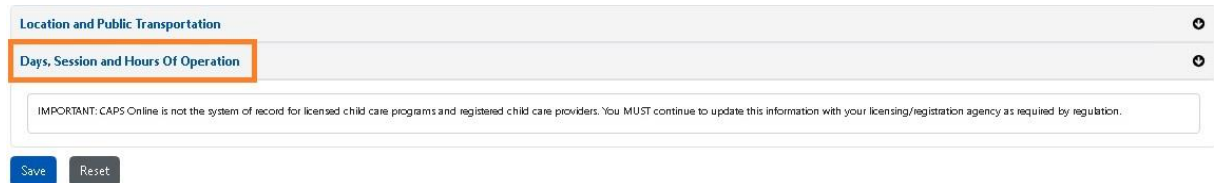
HOURS OF OPERATION

Hours of Operation are to be updated in CAPS Online by users instead of by ACS/CFWB. *Please note that all hours of operation must match your licensed hours of operation with your licensing (NYC DOHMH or NYS OCFS), registration (NYS OCFS), or enrollment (NYS OCFS/WHEDco) agency.*

1. Click on the **Provider** button in the navigation bar, then click on **Provider Profile**.



2. This will bring up the Provider Profile page. Click on the last section of the page, **Days, Session and Hours of Operation**.



3. Enter your hours of operation for each day. In the example below, the **Open** time is 7:00 am. Type 7:00, and then select **07:00 (7:00 AM)** from the drop-down menu.

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---------------------------------|------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Open ? <input type="text"/> | Open ? 7:00 | Open ? <input type="text"/> | Open ? <input type="text"/> | Open ? <input type="text"/> | Open ? <input type="text"/> | Open ? <input type="text"/> |
| Close ? <input type="text"/> | 07:00 (7:00 AM) 19:00 (7:00 PM) | Close ? <input type="text"/> | Close ? <input type="text"/> | Close ? <input type="text"/> | Close ? <input type="text"/> | Close ? <input type="text"/> |

4. Below that, enter the time you close in the **Close** box. In this example, the close time is 6:30 pm. Type 6:30, and then select **18:30 (6:30 PM)** from the drop-down menu. *(Please note: CAPS Online runs in military time, so be sure to select the PM hours, which populate under the AM times.)*

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---------------------------------|--|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Open ? <input type="text"/> | Open ? 07:00 | Open ? <input type="text"/> | Open ? <input type="text"/> | Open ? <input type="text"/> | Open ? <input type="text"/> | Open ? <input type="text"/> |
| Close ? <input type="text"/> | 6:30 06:30 (6:30 AM) 18:30 (6:30 PM) | Close ? <input type="text"/> | Close ? <input type="text"/> | Close ? <input type="text"/> | Close ? <input type="text"/> | Close ? <input type="text"/> |

Programs and providers must submit their hours of operation to their oversight agency for their license (NYC DOHMH or NYS OCFS), registration (NYS OCFS) or enrollment (NYS OCFS/WHEDco) of any changes in their hours of operation.

5. Repeat steps 3 and 4 to fill in the rest of the week for your operating hours.

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---------------------------------|------------------|------------------|------------------|------------------|------------------|---------------------------------|
| Open ? <input type="text"/> | Open ? 07:00 | Open ? 07:00 | Open ? 07:00 | Open ? 07:00 | Open ? 07:00 | Open ? <input type="text"/> |
| Close ? <input type="text"/> | Close ? 18:30 | Close ? 18:30 | Close ? 18:30 | Close ? 18:30 | Close ? 18:30 | Close ? <input type="text"/> |

- When you're done entering open and close times for each day of the week that your program is open, click on the check box next to the paragraph that reads "I certify that the updated hours of operation are correct and are consistent with the hours of operation provided to the oversight agency for my license (NYC DOHMH or NYS OCFS), registration (NYS OCFS) or enrollment (NYS OCFS/WHEDco)," and click **Save**.

- After pressing Save, you will receive a green confirmation message at the top of the screen.



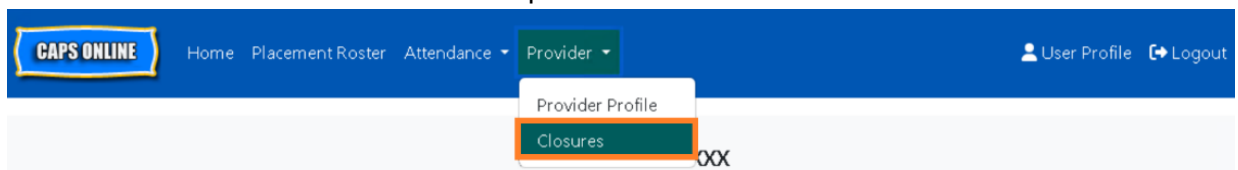
CLOSURES

Licensed and registered providers are now able to enter closures in CAPS Online. These closures mark days that you are *unavailable to provide care* as "closed" in CAPS Online, making the day unavailable to enter time-in/time-out attendance. Please be aware that licensed/registered providers will receive payment from ACS for up to **twenty (20)** closures each NYS Fiscal Year, from April 1 – March 31 (Please see page 40 for more details).

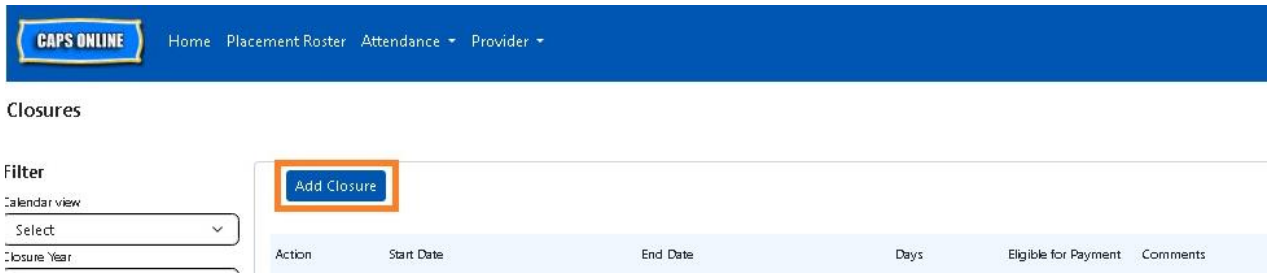
Note: *Network Providers* – your network will add closures for your NYCPS contract seats. You are responsible for adding closures for your *voucher* children only.

ENTERING CLOSURES

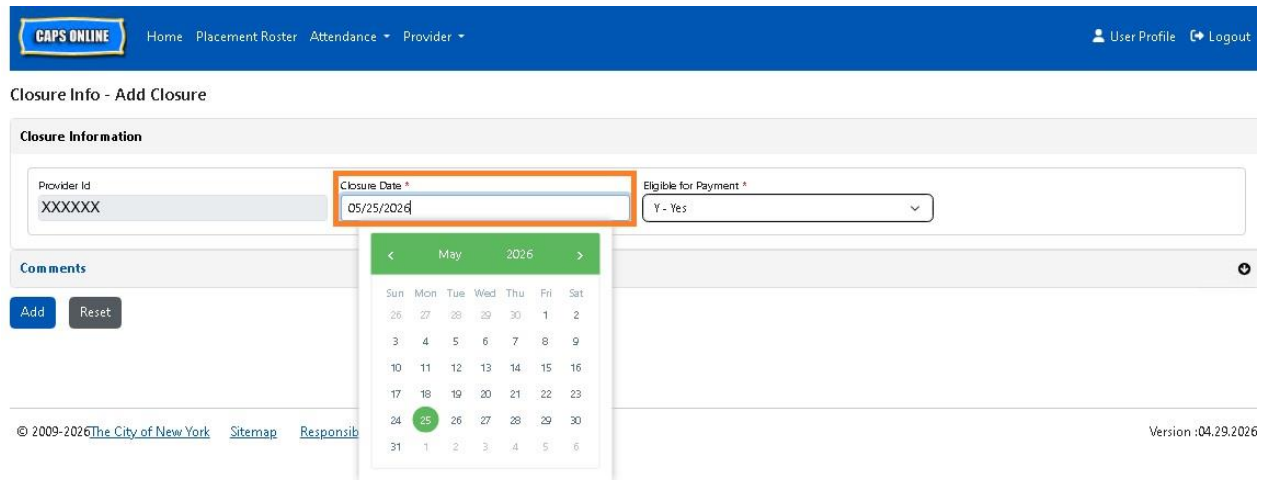
- Select **Closures** from the **Provider** drop-down.



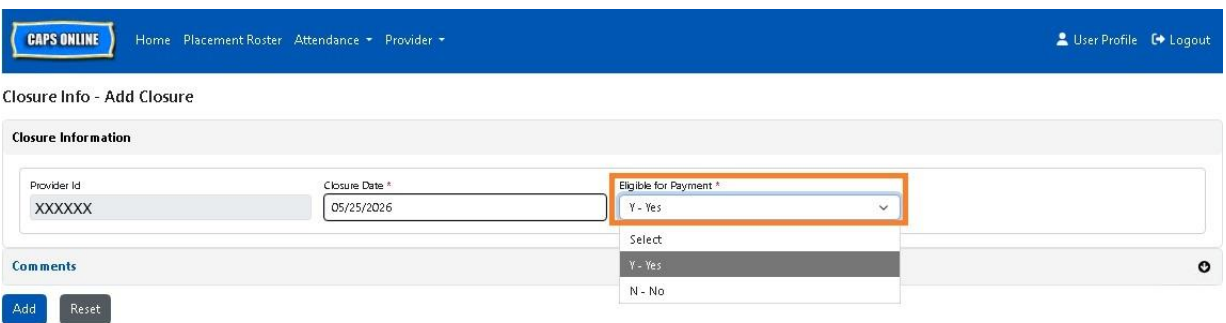
2. Select **Add Closure**.



3. Select the **Closure Date** field. A calendar will drop down. Select the date of your closure from the calendar. (**Note:** if you have a closure that lasts multiple days, you will need to enter each day as a separate closure.)



4. In the **Eligible for Payment** field, you must indicate whether this closure qualifies as a paid closure according to the rules defined by OCFS, **up to 20** eligible paid closures.



Please see <https://on.nyc.gov/3FAGPKu> for more detailed information about paid vs. nonpaid closures.

- Click on **Comments** and then the **Closure Description** field to add a description for the closure.
- Select **Add** at the bottom to save the closure.

CAPS ONLINE Home Placement Roster Attendance Provider User Profile Logout

Closure Info - Add Closure

Closure Information

Provider Id: XXXXXX Closure Date: 05/25/2026 Eligible for Payment: Y-Yes

Comments

Closure Description: Memorial Day

Add Reset

- Once you add the closure, you will receive a green confirmation message at the top of the screen confirming that the closure has been added, and you will see the new closure listed on the closure table. (**Note:** adding a closure will cause all records to be labeled as “non-submittable” for one business day while the change takes effect in the system.)

CAPS ONLINE Home Placement Roster Attendance Provider User Profile Logout

The closure record was created successfully for # XXXXXX with the start date(5/26/2025)

MODIFYING CLOSURES

If you make a mistake when entering a closure or need to change closure information after you have entered it in CAPS Online, you can edit or delete the closure. (**Note:** you cannot edit or delete closures in service months that have already been *submitted*.)

Note: *Network providers* – you will *not* see any icons in the action column for your contract closures. These must be edited/deleted by your network program. You are responsible for modifying your *voucher* closures only.

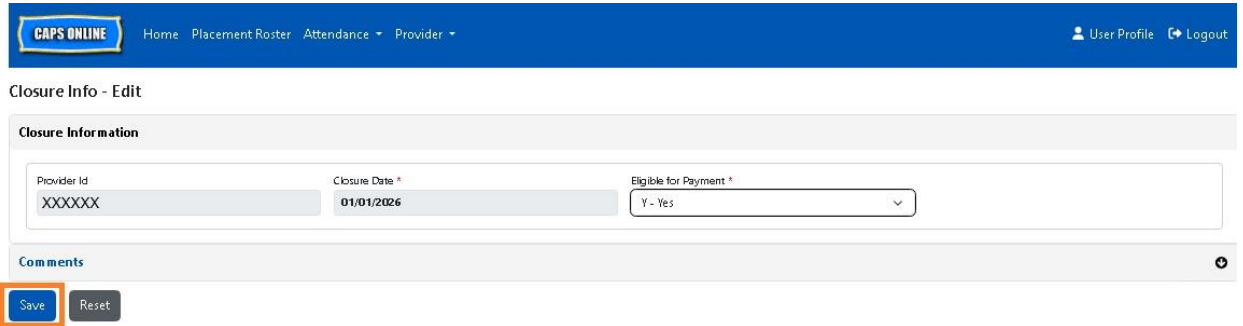
- If you need to edit an already entered closure, click on the brown pencil icon in the **Action** column to edit the closure.

Add Closure

Rows 10 per page

| Action | Start Date | End Date | Days | Eligible for Payment | Comments |
|---|------------|------------|------|----------------------|----------------|
|   | 01/01/2026 | 01/01/2026 | 1 | Y | New Year's Day |
|   | 01/07/2026 | 01/07/2026 | 1 | Y | |

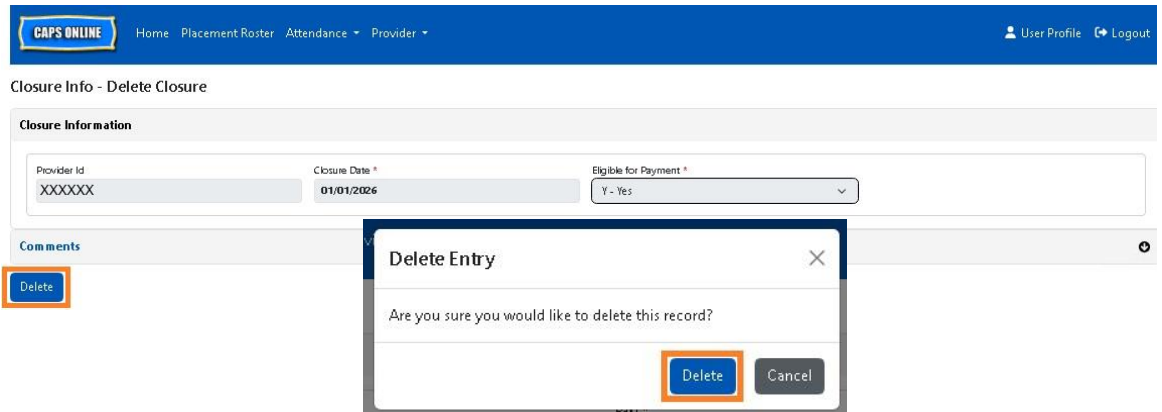
- When you click on this icon, the Closure Info - Edit page will appear, and you can make any changes necessary to your saved closures. Make sure to click **save** so that your closure changes are saved, and you will receive a green confirmation message at the top of the screen that the edits were saved successfully. (**Note:** any changes made to closures will cause all records to be labeled as “non-submittable” for one business day while the changes take effect in the system.)



- If you need to remove a closure, click on the black trash can icon in the **Action** column next to the closure.



- Once you click on that icon, the Delete Closure page will appear, and you can click “delete” at the bottom of the screen, click **delete** on the pop-up that appears, and you will receive a green confirmation message that the closure was deleted successfully. This will remove the closure from your CAPS Online account, and you will be able to enter time-in and time-out attendance for that day.



CLOSURE FILTERS

On the Closures page, you can also filter your list of program closures to view only specific years of closures.

1. On the Closures screen, you will see the closures already listed in CAPS Online for your program. You will see two different filters on the left side of the screen – **Calendar View** and **Closure Year**.

- **Calendar View** – this filter indicates which list of years you would like to view.
 - Gregorian Calendar Year – showing closures from January to December of the selected year.
 - State Fiscal Year – showing closures between April of the selected year and March of the following year.
 - NYC School Year – showing closures between July of the selected year and June of the following year.

| Action | Start Date | End Date | Days | Eligible for Payment | Comments |
|--|------------|------------|------|----------------------|-----------------|
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 01/01/2026 | 01/01/2026 | 1 | Y | New Year's Day |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 01/07/2026 | 01/07/2026 | 1 | Y | |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 02/16/2026 | 02/16/2026 | 1 | Y | President's Day |

- **Closure Year** – this filter indicates which year's closures you would like to view.

| Action | Start Date | End Date | Days | Eligible for Payment | Comments |
|--|------------|------------|------|----------------------|-----------------|
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 01/01/2026 | 01/01/2026 | 1 | Y | New Year's Day |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 01/07/2026 | 01/07/2026 | 1 | Y | |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 02/16/2026 | 02/16/2026 | 1 | Y | President's Day |

2. Once you select your chosen filters, click **Apply Filter** to view your selected list of closures.

| Action | Start Date | End Date | Days | Eligible for Payment | Comments |
|--|------------|------------|------|----------------------|-----------------|
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 01/01/2026 | 01/01/2026 | 1 | Y | New Year's Day |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 01/07/2026 | 01/07/2026 | 1 | Y | |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 02/16/2026 | 02/16/2026 | 1 | Y | President's Day |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 04/03/2026 | 04/03/2026 | 1 | Y | Good Friday |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 05/25/2026 | 05/25/2026 | 1 | Y | Memorial Day |

5 total