
Frequently asked questions:

Early Childhood Educator Portal - Funding Display, ECE Certificate Enhancements, and ECE Portal Access

The Early Childhood Educator (ECE) Portal is an online service for certified ECEs in Alberta. It allows educators to manage certification-related information, access correspondence from the Certification Office, download or print certificates, and view their history of wage top-up, professional development, and release time funding.

This FAQ explains the funding display, certificate design, QR code, and portal access.

Funding Display

Why was the ECE Portal created?

The ECE Portal was created to give educators online access to information related to their certification. This includes updating personal information, viewing correspondence from the Certification Office, requesting reassessment, and viewing their certificate. The portal also allows educators to view their funding history for wage top-up, professional development, and release time, as well as their employment and certification status.

Why is funding information available in the ECE Portal?

Funding information is available in the portal so educators can directly view wage top-up, professional development, and release time funding claimed by their employers on their behalf. This means educators can access their funding information without contacting the ministry.

How will this benefit educators?

Educators can now view funding claimed by their employer on their behalf, providing more transparency. This new capability gives educators direct, self-serve access to funding based on the provider's submitted claims.

By ensuring consistency and timeliness in the data presented, this feature eliminates the need for educators to contact ministry staff for details, streamlining the process and reducing administrative burden.

Where can I find the funding display?

The funding display is available in the ECE Portal at applychildcarecertification.alberta.ca.

After you sign in, go to your profile and select "Funding" to view your funding history, employment history, and certification status history.

How do I use the funding display to see my information?

On the Funding tab in the ECE Portal, you will see a monthly summary showing the total funding your employer or employers claimed on your behalf for that month.

Select “View details” to see more information about each payment, including definitions for the funding types shown in the display.

What payment information is shown in the ECE Portal?

The ECE Portal shows funding claimed on your behalf by your employer. This includes wage top-up, professional development, and release time funding.

Childcare programs submit monthly claims for eligible wage top-up hours for each educator. These claims can also include payments for approved professional development and release time funding.

What specific details are included for each monthly payment?

The display shows the claim period, the childcare program or programs that submitted a claim on your behalf, the type of funding claimed, the hours claimed when applicable, and the amount paid.

If more than one employer submitted a claim on your behalf, clicking “View details” will show each claim separately.

How far back does the funding history go?

The ECE Portal shows funding history starting from January 2026 claim period and will continue to show the most recent 12 months on a rolling basis.

This means you will always have access to the previous 12 months of funding history.

Why can I only view funding information starting from January 2026? How can I obtain information from earlier periods?

The ECE Portal currently displays funding information beginning from January 2026. If you require information for periods before January 2026, please submit a request to the ECE Workforce Supports Program by emailing childcarefunding@gov.ab.ca. To help us process your request, please include:

- your full name and date of birth;
- your certification number;
- the childcare program where you were employed; and,
- the specific time period for which you are requesting information.

When will each month's funding appear in the portal?

Childcare programs can submit claims starting on the first day of the following month. Once the claim is paid, funding details typically appear in the portal within 10 business days.

Example: Funding for June 2026 will generally appear in the portal by mid-July.

The funding display doesn't exactly match my paystubs. Why is that?

The ECE Portal shows funding history by month. This may not exactly match your pay stubs if you are paid weekly or bi-weekly. You may need to manually compare your hours to confirm they match what was claimed. If you still see a difference, contact your employer.

My funding display shows a claim adjustment. What does that mean?

Childcare programs may adjust a monthly claim if there was an error in the original submission.

After you select "View details," you may see a payment type such as "wage top-up adjustment." This means your employer corrected the original claim. The correction may include added or removed hours or payment amounts.

Together, the original claim and the adjustment should show the correct number of hours and amount of funding for that month.

Where can I find more information about eligibility requirements for wage top-ups, professional development and release time grants?

Information about the Early Childhood Educator (ECE) Workforce Supports Program, including wage top-ups, professional development and release time grants, is available online at: <https://www.alberta.ca/funding-for-working-eces>

If you have additional questions, please contact the ECE Workforce Supports Program by email at childcarefunding@gov.ab.ca or by phone at 1-800-661-9754, extension 2.

What do I do if I believe my employer is not providing the full amount of wage top-ups, professional development or release time grants that were claimed and paid on my behalf.

Wage top-up and release time grant funding provided through the ECE Workforce Supports Program is considered a wage under Alberta's Employment Standards Code. Employers are required to administer these payments in accordance with applicable legislation. If you believe wage top-up or release time funding paid on your behalf is not being included in your payroll, you may submit a complaint to Employment Standards. More information on the complaint submission process is available at: <https://www.alberta.ca/file-employment-standards-complaint>.

The professional development grant is intended to reimburse eligible training expenses. How the reimbursement is handled by your employer may depend on who paid for the training. If you believe a professional development grant claimed and paid on your behalf has not been provided to you for training expenses that you personally paid, please contact your employer first to discuss the matter. If your concerns are not resolved, you may submit a written complaint outline your concerns and supporting details to the ECE Workforce Supports Program at childcarefunding@gov.ab.ca. The department will review the information provided and follow its established complaint process with the childcare operator, as appropriate.

ECE Portal Access

What kind of account do I need to access the ECE Portal?

You need an Alberta.ca Account to access the ECE Portal.

If you applied for certification online between May 2020 and the present, sign in to the ECE Portal at applychildcarecertification.alberta.ca using the Alberta.ca account you used for your application.

If you applied for certification using a paper application before May 2020, sign in or create an Alberta.ca account by selecting “Sign-up” at applychildcarecertification.alberta.ca. After you complete the sign-up declarations and security questions, your ECE Portal account will be created.

If you have never applied for certification before, you must first apply for certification before you can access the portal.

I am having trouble creating my ECE Portal account. Who should I contact?

If you are having trouble creating an ECE Portal account, including issues with the security questions, contact ECE.StaffCertification@gov.ab.ca.

How is my identity verified when I create an ECE Portal account?

The ECE Portal uses your Alberta.ca account and a series of security questions to help verify your identity before creating an ECE Portal account.

You only need to complete this verification process if you applied for certification in Alberta using a paper application before May 2020.

The security questions ask you to confirm personal and employment information. If your answers do not match the information the Certification Office has on file, the account will not be created. If this happens, contact ECE.StaffCertification@gov.ab.ca.

What if I can't remember my Alberta.ca Account?

If you are having trouble accessing your Alberta.ca account, use the [find my account](#) feature for help.

ECE Certificate Enhancements – Updated Design

Why has the certificate design changed?

The certificate design has been updated to improve clarity, consistency, and security. The new design includes features that make it easier to verify that a certificate is valid and up to date.

What is different about the new certificate?

The new certificate has an updated layout, modern design, and includes a QR code that can be used to verify certification details.

Will my old certificate still be valid?

Yes. Previously issued certificates remain valid. However, educators are encouraged to download or print the updated certificate from the ECE Portal to ensure they have the most current version.

Do I need to request a new certificate?

No. Your updated certificate is available in the ECE Portal. You can download or print it at any time.

Where can I find the certificate in the ECE Portal?

After signing in to the ECE Portal at applychildcarecertification.alberta.ca, go to the "Certification" tab in your profile and select the print or download icon next to your certificate.

If my certification changes in the future, will my certificate update automatically in the portal?

Your certificate reflects your current certification status. If your certification changes (for example, after reassessment), your certificate will be updated automatically in the portal.

ECE Certificate Enhancements - QR Code

What is the QR code on my certificate?

The QR code is a secure feature on your certificate that allows others, such as your employer, to verify your certification status.

How does the QR code work?

When the QR code is scanned using a mobile device, it opens your information in the ECE Lookup Tool at childcare.alberta.ca/ece-lookup.

Who can scan the QR code?

Anyone who you provide with a copy of your certificate can scan the QR code, such as your employer.

What information is shown when the QR code is scanned?

Your name, certification ID, certification level, and certification status will display. The history of dates when your certification was granted or changed will also be displayed. No other personal information is shown.

Do I need special software to use the QR code?

No. Most smartphones have built-in QR code scanners in the camera app. Simply open your camera app, point it at the QR code, and click the link that appears.

What should I do
if the QR code
does not work?

If the QR code cannot be scanned or does not display correctly, try using a different device or scanner app. If the issue continues, contact CCLicensingSystemSupport@gov.ab.ca.

Does the QR
code replace my
certificate?

No. The QR code is added to your certificate as a security feature. Your certificate is still the main proof that you are certified, and the QR code helps confirm that the information is valid and current.

If I get a new
certificate, do I
also get a new
QR code?

Each certificate has a unique QR code. If you receive a new certificate after a change in certification, that certificate will include its own QR code and will still link to your information in the ECE Lookup Tool.

Can I share my
certificate digitally
with my
employer?

Yes. In the ECE Portal, you can download a copy of your certificate to your device. This file can then be shared via email with your employer. The QR code can be scanned electronically off of a device, in addition to scanning it from a physical copy of the certificate.