CARES – User Guide

HOW TO RENEW A CHILD CARE LICENSE

This guide provides instructions on how to renew a license using the **Child Care Administration, Regulation and Enforcement System (CARES).**

This guide is intended for individuals renewing a licensure with the **Florida Department of Children and Families (DCF)**.

Renewal Email

You will receive an automated email notification to access your renewal application on your CARES account **90 days before** your license expires.

If you did not receive the email, contact the **Licensing Office** to confirm your information.

Accessing CARES

To access the system:

1. Log in to **CARES** using your email address and password
2. Select **Log In**
3. Select the **Renewal Applications** tile on the **Dashboard**
4. Select **Start** next to the application

Important: Submit your renewal application at least 45 days before your expiration date to avoid late fees.

Application Overview

Most information in your application will auto-populate based on what you previously provided.

You may update limited fields.

For changes to ownership, adding new personnel, or background screening information, contact the **Licensing Office** where a Licensing Specialist can assist you.

Applicant Information

This section is auto selected based on your role in the system. To change it, contact the **Licensing Office** where a Licensing Specialist can assist you.

Provider Profile

You may update:

- Mailing address
- Phone number(s)
- Email address(es)
- Website URL

All other fields are read-only. Changes to your physical address or program type may require a new license application.

Select **Save & Continue**.

Business Hours

Update your operational months, days, and hours.

Indicate when the facility will operate:

- School Year
- Summer
- Migrant Season
- Year Round

Enter operating days and hours for each day of the week.

Use **Add Time Slot** for multiple operating periods. Remove time slots for days the facility is closed.

Select **Save & Continue**.

Services Offered

Select all services you intend to provide by toggling the applicable options. You may update all services except transportation.

To add or remove transportation, contact the **Licensing Office** where a Licensing Specialist can assist you.

Toggle each service on or off.

If you offer **Weekend Care** or **Night Care**, ensure the hours are entered on the **Business Hours** page.

Select **Save & Continue**.

Ownership Information

This page is view-only. Ownership changes may require a new license application. Contact the **Licensing Office** if you need changes to this section.

Select **Save & Continue** to proceed to the next section.

People

This page lists current staff. You may remove personnel by entering an **End Date** and **Reason for Severance**.

You cannot add new personnel or edit other details. A Licensing Specialist will add new personnel during your renewal inspection.

Select **Save & Continue.**

Attachments

Upload all required documents. Items marked with an asterisk (*) are mandatory.

All document sections must display a green check mark to proceed to the next section of the application.

Select **Save & Continue**.

Background Screening

This page displays your ORI and OCA numbers and the background screening status of current personnel. No edits can be made.

Select **Save & Continue.**

Payment

This page lists:

- Required application fee
- Any late fees
- Any administrative fines

Select **Pay Invoice** to proceed.

Important: If you have requested an administrative hearing for a fine, do not pay it here, as payment may waive your right to the hearing.

Online payments are subject to a service fee. Service fee is less than 1% of the total amount.

Important: You must submit your application **after paying your licensure fee.**

	Invoice Date	Invoice Number	Invoice Type	Invoice Amount
✓	01/27/2026	78719	Fee	$50.00
	Total Due			**$50.00**

PAY INVOICE

Attention Provider

License fees are due at the time of application process. Your license may not be renewed if you have unpaid administrative action fines.

Invoice #78645
Invoice Date: 10/27/2025
Status: Due

Attention
Matt Thompson
Licensed Family Day Care Home
DCF ID: F02LE0028
childcareprovider@gmail.com

Notes

DESCRIPTION	TOTAL
License Fee FY 2025-26	$50.00
Total Due	**$50.00**

⚠ (!)

Payment is due

PAY INVOICE

Review and Submit

Review each section for accuracy and completeness.

If edits are needed, select the pencil icon next to the section.

To submit the application:

1. Acknowledge the **Application Statement**
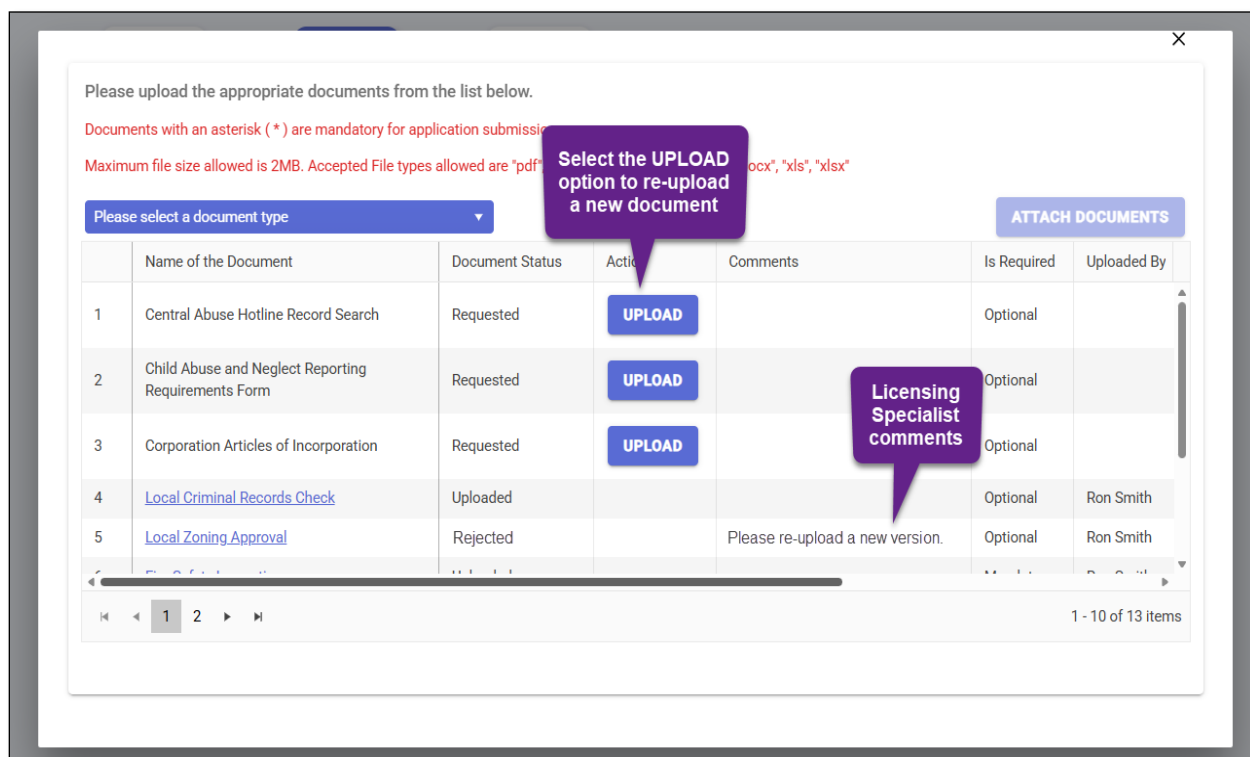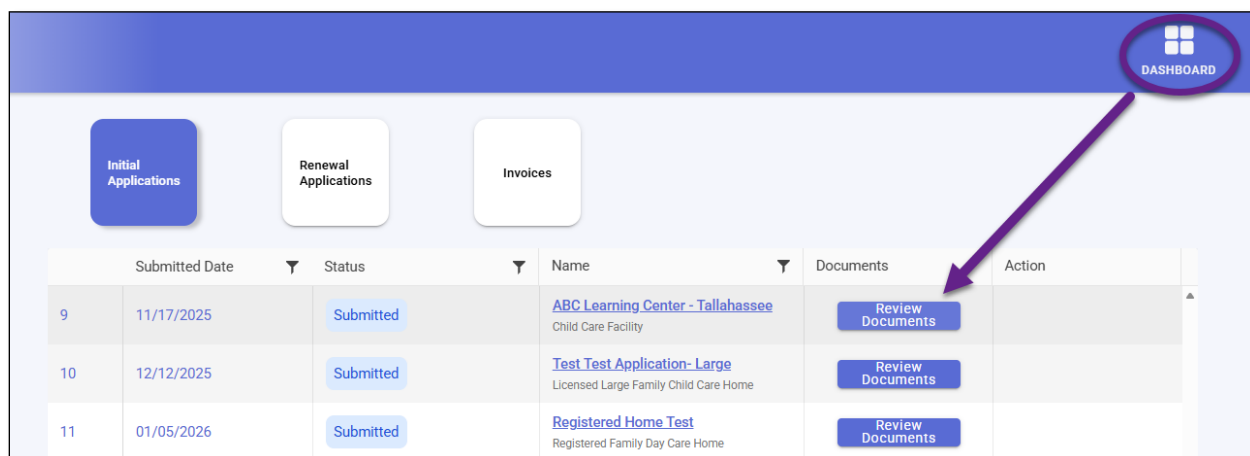2. Select **Save & Continue**
3. Select **Submit**

Additional Document Requests

If additional documentation is required, you will receive an automated email notification.

Log in to **CARES** and select **Review Documents** from the dashboard to upload requested items.

For Rejected documents, you will receive guidance from your **Licensing Specialist** explaining the required corrections.

This completes the CARES online license renewal application process.