

## **Child Adult Information Portal (CAIP) Training & Access Instructions for Foster Parents & Placement Providers**

### **To Gain Access:**

1. Complete 1.5-hour CAIP Training Module at <https://www.scfpalms.com/>. To find the training, go to Mandatory Courses and the CAIP training is the third from the top.
2. After successfully completing the training, the foster parent/placement providers will receive an email with a link to create your CAIP account. This is not automatic and can take up to a week after training completion. If you do not receive login information after a week, reach out to: [CAPSSHelpDeskNotification@dss.sc.gov](mailto:CAPSSHelpDeskNotification@dss.sc.gov) Send your training certificate via email and we will ensure that you gain access.
3. Click the link and create your CAIP account within 24 hours of receiving email.
4. Access CAIP using a smartphone, tablet, desktop or laptop computer.
5. View and update important information about the children in your care.

### **Helpful Tips:**

- **Foster parents** should provide a personal email address when completing the training. Work emails cannot be associated to a Foster Parent CAIP account.
- **Foster parents** should provide their legal name when completing the training. If a different name is provided, and it does not match the name on their license, we will not be able to find the foster parent in our system.
- **Placement providers** should use their work email accounts when entering data or uploading documents into the CAIP account.

The link that Foster Parents receive to create their CAIP account expires after 24 hours. If the foster parent/ placement provider staff is not able to create their account within 24 hours, they can go to the [CAIP website](#) and click on the Forgot Password link. They will need to enter their email address and click on Request Reset Password to get another link. If this doesn't work, they need to reach out to [CAPSSHelpDeskNotification@dss.sc.gov](mailto:CAPSSHelpDeskNotification@dss.sc.gov) for assistance.