DCYF Secure Provider Email Instructions

DCYF uses a secure email system to help protect child care providers' emails and attachments. When you email providerhelp@dcyf.wa.gov, you will receive an automatic reply with instructions for sending a secure email.

Follow the steps below to send an email securely and confirm that DCYF received it.

Step 1: Email DCYF

Email providerhelp@dcyf.wa.gov

You will receive an automatic reply with the subject line "DCYF Secure Provider Email." This reply will explain how to access the secure email system.

Step 2: Follow the instructions for your email account

The steps depend on which email service you use.

If you use Outlook.com, Hotmail.com, Live.com, or MSN.com:

1. Reply to the automatic email from DCYF.
2. Wait for an automatic reply confirming that DCYF received your email and is processing it.

If you use another email service, such as Gmail or Yahoo:

Complete these steps within 30 days of receiving the automatic reply.

1. Open the automatic reply and click the blue "Read the Message" button.
2. On the sign-in page, select "Sign in with a one-time passcode."
3. Check your email for the passcode.
4. Enter the passcode to read and reply to the secure email.
5. Wait for an automatic reply confirming that DCYF received your email and is processing it.

Step 3: Check your confirmation email

After you complete the steps for your email account, you will receive an automatic reply from DCYF.

- If your email is received: The reply will confirm that DCYF received your email and is processing it.
- If there is a problem: The reply will explain the problem and tell you what to do next.

Follow any instructions in the automatic reply to resolve problems with your email or attachments.

Step 4: Prepare your attachments

Follow these tips to help DCYF process your email and attachments:

- Reply to the correct email. When responding to DCYF, look for an email with the subject line “Provider Help Access.” Reply to this email to help keep your message secure.
- Attach your documents. Do not copy and paste documents into the body of the email.
- Check your attachments. Make sure each document is clear and easy to read.
- Use an accepted file type. DCYF accepts TIF, TIFF, JPG, BMP, PNG, DOC, DOCX, and PDF.
- Include your SSPS provider identification number. Add your number on each page of your attachments.

Need help?

Call the Child Care Subsidy Contact Center at 800-394-4571, Monday through Friday, 8 a.m. to 5 p.m.