

Licensed Centers: Request a Change to Your Program Account Information in the Provider Hub

You can use the Provider Hub to request a change to your account information, like changes to your license holder, Authorized Agent, or controlling individuals, or their contact information.

There are other changes you can make too. To learn about all the change request types, see [Licensed Centers: Understand Change Requests in the Provider Hub](#).

Notes on change requests

- Not everyone with a Provider Hub account can request changes. For information on who has this access and how to grant it, see the [Add a User and Change Existing User Access Quick Guide](#).
- Many change requests need to be reviewed and approved by your licensor before you can operate under the new information. Please submit your request well before you want the change to take effect. You may also want to send an email to your licensor to ensure your change request was received.

Continue to the next page for the Table of Contents.

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Account Change Types

Change Type	What You Can Change
License Holder Address Change	Mailing address
License Holder Name Change	Name
Change Authorized Agent [to a new person]	<ul style="list-style-type: none">▪ Name▪ Email▪ Title▪ Role(s)▪ Mailing address

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Change Type	What You Can Change
Update Authorized Agent Contact Information [keeping the same person as Authorized Agent]	<ul style="list-style-type: none"> ▪ Name ▪ Email ▪ Phone ▪ Title ▪ Mailing address
Update Controlling Individuals	<p>Search for existing individuals or organizations in the Hub, create new individuals or organizations, or edit the information for your existing controlling individuals.</p> <p>Individual details:</p> <ul style="list-style-type: none"> ▪ Name ▪ Email ▪ Title ▪ Ownership Percentage ▪ Role(s) ▪ Mailing address <p>Organization details:</p> <ul style="list-style-type: none"> ▪ Organization Type (government or non-government) ▪ Organization Name ▪ DBA Name (optional) ▪ Minnesota Tax ID Number ▪ Federal Employment Identification Number (FEIN) ▪ Email ▪ Ownership Percentage ▪ Role(s) ▪ Mailing address

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Request a Change to Your Account Information

The Account contains information about your License Holder(s), Authorized Agent, and other controlling individuals. This section describes how to request changes to who is in those roles or their contact information.

Step 1: Go to the Account Information Change Request section

There are two ways to get there.

Option A: Via the License/Certification Holders tab

1. Log in to the Provider Hub.
2. Select the **License/Certification Holders** tab.

Note: depending on your screen size, you may need to select **More** to reveal the **License/Certification Holders** tab.

3. Select the name for the account you want to change.



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4. Select the **Request Licensing Change** tab.

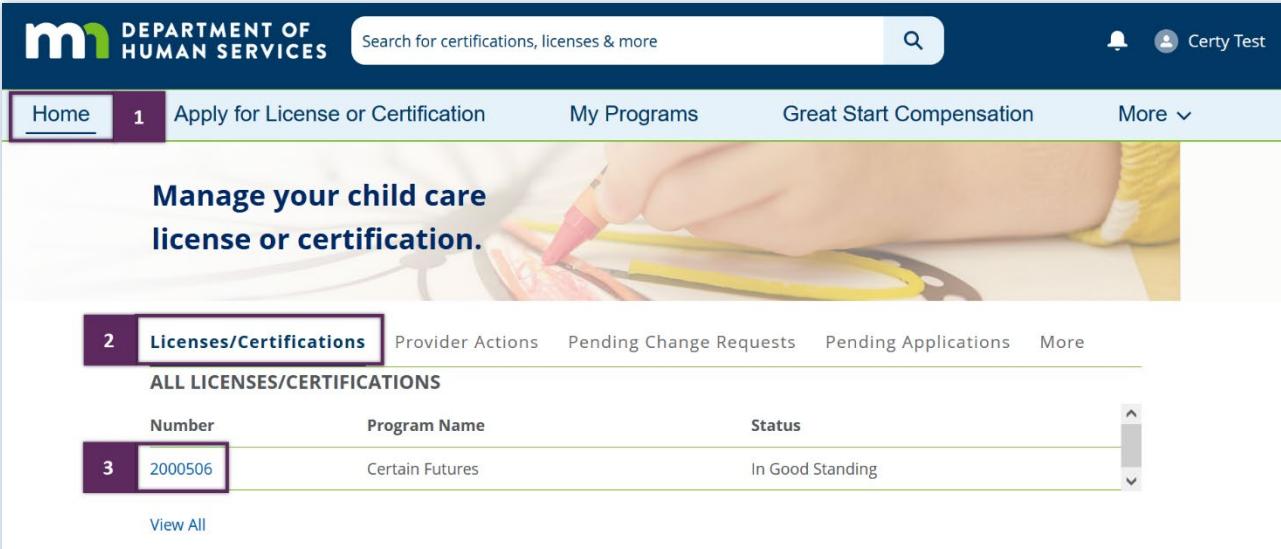


The screenshot shows a user profile at the top with the name 'Roy G Biv'. Below the profile, there are fields for 'Phone' (555 222-8888), 'ELMS Entity ID', and 'Federal Employment Identification Number'. A navigation bar below these fields includes tabs for 'Licenses & Cases' (selected), 'Request Licensing Change' (highlighted with a red box), 'Request Certification Change', and 'Controlling Individuals'. The 'Request Licensing Change' tab is active, showing a table with one row for a business license. The table columns are 'Number' (2000530), 'Business Type', and 'Status' (In Good Standing). The 'Business Type' column is empty.

Number	Business Type	Status
2000530		In Good Standing

Option B: Via the Licenses/Certifications tab

1. Log in to the Provider Hub.
2. Make sure you're viewing the **Licenses/Certifications** tab.
3. Select the Business License Number for the program you want to change.



The screenshot shows the main navigation bar of the Provider Hub with the 'DEPARTMENT OF HUMAN SERVICES' logo, a search bar, and a 'Certy Test' button. Below the navigation bar, there are links for 'Home', 'Apply for License or Certification' (highlighted with a red box), 'My Programs', 'Great Start Compensation', and 'More'. A banner image features a person drawing a child's face. The 'Apply for License or Certification' section is titled 'Manage your child care license or certification.' Below this, the 'Licenses/Certifications' tab is selected (highlighted with a red box), showing a table of licenses. The table columns are 'Number' (2000506), 'Program Name' (Certain Futures), and 'Status' (In Good Standing). A 'View All' link is at the bottom of the table.

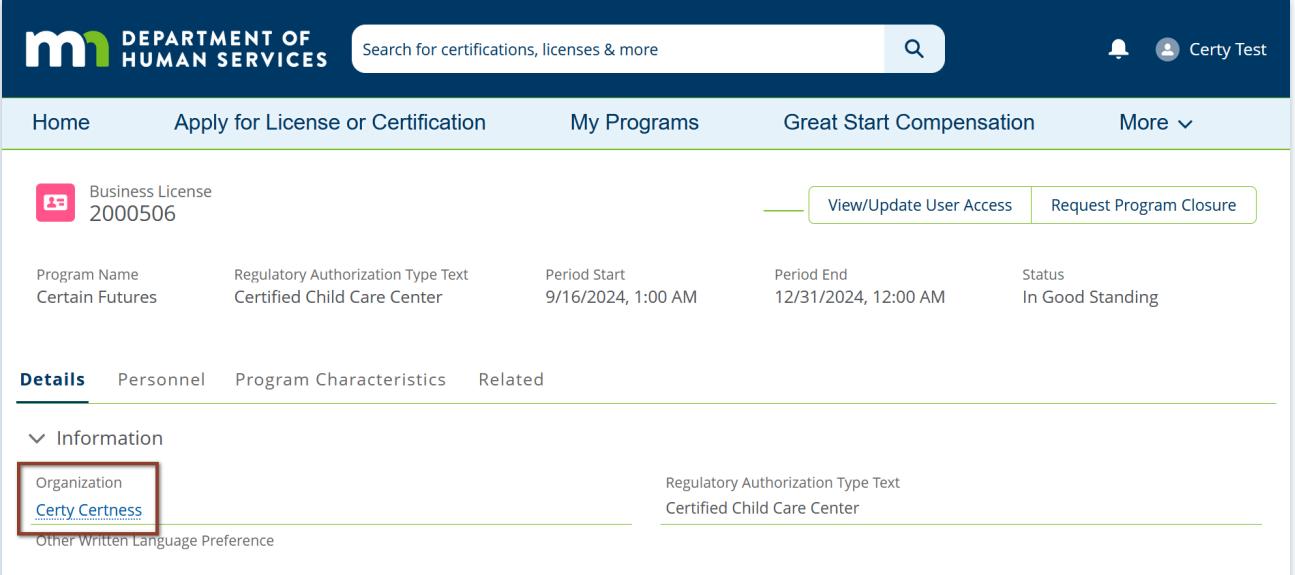
Number	Program Name	Status
2000506	Certain Futures	In Good Standing

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4. Select the License Holder Account Name under **Details** and **Organization**.



DEPARTMENT OF HUMAN SERVICES

Search for certifications, licenses & more

Business License 2000506

View/Update User Access Request Program Closure

Program Name Certain Futures	Regulatory Authorization Type Text Certified Child Care Center	Period Start 9/16/2024, 1:00 AM	Period End 12/31/2024, 12:00 AM	Status In Good Standing
---------------------------------	---	------------------------------------	------------------------------------	----------------------------

Details Personnel Program Characteristics Related

Information

Organization Certy Certness	Regulatory Authorization Type Text Certified Child Care Center
--------------------------------	---

Other Written Language Preference

5. Select the **Request Licensing Change** tab.



Account Roy G Biv

Phone (555) 222-8888	ELMS Entity ID	Federal Employment Identification Number
-------------------------	----------------	--

Licenses & Cases Request Licensing Change Request Certification Change Controlling Individuals

Business Licenses (1)		
Number	Business Type	Status
2000530		In Good Standing

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Step 2: Select your Change Type

1. Select an answer to **What change would you like to make?**

Note: If you are not sure what to choose, please see [Account Change Types](#) above.

2. Enter the **Requested Effective Date**, the date when you want the change to take effect.
This cannot be a date in the past.
3. Select **Next**.

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Select Change Type

1

*What change would you like to make?

- License Holder Address Change
- License Holder Name Change
- Change Authorized Agent
- Update Authorized Agent Contact Information
- Update Controlling Individuals

2

*Requested Effective Date

3

Save for later

Next

Steps

- Select Change Type
- Reason for request
- Complete

Continue to the next page.

Step 3: Enter detailed change request information

1. Enter a **Reason for request**. This should be a complete description of the change you want to make and why you want to make it.
2. Select **Next**.

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Reason for request

* Please enter the reason for request

Save for later

Next

Steps

- ✓ Select Change Type
- Reason for request**
- Account Address
- Submit Change
- Complete

3. In each screen that follows, complete or edit the required fields. Each change type asks for different information.

Continue to the next page.

License Holder Address Change

1. Start typing the address in the **Address Search** field.
2. Select the correct address when it appears.

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Account Address

Existing Account Holder Address
444 Lafayette Rd N, Saint Paul, MN 55155 United States

Address Search
1 540 ceda

2 540 Cedar Ave N, Watkins, MN 55389
540 Cedar Cir, Annandale, MN 55302
540 Cedar St, Saint Paul, MN 55155
New

Steps

- ✓ Select Change Type
- ✓ Reason for request
- **Account Address**
- Submit Change
- Complete

3. If the search field does not find the correct address, complete each required field.

4. Select **Next**.

Account Address

Existing Account Holder Address
444 Lafayette Rd N, Saint Paul, MN 55155 United States

Address Search
3

* Address Line 1
Address Line 2
* City * State
* Zip/Postal Code * Country

Save for later Previous Next 4

Steps

- ✓ Select Change Type
- ✓ Reason for request
- **Account Address**
- Submit Change
- Complete

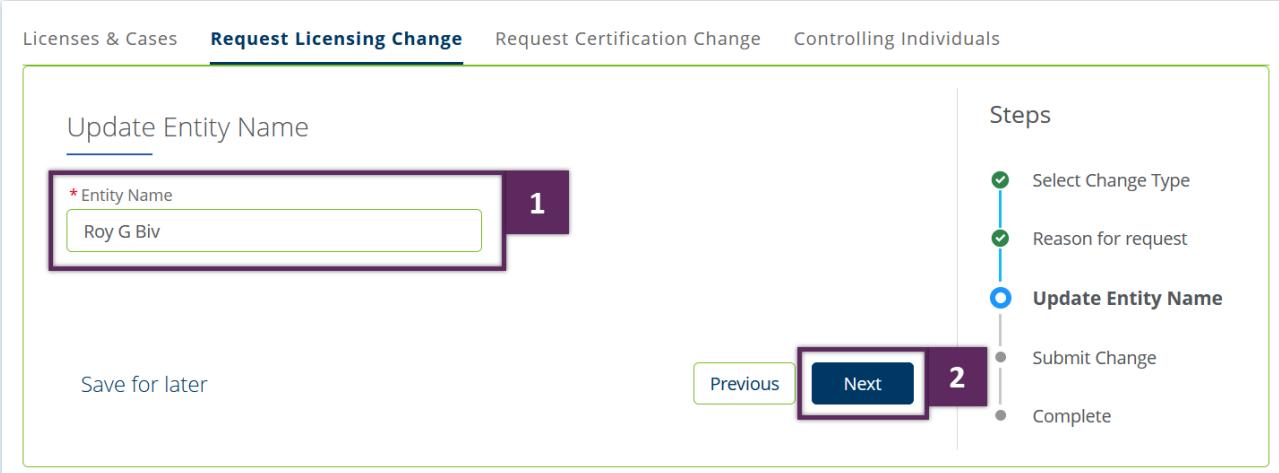
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License Holder Name Change

1. Edit the **Entity Name** field to show the new License Holder name.
2. Select **Next**.



Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Update Entity Name

* Entity Name
Roy G Biv

Save for later Previous **Next** 2

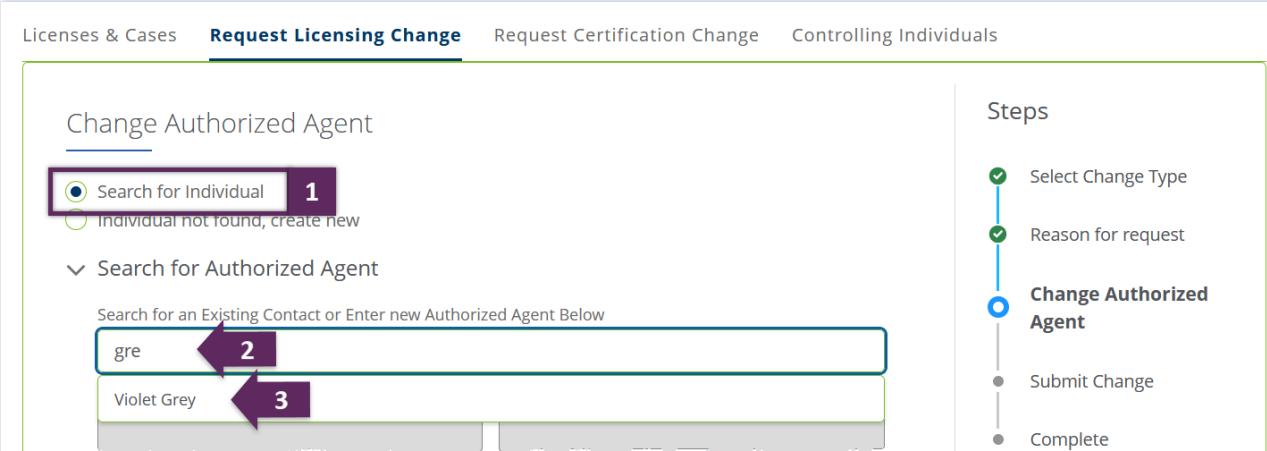
Steps

- ✓ Select Change Type
- ✓ Reason for request
- Update Entity Name**
- Submit Change
- Complete

Change Authorized Agent

If the new Authorized Agent may already have a record in the Provider Hub:

1. Select **Search for Individual**.
2. Start typing their name in the **Search for an Existing Contact or Enter new Authorized Agent Below** field.
3. Select the correct name when it appears.



Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Change Authorized Agent

Search for Individual 1
 Individual not found, create new

Search for an Existing Contact or Enter new Authorized Agent Below
gre 2

Violet Grey 3

Steps

- ✓ Select Change Type
- ✓ Reason for request
- Change Authorized Agent**
- Submit Change
- Complete

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4. Edit the remaining fields as needed to show the person's correct email, title, role(s) and mailing address.

Licenses & Cases
Request Licensing Change
Request Certification Change
Controlling Individuals

Change Authorized Agent

Search for Individual
 Individual not found, create new

Search for Authorized Agent

Search for an Existing Contact or Enter new Authorized Agent Below

*** Email**

*** Title**

*** Role(s)**
 Authorized Agent CEO CFO Compliance Official Controlling Individual
 Government Entity License Holder Managerial Official Office President
 Treasurer Other Official

*** Address Line 1**

Address Line 2

*** City** *** State**

*** Zip/Postal Code** *** Country**

[Save for later](#)

[Previous](#)

[Next](#)

Steps

- Select Change Type
- Reason for request
- Change Authorized Agent**
- Submit Change
- Complete

If new Authorized Agent does not appear when searching:

1. Select **Individual not found, create new.**
2. Enter the Authorized Agent's information:
 - First Name
 - Last Name
 - Email
 - Title (optional)
 - Role(s)

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Change Authorized Agent

Search for Individual
 Individual not found, create new **1**

▼ Add Authorized Agent **2**

* First Name Middle Name

* Last Name

* Email

Title

* Role(s)

Authorized Agent CEO CFO Compliance Official Controlling Individual
 Government Entity License Holder Managerial Official Office President
 Treasurer Other Official

Search for Address

Steps

- Select Change Type
- Reason for request
- Change Authorized Agent**
- Submit Change
- Complete

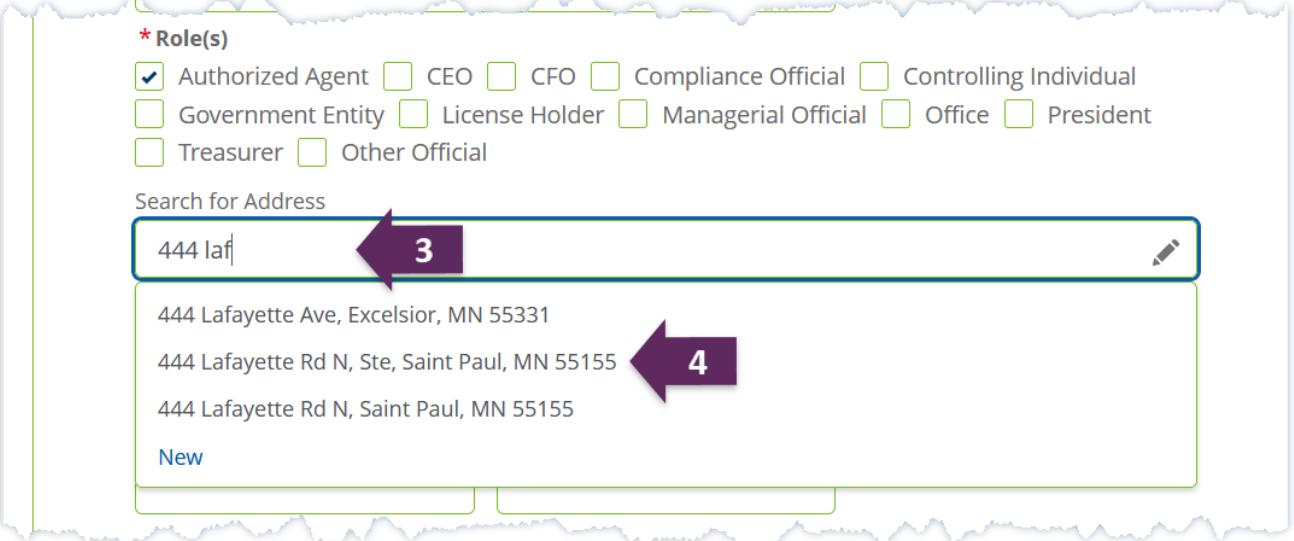
Continue to the next page.

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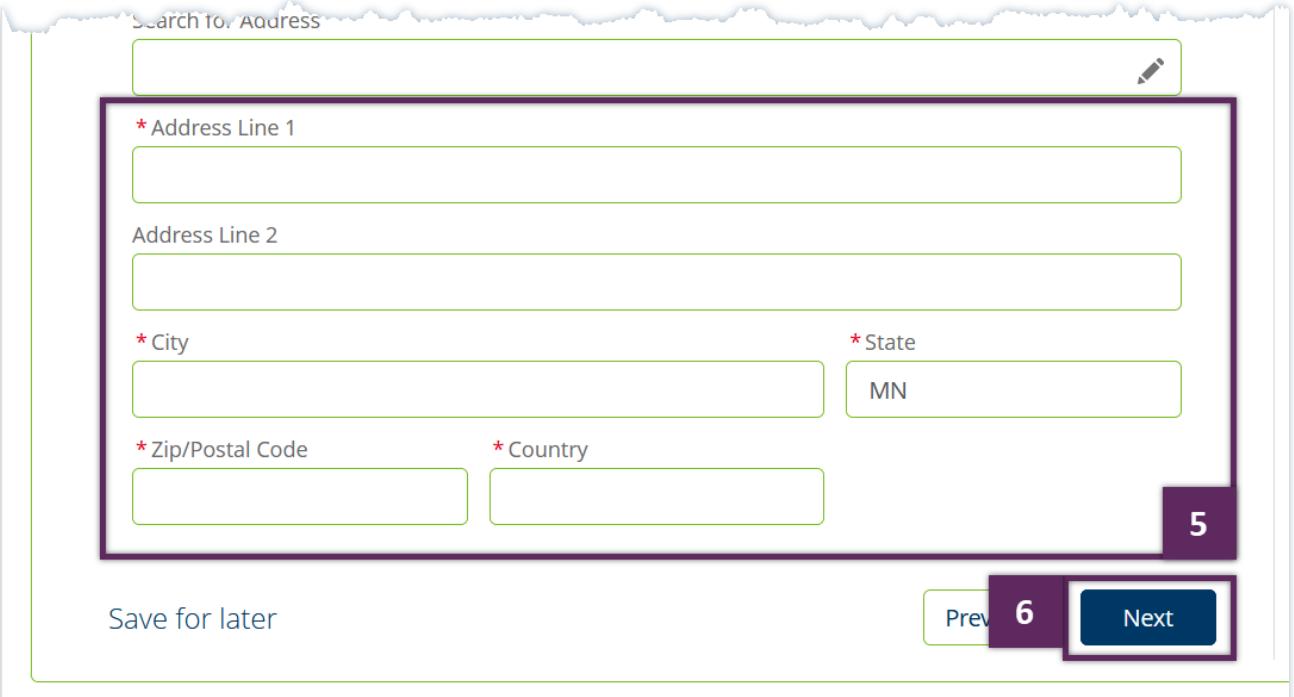
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3. Start typing their address in the **Search for Address** field.
4. Select the correct address when it appears.



The screenshot shows a search interface with a list of address suggestions. At the top, there is a section for selecting roles, with 'Authorized Agent' checked. Below this is a search bar containing '444 laf'. A large blue arrow labeled '3' points to this search bar. Below the search bar is a list of suggestions: '444 Lafayette Ave, Excelsior, MN 55331', '444 Lafayette Rd N, Ste, Saint Paul, MN 55155', and '444 Lafayette Rd N, Saint Paul, MN 55155'. A large blue arrow labeled '4' points to the second suggestion in the list.

5. If the search field does not find the correct address, complete each required field.
6. Select **Next**.



The screenshot shows a form for entering address details. It includes fields for 'Address Line 1' (with a required asterisk), 'Address Line 2', 'City' (with a required asterisk), 'State' (with a required asterisk, showing 'MN'), 'Zip/Postal Code' (with a required asterisk), and 'Country' (with a required asterisk). A large blue arrow labeled '5' points to the 'City' field. At the bottom of the form, there are buttons for 'Save for later', 'Prev' (disabled), '6' (highlighted in a blue box), and 'Next'.

Update Authorized Agent Contact Information

1. Edit the fields as needed to show the person's correct information:

- First Name
- Last Name
- Email
- Phone (optional)
- Title (optional)
- Mailing address (use the **Search for Address** field to update)

2. Select **Next**.

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Authorized Agent Contact Information

* First Name: Violet Middle Name:

* Last Name: Grey

* Email: violetgrey@gmail.com.fake

Phone:

Title: Authorized Agent

Search for Address: 540 Cedar St, Saint Paul, MN 55155 US

* Address Line 1: 540 Cedar St

Address Line 2:

* City: Saint Paul * State: MN

* Zip/Postal Code: 55155- * Country: US

Save for later **Previous** **Next**

Steps

- ✓ Select Change Type
- ✓ Reason for request
- Authorized Agent Contact Information**
- Submit Change
- Complete

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Update Controlling Individuals

You can edit the information for your existing controlling individuals, search for existing individuals or organizations in the Hub to add as controlling individuals, create new individual or organization records, remove controlling individuals, or all the above as part of the same change request.

When adding, creating, or editing controlling individuals who are **individuals** (people), you will complete or update these fields:

- Name
- Email
- Title
- Ownership Percentage
- Role(s)
- Mailing address

▼ Add Controlling Individual

* First Name	Middle Name
<input type="text"/>	<input type="text"/>
* Last Name	Email
<input type="text"/>	<input type="text"/>
* Title	* Ownership Percentage
<input type="text"/>	<input type="text"/>
* Role(s)	
<input type="checkbox"/> Authorized Agent <input type="checkbox"/> CEO <input type="checkbox"/> CFO <input type="checkbox"/> Compliance Official <input type="checkbox"/> Controlling Individual	
<input type="checkbox"/> Government Entity <input type="checkbox"/> License Holder <input type="checkbox"/> Managerial Official <input type="checkbox"/> Office <input type="checkbox"/> President	
<input type="checkbox"/> Treasurer <input type="checkbox"/> Other Official	
Address Search <input type="text"/>	
<input type="button" value="Add Controlling Individual to List"/>	
<input type="button" value="Clear Values"/>	

When adding, creating, or editing controlling individuals who are **organizations**, you will complete or update these fields:

- Organization Type (Government Entity or Non-Governmental Organization)
- Organization Name
- Doing Business As (DBA) Name (optional)
- Minnesota Tax ID Number
- Federal Employment Identification Number (FEIN)
- Email
- Ownership Percentage
- Role(s)
- Mailing address

▼ Add Controlling Individual

*Organization Type

Non-Governmental Organization
 Government Entity

*Organization Name

Doing Business As (DBA) Name

*Minnesota Tax ID Number

*Federal Employment Identification Number (FEIN)

Email

*Ownership Percentage

*Role(s)

CEO CFO Compliance Official Controlling Individual Government Entity
 License Holder Managerial Official Office President Treasurer
 Other Official

Address Search



Add Controlling Individual to List

Clear Values

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To edit the information for an existing controlling individual:

1. Select the dropdown arrow in the same row as their name.
2. Select **Edit**.

The screenshot shows a web-based application for requesting licensing changes. The top navigation bar includes 'Licenses & Cases', 'Request Licensing Change' (which is the active tab), 'Request Certification Change', and 'Controlling Individuals'. The main content area is titled 'Controlling Individuals' and contains a table with two rows. The first row for 'Violet Grey' has a dropdown arrow icon in the 'ROLES' column. The second row for 'Roy Biv' has an 'Edit' button in the 'ROLES' column, which is highlighted with a blue border and a purple '2' box. To the right of the table is a vertical 'Steps' column with numbered circles: '1' is green with a checkmark and '2' is purple with a blue outline. The steps listed are: 'Select Change Type', 'Reason for request', 'Controlling Individuals' (which is highlighted with a blue outline), 'Submit Change', and 'Complete'. At the bottom of the table are buttons for 'Save for later', 'Previous', 'Edit' (which is highlighted with a blue border and a purple '2' box), 'Remove', and 'Next'.

Continue to the next page.

3. Edit each field as needed to show their correct information.

4. Select **Save**.

First Name
Violet

Middle Name

Last Name
Grey

Email
violetgrey@gmail.com.fake

Title
Authorized Agent

Roles

Authorized Agent CEO CFO Compliance Official Controlling Individual Government Entity
 License Holder Managerial Official Office President Treasurer Other Official

Ownership Percentage
50.00

Address Line 1
540 Cedar St

Address Line 2

City
Saint Paul

State
MN

Zip/Postal Code
55155-

Country
US

Cancel

Save

To add a new controlling individual:

1. Select Add Controlling Individual.

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Controlling Individuals

NAME	OWNERSHIP PER...	TITLE	ROLES
Violet Grey	50.00	Authorized Agent	Authorized Agent;...
Roy Biv	50.00	Owner	Controlling Indivi...

Save for later

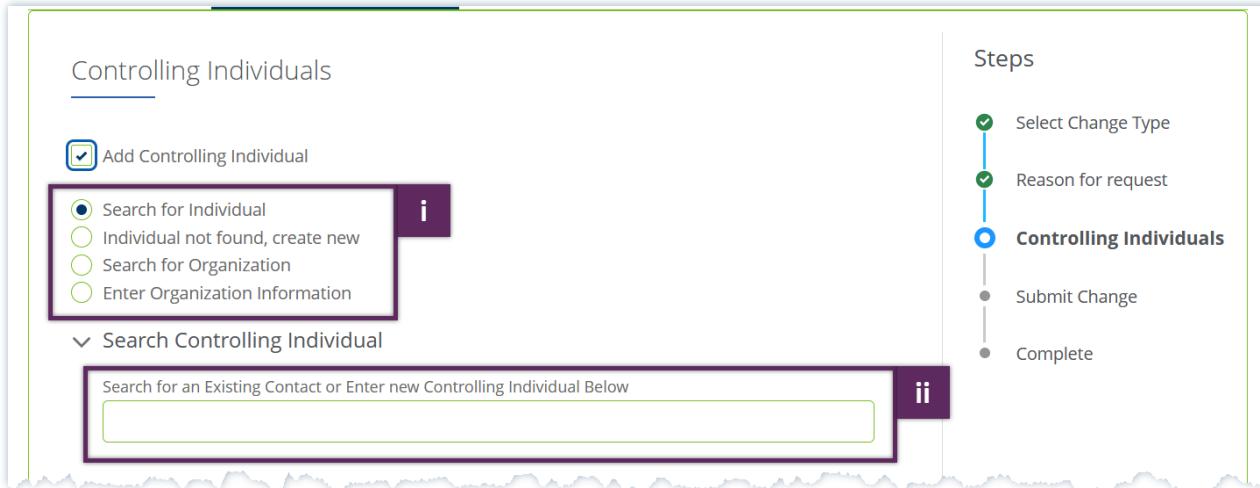
Steps

- ✓ Select Change Type
- ✓ Reason for request
- **Controlling Individuals**
- Submit Change
- Complete

2. Answer the question that appears:

- If the new controlling individual may already have a record in the Provider Hub:
 - i. Select **Search for Individual** or **Search for Organization**.
 - ii. Start typing their name in the **Search for an Existing Contact or Enter new Controlling Individual Below** field.
 - iii. Select the correct name when it appears.

Continue to the next page for screenshot.



iv. Complete or edit the remaining fields as needed to show the controlling individual's correct information.

▼ Add Controlling Individual

* First Name	Middle Name
<input type="text"/>	<input type="text"/>
* Last Name	Email
<input type="text"/>	<input type="text"/>
* Title	* Ownership Percentage
<input type="text"/>	<input type="text"/>
* Role(s) <input type="checkbox"/> Authorized Agent <input type="checkbox"/> CEO <input type="checkbox"/> CFO <input type="checkbox"/> Compliance Official <input type="checkbox"/> Controlling Individual <input type="checkbox"/> Government Entity <input type="checkbox"/> License Holder <input type="checkbox"/> Managerial Official <input type="checkbox"/> Office <input type="checkbox"/> President <input type="checkbox"/> Treasurer <input type="checkbox"/> Other Official	
Address Search <input type="text"/> ✎	
<input type="button" value="Add Controlling Individual to List"/>	
<input type="button" value="Clear Values"/>	

- If the new controlling individual does not appear when searching:
 - i. Select **Individual not found, create new** or **Enter Organization Information**.
 - ii. Complete the remaining fields.

3. Select **Add Controlling Individual to List**.

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Controlling Individuals

Add Controlling Individual

Search for Individual
 Individual not found, create new
 Search for Organization
 Enter Organization Information

▼ Add Controlling Individual

*** Organization Type**

Non-Governmental Organization
 Government Entity

*** Organization Name**

*** Minnesota Tax ID Number**

*** Federal Employment Identification Number (FEIN)**

Email

*** Ownership Percentage**

*** Role(s)**

CEO CFO Compliance Official Controlling Individual Government Entity

License Holder Managerial Official Office President Treasurer
 Other Official

Address Search

5

Steps

- Select Change Type
- Reason for request
- Controlling Individuals**
- Submit Change
- Complete

To remove an existing controlling individual:

1. Select the dropdown arrow in the same row as their name.
2. Select **Remove**.

Licenses & Cases **Request Licensing Change** Request Certification Change Controlling Individuals

Controlling Individuals

Add Controlling Individual

NAME	OWNERSHIP PER...	TITLE	ROLES
Violet Grey	50.00	Authorized Agent	Authorized Agent;...
Roy Biv	50.00	Owner	Controlling In...

Save for later

Steps

- ✓ Select Change Type
- ✓ Reason for request
- Controlling Individuals**
- Submit Change
- Complete

1

2

Previous **Next**

When your Controlling Individuals list is complete and correct, select **Next.**

Controlling Individuals

Add Controlling Individual

NAME	OWNERSHIP PER...	TITLE	ROLES
Violet Grey	50.00	Authorized Agent	Authorized Agent;...
Roy Biv	50.00	Owner	Controlling Indivi...

Save for later

Previous **Next**

Steps

- ✓ Select Change Type
- ✓ Reason for request
- Controlling Individuals**
- Submit Change
- Complete

4. Upload an **Ownership Document** and an **Organizational Chart**.

- i. Select the dropdown menu.
- ii. Select the **Edit** button.
- iii. Select **Upload Files**.
- iv. Select your file.
- v. Select **Done**.
- vi. Select **Save**.

5. Select **Next**.

Upload Documents

Upload all required documents listed below before continuing:

DOCUMENT TYPE	UPLOAD STATUS
Ownership Document	Uploaded
Organizational Chart	Uploaded

Save for later

Previous

Next

8

Steps

- 1 Select Change Type
- 2 Reason for request
- 3 Controlling Individuals
- 4 **Upload Documents**
- 5 Submit Change
- 6 Complete

Step 4: Attest and Submit

1. Select **Yes to Attest and Submit?**
2. Select the checkbox to acknowledge the statement.
3. Select **Next**.

Submit Change

* Attest and Submit?

1

Attestation

I acknowledge, agree, and attest that I am the individual named on this account and I am taking this action as the Center Operator, Authorized Agent, or delegated representative for the program(s) for whom this action applies



2

Save for later

Previous

Next

Steps

- Select Change Type
- Reason for request
- Update Entity Name
- Submit Change**
- Complete

4. A statement will appear to say that your change request has been submitted.

Complete



Your change request has been submitted to DHS, and your licensor will be in contact with any additional questions.

Save for later

Steps

- Select Change Type
- Reason for request
- Update Entity Name
- Submit Change
- Complete**

Continue to the next page.

Step 5: Wait for licensor approval

- Check your email for updates. The Hub will send you a confirmation that your request has been submitted, and another on the effective date if it has been approved. Your licensor may also email you with questions.
- Log in to the Hub to check for notifications. Your licensor may need additional information or have questions about your request. For more information on how to respond to these requests, see the [Provider Hub: Provider Actions Quick Guide](#).
- Wait for official licensor approval before operating under the new change.
- Contact your licensor if you have questions.