

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.

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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.

The screenshot shows the Minnesota Department of Human Services (DHS) Provider Hub interface. At the top, there is a dark blue header with the DHS logo and a search bar. Below the header is a light blue navigation bar with tabs: Home, Apply for License or Certification, My Programs, and More. The 'Home' tab is selected, and a red box with the number '1' highlights it. Below the navigation bar is a large banner with the text 'Manage your child care license or certification.' and an image of a hand drawing on a piece of paper. Below the banner is a section titled 'ALL LICENSE/CERTIFICATION HOLDERS'. This section has three tabs: 'Licenses/Certifications', 'Provider Actions', and 'License/Certification Holders'. The 'License/Certification Holders' tab is selected, and a red box with the number '2' highlights it. Below the tabs is a table with three columns: 'Account Name', 'City', and 'Zip/Postal Code'. The table has one row with the following data: 'Roy G Biv', 'Saint Paul', and '55155'. A red box with the number '3' highlights the 'Roy G Biv' account name. Below the table is a link that says 'View All'.

Account Name	City	Zip/Postal Code
Roy G Biv	Saint Paul	55155

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4. 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

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.

m DEPARTMENT OF HUMAN SERVICES Search for certifications, licenses & more Certy Test

Home **1** Apply for License or Certification My Programs Great Start Compensation More ▾

Manage your child care license or certification.

2 **Licenses/Certifications** Provider Actions Pending Change Requests Pending Applications More

ALL LICENSES/CERTIFICATIONS

Number	Program Name	Status
3 2000506	Certain Futures	In Good Standing




[View All](#)

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

m DEPARTMENT OF HUMAN SERVICES Search for certifications, licenses & more    Certy Test

Home Apply for License or Certification My Programs Great Start Compensation More ▾

 Business License 2000506 [View/Update User Access](#) [Request Program Closure](#)


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

The screenshot shows a web form titled 'Request Licensing Change' with tabs for 'Licenses & Cases', 'Request Certification Change', and 'Controlling Individuals'. The 'Request Licensing Change' tab is active. The main heading is 'Select Change Type'. There are three numbered callouts: 1 points to the question '*What change would you like to make?' with five radio button options: 'License Holder Address Change', 'License Holder Name Change', 'Change Authorized Agent', 'Update Authorized Agent Contact Information', and 'Update Controlling Individuals'; 2 points to the '*Requested Effective Date' field, which is a date picker; and 3 points to the 'Next' button. A 'Save for later' link is also present. On the right, a 'Steps' sidebar shows 'Select Change Type' as the current step, followed by 'Reason for request' and '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**.

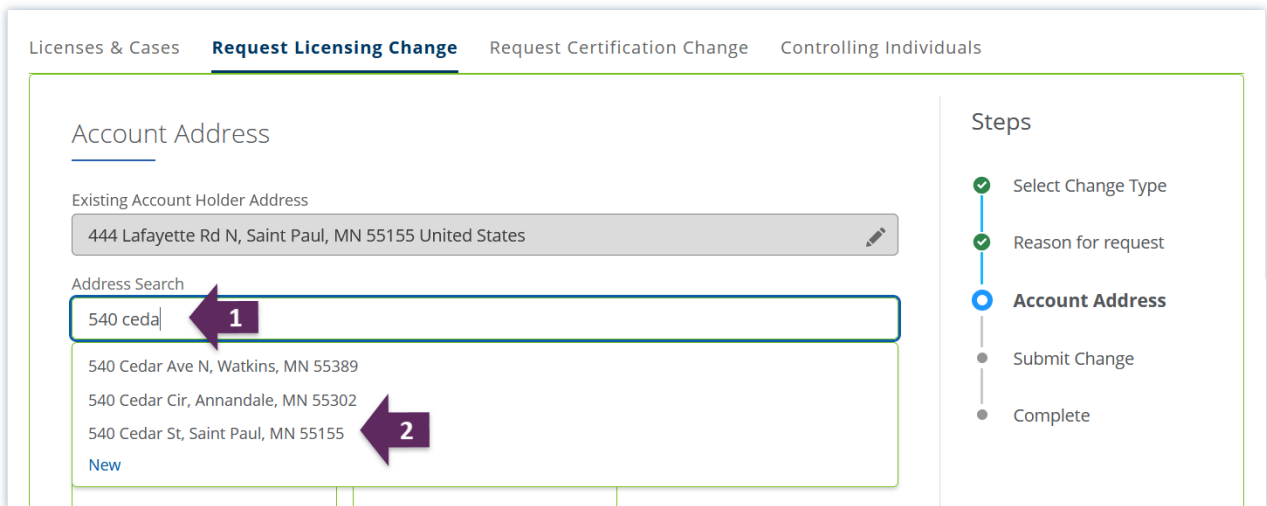
The screenshot shows a web interface for 'Request Licensing Change'. At the top, there are tabs: 'Licenses & Cases', 'Request Licensing Change' (selected), 'Request Certification Change', and 'Controlling Individuals'. The main content area is titled 'Reason for request'. It features a large text input field with a red asterisk and the text '* Please enter the reason for request'. A purple box with the number '1' highlights this input field. Below the input field is a 'Save for later' link. To the right of the input field is a 'Previous' button with a purple box and the number '2' next to it, and a 'Next' button. On the far right, there is a 'Steps' sidebar with a vertical list of steps: 'Select Change Type' (marked with a green checkmark), 'Reason for request' (marked with a blue circle), 'Account Address', 'Submit Change', and '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

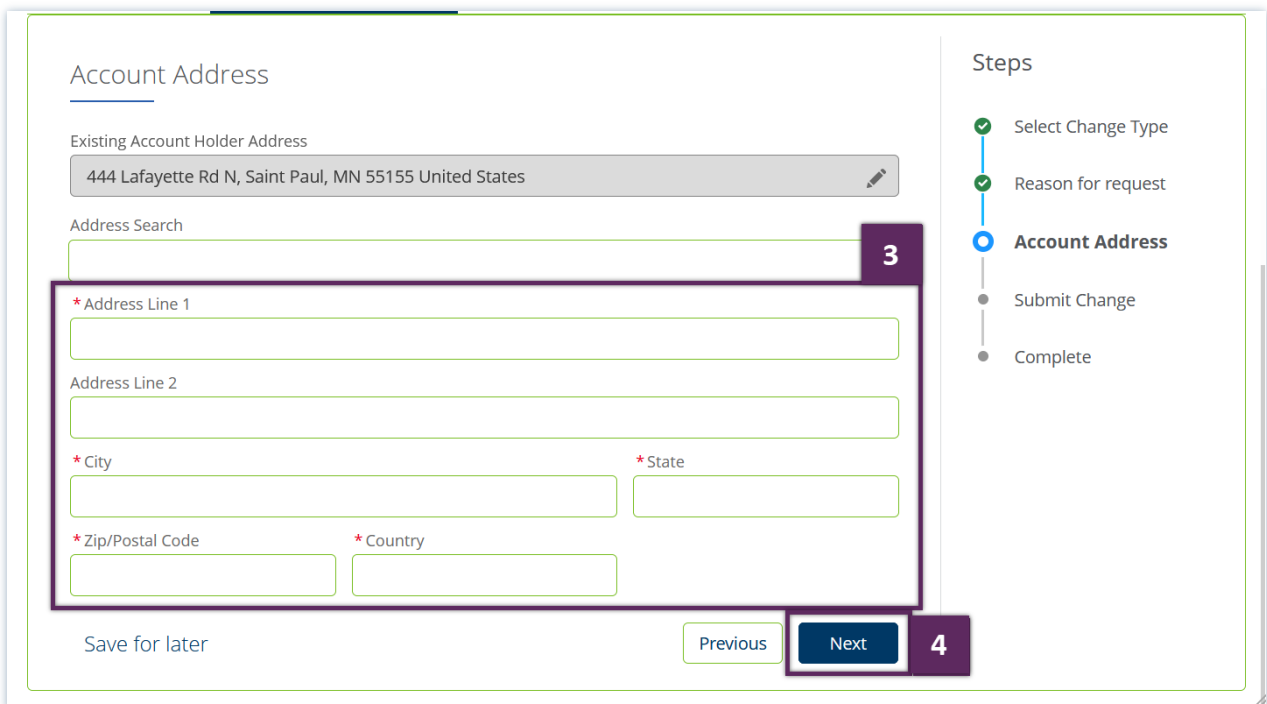
Address Search
540 ceda

- 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

* Address Line 1

Address Line 2

* City * State

* Zip/Postal Code * Country

Save for later Previous **Next**

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**.

The screenshot shows the 'Request Licensing Change' form with the 'Update Entity Name' section active. The 'Entity Name' field contains 'Roy G Biv' and is highlighted with a purple box and a '1' callout. Below the field is a 'Save for later' link. To the right, a 'Steps' sidebar shows the progress: 'Select Change Type' (checked), 'Reason for request' (checked), 'Update Entity Name' (active), 'Submit Change' (disabled), and 'Complete' (disabled). At the bottom, there are 'Previous' and 'Next' buttons, with the 'Next' button highlighted with a purple box and a '2' callout.

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.

The screenshot shows the 'Request Licensing Change' form with the 'Change Authorized Agent' section active. The 'Search for Individual' radio button is selected and highlighted with a purple box and a '1' callout. Below it, the 'Search for Authorized Agent' section is expanded, showing a search field with 'gre' entered and a dropdown list with 'Violet Grey' selected. The search field and the dropdown item are highlighted with purple boxes and '2' and '3' callouts respectively. The 'Steps' sidebar on the right shows the progress: 'Select Change Type' (checked), 'Reason for request' (checked), 'Change Authorized Agent' (active), 'Submit Change' (disabled), and 'Complete' (disabled).

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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

Violet Grey

First Name

Middle Name

Last Name

Violet

Grey

* Email

violetgrey@gmail.com.fake

* 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

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

Change Authorized Agent

● Submit Change

● Complete

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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

* First Name Middle Name 2

* 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.

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

*** Role(s)**

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

Search for Address

444 laf

444 Lafayette Ave, Excelsior, MN 55331
444 Lafayette Rd N, Ste, Saint Paul, MN 55155
444 Lafayette Rd N, Saint Paul, MN 55155

[New](#)

Annotations: Arrow 3 points to the search input field. Arrow 4 points to the second address suggestion.

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

Search for Address

* Address Line 1

Address Line 2

* City

* State

* Zip/Postal Code

* Country

[Save for later](#)

[Prev](#) [Next](#)

Annotations: A purple box highlights the address fields. Number 5 is in the bottom right corner of the form area. Number 6 is on the 'Next' button.

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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

* Last Name

Email

* Title

* Ownership Percentage

* Role(s)

☐ Authorized Agent

☐ 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

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 (F...

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**.

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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 Edit

[Save for later](#) [Previous](#) [Next](#)

Steps

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

Continue to the next page.

3. Edit each field as needed to show their correct information.
4. Select **Save**.

First Name	Middle Name
<input type="text" value="Violet"/>	<input type="text"/>
Last Name	Email
<input type="text" value="Grey"/>	<input type="text" value="violetgrey@gmail.com.fake"/>
Title	
<input type="text" value="Authorized Agent"/>	
Roles	
<input type="checkbox"/> Authorized Agent <input type="checkbox"/> CEO <input type="checkbox"/> CFO <input type="checkbox"/> Compliance Official <input checked="" 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	
Ownership Percentage	
<input type="text" value="50.00"/>	
Address Line 1	
<input type="text" value="540 Cedar St"/>	
Address Line 2	
<input type="text"/>	
City	State
<input type="text" value="Saint Paul"/>	<input type="text" value="MN"/>
Zip/Postal Code	Country
<input type="text" value="55155-"/>	<input type="text" value="US"/>
<div><input type="button" value="Cancel"/> <input type="button" value="Save"/></div>	

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To add a new controlling individual:

1. Select **Add Controlling Individual**.

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 Indivi... ▼

Save for later Previous Next

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.

- 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**

Doing Business As (DBA) Name

*** Minnesota Tax ID Number**

*** Federal Employment Identification Number (F...**

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

Steps

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

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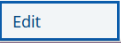
To remove an existing controlling individual:

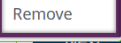


1. Select the dropdown arrow in the same row as their name.
2. Select **Remove**.

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


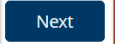
-  Select Change Type
-  Reason for request
-  **Controlling Individuals**
-  Submit Change
-  Complete

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

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

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

Step 4: Attest and Submit

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

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

Submit Change

* Attest and Submit?

Yes No

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 3

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.

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

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.