# Professional Development Information System (PDIS) User Guide

## Early Childhood Professionals (Employees)

***February 2026***

New Mexico
Early Childhood
Education & Care Department

# Table of Contents.

# Section 1 – Account Setup

# Section 1 Table of Contents

# Section 1 Objectives

By the end of this topic, users will…

- Sign up for their PDIS Account.
- Identify the need to use their personal email address.
- Set their language preferences.
- Enter their required personal details.
- Link their account to their employer (agency).
- Know how to make any edits to their profile, if needed.

# Section 1 Key Terms

- Agency – This is an early childhood education or care employer.
- Agency Admin – An individual from an agency who can edit, approve and verify submissions.

# The 3 Steps for First-Time PDIS Users

1 Account Setup

2 Complete your Profile

3 Connect with your Agency (employer)

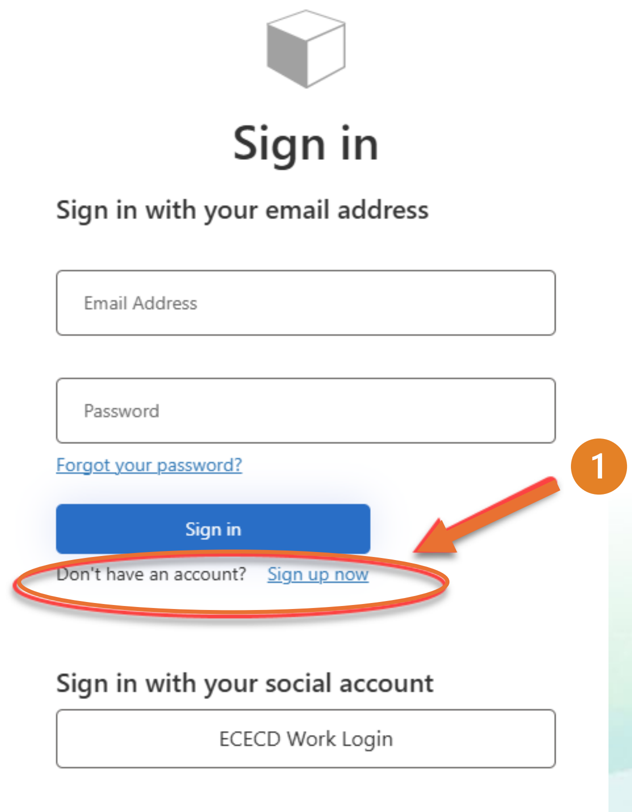
# 1 Account Setup

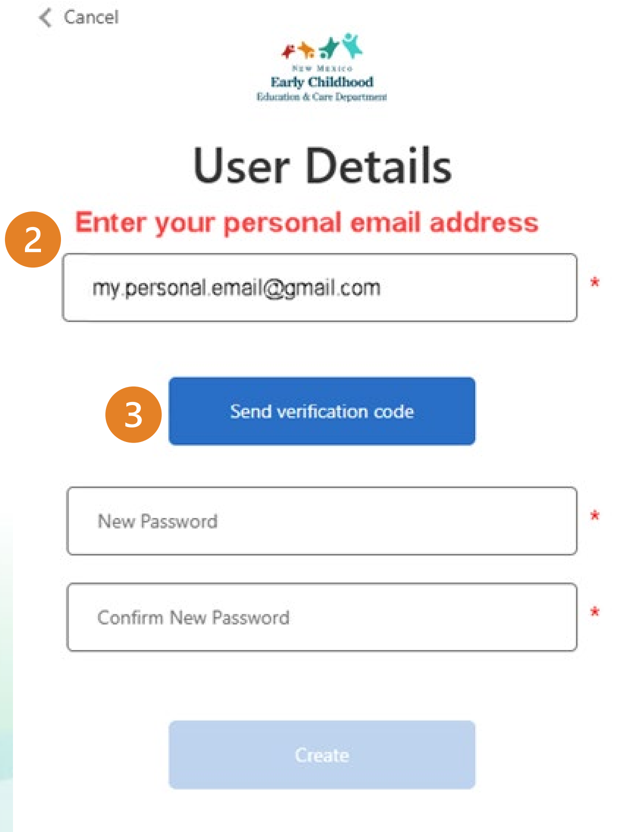
***PDIS is designed to follow you throughout your career, which may span several employers.***

- PDIS is made to help people who work with children, store and keep their employment and training information up to date, no matter where they work.
  - When you set up your account, use **your personal email**, not your work email.
  - **This is important** because if you change jobs, your personal email and your login to PDIS will stay the same!

# Creating your PDIS Account

1. Since you do not have an account yet, Click **Sign up now.**
2. Enter your **personal email address.**
3. Click **Send verification code** to receive a verification code by email.



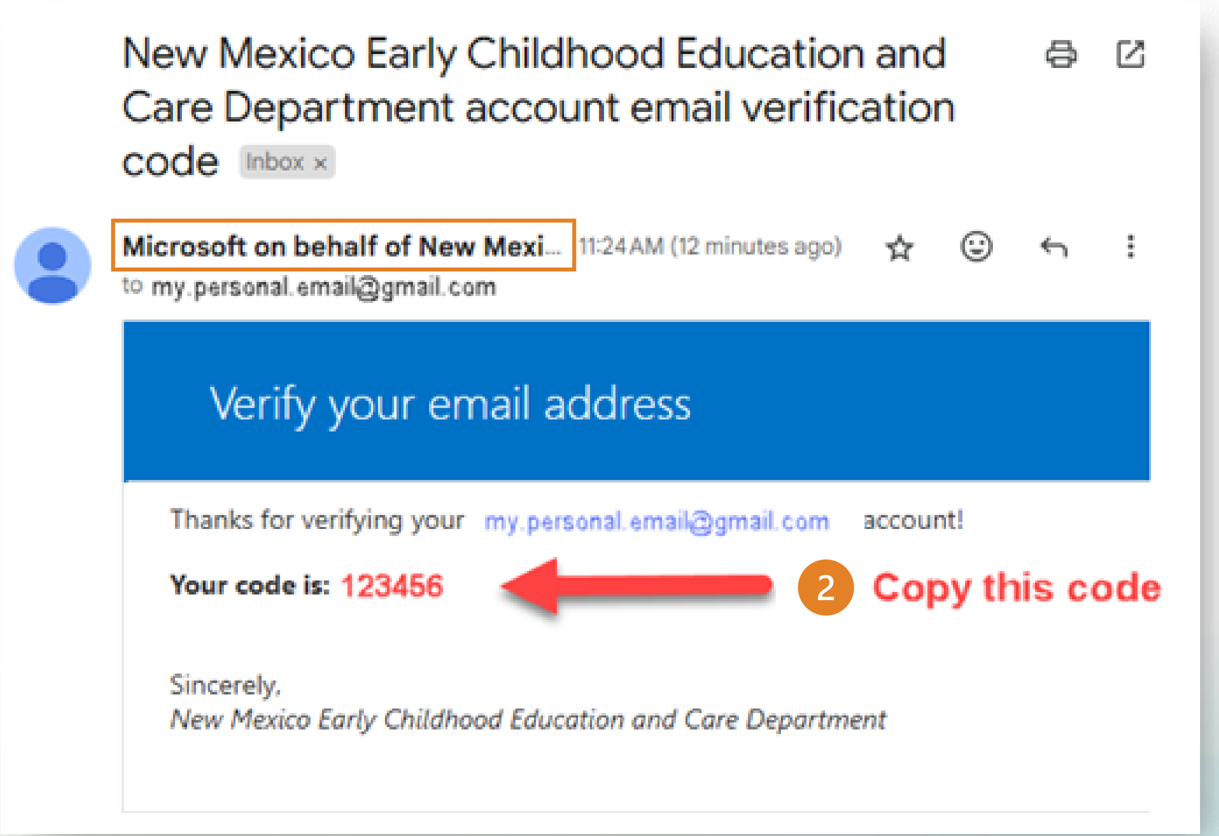



# Locate your Verification Code

1. **Check for an email** from Microsoft on behalf of New Mexico Early Childhood Education and Care Department.

   This email will contain your verification code.

2. **Copy your verification code** to your clipboard or write it down.

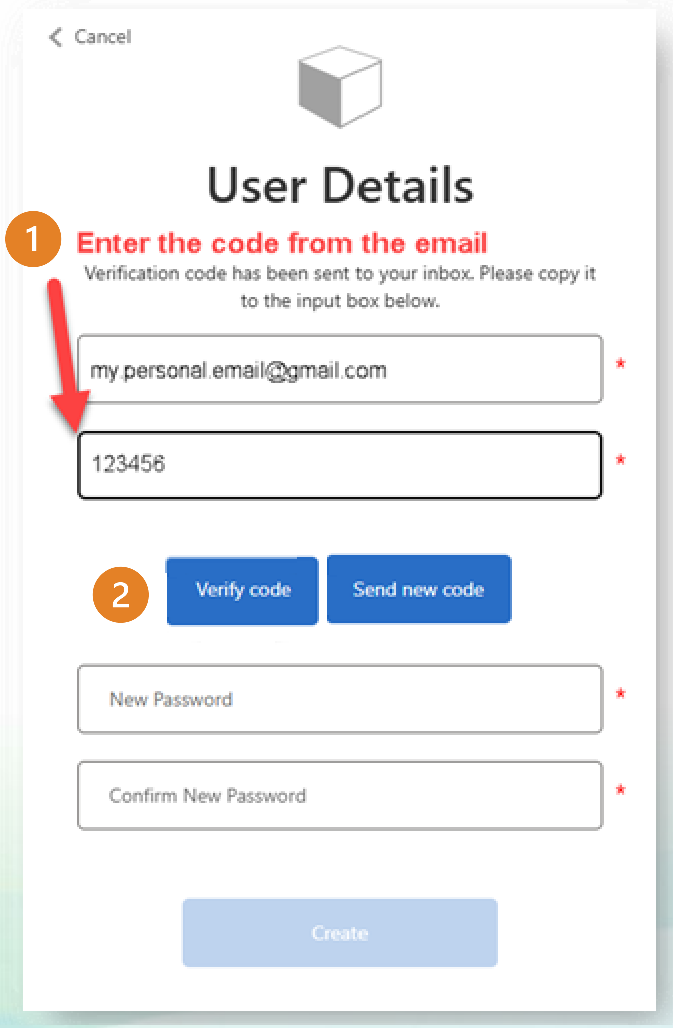


# Enter your Verification Code

1. **Enter your verification code into the form.**

*Code will expire after a few minutes.*
*If your code expires, click **Send new code** to get a new code by email.*

2. **Click Verify code.**

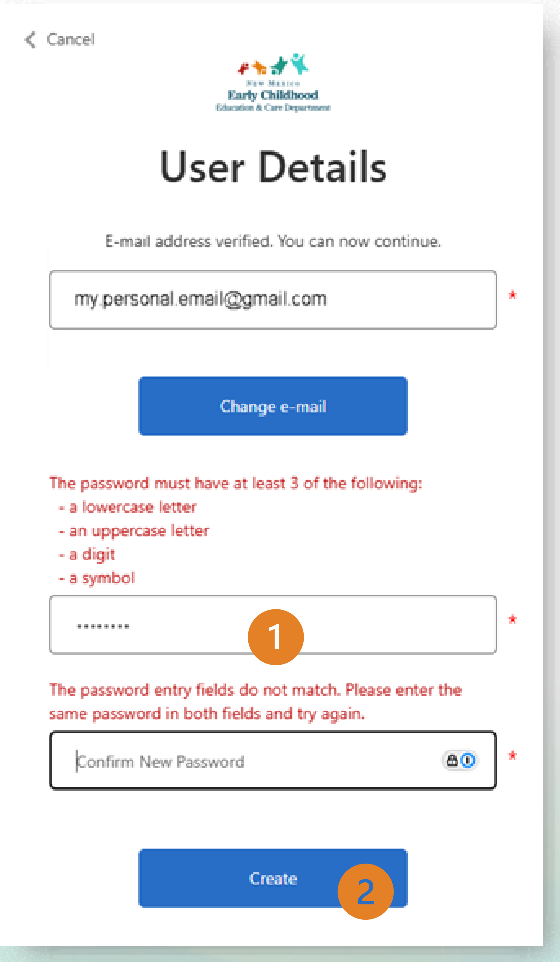


# Choose a PDIS Password

*Double check the email you listed. If you used a work email accidentally, you should change this to your personal email by clicking on the* ***Change email*** *button, which will take you through the account setup steps again.*

**1. Choose a PDIS password** and re-enter below to confirm your PDIS password.

**2. Click Create.**




*Your password must be between 8 and 64 characters, and include at least 3 of the following:*

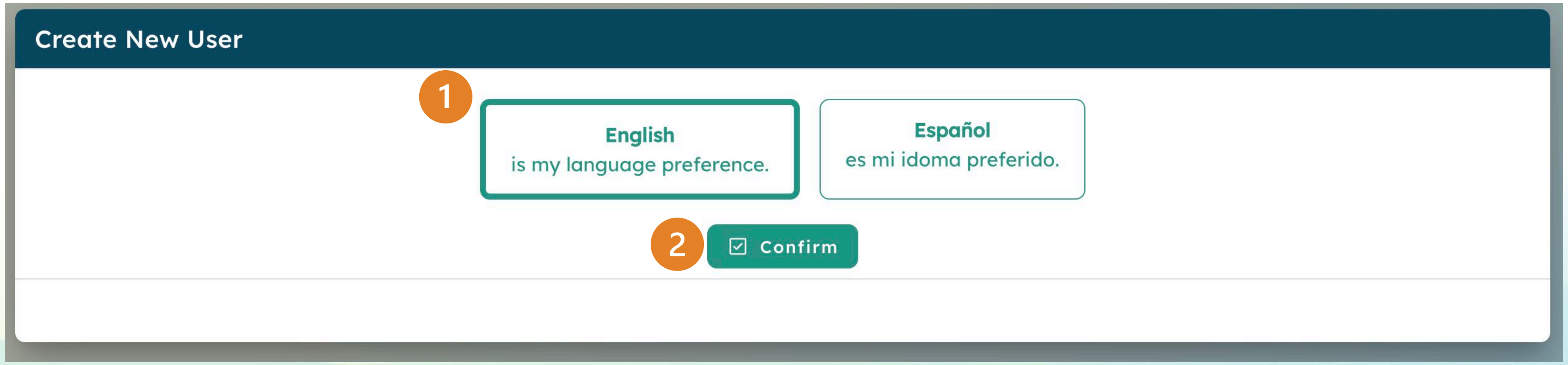
- A lowercase character
- An uppercase character
- A digit (number)
- A symbol character

# 2 Complete your Profile

**Now that you have completed creating your PDIS account you will be asked a few questions.**

1. Select your **preferred display language** for PDIS. (English or Spanish).

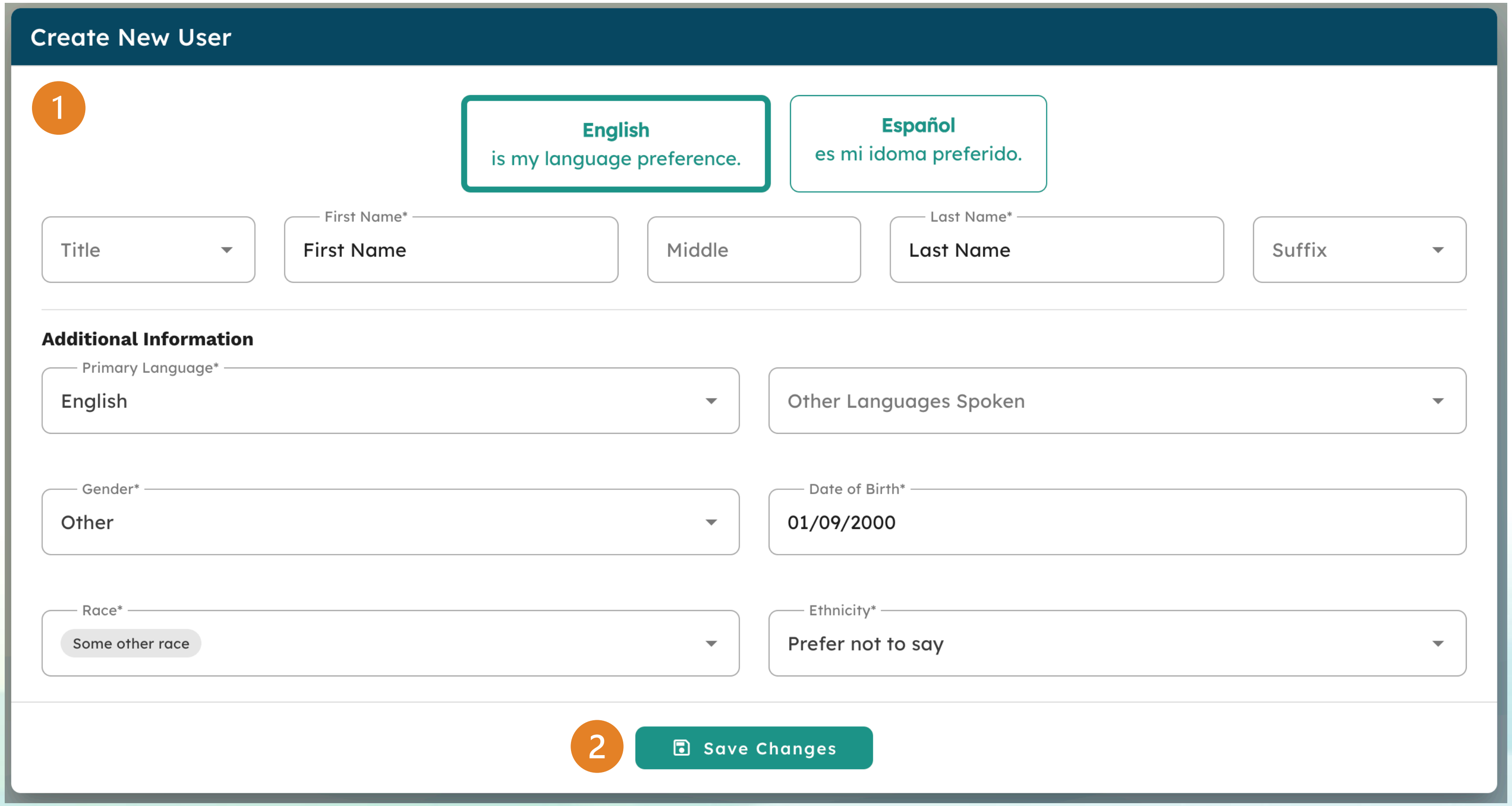
2. Click **Confirm.**



# Complete New User Form

1. **Complete the form** *(All boxes with a * must be answered).*

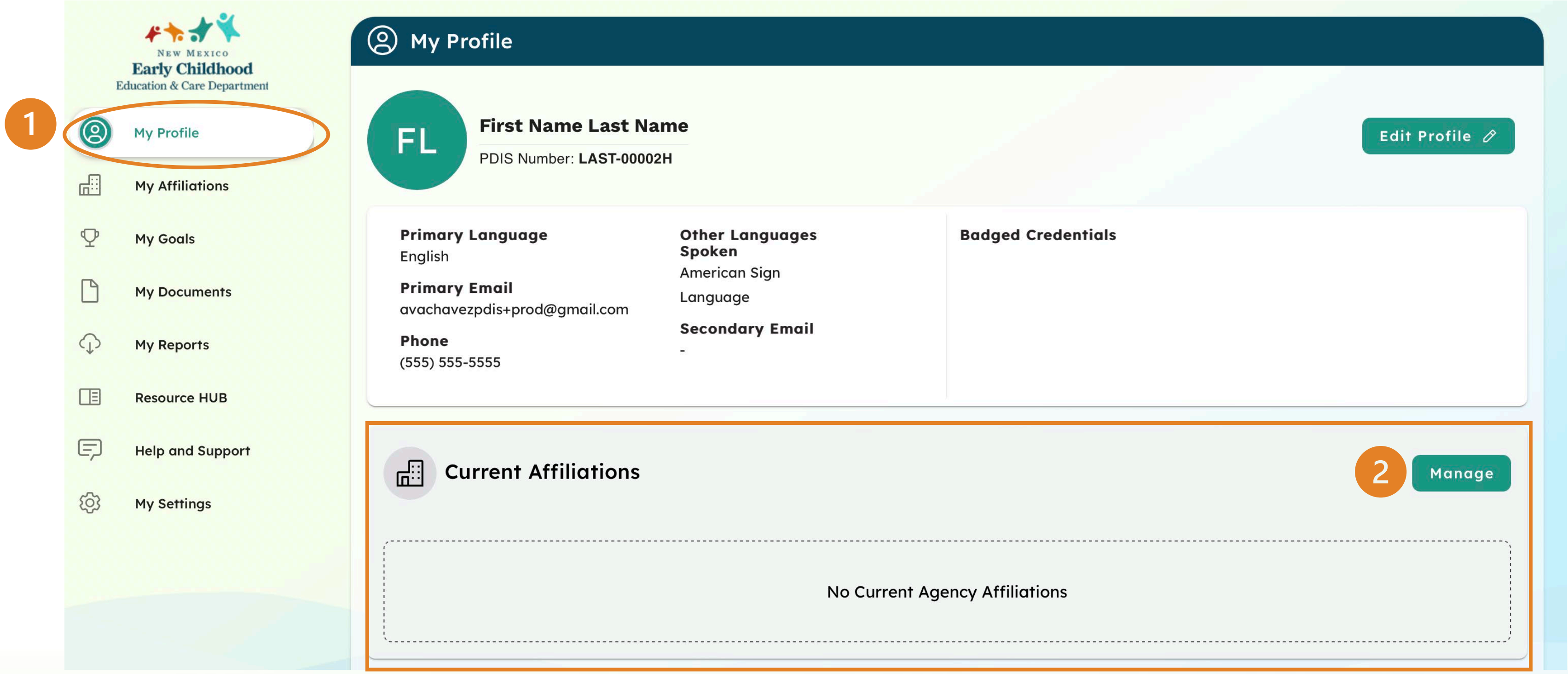
2. Click **Save Changes.**



# 3 Connect with your Employer

**Now you need to link your account to your agency (employer).**

1. Click on **My Profile.**
2. In the Current Affiliations section Click **Manage.**



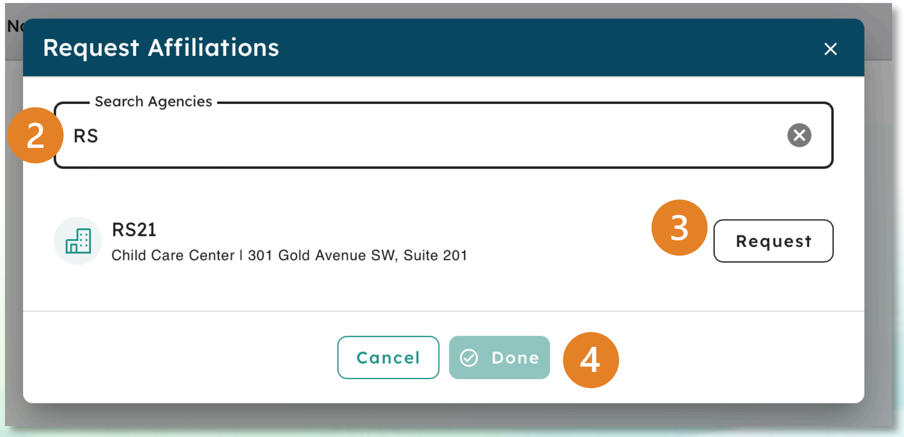
# Requesting to Join your Employer

1. Click **Add New Affiliation.**

2. Enter your agency's name in the **Search Agencies** box to find your employer.

3. Click **Request.**

4. Click **Done.**

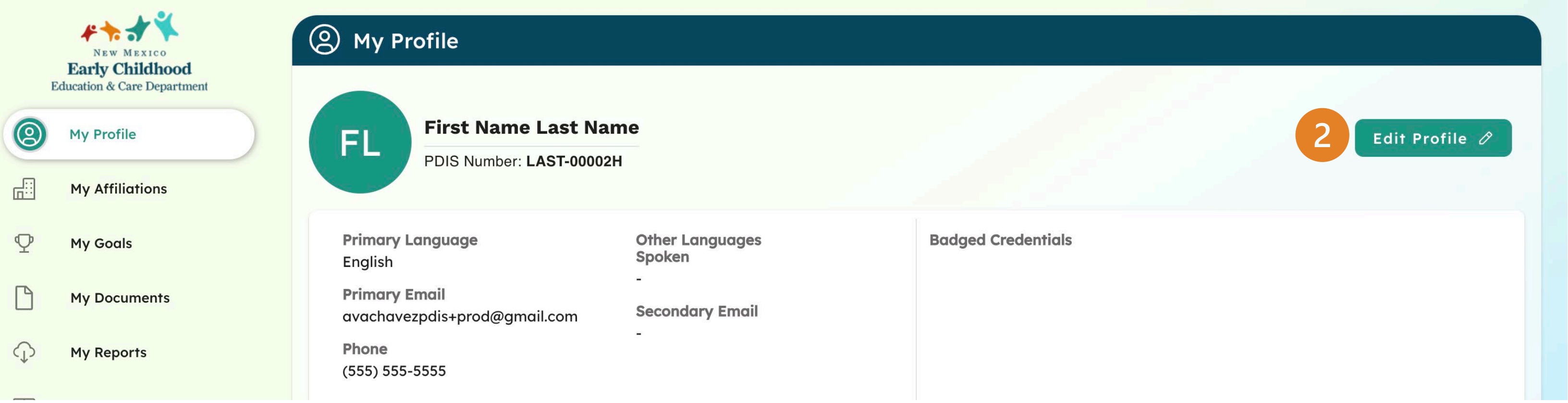



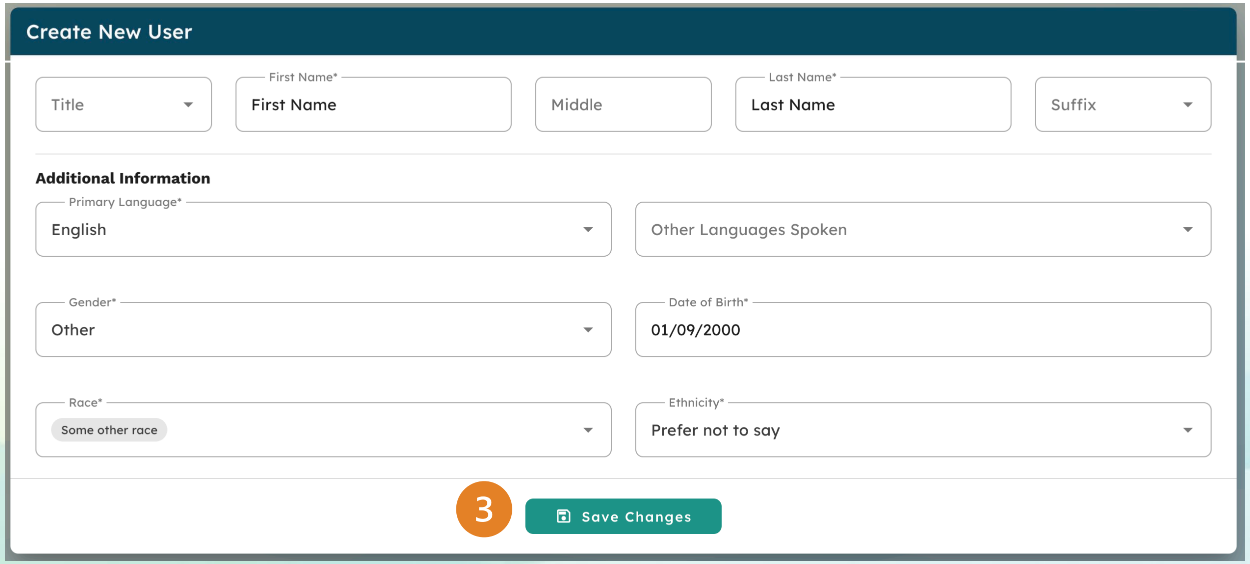

The Agency Admin will now have a request from you and can confirm or deny your request.

# Editing your Profile

**If you need to edit details from your profile later:**

1. Go to **My Profile.**
2. Click **Edit Profile.**
3. Make changes and click **Save Changes.**



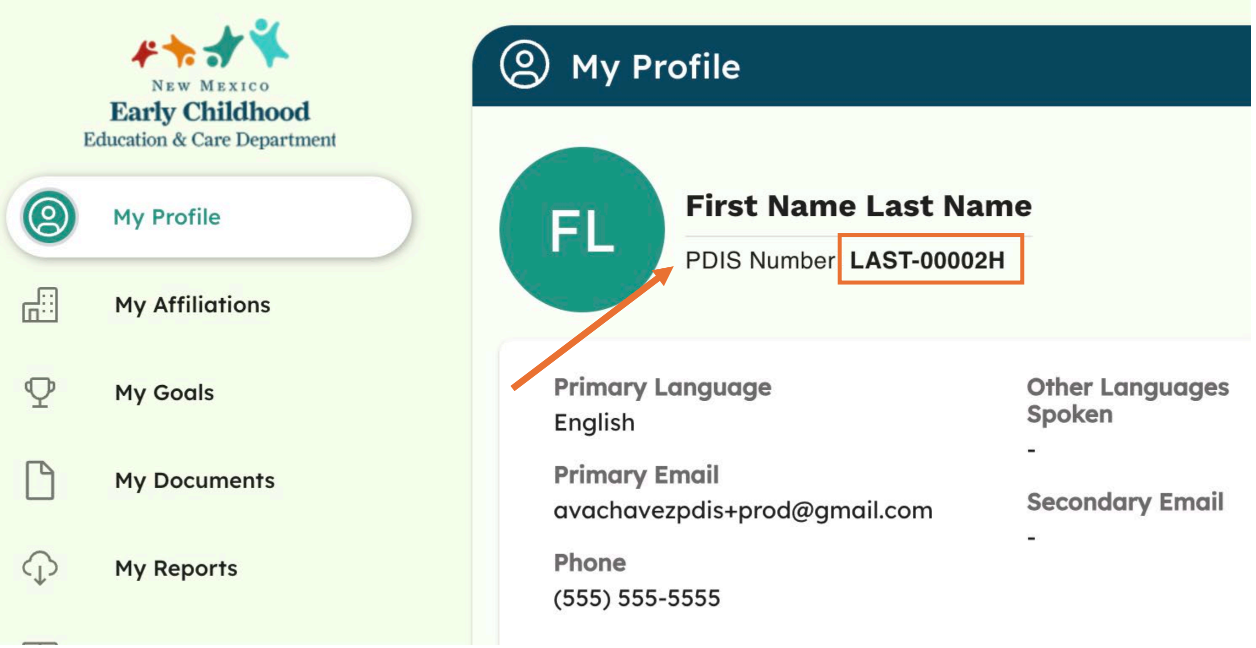
# Section 1 Frequently Asked Questions

**Question: Where is my PDIS Number?**

Answer: Your PDIS number is located under your name on the **My Profile** page.

**Question: Why can't I edit some fields?**

Answer: Some fields may be tied to your background check and can not be changed within PDIS.



# Section 2 - My Documents

# Section 2 - Table of Contents

# Section 2 Objectives

By the end of this topic, you will be able to…

- Upload new documents to your profile
- Edit your documents later as needed
- Download uploaded documents
- Preview documents
- Delete any incorrect or unneeded documents
- Search and Filter for your uploaded documents

# Section 2 Key Terms

- Quorum Training – The Quorum eLearning program is distributed by Kaplan Early Learning. Company. Early Childhood Professionals can link Quorum trainings they have taken to their profile in PDIS.

# The 3 Steps to Uploading a Document

1. **Attach Document File**

2. **Pick the Right Document Type**

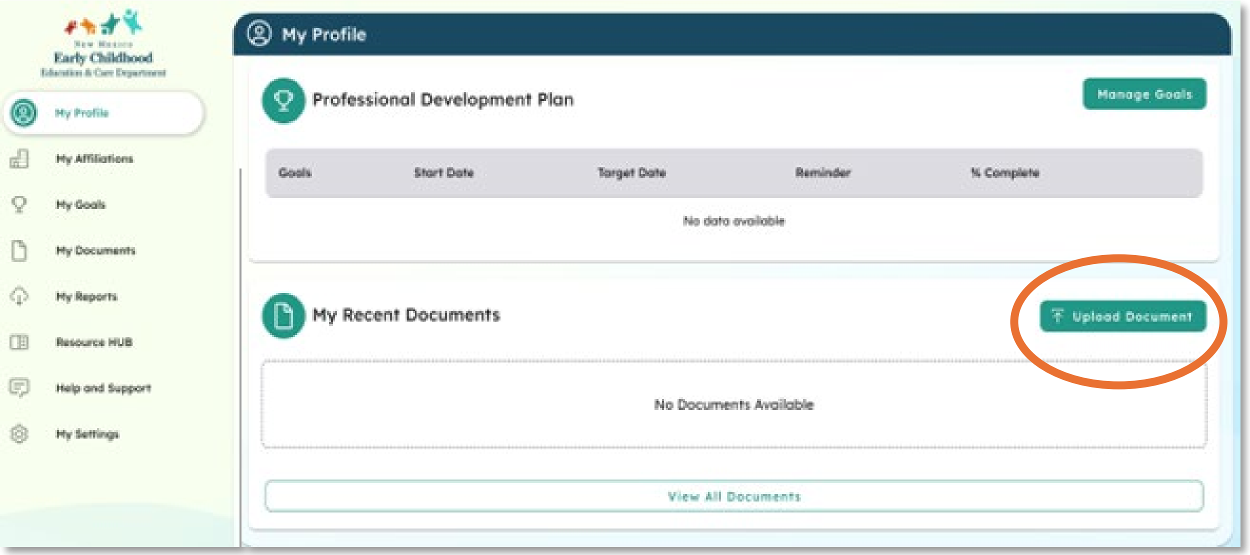
3. **Add Document Details**

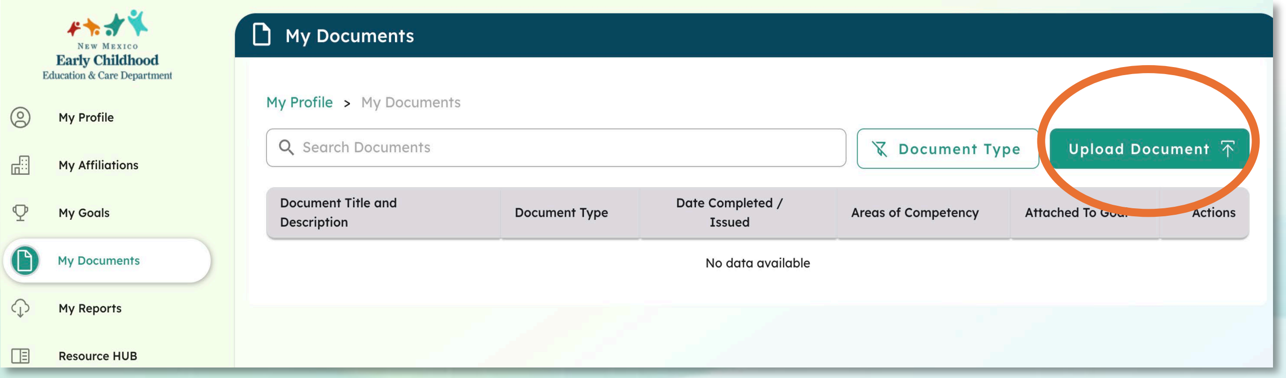
# Uploading Documents

To build your profile, you will upload documents such as First Aid/CPR, trainings and certifications.

You can upload documents to either of these two locations:

1. **My Profile.**
2. **My Documents.**

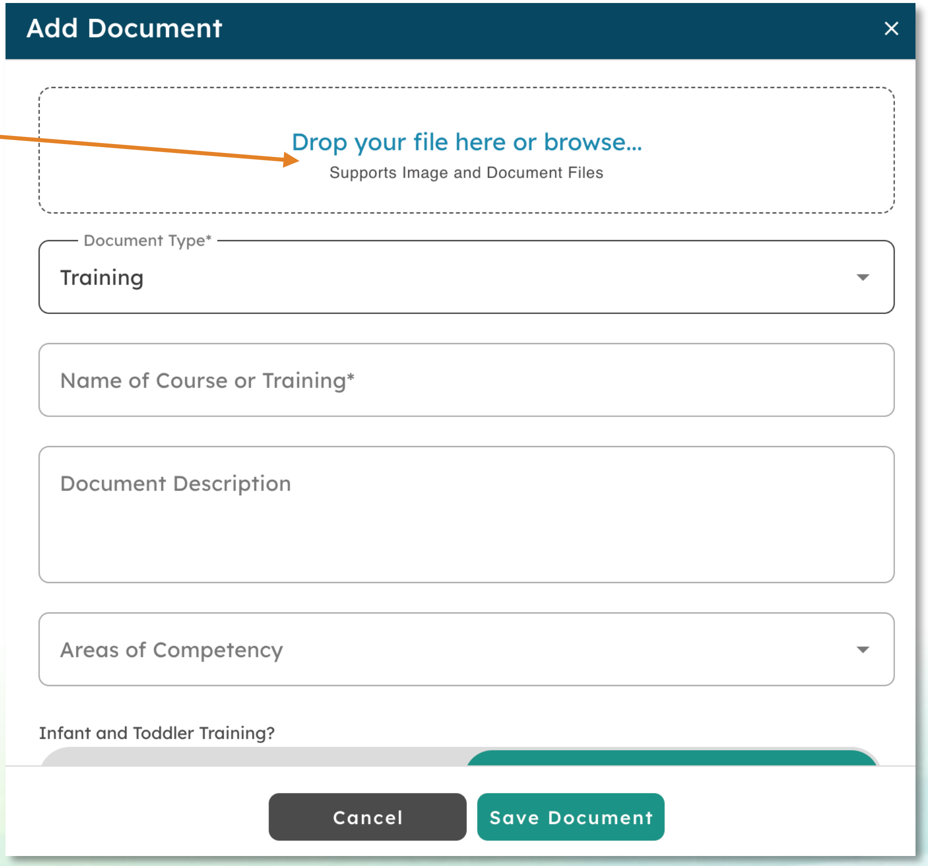



Click **Upload Document.**

# 1 Attach Document File

1. Click inside the upload box and select the file you want to upload.



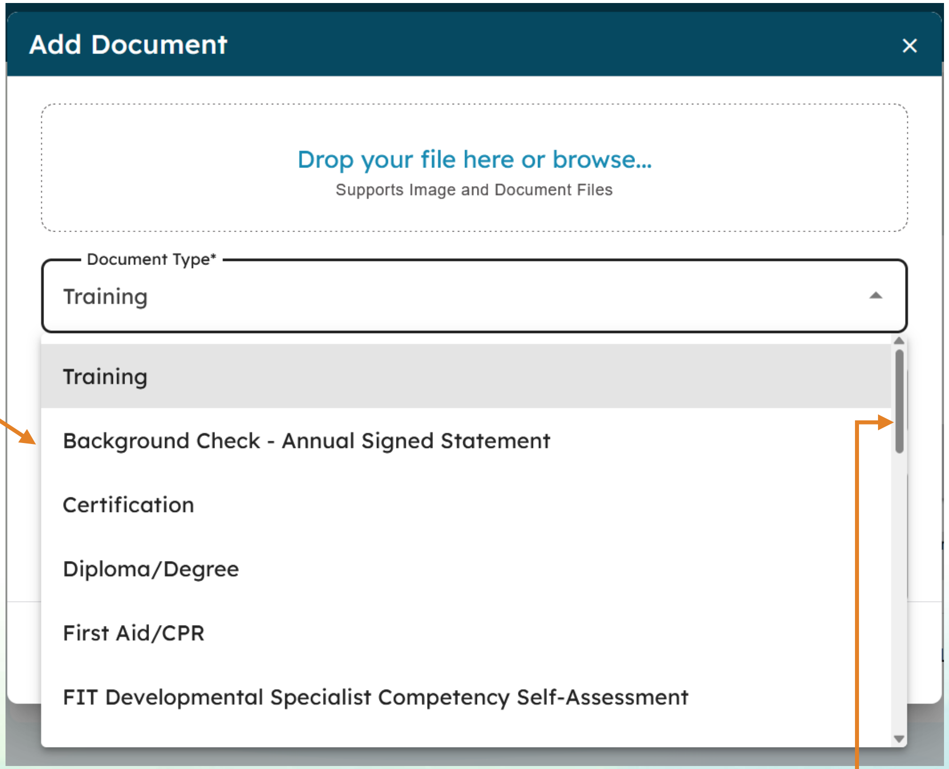

File size must be less than 10 MB.
Supported file types:

- PDF.
- JPEG/JPG.
- PNG.
- GIF.
- DOCX/DOC.
- PPTX/PPT.
- XLSX/XLS.
- CSV.
- HEIC.

# 2 Pick the Right Document Type

1. Choose the correct **Document Type** from the dropdown menu.

**Note** the scroll bar on the right-hand side to see the full list of document types.

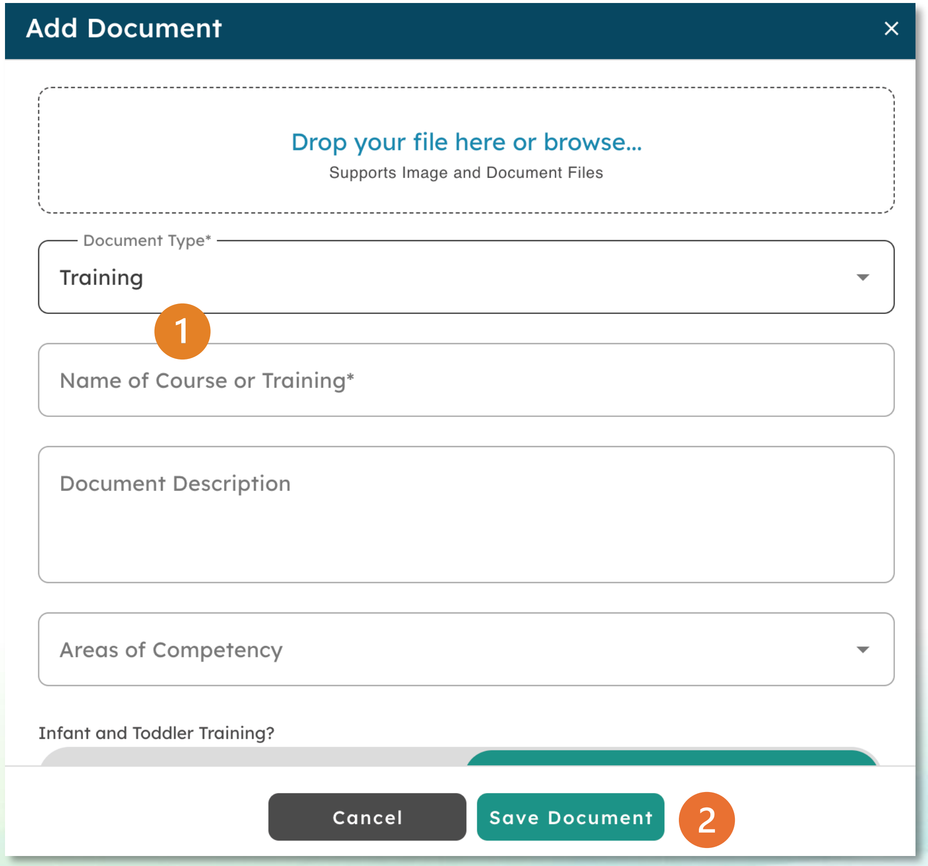


# 3 Add Document Details

1. Fill in the Required Fields (marked with an *) for that Document Type.

2. Click **Save Document.**

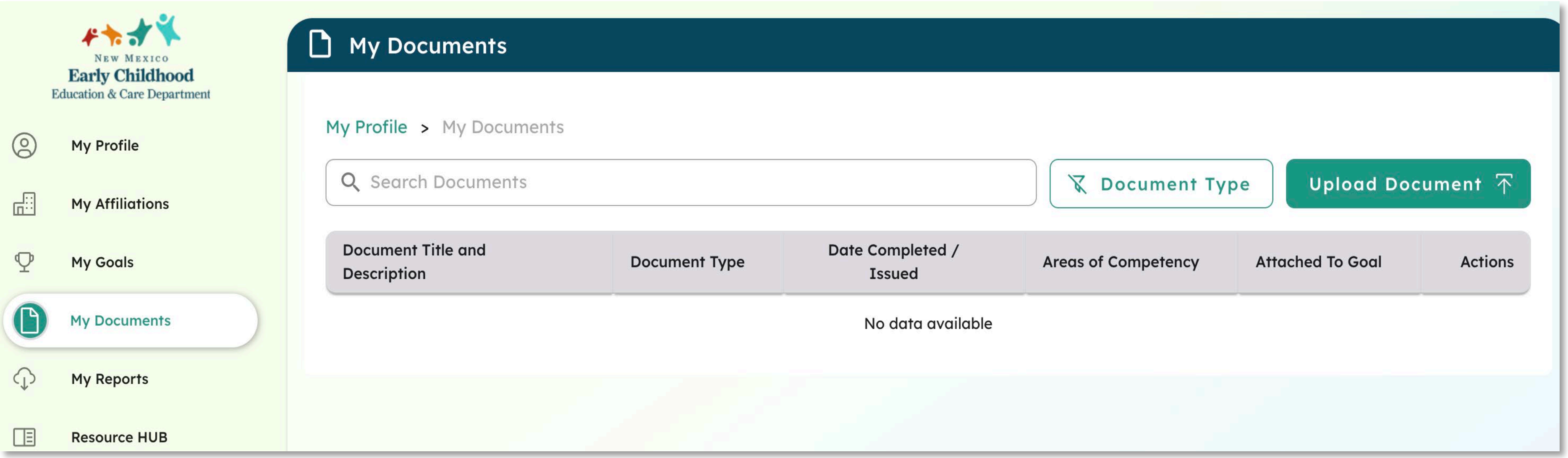
3. Your document is now uploaded.



# Managing Uploaded Documents

Go to

**My Documents.**



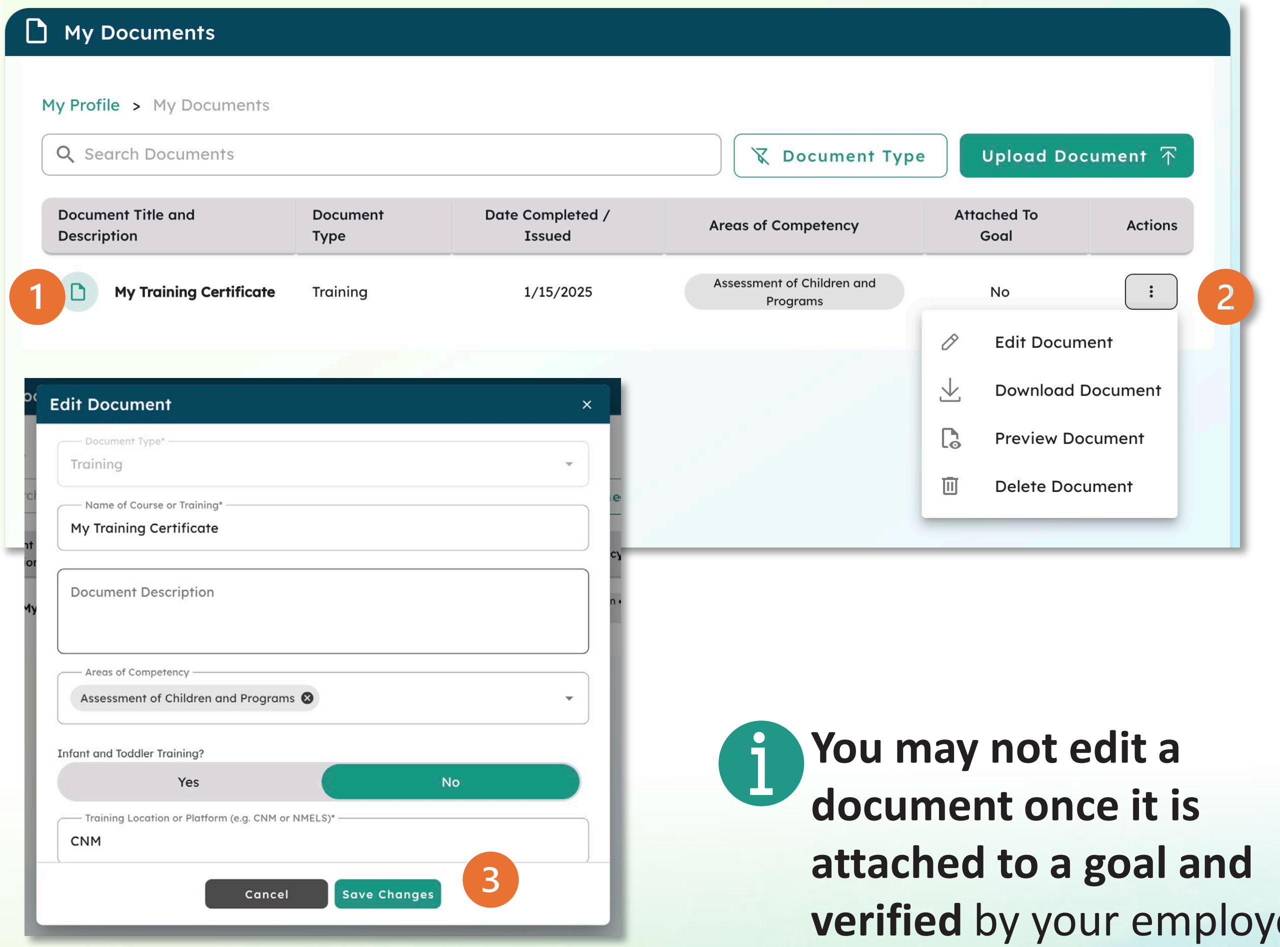

**Documents showing completion of Quorum Training come directly from Quorum and may not be edited.**

# Editing Uploaded Documents

1. Find the document you want to change.

2. Click the **three-dot menu button** and select **Edit Document.**

3. In the **Edit Document** window, make changes and click **Save Changes**.

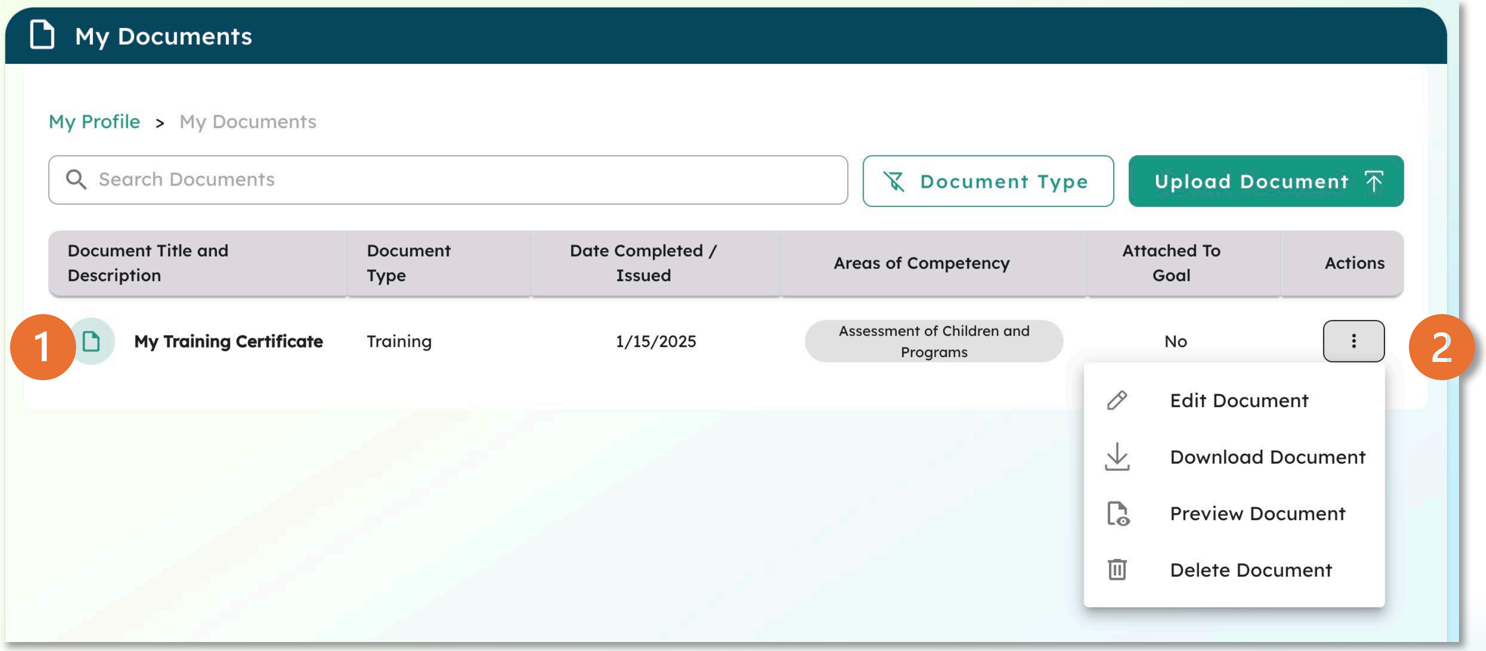



**Document Type and Uploaded Image may not be edited.** Instead, create a new document with the correct type and/or image.

**You may not edit a document once it is attached to a goal and verified** by your employer or ECECD.

# Downloading Documents

1. Find the document you want to download.
2. Click on the **three-dot menu button** and select **Download Document** from the menu.
3. The Document's image file will download to your device.



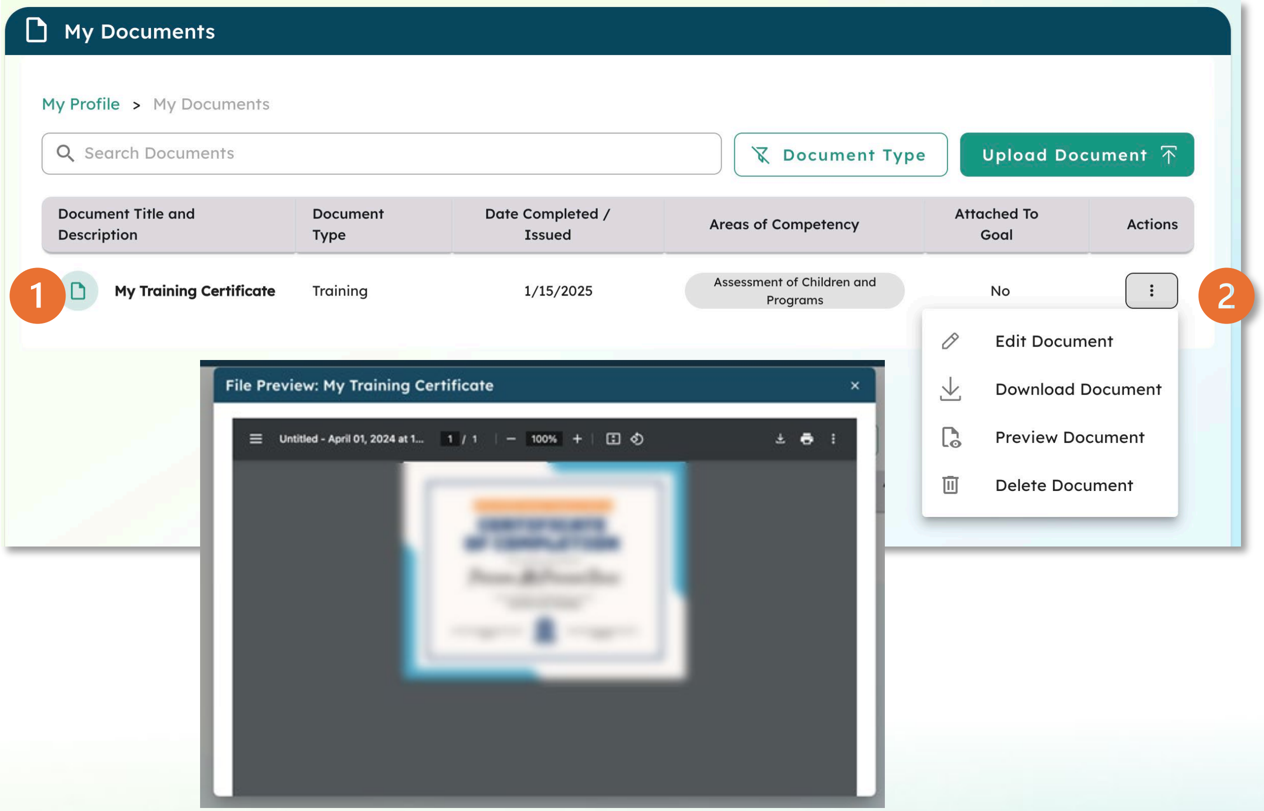
# Previewing Documents

1. Find the document you want to preview.

2. Click the **three-dot menu button** and select **Preview Document.**

3. If the file type supports Preview, the document will display in a pop-up window.

**You may preview PDF and picture files (JPG, PNG, GIF, HEIC).**
Preview is not available for MS Office (DOC, DOCX, PPT, PPTX, XLS, XLSX) or CSV documents, but they may be downloaded and viewed.



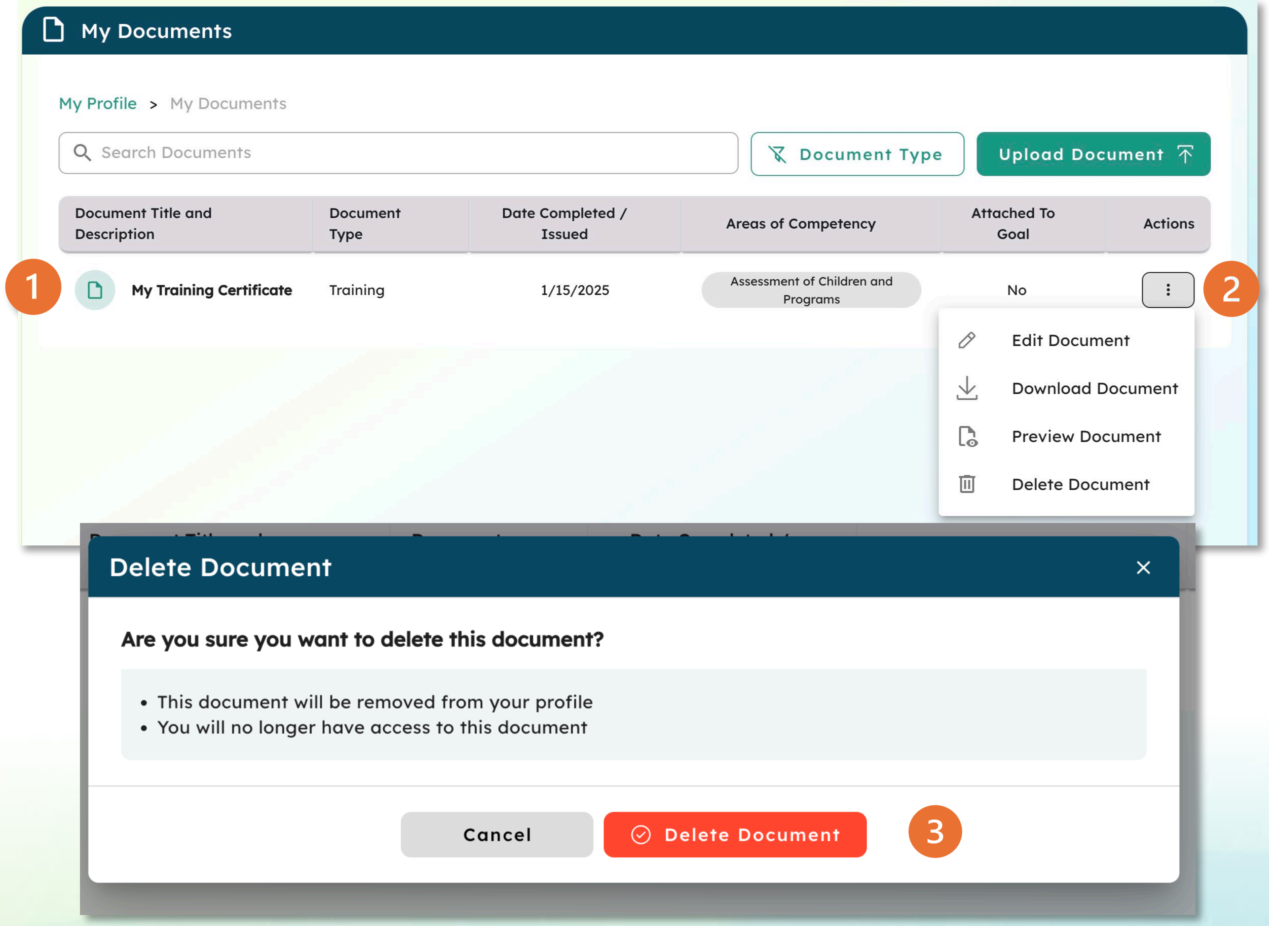

**Preview might be blocked by your browser settings**

# Deleting Documents

1. Find the document you want to delete.

2. Click the **three-dot menu button** and select **Delete Document.**

3. To confirm Delete, click **Delete Document.**



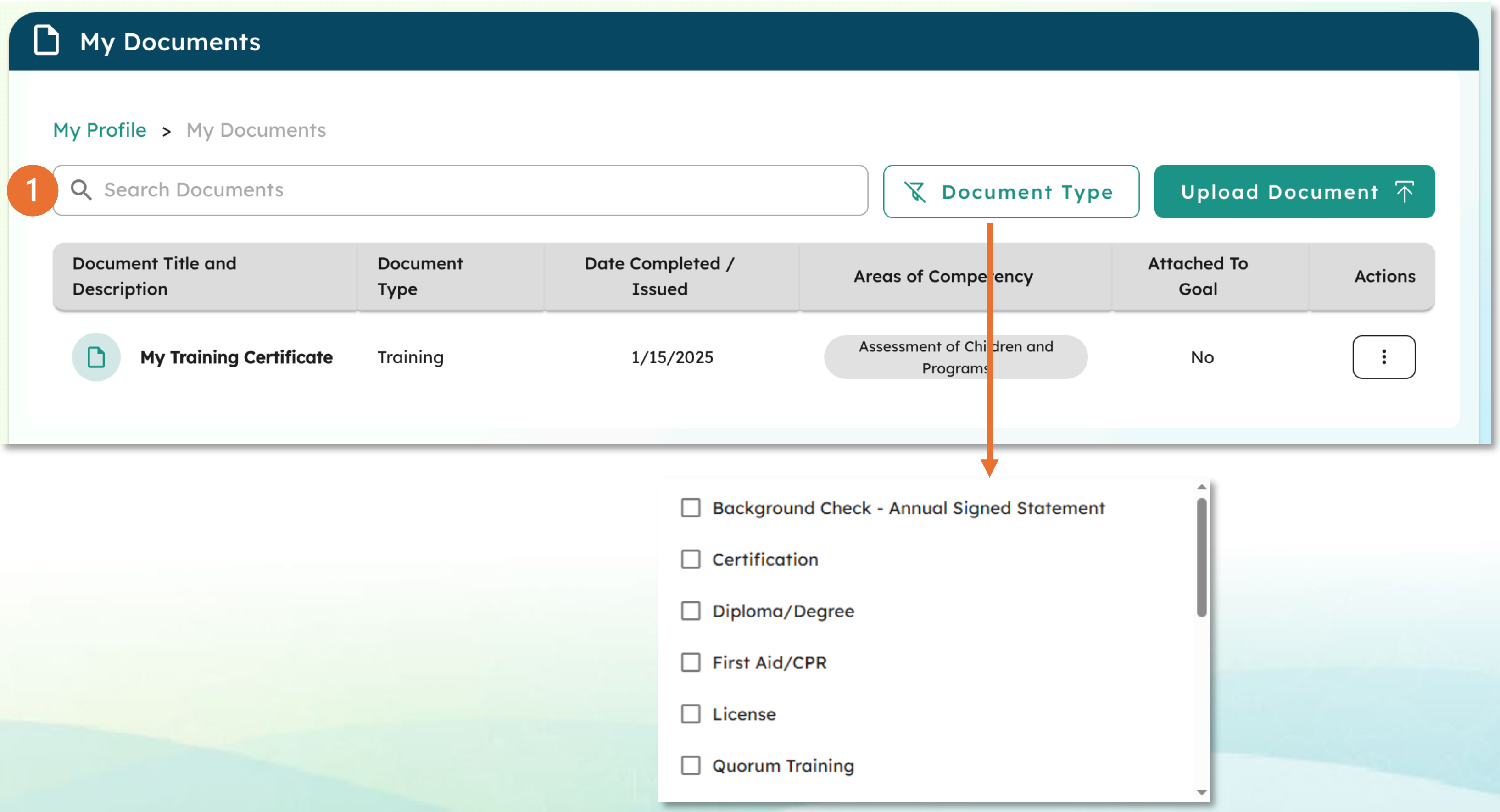

**You may not delete a document if it is attached to a goal.**

# Searching and Filtering for Documents

1. Enter four (4) or more letters into the **Search Documents box** to find matches based on:
   - Document Title and Description.
   - Area of Competency.

**OR**

2. Use the **Document Type** filter button to restrict the visible list by one or more document types.



# Section 2 Frequently Asked Questions

**Question: I uploaded a document, but it does not appear. Why?**
Answer: Clicking the refresh button in your browser should fix this issue.

**Question: What file types can I upload?**
Answer: Files must be one of the following types: PDF, JPEG (JPG), PNG, GIF, DOCX (DOC), XLSX (XLS), PPTX (PPT), or CSV.

**Question: What is the maximum file size I can upload?**
Answer: Files cannot exceed 10 MB.

**Question: I can't edit or delete a certain document. Why?**
Answer: **You cannot edit** a document if it is attached to a goal and verified by your employer or ECECD. **You cannot delete** a document that is attached to a goal.

**Question: Why does preview not seem to be working?**
Answer: Only images (JPEG, JPG, PNG or GIF) and PDFs support previews. Previewing PDFs might be blocked by your browser settings.

# Section 3 – My Affiliations

# Section 3 Table of Contents

# Section 3 Objectives

By the end of this topic, users will…

- Be aware of the Active, Inactive, and Pending Affiliation tabs in My Affiliations.
- Know how to respond to an Agency’s request to add me to their employee roster.
- Understand how to request to be added to an Agency’s employee roster.
- Be able to disaffiliate with former Agency employer when switching jobs.

# Section 3 Key Terms

- Affiliation – Linking an employee's PDIS profile to an agency (employer).
- Agency – This is an early childhood education or care employer.
- Agency Admin – An individual from an agency who can edit, approve and verify submissions.
- Disaffiliation – Unlinking an employee's PDIS profile from an agency (employer).

# The 3 Steps to Managing an Affiliation

1

Respond to an Agency's request to add me to their employee roster

*Or*

2

Request to be added to an Agency's employee roster

3

Switching jobs? Disaffiliate with former Agency employer

# My Affiliations

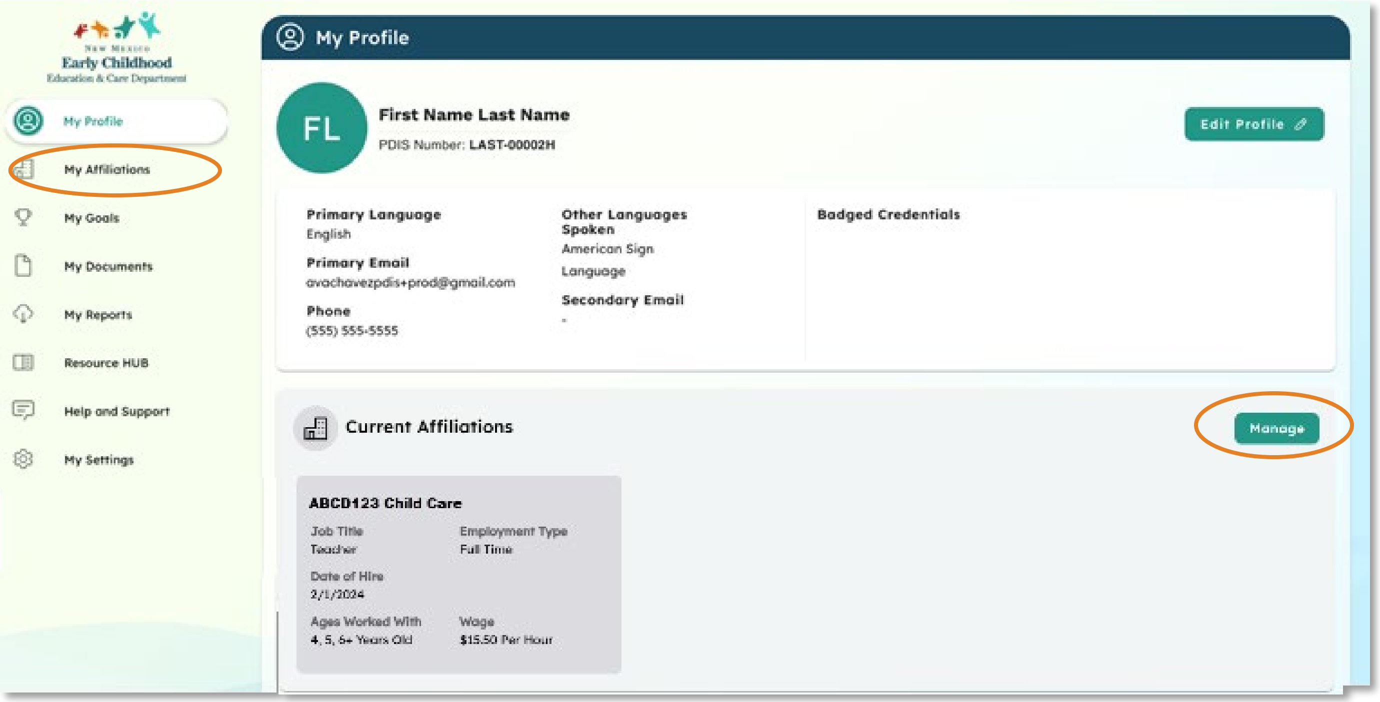
View your active affiliations on the **My Profile** page in the **Current Affiliations** section.

Need to request an affiliation with a new employer or end an affiliation with a former employer?

Click **My Affiliations** from the main menu

**OR**

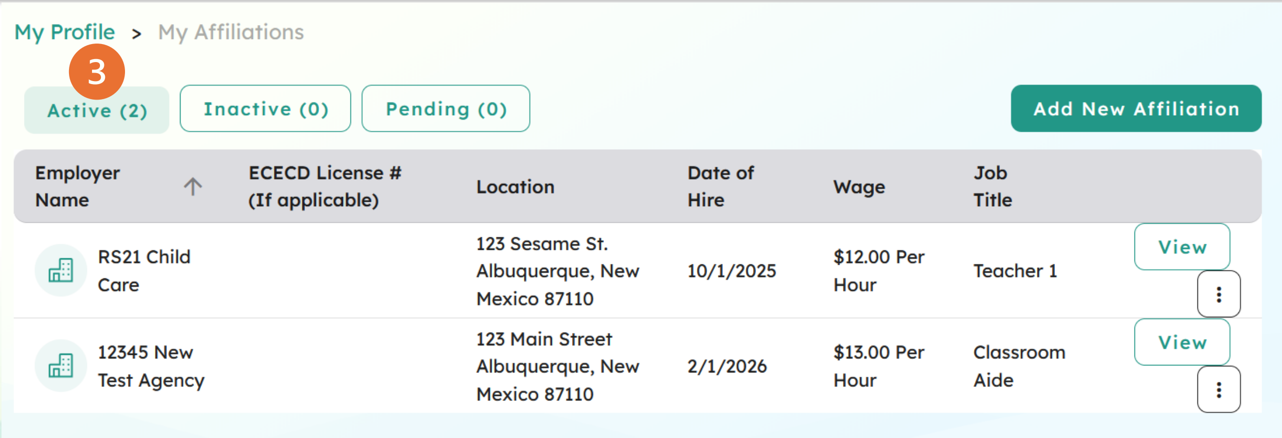
Click **Manage** from Current Affiliations section of the My Profile page.




**You can be affiliated with more than one Agency in PDIS at the same time.** The Agency administrator(s) at one Agency will not be able to view the details of your affiliation with other Agencies.

# Respond to an Agency's Request to Add Me to their Employee Roster

1. Click the **Pending** tab.
2. Click **Confirm Affiliation.**
3. Confirm that the requested affiliation now appears in the **Active** tab.

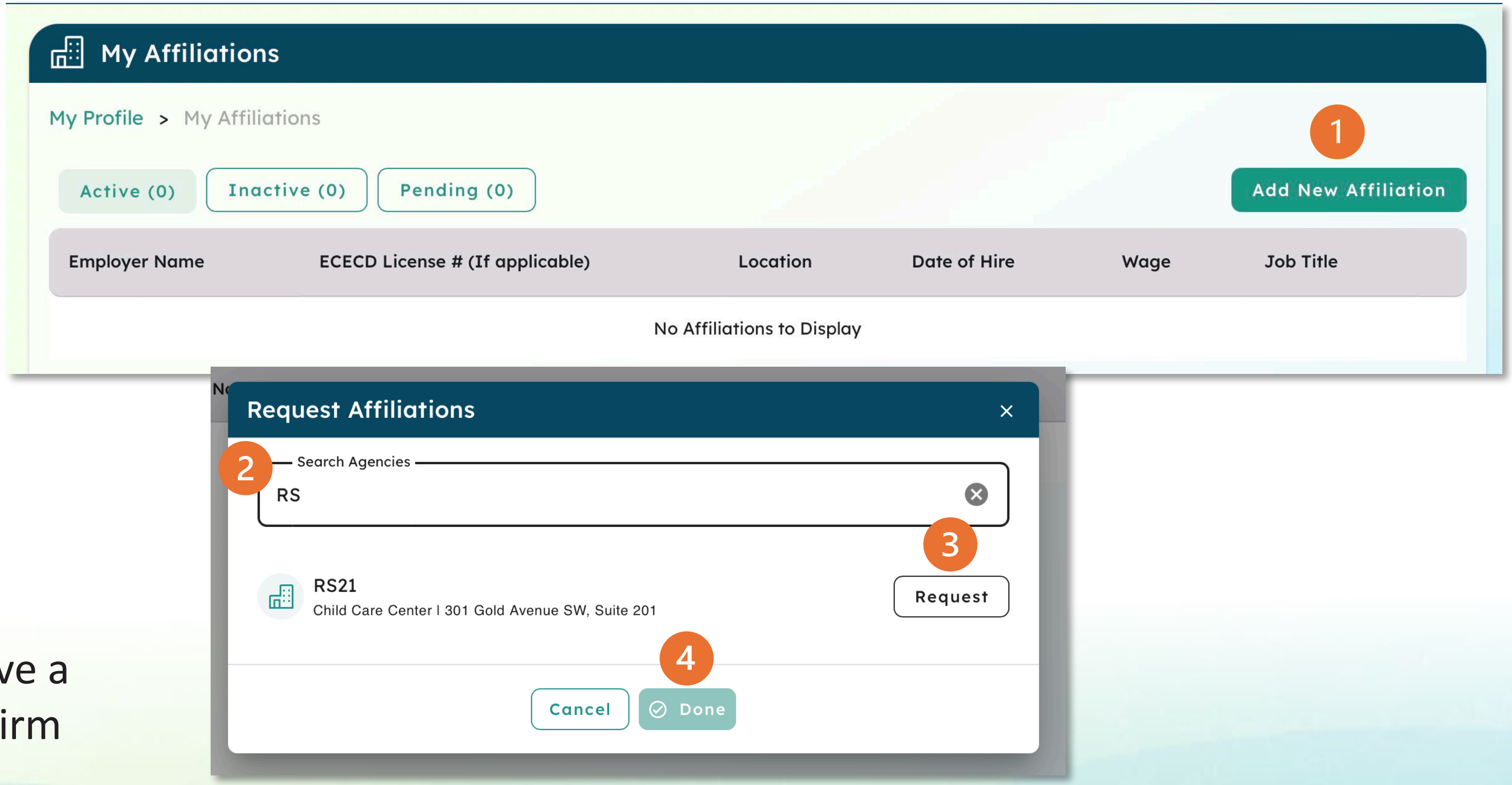
# 2 Request to be Added to an Agency's Employee Roster

1. Click **Add New Affiliation.**

2. Search for your employer by the Agency's name.

3. Click **Request.**

4. Click **Done.**




The Agency admin will now have a request from you and can confirm or deny your request.

# Pending Affiliations

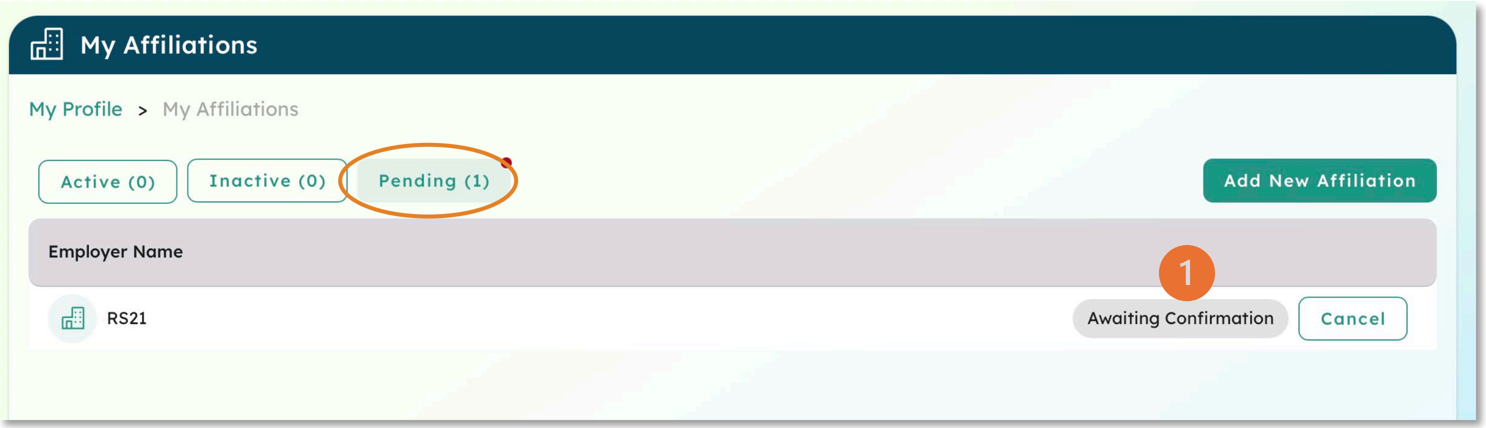
**1.** **Pending** Affiliations will show requests you have sent that are not yet approved or denied.

**2.** **Pending** Affiliations will also include requests from employers or agencies to connect (affiliate).

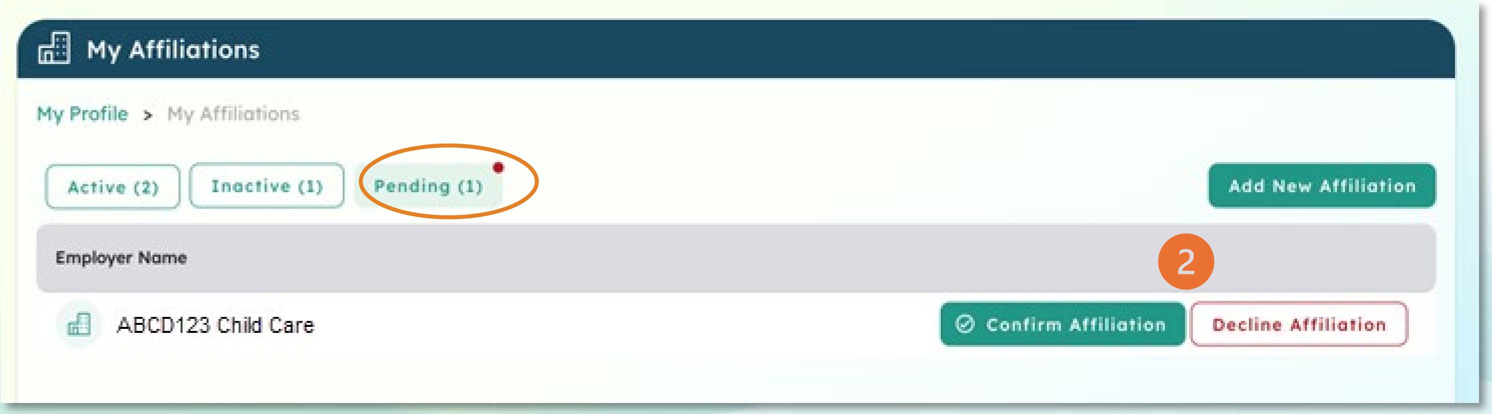
You can **accept** an affiliation request sent to you from an Agency by clicking **Confirm Affiliation** (or you can **Decline Affiliation**)

**Or**

You can **cancel** an affiliation request you sent to an Agency by clicking **Cancel.**

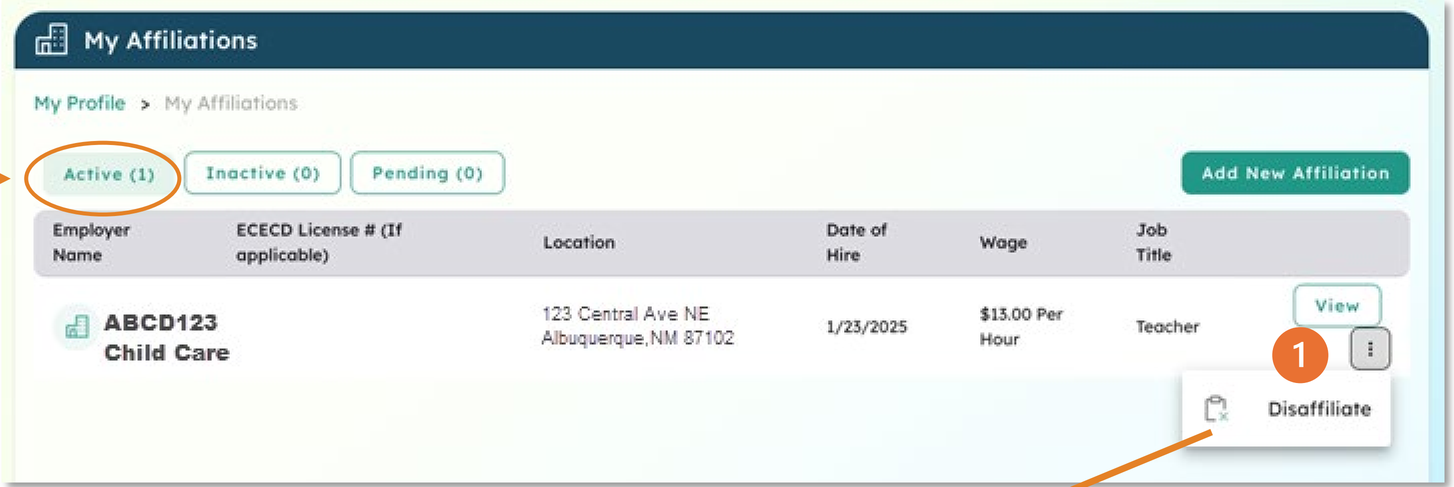



If you have sent an affiliation request to your employer and this status shows Awaiting Confirmation, your employer needs to confirm/accept your request to complete it.



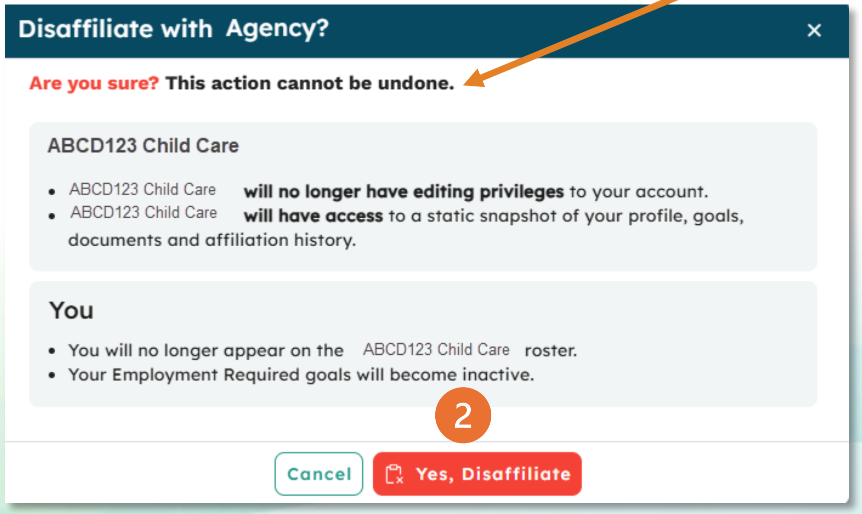
# 3 Disaffiliate with Former Agency Employer

When you and your employer both approve the affiliation, the employer (Agency) will appear in your **Active Affiliations.**




1. You can **end an affiliation** by clicking the three-dot button and then **Disaffiliate.**

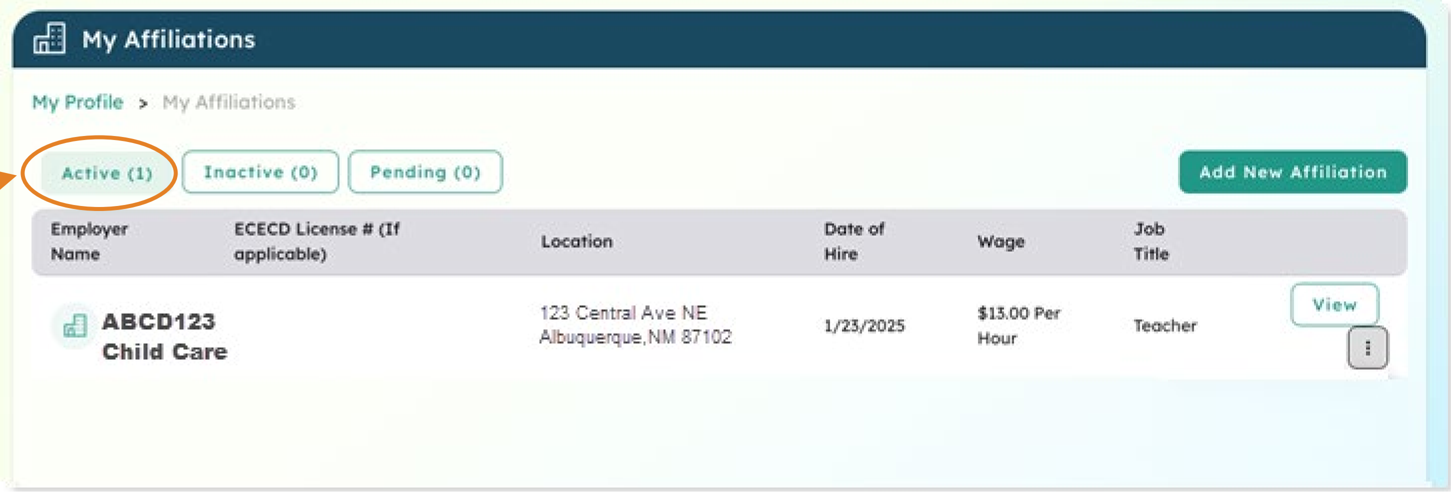
2. Confirm disaffiliation and click **Yes, disaffiliate.**




**Warning: only Disaffiliate if you no longer work for that Agency.**

# View Active Affiliations

When you and your employer both approve the affiliation, the employer (Agency) will appear in your **Active Affiliations.**




1. You can **view your affiliation details** by clicking **View.**

# Inactive Affiliations

All former affiliations will be in **Inactive Affiliations.**

1. You can view the details of an inactive affiliation by clicking **View.**

# Section 3 Frequently Asked Questions

**Question: Can I affiliate with multiple employers (agencies)?**
Answer: Yes! PDIS accommodates multiple affiliations. For example, you might work part-time for two different employers.

**Question: Can I have more than one active affiliation with the same employer Agency?**
Answer: No. While you can have multiple employers within PDIS, you can only have one current affiliation (job) record with each employer at a time.

**Question: If I change my job title at my current employer, should I disaffiliate?**
Answer: No. Your employer will update your affiliation details if your job title and/or salary changes.

**Question: Can my previous employer edit my profile?**
Answer: No. If you are disaffiliated with an employer, they will have a record of your employment, but they can not edit your profile and will not see any new edit your make to your Profile.

# Section 4 – My Goals

# Section 4 Table of Contents

# Section 4 Objectives

By the end of this topic, you will be able to…

- Find where goals are kept in PDIS.
- Create a goal for yourself.
- Edit an existing goal.
- Attach a document and remove an attached document to your goal.
- Preview, download, and edit goals.

# Section 4 Key Terms

- Agency – This is an early childhood education or care employer.
- Agency Admin – An individual from an agency who can edit, approve and verify submissions.
- ECECD Admin – ECECD employee who can edit, approve and verify submissions.
- Employee – Early childhood professional (ECP).
- Goal – A planned training path, OR a credit or hour requirement for professional development.

# Goals – Overview

*A Professional Development Plan is made up of one or more professional development goals.*

**Create Goal** + **Attach Document** + **Verify Attachment** = **100% Done!**

**Create Goal**: Set the required number of training hours to meet the goal.

**Attach Document**: Attach training certificates (or other documents) to the goal and enter the associated training hours.

**Verify Attachment**: Your employer may verify attachments for accuracy in preparation for ECECD site visit verification.

ECECD verifies proof of training separately. Only ECECD verifications officially count toward program compliance.

**100% Done!**: When % Complete meets or exceeds 100%, the professional development goal has been met.

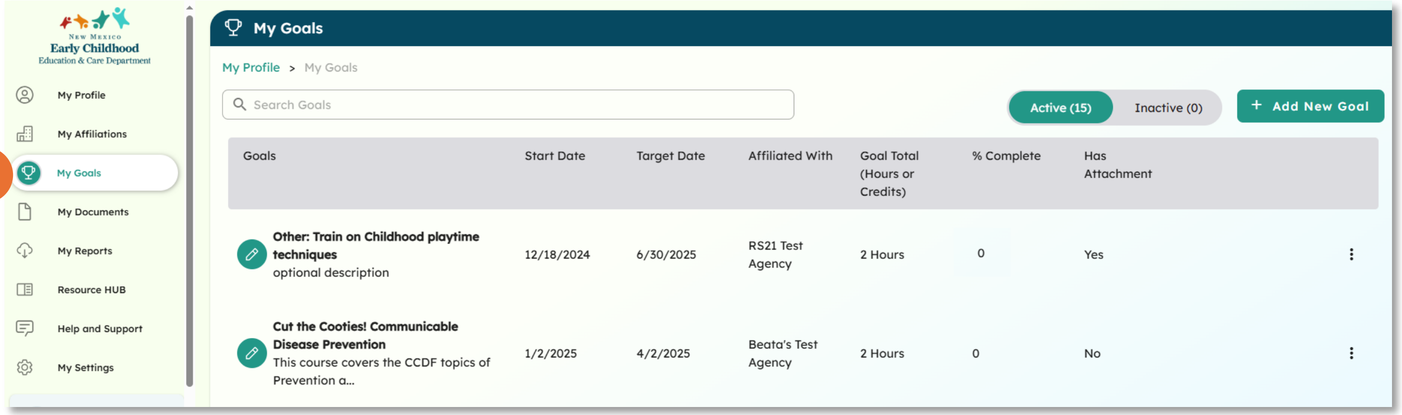
*If the total hours in attached documents exceed the total hours for the goal, % Complete will exceed 100%.*

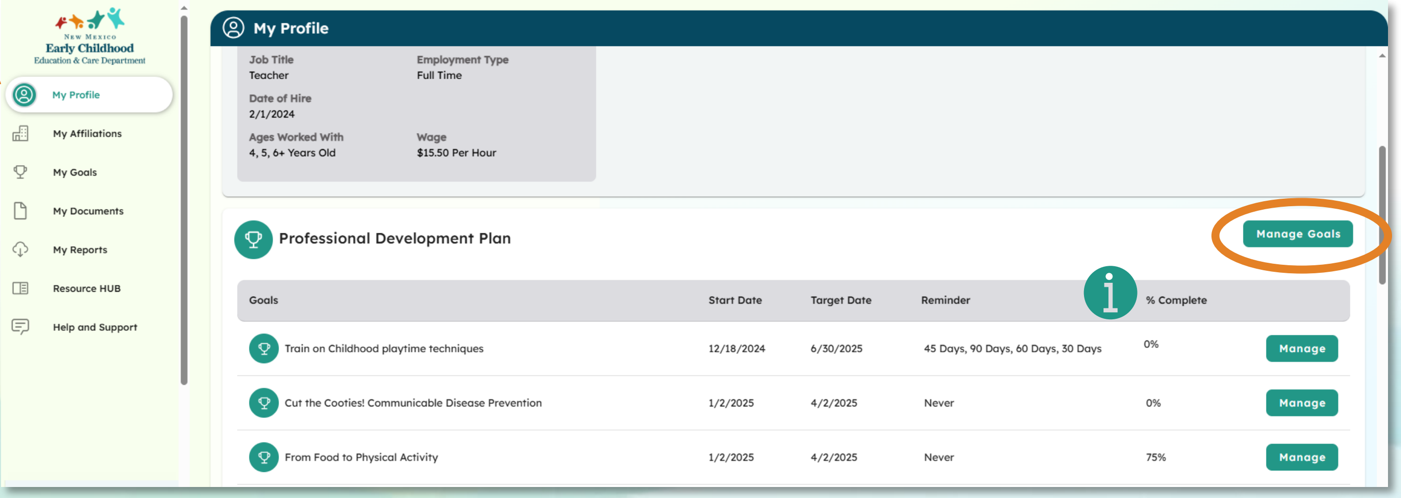
# Manage Goals

1. Click **My Goals** from the main menu

   OR

2. In the **Professional Development Plan** section of your **Profile** page, click **Manage Goals.**



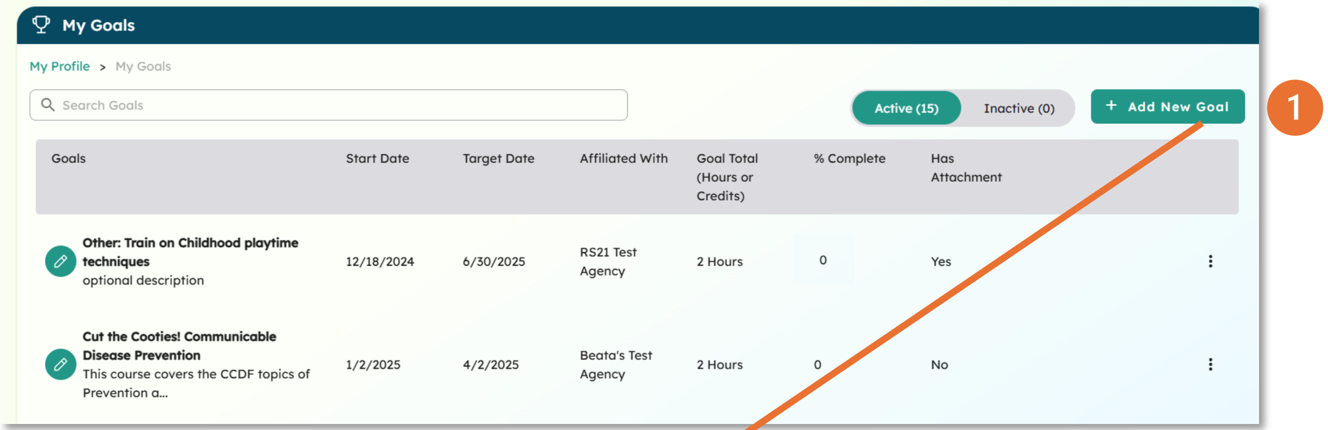



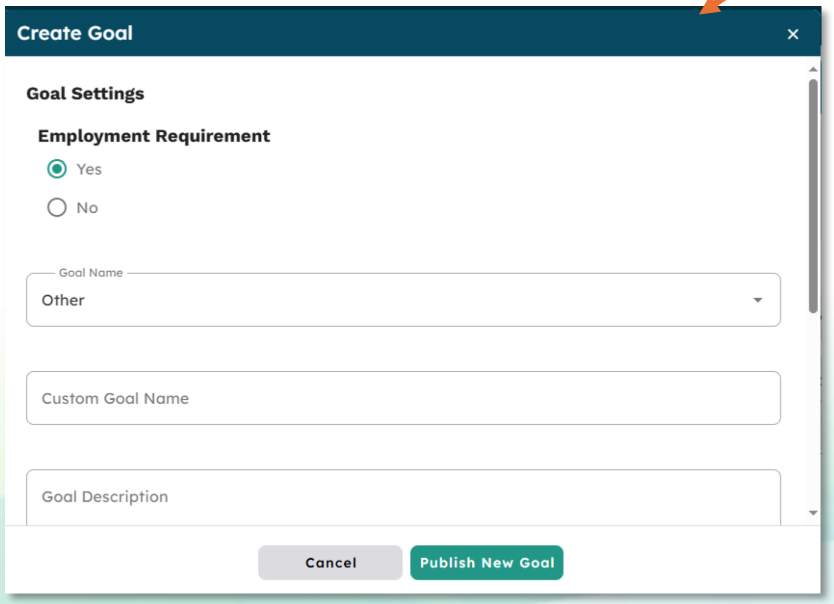

**% Complete =** sum of hours for attached proof of training document are compared against the goal's required total number of training hours.

# Add a New Goal

From the **My Goals** screen:

1. Click **Add New Goal** to open the **Create Goal** window.




**Employment Requirement should be *Yes*,** *unless you are creating a personal goal that is not linked to any Agency employer.*

*Personal goals can only be seen by you, not by your employer, and are not counted toward your annual professional development requirements.*

Your current employer may create your professional development goal plan for you.

# Add New Goal Details

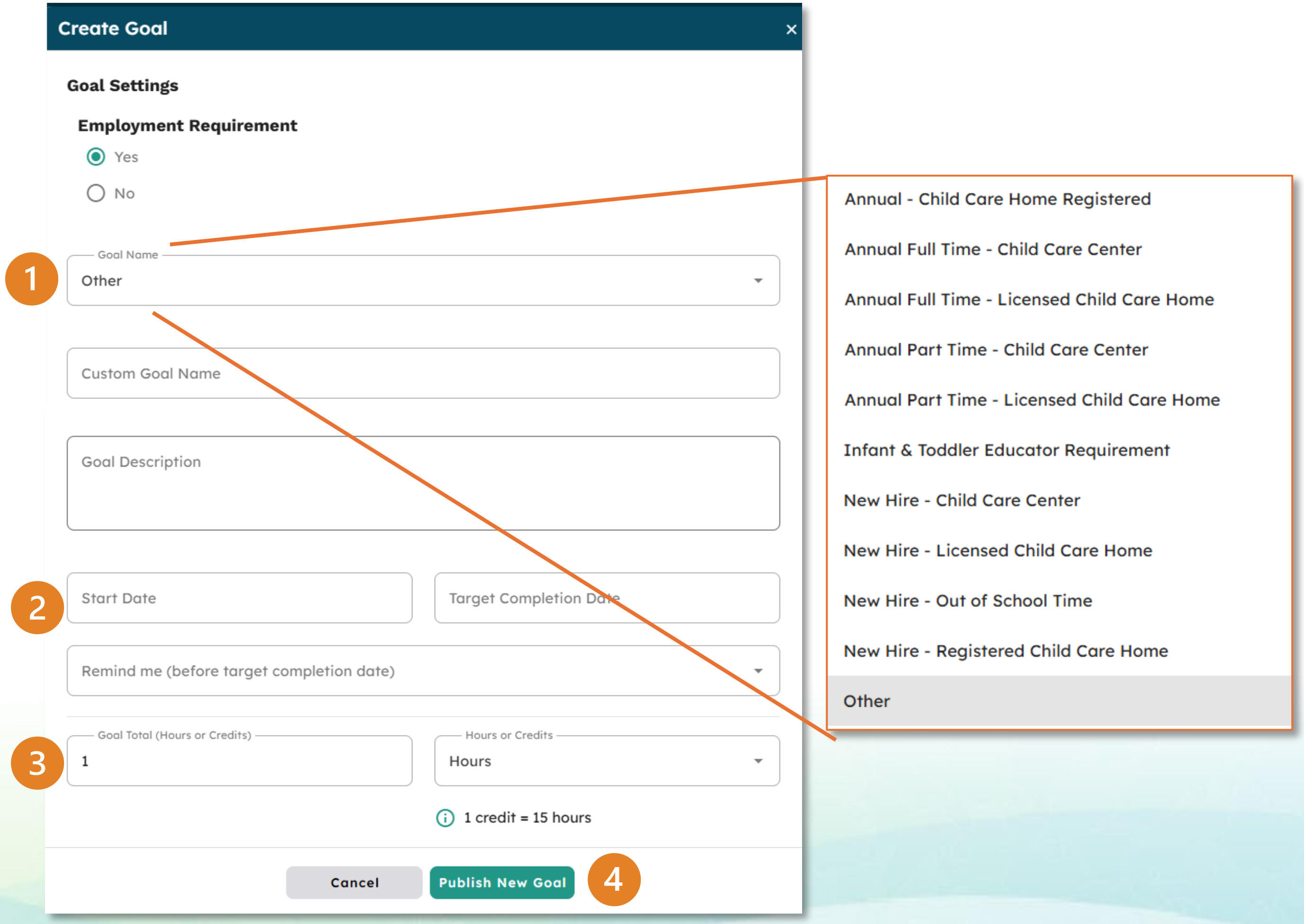
1. Select the correct **Goal Name** from the list of options.

   ***Other*** is selected by Default. Enter the professional development custom name and description or select from one of the options from the prepopulated goals list.

2. Enter the **Start Date** and **Target Completion Date.**

3. Enter the number of training hours or course credits you expect this goal will require (this can be edited later if needed).

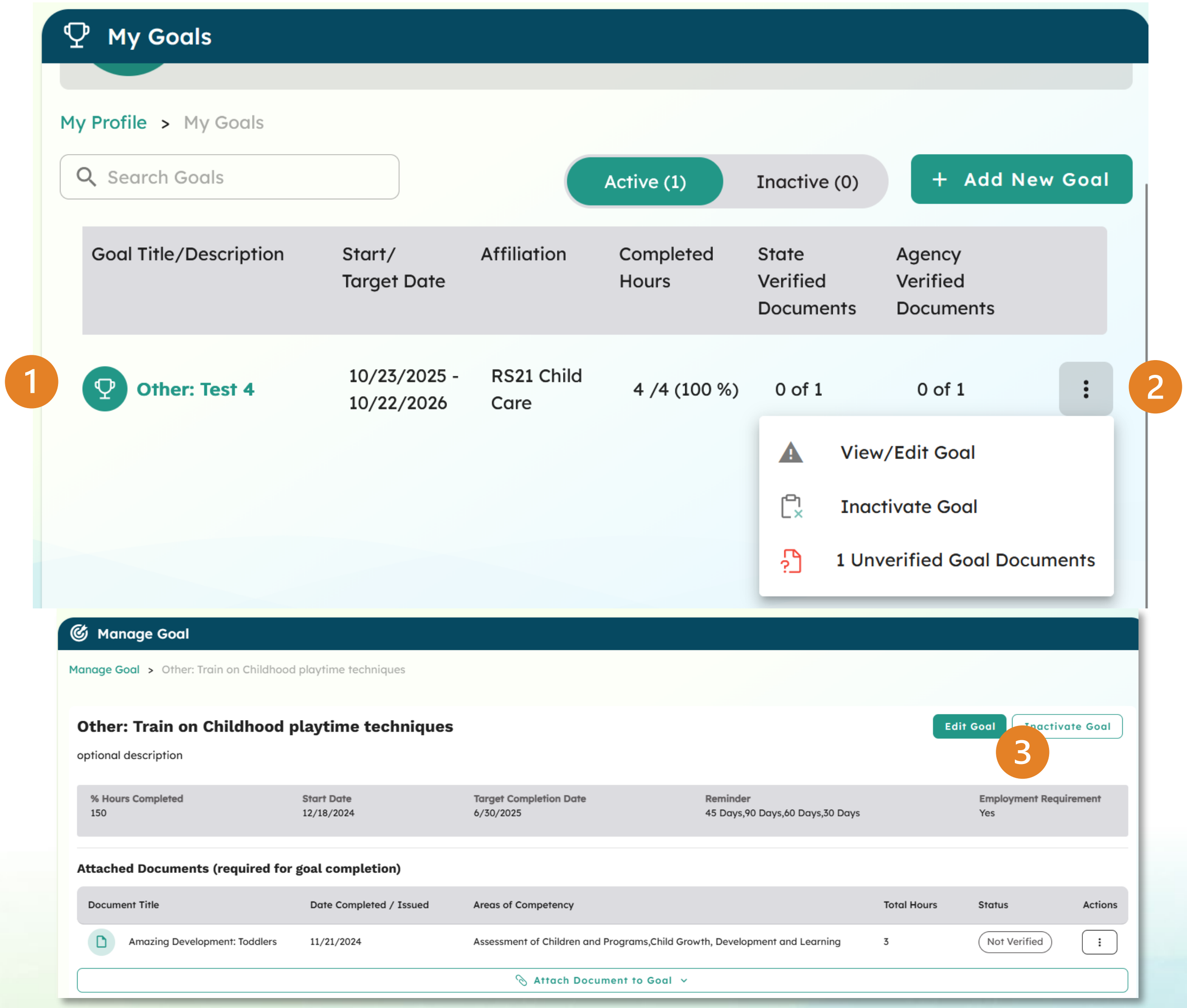
4. Click **Publish New Goal.**



# Edit a Goal

From the **My Goals** screen:

1. Find the goal you wish to edit.
2. Click on the three-dot menu and select **View/Edit Goal**.
3. Click **Edit Goal**.




*The **Edit Goal** button will not display if one or more attached documents have been verified. **Verified** status means the goal may no longer be edited.*

# Editing Goal Details

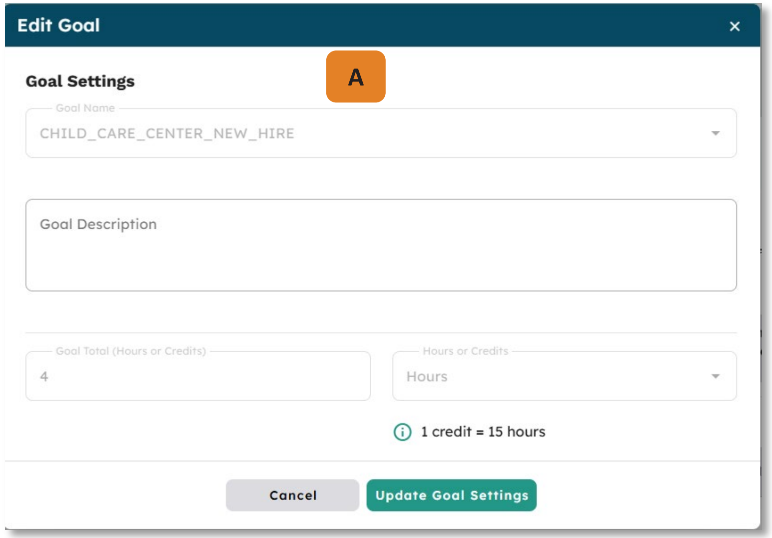
A. If the goal was added from the list of **Prepopulated Goals**, you can not edit this goal.

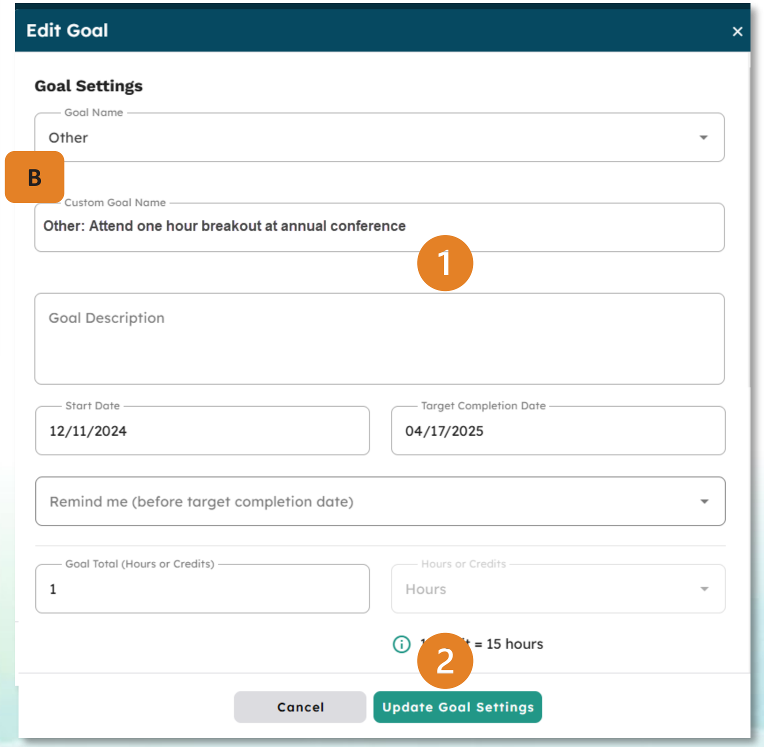
B. If the goal was added as a **Custom Goal (Other)**, you can edit:

- Custom Goal Name.
- Goal Description.
- Start Date.
- Target Completion Date.
- Remind Me.
- Goal Total *(you cannot swap between hours or credits after a goal has been added).*

1. Update the desired fields.

2. Click **Upload Goal Settings**.



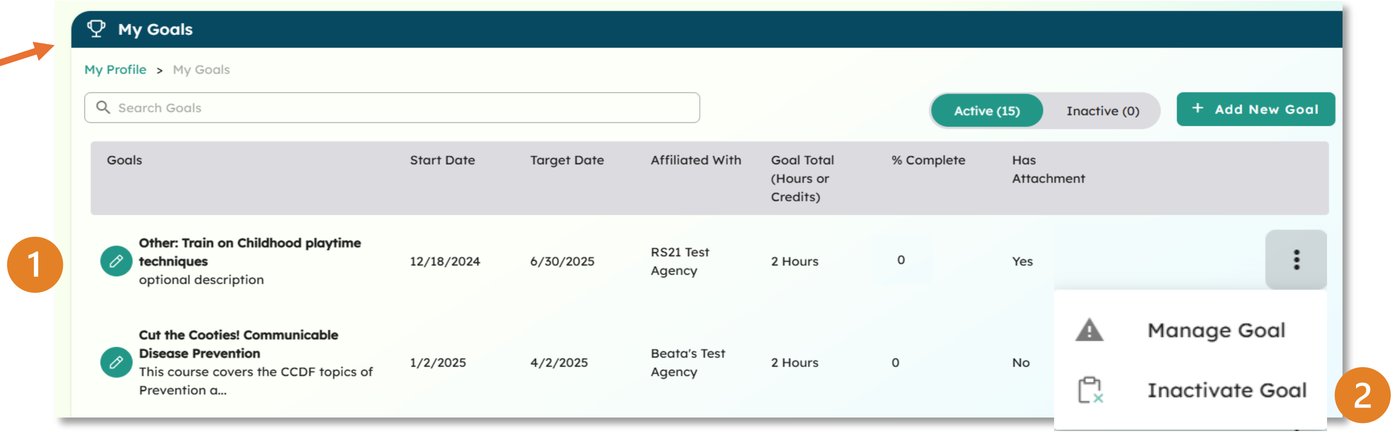
# Inactivate / Reactivate Goal

***A goal cannot be deleted.*** *Goals entered in error may be marked* ***Inactive.***

From the **My Goals** screen:

1. Find the goal you wish to inactivate.

2. Click the three-dot menu and select **Inactivate Goal**. If you accidentally Inactivate a goal, you may also **Reactivate** it here.




***Keep completed goals Active*** *through the full span of your professional development plan period (typically 12 months or more).*

*When you separate from an employer (disaffiliate), all your goals under your former employer will be marked* ***Inactive****. Goals do not follow you from employer to employer.*

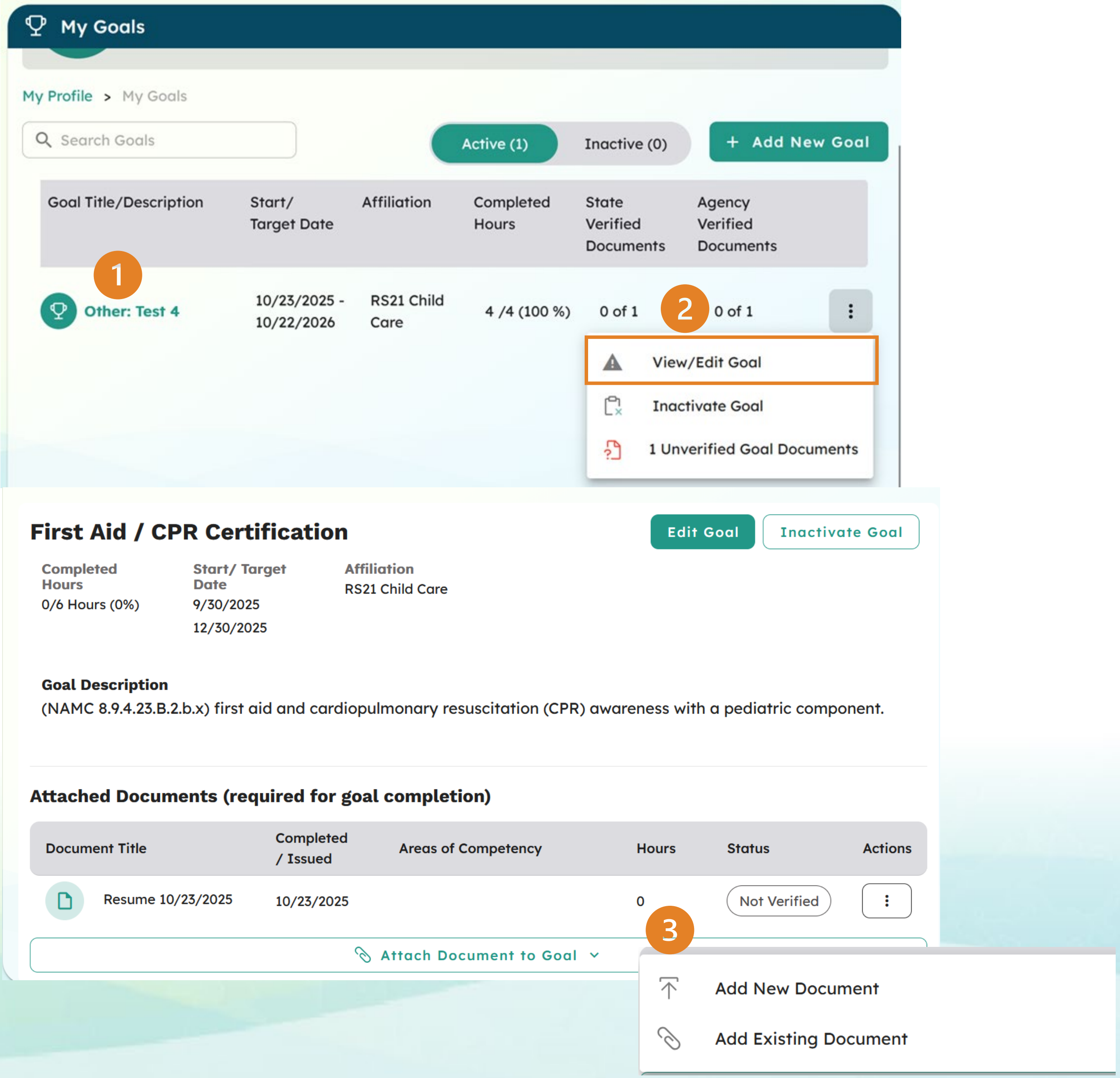
# Attach Proof of Training

One or more documents must be attached to a goal to prove a goal has been met. These will be verified by ECECD.

From the **My Goals** screen:

1. Find the goal you wish to manage.
2. Click on the **three-dot menu** and select **View/Edit Goal** to open the Manage goal page.
3. Click **Attach Document to Goal**.

   You may **Add New Document** or **Add Existing Document**.



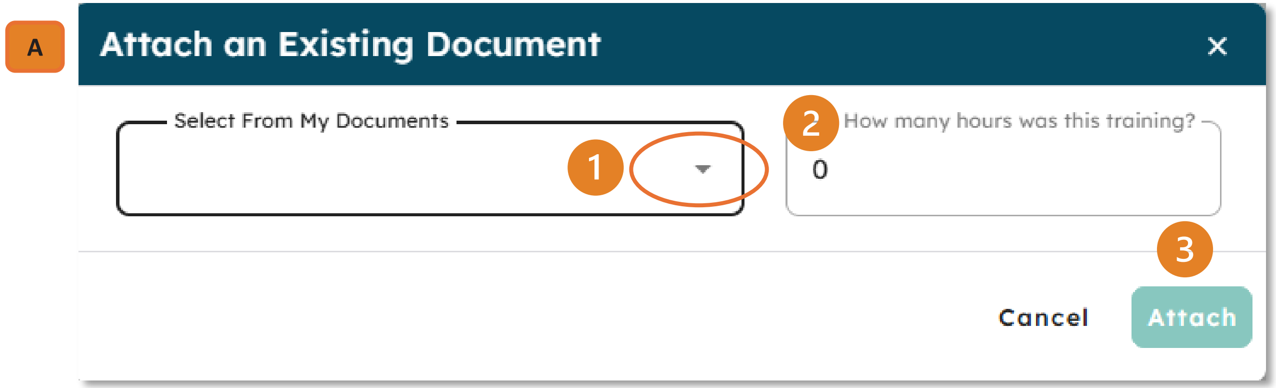
# Attach Existing Document

A. If the proof of training document has already been uploaded to your profile, choose **Add Existing Document.**

1. Click on the **down arrow** to see the list of your documents and then select the one you want to attach to this goal.

2. Enter in the number of training hours this documented proof represents.

3. Click **Attach**.



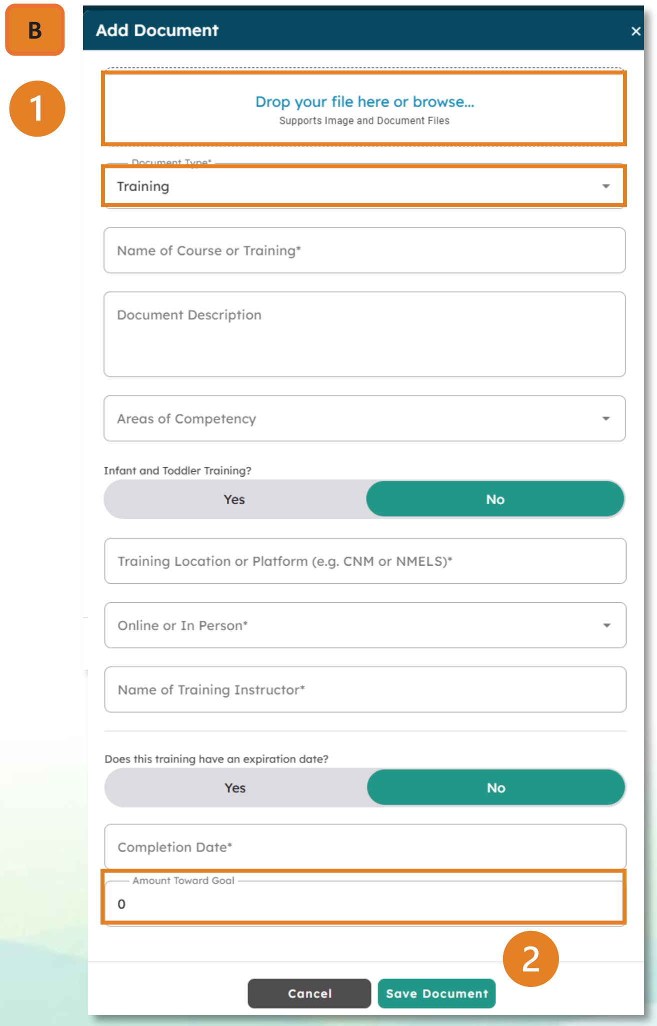

*Once a document is attached to a goal it may no longer be deleted.*

# Attach New Document

B. If you are adding a new document as proof of training, choose **Add New Document**.

1. Similar to adding a new document:
    - Add the **File**.
    - Select **Document Type**.
    - Complete required fields *(changes based on Document Type selected)*
    - Enter the **Amount of Hours Toward Goal** this document represents.

2. Click **Save Document**.




*Adding a new document to a goal will also add it to your **My Documents**.*

# Attached Document – Preview

From the **My Goals** | **Manage Goal** screen

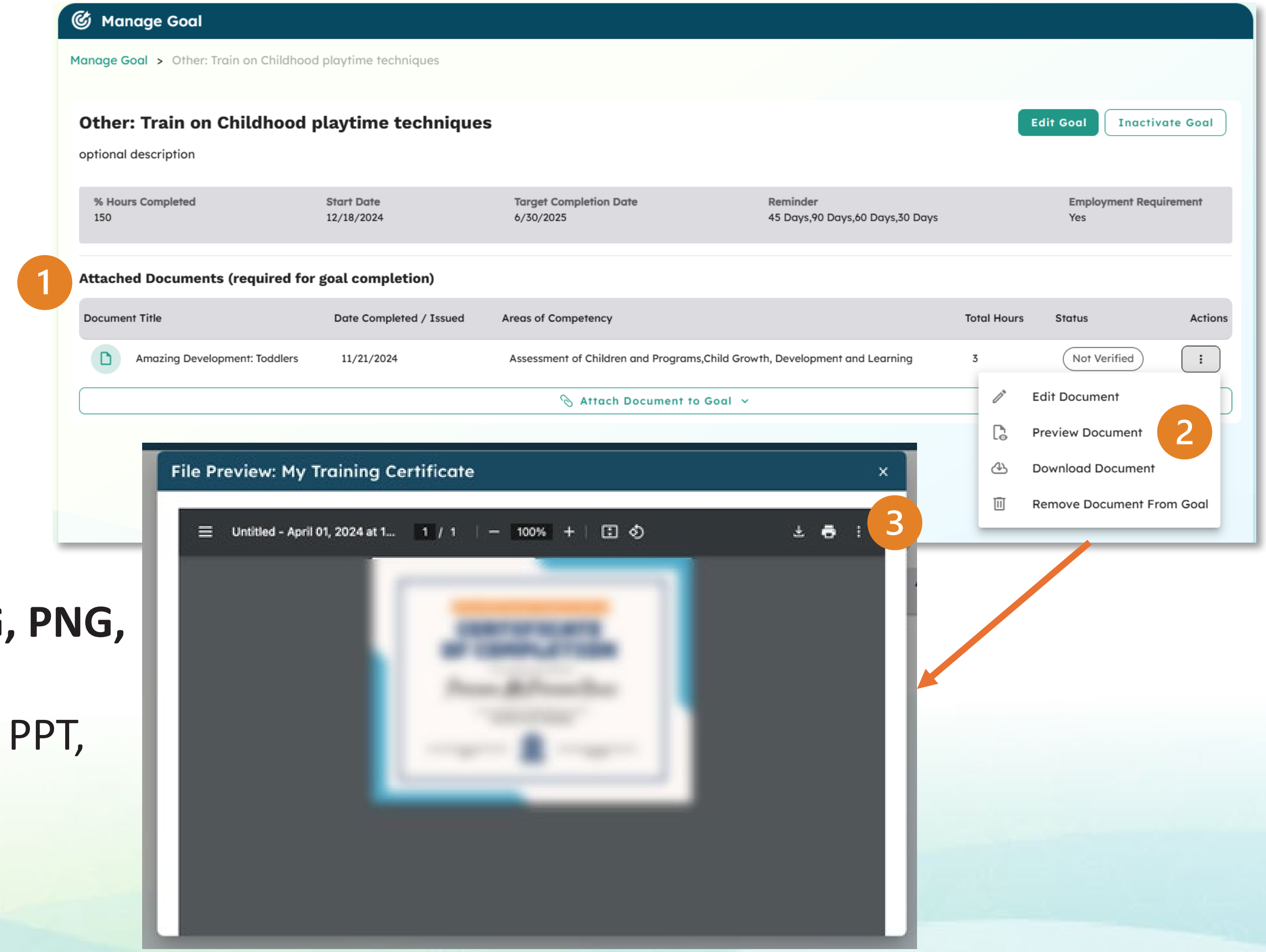
1. Find the document you want to preview in the **Attached Documents** section.

2. Click the three-dot menu for the document and select **Preview Document.**

3. Click “X” to close the preview window.

**You may preview PDF and picture files (JPG, PNG, GIF, HEIC).**
Preview is not available for MS Office (DOC, PPT, XLS) or CSV documents.

**Preview might be blocked by your browser settings.**



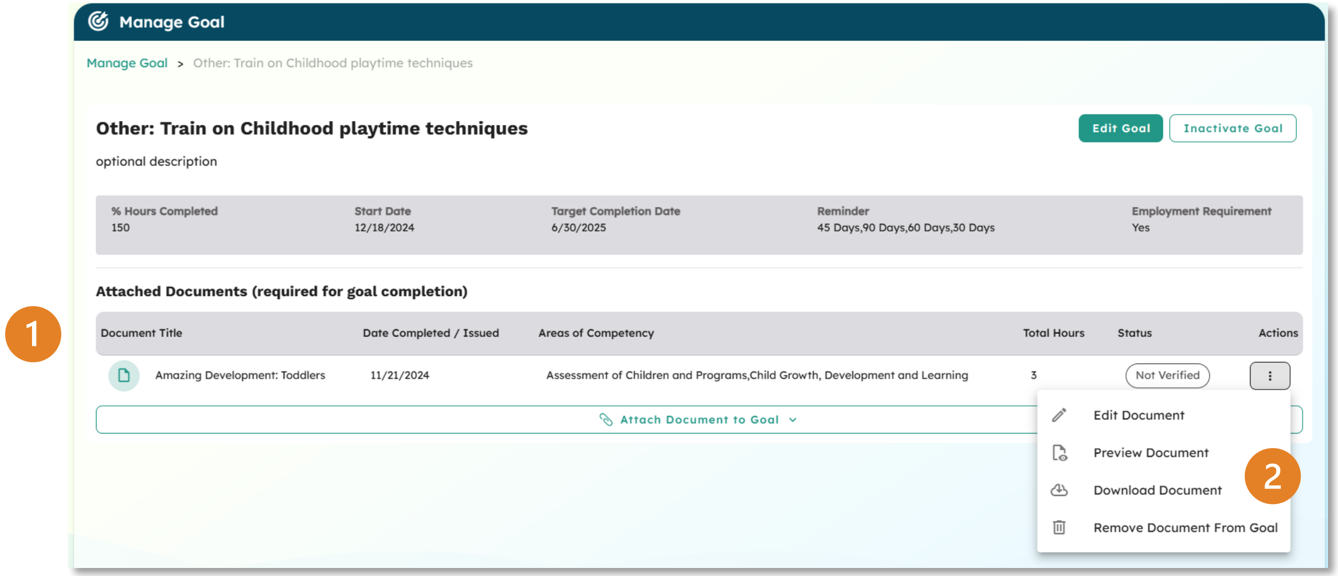
# Attached Document – Download

From the **My Goals** | **Manage Goal** screen:

1. Find the document you want to preview in the **Attached Documents** section.

2. Click the three-dot menu for the document and select **Download Document**

   The Document's image file will download to your device (typically in the downloads folder)



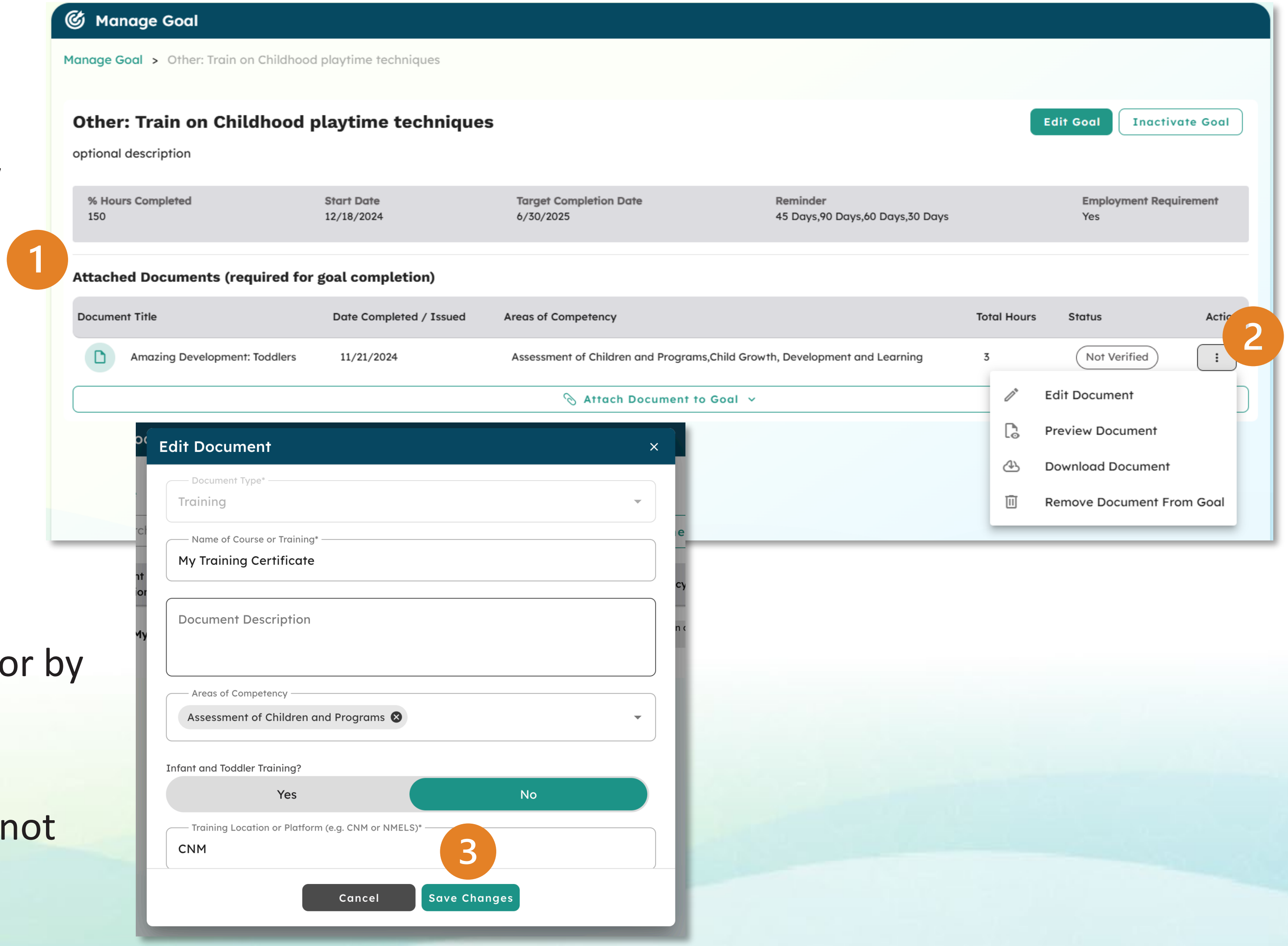
# Attached Document – Edit

From the **My Goals** | **Manage Goal** screen

1. Find the document you want to preview in the **Attached Documents** section.

2. Click the **three-dot menu** for the document and select **Edit Document**

3. In the **Edit Document** window, make changes and click **Save Changes**




Documents **Verified** by your employer or by ECECD may no longer be edited.

Documents uploaded by Quorum may not be edited

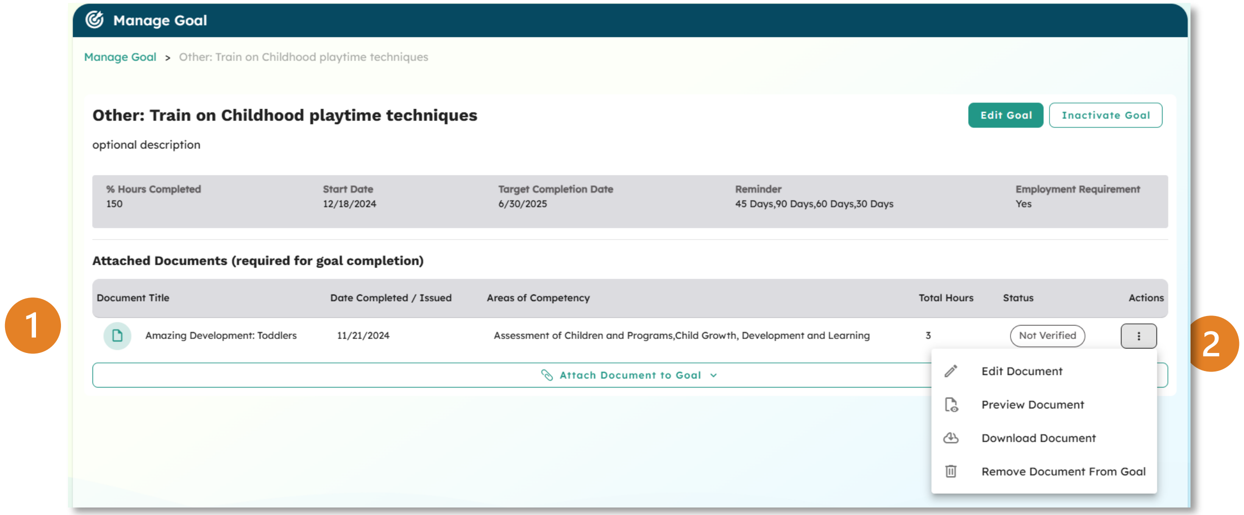
# Remove Attached Document

Sometimes a document attachment may be wrong. In that case, the document will need to be replaced. To replace a document on a goal:

From the **My Goals** | **Manage Goal** screen

1. Find the document you want to remove in the **Attached Documents** section.

2. Click the three-dot menu for the document and select **Remove Document from Goal**




Documents **Verified** by your employer or by ECECD may no longer be edited or removed.

# Section 4 Frequently Asked Questions

**Question: How do I delete a goal?**
Answer: Goals cannot be deleted. If a goal was created in error, it may be marked Inactive.

**Question: Should I mark a professional development goal as Inactive once it is complete?**
Goals typically should remain active through your professional development plan window (12 months or more).

**Question: My goal shows over 100% How is that possible?**
Creating a professional development goal includes setting the required number of training hours to meet the goal. You enter the actual training hours done when you attach one or more documents as proof of progress toward the goal completion. If the total hours in attached documents exceed the total hours for the goal, % Complete will exceed 100%.

**Question: If I switch employers, do my professional development goals in progress follow me?**
No. Goals attached to an Agency (employer) are marked inactive when the employee disaffiliates from the employer. However, all documents remain with the employee and may be available to be attached toward a new professional development plan with a new employer in the future if needed.

# Section 5 – Settings, Reports, & Resource HUB

# Section 5 Table of Contents

# Section 5 Objectives

By the end of this topic, you will…

- Know how to change your display language.
- Be aware of the ability to turn off – or on – your email notifications.
- Be able to download Goal reports.
- Understand your PDIS account's user permissions.
- Know where to access additional resources in the Resource HUB.
- Understand how to share your account with the Scholarship and Pay Incentive Team and why you might want to.
- Know how to Request an equivalency review from the FOCUS TQRIS.
- Access the Help and Support Page in the PDIS Application.

# Section 5 Key Terms

- .csv file – File type that holds spreadsheet-style information; can be accessed in Microsoft Excel.
- Agency – This is an early childhood education or care employer.
- Agency Admin – An individual from an agency who can edit, approve and verify submissions.
- ECECD Admin – ECECD employee who can edit, approve and verify submissions.
- Employee – Early childhood professional.
- Equivalency Review – An assessment using ECECD's FOCUS system to determine an early childhood program's star-rating.
- FOCUS TQRIS – (Tiered Quality and Achievement Rating and Improvement System) system created and administered by the University of New Mexico to used to assess the quality and achievement of early childhood programs.
- Free Text Entry – A field that allows the user to enter any text (numbers, letters or special characters).

# Navigating the Additional Features

1

## My Settings:

- Set your **language** preference.
- Set your **email notification** preference.

2

## My Reports:

- Pull information from the application.

3

## Resource HUB:

- External resources.
- **Scholarship and Pay Incentive program.**
- Request **FOCUS** equivalency.

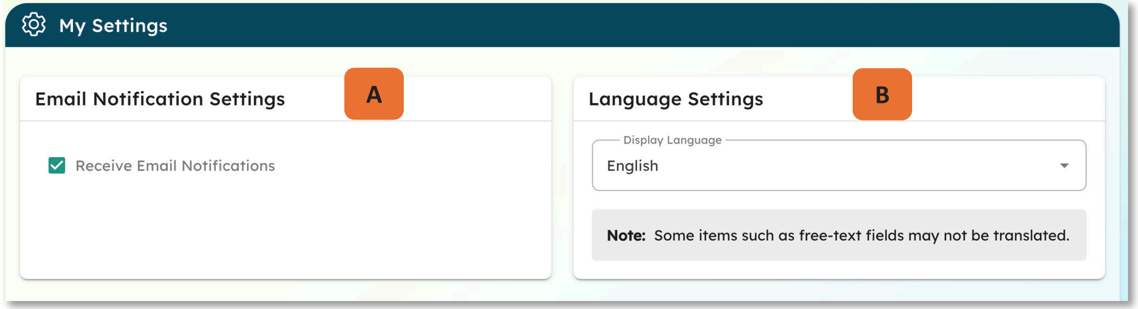
4

## Help and Support:

- Contact ECECD.

# 1 My Settings

My Settings is a place where you can change a couple of options for PDIS Application functionality.




A. **Email Notification Settings:**
   - To receive email notifications about changes to your PDIS account: check box is checked.
   - If you do not want to receive email. notifications about changes to your PDIS account, uncheck the box. (You will need to sign in to PDIS to see your notifications.)

B. **Language Settings:**
   - If you want PDIS to appear in English, choose 'English' from the dropdown.
   - If you want PDIS to appear in Spanish, choose Spanish from the dropdown.

**About Language Settings:**
You will immediately see changes on this and all pages when you change your Display Language.

**Regardless of your language preference:**
Free text (such as a document name or description) entered by any user will appear exactly as it was entered by that user and is not further translated.

**Free Text** includes document names and description

# 2 My Reports

**In** My Reports**, you can download available goal reports and documents.** What reports are available will depend on your user permission level in the system.

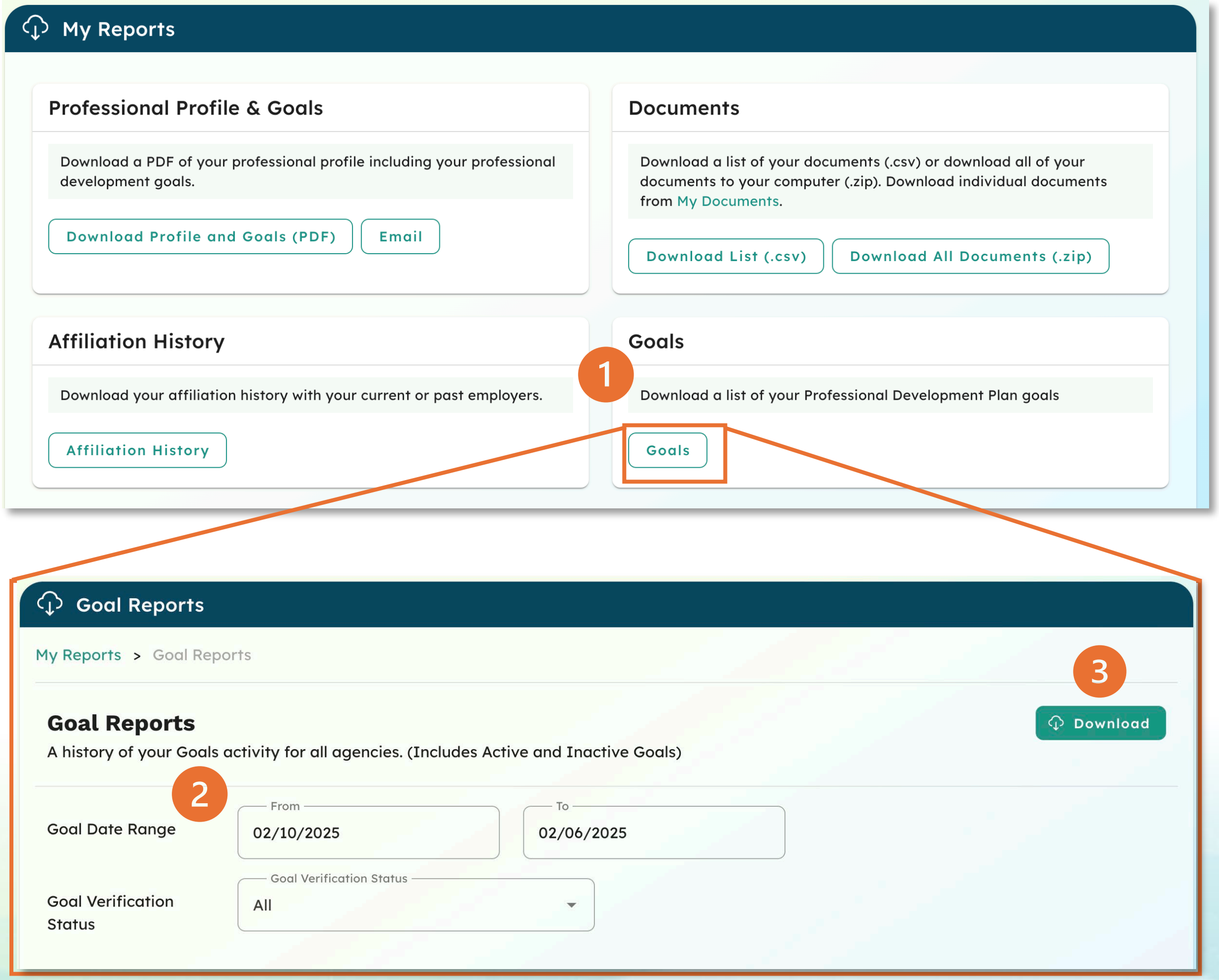
**To download a report:**

1. **Select a Report Type:**
   - Click the button of the report you want to run.

2. **Select Report Options:**
   - Complete the fields or accept the default values.

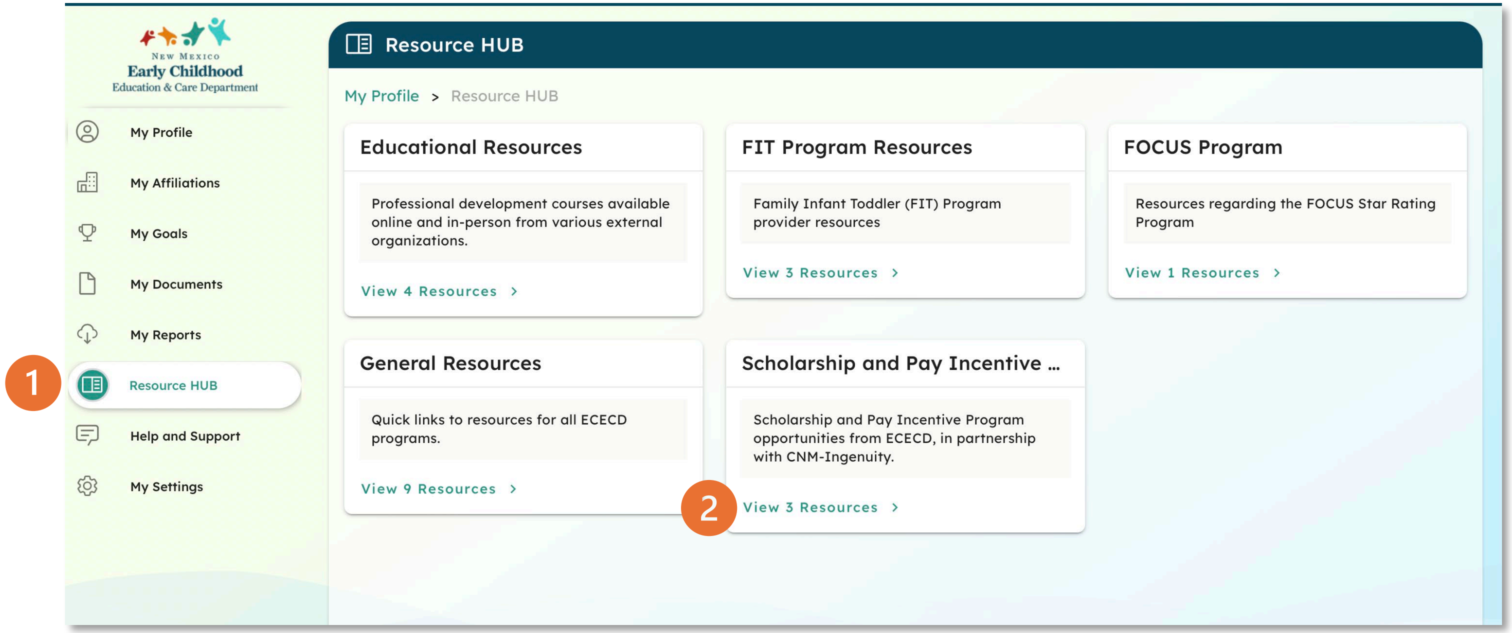
.

3. **Download the Report (.csv):**
   - Click **Download**
   - A .csv file will download to your device.



# 3+ Resource HUB

The **Resource HUB** is your gateway to community and national resources, including sources online learning, 3rd party applications, scholarship and pay incentive programs, ECECD's FOCUS Program, and more!




1. Click **Resource HUB.**

   *Resources are grouped into categories.*

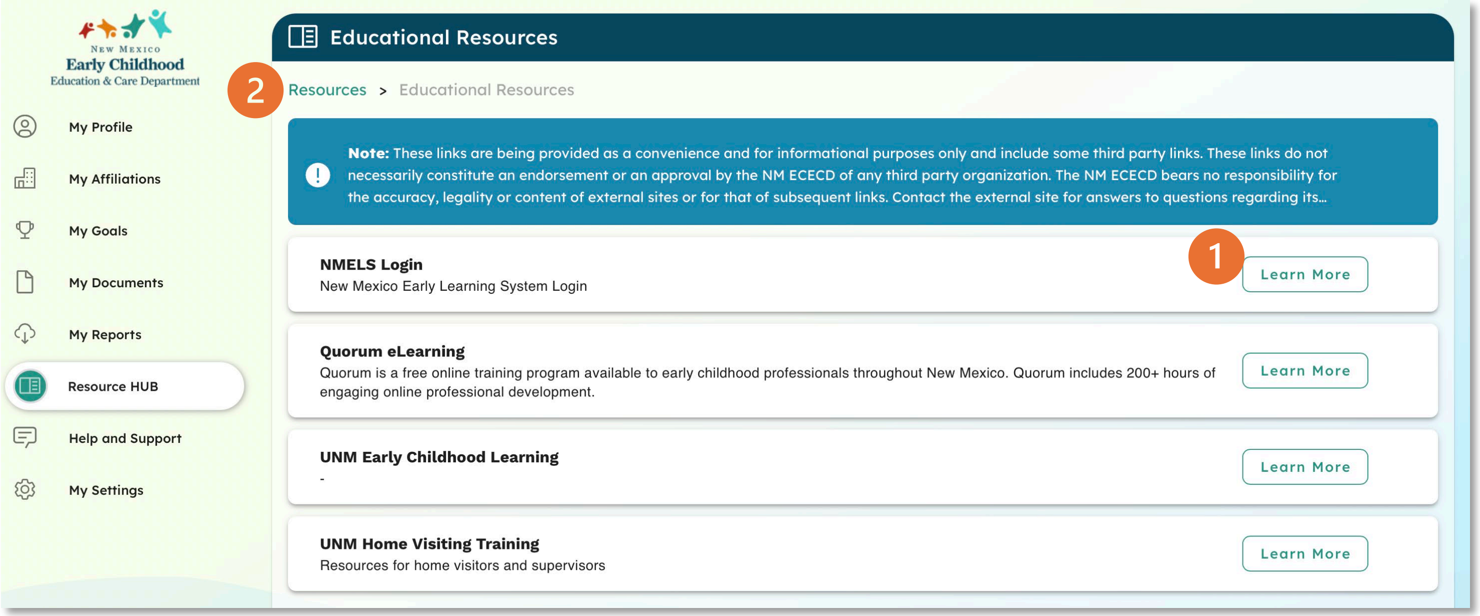
2. Click **View Resources** at the bottom of a category card to view the resources in that category.

# Resource HUB – Learn More

All links are external to PDIS.

1. Click **Learn More** to open a new browser tab displaying the resource's URL.

2. Go back to **Resource Categories** by clicking **Resources** at the top.

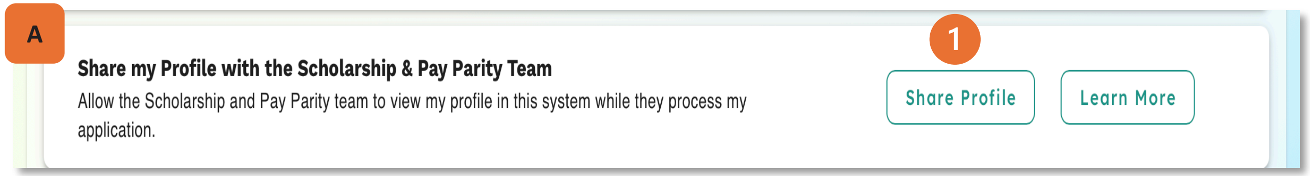



The Resource HUB is always growing. Check back and explore!

# Resource HUB - Special Buttons

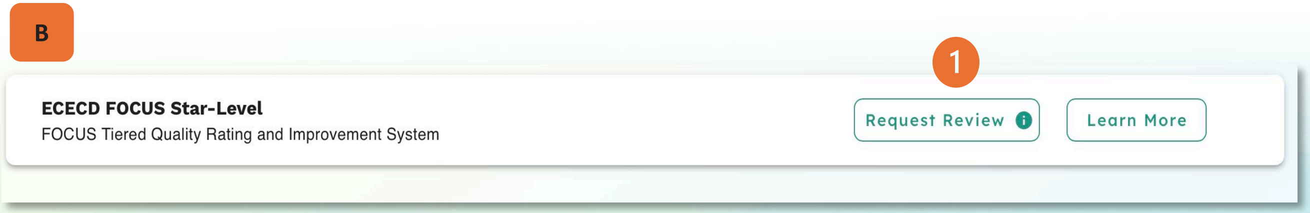
All resources have a **Learn More** button. Some resource have an extra button with special features:

A. In the **Scholarship and Pay Incentive Program resource**, there is an option to **Share my Profile with the Scholarship & Pay Parity Team**.
   1. Click **Share Profile.**
      You can also unshare your profile by clicking **Unshare Profile** (this option only appears after you have clicked Share Profile).




B. In the **FOCUS Program resource,** you can request an **ECECD FOCUS Star-Level review** from the FOCUS TQRIS team. You can submit one equivalency review for each equivalency category.

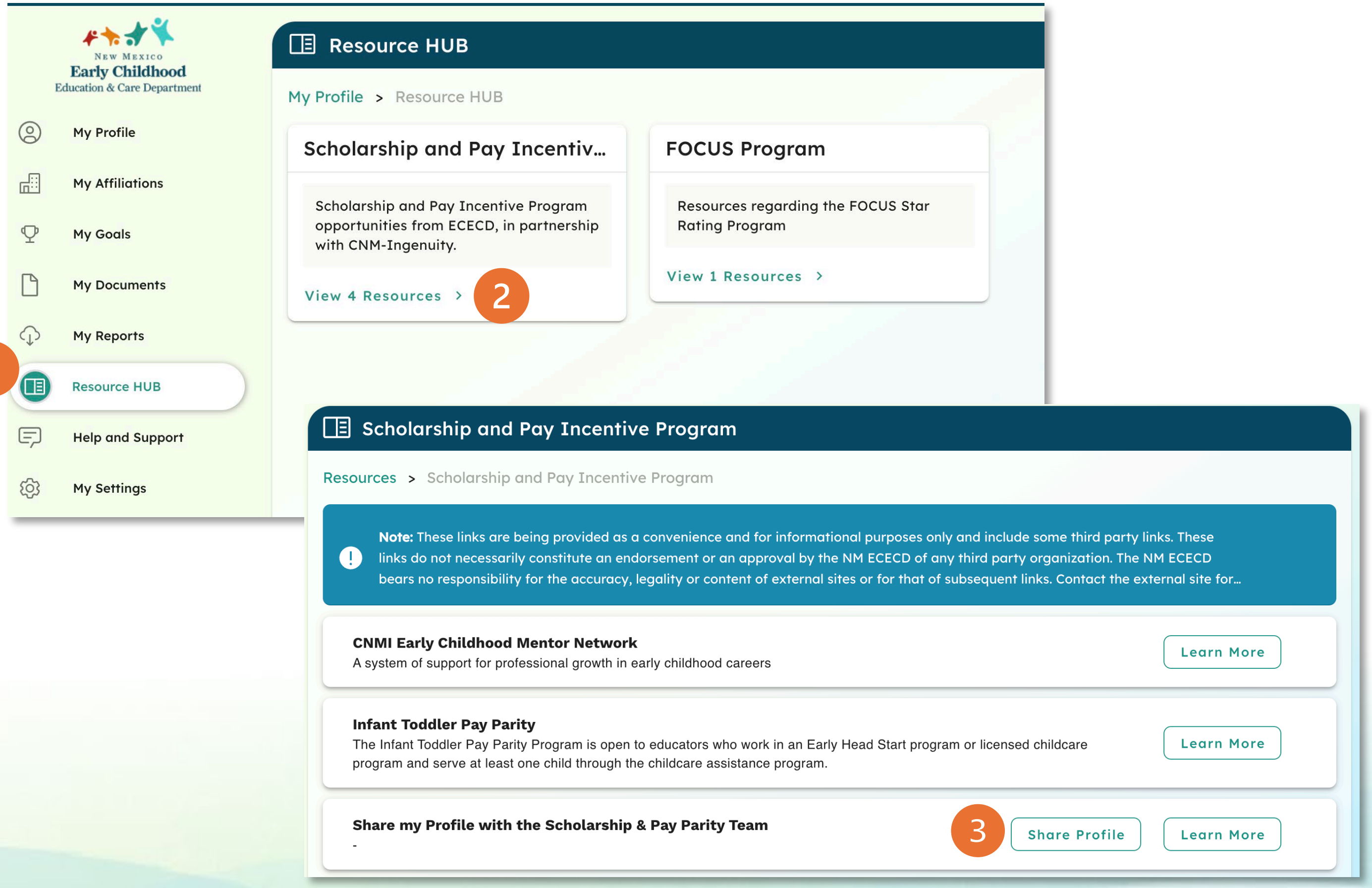
   1. Click **Request Review**.



# Share Access to your Profile with Scholarship & Pay Incentive Program Staff

Sharing your profile with Scholarship and Pay Incentive Program Staff will let them more easily process your application.

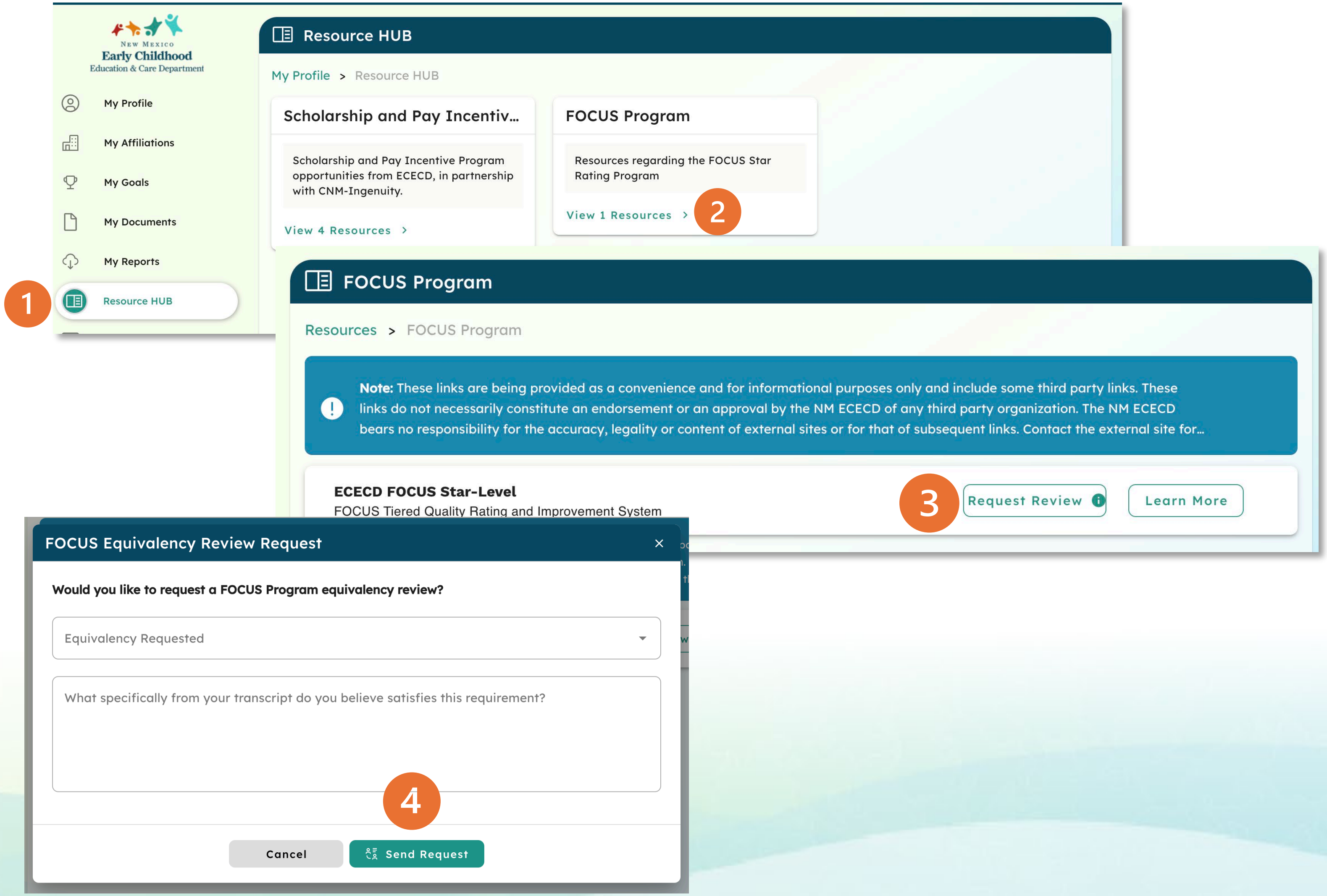
1. Visit the **Resource HUB.**
2. Click **View Resources** in the **Scholarship and Pay Incentive** category.
3. Click the **Share Profile** button.



# Request a FOCUS Equivalency Review

You can submit a FOCUS equivalency review request by following these steps:

1. Visit the **Resource HUB.**
2. Click **View Resources** in the **FOCUS Program** category.
3. Click the **Request Review** button.
4. Complete the **FOCUS Equivalency Review Request** form and click **Send Request.**



# 4 Help and Support

Help and Support is for PDIS users that have questions or require technical support for PDIS.

**A. Browse Helpful Resources**

- This is a reminder that you can visit the Resource HUB to find specific help topics.

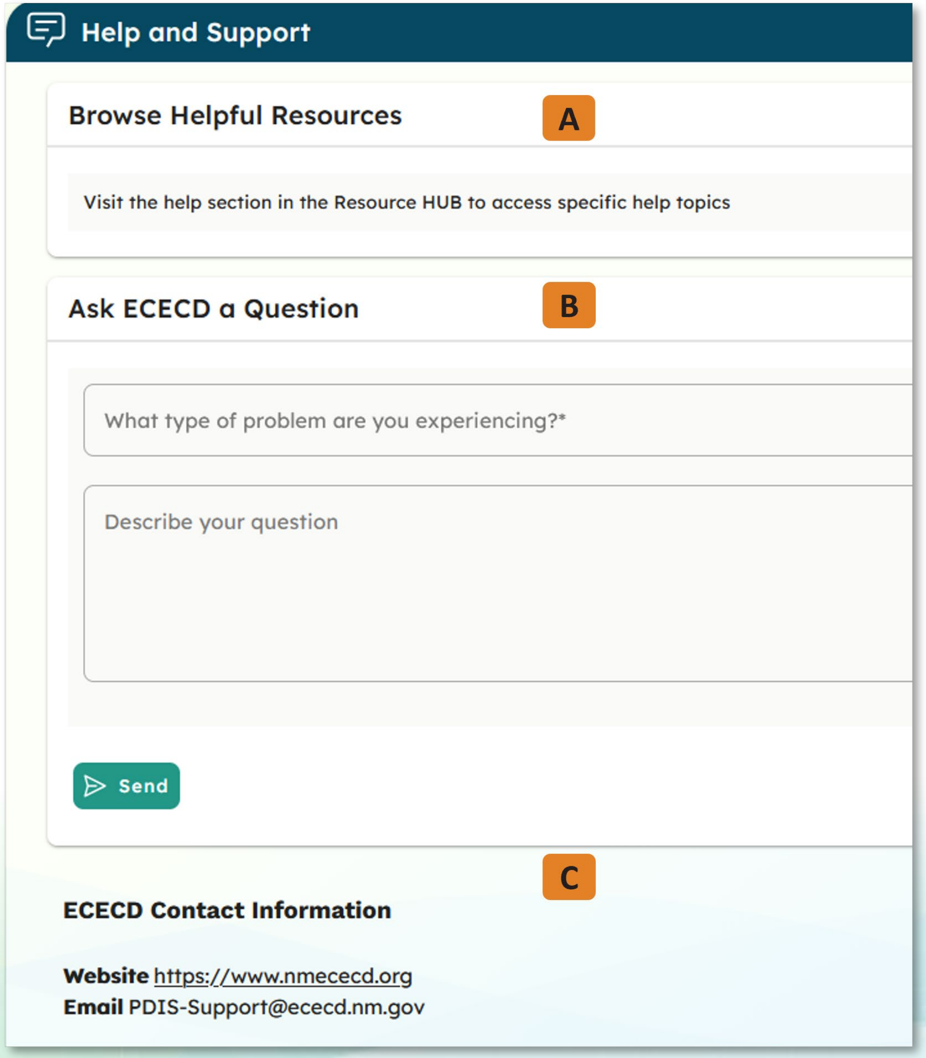
**B. Ask ECECD**

To contact ECECD with questions about PDIS:

- Select a help topic from the dropdown and in the next box, describe your question.
- Click **Send.**

**C. ECECD Contact Information**

- The ECECD website link and support email address are included here for quick reference.



# Section 5 Frequently Asked Questions

**Question: I found an issue with a resource. How do I report the issue?**
Answer: Please report your finding by clicking **Help and Support** in the main menu and filling out the **Ask ECECD** form.

**Question: Can I request a resource be added to the Resource HUB?**
Answer: Yes! Please submit your request by clicking **Help and Support** in the main menu and filling out the **Ask ECECD** form.

# Section 6 – FAQ

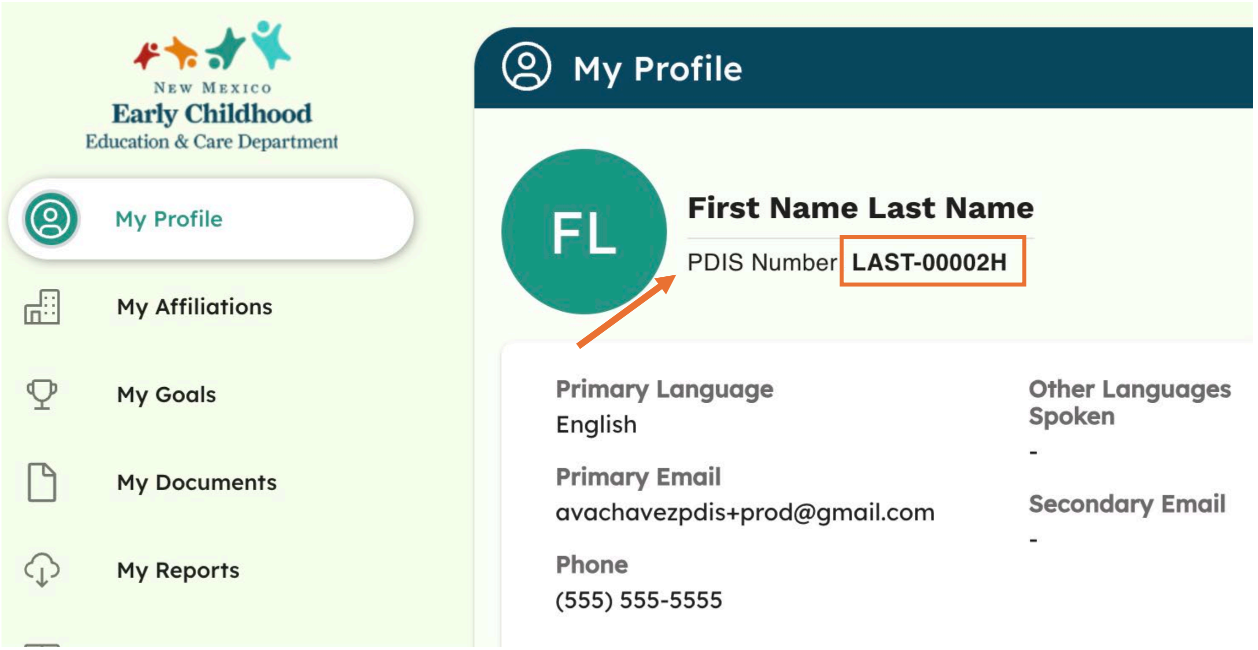
# Section 1 Frequently Asked Questions Recap

**Question: Where is my PDIS Number?**

Answer: Your PDIS number is located under your name on the **My Profile** page.

**Question: Why can't I edit some fields?**

Answer: Some fields may be tied to your background check and can not be changed within PDIS.



# Section 2 Frequently Asked Questions Recap

**Question: I uploaded a document, but it does not appear. Why?**
Answer: Clicking the refresh button in your browser should fix this issue.

**Question: What file types can I upload?**
Answer: Files must be one of the following types: PDF, JPEG (JPG), PNG, GIF, DOCX (DOC), XLSX (XLS), PPTX (PPT), or CSV.

**Question: What is the maximum file size I can upload?**
Answer: Files cannot exceed 10 MB.

**Question: I can't edit or delete a certain document. Why?**
Answer: **You cannot edit** a document if it is attached to a goal and verified by your employer or ECECD. **You cannot edit** a document that is attached to a goal.

**Question: Why does preview not seem to be working?**
Answer: Only images (JPEG, JPG, PNG or GIF) and PDFs support previews. Previewing PDFs might be blocked by your browser settings.

# Section 3 Frequently Asked Questions Recap

**Question:** **Can I affiliate with multiple employers (agencies)?**
Answer: Yes! PDIS accommodates multiple affiliations.

**Question:** **Can I have more than one active affiliation with the same employer Agency?**
Answer: No. While you can have multiple employers within PDIS, you can only have one current affiliation (job) record with each employer at a time.

**Question**: **If I change my job title at my current employer, should I disaffiliate?**
Answer: No. Your employer will update your affiliation details if your job title and/or salary changes.

**Question:** **Can my previous employer edit my profile?**
Answer: No. If you are disaffiliated with an employer, they will have a record of your employment, but they can not edit your profile and will not see any new edit your make to your Profile.

# Section 4 Frequently Asked Questions Recap

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