



Outside Care Provider Frequently Asked Questions

- **Can I use a FL State Vendor Badge?**
 - No, Seminole, Osceola, and Orange County do not permit the use of state vendor badges.
- **Should I be using a Gmail account to access the Google Drive/Folder?**
 - Yes! Google Drive is only accessible to those who have a Gmail account, we recommend creating a Google Account for this if you haven't already.
- **How should I notify UCP staff that I have uploaded all of my documents to the Google Folder?**
 - Complete the Google Form under the Initial Application Tab on our website. This is an imperative step in the process and keeps a time stamp of when documents were submitted to Google Drive. Missing this step can result in longer turnaround times.
- **How long does the approval process take?**
 - The approval process takes approximately 30 business days from the date submitted to the Google Form.
- **How can I request access to the Google Folder for my agency?**
 - After watching the Information Session Video on our website, you can click the link underneath the video to request access to the Google Folder. This link will take you to a Google Form.
- **Where can I download the Orientation Certificate?**
 - Once you have watched the entirety of the video, the certificate will automatically generate to download, make sure you watch till the end.
- **Does the Outside Care Provider have a dress code?**
 - Yes, Outside Care Providers are required to maintain a professional appearance, including wearing closed-toe shoes. If their employing agency provides a t-shirt or polo shirt, they may pair it with jeans. For safety reasons, loose earrings and jewelry are not permitted.