

MVDC Support

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How to Login to ChildPlus Online (Website Version)

Richard Woolf - 2025-09-19 - [ChildPlus](#)

ChildPlus Online

Make sure that you have access to your WORK EMAIL ACCOUNT ****BEFORE**** attempting your first login, since ChildPlus uses two-factor authentication and will send a code to your email (or mobile phone, if a mobile phone number is included your account).

The ChildPlus Online website works best using the CHROME browser.

1. In your browser go to: <https://app.childplus.com/MiamiValley/>

1. When you login to ChildPlus Online, you may be asked to enter the **Agency ID**. Please note this has no spaces and both words are capitalized.

Agency ID: MiamiValley

ChildPlus

Agency ID

Continue

If you don't know your Agency ID, do one of the following:

- Contact your ChildPlus Administrator
- Open ChildPlus Online and click More Options > About ChildPlus
- Open ChildPlus Desktop and click Help > About ChildPlus

1. On the login page, enter your USERNAME and temporary PASSWORD.

NOTE: Your username is typically the beginning part of your email address, before the @ symbol. For example, if you email is jane.doe@mvcdc.org, then your ChildPlus username will typically be **jane.doe**

ChildPlus

Username



Password



Sign In

[Forgot password?](#)

[Connect to Practice Database](#)

1. ChildPlus used 2-factor security when you sign into your account. This will happen the first time you sign in and then each time you sign into a new browser (or if your browser's cookies have been cleared). In order for the security code to be sent to you, you must choose which method to receive it by clicking on either your mobile phone number (which is the quickest way to receive the security code), or by clicking on your email address. Once you make a selection, ChildPlus will send a 6-digit security code to you.

NOTE: Even if you only have one option available, such as email only, you must click on that option before ChildPlus will send you a security code.

If you do not see your mobile phone number as an option to receive the security code, this means the ChildPlus Administrator was not given your mobile phone number. If you wish to receive your security codes via mobile phone, then please [submit a ticket](#) for ChildPlus support via the **MVDCDC SUPPORT** website and include your mobile phone number.

ChildPlus

Enhanced Security

We need to send you a security code

Please select where you would like the security code to be sent

[Text \(***\) ***-**-34](#)

[Email Yo*****@e*****.com](#)

If you can't receive a message from one of these choices, please contact your ChildPlus administrator

1. Once you receive your 6-digit security code from ChildPlus, either by email or text, enter it into the AUTHENTICATION CODE box

ChildPlus

A code has been sent to *****@g*****.com.

Authentication Code

Sign In

Remember this device [Send Another Code](#)

1. The first time you log into ChildPlus, you will have received a temporary password. Once your account has been authenticated, you will be asked to change your password. You are the only person that should know this new password. The ChildPlus Administrator will now know your new password.

NOTE: Your password needs to be one you can remember, but not easily guessable by someone else. Do **NOT** use your birthday, phone number, child's name or birthday, etc. Please do **NOT** write this password down anywhere (other than in a secure password manager app). Do **NOT** share your password with anyone else. Everyone who uses ChildPlus should have their own separate account.

Change My Password

You must create a new password before using ChildPlus.

Current Password	...
Password	...
Password Verification	...

Your password must be at least 10 characters and use 4 of 4 special character types (uppercase, lowercase, numbers, symbols).

[Change Password](#) [Cancel](#)

1. Once you change your password you will be able to login to ChildPlus using your username and new password.

How To Reset Your ChildPlus Password

If you ever need to reset your password, there is a **knowledgebase** article on the **MVCDC Support** website (<https://mvcdc.deskpro.com>) explaining how to reset it. You can find it by searching for “**ChildPlus Password**” in the search box.

[Reset Your ChildPlus Password](#)

This will be helpful if you cannot remember your password in the future.

- Tags
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