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## The Minnesota Quality Improvement & Registry Tool

Greetings from Develop! We will be updating Develop **May 22, 2018**. We need your help!

With our update, there will be some changes to how you log in to Develop. Currently, you use your Develop ID number and password. After our update, in order to access your Account, register for training and keep membership up to date, you will log in with your email address and password.

You need to have your own, unique email address in your Account. You cannot use the same email address as any other person.

When the system changes, you will be asked to enter your email address when you log in. If Develop can't locate your Account, you will be asked to create a new Account, or to call the Develop Help Desk at 833-605-6938.

### Frequently asked questions:

#### HOW DO I CHANGE THE EMAIL ADDRESS IN MY ACCOUNT?

Log into your Individual Account. On the right-hand side of the page, you will see a link that says, "Change Email." Click the link and enter your email address, then click "Submit." Your Account will be updated with the new email address.

#### I HAVE AN ACCOUNT BUT MY EMAIL HAS CHANGED. WHAT DO I DO?

You can update your email address in your Account by following the instructions above. Or, send your updated email address to [support@develophelp.zendesk.com](mailto:support@develophelp.zendesk.com). Include your Individual Develop ID number. We can update the Account for you.

#### WILL I STILL BE ABLE TO USE MY DEVELOP ID CARD FOR TRAINING EVENTS?

Yes! You can still use your membership card to receive credit for training.



**I'M NOT SURE IF I HAVE AN ACCOUNT. I THINK MY EMPLOYER/FRIEND MAY HAVE SET ONE UP, BUT I DON'T KNOW THE NUMBER/PASSWORD OR EMAIL ADDRESS. CAN YOU HELP ME?**

Absolutely. Call 833-605-6938 and we can help locate your Account and update your information.

**I USE THE SAME EMAIL ADDRESS AS SOMEONE ELSE. CAN WE STILL DO THAT?**

Unfortunately, no. To update the security features we use in Develop, we needed to make changes to the system. Just like each person has to have a record of their own training for licensing, each person has to have a unique email address to access their Account.

**I REGISTERED EVERYONE WHO WORKS AT MY BUSINESS WITH MY EMAIL ADDRESS. NOW WHAT DO I DO?**

Your next step is to make sure each person has their own email address. If there are any questions, contact us at 833-605-6938.

For assistance in Hmong, Somali or Spanish, contact the Language Access Line provided through Child Care Aware of Minnesota at 888-291-9811 or 651-655-0150.