



ELECTRONIC ATTENDANCE SYSTEM MANUAL

For Providers Using the State System

Version: March 2019



WASHINGTON STATE
Department of
Children, Youth, and Families

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Definitions

Child(ren): Refers to children who receive child care services.

FFN: Family, Friend, and Neighbor providers include grandparents, aunts and uncles, elders, older siblings, friends, neighbors, and others who help families by providing child care.

Interactive Voice Response (IVR): a system that allows for sponsors to use a telephone keypad to sign their children in and out of care.

KinderConnect: a web-based application accessed on the internet. Providers use KinderConnect to record, correct, and submit attendance for subsidized child care and to add and edit operators, sponsors, child information, and schedules of care.

KinderSign: replaces paper sign-in sheets. KinderSign is an application that runs on tablets or iPads that allow providers and sponsors to sign children in and out of care.

KinderSmart: an application that sponsors can run on their smartphone to sign their children in and out of care.

Operator: providers and/or employees who use KinderConnect. Operators are set up in KinderConnect to perform administrative functions on behalf of the provider.

Provider: The licensed center, licensed family home, or Family, Friend, Neighbor (FFN) who provides child care services

QR Code: a type of barcode



Schedule: The start date and end date of care. For children receiving Working Connections or Seasonal Child Care, this is the start date and end date of their subsidy authorization.

Sponsor: An adult authorized to check a child in and out of child care facility or home. Examples include parents, guardians, grandparents, aunts, and uncles.

State System: Refers to the Electronic Attendance System offered by the Department of Children, Youth, and Families. The state system consists of KinderConnect, KinderSign, and KinderSmart.

Web Browser: A software application for accessing information on the World Wide Web. Examples include Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, and Safari.

Chapter 1. General Information

Section 1.1 **What is the purpose of this manual?**

Welcome to the Electronic Attendance System Manual! Starting July 1, 2018, all providers accepting Working Connections and Seasonal Child Care subsidies are required to track attendance using an electronic attendance system ([Washington Administrative Code 170-15-0126](#)). The purpose of this manual is to assist providers with keeping track of attendance electronically using the state system.

Note: the pictures/screenshots included in this manual are not real names or information, they are for visual purposes only.

Section 1.2 **What is the State System?**

To simplify and improve the attendance tracking process, the Department of Children, Youth and Families (DCYF) has purchased an electronic attendance system from Controltec. The system offered by the state works on smartphones, tablets, and computers in a child care provider's place of business. The system tracks, stores, and reports on child attendance to support provider billing.

The system consists of:

- **KinderConnect** is a web-based application accessed on the internet. Providers use KinderConnect to record, correct, and submit attendance for subsidized child care and to add and edit operators, sponsors, child information, and schedules of care.
- **KinderSign** replaces paper sign-in sheets. KinderSign is an application that runs on tablets or iPads that allow providers and sponsors to sign children in and out of care.
- **KinderSmart** is an application that sponsors can run on their smartphone to sign their children in and out of care.
- **Interactive Voice Response (IVR)** allows for sponsors to use a telephone keypad to sign their children in and out of care.

Section 1.3 **How much does the State System cost providers to use?**

For providers who serve children on Working Connections or Seasonal Child Care subsidy, there is no cost to use KinderConnect, KinderSign, or KinderSmart. Providers will need to supply their own devices to use these applications. For more information on devices needed, visit [What devices are needed to use the system?](#).

Section 1.4 **How do providers bill for subsidy when using the system?**

The electronic attendance system does not change the way that billing is done. Providers will continue to receive invoices from SSPS that they need to claim. Collecting attendance and claiming payment remain separate processes.

Section 1.5 **When must providers start keeping electronic attendance records?**

While the electronic attendance rules in [Washington Administrative Code 170-15-0126](#) went into effect on July 1, 2018, DCYF updated the implementation timeline to ensure providers have more time to access the tools and resources they need to gain additional confidence and skill with using the new system. For providers using the system offered by DCYF, there are several steps to take to work towards submitting complete attendance records each month. The milestones are listed below:

Licensed Centers and Family Home Providers with Authorization for Subsidy Open Prior to August 1, 2018

- By Nov. 30, 2018, a provider must have logged at least one check in or check out transaction in the system.
- Starting Dec. 1, 2018, licensed providers must log all check in and out activity in the system and electronically "submit" attendance records in KinderConnect.
- DCYF will use the normal audit process for care provided on and after Dec. 1, 2018.
- DCYF will provide technical assistance and address non-compliance with electronic attendance policies on a case-by-case basis.

Family, Friend, and Neighbor (FFN) Providers with Authorization for Subsidy Open Prior to October 1, 2018

- By Nov. 30, 2019, FFN providers must log at least one check in or out transaction in the system.
- Starting Dec. 1, 2019, FFN providers must log all check in and out activity in an electronic attendance system and electronically "submit" attendance records in KinderConnect.
- DCYF will use the normal audit process for care provided on and after Dec. 1, 2019.
- DCYF will provide technical assistance and address non-compliance with electronic attendance policies on a case-by-case basis.

Licensed and FFN Providers New to Serving Families on Working Connections or Seasonal Child Care

- Licensed centers and family home providers are considered new to serving subsidy families when an initial authorization for subsidy is opened on or after Aug. 1, 2018.
- FFN providers are considered new to serving subsidy families when an initial authorization for subsidy is opened on or after Oct. 1, 2018.
- Providers new to serving Working Connections or Seasonal child care must take training and log at least one check in or out transaction in KinderConnect within 90 days of initial authorization, or report the use of an approved third party system.
- After the first 90 days of initial authorization, providers using the state system must log all check in and out activity in an electronic attendance system and electronically "submit" attendance records in KinderConnect.
- DCYF will use the normal audit process for care provided after 90 days of authorization.
- DCYF will provide technical assistance and address non-compliance with electronic attendance policies on a case-by-case basis.

Section 1.6 Which children must providers use the system for?

The use of an electronic attendance system is required for children on Working Connections and Seasonal Child Care subsidy and optional for all other children. Ensuring equitable check-in/out processes for families who receive subsidy and families without subsidy was a core consideration when considering which system to purchase. The system selected by DCYF allows providers to add and record attendance for children who are not receiving subsidy. Providers using the state system are encouraged to use it for all the children in their care to ensure an equitable check in and out process for all their families.

Section 1.7 How do providers get started with an account to use the state system?

Providers using the state system must have an e-mail account. A free account can be set up through the service of your choosing such as Gmail, Outlook, or Yahoo!.

Providers are eligible to register to use the state system after:

- Having open authorization for Working Connections or Seasonal Child Care Subsidy; and
- Having a STARS ID and employment record in MERIT; and
- They have completed electronic attendance training, information about training is available by visiting:
<https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/training>

Within ten (10) days of a provider meeting these conditions, DCYF sends an email to the provider with registration information for KinderConnect.

Note: Only one person with a qualifying employment role in MERIT will be sent an email with the access code and that any additional staff will need to be added manually.

Section 1.8 What devices are needed to use the system?

Providers will need to supply their own device(s) to use the state system applications.

Application:	Who uses it?	What device is needed?
KinderConnect	Providers	A device with internet or data and a web browser . <u>Recommended devices:</u> <ul style="list-style-type: none"> • Laptop • Desktop Computer <u>Still accessible on:</u> <ul style="list-style-type: none"> • Tablets • Smartphones
KinderSign Washington	Providers/Sponsors	A tablet on Android 5.0+ or Apple iOS 9.0+, with a rear-facing camera. <i>Note: The Kindle and Kindle Fire usually do not work with the system since they do not have access to the Google Play Store.</i>
KinderSmart Washington	Sponsors	The parent/sponsor must have a smartphone with access to the Apple Store or Google Play Store.
Interactive Voice Response (IVR)	Sponsors	The parent/sponsor uses a phone to call a toll free number to submit attendance. This can include the use of landlines, basic cellphones, and smartphones without data.

Section 1.9 How do providers collect parent signatures electronically?

Providers must offer and set up **at least one** application for sponsors to electronically sign their children in and out of care:

- KinderSign;
- KinderSmart; and/or
- Interactive Voice Response

KinderConnect does not collect sponsor signatures and therefore cannot be used alone.

Section 1.10 **How often must providers log into KinderConnect to review and manage their attendance records?**

Electronic attendance records should be kept as close to real-time as possible by collecting sponsor signatures on a tablet or smartphone at the actual time of a child's arrival and departure. Providers are required to review and manage those records through KinderConnect at least one a week; daily use is recommended. Regular use of KinderConnect ensures that errors and issues are found and corrected quickly.

Licensed providers must ensure that they log into KinderConnect as often as needed to comply with any licensing policies for keeping attendance records, see the links below for more information:

Licensed Centers:

[Washington Administrative Code 110-330A-7030](#) Attendance Records

[Washington Administrative Code 110-330A-7032](#) Electronic attendance records – Records Retention

Licensed Family Homes:

[Washington Administrative Code 110-300B-2125](#) Child attendance records – Staff to child ratio records

[Washington Administrative Code 110-300B-2126](#) Electronic attendance records – Records Retention

Section 1.11 **How do providers use the system when an internet connection is unreliable?**

For providers who are not consistently connected to the internet, you can use the offline feature on a tablet using KinderSign. If you are using a tablet while offline, you are still required to take daily attendance and must ensure your attendance is connected to the internet for upload at least once a week. For more information on collecting offline attendance activity, see section: [How Sponsors sign children in and out when a tablet is not connected to the internet \(offline\)](#).

Section 1.12 **What must providers do when the internet or system is down completely?**

When the internet connection or the system is not working or is down, see the Child Care Subsidy Program Policy Manual, Policy 0126-2:

<https://www.dcyf.wa.gov/child-care-subsidy-programs-policy-manual/pol-0126-2-electronic-attendance-records-providers>

Chapter 2. KinderConnect

KinderConnect is a web-based application accessed on the internet. Providers use KinderConnect to record, correct, and submit attendance for subsidized child care and to add and edit operators, sponsors, private pay child information, and schedules of care.

Section 2.1 **How to log into KinderConnect**

To access KinderConnect, Provider Administrators must [first register on the website](#). Once the account is registered, provider administrators can then [add accounts for other operators](#), if needed. For providers with more than one employee or staff, each individual needs their own username and password. Individuals cannot share KinderConnect accounts.

1. Open a [web browser](#).
2. Go to the KinderConnect logon page at:
<https://www.electronicattendancewa.com/kc/>
3. Enter your *Username*
4. Enter your *Password*

Language/Idioma: English ▼

Welcome to

The DCYF Electronic Attendance System

Version 2.1.1.13

Type in your user name and password and click the **Ligon** button.

Ligon

Username:

Password:

Ligon

[Click here if you do not have an account](#)

[Click here if you forgot your password](#)

By using the Electronic Attendance System, you acknowledge that the information entered is true and accurate, that the information will be used by the Department of Children, Youth, and Families, and that users maintain system security by not sharing usernames or passwords. Information is submitted under penalty of perjury under RCW 9A.72.085. You also agree to keep confidential any information found in the Electronic Attendance System.

If you need assistance, please contact the Service Desk Monday through Friday, 8am to 5pm, at eas.servicedesk@dcyf.wa.gov or 1-844-704-6777.

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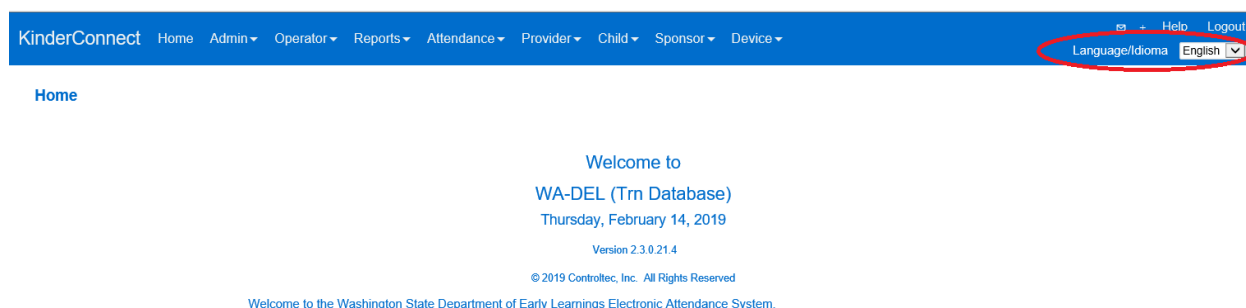
5. Click the “Ligon” button.

Section 2.2 How to change the language in KinderConnect to English or Spanish

KinderConnect is available in English or Spanish.

To change KinderConnect from one language to another, from the main menu:

1. Press the drop-down arrow next to “Language/Idioma”
2. Select the preferred language



Section 2.3 How to register a KinderConnect account for the first time

If you are the Provider Administrator, once you have your [registration email](#) and this is your first time accessing KinderConnect:

1. Open a [web browser](#)
2. Type the web address for KinderConnect:
<https://www.electronicattendancewa.com/kc/>
3. Select your preferred Language from the upper-right hand corner the page using the drop-down menu next to “Language/Idioma”
4. Select “Click Here if you do not have an account”

 A screenshot of the KinderConnect login page. At the top right, there is a 'Language/Idioma' dropdown menu set to 'English'. The main heading is 'Welcome to The DCYF Electronic Attendance System' with 'Version 2.1.1.13' below it. A prompt says 'Type in your user name and password and click the Logon button.' Below this is a 'Logon' section with input fields for 'Username:' and 'Password:'. A blue 'Logon' button is positioned below the fields. At the bottom, there are two links: 'Click here if you do not have an account' (which is highlighted with a red box) and 'Click here if you forgot your password'.

5. Providers click “Yes” on the User Registration screen

Language/Idioma: English ▼

User Registration

Step 1

Are you Registering as a Provider?

Yes ☒

No ☐

Continue

[Return to Login Screen](#)

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6. Enter your *email address, first name, last name, SSPS number*, and the *verification code* that was sent to your email.

Language/Idioma: English ▼

User Registration

Step 2

Enter your name, SSPS #, and the verification code supplied to you by the Washington State Department of Early Learning and then click the **Validate User** button to verify your information

Validation Info

Required fields are marked with ★

Email Address: ★ email@email.com

First Name: ★ Name

Last Name: ★ Name

SSPS #: ★ 12345

Verification Code: ★ code

Verify

[Return to Login Screen](#)

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7. Click “Verify”
8. Create and enter a *User Name* and *password*.

9. Select a *Secret Question* from the drop-down.
 - The system uses the secret question to reset your password if you forget your login information.
10. Type the answer to the secret question.

Language/Idioma: English ▼

User Registration

Step 3

Your information has been verified. Please fill out your account information.

Password Requirements: Required minimum length: 10
Required minimum number of digits: 1
Required number of minimum uppercase characters: 1
Required number of lowercase characters: 0
Required number of special characters: 1

Account Information

Username: ★

Password: ★

Verify Password: ★

Secret Question: ★ What was the name of your first pet? ▼

Secret Answer: ★ ×

Create Account

[Return to Login Screen](#)

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11. Click “Create Account” to complete the registration process.

If you are the Provider Administrator and you already have created an account but need to add another operator with “Provider Administrator” access, view [How to add a new Operator](#) and select “Operator Type” of “Provider Administrator.”

Section 2.4 How to reset a forgotten password

KinderConnect accounts will lock after three (3) wrong password attempts. To avoid locking your account if you have forgotten your password, from the KinderConnect login page:

1. Select “Click here if you forgot your password” to open the Reset Password page.

Language/Idioma: English ▼

Welcome to
The DCYF Electronic Attendance System

Version 2.1.1.13

Type in your user name and password and click the **Logon** button.

Logon

Username:

Password:

Logon

[Click here if you do not have an account](#)
[Click here if you forgot your password](#)

By using the Electronic Attendance System, you acknowledge that the information entered is true and accurate, that the information will be used by the Department of Children, Youth, and Families, and that users maintain system security by not sharing usernames or passwords. Information is subject to the privacy policy of the Department of Children, Youth, and Families. You do not have to provide your information if you do not wish to use the Electronic Attendance System.

2. Enter your *User Name*

Language/Idioma: English ▼

Reset Password

Before you reset your password, you must first answer the secret question you entered when you created your account. Please enter your user name and click the **Retrieve Secret Question** button.

Username

User Name:

Retrieve Secret Question

If you are having trouble resetting your password, please call 844-704-6777 or send an mail to:
eas.servicedesk@dcyf.wa.gov

[Return to Login Screen](#)

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- Click on “Retrieve Secret Question”. The system will display the *Secret Question* you selected when you created the account.

Language/Idioma: English ▼

Reset Password

Please answer your secret question and click the **Validate Secret Question** button.

Secret Question

What was the name of your first pet? x

Validate Secret Question

If you are having trouble resetting your password, please call 844-704-6777 or send an email to:
eam.servicedesk@del.wa.gov

[Return to Login Screen](#)

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- In the space provided, enter the answer to your secret question.
- Press “Validate Secret Question” to open the “Reset Password” page.

Language/Idioma: English ▼

Reset Password

Please enter your new password and click the **Reset Password** button to change your password.

Password length must be between 10 and 15 characters long.

Password must contain the required amount of digits: 1

Password must contain the required amount of lowercase and uppercase letters:
Lowercase: 0 Uppercase: 1

Password must contain the required amount of special characters: 1

Reset Password

Password

Verify Password

Secret Question ▼

Secret Answer

Reset Password

If you are having trouble resetting your password, please call 844-704-6777 or send an email to:
eam.servicedesk@del.wa.gov

[Return to Login Screen](#)

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6. Enter the new *Password*.
7. Enter the new password again in the *Verify Password* field.
8. Click “Reset Password”

Section 2.5 How to unlock a locked KinderConnect account

KinderConnect accounts will lock after three (3) wrong password attempts. Once an account is locked, either contact the Service Desk at 1-844-704-6777 or another operator can unlock your account. If another operator is unlocking the account:

1. Complete an [Operator search](#) and click on “Account” for the locked out operator

Operator Search

Provider:

First Name:

Last Name:

Phone Number:

County:

Operator Type:

Status:

Use Phonetic Matching: ☐

Search **Clear**

Search Results 1 Result Found

Operator Name	County	Operator Type	Status	Phone Number	Providers	Account
Last, First	Pierce	Provider Administrator	Active	123-456-7891	ABC123	Account

2. Uncheck the box for “Locked”

Operator Account

Operator Name: Last, First

Save **Cancel**

★ denotes a required field

User Name:

Password:

Secret Question:

Secret Answer:

PIN:

Reset Password: ☐

Locked: ☒ → ☐

Registered: ☒

3. Click on the “Save” button

Section 2.6 How to update an expiring KinderConnect password

Passwords must be changed at least every ninety (90) days. Ten (10) days prior to the password expiring, a message will appear as a reminder. Once logged into KinderConnect:

1. After completing an [Operator search](#), click on “Account”

Operator Search ABC123 987654

Provider:

First Name:

Last Name:

Phone Number:

County:

Operator Type:

Status:

Use Phonetic Matching: ☐

Search Results 1 Result Found

Operator Name	County	Operator Type	Status	Phone Number	Providers	Account
Last, First	Wahkiakum	Provider Administrator	Active	123-456-7891	ABC123	Account

2. Type in a new password

KinderConnect
Home
Admin
Operator
Reports
Attendance

Operator Account

Operator Name Last, First

★ denotes a required field

User Name: ★

Password: ★

Secret Question: ★

Secret Answer: ★

PIN:

Reset Password: ☐

Locked: ☐

Registered: ☒

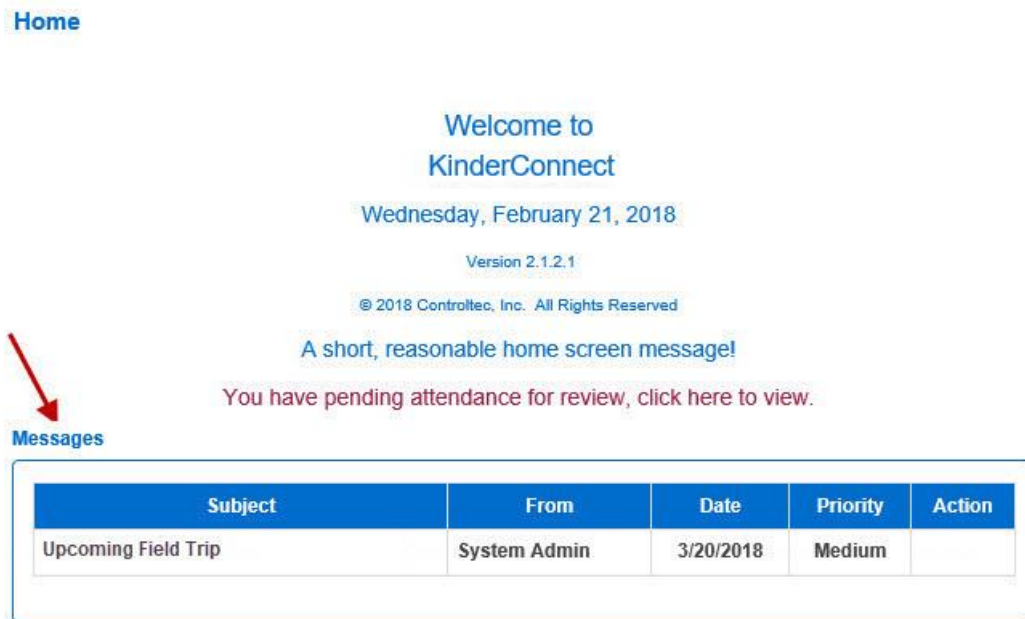
4. Click on the “Save” button

Section 2.7 Message Center

The Message Center allows Provider Administrators to send or read messages and Operators to read messages through the state system.

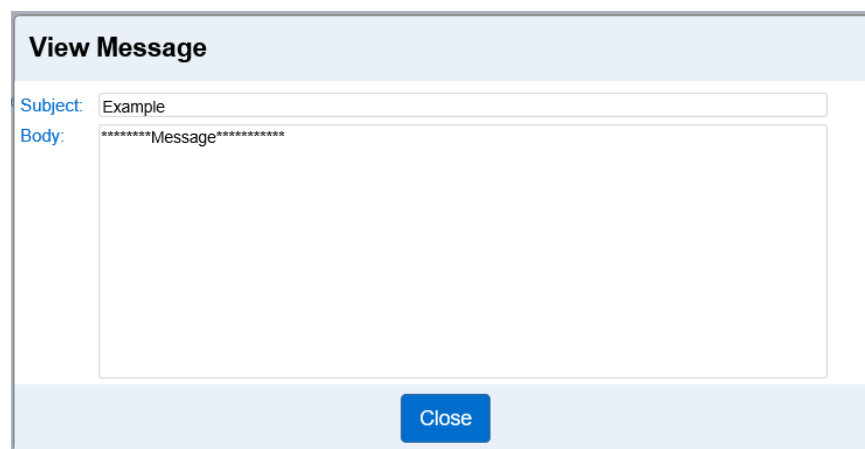
2.7.1 How to read a new message on the KinderConnect Home screen

After logging in to KinderConnect, any unread messages will display on the home screen under “Messages”.



To read a message:


1. Hover over and click on the *Subject* of the message
2. The message will open in a new window:

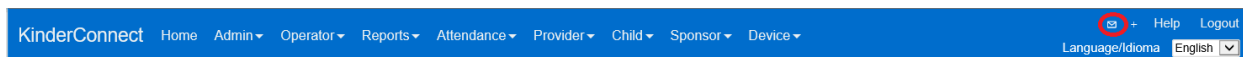


3. After reading the message, click on “Close”

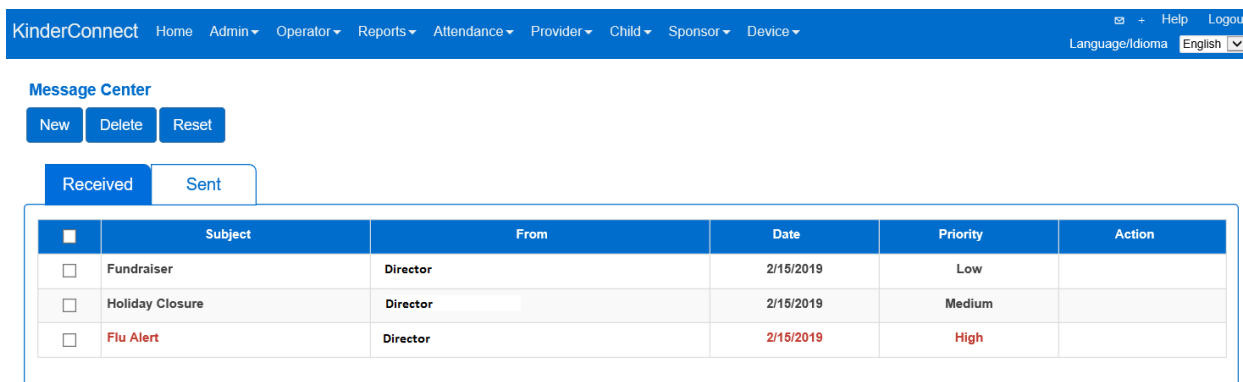
2.7.2 How to get to the Message Center

From the KinderConnect main menu, to review all messages sent or received:

1. Click on the Message Center icon  in the upper-right hand corner of the main menu:



This will open the Message Center:



2.7.3 How to delete a message

From the [Message Center](#):

1. Select “Received” or “Sent” messages
2. Click on the checkbox next to the message to delete, or to select all, select the checkbox in the upper left-hand blue row.
3. Press the “Delete” button

2.7.4 How to reset a message

Resetting a message will return a read message to unread status. From the [Message Center](#):

1. Select “Received” or “Sent” messages
2. Click on the checkbox next to the message to reset, or to select all, select the checkbox in the upper left-hand blue row.
3. Press the “Reset” button

2.7.5 How to create and send a group message

Operators can send messages through the state system to other operators and/or sponsors. A group message allows for the same message to be sent to numerous individuals at one time. To create a group message:

From the [Message Center](#):

1. Click the “New” button

Message Center

New Delete Reset

Group Message
Individual Message

	Subject	From	Date	Priority	Action
<input type="checkbox"/>	Copayment is due	Director	2/15/2019	Medium	
<input type="checkbox"/>	Example	Tweety Bird	2/15/2019	Medium	

2. Click on “Group Message” to open the “Create Message” window

Create Message

★ denotes a required field

Groups: ★ Provider Administrator ☐
 Provider User ☐
 Sponsor ☐
 Parent ☐

Priority: Med ▼

Subject: ★

Message:

First Appearance Date: 2/15/2019

Final Appearance Date:

Delete after read: ☐

Send Close

3. Select the checkbox for the group(s) the message will be sent to (required)
4. From the drop-down menu, select a message priority. If not changed, the message will default to “Medium” priority. Note: messages with a high priority will display in red font in the Message Center.

5. In the “Subject” field, type the subject of the message (required)
6. In the “Message” field, type the text of the message
7. For the “First Appearance Date,” enter the date, or use the calendar button to select, for when the message will first appear for the recipients to read
8. For the “Final Appearance Date,” enter the date, or use the calendar button to select, for when the message will last appear for the recipients to read (optional)
9. Click on the checkbox for “Delete after read” if the message should be removed from the list of *Received* messages as soon as the recipient reads it (optional)

Create Message

★ denotes a required field

Groups: ★ Provider Administrator ☐

Provider User ☐

Sponsor ☒

Parent ☐

Priority: Med

Subject: ★ Holiday Closure

Message: As a reminder, the center will be closed on 2/18/2019 for the holiday. Thank you.

First Appearance Date: 2/15/2019

Final Appearance Date:

Delete after read: ☐

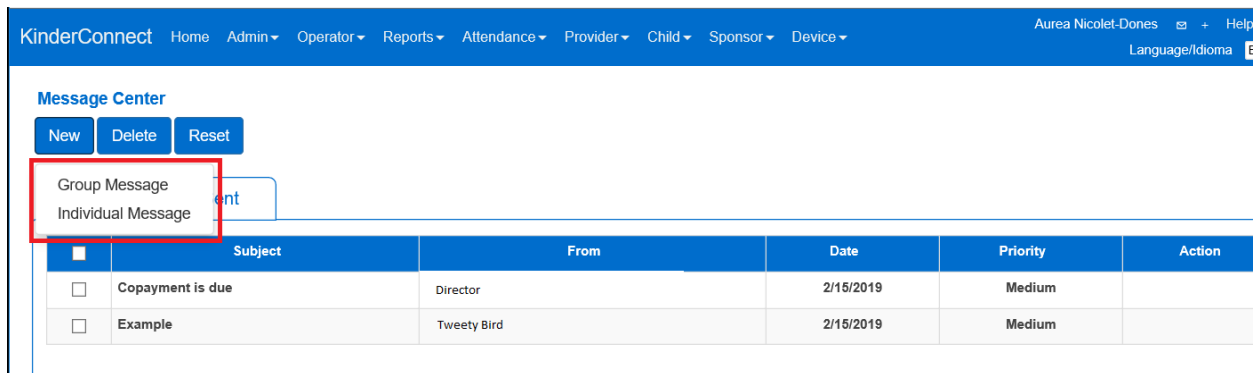
10. Once the message is complete, click on the “Send” button

2.7.6 How Provider Administrators create and send a message to an individual

Provider administrators can send messages through the state system to other operators or sponsors. A group message allows for a message to be sent to one or more individuals when not sending to an entire group. To create an individual message:

From the [Message Center](#):

1. Click the “New” button



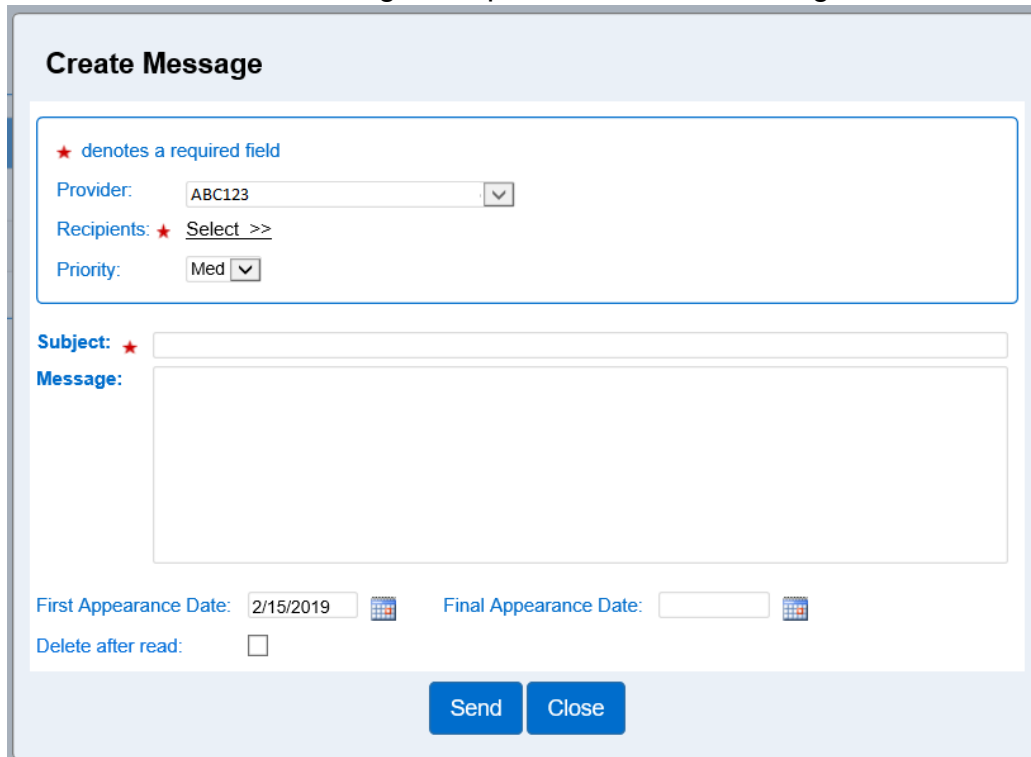
Message Center

New Delete Reset

Group Message
Individual Message

	Subject	From	Date	Priority	Action
<input type="checkbox"/>	Copayment is due	Director	2/15/2019	Medium	
<input type="checkbox"/>	Example	Tweety Bird	2/15/2019	Medium	

2. Click on “Individual Message” to open the “Create Message” window



Create Message

★ denotes a required field

Provider: ABC123

Recipients: ★ Select >>

Priority: Med

Subject: ★

Message:

First Appearance Date: 2/15/2019 Final Appearance Date:

Delete after read: ☐

Send Close

3. Click on “Select” to add the names of the individuals the message will go to

Add Recipients

First Name:

Last Name:

Category:

Search

Add Cancel Clear Recipients List

4. Search for the individual
5. Select the checkbox next to the name of the individual(s) to send the message to

Add Recipients

First Name:

Last Name:

Category:

Search

S	First Name	Last Name	Category
<input checked="" type="checkbox"/>	Tweety	Bird	Parent

Add Cancel Clear Recipients List

6. Click on the “Add” button
7. From the “Create Message” screen, use the drop-down menu to select a message priority. If not changed, the message will default to “Medium” priority
 - a. Low and Medium priority messages display to the recipient in black font

- b. High priority messages display to the recipient in red font
- 8. In the “Subject” field, type the subject of the message (required)
- 9. In the “Message” field, type the text of the message
- 10. For the “First Appearance Date,” enter the date, or use the calendar button to select, for when the message will first appear for the recipients to read
- 11. For the “Final Appearance Date,” enter the date, or use the calendar button to select, for when the message will last appear for the recipients to read (optional)
- 12. Click on the checkbox for “Delete after read” if the message should be removed from the list of *Received* messages as soon as the recipient reads it (optional)

Create Message

★ denotes a required field



Provider: ▼

Recipients: ★ Tweety [Select >>](#)

Priority: ▼

Subject: ★

Message:

First Appearance Date:  Final Appearance Date: 

Delete after read: ☐

- 13. Once the message is complete, click on the “Send” button

Section 2.8 What is the KinderConnect main menu?

The KinderConnect menu is the blue bar at the top of all screens.

2.8.1 Full screen view



- Individuals with “Provider Administrator” permissions can see all the menu choices and can edit records.
- Individuals with “Provider User” access can view all the menu choices except for “Devices”, and they cannot edit records.

2.8.2 Condensed screen view



- Clicking on the “≡” symbol will open up the menu vertically and will give you your full menu options.

Section 2.9 What is the “Operator” tab on the KinderConnect menu?

The “Operator” page is used to manage and maintain information for all system users, including setting permissions and roles for each operator. Operators have the ability to check children in and out of care.

For providers with more than one employee or staff, each individual will need their own operator account. Operators cannot share accounts.

2.9.1 What are the KinderConnect Operator Types?

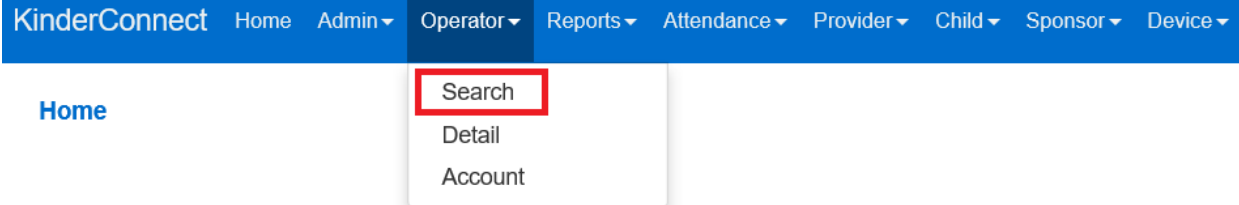
There are two operator types:

- **Provider Administrator:** The individual responsible for setting up the system and ongoing administration tasks at the facility or home.
- **Provider User:** Any individual at the provider site that has access to the system and is granted operator login privileges. Provider Users are unable to edit attendance records.

2.9.2 How to search for Operators

A provider may have more than one operator. To search for an operator:

1. Select “Operator” from the main menu
2. Select “Search”



3. On the Operator Search page, leave all the boxes blank and click the search button to display a list of **all** the operators in your program.
4. To refine the search, enter all or part of the operator's name or other information about them. The more information you enter, the more specific the search results are.
5. Click the "Search" button.

Operator Search

Provider: GWProvider1 [Select >>](#) [✕](#)
 First Name: John
 Last Name: Barnett
 Phone Number:
 County: Select All
 Operator Type: Select All
 Status: Select All
 Use Phonetic Matching: ☐

6. All operators matching the search criteria will appear.

Search Results

1 Result Found

Operator Name	County	Operator Type	Status	Phone Number	Providers	Account
Barnett, John	Clark	Provider User	Active		GWProvider1	Account

7. "Search" results display in alphabetical order.
 - a. You can change the order by clicking the column header to sort the information by that column.
8. On the "Search Results" page, any underlined items are links that can be clicked on to access other pages related to that operator.
9. Click on the Operator's name to view or edit their details.

2.9.3 What information is on the “Operator Detail” screen?

After [completing a search](#), clicking on an operator’s name will access the “Operator Details” page.

Operator Detail

New
Save
Cancel

★ denotes a required field

First Name: ★

Middle Name:

Last Name: ★

Email:

Phone Number:


Operator Type: ★ Provider Administrator ▼

County: ★ Wahkiakum ▼

Foreign Key:

Inactive: ☐

Providers: [Add Provider](#)



Use the Operator Detail page to create and maintain the operator’s information.

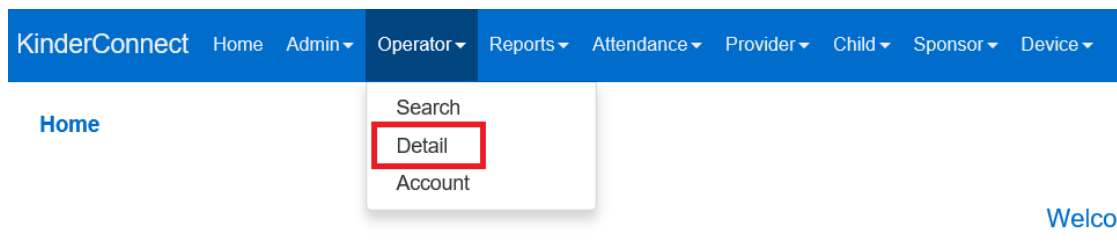
Descriptions for each section of the details:

Field	Description
First Name Middle Name (optional) Last Name	Displays the Operator First Name, Middle Name, and Last Name.
Email Address (optional)	Displays the email address for the operator.
Phone Number (optional)	Displays the telephone number for the operator.
Operator Type	Displays the type of operator
County	Displays the county
Foreign Key (ignore)	This field can be ignored, it is not used in Washington State
Inactive	Check this box to make the operator account inactive/not usable .
Providers: Add Provider	Operators might be assigned to different sites. Press “Add Provider” to add as many as necessary

2.9.4 How to add a new Operator

To add an operator:

1. Select “Operator” from the main menu
2. Select “Detail”



3. Select “New”

Operator Detail

New **Save** **Cancel**

★ denotes a required field

First Name: ★

Middle Name:

Last Name: ★

Email:

Phone Number:


Operator Type: ★ Provider Administrator ▼

County: ★ Wahkiakum ▼

Foreign Key:

Inactive: ☐

Providers: [Add Provider](#)



4. Enter the operator details:

Field	Description
First Name (required)	The Operator's First Name
Middle Name (optional)	The Operator's Middle Name
Last Name (required)	The Operator's Last Name
Email (optional)	The Operator's email address
Phone Number (optional)	The Operator's Phone Number

Operator Type (required)	Options from the drop-down: <ul style="list-style-type: none"> • Provider administrator: The individual responsible for setting up the system and ongoing administration tasks at the facility or home. Use this provider type for anyone needing to edit attendance data. This role is generally for directors, assistant directors, administrators of licensed facilities, or for FFN providers. • Provider User: Any individual at the provider site that has access to the system and is granted operator login privileges. Use this provider type for anyone needing to view information, but not needing to edit it. Provider Users are unable to edit attendance records. Licensed providers often use this role for teachers or assistants.
County (required)	The provider's county
Foreign Key (ignore)	This field can be ignored; it is not used in Washington State
Inactive Checkbox	Deactivates the operator's account when checked
Providers	Displays the provider(s) the operator is tied to

5. If not already listed, choose the provider(s) the operator works for by clicking the "Add Provider" link.

Inactive:

Providers:



[Add Provider](#)

6. Click search to see a list of all providers for your center or enter a name and a list of providers matching the search criteria will display.

Select Provider

Provider Name:

SSPS #:

County: ▼

7. Select the provider and click “OK”.
8. For operators who work at more than one site, repeat the previous step to add the additional locations.
9. Click the “Save” button on the top of the screen.

2.9.5 How to edit an Operator’s details

To edit the details for an operator:

1. After completing a search, clicking on an operator’s name will access the “Operator Details” page.
2. Make the necessary changes or updates
3. Click on the “Save” button

Operator Detail



2.9.6 How to stop an Operator’s account from being used by making it “inactive”

Providers can deactivate an operator account when that individual should not have access to the account temporarily, for example, when the operator is on a leave of absence. Deactivating an account prevents the operator from logging into KinderConnect and allows the account to be reactivated in the future without having to create a new operator account for that individual. To inactivate an operator account:

1. After completing a [search for the Operator](#), clicking on an operator’s name will access the “Operator Details” page.
2. Check the box for “Inactive”

Operator Detail

New
Delete
Save
Cancel
Audit
Upload Picture

★ denotes a required field

First Name: ★ Inactive

Middle Name:

Last Name: ★ Operator

Email:

Phone Number:

Operator Type: ★ Provider Administrator

County: ★ Wahkiakum

Foreign Key:

Inactive: ☒

Providers: Add Provider

Provider Name	County	
DCYF360-338-5394 (8)	Wahkiakum	Delete

3. Click on the “Save” button

Operator Detail



2.9.7 How to delete an Operator account permanently

Providers can delete an operator account when that individual no longer needs access to the system permanently, for example, if they are no longer employed by the facility. Once an operator’s account is deleted, it cannot be brought back. To delete an operator from the system:

1. After completing a [search for the Operator](#), clicking on an operator’s name will access the “Operator Details” page.
2. Click “Delete”

Operator Detail



3. To confirm the deletion, click “OK”

2.9.8 How to upload an Operator’s picture (Optional)

To upload a picture of the operator:

1. After completing a [search for the Operator](#), clicking on an operator’s name will access the “Operator Details” page.
2. Click “Upload Picture”
3. Locate and select the picture you would like to upload and press “Open”
4. The selected picture will now display on the Operator Detail page
5. The “Delete Picture” button deletes the photo anytime.
6. Follow the steps above to upload a different picture.

2.9.9 What information is on the “Operator Account” screen?

Use the “Operator Account” page to view, create, and edit login related information about the selected operator. It is helpful to have the operator available when setting up their login information to have them create their *Password*, *Secret Question*, *Secret Answer*, and *PIN*. Operators can also set up their PIN on a tablet, see: [How do operators create their PIN and secret question?](#)

1. After completing a [search for the Operator](#), open the “Account” page from the main menu

ELECTRONIC ATTENDANCE SYSTEM MANUAL

KinderConnect Home Admin▼ Operator▼ Reports▼ Attendance▼ Provider▼ Child▼ Sponsor▼ Device▼

Home

Search
Detail
Account

Welcome to

or from the “Search Results”

Search Results

2 Results Found

Operator Name	County	Operator Type	Status	Phone Number	Providers	Account
Last, First	Wahkiakum	Provider Administrator	Active	123-456-7891	ABC123	Account
Test, Test	Wahkiakum	Provider Administrator	Inactive	987-654-3210	ABC123	Account

2. Enter new information or make updates as necessary:

Field	Description
User Name (required)	The Operator’s User Name used to log into KinderConnect
Password (required)	The Operator’s password used to log into KinderConnect
Secret Question (required)	The Operator’s selected Secret Question
Secret Answer	The Operator’s typed in <i>Secret Answer</i> in response to the <i>Secret Question</i> selected
Phone Number (optional)	The Operator’s Phone Number
PIN	The Operator’s five-digit Personal Identification Number (PIN) used to enter check in and check out activity in KinderSign. This PIN should not be known to anyone except the operator.
Reset Password	When checked, requires the operator to reset their password during the next login attempt (this can be used when the password was added for them)
Locked	When checked, indicates the operator locked their account by using the wrong password to log in

Operator Account

Operator Name	Big, Tom		
<div>Save</div> <div>Cancel</div>			
<p>★ denotes a required field</p> <p>User Name: ★ <input type="text" value="xxxxxxxxxx"/></p> <p>Password: ★ <input type="password" value="....."/></p> <p>Secret Question: ★ What is the name of your favorite childhood friend? ▼</p> <p>Secret Answer: ★ <input type="text" value="xxxxxxxxxx"/></p> <p>PIN: <input type="text" value="...."/></p> <p>Reset Password: <input type="checkbox"/></p> <p>Locked: <input checked="" type="checkbox"/></p> <p>Registered: <input checked="" type="checkbox"/></p>			

- Click "Save" when all updates are done

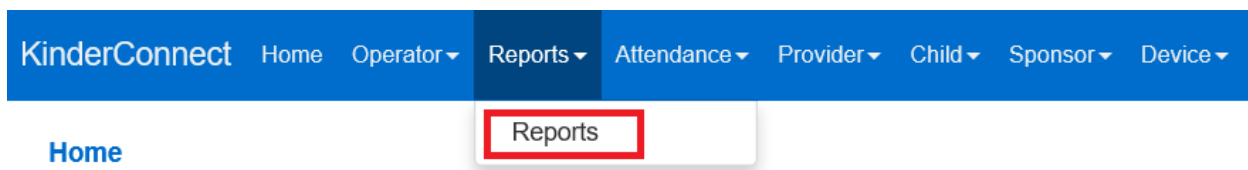
Section 2.10 What is the "Reports" tab on the KinderConnect menu?

The reports in the system are a tool for providers to use to determine the days and hours services for children in their care.

2.10.1 How do I create the "Daily Detailed Attendance" report?

You will use the attendance details on this report to bill for subsidies. This report provides totals for days attended, total hours and total absent days.

- Select "Reports" from the main menu



- From the drop-down, select "Daily Detailed Attendance"

Reports

Report:	Daily Detailed Attendance ▼
---------	-----------------------------

- Select the conditions for the report to display:

ELECTRONIC ATTENDANCE SYSTEM MANUAL

Field	Description
Provider (required)	When the operator is associated with more than one site, use the drop-down to select which provider's attendance records to generate the report from
Start Date (required)	Type the report start date, or use the calendar to select the date
End Date (required)	Type the report end date, or use the calendar to select the date
Only Submitted Attendance Checkbox	If checked, the report will only display information for submitted records. Leaving the checkbox blank will pull all attendance whether submitted or not. Reminder: only children on Working Connections or Seasonal Child Care can have their attendance submitted through the system.
Sort By (Required)	From the drop-down, select to sort the report by child name or family name
Page Breaks (Required)	From the drop-down, select whether to have the report start a child's attendance on a new page
Contract Type	From the drop-down, select to include "All Children", "Subsidized Children", or "Full Cost Children"
Child (Optional)	If viewing records for a specific child, search for the child and add them to the report conditions
Signature	From the drop-down, select whether to include sponsor signatures
Notes	<p>From the drop-down, select an option for including notes:</p> <ul style="list-style-type: none"> • All transactions, show notes: displays all check in and out activity and includes the text of any notes saved • All transactions, hide notes: displays all check in and out activity and doesn't display any notes saved • Only transactions with notes: pulls a report that only includes check in and check out activity that has a note and displays the text of any notes saved
Output Type	From the drop-down, select what format to view the report

Reports

Report: Daily Detailed Attendance

★ denotes a required report parameter

Description	Displays the time in and out, absences, professional days, and	
Provider	★	DCYF360-338-5394 (8) (Wahkiakum)
Start Date	★	1/1/2019
End Date	★	1/31/2019
Only Submitted Attendance		<input checked="" type="checkbox"/>
Sort By	★	Child Name
Page Breaks	★	No
Case Number		<input type="text"/>
Contract Type		All Children
Child		Select >>
Signature:		With Signature
Notes:		All transactions, show notes
Output Type:		PDF

< >

View

- Click on “View” to create the report

2.10.2 What is the KinderSign Tablet Registration Form?

Use the QR code on the KinderSign Tablet Registration Form to register your tablet device. The QR Code is only needed one time at the initial registration of your tablet. For the instructions on how to register your tablet, view the section How providers register a tablet.

For Tablet Registration

ABC123

555 Fifth Street
Sometown, WA 91234



Registration Instructions

KinderSign - Tablet Registration

1. Using the tablet device, open **KinderSign**.
2. Tap **Scan** on the tablet screen, which switches the device to scan mode.
3. To scan, move the QR code into the view of the tablets camera so that the QR code is visible on the screen. As soon as the whole QR code is visible to the camera, the QR code automatically scans.
4. Once the scan is successful, the tablet will be registered to the provider and the device displays the following message:

Device Registered. Your device has been registered and is ready to use.

2.10.3 What is the Provider Mobile Sign In Sheet?

Sponsors scan the Provider Mobile Sign in Sheet each time they check children in and out using their smartphone and the KinderSmart application. The Provider Mobile Sign in Sheet should be printed and placed where Sponsors can scan the QR code with their phone. Copies of the Provider Mobile Sign In Sheet should remain on site or with the provider. The smartphone must be registered before a sponsor can sign a child in with their phone. For the instructions on how to register a sponsor's smartphone, view the section: [How to register a Sponsor's smartphone to use KinderSmart](#).

Mobile Sign In Sheet

ABC123

555 Fifth Street
Sometown, WA 91234



Please scan to sign in.

Section 2.11 **What is the “Attendance” tab on the KinderConnect Menu?**

Provider administrators can use the attendance menu to view and edit attendance detail, submit attendance records, search for records, and view attendance transactions.

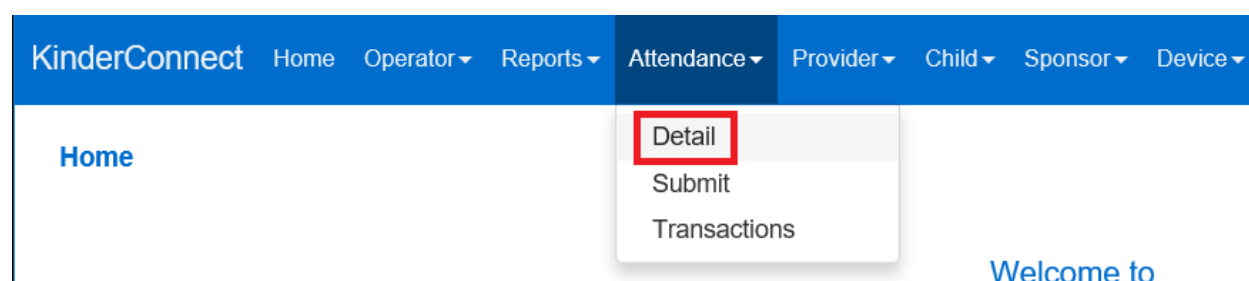
Providers can sign children in and out of care in KinderConnect or KinderSign for drop off and pick up from school. Providers can use KinderConnect to add check in or out activity, record absences, or log a check in or out time for a sponsor that forgets to or is unable to.

When sponsors use KinderSign or KinderSmart, the system automatically saves (uploads) the child’s name and the time they were checked in or out to the system.

2.11.1 How to see the attendance details

The attendance details allow providers to enter, submit, and review details of the records of attendance or hours of care for children at the selected provider. It is also used to record absences. To look at the attendance details:

1. Select “Attendance” from the main menu
2. Select “Detail”



3. If the “Provider” field does not show your location, select it from the list
4. “Display” defaults to “All attendance”. Here you can select the drop-down to change which children you want to see listed based on submitted or un-submitted attendance
5. The “Contract Type” drop-down list allows you to view attendance for all children, children receiving subsidy, or children not on subsidy (full cost).

Enter Attendance

Provider:
Big Bright Minds (Douglas)

Display:
All Attendance

Contract Type:
All Children

Attendance records are organized by the current week. To go to a different date:

1. Type the date; or

The screenshot shows the 'Enter Attendance' form. At the top, there are three dropdown menus: 'Provider' (Big Bright Minds (Douglas)), 'Display' (All Attendance), and 'Contract Type' (All Children). Below these are 'Save' and 'Cancel' buttons. At the bottom, there is a date field containing '1/8/2019' with a calendar icon to its right. This date field is circled in red. To the right of the date field is a 'Children Displayed Per Page' dropdown set to '10' and a 'Find: ABCDE' search bar. Below the date field, the table header shows 'Child Name', 'Monday 1/7', 'Tuesday 1/8', and 'Wednesday 1/9'.

2. Use the arrows to move forward or back a week; or

This screenshot is similar to the previous one, but the left and right navigation arrows on either side of the date field '1/8/2019' are circled in red. The rest of the form, including the dropdowns, buttons, and table header, remains the same.

3. Click on the calendar icon and select a date.

This screenshot is similar to the previous ones, but the calendar icon to the right of the date field '1/8/2019' is circled in red. The rest of the form, including the dropdowns, buttons, and table header, remains the same.

The first column shows information about the child, total hours attended and total absences. The rest of the table shows the child's attendance and schedule by day of the week.

To find a child:

1. Scroll down to see the children, or
2. Use "Find" and click a letter to go to a list of children whose last name starts with that letter.

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Child Name	Monday 2/11	Tuesday 2/12	Wednesday 2/13	Thursday 2/14	Friday 2/15	Saturday 2/16	Sunday 2/17
child, child Date of Birth: 1/1/2010 Case Number: Total Hours 00:00 Hours Attended: 00:00 Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note	In: Out: Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note	In: Out: Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note	In: Out: Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note	In: Out: Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note	In: Out: Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note	In: Out: Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note	In: Out: Add Time Cells Daily Hours: 0:00 Absent: Sched: Full Cost Note

The table displays the names of the child(ren) who have a schedule (subsidy or private pay) for that period. There are spaces to enter “In” and “Out” times, as well as record planned and unplanned [absences](#).

The child’s schedule and the operator’s permissions determine the dates the provider can edit the attendance for.

2.11.2 What are “Time Pairs”?

Each day of the week has “In” and “Out” time fields to record arrival and departure times for children.

A child will have an in time for when they arrive and an out time for every time the child leaves the provider’s care. “In” and “Out” times are called “time pairs”. More than one-time pair in a day may be needed for children that leave care and come back for reasons like attending school, going to a doctor’s appointment, or overnight care.

For example, a child dropped off by the sponsor at 6:00am is checked out by the provider for school at 7:30am. This first pair of in and out times shows the child was in care for one and a half (1.5) hours.

The child is checked back into care upon return from school at 2:30pm, and the parent picks up and checks the child out again at 5:00pm.

The time for the second in and out pair is added to the total, shown as daily hours.

Child Name	Monday 2/11
child, child Date of Birth: 1/1/2010 Case Number: Total Hours 04:00 Hours Attended: 04:00	In: Out: 06:00 am 07:30 am 02:30 pm 05:00 pm Add Time Cells Daily Hours: 4:00 Absent: Sched: Full Cost Note History

2.11.3 How to use multiple time pairs

The system starts off with displaying two (2) time pairs for each day of care, up to ten pairs are allowed each day. When a child needs more than the default two (2) time pairs in a day:

1. Navigate to the [Attendance Detail](#) for the current week.
2. For any attendance cells for the current day or a day in the past with no entered times, there is an 'Add Time Cells' link

Enter Attendance

Provider: ABC123 [Select >>](#)
Display: All Attendance ▾
Contract Type: All Children ▾

Save Cancel Professional Day

< 2/4/2019 > Children Displayed Per Page 10 ▾ Find: A B C D E F G H I J K L M N

Child Name	Monday 2/4		Tuesday 2/5		Wednesday 2/6	
Doe, Jane	In:	Out:	In:	Out:	In:	Out:
Date of Birth: 1/31/2016						
Case Number: 176436						
Total Hours 00:00						
Hours Attended: 00:00						
	Add Time Cells		Add Time Cells		Add Time Cells	
Daily Hours: 0:00			Daily Hours: 0:00		Daily Hours: 0:00	
Absent:			Absent:		Absent:	
Sched: Varying: NonSchool (80:00)			Sched: Varying: NonSchool (80:00)		Sched: Varying: NonSchool (80:00)	
Note			Note		Note	

3. For any attendance cells for days in the future. There is no 'Add Time Cells' link
4. On a cell that has no times entered, click the 'Add Time Cells' link. A new time cell appears
5. Click the link again and repeat until the desired number of pairs is reached or the maximum number of time cells has been reached. After the maximum number has been reached, the 'Add Time Cells' link does not appear.

Child Name		Monday 2/25	
child, child		In:	Out:
Date of Birth:	1/1/2010	08:00 am	09:00 am
Case Number:		10:00 am	11:00 am
Total Hours	00:00	12:00 pm	01:00 pm
Hours Attended:	00:00	02:00 pm	03:00 pm
		04:00 pm	05:00 pm
		06:00 pm	07:00 pm
		08:00 pm	09:00 pm
		10:00 pm	11:00 pm
		11:15 pm	11:30 pm
		11:45 pm	11:50 pm
		Daily Hours: 0:00	
		Absent:	
		<input type="text"/> <input type="button" value="v"/>	
		Sched:	Full Cost
		Note	

- If you do not enter any times and click 'Save', the cells will shrink back to the original two.
- Once you have created the new time cells, you can enter the in and out times for each time pair.

If you do not wish to enter all the empty time cells ahead of time, you can just enter the first two time-pairs, click the 'Add Time Cells' link, enter the third time pair and repeat until the desired number of time-pairs have been entered.

2.11.4 How to add/edit "In" or "Out" times

From the [Attendance Details](#) screen:

- Click in a box to add a time or update an incorrect time
- Click "Save"

The system automatically reformats certain times entered, for example, if you type "7a", KinderConnect will save it as "07:00 am".

2.11.5 How to record a child as "Absent" for an entire calendar day (For licensed provider use)

Licensed providers must record absences in the system. FFNs do not need to record when children are absent.

For the days of the week the provider is open for services, all children in their care should have either a check in and out time, or an absence reason. Attendance for days

the facility is open are not to be left blank. For example, a facility open Monday-Friday with a child that only attends Monday-Thursday, the child should have a check in and out time for each Monday-Thursday and “Not Scheduled” recorded for each Friday.

From the [Attendance Details](#) screen:

1. If a child is absent, use the drop-down menu to select the reason.

Child Name		Monday 2/18	
child, child		In:	Out:
Date of Birth: 1/1/2010		<input type="text"/>	<input type="text"/>
Case Number:		<input type="text"/>	<input type="text"/>
Total Hours 00:00		Add Time Cells	
Hours Attended: 00:00		Daily Hours: 0:00	
		Absent:	
		<div style="border: 1px solid black; padding: 5px;"> Absent Holiday Not Scheduled Program Closure </div>	
Daniels, Shannon			
Date of Birth: 2/16/2014			

2. Once a reason is selected, click “Save”.

Use the following chart to determine which reason to use:

Reason	When to use this reason:
Absent	When the child is scheduled to be in care, but the child does not show for care. This includes if the child is sick or on vacation.
Holiday	The actual day the provider chooses to close in the same month of the eligible holiday.
Not scheduled	The child is not scheduled to attend and does not show for care.
Program Closure	The provider closes their facility and the closure is not for a professional day or holiday.

To record a child was absent for a closure day due to professional development training, see [How to mark a closure for professional training days \(For licensed provider use\)](#).

2.11.6 How to record a closure for professional training days (For licensed provider use)

Licensed providers can record child absences due to Professional Training Days in the system. FFNs do not claim professional training days.

A “Professional Development Day” is a day your facility is closed for training purposes. To mark a day as closed for professional development training:

From the [Attendance Details](#) screen:

1. Click the button for “Professional Day”

Enter Attendance

Provider: ABC123

Display: All Attendance

Contract Type: All Children

Save Cancel **Professional Day**

< 2/25/2019 > Children Displayed Per Page 10 Find: A B C D E

Child Name	Monday 2/25	Tuesday 2/26	Wedne
Bird, Baby	In: Out:	Sched: Varying: NonSchool (80:00)	Sched: Vary (80:t
Date of Birth: 2/16/2011			
Case Number: 101			
Total Hours 00:00	Daily Hours: 0:00		

2. Type the date for the closure, or use the calendar

Set Professional Day

Date of Professional Day: ★

Note: A Professional Day will be set and saved for the attendance of ALL CHILDREN receiving care on the date selected above.

Save Cancel

3. Click “Save”
4. The reason under the “Absent” day drop-down will now display as “Professional Days” for all children on the date selected

Enter Attendance

Provider:	ABC123
Display:	All Attendance
Contract Type:	All Children

< 2/25/2019 > Children Displayed Per Page 10 Find: A B C D E

Child Name	Monday 2/25	Tuesday 2/26	Wedne
Bird, Baby Date of Birth: 2/16/2011 Case Number: 101 Total Hours 05:00 Hours Attended: 00:00	In: <input type="text"/> Out: <input type="text"/> <input type="text"/> <input type="text"/> Daily Hours: 0:00 Absent: <div style="border: 2px solid red; padding: 2px;">Professional Days <input type="button" value="v"/></div> Scheduling: Varying: NonSchool (80:00) Note History	Scheduling: Varying: NonSchool (80:00)	Scheduling: Varying: NonSchool (80:00)

Note: a professional training day cannot be selected for a date that has recorded any check-in or check-out activity.

2.11.7 What if a child is absent for part of the day? (For licensed provider use)

KinderConnect only allows an **entire** calendar day to be marked as absent. It is possible for a child to attend care and be absent for some of the hours they were scheduled for. In these situations, it is recommended that providers add a note for the hours the child is absent without marking the entire day as absent.

Example: A school-aged child attends Monday-Fridays before school from 6am-9am and afterschool from 3pm-5pm. On Monday, the child attends 6am-9am, but becomes sick during the school day and does not return for 3pm-5pm. Instead of marking the child absent for the entire day, keep the check in and out activity for 6am-9am and add an optional note indicating the child was sick for the 3pm-5pm hours. For steps on adding a note see: [How to add a note to attendance](#).

2.11.8 How to view history of changes to attendance details

Saving changes to attendance activates the “History” button.

To view the history, from the [Attendance Details](#) screen:

1. Click on “History”

Enter Attendance

Provider:	ABC123
Display:	All Attendance
Contract Type:	All Children <input type="button" value="v"/>

2/25/2019
 Children Displayed Per Page 10 Find:

Child Name	Monday 2/11	Tuesday 2/12
Bird, Baby	In: Out:	In: Out:
Date of Birth: 2/16/2011	08:00 am 09:00 am	
Case Number: 101		
Total Hours 05:00	Daily Hours: 1:00	Daily Hours: 0:00
Hours Attended: 00:00	Absent:	Absent:
	<input type="button" value="v"/>	<input type="button" value="v"/>
	Sched: Varying: NonSchool (80:00)	Sched: Varying: NonSchool (80:00)
Note	<input type="button" value="History"/>	Note

2. The transaction history details will display for the original transaction and the updates made

2.11.9 How to add a note to attendance

The use of notes is optional. Notes are viewable from reports. The attendance notes are tied to the day and child the note is added to. Notes can be used to document a variety of situations including, but not limited to:

- Adding a note for why a time in or out was added or changed on behalf of a sponsor:
 - Example: Parent forgot smartphone at home, or
 - Tablet was not charged
- On days a child attends and is absent for part of the day, add a note for the hours the child was absent. For an example, see the section: [What if a child is absent for part of the day? \(For licensed provider use\)](#).

To add a note to the child's attendance for that date, from the [Attendance Details](#) screen:

1. Click "Note" for the child and date the note is for

Enter Attendance

Provider:	ABC123
Display:	All Attendance
Contract Type:	All Children <input type="button" value="v"/>

<	2/25/2019	>	Children Displayed Per Page	10	Find:
---	-----------	---	-----------------------------	----	-------

Child Name	Monday 2/11		Tuesday 2/12	
Bird, Baby	In:	Out:	In:	Out:
Date of Birth: 2/16/2011	08:00 am	09:00 am		
Case Number: 101				
Total Hours 05:00	Daily Hours: 1:00		Daily Hours: 0:00	
Hours Attended: 00:00	Absent:		Absent:	
	<input type="button" value="v"/>		<input type="button" value="v"/>	
	Sched: Varying: NonSchool (80:00)		Sched: Varying: NonSchool (80:00)	
	<input type="button" value="Note"/>		<input type="button" value="History"/>	

2. Type the note

Attendance Note for Doe, Jane on 2/11/2019	
Note:	Child was picked up from school with fever and did not return in the afternoon.
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

3. Click "Save"

2.11.10 How to read or edit a saved note

To view or edit a saved note, from the [Attendance Details](#) screen:

1. Click on “Note” for the child and date to view/update

Enter Attendance

Provider:	ABC123	
Display:	All Attendance	
Contract Type:	All Children	▼

< 2/25/2019 > Children Displayed Per Page 10 Find:

Child Name	Monday 2/11		Tuesday 2/12	
Bird, Baby	In:	Out:	In:	Out:
Date of Birth: 2/16/2011	08:00 am	09:00 am		
Case Number: 101				
Total Hours 05:00	Daily Hours: 1:00		Daily Hours: 0:00	
Hours Attended: 00:00	Absent:		Absent:	
	Sched: Varying: NonSchool (80:00)		Sched: Varying: NonSchool (80:00)	
	Note		Note	
	History		History	

Attendance Note for Doe, Jane on 2/11/2019

Note: Child was picked up from school with fever and did not return in the afternoon.

2. If the text is updated, click “Save”
3. If the text is read and no update is needed, click “Cancel”

2.11.11 What do the different colors for the attendance days and times mean?

Child Name	Monday 11/6	Tuesday 11/7	Wednesday 11/8	Thursday 11/9	Friday 11/10	Saturday 11/11	Sunday 11/12
Brice, Abe Date of Birth: 2/2/2012 Case Number: 5151 Total Hours: 00:05 Hours Attended: 00:05 Hours Absent: 00:00	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: 09:00 am 09:09 am 09:56 am 10:00 am Daily Hours: 0:05 Absent: Sched: 8:00AM-5:00PM Note History	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:30PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: Note	In: Out: Daily Hours: 0:00 Absent: Sched: Note
Brice, Charlie Date of Birth: 4/4/2008 Case Number: 5151 Total Hours: 00:00 Hours Attended: 00:00 Hours Absent: 00:00	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: 09:00 am Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note History	In: Out: 04:00 pm 10:00 am Daily Hours: 0:00 Absent: Sched: 8:00AM-5:30PM Note History	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:30PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: Note	In: Out: Daily Hours: 0:00 Absent: Sched: Note
Brice, Kenny Date of Birth: 3/3/2013 Case Number: 5151 Total Hours: 00:00 Hours Attended: 00:00 Hours Absent: 00:00	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: 09:00 am Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note History	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:00PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: 8:00AM-5:30PM Note	In: Out: Daily Hours: 0:00 Absent: Sched: Note	In: Out: Daily Hours: 0:00 Absent: Sched: Note

From the [Attendance Details](#), days and times may display in different colors to communicate additional information.

Colors for the Days:

- A white background means the child is authorized to receive care that day. Providers can enter or edit attendance for these days.
- The rows alternate between white and light blue to make the screen easier to read.
- A dark gray background indicates the date is not authorized for subsidy payment or that it is in the future. Providers cannot enter or edit attendance for these days.
- A yellow background indicates missing information, or that a time in or out was missing. Incomplete pairs of in and out times occur when a sponsor forgets to check the child in or out.
- A red background indicates an error such as incorrect time formatting or a time out that is earlier than the time in.
- A dark blue background indicates that the attendance has been submitted.

Colors for the Times:

- Blue in and out times mean attendance was received from KinderSign or KinderSmart.
- White in and out times means a provider administrator manually entered them in KinderConnect.

2.11.12 How to track overnight attendance

When children attend care past midnight, the system automatically splits the times of care to end at 11:59 pm on the first day and begin on the next day as 12:00 am.

Child Name	Monday 2/4		Tuesday 2/5	
Doe, Jon	In:	Out:	In:	Out:
Date of Birth: 1/31/2016	06:00 pm	11:59 pm	12:00 am	06:00 am
Case Number: 176436				
Total Hours 11:59	Add Time Cells		Add Time Cells	
Hours Attended: 11:59	Daily Hours: 5:59		Daily Hours: 6:00	
	Absent:		Absent:	
	▼		▼	
	Sched: Varying: NonSchool (80:00)		Sched: Varying: NonSchool (80:00)	
	Note		Note	

2.11.13 When and how to submit attendance

The process of submitting your attendance records in KinderConnect lets DCYF know that you certify the records are complete and accurate. Attendance records are only submitted for children on Working Connections or Seasonal Child Care subsidy. Submitted attendance records become part of your permanent record.

Providers must submit their attendance records for a child prior to claiming payment for that child. The amount of care submitted must match the amount of days claimed on the provider's invoice.

As a reminder, once you submit your attendance records, you must still submit your invoice to SSPS for payment. The attendance system and the payment system are not linked together.

To submit your attendance records,

1. Select "Attendance" from the main menu
2. Select "Submit"
3. Verify the Provider name. If the provider is not shown, search for the name and select it.
4. Verify or select the county.
5. The system displays a list of attendance for all children on subsidy

Submit Attendance

Provider:	ABC123
County:	Default Region

Submit	Recall	Note	Cycle Start	Cycle End	County	Unsubmitted	Submitted	Exceptions
Submit	Recall	Note	2/1/2019	2/28/2019	Wahkiakum	24	0	Exceptions
Submit	Recall	Note	1/1/2019	1/31/2019	Wahkiakum	24	0	Exceptions
Submit	Recall	Note	12/1/2018	12/31/2018	Wahkiakum	24	0	Exceptions

- On the “Submit Attendance” screen, press “Submit” on the row for the billing cycle you want to submit.
- Click on the checkbox for the child you would like to submit attendance for.
- Click “Save”
- If a provider chooses to submit attendance early, prior to the end of the billing cycle, the system will display a message for the provider to review and accept prior to submitting the records.
- The system displays the *Attendance Submittal* terms and conditions. Review this information carefully.

Attendance Submittal

You are required to submit your attendance data electronically and you must agree to the following terms:

- You acknowledge the electronic documents will be used for payment auditing purposes.
- You understand and acknowledge that submission of this attendance will not result in payment. You need to complete your invoice process for payment.
- You confirm that this submission is true and accurate.
- You acknowledge that you will be responsible for any false, incomplete or misleading information submitted by you, or on your behalf.
- You acknowledge that you will be responsible for reimbursement of any overpayments that result from the submission of any false, incomplete, or misleading information.
- You understand and acknowledge that you may be prosecuted under any and all applicable Federal and state laws for submitting any false claims, statements, documents or for the concealment of material facts.

☐ agree with the above terms and conditions

Submit Attendance

Cancel

- Click on the checkbox to agree with the terms and conditions.
- Press “Submit Attendance” to complete the submission

If the child's attendance contains errors for this billing period, the child's name is labeled in red, there is no checkbox, and the status shows incomplete or no attendance.

To correct the attendance:

1. Click on "Correct"

Submit: Attendance Cycle (Wahkiakum): 2/1/2019 - 2/28/2019

Attendance Not Yet Submitted:

<input type="checkbox"/>	Correct	Child Name	Hours	Absences	Status	Returned By	Returned On	Attendance
<input type="button" value="Submit"/>	Correct	Doe, Jane		0	Incomplete			Attendance

2. This will open a list of errors that need to be addressed:

Correct Attendance for Doe, Jane

Attendance Date	Error Description	Attendance
2/21/2019	Missing Time Out	<div> <div>In:</div> <div>Out:</div> </div> <div> <div>12:28 pm</div> <div>12:29 pm</div> </div> <div> <div>12:43 pm</div> <div><input type="text"/></div> </div> <div> <div>Absent:</div> <div><input type="text"/></div> </div> <div> <div>Sched:</div> <div>Varying: NonSchool (80:00)</div> </div>

3. Make the necessary changes and press "Save"; or
4. If you need to review the record details, press "Cancel" and click on "Attendance" to go to the child's attendance details page.

Submit: Attendance Cycle (Wahkiakum): 2/1/2019 - 2/28/2019Attendance Not Yet Submitted:

<input type="checkbox"/>	Correct	Child Name	Hours	Absences	Status	Returned By	Returned On	Attendance
Submit								
	Correct	Doe, Jane		0	Incomplete			Attendance

- Once saved, you can now attempt to submit the child's attendance

Submit: Attendance Cycle (Wahkiakum): 2/1/2019 - 2/28/2019Attendance Not Yet Submitted:

<input type="checkbox"/>	Correct	Child Name	Hours	Absences	Status	Returned By	Returned On	Attendance
Submit								
<input type="checkbox"/>		Doe, Jane	04:25	0	Ready			Attendance
Submit								

2.11.14 When and how to correct/recall attendance

The system has an option to correct errors on submitted attendance referred to as "recall". Providers must correct records prior to claiming their payment invoice. To recall records:

- From the Submit Attendance page, click "Recall" for the billing period that needs changes

Submit Attendance

Provider:
 County:

Submit	Recall	Note	Cycle Start	Cycle End	County	Unsubmitted	Submitted	Exceptions
Submit	Recall	Note	2/1/2019	2/28/2019	Wahkiakum	0	24	Exceptions
Submit	Recall	Note	1/1/2019	1/31/2019	Wahkiakum	0	24	Exceptions
Submit	Recall	Note	12/1/2018	12/31/2018	Wahkiakum	0	24	Exceptions

2. Select the checkbox for the attendance you would like to edit

Recall: Attendance Cycle (Wahkiakum): 2/1/2019 - 2/28/2019

Attendance Previously Submitted:

<input checked="" type="checkbox"/> Recall	Child Name	Hours	Absences	Status	Submitted By	Submitted On	Attendance
<input checked="" type="checkbox"/> Recall	Doe, Jane		0	Submitted	Last, First	02/25/2019	Attendance

3. Click "Save" and the child's attendance will change status to not submitted

Submit Attendance

Provider:	ABC123	▼
County:	Default Region	▼

Submit	Recall	Note	Cycle Start	Cycle End	County	Unsubmitted	Submitted	Exceptions
Submit	Recall	Note	2/1/2019	2/28/2019	Wahkiakum	1	24	Exceptions
Submit	Recall	Note	1/1/2019	1/31/2019	Wahkiakum	0	24	Exceptions
Submit	Recall	Note	12/1/2018	12/31/2018	Wahkiakum	0	24	Exceptions

4. To enter a note as to why the correction is needed, click "Note" for the billing period

Submit Attendance

Provider:	ABC123	▼
County:	Default Region	▼

Submit	Recall	Note	Cycle Start	Cycle End	County	Unsubmitted	Submitted	Exceptions
Submit	Recall	Note	2/1/2019	2/28/2019	Wahkiakum	1	24	Exceptions
Submit	Recall	Note	1/1/2019	1/31/2019	Wahkiakum	0	24	Exceptions
Submit	Recall	Note	12/1/2018	12/31/2018	Wahkiakum	0	24	Exceptions

- Type the note:

Payment Note (Wahkiakum): 2/1/2019 - 2/28/2019

Note Attendance was saved to the wrong sibling. Recalled to correct.

Save Cancel

- Click "Save"
- You can now review, make the necessary changes, and then submit the attendance again.

2.11.15 How to view more attendance details on check in and check out transactions

The attendance transactions activity is a log that allows a provider to review the details of all attendance transactions performed for a selected reporting period. To view the details:

- Select "Attendance" from the main menu
- Select "Transactions"
- Enter the conditions you would like to search for:
 - The start date and end date are required
 - Any other search criteria entered will refine the results
- Click "Search"

Transactions

★ denotes a required field

Start Date: ★ 2/21/2019

End Date: ★ 2/28/2019

Provider: ABC123

Operators: Select >>

Sponsors: Select >>

Children: Select >>

Filter: Standard

Status: Select All

Device Type: Select All

Device ID:

Device Serial #:

Source: Select All

Event: Select All

Search Clear Export PDF

Search Results 27 Results Found

	Provider	Child Name	Event	Event Time	Update Time	Creation Time	Status	User	Source	Device ID	Device Type	Device Serial	Geocode	Distance	Signature
➔	ABC123	child, child	Time In	2/27/2019 10:44:39 AM	2/27/2019 10:44:28 AM	2/27/2019 10:44:39 AM	Approved	Test, Teacher Provider Administrator	Mobile	8	Android Tablet		47.038205 -122.895421	40784083	

The transaction results can be exported to Excel or viewed as a PDF by using the "Export" and "PDF" buttons.

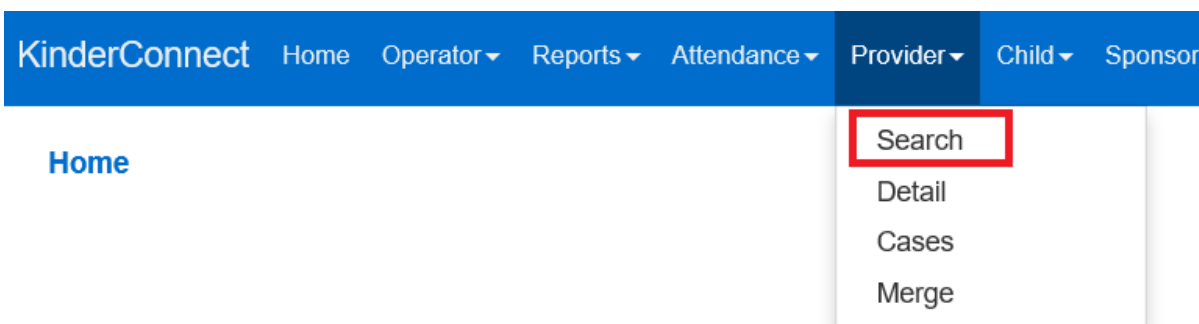
Section 2.12 What is the “Provider” tab on the KinderConnect Menu?

A provider may have multiple locations or SSPS numbers in KinderConnect. An operator can view information related to the provider account(s) they are associated with.

2.12.1 How to search for a Provider

If an operator is tied to more than one location/provider:

1. Select “Provider” from the main menu
2. Select “Search”

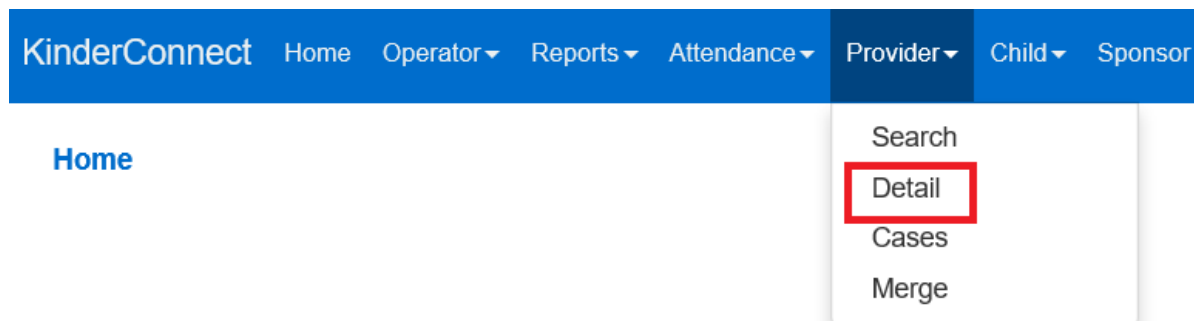


3. On the Provider Search page, leave all the boxes blank and click the search button to display a list of **all** the providers you are tied to in the system.
4. To refine the search, enter all or part of the provider's name or other information. The more information you enter, the more specific the search results are.
5. Click “Search”
6. Click on the *Provider Name* to see the “Provider Detail” screen.

2.12.2 How to view the account details for a Provider

For the operator to view the provider details:

1. Select “Provider” from the main menu
2. Select “Detail”

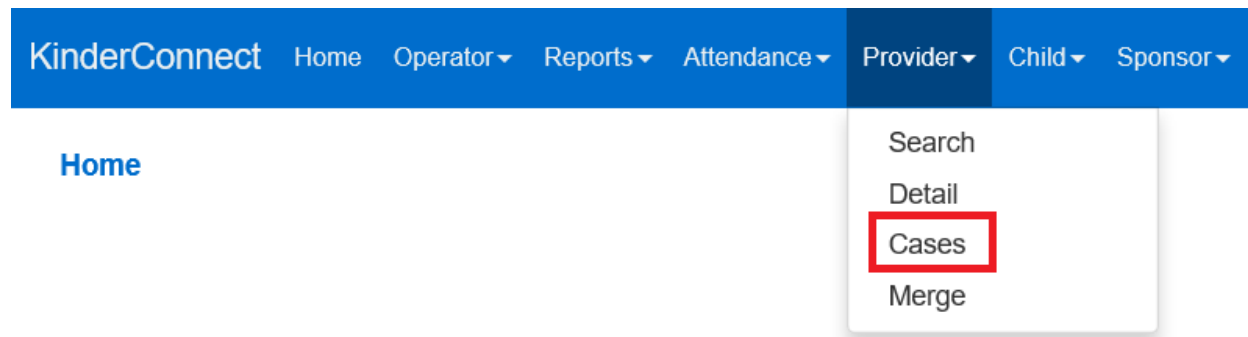


The details cannot be edited.

2.12.3 How to view families tied to a provider account

To display the families and schedules that are active as of the selected date:

3. Select "Provider" from the main menu
4. Select "Cases"



5. A list of all active cases will display, with the dates of the child's schedule next to their name:

Provider Cases

★ denotes a required field

Provider:

Cases Active as of: ★

Search Results 13 Results Found

Family Name	Case Number	Recert Date	Children
Doe	101		Doe, Jane (12/13/2018 - 11/30/2019)

6. To search for a case previously open, update the "Cases Active as of" date and click "Search"

Section 2.13 What is the "Child" tab on the KinderConnect menu?

For children on Working Connections or Seasonal Child Care, KinderConnect will automatically pull over the child's information from the authorization for subsidy. After a subsidy authorization is created or updated, it can take 1-2 business days for the information to display in KinderConnect. The information for children receiving subsidy and full cost children is managed on this tab.

2.13.1 How to search for children

To search for a child:

1. Select "Child" from the main menu
2. Select "Search"

Home

Search

Detail

Merge

Child Search

First Name:

Last Name:

CIN:

Phone Number:

Schedule Date:

2/28/2019 

County:

Wahkiakum ▾

Provider:

ABC123 ▾

Use Phonetic Matching:

☐

Search

Clear

3. On the Child Search page, leave all the boxes blank and click the search button to display a list of **all** the children you care for.

Child Search


First Name:

Last Name:

CIN:

Phone Number:

Schedule Date:

2/28/2019 

County:

Wahkiakum ▾

Provider:

ABC123 ▾

Use Phonetic Matching:

☐

Search

Clear

Search Results

27 Results Found

Child Name	Child ID	CIN	Date of Birth	Phone Number	Providers	Sponsors	Type
child, child	2203		1/1/2010		ABC123	Sponsor, New	Non-Subsidized
Child, New	2248		2/1/2019		ABC123		Non-Subsidized
Child, Young	2249		5/1/2018		ABC123		Non-Subsidized

To refine the search, enter all or part of the child's name or other information about them. The more information you enter, the more specific the search results are.

4. "Search" results display in alphabetical order.
 - a. You can change the order by clicking the column title/header to sort the information by that column.
5. On the "Search Results" page, any underlined items are links that can be clicked on to access other pages related to that operator.
6. Click on the child's name to view or edit their details.

Note: if you are unable to find a child whose schedule end date previously ended, change the search "Schedule Date" to a date in the past when the child was in care.

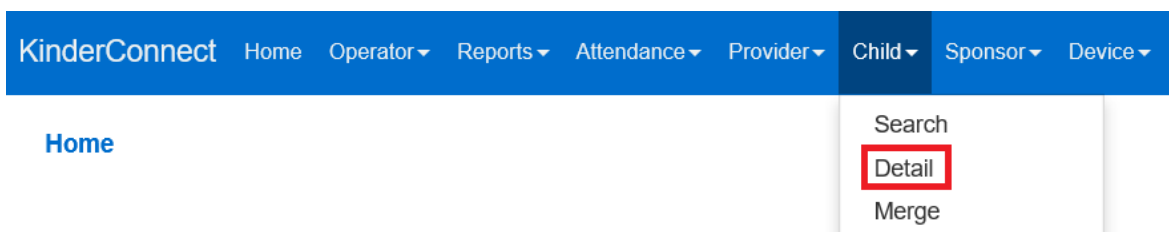
2.13.2 How to add a child

Providers may choose to add child accounts for:

- children who are not on Working Connections or Seasonal Child Care
- children on foster care or child protective services subsidies

To add a child:

1. Select "Child" from the main menu
2. Select "Detail"



3. Select "New"

Child Detail

★ denotes a required field


Child ID:

CIN:

First Name: ★

Middle Name:

Last Name: ★


Date of Birth: ★ 

Phone Number:

Child Type:

Subsidized Schedules:

Non-Subsidized Schedules: ★ [Add Non-Subsidized Schedule](#)



4. Enter in the child's information

Field	Description
Child ID or CIN	The CIN number does not apply and can be ignored. This is KinderConnect's Child Identification Number.
First Name (required)	The child's first name
Middle Name (optional)	The child's middle name
Last Name (required)	The child's last name
Date of Birth (required)	The child's date of birth
Phone Number	The child's home phone number can be added
Child Type	Child Type displays "Non-Subsidized" after the child is saved.
Subsidized Schedules	Not applicable to a child being added as full cost
Non-subsidized Schedules	The schedule for a child not on Working Connections or Seasonal Child Care

5. Click "Add Non-Subsidized schedule". The provider option should show your program's name.
6. Enter a start and end date for the child's schedule.
 - a. If you don't know how long you will be caring for the child, type or select a future date from the calendar.

7. Click “OK” to return to the child detail screen.
8. Click the “Save” button at the top to save this child’s record.

2.13.3 How to record attendance for children on subsidy needing care for private pay hours

For children who have both child care hours covered under subsidy and privately paid hours, the child must have two separate child accounts. The details about the subsidy schedule are uploaded automatically from the authorization for subsidy. The provider program will need to create a new child detail record for private pay hours.

It is important to note the two different accounts. This can be done by adding a number “2” to the privately paid hours, or another code that you assign.

For example:

Children receiving subsidy from DSHS	Non-subsidized schedule for children who also receive subsidy hours
Bryce Smith	Bryce Smith 2
Charlie Rice	Charlie Rice 2
Jasmine Morgan	Jasmine Morgan 2

The child’s name with the “2” at the end (i.e. Bryce Smith2) will be selected by the sponsor for private pay hours.

2.13.4 How to edit a child’s account details

To edit information for a child:

1. Select “Child” from the main menu
2. Select “Search”
3. Select the Child’s Name
4. From the “Child Detail” page make any necessary updates or changes
5. Click “Save”

2.13.5 How to delete a child's account

Accounts for children receiving subsidy cannot be deleted. The child's schedule is based on the begin and end date of the authorization. If a child on subsidy is no longer in care, contact the [DSHS Provider Line](#) to have the authorization end date updated.

To delete a child account for a child not on subsidy:

1. Search for the [child's account](#)
2. From the "Child Detail" screen, click "Delete"

Child Detail

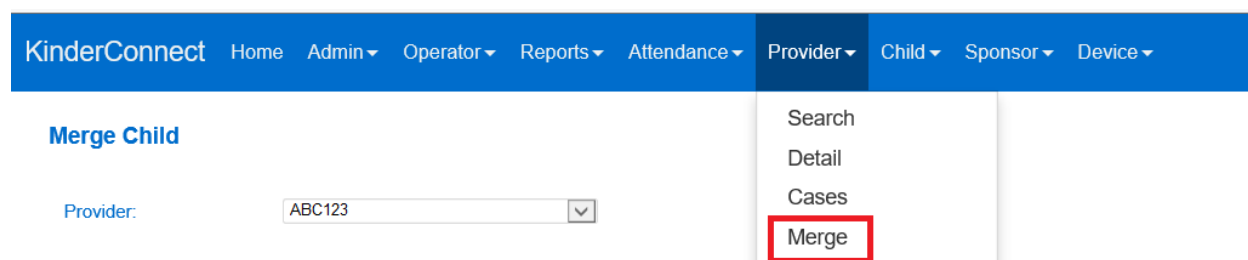


3. Confirm the deletion, click "OK"

2.13.6 How to merge a child's account when a full pay child gets authorized for subsidy


When a family starts the process to have their subsidy eligibility determined, it may be necessary to create a child account as full pay to collect attendance while waiting for the authorization for subsidy. When the child's authorization is opened, the schedule is automatically added to the system and it creates a duplicate account for the same child. To merge the child's attendance under the full pay and the subsidy accounts:

1. Select "Merge" under the "Provider" or "Child" tab on the main menu



2. The “Merge Child” screen will now display Step 1: “Select the Authorized Child”

Merge Child

Provider: 

Steps

Select the Authorized Child


1
2
3
4

Authorized Child

Select	Child First Name	Child Last Name	Child ID	Date of Birth	Sponsors
<input type="radio"/>	Jane	Doe	58	8/11/2010	Doe, Jon

3. Click the Select button next to the child you would like to generate a list of all potential matches

Merge Child

Provider: 

Steps

Select a Matching Child

1
2
3
4

Authorized Child

Select	Child First Name	Child Last Name	Child ID	Date of Birth	Sponsors
<input checked="" type="radio"/>	Jane	Doe	58	8/11/2010	Doe, Jon

Potential Matches

Match	Child First Name	Child Last Name	Child ID	Date of Birth	Sponsors
<input type="radio"/>	Jane	Doe	2202	8/11/2010	Doe, Jon


Show All Children

4. A list of potential matches will now display on the right-hand side of Step 2: “Select A Matching Child”
5. To see all children added as full pay, click “Show All Children”
6. If no matching children are found by the system, the list displays all potential children indicating the reason for this result in red bold letters.

*** No matching children found. The Potential Matches has been expanded to show All Children.**

7. Click “Match” next to the child’s name under “Potential Matches” and click “Next”.

Merge Child

Provider: 

Steps

Click Next to accept the Child Match

1
2
3
4

Authorized Child

Select	Child First Name	Child Last Name	Child ID	Date of Birth	Sponsors
<input checked="" type="radio"/>	Jane	Doe	58	8/11/2010	Doe, Jon


Potential Matches

Match	Child First Name	Child Last Name	Child ID	Date of Birth	Sponsors
<input checked="" type="radio"/>	Jane	Doe	2202	8/11/2010	Doe, Jon

[Show All Children](#)

8. On the “Confirm Merge” page, click “Merge” to complete the merge

Confirm Merge

Provider: 

Steps

Click Merge to complete merge process

1
2
3
4

Child to be Merged

Authorized Child
Doe, Jane

Matched Child
Doe, Jane

Merge
Cancel

9. The system will confirm the merge

Records have been successfully merged, press OK to continue.

OK

10. Click “OK”

2.13.7 How to upload a child's picture

Adding a child's photo to the system is optional.

To add the picture:

1. Select "Children" from the main menu
2. Select "Search"
3. Select the Child's Name
4. From the *Child Detail* screen click the "Upload Picture" button
5. Locate and select the picture you would like to upload and press "Open"
6. The selected picture will now display on the Child Detail page
7. The "Delete Picture" button allows for the picture to be deleted any time.
8. The steps above can be followed to upload a different picture.

Section 2.14 What is the "Sponsor" tab in KinderConnect?

Sponsors include parents and other adults authorized by the parent to sign the child in and out of your care. Sponsor accounts allow for the electronic attendance system to identify the individual picking up or dropping off the child and when using KinderSign or KinderSmart and collect the sponsor's signature.

For children on Working Connections or Seasonal Child Care, KinderConnect will automatically pull over some head of household information from the authorization for subsidy.

For children with more than one sponsor, individuals will need their own sponsor account. Sponsor accounts cannot be shared.

When a sponsor does not have an account in the system, the provider will need to manually enter attendance for the child. Best practice in these cases is for the provider to add a note with the name of the individual who picked up or dropped off the child. In some cases, sponsors are not used regularly; if an individual signs a child in or out as often as once a week, the individual should have their own sponsor account created.

2.14.1 How to search for a Sponsor account

Use the "Sponsors Search" page to locate and access the account for a sponsor.

To search for a sponsor:

1. Select "Sponsor" from the main menu
2. Select "Search"

Home

Search

Detail

Account

Merge

- On the “Sponsor Search” page, leave all the boxes blank and click the search button to display a list of **all** the sponsors tied to your provider account.

Sponsor Search

ABC123 (987654)

Sponsor First Name:	<input type="text"/>
Sponsor Last Name:	<input type="text"/>
User Name:	<input type="text"/>
Child First Name:	<input type="text"/>
Child Last Name:	<input type="text"/>
Phone Number:	<input type="text"/>
County:	Wahkiakum ▼
Status:	Select All ▼
Provider:	ABC123 ▼
Use Phonetic Matching:	<input type="checkbox"/>

Search

Clear

- To refine the search, enter all or part of the sponsors name or other information about them. The more information you enter, the more specific the search results are.
- Click on “Account” on the row with the sponsor’s name to access their account.

2.14.2 How to add a Sponsor

To add a sponsor:

- Select “Sponsor” from the main menu
- Select “Detail”

Home

Search

Detail

Account

Merge

- Click "New" to enter a new sponsor.

Sponsor Detail

New

Delete

Save

Cancel

Audit

Upload Picture

- Enter the details for the new sponsor:

Sponsor Detail

New

Save

★ denotes a required field

Sponsor ID:

First Name:

★

Middle Name:

Last Name:

★

Sponsor Type:

★

Phone Number:

Email Address:

CIN:

Inactive:

☐

County:

★

Wahkiakum ▾

Sponsored Children:

★

Add Children



Print KinderSmart Registration Form

Field	Description
Sponsor ID	Sponsor ID is a unique number that the system creates after you save the new sponsor
First Name (required)	The sponsor's first name
Middle Name (optional)	The sponsor's middle name
Last Name (required)	The sponsor's last name
Sponsor Type (required)	Indicates the type of sponsor from a drop-down list of types
Phone Number (optional)	The sponsor's phone number. <i>Note: For the sponsor to use Interactive Voice Response (IVR), the phone number calling the IVR must match the phone number entered on this screen.</i>
Email Address (optional)	The sponsor's email address
CIN	The CIN number does not apply and can be ignored.
Inactive	When checked, prevents the sponsor from using the system
County	The sponsor's county
Sponsored Children	Indicates which children the Sponsor can check in and out of child care

5. To add sponsored children:

a. Press "Add Children"

Sponsored Children:  Add Children

b. Search for the child's name

Select Children

First Name:

Last Name:

Search

c. Mark the checkbox next to the name of the child(ren) to link to the sponsor

Select Children

First Name:

Last Name:

Search

S	Child Name	Date of Birth
<input checked="" type="checkbox"/>	Child, New	2/1/2019

d. Click "OK"

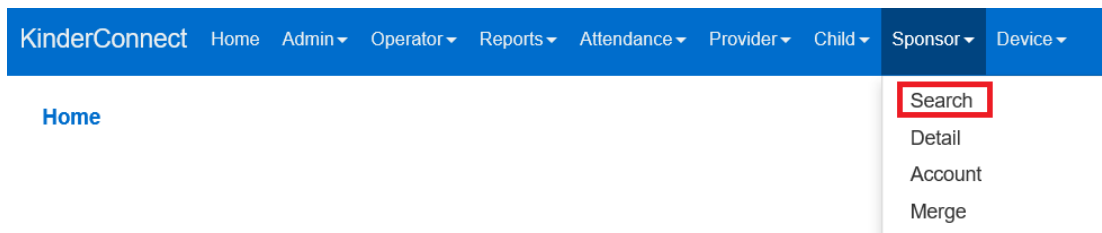
e. Add the sponsor's relationship to the child from the drop-down

6. Select "Save"

2.14.3 How to edit/update a Sponsor's details

To edit or update information for a sponsor with an account already set up:

1. Select "Sponsor" from the main menu
2. Select "Search"



3. On the "Sponsor Search" page, leave all the boxes blank and click the search button to display a list of **all** the sponsors tied to your provider account.

Sponsor Search

ABC123 (987654)

Sponsor First Name:	<input type="text"/>
Sponsor Last Name:	<input type="text"/>
User Name:	<input type="text"/>
Child First Name:	<input type="text"/>
Child Last Name:	<input type="text"/>
Phone Number:	<input type="text"/>
County:	Wahkiakum ▼
Status:	Select All ▼
Provider:	ABC123 ▼
Use Phonetic Matching:	<input type="checkbox"/>

4. To refine the search, enter all or part of the sponsors name or other information about them. The more information you enter, the more specific the search results are.
5. Click on the sponsor's name to access their account details.
6. From the "Sponsor Detail" page make any necessary updates
7. Click "Save"

2.14.4 How to add children to a Sponsor

To add children for a sponsor to sign in and out:

1. Select "Sponsor" from the main menu
2. Select "Search"
3. Select the Sponsor's Name
4. From the Sponsor Detail page, press "Add Children"



5. Search for the child's name

 A screenshot of a "Select Children" dialog box. It has a title bar "Select Children". Below the title bar, there are two input fields: "First Name:" and "Last Name:". To the right of these fields is a blue button labeled "Search".

6. Mark the checkbox next to the name of the child(ren) to link to the sponsor

 A screenshot of the "Select Children" dialog box showing a table of children. The table has a header row with "S" and "Child Name". Below the header, there is one row with a checkbox, the name "Lou, Little", and the date "8/1/2017". A red arrow points to the checkbox. At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

7. Click "OK"
8. Add the sponsor's relationship to the child from the drop-down

2.14.5 How to remove children from a Sponsor's account

There may be cases where a Sponsor is no longer authorized to pick up or drop off a child. To remove a child from a Sponsor's account:

9. Select "Sponsor" from the main menu
10. Select "Search"
11. Select the Sponsor's Name
12. From the Sponsor Detail page, under "Sponsored Children", click "Delete" next to the child's name

Sponsor Detail

★ denotes a required field

Sponsor ID: 1766

First Name: ★ New

Middle Name:

Last Name: ★ Sponsor

Sponsor Type: ★ Parent

Phone Number:

Email Address:

CIN:

Inactive: ☒

County: ★ Wahkiakum

Sponsored Children: ★ Add Children

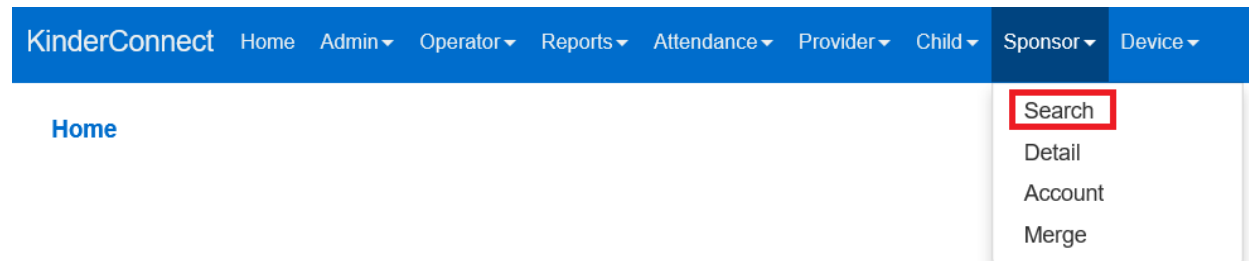
Child Name	Relationship to Child	Delete
child, child	Parent	Delete

Print KinderSmart Registration Form

2.14.6 How to stop a Sponsor's account from being used by making it "inactive"

Providers can deactivate a sponsor account when that individual should not have access to the account temporarily, for example, when the operator is deployed overseas. Deactivating an account prevents the Sponsor from checking children in and out of care. To inactivate a Sponsor's account:

1. Select "Sponsor" from the main menu
2. Select "Search"



3. Select the Sponsor's Name
4. From the "Sponsor Detail" screen, click on the checkbox for "Inactive"

Sponsor Detail

[New](#)
[Delete](#)
[Save](#)
[Cancel](#)
[Audit](#)
[Upload Picture](#)

★ denotes a required field

Sponsor ID: 1766

First Name: ★ New

Middle Name:

Last Name: ★ Sponsor

Sponsor Type: ★ Parent

Phone Number:

Email Address:

CIN:

Inactive: ☒

County: ★ Wahkiakum

Sponsored Children: ★ Add Children

Child Name	Relationship to Child	Delete
child, child	Parent	Delete

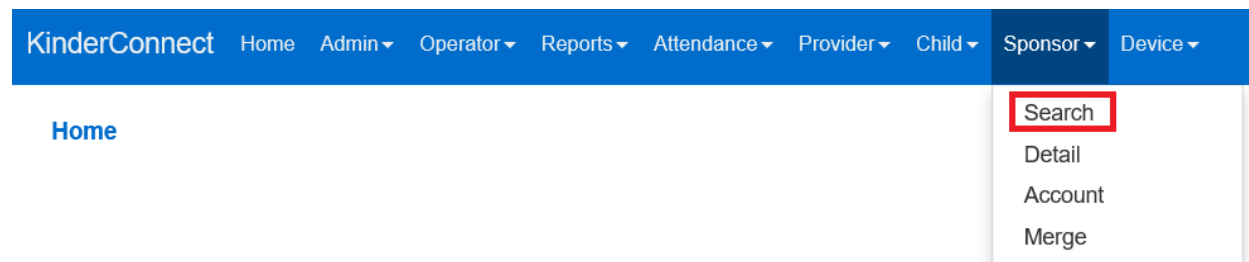
Print KinderSmart Registration Form

5. Click "Save"

2.14.7 How to delete a Sponsor account permanently

Providers can delete a sponsor account when that individual no longer needs access to the system permanently, for example, if the individual is no longer authorized to pick up and drop off the child. Deleting a sponsor account will remove their access to KinderSmart and KinderSign. To delete the sponsor account:

1. Select "Sponsor" from the main menu
2. Select "Search"



3. Select the Sponsor's Name
4. From the "Sponsor Detail" screen press the "Delete" button

Sponsor Detail

New **Delete** Save Cancel Audit Upload Picture

★ denotes a required field

Sponsor ID: 1766

First Name: ★ New

Middle Name:

Last Name: ★ Sponsor

Sponsor Type: ★ Parent

Phone Number:

Email Address:

CIN:

Inactive: ☒

County: ★ Wahkiakum

Sponsored Children: ★ Add Children

Child Name	Relationship to Child	Delete
child, child	Parent	Delete

Print KinderSmart Registration Form

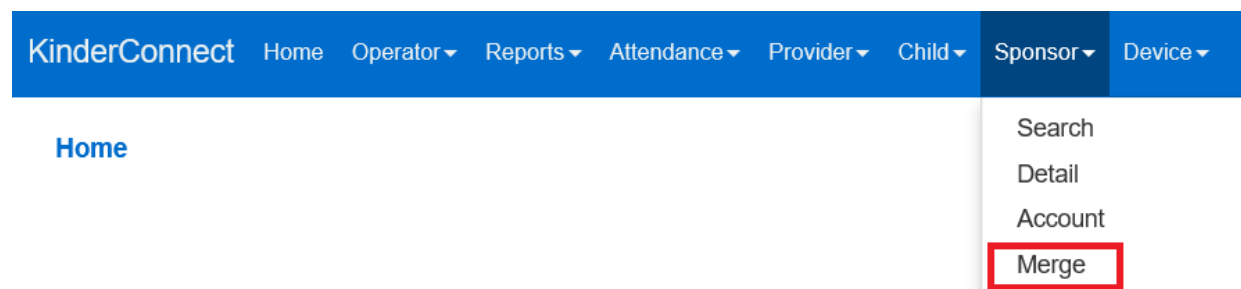
5. To confirm deletion, click “OK”

2.14.8 How to merge a sponsor’s account when a full pay account gets authorized for subsidy

When a family starts the process to have their subsidy eligibility determined, it may be necessary to create a family’s account as full pay to collect attendance while waiting for the authorization for subsidy. When a child’s authorization is opened, the sponsor’s information is automatically added to the system and it creates a duplicate account for the same sponsor. To merge the sponsor’s account under the full pay and the subsidy accounts:

To merge the sponsor’s account into one:

1. Select “Merge” under the “Sponsor” tab on the main menu



2. The system will now display a list of “Authorized Parents”

- Click the button next to the sponsor's name you would like to merge to generate a list of all potential matches.


Parent Merge

Provider:

[Select a Matching Parent](#)

Authorized Parent

Select	Parent Name	Sponsor ID	Sponsored Children
<input checked="" type="radio"/>	Sponsor, New	63	Child Child



Potential Matches

Match	Parent Name	Sponsor ID	Sponsored Children
<input type="radio"/>	Sponsor, New	1766	child child

- A list of potential matches will now display on the right-hand side of the page.
- To see all parents added as full pay, click "Show all Parents"
- If no matching sponsors are found, the list displays all potential sponsors indicating the reason for this result in red bold letters.

*** No matching Parents found. The Potential Matches has been expanded to show all eligible Parents.**

- Click "Match" next to the sponsor's name under "Potential Matches" and click "Next"

Parent Merge

Provider:

[Select a Matching Parent](#)

Authorized Parent

Select	Parent Name	Sponsor ID	Sponsored Children
<input type="radio"/>	Sponsor, New	63	Child Child



Potential Matches

Match	Parent Name	Sponsor ID	Sponsored Children
<input checked="" type="radio"/>	Sponsor, New	1766	child child

- On the "Confirm Merge" page, click "Merge" to complete the merge


Confirm Merge

[Click Merge to complete merge process](#)

Provider:

Parents to be Merged

Authorized Parent
Sponsor, New

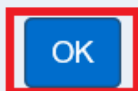


Matched Parent

Sponsor, New

9. The system will confirm the merge, click “OK”

Records have been successfully merged, press OK to continue.



2.14.9 How to upload a Sponsor's picture

Adding a sponsor's photo to the system is optional.

To add the picture:

1. Select “Sponsor” from the main menu
2. Select “Search”
3. Select the Sponsor's Name
4. From the “Sponsor Detail” page press “Upload Picture”
5. Locate and select the picture you would like to upload and press “Open”
6. The selected picture will now display on the Sponsor Detail page
7. The “Delete Picture” button allows for the picture to be deleted any time.
8. The steps above can be followed to upload a different picture.

2.14.10 How to set up a “Sponsor Account” with a PIN

After a [new sponsor](#) is added and saved, their account information can be set up. The Sponsor Account is used to complete the setup of a new sponsor or to help unlock the sponsor's account. It is recommended to have the sponsor sit next to you during setup, so the sponsor can add their password and secret question answer. If a Sponsor is not available to set up their password and PIN through KinderConnect, they can set up their PIN when they log into KinderSign or KinderSmart for the first time.

PIN Requirements:

- Length: Must be a five-digit number
- Cannot contain more than (3) three consecutive digits (example: 12345)
- Cannot contain the same digit more than two (2) times (example: 11111)
- Sponsors should not share their secret question answer or PIN with anyone, even during the set-up of a new account.

There are two ways to access a sponsor's account:

1. Select “Sponsor” from the main menu
2. Select “Search”

3. Select the “Account” from the same row the sponsor’s name is listed

Or from the Sponsor’s Detail Screen:

1. Select “Sponsor” from the main menu
2. Select “Account”

Sponsor Account

Sponsor:	New Sponsor
<input type="button" value="Save"/>	<input type="button" value="Cancel"/>
User Name:	<input type="text"/>
Password:	<input type="password"/>
Secret Question:	<input type="text"/> ▼
Secret Answer:	<input type="text"/>
PIN:	<input type="text"/>
Reset Password:	<input type="checkbox"/>
Locked:	<input type="checkbox"/>
Registered:	<input type="checkbox"/>

Enter the required fields:

Note: If only adding a PIN, all the other account information can be left blank.

1. A username is required. Many providers use a combination of the sponsor’s first name and last name for this. *Note: Sponsors are not able to log into KinderConnect even with this username set up.*
2. Ask the sponsor to type in a *Password*. The sponsor should set up their password to ensure confidentiality. However, if the administrator sets up the account for a new sponsor, check the Reset Password box to force the sponsor to enter a new password the next time they logon.
3. Ask the sponsor to select a *Secret Question* from the drop-down. The secret question is used by the sponsor to create a new password if they forget their old one.
4. Ask the sponsor to type in the *Secret Answer*.
5. Ask the sponsor to enter a five-digit PIN (or Personal Identification Number) they will use to sign into KinderSign and KinderSmart. **This PIN should not be known to anyone except the sponsor.**

2.14.11 Is a new Sponsor account needed when the sponsor has or had an account set up with another provider?

Sponsor accounts are not shared across provider accounts. Sponsors with more than one provider, or who change providers, using the state system will need to create a Sponsor Account at each provider. To create a Sponsor Account, visit: [How to add a Sponsor](#). If the family is receiving Working Connection or Seasonal Child Care, the Sponsor's information will automatically be added to the system.

2.14.12 How to unlock a Sponsor Account

If a sponsor enters the wrong PIN three times, they will be locked out of the system and prevented from using KinderSign or KinderSmart.

To unlock the account:

1. Select "Sponsor" from the main menu
2. Select "Search"
3. Select the "Account" from the same row the sponsor's name is listed
4. Uncheck the "Locked" checkbox

Sponsor Account

Sponsor: Basham, Ryan

★ denotes required field

User Name: ★

Password: ★

Secret Question: ★

Secret Answer: ★

PIN:

Reset Password: ☐

Locked: ☒

Registered: ☒

5. Click "Save"

Section 2.15 What is on the "Devices" tab in KinderConnect?

The devices menu option allows for providers to search and view information about devices they have registered.

Chapter 3. KinderSign

KinderSign is the application that replaces paper sign-in sheets by allowing providers and sponsors to sign children in and out on tablets. Sponsors verify themselves on the tablet using a PIN and then check children in and out. The check in and out activity is uploaded from the tablet to the system.

Section 3.1 What tablets are compatible with KinderSign?

The KinderSign application is supported on Android 5.0+ or Apple iOS 9.0+ devices. The tablet must have a rear-facing camera for the scanning of QR Codes.

Note: The Kindle and Kindle Fire usually will not work with the system since they do not have access to the Google Play store by default.

Section 3.2 How to download the KinderSign application onto an iPad

1. Tap the App Store icon on the iPad home screen.



2. If the iPad asks if the App Store may access your location, tap "Allow". If the iPad asks if you want to set up "Family Sharing", tap "Not Now".

3. In the search field (top right), type "KinderSign Washington", then tap  .



4. Once the KinderSign Washington application is found, tap "GET".
5. Tap "Install" to download the application.
6. If your iPad asks you to sign into the iTunes Store, enter your Apple ID, password and tap "OK".
7. Agree to the iTunes terms and conditions if asked to do so. If this is a new Apple Id, tap "Next" to go to a series of screens labelled "Complete Your Apple ID". Use these screens to provide additional information, including billing information such as your address. You are not required to provide credit card details.
8. Once the download is complete, tap "GET", then "Open".
9. KinderSign by Controltec will appear on the screen.
10. *Note: When the iPad asks "Do you want KinderSign to access your location while you use the app?" then tap "Allow". If it asks whether you want to set up family sharing, tap "Not now".*

Section 3.3 Download the KinderSign Application to Android

1. Tap the Play Store icon on the tablet home screen.



2. In the top search field, type “KinderSign Washington”, then tap



3. Once the KinderSign Washington application is found,



, select the

4. Tap
5. Tap “Install” to download.
6. Tap “Accept” to initiate download.
7. Once the download is complete, tap “Open”.
8. KinderSign by Controltec will appear on the screen and your tablet is ready to scan.
9. Depending on the tablet, upon completion of the download, you may need to tap “Continue”, and proceed to the “Complete account setup” screen. If asked for credit card information, tap “Skip”.
10. A message will then flash on the tablet indicating that **KinderSign by Controltec** has been added to the home screen.
11. Tap the home button on the lower portion of the tablet to return to the home screen.

12. Locate the KinderSign icon

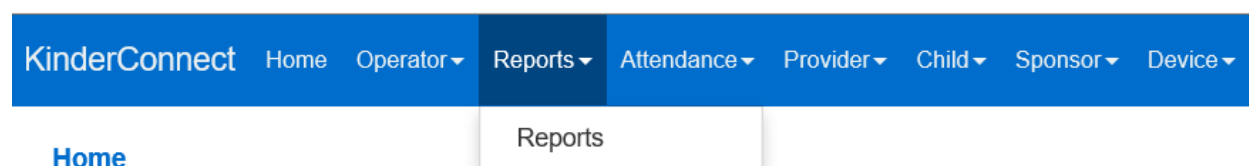


and tap it to open the app.

Section 3.4 How providers register a tablet

Each tablet must be registered once to connect the tablet to the provider account. To register a tablet device:

1. From the main menu, select “Reports”



2. Select “KinderSign Tablet Registration Form” from the drop-down menu

Report: **KinderSign Tablet Registration Form** ▼

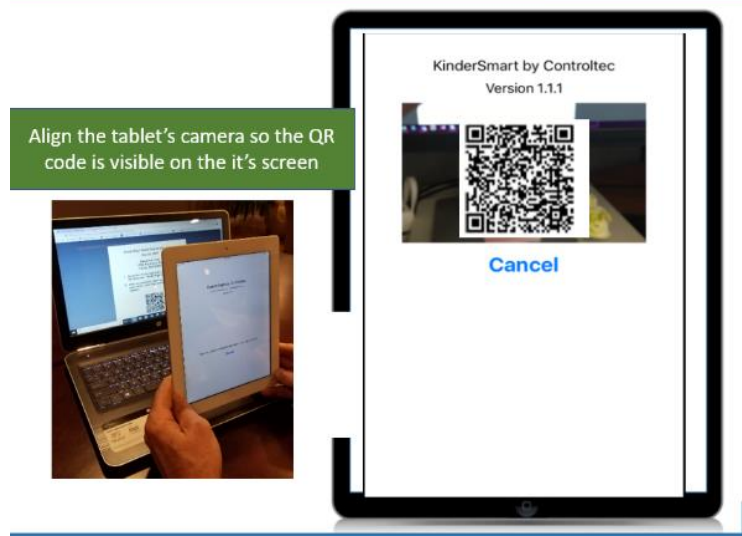
3. A new screen opens. Click **View**. A document containing the QR Code is automatically downloaded to your device and an icon labeled KinderSign Tablet...pdf appears. Click on the icon to open the PDF document.



4. The PDF contains a scannable barcode/QR Code.



5. You may either:
 - a. Scan the KinderConnect QR Code on the computer screen, or
 - b. Print the QR Code and scan the copy.
6. Begin by opening the KinderSign application that has been installed on the tablet.
7. Tap “Scan”
8. Point the tablet’s camera so that the QR code is visible on the tablet screen



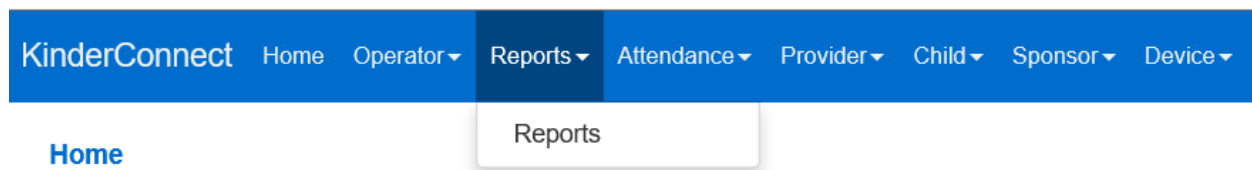
9. KinderSign will automatically take a picture of the code when it is in proper position, and the device will be registered. The device displays the following message:

Device Registered. Your device has been registered and is ready to use.

Section 3.5 How to get KinderSign ready for families to use

After a tablet is registered, it needs to be set up to allow families to access the sign-in sheets to check children in and out of care.

1. Open KinderConnect and click on **Reports**



2. Click the drop-down arrow and select **Provider Mobile Sign-In Sheet** from the menu.
3. **Report:** ▼
4. A new screen opens. Press at the bottom of the screen. A document containing the QR code is automatically downloaded to your machine and an icon labeled **Provider Mobile Sign-In Sheet.pdf** appears. Click on the icon to open the PDF document.
5. The PDF document contains a scannable barcode/QR code.



6. You may either...
 - a. Scan the KinderConnect QR code on the computer screen, or
 - b. Print the QR Code and scan that copy.
 - i. Printed copies of the QR Code should remain at the facility or home where care is provided.
7. Using the iPad, open KinderSign. Tap **Scan** on the iPad screen, which switches the device to scan mode. Move the QR code into the view of the iPad camera so

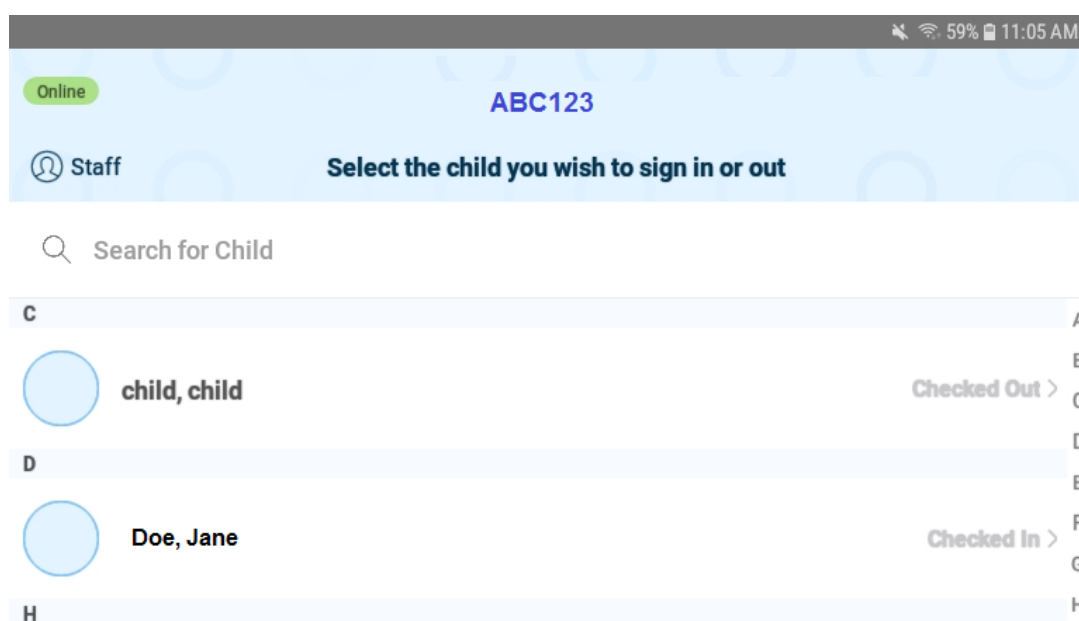
that the QR code can be clearly seen on the iPad screen. As soon as the whole QR code is visible to the iPad camera, the iPad the QR code automatically.

- Once the scan is successful, the device is logged in (i.e. can be used to sign children in and out), and the KinderSign app display the list of children assigned to this provider.

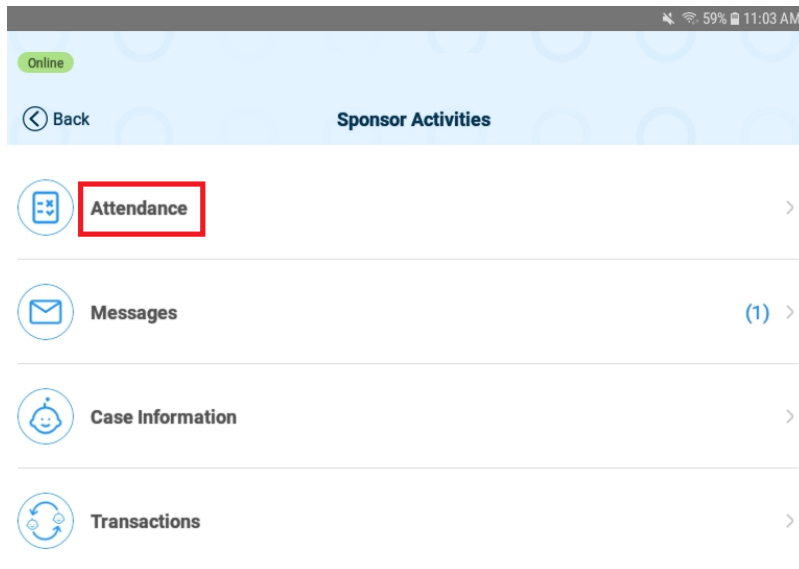
Section 3.6 How do Sponsors sign children in and out of care on a tablet?

After a tablet is registered by the provider and the [Provider Mobile Sign In Sheet](#) is scanned by the provider, for a sponsor to sign a child in or out at the time of drop-off or pick-up:

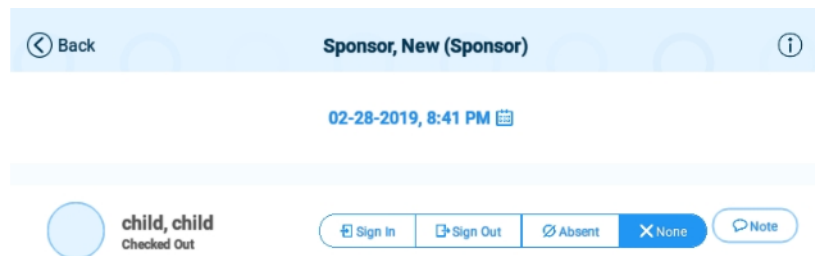
- The first screen on the tablet shows a list of children the provider cares for:



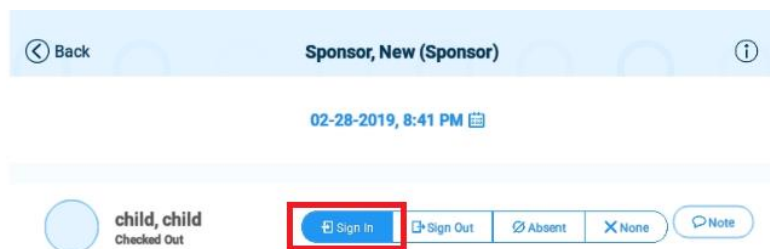
- The sponsor selects their child or one of their children from the list of children.
- If the child has more than one sponsor, a list of sponsors appear and the sponsor must select his/her own name. If the child has only one sponsor, this step is skipped.
- The first time a sponsor uses KinderSign, the provider administrator or another operator needs to enter their five-digit PIN number first. See [How do sponsors create their PIN and secret question?](#)
- From the "Sponsor Activities" screen, tap "Attendance"



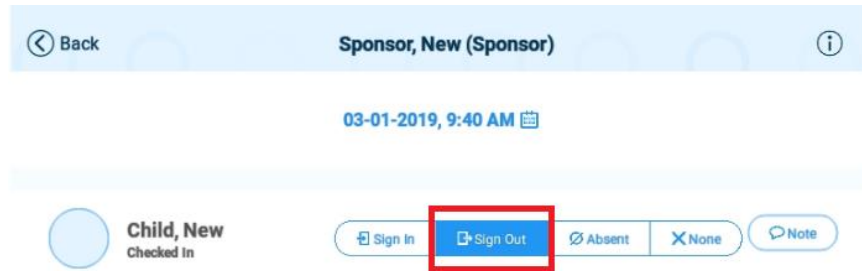
6. The tablet then displays the time and date and the child or children connected with this sponsor.



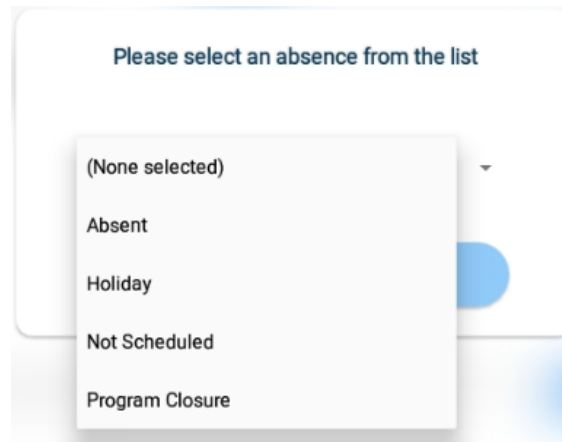
7. For each child, the sponsor taps an option next to the child's name:
- To sign in a child at drop-off, the current status next to the child's name should show "Checked Out." Tap "Sign In" next to the child's name:



- To sign out a child at pick-up, the current status next to the child's name should show "Checked In." Tap "Sign Out" next to the child's name:



- c. To record a child as absent, tap “Absent” next to the child’s name, select a reason from the drop-down:



- d. To record no change to the child’s status, leave “None” selected.
8. When a sponsor has more than one child, they should select the attendance status that is appropriate for each child.



9. The sponsor can add a note for a child's attendance by tapping "Note" next to the child's name and then typing in the note:

10. After selecting the attendance status for each child, the sponsor signs their name using their finger in the signature box at the bottom of the screen and taps "Submit" to automatically transmit attendance records to KinderConnect.

11. A pop-up confirms the attendance saved

12. The tablet returns to the first screen, and is ready for the next child to be checked in.

Section 3.7 How do Sponsors create their PIN and secret question?

The first time a sponsor logs into KinderSign, they need to create a PIN and secret question. The sponsor's PIN number will be entered each time they use KinderSign. The sponsor's PIN should not be known by anyone but the sponsor. PINs must be five-digits long and cannot be consecutive numbers or the same digit repeated (examples: 11111 or 12345).

On the tablet:

1. The sponsor selects their child or one of their children from the list of children.
2. If the child has only one sponsor, this step is skipped. If the child has more than one sponsor, a list of sponsors appear and the sponsor must select his/her own name.
3. The sponsor will receive a message that the security settings are incomplete, tap "Next"

Your account security settings are incomplete.

Click the Next button to set up your PIN and Secret Question/Answer

Back Next

4. A provider staff member enters their PIN to validate the sponsor's identity. After the provider staff member enters the PIN, tap "Confirm"

5. The sponsor selects a secret question and types in their secret answer:

6. Tap “Confirm”
7. KinderSign returns to the keypad to create your PIN. Enter your five-digit PIN and tap “Confirm”

8. Enter the new five-digit PIN again

9. Tap “Confirm”

Section 3.8 How do Sponsors change their PIN?

After the sponsor has selected their name on the tablet:

1. Tap “Change PIN”

2. Type in the answer the secret question

Back Please answer secret question

Security Question: What is your mother's maiden name?

Security Answer:

Confirm

3. Tap “Confirm”
4. Enter a new five-digit PIN

Back Please enter New PIN number on the Keyboard

0 0 0 0 0

5. Tap “Confirm”
6. Enter the new five-digit PIN again

Back Please confirm PIN number on the Keyboard

0 0 0 0 0

7. Tap “Confirm”

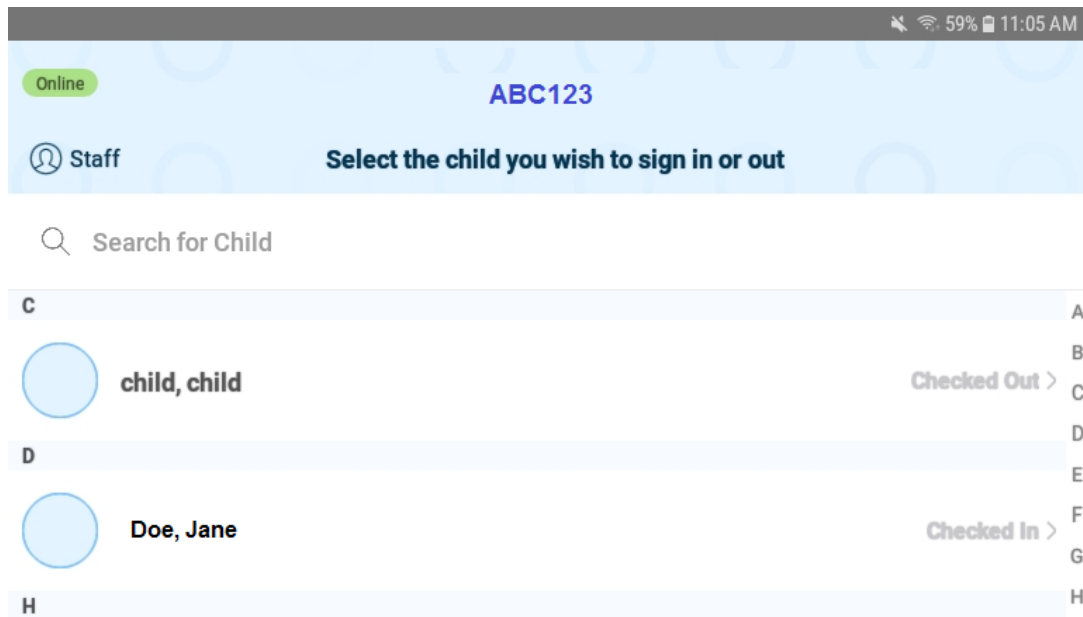
Section 3.9 How Sponsors backdate the check in or check out time

In situations where a sponsor forgets to, or is unable to, sign a child in and out at the actual time of check-in or check-out, they may add a check in or check out transaction for a previous date and time.

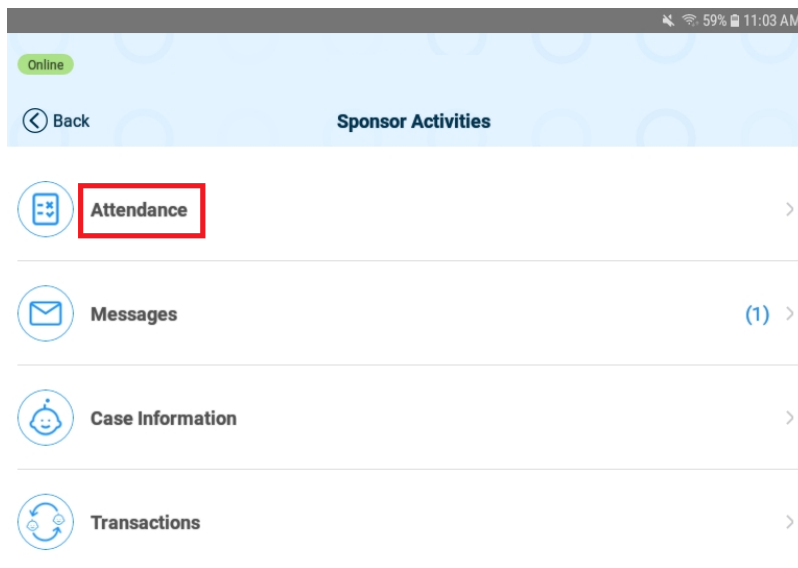
Licensed providers must ensure that they maintain records to comply with any licensing policies and requirements. Providers can add missing check-in and check-out times through KinderConnect, as necessary.

After a tablet is registered by the provider and the [Provider Mobile Sign In Sheet](#) is scanned by the provider, for the sponsor to change the check-in or check-out time:

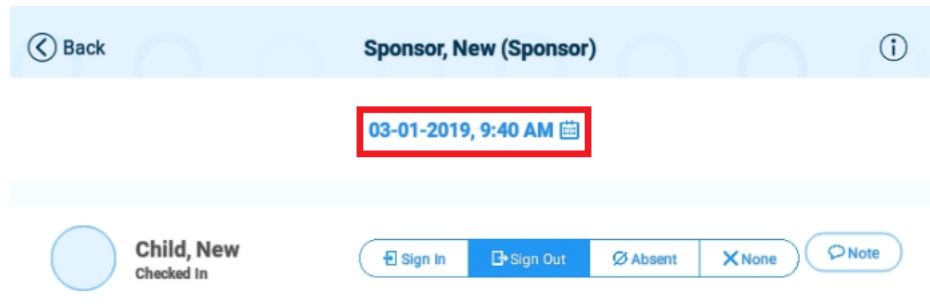
1. The first screen on the tablet shows a list of children the provider cares for:



2. The sponsor selects their child or one of their children from the list of children.
3. If the child has more than one sponsor, a list of sponsors appear and the sponsor must select his/her own name. If the child has only one sponsor, this step is skipped.
4. The first time a sponsor uses KinderSign, the provider administrator or another operator needs to enter their five-digit PIN number first. See [How do sponsors create their PIN and secret question?](#)
5. From the “Sponsor Activities” screen, tap “Attendance”



- The tablet then displays the time and date and the child or children connected with this sponsor.
- Depending on the tablet, tap “Change” next to “Attendance Time” or tap the date

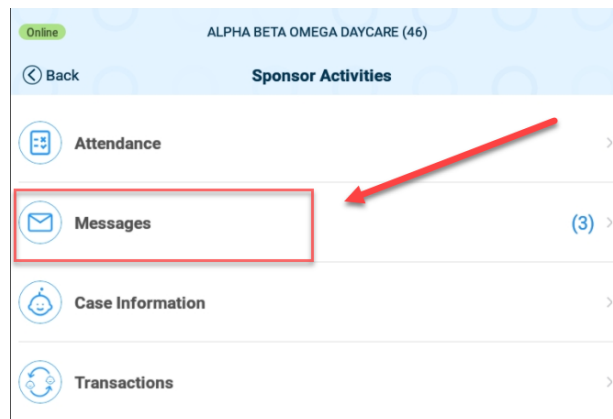


- Use the calendar to update the month, day and year and tap “OK”
- Use the clock to adjust the hour and minutes and tap “OK”
- You can now select “Sign In”, “Sign Out”, or “Absent” for the date and time that was selected.
- Once the attendance has been entered, tap “Submit”

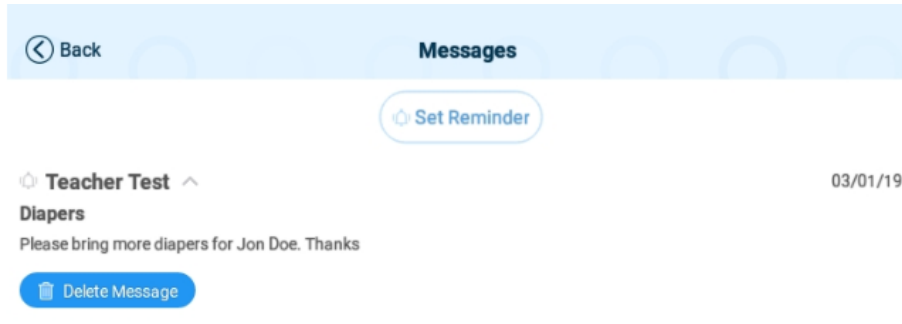
Section 3.10 **How Sponsors read and delete messages from their provider**

After a sponsor signs into the tablet, from the “Sponsor Activities” screen:

- Select “Messages”



- Tap the message to view the details:



3. Expanding a message activates the delete button. To delete the message after reading, tap “Delete Message”
4. Tap on “Set Reminder” to create a reminder message for yourself

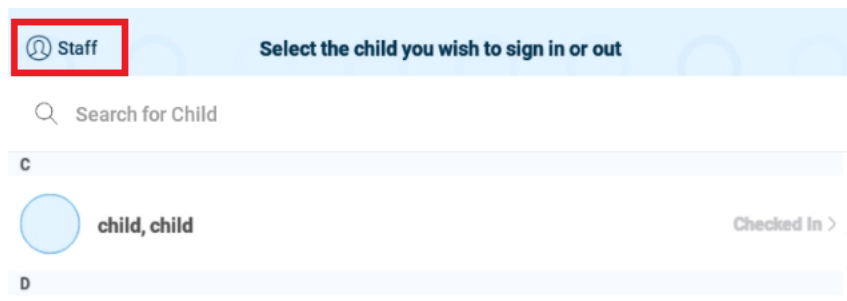


Section 3.11 How do Operators create their PIN and secret question?

The first time an operator logs into KinderSign, they need to create a PIN and secret question. The PIN number will be entered each time they use KinderSign. The operator’s PIN should not be known by anyone but the operator. PINS must be five-digits long and cannot be consecutive numbers or the same digit repeated (examples: 11111 or 12345).

On the tablet:

1. Tap ‘Staff’ in the upper-left corner of the tablet



2. The operator taps their name
3. If the operator did not set up [their account in KinderConnect](#), they will receive a message that the security settings are incomplete, tap “Next”

Your account security settings are incomplete.

Click the Next button to set up your PIN and Secret Question/Answer

[Back](#) [Next](#)

4. On the “Staff PIN” screen, another staff member enters their PIN to validate the operator’s identity. After the provider staff member enters the PIN, tap “Confirm”
5. The operator selects a secret question and types in their secret answer

Teacher, New

Please select your security question and type in a security answer.

This information will be used to verify your identity if you forget your PIN.

What is your mother's maiden name?

XXXXXXXXXXXXXXXXXXXX

Confirm

6. Tap “Confirm”
7. KinderSign returns to the keypad to create your PIN. Enter your five-digit PIN

Section 3.12 **How do Operators change their PIN?**

After the sponsor has selected their account on the tablet:

1. Tap “Change PIN”

Online PIN for Teacher, New (Staff)

Back Please enter your PIN number on the Keyboard Change PIN

2. Answer the secret question

Back Please answer secret question

Security Question: What is your mother's maiden name?

Security Answer: Mom

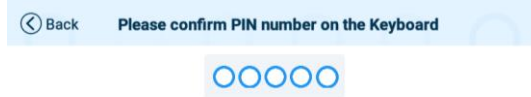
Confirm

3. Enter a new five-digit PIN

Back Please enter New PIN number on the Keyboard

○○○○○

4. Tap “Confirm”
5. Enter the new five-digit PIN again

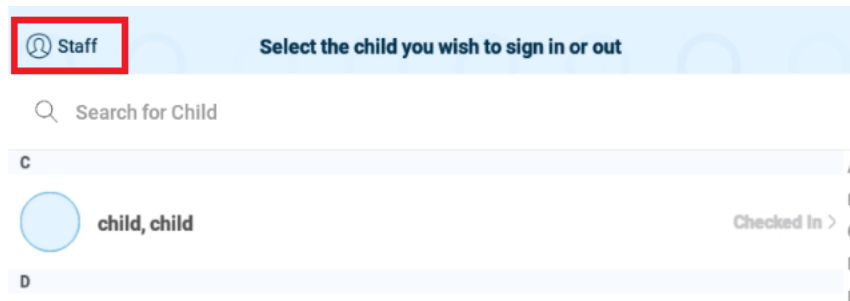


6. Tap “Confirm”

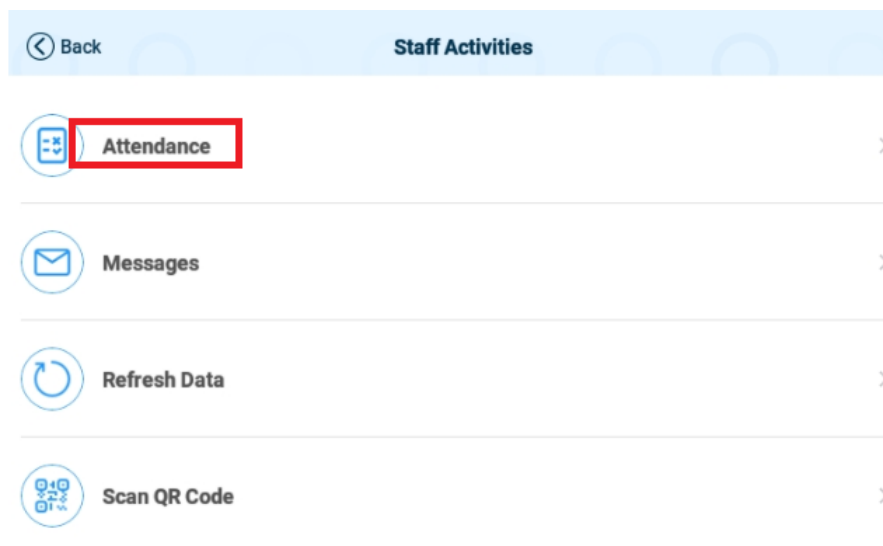
Section 3.13 How do staff/FFNs sign children in or out of care on a tablet for school?

For provider staff or FFNs to check children in/out of care for school:

1. Tap ‘Staff’ in the upper left corner of the tablet



2. Select their name from the list of operators. *Note: If a staff member is not listed, they'll need to be added as a [new operator](#).*
3. On the “Staff Activities” screen, tap “Attendance”



4. Select which children to display:

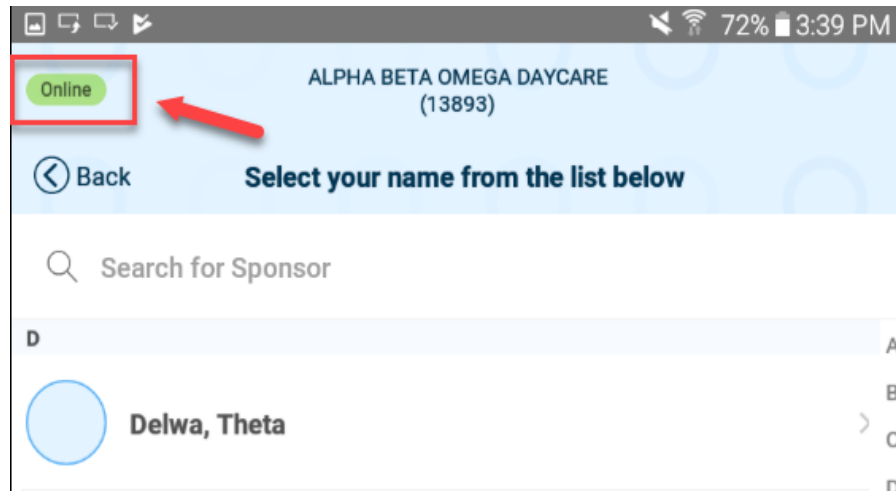
The screenshot shows the 'Test, Teacher (Staff)' interface. At the top, there is a 'Back' button and an information icon. Below this is the date and time: '02-27-2019, 10:41 AM'. The main section has two rows of buttons. The first row, labeled 'Children to display:', has three buttons: 'All Children' (selected), 'Children Checked In', and 'Children Checked Out'. The second row, labeled 'Set all children to:', has four buttons: 'Sign In', 'Sign Out', 'Absent', and 'None' (selected). Below this, there is a circular icon with a child's photo and the text 'child, child Checked Out'. To the right of this are four buttons: 'Sign In', 'Sign Out', 'Absent', and 'None' (selected), followed by a 'Note' button.

- a. The list automatically starts with “All Children”. Tap another option to filter the list:
 - i. “Children Checked In” displays a list of only children who have been signed in
 - ii. “Children Checked Out” displays a list of only children who are not checked in
 - b. Use the “Set all children to” option to quickly change the status of multiple children
 - i. For example, if numerous children were checked out when dropped off at school:
 1. Set “Children to Display” to “Children Checked Out”
 2. Select “Set all children to” to “Sign In”
 - ii. This will allow for checking multiple children back into child care when they return to care afterschool
5. The operator signs their name using their finger in the signature box at the bottom of the screen and taps “Submit” to automatically transmit attendance records to KinderConnect.

Section 3.14 **How Sponsors and Provider Staff sign children in and out when a tablet is not connected to the internet (offline)**

When a tablet loses its connection to the internet, sponsors and staff can continue to sign children in and out of care. For licensed providers, this feature can be used when staff are transporting children to and from the facility. Attendance and other transactions are stored on the tablet. The amount of transactions that can be stored will be dependent on the amount of space available on the tablet. For more information, see [How do providers use the system when an internet connection is unreliable?](#)

The status of the connection to the internet is located at the upper-left hand corner of the tablet:



When check-in or check-out activity is completed in “offline” mode, the information will save in a “queue”. In the upper-right hand corner of tablet, the number of records waiting to be uploaded displays. This number is the number of transactions that will be uploaded to KinderConnect when the connection to internet is restored.



Messages, Case Information, and Transaction Information is unavailable while the tablet is offline.

Chapter 4. KinderSmart

KinderSmart is a mobile application designed to allow sponsors to check children in and out of care.

Section 4.1 How to download KinderSmart on an Apple phone



1. Tap the App Store icon on the smart phone home screen.
2. If the smart phone asks if the App Store may access your location, tap **Allow**. If the smart phone asks if you want to set up **Family Sharing**, tap **Not Now**.
3. In the search field, type **KinderSmart Washington** and tap .



4. Once the KinderSmart Washington app is found, tap **GET**, then **Install** to download it. If your smart phone asks you to sign into the iTunes Store, enter your Apple ID, password, and tap **OK**.
5. The very first time you use your Apple ID in the iTunes Store, you must tap **Review**, then swipe to agree to the terms and conditions, and then tap **Next** to go to a series of screens labelled **Complete your Apple ID**. Use these screens to provide additional information, including billing information such as your address. You are not required to provide credit card details.
6. Once the download is complete, tap **GET**, then **Open**.
7. KinderSmart by Controltec will appear on the screen.

Scan Barcode

KinderSmart by Controltec

Tap SCAN below to scan
the QR Code on the sign-in sheet

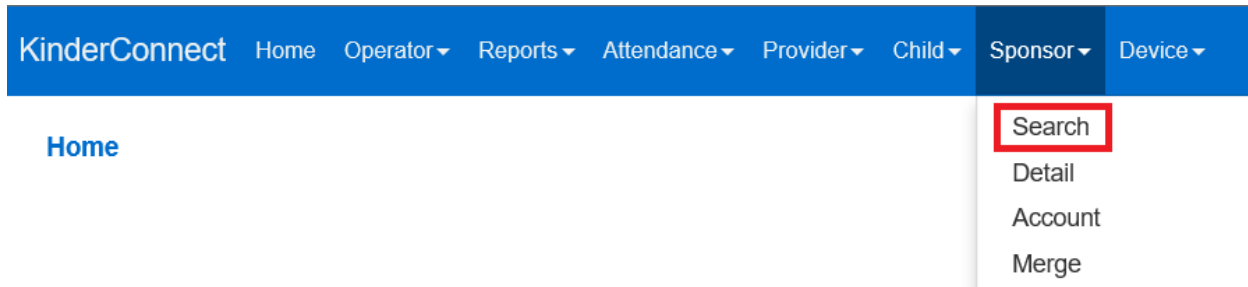
Scan

Section 4.2 How to register a Sponsor's smartphone to use KinderSmart

Before a sponsor can sign a child in or out using KinderSmart on their smartphone, the phone needs to be registered in KinderConnect.

To register a Sponsor/Parent:

1. In KinderConnect, select "Sponsor"
2. click "Search:



1. Enter the specifics for the Sponsor who will be using KinderSmart and, from the results, click on the **Name**. *Note: Sponsor must exist in KinderConnect prior to registration. To add a new sponsor, visit [How to add a Sponsor](#).*
2. From the Sponsor Detail screen, click "Print Mobile Registration Sheet" to view the QR code.

Sponsor Detail



★ denotes a required field

Sponsor ID: 1766

First Name: ★ New

Middle Name:

Last Name: ★ Sponsor

Sponsor Type: ★ Parent ▼

Phone Number:

Email Address:

CIN:

Inactive: ☐

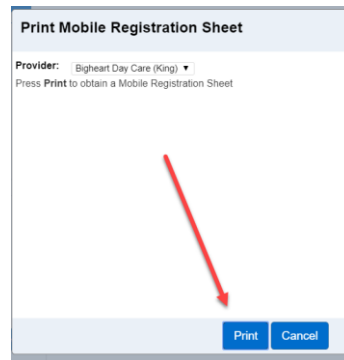
County: ★ Wahkiakum ▼

Sponsored Children: ★ Add Children

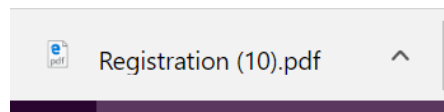
Child Name	Relationship to Child	Delete
child, child	Parent ▼	Delete

[Print KinderSmart Registration Form](#)

- Click "Print" on the pop-up menu.



- A document containing the QR code is automatically downloaded to your device and an icon labeled **Registration.pdf** appears. Click on the icon to open the PDF document.



- The Sponsor needs to open the KinderSmart app on his/her phone, tap "Scan" and either scan the barcode/ QR Code on the computer screen or scan it from a print out of the QR Code. Move the top QR code into the view of the phone camera so that the QR Code can be clearly seen on the phone screen.

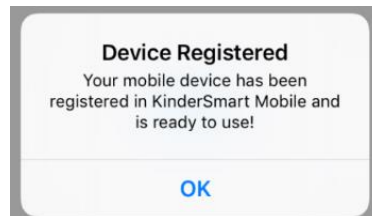
2. After successful installation of KinderSmart on your iPhone, use KinderSmart to scan this barcode to register.



3. After successful registration, please test functionality by scanning this barcode.



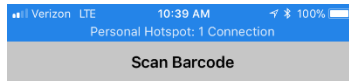
- The bottom QR code will only test how the KinderSmart works after registration. It allows the sponsor to practice checking a child in or out.
- After a successful scan, the app will be registered to the Sponsor who will receive confirmation that the phone was successfully registered.



Section 4.3 How sponsors sign children in or out using KinderSmart on a Smartphone

After the [sponsor's smartphone has been registered](#), it can now be used to check children in and out.

1. Providers print the [Provider Mobile Sign In Sheet](#) and place it in a location where sponsors sign in.
2. The sponsor opens the KinderSmart application on their phone
3. The Sponsor taps “Scan”

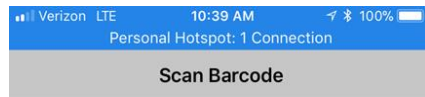


KinderSmart by Controltec
Version 1.1.1

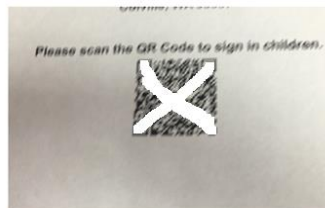
Tap SCAN below to scan
the QR Code on the sign-in sheet

[Scan](#)

4. The sponsor scans the QR code from the [Provider Mobile Sign In Sheet](#).

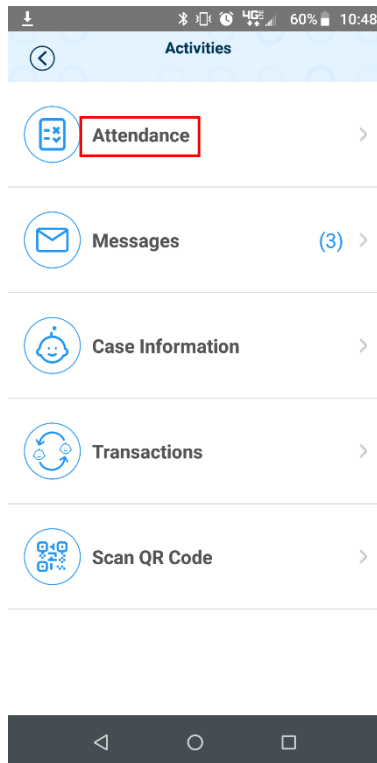


KinderSmart by Controltec
Version 1.1.1

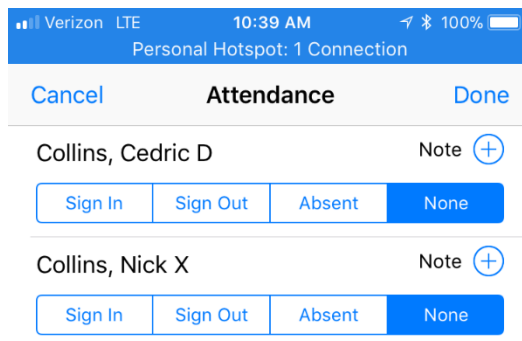


[Cancel](#)

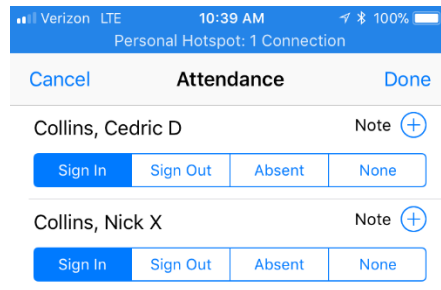
5. On the activities screen, select “Attendance”



6. The sponsor's list of children appears.



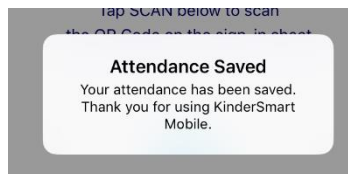
7. The sponsor selects “Sign In”, “Sign Out” or “Absent” for each child on the main screen.



8. The sponsor taps “Done”.
9. The sponsor uses their finger to sign their name in the signature box, then taps “Submit”.



10. Attendance is automatically transmitted to KinderConnect.

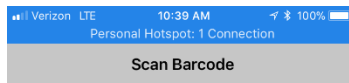


Section 4.4 How Sponsors read messages from their provider in KinderSmart

To read messages from the Provider:

1. The sponsor opens the KinderSmart application on their phone
2. The Sponsor taps “Scan”

ELECTRONIC ATTENDANCE SYSTEM MANUAL

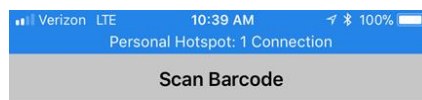


KinderSmart by Controltec
Version 1.1.1

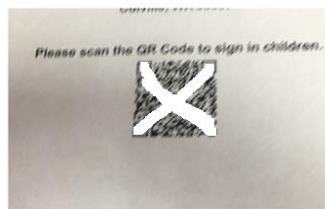
Tap SCAN below to scan
the QR Code on the sign-in sheet

Scan

3. The sponsor scans the QR code from the “Provider Mobile Sign In Sheet”.

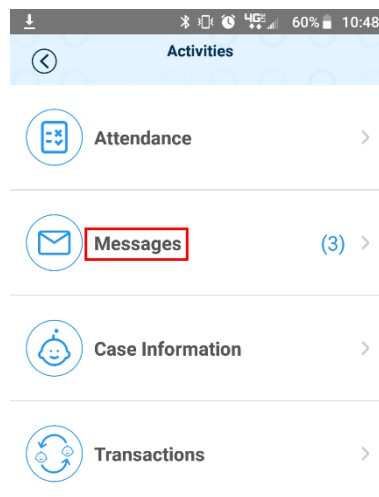


KinderSmart by Controltec
Version 1.1.1

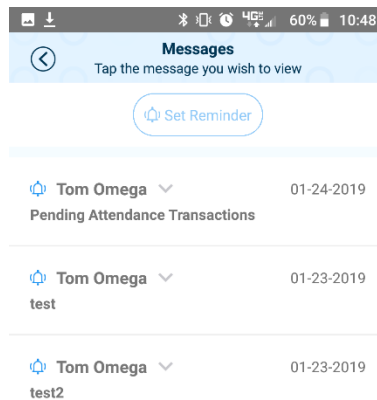


Cancel

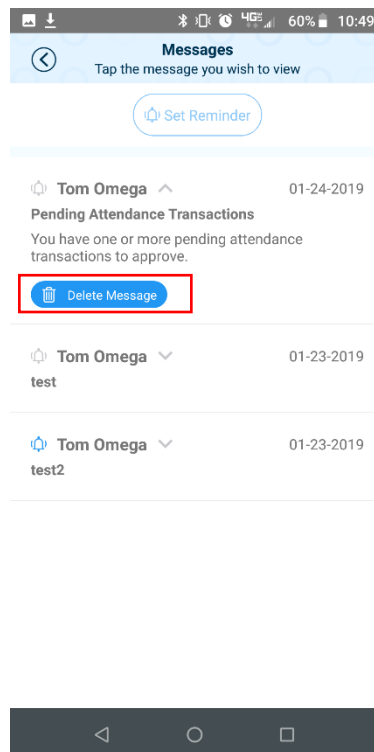
4. On the activities screen, select “Messages”



5. Tap the message to view the details:



6. To delete the message after reading, tap "Delete Message"



Interactive Voice Response (IVR) System

Interactive Voice Response (IVR) allows for sponsors to use a telephone keypad to sign their children in and out of care. IVR is for sponsor use only.

Section 4.5 How to set up a Sponsor for the IVR

- Log in to KinderConnect and click on **Search** under **Sponsor** in the drop-down menu.
- Enter the name of the Sponsor you are looking for. Click the **Search** button.
- Click on the name of the Sponsor.
- On the *Sponsor Detail* screen, enter the phone number from which the Sponsor will call the IVR phone number. Click **Save**.
- After this is completed on behalf of the sponsor, the IVR system will recognize the sponsor's phone number and allow them to enter attendance data.

Section 4.6 How Sponsors sign children in or out through IVR

After the provider has How to set up a Sponsor for the IVR:

- The Sponsor calls the IVR number for Washington, which is 1 (833) 827-4455.
- The Sponsor follows the instructions provided by the IVR system to record attendance for their child(ren).

Chapter 5. Resources

Electronic Attendance DCYF Website:

<https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system>

Child Care Subsidy Programs Policy Manual:

<https://www.dcyf.wa.gov/child-care-subsidy-programs-policy-manual>

Subsidy Billing Training

For information on subsidy billing training for Licensed Family Homes and FFN providers, contact Whatcom Community College/Annique Quinn at 1-360-383-3218 or email aquinn@whatcom.edu.

Chapter 6. Contact Information

Electronic Attendance Service Desk

Questions can include topics such as error codes, being locked out of the system, and how to add a new sponsor/child/operator. For questions regarding how to use the system or to report issues with using the system contact the Service Desk at 1-844-704-6777 or Eas.servicedesk@dcyf.wa.gov.

General Electronic Attendance Policy Questions

For questions regarding registration/access codes, training, or exceptions to rule, contact the Electronic Attendance Policy Team at (360) 725-4685 or Electronic.attendance@dcyf.wa.gov

Statewide Provider Line:

For questions about the status of a subsidy authorization, contact the Provider Line at 1-800-394-4571 or providerhelp@dshs.wa.gov

Chapter 7. Revision History

Revision Date	Summary of Changes
03/01/2019	First copy published.