

KinderConnect – Caretaker/Sponsor Using IVR

A Use the **Provider/Program Phone Number** to call the **IVR Phone Number** (833) 599-6670.

The **Caretaker/Sponsor** is only able to record **In** and **Out** times.

B After the initial greeting,

- Press 1 for English
- Press 2 for Spanish

C Follow the instructions to enter the **Caretaker/Sponsor Phone Number** and **PIN** to confirm identity. Note: If you have not yet set up a **PIN**, IVR will require you to configure a **PIN** the first time you call.

D Make your selection(s) from the following Menu Options:

- Press 1 to check-in all children
- Press 2 to check-out all children
- Press 3 to enter attendance separately for each child (In, Out, or Skip)
- Press 4 to change your **PIN**

E Upon completion, the system verbally confirms that the **Attendance has been Saved**. If there is any failure to save, the **Attendance** submission refers you to the TAP Help Desk for assistance at 1-833-866-1708.

F IVR terminates the connection.