



# **Interactive Voice Response (IVR)**

## **Ohio Child Care TAP Program Webinar Script –**

**for**

**Ohio Department of Job and Family Services**

**Version 3**

**Prepared by**

**Controltec, Inc.**

**November 19, 2018**



## 1 Introduction

- Hello, welcome to the demonstration of Ohio's new Child Care Time, Attendance, and Payment system referred to as TAP. My name is Allison, I am a Training and Client Support Specialist for Ohio's TAP system.
- This training should take about 30 minutes, let's get started.
  
- This webinar contains an overview of the TAP Interactive Voice Response, commonly known as IVR tool. IVR is an interactive phone-based program that caretakers and sponsors can use to record attendance and program staff can use to record absent, school out of session and professional development days. This solution can be used in programs that do not have access to wireless internet. There are some limitations of IVR that will be reviewed later in this webinar.
- Additional training material is available on the TAP information website at [www.ohiocctap.info](http://www.ohiocctap.info)
- The program IVR phone number will automatically come over from OCLQS and display in Kinderconnect. If you need to change the phone number, you will need to contact the TAP support center at 833-866-1708 option 9.

## 2 Overview

### 2.1 Requirements

IVR requires the program to have a designated phone number from where caretakers and sponsors will check their children in and out of care.

- Caretakers and sponsors can record real-time attendance with IVR. IVR does not support back-dating.
- Programs staff can record real time absent, school out of session and Professional Development days in IVR. IVR does not support backdating these days.
- The phone can be a landline or a cell phone.
- IVR attendance must be recorded at the program's location.

Program staff use KinderConnect to review, manage and submit attendance. For more details, please review the Kinderconnect Webinar, related QRCs, and training materials at [www.ohiocctap.info](http://www.ohiocctap.info)

IVR attendance information is immediately sent to and will appear in Kinderconnect.

### 2.2 Operator Record(s)

Each program staff who will use IVR must be added in KinderConnect as an Operator. The operator must have a 10-digit phone number on the Operator Details page and a four-digit PIN (personal identification number) entered on the Operator Account page.



The PIN should never be shared with anyone. There is no limit to the number of operators who can be added to KinderConnect or use IVR.

First search for an operator to avoid adding a duplicate user. Following are the steps to search for an operator in KinderConnect:

- From the navigation bar click operator then click search
- On the Operator Search page, click clear to clear all search fields. This will search for all operators at the program.
- Click search.
- All operators will display. If the program staff you are looking for is not displayed, continue adding them as an operator. If the operator is displayed, click the operator's name and edit the existing operator record.

#### **To edit an existing operator:**

- On the Operator Search page, click on the operator's name to open the Operator Detail page.
- Add a 10-digit phone number in the phone number field.
- Click save.
- Click operator account.
- Add the four-digit PIN in the PIN field.
- Click save.

#### **To add a new operator:**

- On the Operator Detail page, click NEW. Complete all the required fields as indicated by the red Asterix.
- Add a ten-digit phone number.
- Click add provider, enter the provider name or click search.
- Select the provider, click ok.
- Click save.

Continue this process to add any additional operators for your program.

### **2.3 Caretakers & Sponsor(s)**

All caretakers and sponsors must be added to KinderConnect with a 10-digit phone number prior to using IVR. Primary caretakers and secondary caretakers will automatically be added to KinderConnect from an interface with the Ohio Department of Job and Family Services (ODJFS) eligibility system. Caretaker information will not include a phone number, so it is important that you add all caretaker phone numbers. You will need to add the names and phone numbers of any additional sponsors in KinderConnect on the Sponsor Detail page. Refer to the KinderConnect Webinar to learn more about adding and updating sponsor records in Kinderconnect.



Caretakers and sponsors logon to IVR by using the programs designated phone. Your IVR phone number will automatically come over to KinderConnect from OCLQS. If you need to update or change your IVR phone number, you will need to call the TAP support center at 833-866-1709 option 9.

#### **2.4 Programs Signing Into IVR**

Program staff can use IVR to record absent, school out of session and professional development days in IVR. The days must be recorded in real time. IVR does not support backdated data.

Program staff can sign into IVR by following these steps from the program's designated IVR phone number:

- Dial 833-599-6670.
- Press one for English, two for Spanish.
- Enter program phone number as listed under Operator- Detail and press the pound sign.
- Enter the four-digit PIN and press the pound sign.
- The IVR system will speak all available prompts.
- Press one to mark all children with Professional Development Day.
- Press two to mark all children as School Out of Session.
- Press three for separate options for each child.
  - Press one to mark the specified child as school out of session.
  - Press two to mark the specified child as absent.
  - Press four to skip the specified child.
- After submitting attendance, IVR will confirm the absence, professional day and/or school out of session entry or entries verbally. Now we will listen to the IVR recording.

#### **2.5 Sponsor/Caretaker – First Time Calling IVR**

The first time a sponsor or caretaker calls the IVR system, they will need to create a PIN. The following will need to be completed to set up an IVR account:

- Dial 833-599-6670.
- Press one for English, two for Spanish.
- The caretaker or sponsor will enter their phone number recorded on the Sponsor Detail screen in KinderConnect and press the pound (#) sign.
- Press pound (#) sign to register a PIN the first time.
- Type a four-digit PIN followed by the pound sign (#). Press 1 to accept. Press 2 to reenter your PIN. A PIN that can be easily remembered should be created. PINs should never be shared.



This PIN can also be used in KinderSign. Once the PIN has been created, the caretaker or sponsor will be able to check children in and out of care. Now we will listen to the IVR recording.

## 2.6 Sponsor/Caretaker Recording Attendance

Caretakers and sponsors can check children in/out of care using IVR using the following steps on the program's designated IVR phone.

- Dial 833-599-6670.
- Press one for English, two for Spanish.
- Enter their phone number as recorded on the Sponsor Detail screen in KinderConnect and press the pound (#) sign.
- Enter their four-digit Pin followed by the pound (#) sign.
- Follow the prompts from the IVR system.
- Press one to check all children in.
- Press two to check all children out.
  - Press three for separate attendance options. Press one to check the specified child in.
  - Press two to check the specified child out.
- Press four to skip the specified child. On the main menu, option four allows the caretaker or sponsor to change their PIN.
  - Type a new four-digit PIN followed by the pound sign (#). Enter the new PIN once more followed by the pound sign (#).
- After submitting attendance, IVR will confirm the attendance entry verbally. If the IVR system fails to record attendance, the IVR system will refer the caretaker or sponsor to the TAP helpdesk.
- IVR ends the process by terminating the connection.

Now we will listen to the IVR recording.

Backdated attendance cannot be entered in IVR. All attendance is recorded in real-time when the caretaker or sponsor calls and records the transaction.

Program staff may review all attendance in KinderConnect. IVR attendance will be immediately sent and displayed in KinderConnect.

## 2.7 Limitations of IVR

- Program staff cannot review entered attendance information with IVR.
- Program staff cannot submit attendance with IVR.
- The program's designated phone for IVR cannot be a blocked phone number.
- IVR must be used at the program location. The location that the check in/out occurs is recorded and may be reviewed by ODJFS staff.

IVR is an optional TAP tool that can be used in place or along with KinderSign and KinderSmart to record attendance.



### 3 **Conclusion**

This concludes our TAP IVR webinar. It is recommended that you view the KinderProducts overview and Kinderconnect webinar. For more training material and videos, please visit [www.ohiocctap.info](http://www.ohiocctap.info). There you will find training materials and videos.

For additional TAP tool related issues and questions, contact our Ohio TAP Support Center at 833-866-1708 and select option 9 or email [supportOH@controltec.com](mailto:supportOH@controltec.com).

Please take a moment to complete the survey that will appear once you exit the Webinar. Thank you for viewing this webinar.