



KinderConnect Caretaker/Sponsor Overview

Ohio CCTAP Program Webinar Script –

for

Ohio Department of Job and Family Services

Version 2

Prepared by

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KinderSign Primary Caretaker/Sponsor Webinar

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 Hoda. I am a Training and Client Support Specialist for Ohio Child Care Time, Attendance, and Payment, also referred to as the TAP system. I have posted our Ohio support email and phone number. We welcome your suggestions for topics to be covered for future trainings.

This training should take about 10 min, let's get started.

- Today we will be reviewing KinderConnect. KinderConnect is the new provider portal, but as a primary caretaker you can also logon to view and approve attendance information.

Now we are going to talk about Navigating KinderConnect.

- An Internet connection is required to access KinderConnect. You can access it on your computer, laptop, tablet, or smartphone.
- You will open KinderConnect using a browser, such as Internet Explorer, Chrome, or Edge.
- The URL for KinderConnect is www.ohiocctap.com/kinderconnect.

1.1 Logon Screen

Here we see the logon screen.

- When you get to the logon screen, you will have the option to change the language to English or Spanish by pressing the drop-down and making your selection.

1.2 Self-Register (Program)

Now we will look at how to self-register as a primary caretaker.

- To begin using KinderConnect, you will have to self-register to create an account.
- To self-register, click on **Click here if you do not have an account**.
- Click **No** in response to **Are you registering as a Provider?**
- You can only use KinderConnect if you are the primary caretaker on record with ODJFS.



To self-register you will need:

- Your case number.
- Your date of birth.
- First and last name.

Once you have entered this information, press **Verify**.

You will then need to create a username and password.

- When you are creating your password, you will need to include: 12-15 characters, an upper-case letter, a lower-case letter, a symbol and a number. For example, Childcare18!
- You will then need to choose your secret question. This secret question will be used if you ever forget your password. Be careful not to add an extra space at the end of the answer.
- Press **Create Account**.

1.3 Caretaker Logon

Now we are ready to logon.

- After creating the user name and password, you will be re-directed to the logon screen to re-enter the information you just created.
- If you ever forget your password, you can click on the link **Click here if you forgot your password**. Enter your username and press **Retrieve Secret Question**. Enter the answer to your secret question and press **Validate Secret Question**.
 - If you log on more than three times with the wrong password, your account will be locked, and you will need to call the TAP Support Center at 833-866-1708 option 9 to unlock it for you.
- Enter your username and password and press **Logon**. The browser may ask you if you want to save your password. We do not recommend having the browser save your password.

1.4 Home Screen

Basic Navigation - Now we will review the basic navigation in KinderConnect.

- At the top of the screen, you will see the navigation bar.
- If the print is too big, it may cause some of the display to be off the screen. To reduce the size, press **Control** and the minus (-) key on your keyboard (show visual of keyboard).
- The **Logout** link is located in the top right corner. You should always logout when you are finished using KinderConnect.



- The **Help** link is located in the top right, next to the support **Chat** link. If you click on the **Help** link, you can search the table of contents for any problems you are having.
- In the top right corner, you will see an envelope icon, this will bring you to the **Message Center**. Any messages you have received will appear on the home screen. Urgent messages will appear in red text, all other messages appear in black text.

1.5 Reviewing Attendance

You can review attendance information on the **Attendance Detail** page.

- If you press **Attendance** and then **Detail**, you can view all the attendance that has been entered for your children.
- The **Attendance Detail** page will take you to the current week to view attendance. You can navigate to different weeks by using the forward and back arrows to change week by week, or by clicking on the calendar to select the week you would like to view.
- This page is view only, you will not be able to enter attendance from this page.

1.6 Approving Attendance

Attendance must be approved by the primary caretaker if it was entered by a program. Attendance can be approved in KinderConnect, KinderSign or KinderSmart. We will now discuss how to approve attendance in KinderConnect.

- If you press **Attendance** in the top Navigation Bar and then **Approval**, you will see all pending attendance transactions that you need to approve. Any time your provider enters a check **In** or check **Out** time for your children, you will need to approve it before your provider can submit for payment.
- To approve all pending transactions:
 - Click **Approve All** in the top left, then press **Confirm**.
 - All pending attendance for this child has been approved.
- To approve a single transaction:
 - Click on the **Approve** button towards the right of the screen corresponding to the desired transaction, then press **Confirm**.

1.7 Sponsor My Information

The **Sponsor My Information** page maintains all of the details of the sponsor.

- Press **Sponsor** on the top Navigation Bar, then press **My Information**. You will be able to see your information including your username, password, secret



question, phone number, your sponsored children, and the name of your children's sponsors.

- You will be able to update certain information on this page, such as your KinderConnect password, secret question, phone number, and PIN.

1.8 Provider Rates

You can review the rates your provider charges for care:

- Press **Provider**, then **Rates**.
- Press the drop-down arrow to select the **Rate Type**.
- Press the drop-down arrow to select the **Rates Effective** date. To view the current rates, select the most recent date.

2 Conclusion

This concludes our webinar session of KinderConnect. For more information, please visit www.ohiocctap.info. There you will find training materials and videos, including a KinderSign and KinderSmart webinar for sponsors/primary caretakers.

For additional application related issues and questions, please feel free to contact our Ohio TAP Support Center at 833-866-1708 and select option 9 or email supportOH@controltec.com.