



# **KinderSign 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 20 minutes, let's get started.

Today we will be presenting an overview of KinderSign. KinderSign is a mobile tablet application that sponsors and primary caretakers will use to check their children in and out of care. They can also use this application to view messages and case information and approve pending transactions. This application will work on all Android and Apple based tablets.

Additional training material is available on the Time, Attendance and Payment Information Website at [www.ohiocctap.info](http://www.ohiocctap.info).

### 2. Sponsor/Caretaker Sign In/First Time

Before you can begin using KinderSign, your program will need to make sure you have been added to the system with a 10-digit phone number. If you do not have an active phone number, you can choose any ten-digit number that you wish to use for signing in.

To use KinderSign for the first time:

- Enter your phone number or the 10-digit number and tap **Next**.
- A message will pop up stating **Your account security settings are incomplete. Click the Next button to set up your PIN and Secret Question/Answer.** Tap **Next**.
- Tap on the drop-down arrow and select a secret question from the list.
- Enter the answer to the selected question. This will be used to verify your identity if you forget your password in the future. It is important that you use an answer that you will easily remember. Tap **Confirm**.
- You now need to create a 4-digit PIN number. This PIN should never be shared with anyone. Type the 4-digit number then tap **Confirm**.
- Type the number once more to confirm that it was typed correctly. Tap **Confirm**.



- The account has now been configured and is ready to use.

### 3. Resetting PIN

If you need to reset your KinderSign PIN, follow these steps:

- Sign into KinderSign with your 10-digit phone number and press **Next**.
- In the top right corner, tap on the gear icon.
- Answer your secret question and tap **Confirm**. If you do not know the answer to your secret question, you will need to contact the TAP Support Center at 833-866-1708.
- Enter a new 4-digit PIN number and tap **Confirm**. Verify your PIN one more time.
- You will now be taken back to the log-in screen. Enter your 10-digit phone number and press **Next**. Enter your new PIN.

### 4. Sponsor/Caretaker Sign In/Sign Out

After creating a PIN and secret question, you can enter attendance for a child using KinderSign by following these steps:

- Enter your 10-digit phone number or the 10-digit number and tap **Next**.
- Enter the 4-digit PIN number and tap **Next**.
- Tap **Attendance** on the **Activity** screen.
- Tap **Authenticate** and the tablet will take your picture.
- Tap **Sign In** next to the name of the children being signed in. If one of the children on the list is not being signed in, leave the **None** button selected.
- Tap **Submit**. A confirmation message will appear, then the tablet will return to the **Telephone Keypad** screen for the next sponsor or primary caretaker to sign in.
- Signing out follows the exact same process:
  - Enter your 10-digit phone number.
  - Enter the 4-digit PIN number.
  - Tap **Attendance** on the **Activity** screen.
  - Take a photo by clicking on **Authenticate**.
  - Tap **Sign Out** next to the name of any children being signed out.
  - Tap **Submit**. A confirmation message will appear, then the tablet will return to the **Telephone Keypad** screen for the next sponsor or primary caretaker to sign in.



## 5. Sponsor/Caretaker Backdated Transaction

If you forget to sign your children in and out of care, there are two options:

- Your program can enter a missing time in the system. If your program chooses this method, the primary parent must approve the time. We will discuss how to approve times later in this webinar.
- You can enter a backdated transaction. To enter a backdated transaction in KinderSign, follow these steps:
  - Just like before, enter your 10-digit phone number and 4-digit PIN.
  - Click on the Attendance Tab and take a photo by tapping **Authenticate**.
  - Tap on the **Date** and **Time** displayed above the child list. This will open a calendar. Select the day of the missed transaction. The day must be the current day or a day in the past. Tap **OK**.
  - Change the time to be the missed check **In** or **Out** time. First, touch the correct hour. Then, touch the correct minute. Make sure you pay attention to AM and PM. Tap **OK**.
  - You will notice the date and time changed to the color red.
  - Choose **Sign In** or **Sign Out** next to the name of the children for the backdated transaction. I will choose **Sign In**.
  - Tap **Submit**. A confirmation message will appear, then you will be asked if you want to enter more attendance. If you press **Yes**, you can continue entering backdated attendance. If you press **No**, you will be taken back to the telephone keypad.

## 6. Primary Caretaker Approving Transactions

If the program enters time in the system, the primary caretaker must approve the time before the attendance can be submitted. Primary caretakers can approve attendance transactions in KinderConnect, KinderSmart and KinderSign. We will review how to approve attendance transactions in KinderSign:

- Once a primary caretaker has signed into KinderSign with their phone number and PIN, review the **Activity** screen. Each time there is a pending transaction, the caretaker will receive a message. Messages can be viewed by tapping **Messages**. Here you can see the message alerts of the pending transaction. Tap the back arrow to return to the **Activity** screen.
- Tap **Transactions**, then tap **Pending Transactions**. Navigate to the week of the pending transaction by tapping on the back arrow or by using the calendar.



- You can now approve all transactions for all children or approve individual transactions.
- To approve all transactions for all children:
  - Tap on the name of the child to expand and review all pending attendance for the selected week.
  - Tap on the blue **Approve all pending transactions for all children** at the bottom of the screen. You may have to scroll down with your finger depending on how many children are displayed.
  - A confirmation message appears verifying the approval. Tap **OK**.
  - Continue approving transactions as needed or click the back arrow to return to the **Activity** screen.
- To approve an individual transaction for a child:
  - Tap on the name of the child to expand and review all pending attendance for the selected week.
  - Tap **Approve** next to the pending transaction.
  - A confirmation message appears verifying the approval. Tap **OK**.
  - Continue approving transactions as needed or tap the back arrow to return to the activity screen.

## 7. Caretaker/Sponsor - Viewing Messages, Case Information, and Transactions

Sponsors and primary caretakers can view messages sent by ODJFS in KinderSign. Messages can be viewed after signing onto KinderSign with a phone number and PIN.

- Tap **Messages** on the **Activity** screen.
- All available messages will be displayed.
- Tap on the message you would like to review.
- Tap the back arrow to return to the **Activity** screen.

Primary caretakers can see case information for children who receive publicly funded child care. This can be accessed after signing onto KinderSign with a phone number and PIN.

- Tap **Case Information** on the **Activity** screen.
- The primary caretaker will now be able to view case specific information for their children who receive publicly funded child care (PFCC). All other sponsors will not be able to see this information.



Primary caretakers can review transaction history in KinderSign after signing on with a phone number and PIN.

- Tap **Transactions** on the **Activity** screen.
- Use the back and forward arrows or the calendar to navigate to different weeks.
- A history of attendance will be listed by service week.
- Tap the back arrow when you are finished to return to the **Activity** screen.

## 8. Conclusion

This concludes our Time, Attendance and Payment Primary Caretaker/Sponsor KinderSign webinar. For more information, please visit [www.ohiocctap.info](http://www.ohiocctap.info). There you will find training materials and videos.

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](mailto:supportOH@controltec.com).

In addition to this Webinar, we recommend that you watch the Primary Caretaker/Sponsor KinderSmart and KinderConnect Webinars.