KinderSmart Caretaker/Sponsor Overview

Ohio CCTAP Program Webinar Script –

for

Ohio Department of Job and Family Services

Version 2

Prepared by

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April 17, 2019

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 about15 minutes, let's get started.

Today we will be presenting an overview of KinderSmart. KinderSmart is a Smartphone application designed for sponsors and caretakers to check their children in and out of care. You can use this application to view messages and case information. This application will work on all Android and Apple based phones.

Additional training material is available on the Time, Attendance and Payment Information Website at www.ohiocctap.info.

2   Overview

2.1   Requirements

KinderSmart requires an Android or Apple based phone and requires mobile data or wireless (Wi-Fi) internet access at the program's location where you will check children in and out of care.

KinderSmart requires access to your smartphone camera and location. Location must be turned on to use KinderSmart. The smartphone must be charged.

2.2   Download

There are a few different versions of KinderSmart available, it is very important that you download "KinderSmart Ohio". KinderSmart Ohio can be downloaded from the Google Play Store for Android devices and from the Apple App Store for Apple iOS devices. Please refer to the downloading KinderSmart on Android Devices QRC and the Downloading KinderSmart on iOS devices QRC for instructions on how to download KinderSmart Ohio.

Once KinderSmart Ohio has been downloaded onto your smartphone, the registration process can begin.

2.3 Registration

There is a registration process that must be completed by your program for each phone. Your program will complete the required steps and generate a KinderSmart Registration Form. This form contains a QR Code, similar to a barcode, that you must scan from your phone. The form can either be printed or scanned from your program's computer. To complete this process, follow these steps:

- As a sponsor or caretaker, you will need to open KinderSmart on your smartphone and tap *Scan* to open the smartphone's camera.

- Hold the camera over the registration QR Code—on the top left corner of the KinderSmart Registration PDF. A confirmation message will appear verifying that the smartphone has been registered successfully.

- Scroll down on the KinderSmart Sponsor Registration Report. You can perform a test transaction in KinderSmart to practice recording attendance. This transaction will not be saved or recorded in KinderConnect.

- To do this, tap *Attendance* in KinderSmart, then tap *Scan*.

- The camera will open. Scan the QR code located on the bottom right corner of the KinderSmart Sponsor Registration Report.

- A list of authorized children will appear. Tap *Sign-in* or *Sign Out* for any or all children. Then tap *Submit*.

- Attendance will not be saved. This is simply practice.

- You can close the KinderSmart Sponsor Registration Report. In my browser, this opened in a different tab. This report may open differently on your computer. If you printed this report, you can shred and discard this report.

It is very important that other sponsors and caretakers do not use the same QR Code for their phone. This QR code is only meant for the selected sponsor. Again, do not share this report with anyone else.

2.4 Unregister Devices

If you plan to no longer use a device, you can contact the TAP Support Center at 833-866-1708, option 9 to unregister your smartphone. Your smartphone will continue to be associated with a provider once registered unless you contact the TAP support center to unregister your phone.

2.5 Mobile Sign-In Sheet

To use KinderSmart, the program must display the Mobile Sign-in QR Code. This QR code must be scanned each time you use KinderSmart to check a child *In* or *Out* of care.

Once you register your smartphone, you can access Messages, Case Information & Transactions from anywhere with internet access. Attendance can only be recorded at the program's location after scanning the Provider Mobile Sign-in Sheet QR Code. We will discuss each of these functions later in this webinar.

It is very important that programs do not allow caretakers or sponsors to take a Provider Mobile Sign-in Sheet. Sponsors and caretakers should always check *In* and *Out* from the program's location. The location of all check *Ins* and check *Outs* is always recorded.

2.6   Register at Additional Center

You can use the KinderSmart application at more than one program, but you must register your phone at each program prior to checking children *In* and *Out* of care. To register your phone with an additional program, follow these steps:

- Open the KinderSmart application and tap on the *Scan QR Code* icon at the bottom of the *Activity* screen.

- Scan the top QR Code on the KinderSmart Registration Form provided by your additional program.

- You will receive a message that your phone has been registered successfully.

- You can now check children *In* and *Out* of care at the additional program.

2.7   Sponsor/Caretaker Sign-In and Out

You can check a child into care by following these steps:

- Open the KinderSmart application.

- Tap *Attendance* on the *Activity* screen.

- Locate the Provider Mobile Sign-in Sheet posted in a public area at the program's location.

- Tap *Scan* to open your smartphone's camera.

- Hover the smartphone camera over the QR Code on the Provider Mobile Sign-in Sheet.

- Once successful, KinderSmart will display a list of authorized children.

- 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 *Activity* screen.

- Signing out follows the exact same process:

    o Tap *Attendance*.

o   Scan the Provider Mobile Sign-In Sheet.

o   Tap **Sign Out** next to the name of the child you would like to sign out.

o   Tap **Submit**. A confirmation message will appear, then you will be taken back to the **Activity** screen.

2.8   Sponsor/Caretaker Backdated Transaction

If you forget to sign-in or out, you as the sponsor or caretaker can enter a backdated transaction. To enter a backdated transaction, you should follow these steps:

- Just like before, you will open KinderSmart on your smartphone and tap **Attendance** on the **Activity** screen.

- Scan the Provider Mobile Sign-In Sheet displayed at the program's location.

- Tap 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, select the correct hour. Then, select 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.

- Tap **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 asked if you want to enter more attendance. If you tap Yes, you can continue entering backdated attendance. If you press No, you will be taken back to the Activity screen.***

2.9   Primary Caretakers – Approving Transactions

If the program enters time in KinderConnect, 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 KinderSmart:

- Once a primary caretaker has opened KinderSmart on a registered device, review the **Activity** screen. Each time there is a pending transaction, the caretaker will receive a message. A message can be reviewed by tapping **Messages**. Here, you can see the message alert 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 either approve all transactions for all children or approve individual transactions.

- To approve all transactions for all children:

  - Tap on the child's name to expand 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 how many children are displayed.

  - 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.

- To approve an individual transaction for a child:

  - Tap on the child's name to expand 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 click the back arrow to return to the activity screen.

Only primary caretakers can approve transactions. Caretakers can approve transactions from anywhere with internet access when using the KinderSmart application.

2.10   Sponsor/Caretaker - Viewing Messages, Case Information & Transactions

You will be able view messages sent by ODJFS in KinderSmart. Messages can be viewed after opening the KinderSmart Application.

- 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 by opening the KinderSmart application.

- Tap *Case Information* on the *Activity* screen.

- The primary caretaker will be able to view case specific information for their children who receive publicly funded child care. All other sponsors will not be able to see this information.

Primary caretakers can review transaction history in KinderSmart after opening the KinderSmart application.

- 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.

3   Conclusion

This concludes our Time, Attendance and Payment KinderSmart webinar. For more information, please visit [www.ohiocctap.info. There](www.ohiocctap.info) 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.

In addition to this Webinar, we recommend that you watch the KinderSign and KinderConnect Caretaker Webinars.