

KinderSign Overview

Ohio TAP Program Webinar Script –

for

Ohio Department of Job and Family Services

Version 3

Prepared by

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Revision History

| Name | Date | Reason for Changes | Version |
|------------|----------|-------------------------------|---------|
| Eddie Bell | 8/14/18 | Initial design | 1.0 |
| Eddie Bell | 10/2/18 | Updated based on JFS feedback | 2.0 |
| Eddie Bell | 12/16/19 | Updated functionality | 3.0 |
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1. Introduction

- Hello, welcome to the demonstration of Ohio's Child Care Time, Attendance, and Payment system referred to as TAP.
- This video is one of five webinars outlining the various tools available with TAP system. In this webinar, we will focus on KinderSign. KinderSign is a tablet application designed to work on iPads and Android tablets. Caretakers and Sponsors use KinderSign to check children in and out of care among many other features.
- The Ohio Department of Job and Family Services (ODJFS) provides programs with an Android Tablet and a tablet stand if the program has an active ODJFS Provider Agreement and at least one child receiving PFCC services. The KinderSign application will be preinstalled on tablets provided by ODJFS. Programs can opt to use their own tablets if they wish. If a program chooses to use their own tablet, the application is available to download for free on the Apple App Store or on Google Play Store.
- Additional training materials are available on the TAP Information Website at www.ohiocctap.info.

2. Overview

2.1 Requirements

So, what are the requirements for using KinderSign? KinderSign requires an Android or Apple based tablet. And the tablets must have a front and rear facing camera. It requires wireless (Wi-Fi) internet access. KinderSign can be used to record attendance offline, but must connect to Wi-Fi to sync attendance, caretakers/sponsors and authorization information. It is recommended that program staff connect the tablet to Wi-Fi no less than once per week. If internet access is not available at the program site, public Wi-Fi can be used.

KinderSign requires access to the tablet's camera and location. Location setting must be turned on to use KinderSign. The tablet must also be plugged into a power source or adequately charged for use. To download KinderSign, your tablet will also need access to either the Google Play Store or the Apple App Store. This is not typically available on Amazon Fire tablets.

2.2 Receiving Your Tablet & Stand

Once you have your Provider Agreement in place with ODJFS and have at least one child receiving PFCC services authorized, the TAP Support Center will reach out to your program. The support staff needs to verify some information before your tablet and tablet stand can be mailed:

1. You would like to receive a tablet and tablet stand from ODJFS. If you opt out, you will either need to provide your own tablet or use another tool such as KinderSmart or IVR.
2. The support center will also confirm your mailing address. Tablets will be mailed using USPS (the United States Postal Service.) Typically, tablets are processed within the same business day and will be received within 3 business days after being shipped. The package will require an adult's signature, so make sure someone is available to receive

the package. If you don't receive your tablet within five business days, contact the TAP Support Center at 833-866-1708, and press Option 1.

Programs are eligible to receive one tablet for each fifty PFCC children authorized. If you would like to receive any additional tablets, please reach out to the TAP Support Center at 833-866-1708, Option 1.

2.3 Registration

- To begin using KinderSign, program staff will first need to register in KinderConnect. To learn how to self-register, view the Self-Register Quick Reference Card (QRC) or watch the KinderConnect webinar posted at www.ohiocctap.info.
- All primary caretakers will automatically be added to KinderConnect from an interface with the ODJFS eligibility system. Caretaker information will not include a phone number. You are required to add all caretaker phone numbers. You will need to add the names and phone numbers of any additional sponsors in KinderConnect.
- For assistance gathering the phone numbers caretakers/sponsors want to use, download the Phone Number Collection Sheet posted at www.ohiocctap.info. For assistance adding sponsors, view the Adding Sponsors QRC or watch the KinderConnect Webinar posted at www.ohiocctap.info.
- Once program staff add all caretakers/sponsors and phone numbers, the tablet must be registered. Do this by scanning two Quick Reference (QR) codes. The first QR code to be scanned is the Tablet Registration Form. You will find this QR code in KinderConnect.
 - To access this QR code, go to **Reports menu option then** click on **Reports** from the drop-down menu.
 - From the next drop-down menu, click **KinderSign Tablet Registration Form**, select it.
 - Click **View**
 - The page will load, now click the **View** button.
 - On my computer the reports start downloading automatically. Yours may be different, a pop up may display asking if you want to Open, Save, or Cancel the report. Click **Open**. The report will download and once it finishes, click on it to open the report.
 - Scan the QR code directly from your computer screen using your tablet or print the QR code and scan it with the tablet.
- The next QR code you need to scan is the Provider Mobile Sign-In Sheet. This allows caretakers/sponsors to use the tablet to check their children in/out of care. You will also find this QR code in KinderConnect.
 - Go to **Reports** tab at the top of the page and click **Reports** from the drop-down menu.
 - From the next drop-down menu, click **Provider Mobile Sign In Sheet**.
 - Once the report downloads, click **View**.
 - On my browser reports start downloading automatically. It may be different in yours. A pop-up may display asking if you want to Open, Save, or Cancel the

report. Click **Open**. Once the report finishes downloading, click on it to display the report. When the report appears scan the QR code directly from your computer to complete registering your tablet. Print this QR code for use with KinderSmart.

The tablet should now show the telephone keypad login screen. This is how you know it is registered and ready for use.

2.4 Caretaker/Sponsor Sign In – First Time

The program's tablet should be placed in a public area where caretakers/sponsors can easily access the tablet. Following is the process when a caretaker/sponsor signs into KinderSign for the first time:

- They will enter their phone number saved on the Sponsor Details page in Kinder Connect. Click **Next**.
- A message stating "Your account security settings are incomplete. Click Next to set up your PIN and Secret Question/Answer". Click **Next**.
- . Use the drop- down list to select a secret question and then enter the answer to the selected question. It is important that caretakers/sponsors remember this answer, this will be used to verify the caretakers/sponsors identity if their PIN is forgotten in the future. It is important to use an answer that is easy to remember. Be careful not to add an extra space at the end of the answer.
- Once they enter their answer, Click **Confirm**.
- A four-digit PIN will now need to be created. This PIN should never be shared with anyone. The caretaker or sponsor enters the four-digit number they wish to use. Click **Confirm**.
- Then they should type in the PIN again to confirm it was entered correctly and click confirm.
- The account has now been created and is ready to use.

2.5 Caretaker/Sponsor Sign In and Out

Caretakers/sponsors can use the tablet to sign children in out following these steps:

- First, enter the 10-digit phone number saved on the Sponsor Details page in KinderConnect. Click **Next**.
- Enter the four-digit PIN. Click **Verify**.
- This will take them to the Activity Screen.
- Click on the **Attendance** tab on the Activity Screen.
- The tablet's front facing camera will automatically launch. Click the **Authenticate** button to take a picture of the person signing in the child or children in or out of care.
- After the picture is captured, the next screen will display a list of all the children associated with this parent or sponsor. Now, all they have to do is click **Sign-In** or **Sign-Out** beside the children being signed In or Out. If one of the children on the list is not being signed in or out, leave the "None" button selected.

- In this case we are going to be signing one child in but, one child is not ready to be signed in yet. So we are going to leave him set to none.
- Click the **Submit** button at the bottom of the screen. A confirmation message will appear. The tablet will return to the Telephone Keypad login screen ready for the next caretaker/sponsor to use.

Providers should NEVER sign in to KinderSign with a Caretaker or Sponsor's login credentials.

2.6 Caretaker/Sponsor Backdated Transaction

If a caretaker/sponsor forgets to sign in/out, program staff have two options:

1. Add the missed In or Out time using KinderConnect. It is required that the primary caretaker approves the In or Out time entered by program staff. Primary caretakers can approve times using KinderConnect, KinderSign or KinderSmart. Instructions on how to approve attendance in KinderSign will be reviewed later in this Webinar.
2. The caretaker/sponsor can enter a backdated transaction by following these steps:
 - Enter the 10-digit phone number and 4-digit PIN.
 - Click the **Attendance** tab, then click **Authenticate** to take a photo of the person signing the children in or out. Next, the list of children will appear.
 - Click 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. Click **OK**.
 - A clock will appear, this is where you will set the time to match the check in or out time that was previously missed. First, Select the correct hour then select the correct minute. Select AM or PM as needed. Click **OK**.
 - The date and time will change to the color red. This will indicate this is a backdated transaction.
 - Click Sign In or Sign Out beside all children for the backdated transaction.
 - Click Submit. A confirmation message will appear saying "Do you want to enter more attendance?" Click Yes to continue entering backdated attendance. Click No and the tablet will return to the Telephone Keypad screen for the next caretaker/sponsor to sign in/out.

2.7 Primary Caretakers – Approving Transactions

If program staff enter missed attendance for a child in KinderConnect, the primary caretaker must approve before the attendance can be submitted for processing. Only primary caretakers can approve attendance transactions and can do so in KinderConnect, KinderSmart or KinderSign. Following are steps for primary caretakers to approve attendance transactions in KinderSign:

- Sign into KinderSign with the ten-digit phone number and 4-digit PIN. For each pending transaction, the primary caretaker will receive a message which is displayed on the Activity Screen. Review the Activity screen. Click the **Messages** tab. Review the

messages that you have. If a message indicates there is a pending transaction click the back arrow on the top left of the screen and you will return to the activity screen.

- Next, click on the **Transactions** tab. **s.** Navigate to the week of the pending transaction by clicking on the back arrow or by using the calendar. Click **Pending Transaction**
- You will have the options to approve all transactions for all children, or you can approve individual transactions one by one.
- To approve all transactions for all children:
 - Click on the child's name to expand all pending attendance for the selected week.
 - Click on the blue **Approve All Pending Transactions** button located at the bottom of the screen. You may have to scroll down with your finger depending how many children are displayed.
 - A confirmation box pops up confirming the approval. Click **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:
 - Click on the child's name to expand all pending attendance for the selected week.
 - Click **Approve** beside the pending transaction.
 - A confirmation box pops up confirming the approval. Click **OK**.
 - Continue approving transactions as needed or click the back arrow to return to the activity screen.

2.8 Caretaker/Sponsor - Viewing Messages, PFCC Case Information and Transactions

Caretakers/Sponsors can view messages sent by ODJFS in KinderSign. Messages can be viewed after signing into KinderSign with their phone number and PIN.

- Click the **Messages** tab on the Activity screen.
- All available messages will be displayed.
- Click on a message to read the text.
- Click the back arrow to return to the message screen, then once more to return to the Activity screen.

Primary caretakers can view PFCC case information. This can be accessed after signing into KinderSign.

- Click the **Case Information** tab on the Activity screen.
- The primary caretaker will be able to view PFCC case specific information for their children. No other sponsors will be able to see this information.

Primary caretakers can review transaction history in KinderSign.

- Click the **Transactions** tab 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.
- Click the back arrow to return to the Activity screen.

2.9 Resetting PIN

Sponsors and Caretakers can reset their PIN in KinderSign without contacting the TAP Support Center.

- Enter the 10-digit phone number saved on the Sponsor Details page in KinderConnect. Click **Next**.
- Press the Change Pin on the top right corner.
- Answer the secret question.
- Create a new four-digit PIN.
- Verify the new PIN.
- The Sponsor or Caretaker can now sign into KinderSign with their new PIN that they just created.

If the Sponsor or Caretaker cannot remember the answer to their secret question, they will need to contact the TAP Support Center at 833-866-1708, Option 9.

2.10 Programs Using KinderSign

Programs also have the ability to use KinderSign. Program staff can record absent, professional development days, and refresh the tablets data in KinderSign. Program staff's Operator Record in KinderConnect must be set up with a phone number and PIN prior to using KinderSign. Refer to the KinderConnect Webinar for more information, available on the informational site on setting up an Operator in KinderConnect. Program staff sign in using the following steps:

- Enter the program's 10-digit phone number listed on the Operator Details page in KinderConnect. Click **Next**.
- Enter the 4-digit PIN listed on the Operator Account page. Click **Verify**.
- The Program Activity Screen will display.

2.11 Programs Recording Absent, School Out of Session and Professional Development Days in KinderSign

Program staff can record absent, and school out of session in KinderSign using the following steps:

- Click the **Attendance** tab on the Activity Screen.
- You can set all children to either absent or school out of session by selecting **All Children** option. A pop-up menu will appear that allows you to choose the absent reason, via absent or school out of session, for all children.
- Or you can set mark individual children as absent or school out of session by selecting the absent button by the child's name, then selecting the relevant option from the drop-down menu that appears
- Once you make your choices, click **Submit**. A confirmation message will appear. KinderSign will then return to the keypad login display.

3. Conclusion

This concludes our TAP KinderSign webinar. It is recommended that you view the KinderProducts Overview, KinderConnect webinar, the KinderSmart webinar and IVR Webinar. For more training materials and videos, please visit www.ohiocctap.info.

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.

Thank you for watching and have a great day.