

KinderSmart Overview

Ohio TAP Program Webinar Script –

for

Ohio Department of Job and Family Services

Version 3

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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

1. Introduction

- Hello, welcome to this 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. We will focus on KinderSmart in this webinar. KinderSmart is a smart phone application designed to work on iPhones and Android phones. Caretakers and Sponsors use KinderSmart to check children in and out of care among many other features.
- Additional training materials and webinars are available on the TAP Information Website at www.ohiocctap.info.

2. Overview

2.1 Requirements

So, what are the requirements for using the KinderSmart app? KinderSmart requires an Android or Apple based phone and requires mobile data or wireless (Wi-Fi) internet access at the program's location. The phones need to have a rear facing camera.

KinderSmart requires access to the caretaker/sponsor's smartphone camera and location. Location must be turned on to use KinderSmart.

There are a few different versions of KinderSmart available, you need to download KinderSmart Ohio version. This is what it looks like. KinderSmart Ohio can be downloaded for free from the Google Play Store for Android devices and from the Apple App Store for Apple iOS devices. Remember to look for the two-letter state abbreviation OH to ensure you are downloading the correct version of the app. Please refer to the Downloading KinderSmart on Android Devices QRC and the Downloading KinderSmart on iOS Devices Quick Reference Cards (QRC) for instructions, both of these are available on the informational site www.ohiocctap.info.

Once KinderSmart Ohio has been downloaded on a caretaker/sponsor's smartphone, the registration process can begin.

2.2 Registration

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 on the informational site www.ohiocctap.info.
- Each caretaker/ sponsor's smartphone must be registered in KinderConnect prior to using the KinderSmart app. To register a smartphone, follow these steps:
 - In KinderConnect, navigate to the Sponsor Search page by clicking on sponsor in the menu at the top of the screen and then clicking on the search option from the drop-down menu that appears.

- Type in the caretaker/sponsor's name and click the search button. Once the search results appear Click on the Caretakers or **Sponsor Name** to go to the Sponsor's Detail page.
- Scroll down to the bottom of the page.
- Click the **Print KinderSmart Registration Form** link.
- A popup menu will appear. Click **Print** to generate a PDF report.
- On my browser, the PDF report starts downloading automatically you can see on the bottom left of my screen. Your browser maybe a little different and may ask if you want to open, save or, cancel the process. Select open.
- You will see the PDF start to download. When it is finished downloading click on it to open. This report can be printed but it is not necessary this report is only for the selected specific caretaker/Sponsor and they will only need to use it once to register their smart phone.
- The caretaker/sponsor will open KinderSmart on their smartphone and click **Scan** to activate their smartphone camera.
- Next, the caretaker/sponsor will hold the camera over the registration Quick Reference (QR) Code on the top left corner of the KinderSmart Registration form. A message will display confirming that the smartphone has been registered.
- Scroll down on the **KinderSmart Sponsor Registration Form**. The caretaker/sponsor can perform a test transaction in KinderSmart to practice recording attendance. This transaction will not be saved or recorded in KinderConnect. It is simply practice.
- To do this, the caretaker/sponsor will click the **Attendance** tab in KinderSmart and click Scan to activate the smartphones camera
- Scan the QR code located at the bottom right corner of the **KinderSmart Sponsor Registration Form**.
- A list of all children authorized to this caretaker/sponsor will display. Click **Sign In** or **Sign Out** for any or all children. Click **Submit**.
- Attendance will not be saved. This is simply a practice and the confirmation message will state that.
- When you are done practicing close the **KinderSmart Sponsor Registration Form**. In my browser, this opened in a different tab. It may have opened differently on yours. If you printed this report, you can shred and discard it after the caretaker/sponsor has registered their smartphone.

Each caretaker/sponsor will need their own registration QR code. Program staff will need to repeat the above steps with each caretaker/sponsor who chooses to use the smartphone app.

2.3 Mobile Sign-In Sheet

To use KinderSmart, the program must display the Mobile Sign-in Sheet which contains a QR Code. This QR code must be scanned each time a caretaker/sponsor uses KinderSmart to check a child in or out of care. Program staff can print the Mobile Sign-in Sheet from KinderConnect by following these steps:

- Click on the reports option in the menu at the top of the screen and then click on the reports from the drop-down menu that appears.

- Click on the drop-down menu on the reports page and select the Provider Mobile Sign In Sheet.
- Once you make a selection and the page loads, click the blue view button. On my computer the mobile sign in sheet starts downloading automatically, you can see it in the bottom left corner. Your browser maybe a little different and may ask if you want to Open, Save, or Cancel the process. Select Open. The report will start downloading and, when it finishes, click on it to open the actual report.
- The report is now displayed. You may either print this report or display it electronically in an easily accessible location. The report should be displayed in a public area where caretakers/sponsors can scan the QR code on each check in or check out.
- Close the report to return to the Reports page in KinderConnect.

Caretakers/sponsors can access Messages, PFCC case information and attendance transactions from anywhere. It does require mobile data or wireless (Wi-Fi) internet access. However, attendance can only be recorded at the program's location by scanning the Provider Mobile Sign-in Sheet QR Code. All these functions will be covered later in this webinar.

The Provider Mobile Sign-in Sheet must be used only at the program location. Never let a caretaker or sponsor take it home with them. The location that the check in/out occurs is recorded and may be reviewed by ODJFS staff.

2.4 Caretaker/Sponsor Sign-In and Out

Caretakers/sponsors can check a child in and out of care by following these steps:

- Open the KinderSmart application.
- Click the **Attendance** tab on the Activity Screen.
- Locate the Provider Mobile Sign-in Sheet posted in a public area at the program's location.
- Click **Scan** to open the smartphone's camera.
- Hold the smartphone camera over the QR Code on the Provider Mobile Sign-in Sheet.
- Once successful, KinderSmart will display a list of children authorized to the caretaker/sponsor.
- Now they can select **Sign-In** or **Sign-Out** beside the children being signed in or signed out. If one of the children on the list is not being signed in or out, leave the None button selected.
- Once the selection has been made, they must Click **Submit** at the bottom of the screen. A confirmation message will appear and the smartphone will return to the activity screen.

2.5 Caretaker/Sponsor Backdated Transaction

If a caretaker/sponsor forgets to sign in/out of care, program staff have two options to get the attendance recorded:

1. Program staff can add the missed in or out time using KinderConnect. The primary caretaker is required to approve all in/out times that are entered by program staff. Primary caretakers can approve attendance transactions using KinderConnect,

KinderSign or KinderSmart. We will review how caretakers can approve attendance transactions in KinderSign later in this Webinar.

2. The caretaker/sponsor can enter a backdated transaction. To enter a backdated transaction, the caretaker/sponsor should follow these steps:
 - Open KinderSmart on their smartphone and click the Attendance tab on the activity screen.
 - Scan the Provider Mobile Sign-In Sheet displayed at the program's location.
 - 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**.
 - Next a clock will appear, this is where you change the time to be the missed check in or check out time. First, click the correct hour and then click the correct minute. Select AM or PM as needed. Once you have made your selections click OK.
 - Notice that the date and time have changed to the color red, this indicates that you will be entering a backdated attendance transaction. Now click sign in or sign out beside all the children for the back dated transaction as needed, then click submit.
 - You should see the Attendance saved message appear if you are successful. The app will then ask you if you want to enter more attendance. If you click yes you will remain on the same page and you will be able to enter in more attendance. Clicking no will take you back to the main menu.

2.6 Primary Caretakers – Approving Transactions

If program staff enter attendance transactions in KinderConnect, the primary caretaker is required to approve the time before the attendance can be submitted. Primary caretakers can approve attendance transactions in KinderConnect, KinderSmart and KinderSign. To approve attendance transactions in KinderSmart follow these steps:

- Open KinderSmart on a registered device and review the Activity screen. When a pending transaction exists, the primary caretaker will receive a message. Messages can be reviewed by clicking on the **Messages Tab**. The message will indicate there is a pending transaction. Click the back arrow to go back to the activity screen.
- Click the **Transactions Tab**. Navigate to the week of the pending transaction by clicking on the back arrow and clicking on the pending transactions option.
- The primary caretaker can approve all transactions for all children or approve specific individual transactions.
- To approve all transactions for all children:
 - Click the child's name to expand all pending attendance for the selected week.
 - Click the blue **Approve All Pending Transactions** button at the bottom of the screen. You may have to scroll down to see it depending how many children are displayed.
 - A confirmation message will display. 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 the child's name to expand all pending attendance for the selected week.
 - Click **Approve** beside the pending transaction.
 - A confirmation message will display. Click **OK**.
 - Continue approving transactions as needed or click the back arrow in the top left corner to return to the activity screen.

Primary caretakers can approve transactions from anywhere using the KinderSmart application, it does require mobile data or wireless (Wi-Fi) internet access.

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

Sponsors or caretakers can view messages sent by ODJFS in KinderSmart. Messages can be viewed after opening the KinderSmart Application.

- Click the **Messages Tab** on the Activity screen.
- All available messages will display.
- Click 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 see PFCC case information. This can be accessed by opening the KinderSmart application.

- 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 history of attendance after opening the KinderSmart application. To do this they should:

- Click the **Transactions Tab** on the Activity screen.
- Use the back and forward arrows next to the calendar to navigate to different weeks.
- A history of attendance will be listed by service week.
- Click the back arrow when you are finished to return to the Activity screen. No other sponsors will be able to see this information.

2.8 Program Decisions

Programs do have some decisions when it comes to. KinderSmart is an optional TAP tool that can be used in place or along with KinderSign to record attendance.

- Programs cannot use KinderSmart, it is only meant for sponsor and caretaker use.
- KinderSmart works great at busy centers for parents who do not want to stand in line to use KinderSign.

- If a program decided to only use KinderSmart, each sponsor and caretaker would be required to have a smartphone with mobile data or wireless (Wi-Fi) internet access internet access.

3. Conclusion

This concludes our TAP KinderSmart webinar. It is recommended that you view the KinderProducts Overview webinar, KinderConnect webinar, KinderSign webinar, and IVR Webinars. You can find these webinars and more training materials and videos, on the informational site www.ohiocctap.info.

For additional TAP tool related issues and questions, please do not hesitate to contact our Ohio TAP Support Center at 833-866-1708 and select option 9 again that's 833-866-1708 and select option 9 or email the support center at supportOH@controltec.com

Thank you for watching and have a great day!