

KinderConnect – Provider/Program Using IVR

A The **Provider/Program** uses the designated **Phone Number** to call for IVR (833) 599-6670. Note: It is only possible to call from numbers that are not blocked. Attendance cannot be recorded from blocked telephone numbers. The telephone can be a landline or a cell phone.

The **Provider/Program** is only able to record absences (**Absent** and **Professional Development Day**) and **School Session Out** days. **In** and **Out** times must be recorded by **Caretaker/Sponsor**.

B After the initial greeting,

- Press 1 for English
- Press 2 for Spanish

C Follow the instructions to enter the **Operator's Phone Number** and **PIN** to confirm the identity.

D Make your selection(s) from the following Menu Options:

- Press 1 to mark all children as **Professional Development Day**
- Press 2 to mark all children as **School Session Out**
- Press 3 to enter absences separately for each child (**School Session Out** or **Absent**)
- Press 4 to change your **PIN**

E Upon completion, the system verbally confirms that the **Attendance has been Saved**. Any failure to save the **Attendance** submission results in a referral to the Help Desk.

F IVR terminates the connection.