

# Hoosier Works for Child Care CARD TIPS



## ASSISTANCE

For questions about your account or problems with your card, please call your local intake agent.

## CARD CARE

- Do not damage or bend your card
- Do not scratch black magnetic strip on back of your card
- Do not get your card wet
- Do not leave your card in the sun
- Do not place your card near magnets, TVs, stereos, DVD players or checkout scanners
- Always keep your card in a safe place
- Do not throw your card away – it is yours to keep as long as you are receiving child care benefits

- Contact your local intake agent
- Ask your Child Care Provider for help
- Visit [www.hoosierchildcarefamily.com](http://www.hoosierchildcarefamily.com) for tips and short how-to videos
- For help with Check-In / Check-Out, call 1-800-876-0487

For help:

CHECK IN / CHECK OUT	
Terminal Display	Action
SWIPE CARD to Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Enter your PIN, Press Enter
Attendance Type?	Press "1" for Check In Press "2" for Check Out
Enter Child #	Enter your Child #'s Press Enter after each child
Press <b>ENTER</b> again after your last child	

# **IMPORTANT INFORMATION ABOUT YOUR HOOSIER WORKS FOR CHILD CARE CARD**

## **Hoosier Works for Child Care Card**

- You will use your Hoosier Works for Child Care Card to access your child care benefits
- Each day you must swipe your Card to check your child in and out of the child care program
- If you do not use your Card to record your child's time and attendance, your Provider will NOT get paid

## **Personal Identification Number – PIN**

- A PIN is a four-number SECRET code that you choose – your PIN must be used every time you use your Hoosier Works for Child Care Card
- To set up your PIN call 1-800-876-0487 and follow the instructions given on the call
- The POS terminal will not work unless you enter your PIN
- LEARN and REMEMBER your PIN
- NEVER write your PIN on your card
- NEVER give your card or PIN to anyone, including your provider
- Your PIN is your secret electronic signature – the individual card holder is responsible for all card activities
- If you forget your PIN, you will need to change your PIN

## **PIN Changes**

- If you forgot your PIN or want to change your PIN, you should call 1-800-876-0487 and follow the instructions
- You do not need to know the old PIN to change your PIN

## **PIN Changes**

- To obtain a replacement card, contact your Intake Agent
- Until your card is reissued, you will NOT be able to check your child in or out and your Provider may NOT be paid

## **Late Attendance**

- Late Attendance is entered by your provider and approved by you on the Parent/Guardian Web Portal at [www.hoosierchildcarefamily.com](http://www.hoosierchildcarefamily.com) or through the IVR at 1-800-876-0487