Indiana Child Care Parent/Guardian Web Portal Training Guide

INDIANA E-CHILD CARE

Agenda

- Welcome Page
- Set Up New Account
- Change Password
- Read Messages from FSSA
- Review Your Case & Voucher Information
- Approve Late Attendance
- Review Voucher Payment Information
- How to Get Help by Phone

Welcome Page

PARENT WEB PORTAL TRAINING GUIDE

Welcome Page

- Login with User Name and Password

- Home Page includes Program Materials and Helpful Links, including:
  - Cardholder Brochure and Tips Sheet
  - Frequently Asked Questions
  - Xerox Help Desk Number

Welcome Page – First Visit

Click **"Register Now"** to start a new account on the Parent Web Portal

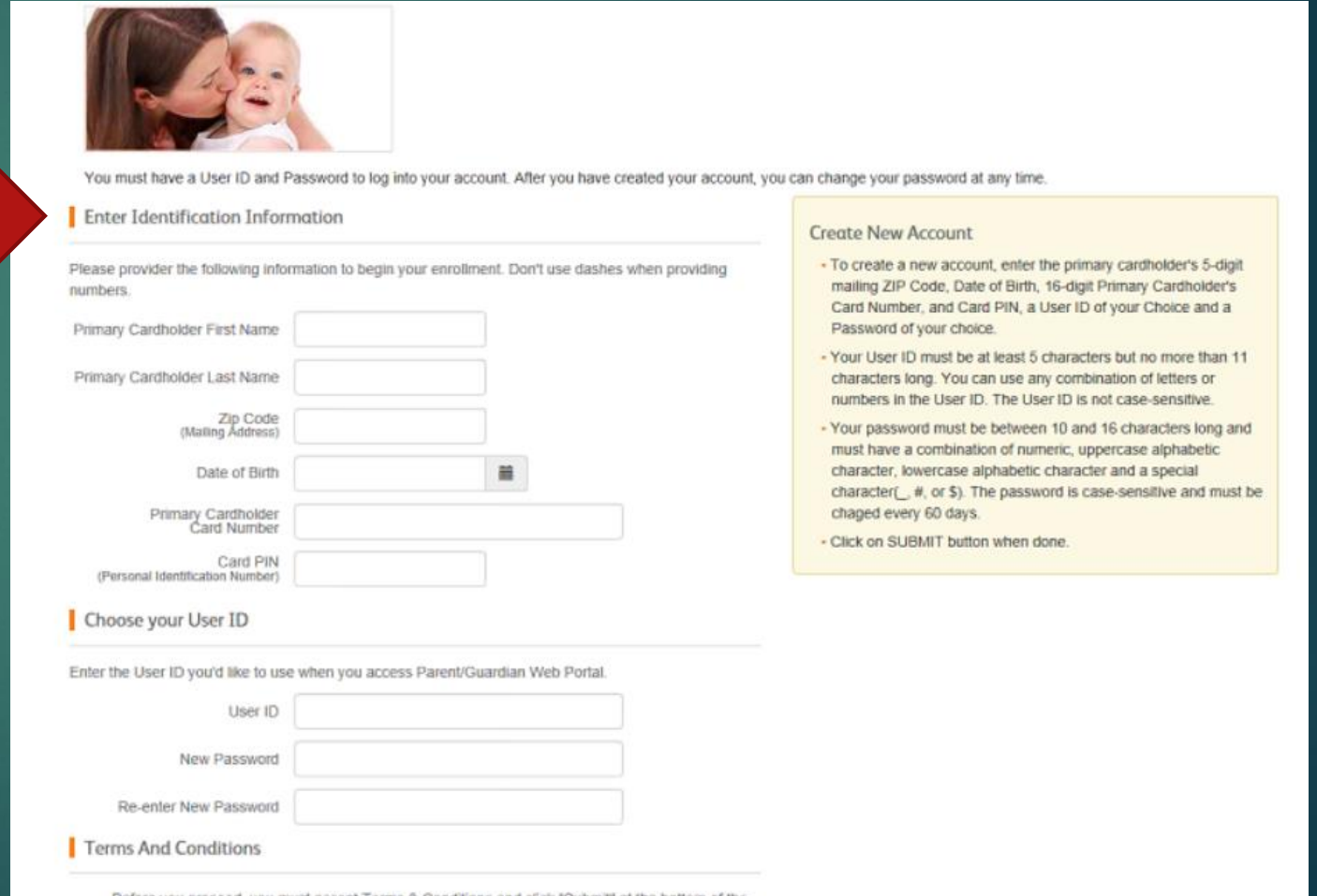# Set Up a New Account

PARENT WEB PORTAL TRAINING GUIDE

Set Up New Account – Step 1

1. Enter the primary cardholder's:

   ▶ First and Last Name

   ▶ 5-digit mailing ZIP Code

   ▶ Date of Birth (MM/DD/YYYY)

   ▶ 16-digit Hoosier Works for Child Care Card Number

   ▶ Card PIN (Personal Identification Number)

2. For your Web Account, you choose:

   ▶ A User ID

     ▶ User ID must be 5 to 11 characters

     ▶ You can use any letters or numbers in your User ID

     ▶ User ID is case-insensitive (letters can be upper case, "A," or lower case, "a" when you type your User ID)

   ▶ A Password MUST...

     ▶ Be 8 to 10 characters

     ▶ Have at least one number, an upper case letter, and a lower case letter

     ▶ Include a special character which MUST be _ # or $

     ▶ Password must be changed every 90 days

3. Read and accept Terms and Conditions, and click **"Submit"**

Set Up Security Questions

Set up 3 secret questions to answer if you forget your password

1. Click arrow for drop-down menu to choose a question

2. Type an answer for that question

   ▶ Answer must be 3 to 30 characters

   ▶ Answer can use a-z, A-Z, 0-9 or space

   ▶ No two answers can be the same

   ▶ Answer is not case sensitive

3. Choose two more questions and type answers

4. Click **"Submit"**

TIP!

Make sure your security questions and answers are things you will remember!

Change Password

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To change password,
click **"Change Password"** under
your name ("My Account")

- Password requirements:
  - Password must be 8 to 10 characters
  - Password must not be same as, or include, your User ID
  - Password must have a number, an upper case letter, a lower case letter and a special character (_ # or $)
  - Password is case-sensitive
  - Password must be changed every 90 days
- Password cannot be same as one used last 24 times

INDIANA e-Child Care
INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome, MELA TESTlzgx   Log-out

My Account
Update Security Questions
Change Password
Messages

CHANGE PASSWORD

To change your password, enter a new password below and click **Submit**. Do not include spaces.

New Password [ ]

Re-enter New Password [ ]

SUBMIT   Cancel

Your new password must satisfy the following rules:
- Must be between 10 and 16 characters long.
- Must be a combination of numeric, uppercase alphabetic character, lowercase alphabetic character and a special character (_, #, or $).
- Must not contain User ID.
- Must not repeat any of your previous 24 passwords.
- The password is case-sensitive and must be changed every 60 days.

Expiring or Expired Password

You will see an "Expiring Password" message when you log in if your password will expire within 10 days
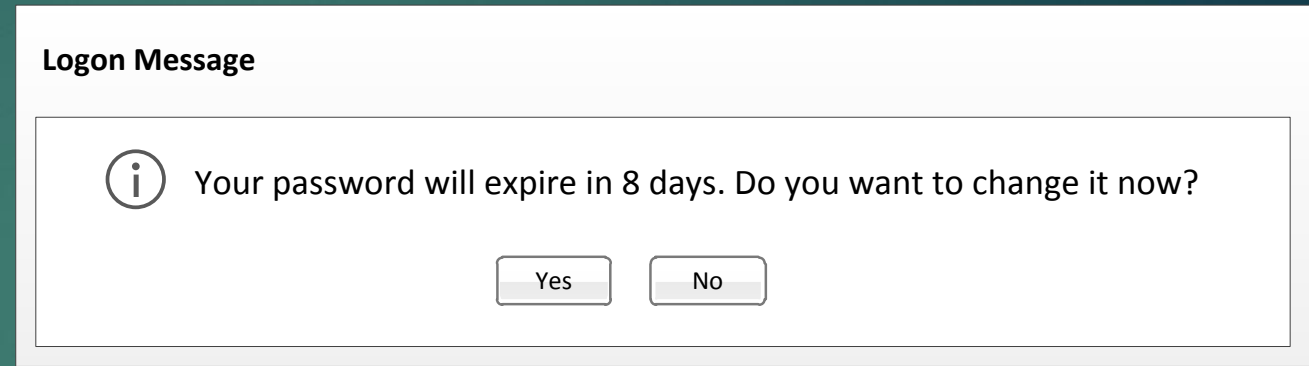
You will see the "Expired Password" message when:

- You log in for first time
- You log in after 90 days without changing your password

Expiring Password

Logon Message

(i) Your password will expire in 8 days. Do you want to change it now?

Yes   No

Expired Password

Logon Message

(X) Your password has expired and must be changed.

OK
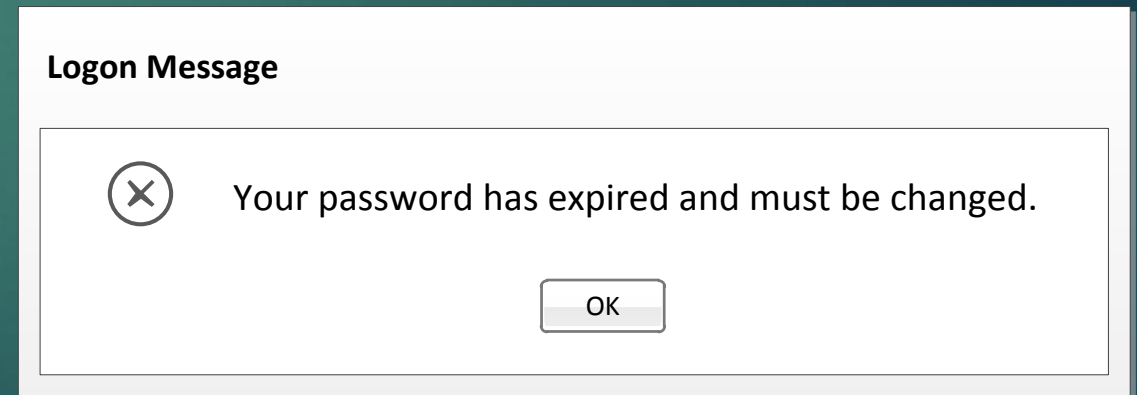
Read Messages from FSSA
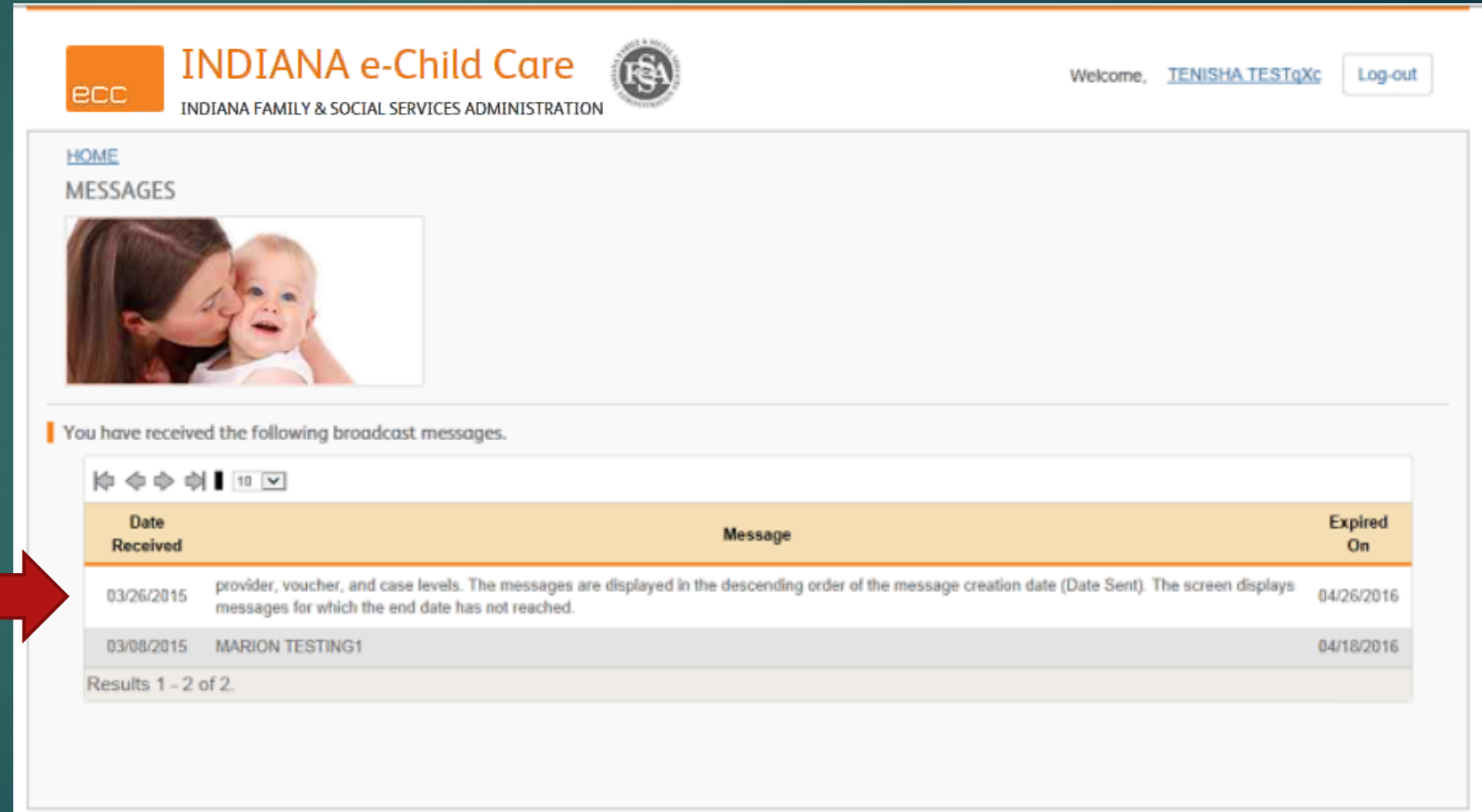
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Read Messages from FSSA

- After logging in, if FSSA has a message for you (or families in your county), you can read it here

Review Your Case & Voucher Information

PARENT WEB PORTAL TRAINING GUIDE

Child Care Case Profile

- ▶ Access the Child Care Case Profile screen by signing in to the portal with your User ID and Password

- ▶ Hit 'Login' and it will take you to the Case Profile screen

SIGN IN WITH YOUR USER ID

User ID

testing01

Password

••••••••••

LOGIN

Forgot Password?

INDIANA e-Child Care
INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome, PAMELA TESTIzgx   Log-out

CASE PROFILE

Case Information

Case Number:	202910
Address:	3216 W. MOORESVILLE RD,
City:	INDIANAPOLIS
State:	IN
Zip Code:	46221
County:	97 - MARION
Telephone:	392-475-6402

Cardholders

Cardholder Name	Card Number	P/S
PAMELA TESTIzgx	XXXXXXXXXXXX0739	P

Vouchers

Child Name	Child Number	Status
MARLY TESTMM	002	Active
ABIGAIL TESTgQwfj	001	Inactive

Child Care Case Profile (cont.)

Case Information

Click **"Attendance"** to view **Attendance Report**

Primary Cardholder

Click on **Cardholder Name** for **Cardholder Profile**

Click on **Child Name** for more details on voucher **(Child Profile)**

Click **"Late Attendance Worklist"** to view Late Attendance to be approved or denied

Report shows today's approved attendance, or enter dates to search

Approved check-in's, checkouts, etc. for today or chosen dates

Or, search by transaction type, such as IN, OUT, PERSONAL DAY, etc.

(see next slide)

See next screen for attendance type definitions

Attendance Types

Attendance Type – Code	Definition
IN or OUT	Check-in or Checkout
P/IN or P/OUT	Previous Check-in/out (checked in/out for time during last two weeks)
L/IN or L/OUT	Late Check-in/out (checked in/out for time during last 365 days)
SAF	Check-in or out that was saved and sent later (phone line/network down)
Void	Canceled activity
Provider Holiday	Provider closure for holiday
Inclement Weather Closure Day	Provider closure due to bad weather

Real-Time Transaction Matching

▶ Each Check-In or Check-out is "matched" real-time to the related Check-in or Check-Out
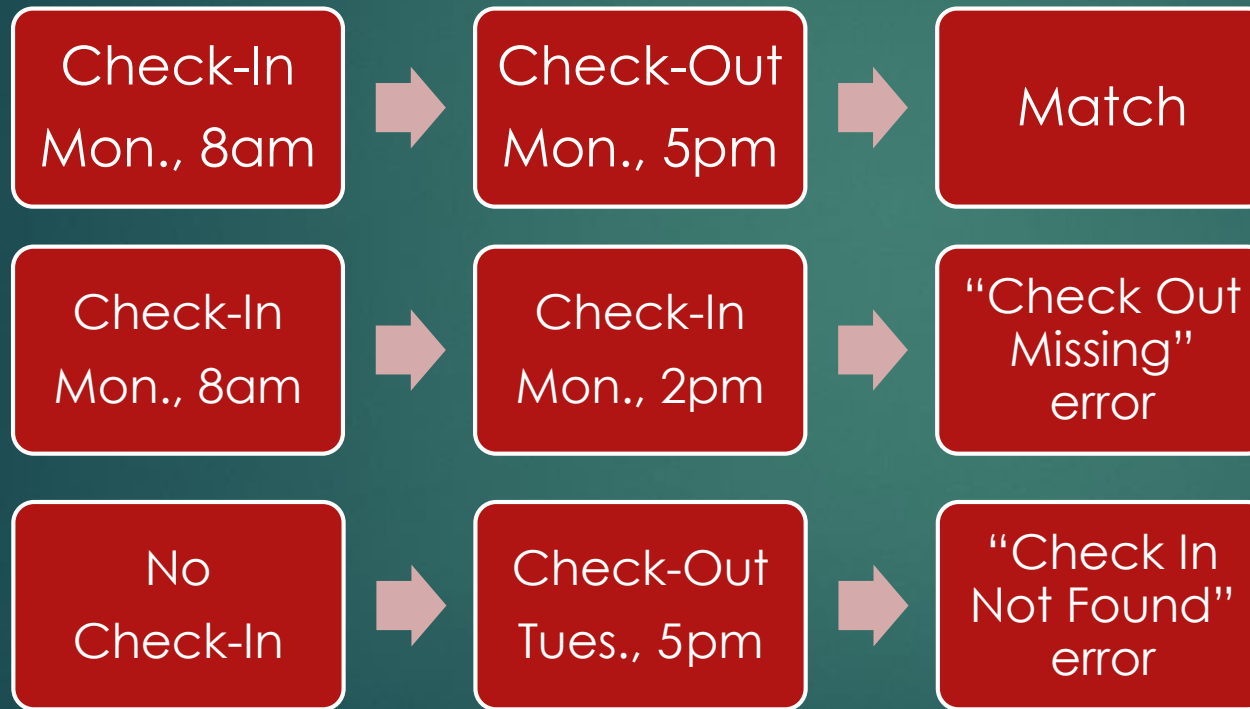
Check-In Mon., 8am	→	Check-Out Mon., 5pm	→	Match	▶ Check-Out must be within 48 hours of Check-in **NEW!**
Check-In Mon., 8am	→	Check-In Mon., 2pm	→	"Check Out Missing" error	▶ Must Check-Out first
No Check-In	→	Check-Out Tues., 5pm	→	"Check In Not Found" error	▶ Must Check-In first

Real-Time Transaction Matching (cont.)

- Each Check-In or Check-out is "matched" real-time to the related Check-in or Check-Out

| Check-In 5/1, 8am | → | Check-Out 5/1, 5pm | → | Prev. Check-In 5/1, 2pm | → | "Overlapping Care" error |

NEW!
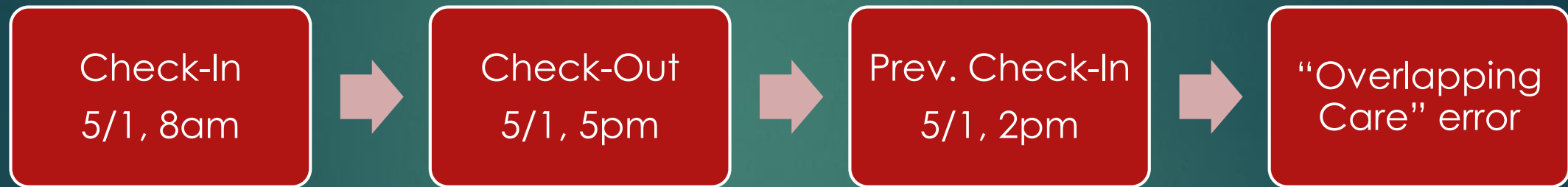
- If a Prev. Check-In is attempted in the middle of an approved ("matched") Check-In/Out pair, transaction is rejected with "Overlapping Care" error message

Real-Time Transaction Matching (cont.)

- ▶ Additional Check-In/Check-Out Procedures
  - ▶ Check-In with "Pending" status means it is approved but <u>unmatched</u> and waiting for a Check-Out
  - ▶ If a correction needs to be made to a Check-In or Check-Out, either one or both of the transactions must be Voided
  - ▶ Check-In or Check-Out attendance is not allowed when there is a Provider Holiday or Inclement Weather Closure Day
  - ▶ Provider Holiday or Inclement Weather Closure Day cannot be submitted if an approved Check-In/Out entered for a child on the same date

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Provider Profile

TIP: To get to this screen click the blue hyperlink **Provider Name** on the **Child Profile**

CHILD PROFILE

Child Information

Child Name:	MARLY TESTMM
Case Number:	202910
Child Number:	002
Address :	3216 W. MOORESVILLE RD,,INDIANAPOLIS,IN,46221
Telephone:	392-475-6402
Personal Days Balance:	20
Anniversary Date:	12/21/2014

Voucher History

Voucher Number	Rate Type	Provider Name
3051239	WEEKLY	CHILDREN'S VILLAGE

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Welcome, TENISHA TESTqXc   Log-out

HOME
PROVIDER PROFILE

Provider Information

Provider Information

Provider Name:	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC
Provider ID:	1111
Contact Name:	ASHANTI ORDONE
Address:	5023 North Shadeland Avenue,8618 North Riata,Indianapolis,IN,46226
Telephone:	317-546-8818

Vouchers

Child Name	Child Number	Status
TASIA TESTBaW	002	Active
TASIA TESTBaW	002	Active
DAJUAN TESTDs	003	Inactive
DAJUAN TESTDs	003	Inactive
LAMAR TESTIL	001	Inactive
LAMAR TESTIL	001	Inactive
TRISTEN TESTrPROp	004	Inactive
TRISTEN TESTrPROp	004	Inactive

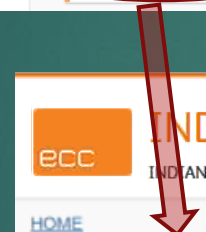Click on **Child Name** for more details on voucher (Child Profile)

Cardholder Profile   24

TIP: To get to this screen click the blue hyperlink **Cardholder Name** on the **Case Profile**

Cardholder Information

Secondary Cardholder

Click on **Child Name** for more details on voucher **(Child Profile)**

Child Profile

Child Information

Click **"Details"** to see more information about each voucher

Voucher Details

▶ See detailed information about the child's voucher

▶ Click **"Payments"** to see payments for this voucher

Approve Late Attendance

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Late Attendance Worklist

▶ Displays when "Late Attendance Worklist" button is selected on Case Profile screen

▶ Lists voucher numbers and service weeks for late attendance (discrepancies) that **needs to be approved or denied** by the parent/guardian

▶ Select "Details" button to view the details on that Late Attendance

Voucher Late Attendance Details

- Displays Late Attendance when "Details" button is selected on Case Profile screen

- Lists voucher information for selected service week, and all late attendance transactions (whether "settled" or paid, or "unsettled" or unpaid)

- Parent/guardian can **Approve** or **Deny** late attendance

- **NOTE:** Late attendance must be approved by the parent/guardian, or the provider **may not be paid**

Special:	N
Provider Name:	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC
Provider Address:	5023 North Shadeland Avenue,Indianapolis,IN,46226

APPROVE/DENY LATE ATTENDANCE (07/19/2015 - 07/25/2015)

Attendance Date	Time	Attendance Type	Duration	Transaction Date /Time	Status	Action
07/19/2015		LATE PERSONAL DAY	09:00	07/19/2015 00:00	DENIED	APPROVE
07/20/2015		LATE PERSONAL DAY	09:00	07/20/2015 00:00	APPROVED	DENY
07/21/2015		NO ATTENDANCE				
07/22/2015		NO ATTENDANCE				
07/23/2015	13:17 14:18	LATE CHECK IN LATE CHECK OUT	01:01	07/23/2015 13:17 07/23/2015 14:18	PENDING	APPROVE DENY

ATTENDANCE PAYMENT

Payment Date:	Attendance Hours:	Personal Day Hours:	Holiday Hours:	Inclement Weather Closure day Hours:	Total Hours:	Payment Amount:	Subsidy Paid in Full:	Rate Applied:
06/28/2015	-	-	-	-	-	-	-	-

Approval by Parent/Guardian (IVR)

▶ A Parent can also call into the IVR (automated phone menu), to approve or deny late attendance

▶ Callers will be automatically notified if they have late attendance entered by their provider that requires their approval or denial

▶ The phone line menu and detailed instructions will be covered on slides 38 to 40

Late Attendance

- OECOSL will no longer accept paper discrepancies as of March 6, 2016.

- The POS machine has been provided to your provider by the state to capture accurate time and attendance for payment.

- Parents/Guardians are required to check their child in and out everyday to ensure accurate payment to their provider.

Review Voucher Payment Information

PARENT WEB PORTAL TRAINING GUIDE

▶ Access the **Voucher Payment Search** screen by clicking the blue hyperlink on a child name on the Case Profile screen to view voucher details and payments

▶ Click the 'Payments' button at the bottom of the **Voucher Details Screen** to access the Voucher Payment Search screen

1. Click arrow for drop-down menu to choose year

2. Click arrow for drop-down menu to choose Payment Period for your payment search

3. Click **"Search"**

Child Information

Voucher Information

Attendance payments

Payment Details (with Late Attendance)

Voucher Payment Details for Week of 08/09/2015 to 08/15/2015

Attendance Date	Attendance Time	Transaction Type	Duration	Status	Payment Date
08/16/2015		NO ATTENDANCE			
08/17/2015		NO ATTENDANCE			
08/18/2015		PERSONAL DAY CLAIM	06:00	SETTLED	09/06/2015
08/19/2015	15:15 15:17	CHECK IN CHECK OUT	00:02	SETTLED SETTLED	09/06/2015
08/20/2015		NO ATTENDANCE			
08/21/2015		NO ATTENDANCE			
08/22/2015		NO ATTENDANCE			

Attendance Payment

Payment Date	Attendance Hours	Personal Day Hours	Holiday Hours	Inclement Weather Closure Day Hours	Total Hours	Payment Amount	Rate Applied	Subsidy Paid in Full
09/06/2015	00:02	06:00	00:00	00:00	06:02	$99.50	1/2 Weekly Subsidy	No

Late Attendance Payments

Payment Date	Late Attendance Hours	Late Personal Day Hours	Total Hours	Payment Amount	Rate Applied	Subsidy Paid In Full
08/23/2015	01:00	00:00	01:00	$99.50	1/2 Weekly Subsidy	No

Late Attendance payments

How to Get Help by Phone

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Parent Help Line – 1-800-876-0487

You can call 1-800-876-0487 for information and help with HoosierWorks for Child Care

- **Press "1"** for English, or **press "2"** for Spanish

- **Enter Hoosier Works Child Care Card Number, ZIP Code** and **DOB** (to access YOUR case)

- Next, you will hear the Main Menu *(unless you have attendance that needs your review before paying your child care provider)*

- If you have late attendance to approve or deny:

  - The automated system will ask you to approve or deny attendance that needs your attention ("pending") – Press "2" to return to main menu

  - After all pending late attendance is approved or denied, you will hear the Main Menu

Hoosier Works for Child Care Parent Help Desk: Main Menu

- ▶ **Press "1"** to create a new 4-digit PIN number or change your PIN
- ▶ **Press "2"** to report your card lost or stolen
- ▶ **Press "3"** to approve or deny late attendance that requires your review
- ▶ **Press "4"** to transfer to a live operator, or Customer Service Representative

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How to approve or deny late attendance for provider payment:

▶ The Help Line will automatically ask for your review of any past child care late attendance that has not been approved or denied

▶ Or, you can press Option "3" on the main menu

- ▶ Automated phone line: "There is pending late attendance entered by your provider that requires your approval or denial…to approve or deny late attendance now, **press '1.'** To go to the main menu, **press '2.'"**

- ▶ Automated phone line: "Child number X has [attendance type] on [date] for [hours] and [minutes], **press "1" to approve or "2" to deny**

- ▶ You will be asked to confirm your approval or denial (press "1") and will be asked to enter your PIN for additional case information.

Questions & Answers

Thank you
for participating!