Electronic Attendance Program
Frequently Asked Questions (FAQs)
Updated September 7, 2021

1. **What is the Electronic Attendance Program?**

   The Electronic Attendance Program is a partnership between Solano Family & Children's Services and Controltec to bring providers the ability to enter and submit childcare attendance online. Providers are not required to participate. Participation is limited to 25 providers.

2. **How much does it cost to participate in the Electronic Attendance Program?**

   There is no cost for providers or families to use KinderConnect, KinderSign or KinderSmart. Providers will need to supply their own computer, tablet and internet connection.

3. **What are the different applications and how do they work?**

   KinderConnect is a web-based portal that providers use to monitor and submit attendance. Primary and secondary parents can also access KinderConnect. Parents must create their signature on KinderConnect to approve their child's monthly attendance. Providers and parents can access KinderConnect on any device with internet and a browser (such as Google Chrome, FireFox, and Safari).

   KinderSign is a tablet application downloaded on a provider's tablet and placed in a public area for parents and sponsors to use when checking children in and out of care, amongst many other features. All attendance collected using KinderSign automatically appears in KinderConnect. KinderSign can be used in offline mode to collect attendance but must be connected to WiFi to sync attendance and enrollment information.

   KinderSmart is a smartphone application downloaded on a parent or sponsor's phone. KinderSmart is a contactless solution for parents and sponsors to check children in and out of care, amongst many other features. All attendance collected in KinderSmart automatically appears in KinderConnect.

4. **What is the difference between the terms parent and sponsor?**

   A **parent** is the designated person or people associated with a family's subsidy case. Parent records are automatically imported from Solano Family & Children's Services' eligibility system. Parent records cannot be deleted by providers. Parents can digitally sign timesheets. Providers can update a parent phone number which is used to sign into KinderSign, the tablet application.

   A **sponsor** is any person who is authorized to drop off or pick up a child from a provider's facility. Sponsor records are added and maintained by providers, including phone numbers used to sign into KinderSign, the tablet application. Sponsors cannot sign timesheets.

5. How do providers self-register in KinderConnect?

    Solano Family & Children's Services will provide you with a verification code that the first person to use KinderConnect at a provider's facility will use to complete the self-registration process. To self-register, the provider must enter their First and Last Name, Social Security Number (SSN) or Tax ID on file with Solano Family & Children's Services, and the verification code.

    Once the self-registration process is complete, providers can add an unlimited number of staff members in KinderConnect. Each person accessing KinderConnect should have their own unique username and password.

6. How do parents self-register in KinderConnect?

    A parent can self-register in KinderConnect using their First and Last Name, Date of Birth (DOB), and a verification code provided to the parent by Solano Family & Children's Services.

    Only parents associated to a child's subsidy case can self-register to use KinderConnect. Other sponsors are not able to use KinderConnect.

7. When can I start using the system?

    You can start using the system as soon as you are provided the verification code to self-register in KinderConnect. The verification code is provided by Solano Family & Children's Services.

8. Am I required to buy a tablet?

    Providers can choose the attendance option or options that are correct for their families. Parents are required to use KinderSign or KinderSmart to digitally sign their attendance timesheet at the end of the month. If a parent does not have a smartphone with the KinderSmart application installed, they will need to use a tablet with KinderSign at the provider's location to digitally sign the attendance timesheet. Providers should have at least one tablet for parents and sponsors to use unless every parent and sponsor has a smartphone.

9. What tablet should I buy?

    Any recent model Apple iPad or Android tablet will work. Access to the Apple App Store or Google Play Store is required. Controltec recommends using an Apple iPad or Samsung tablet for the best experience. Amazon Fire and Microsoft Surface tablets cannot be used as they do not have access to the required App Store.

10. Can my private pay families use the system also?

    Yes, you have the option to add your private pay children and sponsors in KinderConnect. Private pay parents and sponsors can use KinderSign and KinderSmart to check their children in and out of care. Solano Family & Children Services staff does not have access to private pay family information.

11. Can I print paper timesheets from KinderConnect?

    Yes, you can print paper timesheets in KinderConnect on the Reports|Print Queue page.

12. **I have families who are interested in using Electronic Attendance, but one family prefers to continue using paper timesheets. Can I still participate in the Electronic Attendance Program?**

Yes, you can still participate. You can request the paper timesheets from Solano Family & Children's Services. You can print paper timesheets from KinderConnect. All attendance for this parent should be kept on the paper timesheet and mailed to Solano Family & Children's Services. Attendance for all other children can be recorded online and sent electronically. If your parents have any questions or concerns, they are welcome to call the Controltec Electronic Attendance Support Center at (833) 866-1706, Option 9, for more information.

13. **Will I receive any training on the new system?**

Yes, multiple trainings have been hosted for providers. Recordings of past trainings are available on the Electronic Attendance Information site at www.ElectronicAttendance.com

Parent webinars are also available on the Electronic Attendance Information Site.

14. **Are there any training documents available?**

Yes, all training documentation will be posted on the Electronic Attendance Information Website at www.electronicattendance.com

15. **What is a digital signature and how is it used?**

A digital signature is a secure electronic signature that parents use to approve a child's monthly attendance timesheets. The use of a digital signature is a requirement of the California Department of Social Services (DSS). The digital signature replaces the "wet signature" on a paper timesheet.

Parents must register to use KinderConnect to create their digital signature. Parents can digitally sign and approve monthly attendance timesheets using KinderSign or KinderSmart. If the parent is using KinderSmart, they can digitally sign and approve the timesheet from anywhere with an internet connection.

Attendance records cannot be submitted electronically to Solano Family & Children's Services until the parent digitally signs the timesheet.

16. **When do I Certify and Submit attendance?**

Attendance should be submitted in KinderConnect once the provider verifies that all attendance is accurate and complete for the monthly attendance cycle. Once all attendance is accurate and complete, providers should Certify attendance. Parents can then review and approve attendance. Attendance can never be recorded for the future, so you should wait until all attendance for the month has been recorded for the child before Certifying and Submitting attendance.

17. **When submitting attendance, am I required to enter a Requested Amount and Invoice?**

Licensed providers are required to enter a requested amount and attach an invoice for each child. The invoice should explain how the requested amount was calculated. All other providers are not required to enter a requested amount or invoice when submitting attendance.

18. Can I see how much I will be paid?

Yes, providers are able to see payment information in KinderConnect. Providers have the ability to export payment to a spreadsheet or print a PDF statement showing payment information.

19. If I have questions or problems, who do I contact?

If you have technical questions or questions about the system, contact Controltec's Electronic Attendance Support Center at (833) 866-1706, Option 9. You can also email Support@controltec.com. The Support Center is available Monday to Friday from 6:00 AM to 6:00 PM. Support is available in *English, Spanish, Mandarin Chinese and Somali.*

If you have policy or payment questions, continue to contact Solano Family & Children's Services at (707) 863-3950.

20. Can a parent / sponsor register their phone at multiple provider locations?

Yes, parents and sponsors can use their phone at multiple provider facilities. Parents and sponsors may need to register KinderSign with a provider before they can begin recording attendance for additional providers.

21. How do I remove subsidized children from the Attendance Details page?

If a subsidized child has an authorization at your facility but the child no longer attends, contact Solano Family & Children's Services so the child's authorization can be updated.

22. A family is applying for subsidy, but their application has not yet been approved. What should I do?

If you have a family who is in the process of applying for subsidized childcare, you can add the child and parent as a private pay family. Track all attendance in real-time and merge the family record to the subsidy record once approved. The attendance tracked for the private pay record will be moved to the subsidy record.

23. Can attendance be backdated?

Parents and sponsors should do their best to record attendance in real time. The system allows attendance to be backdated up to 45 calendar days in the past.

24. I am responsible to manage multiple provider facilities. Can I link multiple facilities to one username?

Yes, providers can link multiple provider facilities to a single operator record. Once linked, operators can log into KinderConnect with a single username and password and see all locations. To link an operator account to multiple facilities, you will be required to provide the same information used to self-register for every facility. Contact the Electronic Attendance Support Center at 833-866-1706.