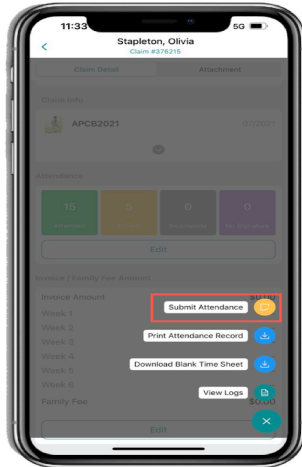


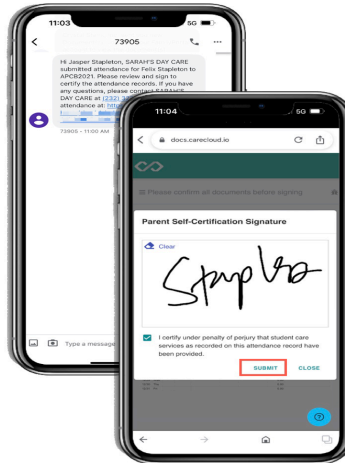
CareConnect Mobile - Subsidy Attendance and Submission

Process Introduction

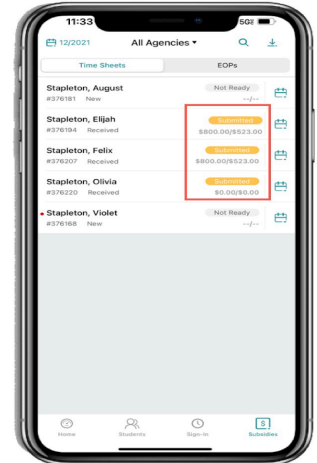
Access CareConnect Provider mobile app ([iOS](#) and [Android](#)) or [CareConnect Provider Web](#).



1. Provider inputs attendance, signs digitally and submits for Parent signature



2. Parent receives an Email or Text, and signs digitally

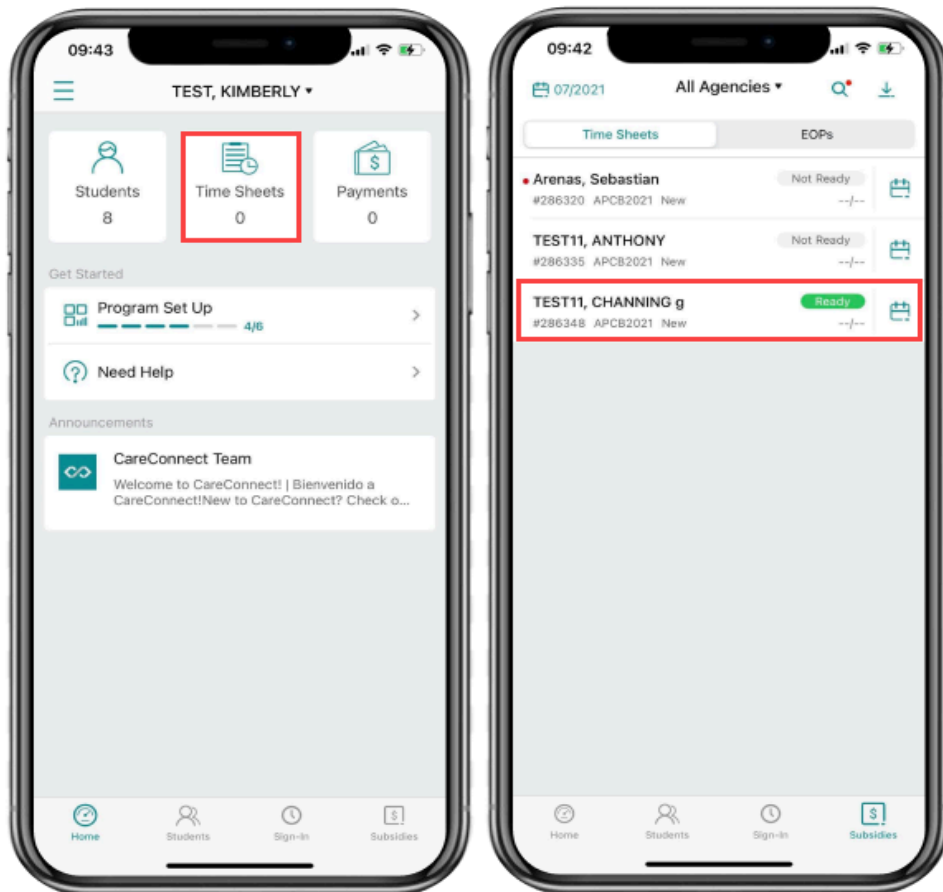


3. Payments are ready for processing by the Agency

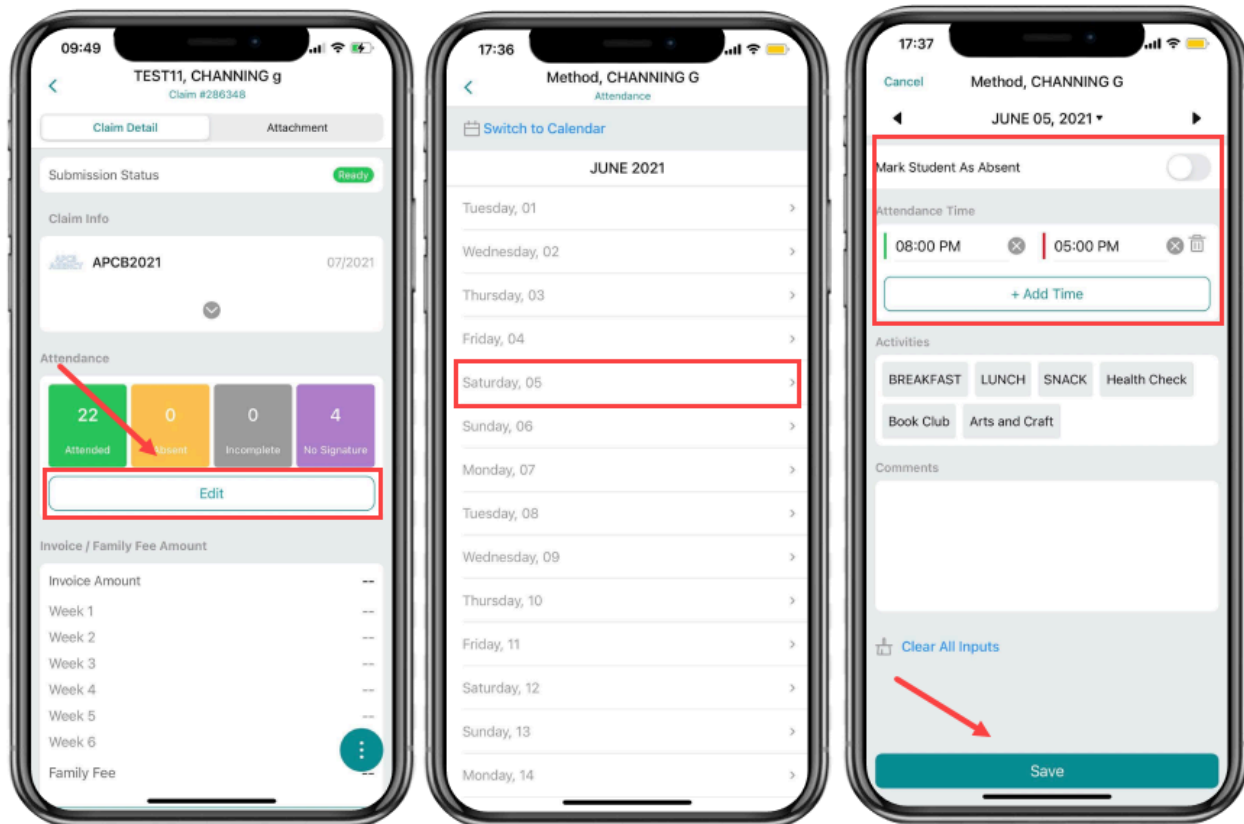
Written Tutorial

1. Manage Attendance

- Open the **CareConnect** Mobile app and log in to your account --> Tap on **Claim & Time Sheet** section. If there are any missing timesheets, please contact your childcare Agency to confirm care has been approved.
- Tap on a child's **name** to manage attendance for that student



- c. Tap **Edit** under the **Attendance** section to enter or review attendance hours for the student
- d. Tap each day to enter the attendance hours and/or mark the student as absent --> Tap **Save** once done

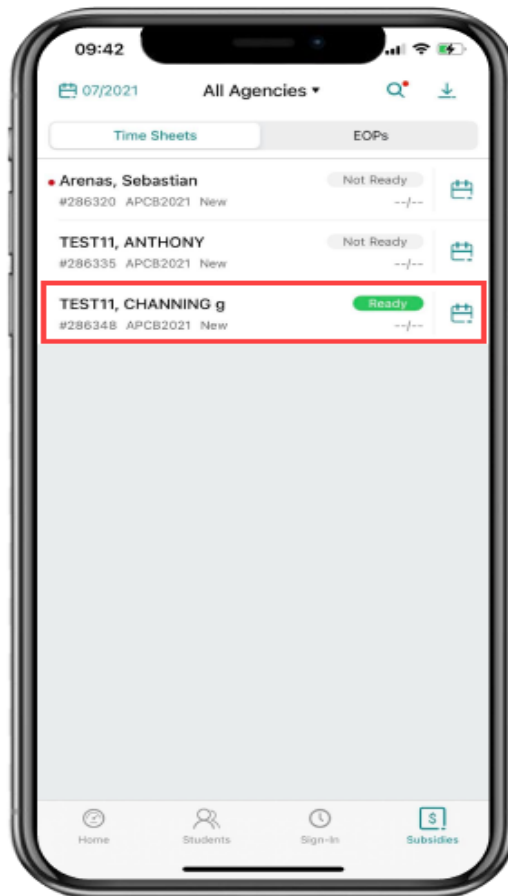


2. Submit Attendance

a. Once the attendance for the service month is completed, submit the timesheet (claim) to the childcare Agency digitally from CareConnect Mobile. **Once the timesheet (claim) is submitted, attendance cannot be changed.**

TIP: Children with completed attendances will have a "Ready" status.

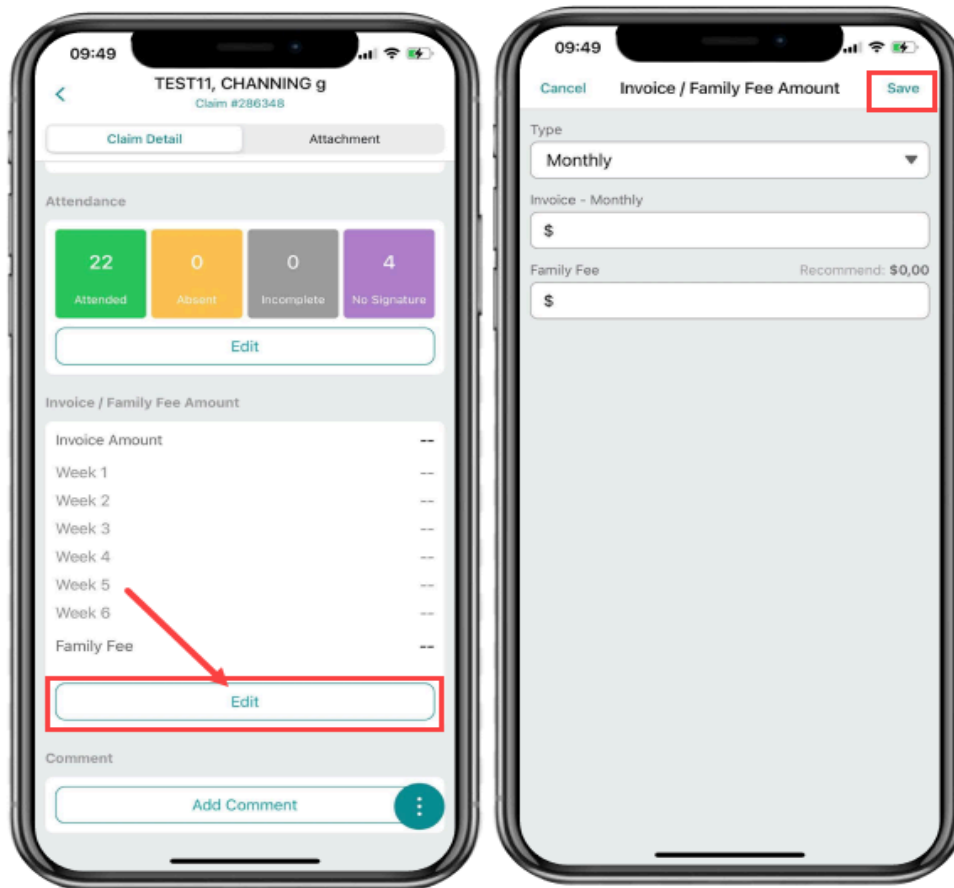
b. Tap the child you wish to submit.



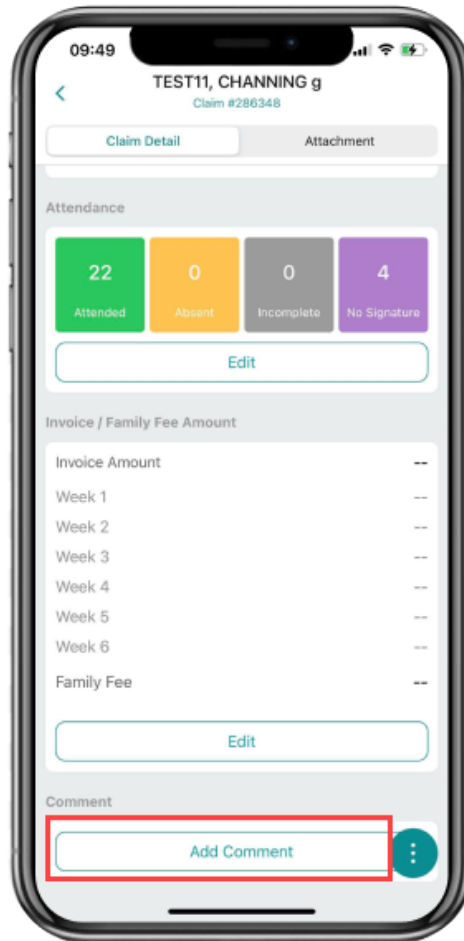
c. Under **Invoice / Family Fee Amount** section --> Click **Edit** to add an Invoice amount and/or Family Fee amount, and add any additional comments for the service month if necessary or required by your child care Agency. You may choose between entering a full monthly amount, or entering a weekly amount and letting CareConnect total the amounts for you --> Ensure you click **Save** under the Invoice / Family Fee amount if there are any entries.

TIP: A recommended amount for the family fee collection will be displayed if it is applicable.

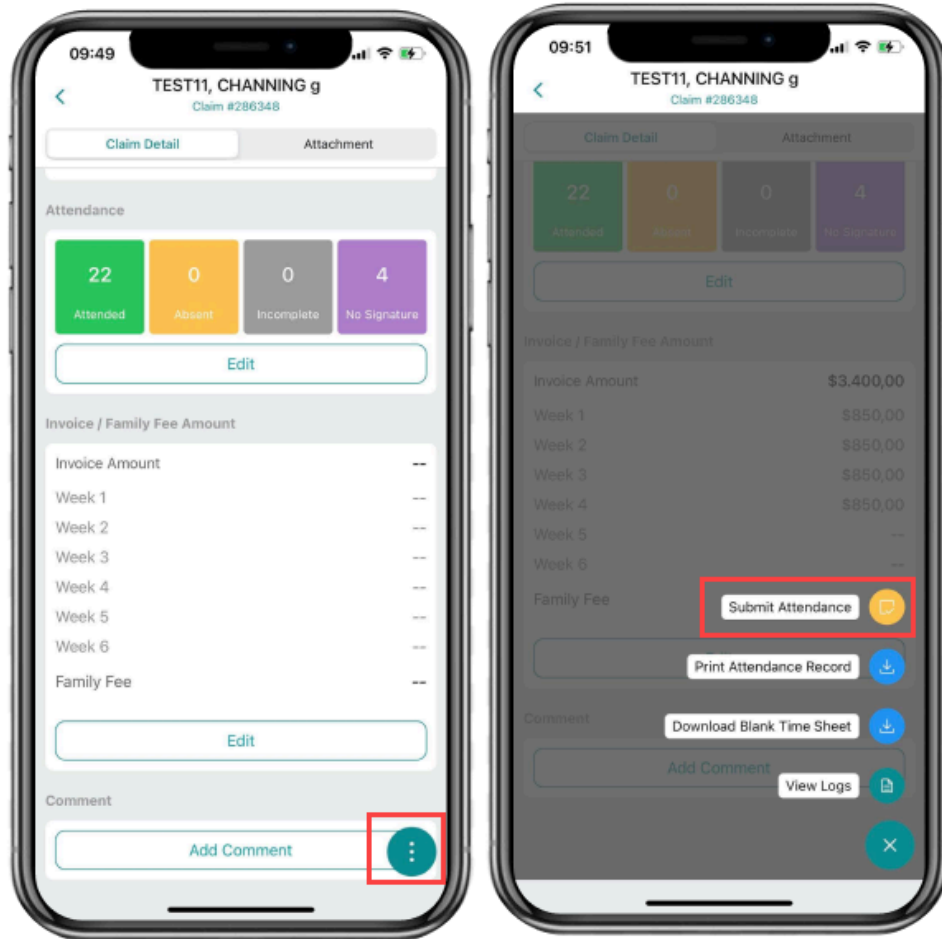
NOTE: Depending on the childcare Agency, some providers are required to fill in invoices and family fee amounts. This does not apply to all providers. If providers do not normally collect a family fee from parents or send an invoice to your Agency --> **SKIP step c and move to step d.**



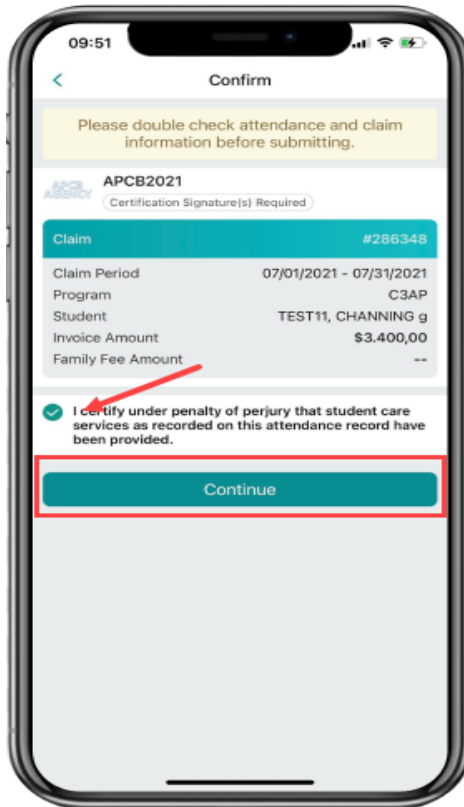
d. Under **Comment** section --> Tap Edit to enter a comment for the service month if necessary



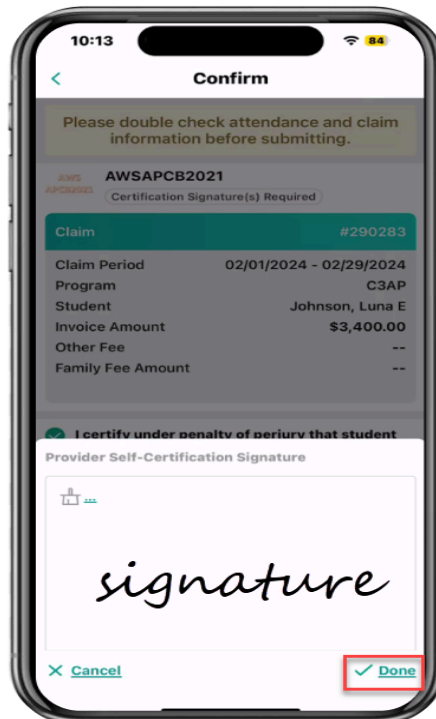
e. When ready to submit the attendance to the childcare Agency --> Tap the **menu** button on the bottom right --> Tap **Submit Attendance**.



f. A confirmation page will display --> Once you confirm the information is correct, **check** the box to certify care has been provided --> Tap **Continue**.

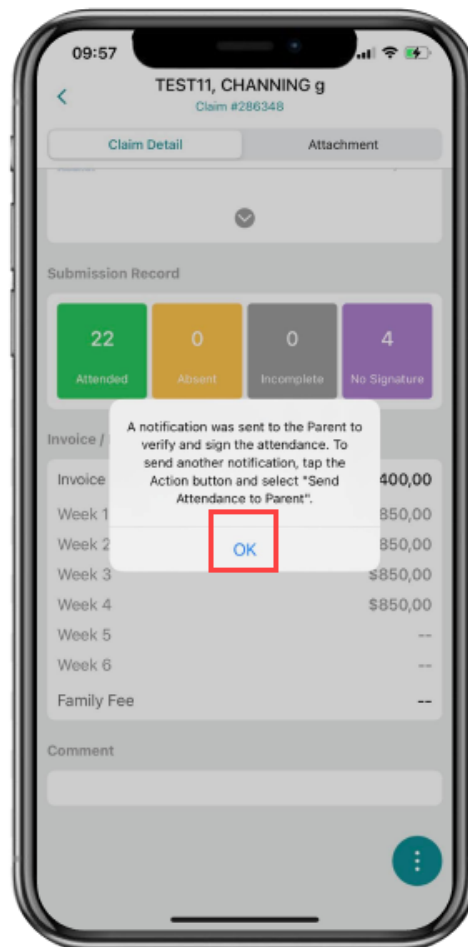


g. A provider self-certification signature window will appear prompting you to **add your signature**. Simply tap on the designated area, and then tap "**Done**" when you're finished.

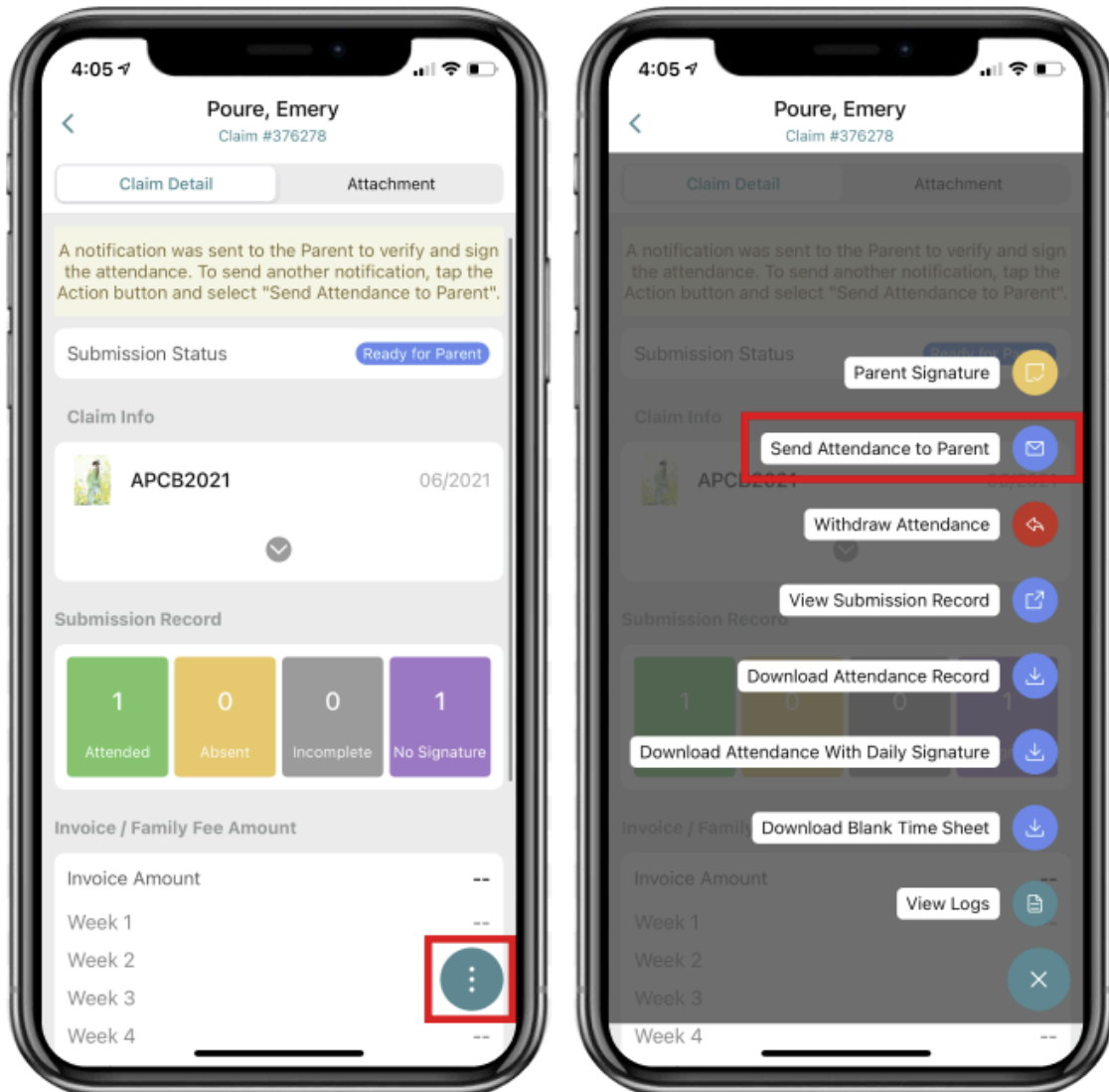


h. Allow 5 to 10 minutes for the submission process to complete. You can pull down on the claim page or exit and re-enter to refresh.

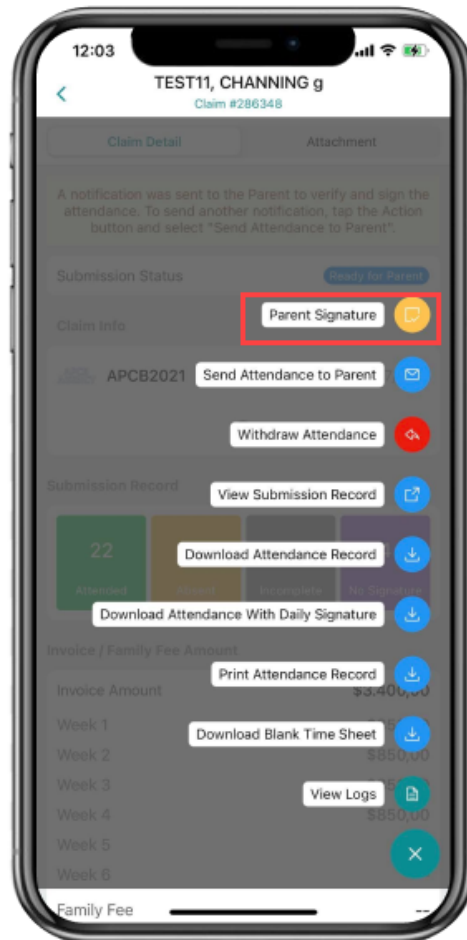
i. Once the submission is complete, the status will change to “Ready for Parent”. A notice will be sent to the parent by email or SMS based on the contact information from the childcare Agency. This notification will have the option for parents to sign and confirm attendance on their devices.



j. If you need to send another notice, you can select **Send Attendance to Parent** in the bottom right menu.



k. If the parent does not have a reachable email or cell phone number, or you would like the confirmation to be signed in person, you can tap the menu button and select **Parent Signature**. This option allows parents to sign in person on their devices.

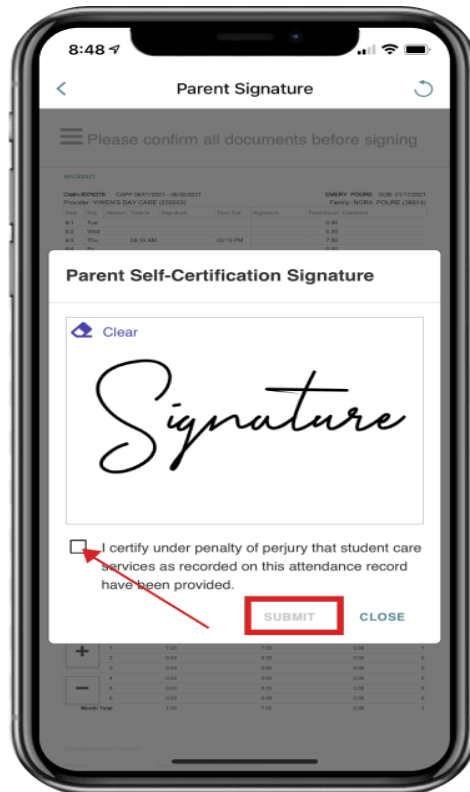


NOTE: Your childcare Agency may enable a secondary verification before the parent is allowed to sign.

If the second verification is not enabled by your childcare Agency, the parent can immediately sign and confirm.

If the second verification is enabled by your childcare Agency, their parent may select the method (either Email or SMS) to verify their identity. Once they receive that verification code, they can enter it to proceed with the signing process.

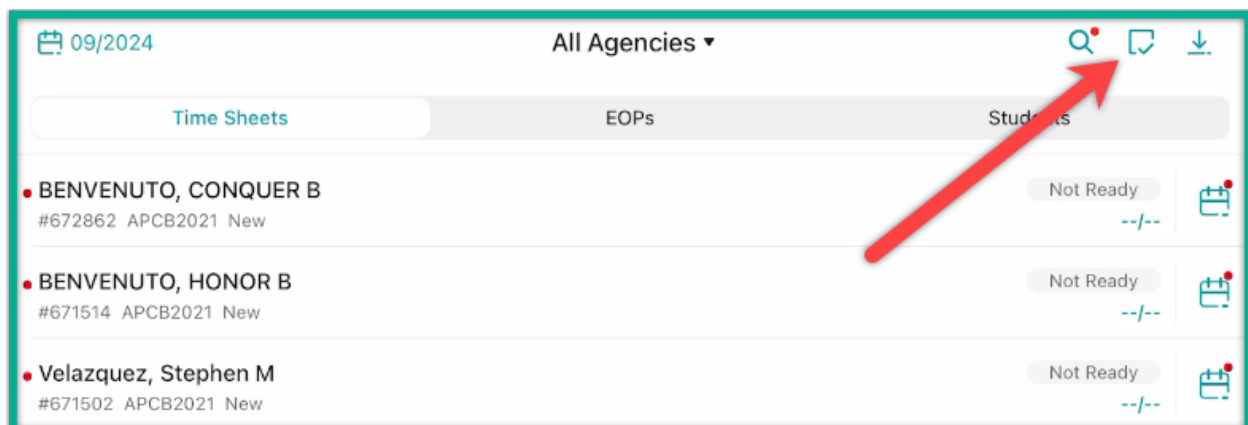
I. Parents can review the attendance first --> Tap **Sign & Submit** --> **Check to** mark the certification --> Sign using the mouse or touch screen to **sign** the full signature --> **Submit**



m. Once the parent has signed, the claim will automatically be sent to your childcare Agency and the claim status will change to "Submitted".

Submit Multiple Timesheets:

Tap the icon in the top corner:



Then select multiple timesheets, or **select all** timesheets, and then tap **Submit**:

