# CareConnect Web - Subsidy Attendance and Submission
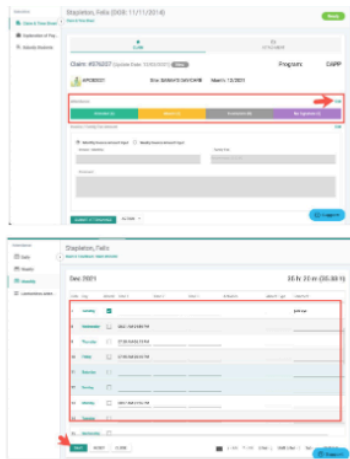
## Process Introduction
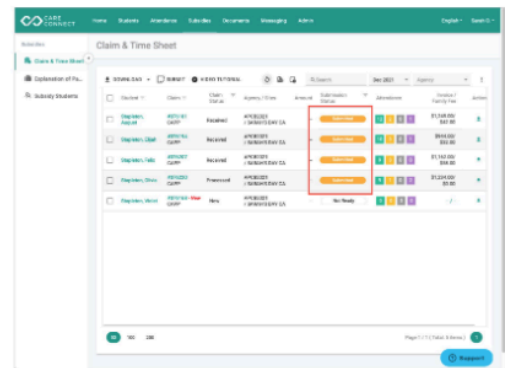
Access CareConnect Provider mobile app (iOS and Android) or CareConnect Provider Web.



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

## II. Written Tutorial

### 1. Manage Attendance

A. Login to **CareConnect** → Click on **Claim & Time Sheet** section.

*Note: If there are any missing timesheets, please contact your childcare Agency to confirm care has been approved.*



B. Under **Claim & Time Sheet** section, to manage attendances for a student→ Click on a student's **Claim ID**



C. To enter attendance hours for the student→ Click **Edit** by the Attendance section

D. Enter the student's attendance record for each day(s) or mark the student as absent.

E. Scroll down to the bottom to find the **Save** button



## 2. Submit Attendance

Once the attendance for the service month is complete, you can submit the timesheet (claim) to the childcare Agency digitally from the CareConnect website. **Once the submission process is completed, attendance cannot be changed. Contact your agency if you need to make a change.**

*TIP: Attendance record(s) will have the "Ready" status if they have no errors. The provider must still confirm that the times are correct.*

A. Under **Claim & Time Sheet** section, to submit attendance for a student→ Click on the student's **Claim ID**



B. Under **Invoice / Family Fee Amount** section → Click **Edit** to add an Invoice amount and/or Family Fee amount. 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. Be sure to 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 applicable.*

***NOTE: Depending on the childcare Agency,** some providers are required to fill in an invoice 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 the childcare agency -->* ***Skip step B and move to step C.***

C. When ready to submit the attendance to the childcare Agency → Click **SUBMIT ATTENDANCE**



D. Confirm the information is correct → Check the box to certify care has been provided → Select **'Submit'**

E. **Use the mouse to sign your full signature as the childcare Provider --> Select 'Submit'**



*Tip:* *Allow 5 to 10 minutes for the submission process to complete.*

*Once the submission is complete, the status will change to "Ready for Parent". A notification is automatically sent to the parent by email and/or text message depending on the contact information from the childcare Agency. This notification will contain an option for parents to sign and certify the attendances on their own device.*

*Note: If you need to send another notice to sign to the parent → Select 'Send Attendance to Parent'*

## To allow a parent to sign in-person:

If the parent does not have a reachable email or cell phone number, or you would like the confirmation to be signed in-person:

Re-open the child's claim and select 'Parent Signature.' This option allows parent to sign in-person on your device.

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

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

*B. 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.*

Parents can then review the attendance first → Click Sign & Submit → Checkmark the certification →  Sign using the mouse → Submit



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