



Electronic Attendance Sheet System (EAS)

Overview

In April 2024, Child Care Aware® of America released the Electronic Attendance System (EAS) to a cohort of MCCYN providers with a goal of streamlining the attendance approval process for providers and families to enable faster and more accurate payments.

We have synthesized common questions and issues reported by our valued providers into one, cohesive Frequently Asked Questions guide. We ask that you please review the guidance attached and utilize this as a resource across your administrative team to streamline your experience in utilizing the EAS.

Questions or issues not addressed in this FAQ should be directed to our payment department email address for review and prioritization at paymentdept@usa.childcareaware.org. Please include your: Provider ID, Provider Name, Site Location (if multi-center organization) and a screenshot (if relevant) of the issue you are experiencing.

Thank you for your continued support and leadership in providing quality care and education to our families.

Frequently Asked Questions

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- [I never received an email with a link to my EAS record \(to review and approve the attendance sheet.\) What do I do?](#)
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- [I already submitted my paper attendance sheets via email. Is there anything else I must do?](#)
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I never received an email with a link to my EAS record (to review and approve the attendance sheet.) What do I do?

A: You may use our link generator here:

<https://attendance.americasteamforchildcare.org/>

The EAS email is sent from the following email address:

No_Reply@usa.childcareaware.org. You may want to revisit your email settings to confirm No_Reply@usa.childcareaware.org is an accepted email address.

The EAS email is sent to the email address we (CCAoA) have on file. If you have recently changed your email address, you'll want to update your contact information with our Provider Services team by submitting the Change Of Information (COI) form. [COI-v.-2.1.pdf \(childcareaware.org\)](#)

I made a mistake when entering the attendance and I'd like the opportunity to correct the data before payment is made.

A: If the family has not yet reviewed the attendance, you can ask them to 'reject' the attendance. This will then trigger a process for you to correct the data and resubmit without requiring CCAoA intervention or support.

If a family has already approved the attendance and you believe your error would result in possible errors in payment, please contact the CCAoA Payments Team at paymentdept@usa.childcareaware.org.

I already submitted my paper attendance sheets via email. Is there anything else I must do?

A: If you have already submitted your paper attendance sheet, there is no further action needed by you. That said, we highly encourage all our providers to utilize the EAS to streamline the process and prepare for a future state when paper attendance sheets will no longer be accepted by CCAoA.

When will CCAoA stop accepting paper attendance sheets?

A: Providers will be given at least 30-days' notice if/when we begin to phase-out the use of paper attendance sheets.

I'm seeing multiple, duplicative rows of attendance for families who have already approved their attendance. What do I do?

A: No additional action needs to be taken if the attendance has already been approved by the family and there are no concerns with the data.

Duplicate rows should not appear. If you are experiencing this, please send a screenshot with your Provider ID, Provider Name and location (site) to the payment department (paymentdept@usa.childcareaware.org) for review with our team.

There are 'missing' children/families on my EAS. What do I do?

A: Please note, electronic attendance sheets are only provided for families/children with active certificate approvals enrolled in the MCCYN or MCCYN+ programs. For electronic attendance sheets to be sent to you (the provider) for approval, a family must have an active or updated certificate approval covering the period of service you're requesting.

Families can reference the "Notes" section of each child's approval certificate to continue their subsidy beyond the indicated certificated end date. Once the child/family is approved, the electronic attendance sheet will be made available to you.

What does the 'Status' column in your EAS dashboard mean?

You can use the filters at the top of your EAS dashboard to display different attendance data as needed. You can filter by month of care, status type, and search for specific children from your EAS home page. Each status has a different meaning:

A: Incomplete – Attendance has not been submitted for the current month view.

B: Awaiting Family – Provider has submitted attendance, family needs to confirm.

C: Submitted for payment – Provider and family have submitted and attendance has been submitted to our payment department to be processed for payment.

D: Family rejected – Provider submitted attendance record and family did not agree with submission – family and provider need to discuss re-submission. Attendance is not confirmed at this time.

E. Payment released to provider – Attendance has been submitted, processed and payment has been released.

F: Provider app incomplete – Provider needs to submit updated information in order for payment to be released. Provider will be contacted with what needs to be submitted, typically license, inspection or accreditation.

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