



Electronic Attendance System User Guide for Military Families



Electronic Attendance System User Guide for Military Families

Table of Contents

Reviewing your dashboard	2-3
Tab 1 – Attendance Sheets	2
Tab 2 – Active Certificates	3
Attendance Sheet Review and Approval	4-13
Scenario 1 Child attended care the entire month and your family was billed accordingly.	6-7
Scenario 2 Child did NOT attend care the entire month and/or was not billed accordingly by the provider.	8-11
Scenario 3 Child’s attendance for either scenario is not correct/family does not agree with the information submitted by the provider.	12-13
Need Assistance?	14



Electronic Attendance System User Guide for Military Families

This is for the use of military families participating in Child Care Aware of America (CCAoA)'s Military Child Care in Your Neighborhood (MCCYN) fee assistance programs **ONLY** and is **NOT** meant for wider distribution. Please ensure you bookmark the attendance link received via email for quick access as the same link will be sent each month.

The following Electronic Attendance System (EAS) User Guide will provide basic instructions and guidance for military families reviewing and submitting attendance sheets from their child care provider participating in Child Care Aware® of America's MCCYN fee assistance programs. There are 2 tabs your family will need to review to stay up to date on payments and active certificates: Attendance Sheets and Active Certificates. We will go over the 2 tabs below.

Tab 1 – Attendance sheets

Attendance Sheet Status Check: Filters

In order to review attendance sheets waiting for your family's approval the filter must be set to "Awaiting Your Response". Additional statuses are available for help identifying the status of an attendance sheet for each child and confirming when payment is complete.

The screenshot displays the 'Attendance Sheets' tab in the Electronic Attendance System. It shows a table with 5 of 7 attendance sheets. The table columns are Name, Child ID, Provider ID, Period, and Status. The status dropdown menu is open, showing options: 'Awaiting provider', 'Awaiting your response' (highlighted in yellow), 'Submitted for payment', 'Contact Provider', and 'Payment Sent'. Below the table, there is a calendar view for the month of August 2024, with the date 'Aug 01-24, 2024' selected.

Name	Child ID	Provider ID	Period	Status
Child Test	1553425	403515	Sep 01-30, 2024	Awaiting
Child Test	1553425	403515	Sep 01-30, 2024	Awaiting
Child Test	1553425	127402	Sep 01-30, 2024	Awaiting provider
child PT	1744483	403515	Sep 01-30, 2024	Submitted for payment
child PT	1744483	403515	Sep 01-30, 2024	Awaiting provider

Electronic Attendance System User Guide for Military Families

Tab 2 – Active Certificates

On this tab you can review all approvals for each child along with the start/end date, approved fee assistance amount, and child care provider. Review the end dates of all certificates to ensure your information is submitted at least 60 days prior to the certificate ending to avoid delay in payments due to incomplete application.

Provider Name	Provider ID	Certificate ID	Service Type	Approved Fee Assistance Amount	Start Date	End Date
Muppet Babies P#403515	403515	599797	Part Time	\$1,357/month	08/25/2024	10/01/2024
Muppet Babies (DUP) P#127402	127402	599802	Full Time	\$960/month	09/01/2024	11/01/2024
Muppet Babies (DUP) P#127402	127402	363942	Before School	\$1,584/month	10/15/2024	12/18/2024
Muppet Babies P#403515	403515	547932	After School	\$1,532/month	11/30/2024	12/19/2024
Muppet Babies (DUP) P#127402	127402	599804	Full Time	\$1,011/month	12/19/2024	01/02/2025
Muppet Babies P#403515	403515	599803	Full Time	\$1,371/month	12/20/2024	01/03/2025

Below is a legend for icons used to notify you that your approval for fee assistance is expiring. Please note: you will need to refer to your family's most recent approval packet for each child enrolled to determine what is needed to update your account. This information is located on the certificates page of your approval packet in the box on the bottom right-hand corner of the page. If you are having difficulty locating the approval packet or need additional assistance, please feel free to contact CCAoA at 1-800-424-2246.

Legend

- Hover over the icons to determine what information the child needs to remain active.
- Certificates highlighted in **RED** with the icon indicate that the child will no longer have an ACTIVE certificate at a specific Provider within the next 30 days.
- The icon indicates that the child's current certificate will expire in the next 45 days.
- The icon indicates that the child's current certificate will expire in the next 60 days.
- If there are no icons, then the certificate is active over 60 days from today's date.



Electronic Attendance System User Guide for Military Families

Attendance Sheet Review and Approval

In this section we will cover three (3) different scenarios for attendance and how the attendance sheets should be completed by your child care provider for each and reviewed/approved by your family:

1. **Scenario 1** (Pages 6-7) - Child attended care the entire month and your family was billed accordingly.
2. **Scenario 2** (Pages 8-11) - Child did NOT attend care the entire month and/or was not billed accordingly by the provider.
3. **Scenario 3** (Pages 12-13) - Child's attendance for either scenario is rejected by your family.

Step 1: On the 25th of each month, the child care provider will receive an email informing them that it is time to complete their attendance records for the given month. The email will contain a link to the EAS portal.

Step 2: Once the provider completes the attendance record for the child and submits, it will be open for you to review and approve. You will receive an email, to the email addresses listed on file with CCAoA, indicating it is time to review the attendance record completed by the provider. The email will contain a link/button to the EAS portal. You should save this link for future attendance sheet review.

Step 3: When you click the link from the email, you are presented with the home page. When the "Attendance Sheets" tab is selected it will show the attendance sheets ready for your review and approval. You will click each child on the list to complete the attendance record for each child. Child(ren) must have active certificates for MCCYN programs in order to receive payment.

The screenshot shows the EAS portal interface. At the top left is the ChildCare Aware OF AMERICA logo. At the top right is the text "Family Attendance DEV environment". Below the logo is a navigation bar with "Attendance Sheets" (selected) and "Active Certificates". The main content area shows "2 of 7 Attendance Sheets". There is a date selector set to "Sep 2024", a "Filter by Status" dropdown, and a search bar "Search by name or ID". A table displays the following data:

Name	Child ID	Provider ID	Period	Status
Child CMFP	1744484	403515	Sep 01-30, 2024	Awaiting your response
Child CMFP	1744484	403515	Sep 01-30, 2024	Awaiting your response



Electronic Attendance System User Guide for Military Families

Step 4: You will select the child’s name to start reviewing the attendance sheet. The top section will state your active certificates for that child. Please note: Certificates highlighted in **RED** with the  icon indicate that the child will no longer have an ACTIVE certificate within the next 30 days. If a RED icon is present, please review your approval packets of what is required to extend the certificate for that child. Additional warning icons included in the legend are to notify you of approvals that are approaching expiration within the next 60 days.

Please note: If your certificate has ended mid-month payment will only be submitted up to the date the certificate ended. Once your approval is extended beyond that date, a new attendance sheet needs to be submitted for the remainder of the month’s payment.

For example, your certificate ends 12/5/2024. Your family submits the required information, and a new certificate is released to your family and provider. To be eligible for payment from 12/6-12/31 the provider must initiate the attendance sheet process for that timeframe.

Child CMPP (ID: 1744484)

Active Certificates

Certificate ID	Service Type	Approved Fee Assistance Amount	Start Date	End Date	
599798	Summer Camp Part Time	\$1,355 / month	08-01-2024	11-30-2024	
599805	Full Time	\$1,383 / month	12-01-2024	12-04-2024	

Legend

- Hover over the icons to determine what information the child needs to remain active.
- Certificates highlighted in **RED** with the  icon indicate that the child will no longer have an ACTIVE certificate at a specific Provider within the next 30 days.
- The  icon indicates that the child’s current certificate will expire in the next 45 days.
- The  icon indicates that the child’s current certificate will expire in the next 60 days.
- If there are no icons, then the certificate is active over 60 days from today’s date.



Electronic Attendance System User Guide for Military Families

Step 5: In the section “Review provider’s submitted schedule”, you can then see and review the information fields to verify the attendance record for the given month is correct.

You should review all fields and pay particular attention to those under “Details” as it reflects the attendance record for the listed “Period”. These include if the child received care the entire month, if there was a termination date, or if a potential billing statement was attached because your family was billed differently.

Review provider’s submitted schedule

OVERVIEW	DETAILS	APPROVALS
Period Sep 01, 2024 - Sep 30, 2024 Status Awaiting your response	Received care for entire month ✔ Termination Date — Billing statement uploaded ✘	Provider test Nov 15, 2024 ✔

Scenario 1

Child attended care the entire month and your family was billed accordingly.

Step 1: Below the overview, you should also review the calendar that reflects the attendance details for the given month for the listed child.

ATTENDANCE

Su	Mo	Tu	We	Th	Fr	Sa
1 Attended	2 ✔ No Care Provided	3 ✘ Attended	4 ✔ No Care Provided	5 ✘ Attended	6 ✔ Attended	7
8 Attended	9 ✔ Attended	10 ✔ No Care Provided	11 ✘ Attended	12 ✔ Attended	13 ✔ Attended	14
15 No Care Provided	16 ✘ Attended	17 ✔ Attended	18 ✔ No Care Provided	19 ✘ Attended	20 ✔ Attended	21
22 Attended	23 ✔ Attended	24 ✔ No Care Provided	25 ✘ No Care Provided	26 ✘ No Care Provided	27 ✘ No Care Provided	28
29 No Care Provided	30 ✘	1	2	3	4	5



Electronic Attendance System User Guide for Military Families

Step 2: If everything is accurate, scroll down to “Your Response”, enter your full name. You must read and check the acknowledgement box and then click the “Submit” button.

Your Response

* Please type your full name here

Jane Doe

* Are you in agreement with the Provider's report?

Yes, I am in agreement with the provider's attendance submission for this child.

No - By choosing this option, I am stating that I am not in agreement with the provider's attendance submission for this child. I understand that this attendance sheet will be sent back to the provider to correct. Once the correction is made, the provider will then resubmit the attendance sheet for my review and approval.

← Back Submit ✓

Step 3: You will be returned to the home screen that displays verification of the status of that child’s attendance sheet submission. You will repeat the above process for each month for every child pending payment.

ChildCare Aware OF AMERICA Family Attendance DEV environment

Attendance Sheets Active Certificates

7 Attendance Sheets Sep 2024 Filter by Status Search by name or ID

Name	Child ID	Provider ID	Period	Status
Child Test	1553425	403515	Sep 01-30, 2024	Contact Provider
Child Test	1553425	403515	Sep 01-30, 2024	Awaiting provider
Child Test	1553425	127402	Sep 01-30, 2024	Awaiting provider
child PT	1744483	403515	Sep 01-30, 2024	Submitted for payment
child PT	1744483	403515	Sep 01-30, 2024	Awaiting provider
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response

Once you approve the electronic attendance sheet it is automatically sent to CCAoA for review and payment processing. Please allow 7-10 business days for payment to be made to your child care provider.



Electronic Attendance System User Guide for Military Families

Scenario 2

Child did NOT attend care the entire month and/or was not billed accordingly by the provider.

Example A - Care has NOT Ended but no care provided: If the child was not in care for the entire month, there should be a red “x” next to the first line under “Details” regarding care received. If the child did not end care with the provider during the given month, no termination date should be listed.

Active Certificates

Certificate ID	Service Type	Approved Fee Assistance Amount	Start Date	End Date
599799	Part Time	\$1,357 / month	08-01-2024	10-15-2024

Legend

- Hover over the icons to determine what information the child needs to remain active.
- Certificates highlighted in RED with the icon indicate that the child will no longer have an ACTIVE certificate at a specific Provider within the next 30 days.
- The icon indicates that the child's current certificate will expire in the next 45 days.
- The icon indicates that the child's current certificate will expire in the next 60 days.
- If there are no icons, then the certificate is active over 60 days from today's date.

Review provider's submitted schedule

OVERVIEW	DETAILS	APPROVALS
Period Sep 01, 2024 - Sep 30, 2024	Received care for entire month	Provider Test
Status Awaiting your response	Termination Date —	Jan 07, 2025
	Amount Billed \$600.00	
	Billing statement uploaded	



Electronic Attendance System User Guide for Military Families

Example B – Child is no longer in care: If the child was not in care for the entire month, there should be a red “x” next to the first line under “Details” regarding care received. If the child did end care with the provider during the given month, the correct termination date should be listed under “Details”.

Active Certificates

Certificate ID	Service Type	Approved Fee Assistance Amount	Start Date	End Date
599798	Summer Camp Part Time	\$1,355 / month	08-01-2024	11-30-2024
599805	Full Time	\$1,383 / month	12-01-2024	12-04-2024

Legend

- Hover over the icons to determine what information the child needs to remain active.
- Certificates highlighted in **RED** with the  icon indicate that the child will no longer have an ACTIVE certificate at a specific Provider within the next 30 days.
- The  icon indicates that the child's current certificate will expire in the next 45 days.
- The  icon indicates that the child's current certificate will expire in the next 60 days.
- If there are no icons, then the certificate is active over 60 days from today's date.

Review provider's submitted schedule

OVERVIEW	DETAILS	APPROVALS
Period Oct 01, 2024 - Oct 31, 2024	Received care for entire month  Termination Date Oct 16, 2024 Billing statement uploaded 	Provider gg Nov 15, 2024 
Status Awaiting your response		



Electronic Attendance System User Guide for Military Families

Step 1: Below the overview at the top, the parent should also review the calendar that reflects the attendance details for the given month for the listed child. Please ensure the absences listed in the calendar are accurate for the month.

ATTENDANCE

Su	Mo	Tu	We	Th	Fr	Sa
29	30 Attended	1 ✔ No Care Provided	2 ✘ Attended	3 ✔ Attended	4 ✔ Attended	5
6 Attended	7 ✔ Attended	8 ✔ Attended	9 ✔ Attended	10 ✔ Attended	11 ✔ Attended	12
13 No Care Provided	14 ✘ Attended	15 ✔ Terminated	16 ✘	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Step 2: If everything is accurate, scroll down to “Your Response”, enter your full name. You must read and check the acknowledgement box and then click the “Submit” button.

Your Response

• Please type your full name here

• Are you in agreement with the Provider's report?

Yes. I am in agreement with the provider's attendance submission for this child.

No - By choosing this option, I am stating that I am not in agreement with the provider's attendance submission for this child. I understand that this attendance sheet will be sent back to the provider to correct. Once the correction is made, the provider will then resubmit the attendance sheet for my review and approval.

◀ Back Submit ✔



Electronic Attendance System User Guide for Military Families

Step 3: You will be returned to the home screen that displays verification of the status of that child’s attendance sheet submission. You will repeat the above process for each month for every child pending payment.

ChildCare Aware OF AMERICA Family Attendance DEV environment

Attendance Sheets Active Certificates

7 Attendance Sheets Sep 2024 Filter by Status Search by name or ID

Name	Child ID	Provider ID	Period	Status
Child Test	1553425	403515	Sep 01-30, 2024	Contact Provider
Child Test	1553425	403515	Sep 01-30, 2024	Awaiting provider
Child Test	1553425	127402	Sep 01-30, 2024	Awaiting provider
child PT	1744403	403515	Sep 01-30, 2024	Submitted for payment
child PT	1744483	403515	Sep 01-30, 2024	Awaiting provider
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response

Once you approve the electronic attendance sheet it is automatically sent to CCAoA for review and payment processing. Please allow 7-10 business days for payment to be made to your child care provider.



Electronic Attendance System User Guide for Military Families

Scenario 3

Child’s attendance for either scenario is not correct/family does not agree with the information submitted by the provider.

Step 1: If you review the attendance record submitted by the provider and a discrepancy is identified, your family will scroll to the bottom of the page to “Your Response”.

Step 2: You will check the second box indicating you do NOT verify the attendance record. A text box will appear where you must enter the reason for not approving to identify the discrepancy. Once complete click the submit button.

Your Response

*** Please type your full name here**

*** Are you in agreement with the Provider’s report?**

Yes. I am in agreement with the provider’s attendance submission for this child.

No - By choosing this option, I am stating that I am not in agreement with the provider’s attendance submission for this child. I understand that this attendance sheet will be sent back to the provider to correct. Once the correction is made, the provider will then resubmit the attendance sheet for my review and approval.

*** Reason for disagreement**

4 Back Submit ✓

Step 3: Once submitted, the electronic attendance record to be returned to the child care provider and reflected by an updated status on the home page. We highly encourage you to contact your provider to resolve the discrepancy. PLEASE NOTE: No payment will be made without attendance sheets. Please review your approval packet for the calendar page of the deadlines for each month’s attendance sheets to ensure the issue is resolved in a timely manner to be eligible for payment. Failure to submit attendance sheets within the required deadlines will result in no payment being made and you will be responsible for the full payment to the provider.

ChildCare Aware OF AMERICA Family Attendance DEV environment

Attendance Sheets Active Certificates

4 of 7 Attendance Sheets Sep 2024 Filter by Status Search by name or ID

Name	Child ID	Provider ID	Period	Status
Child Test	1553425	403515	Sep 01-30, 2024	Contact Provider
Child Test	1553425	403515	Sep 01-30, 2024	Awaiting your response
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response



Electronic Attendance System User Guide for Military Families

Step 4: The provider will receive electronic notification that the attendance sheet has been returned for corrections. When the corrections are made you will receive notification that your attendance sheets are ready to be reviewed for approval.

Step 5: When you review and confirm the corrected attendance record submitted by the provider, you will sign and submit if everything is accurate. This will trigger the electronic attendance record to be sent to CCAoA's payment department.

Step 6: You will be returned to the home screen that displays verification of the status of that child's attendance sheet submission. You will repeat the above process for each month for every child pending payment.

Name	Child ID	Provider ID	Period	Status
Child Test	1553425	403515	Sep 01-30, 2024	Contact Provider
Child Test	1553425	403515	Sep 01-30, 2024	Awaiting provider
Child Test	1553425	127402	Sep 01-30, 2024	Awaiting provider
child PT	1744483	403515	Sep 01-30, 2024	Submitted for payment
child PT	1744483	403515	Sep 01-30, 2024	Awaiting provider
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response
Child CMPP	1744484	403515	Sep 01-30, 2024	Awaiting your response



Electronic Attendance System User Guide for Military Families

Need additional support?

Customer Service	1-800-424-2246
Payment Department	Paymentdept@usa.childcareaware.org
General Customer Service for Families	militaryinfo@usa.childcareaware.org militaryinfo@usa.childcareaware.org



Electronic Attendance System User Guide for Military Families