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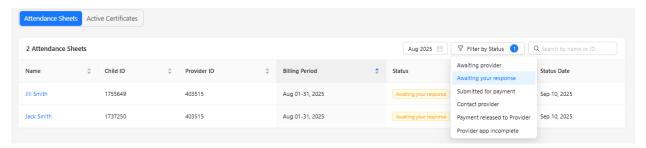
This is for the use of military families participating in Child Care Aware of America (CCAoA)'s Military Child Care in Your Neighborhood (MCCYN) fee assistance programs ONLY and is NOT meant for wider distribution. Please ensure you bookmark the attendance link received via email for quick access as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

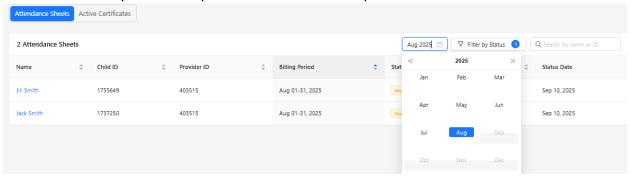
Tab 1 - Attendance sheets

Attendance Sheet Status Check: Filters

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. "Status date" confirms when the last action was completed (provider action, family action or when payment was made)



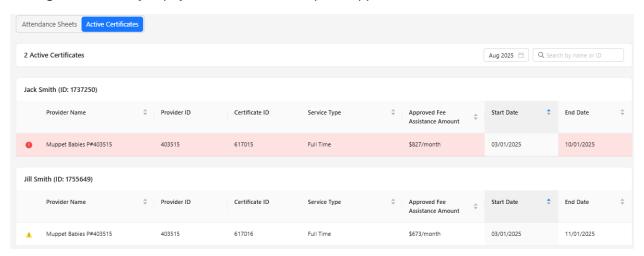
You can also filter by month and year to check the status of previous submissions.





Tab 2 - Active Certificates

The "Active Certificates" tab allows you to 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.



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 ⑤ 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.



Attendance Sheet Review and Approval

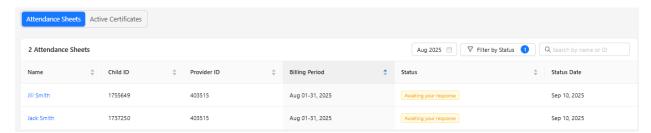
In this section we will cover three (3) different scenarios for attendance and how the attendance sheets should be completed by your child care provider for each and reviewed/approved by your family:

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

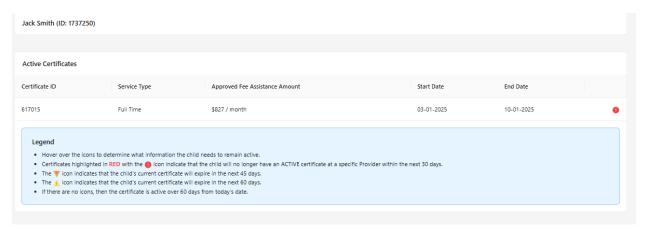
Step 2: Once the provider completes the attendance record for the child and submits, it will be open for you to review and approve. You will receive an email, to the email addresses listed on file with CCAoA, indicating it is time to review the attendance record completed by the provider. The email will 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.





Step 4: You will select the child's name to start reviewing the attendance sheet. The top section will display your active certificates for the child you are approving.



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. 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 10/01/2025. Your family submits the required information, and a new certificate is released to your family and provider. To be eligible for payment from 10/2/25-10/31/25 the provider must initiate the attendance sheet process for that timeframe.



Step 5: In the section "Summary", 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 on the days/hours listed on the approval letter, if there was a termination date, or if a potential billing statement was attached because your family was billed differently.

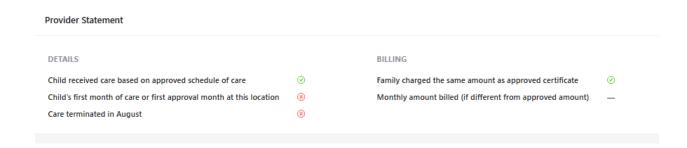
Summary				
OVERVIEW Period Aug 01, 2025 - Aug 31, 2025	APPROV Provider			
Status Awaiting your response	Family	Sep 10, 2025 (
Provider Statement				
DETAILS			BILLING	
Child received care based on approved schedule of care		⊘	Family charged the same amount as approved certificate	
Child's first month of care or first approval month at this	location	®	Monthly amount billed (if different from approved amount)	_
Care terminated in August		8		



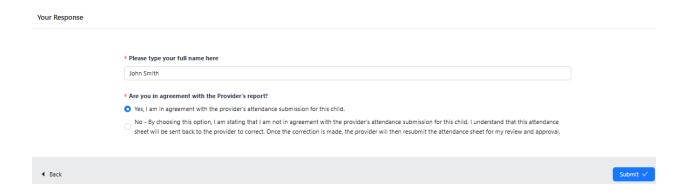
Scenario 1

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

Step 1: Review the "Details" section to confirm no changes were made during the month you are submitting attendance for.

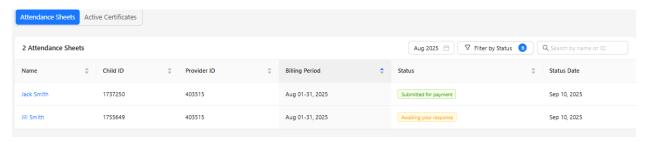


Step 2: If everything is accurate, scroll down to "Your Response", enter your full name. You must read and check the acknowledgement box and then click the "Submit" button.





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.



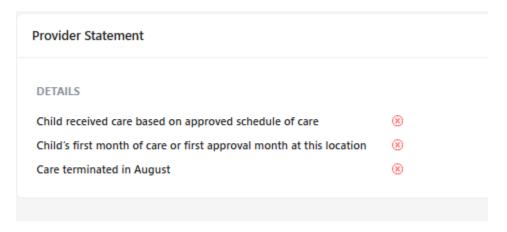
Once you approve the electronic attendance sheet it is automatically sent to CCAoA for review and payment processing. Please allow 7-10 business days for payment to be made to your child care provider.



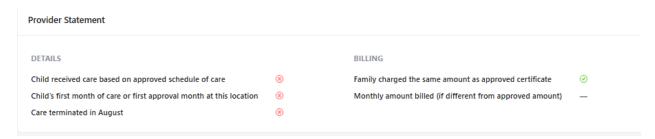
Scenario 2

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 <u>not</u> 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 <u>did not</u> end care with the provider during the given month, no termination date should be listed.

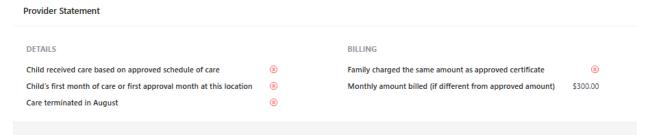


No changes to charges for child care- If the provider still charged your normal weekly/monthly fee there should be a green check in the "Billing" section for Family charged the same amount as approved certificate.

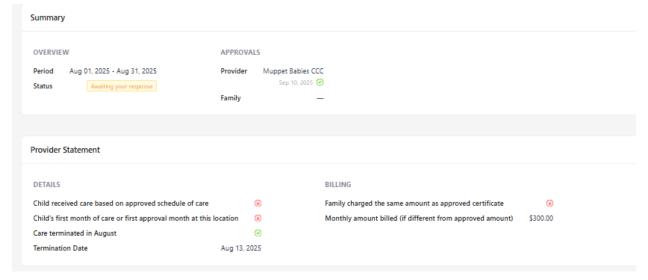




Changes were made to charges for child care- If the provider reduced the charges of care i.e. vacation credit, sick absences, etc. there should be a red "x" in the "Billing" section for Family charged the same amount as approved certificate.



Example B – Child is no longer in care: If the child was <u>not</u> in care for the entire month, there should be a green check next to the first line under "Details" Care terminated in (month of care). If the child <u>did</u> end care with the provider during the given month, the correct termination date should be listed under "Details" next to Termination Date.



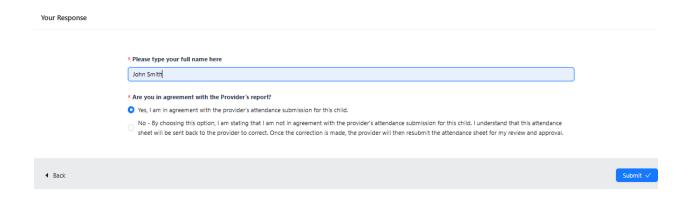


Step 1: Below the Provider Statement at the top, the parent should also review the calendar that reflects the Provider submitted schedule for the given month for the listed child. Please ensure the absences listed in the calendar are accurate for the month.

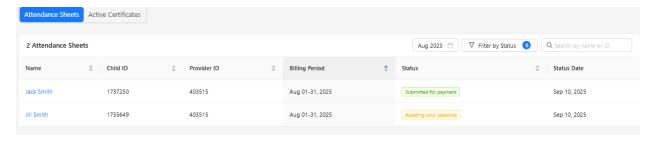
Provider's submitted schedule						
Su	Мо	Tu	We	Th	Fr	
27	28	29	30	31	No Care Provided	
3	No Care × Provided	No Care ×	No Care ×	7 No Care × Provided	No Care ×	
10	No Care × Provided	No Care × Provided	No Care ×	No Care × Provided	No Care × Provided	
17	No Care (X) Provided	No Care (X) Provided	No Care (X) Provided	No Care ×	No Care ×	
24	No Care Provided	No Care Provided	No Care × Provided	No Care Provided	No Care Provided	
31	1	2	3	4	5	



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.



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.



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.

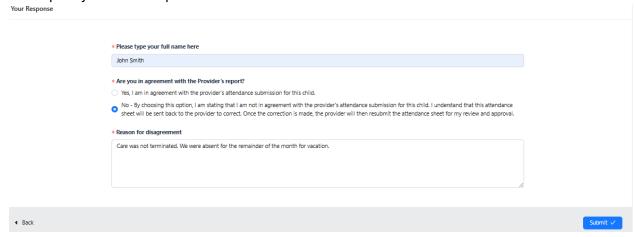


Scenario 3

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

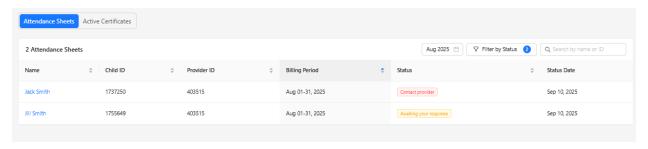
Step 1: If you review the attendance record submitted by the provider and a discrepancy is identified, your family will scroll to the bottom of the page to "Your Response".

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



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.

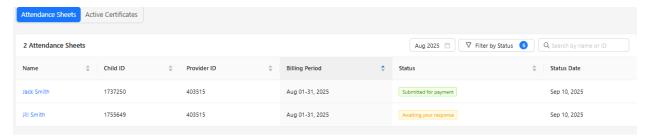




Step 4: The provider will receive electronic notification that the attendance sheet has been returned for corrections. When the corrections are made you will receive notification that your attendance sheets are ready to be reviewed for approval.

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.





Need additional support?

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