



Electronic Attendance System User Guide for Military Families



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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)

Name	Child ID	Provider ID	Billing Period	Status	Status Date
Jill Smith	1755649	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025
Jack Smith	1737250	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025

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

Name	Child ID	Provider ID	Billing Period	Status	Status Date
Jill Smith	1755649	403515	Aug 01-31, 2025	Aw	Sep 10, 2025
Jack Smith	1737250	403515	Aug 01-31, 2025	Aw	Sep 10, 2025



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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.

Attendance SheetsActive Certificates

2 Active Certificates

Aug 2025

Search by name or ID

Jack Smith (ID: 1737250)

Provider Name	Provider ID	Certificate ID	Service Type	Approved Fee Assistance Amount	Start Date	End Date
Muppet Babies P#403515	403515	617015	Full Time	\$827/month	03/01/2025	10/01/2025

Jill Smith (ID: 1755649)

Provider Name	Provider ID	Certificate ID	Service Type	Approved Fee Assistance Amount	Start Date	End Date
Muppet Babies P#403515	403515	617016	Full Time	\$673/month	03/01/2025	11/01/2025

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.



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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.

Attendance Sheets

Active Certificates

2 Attendance Sheets

Aug 2025

Filter by Status 1

Search by name or ID

Name	Child ID	Provider ID	Billing Period	Status	Status Date
Jill Smith	1755649	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025
Jack Smith	1737250	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025



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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.

Jack Smith (ID: 1737250)

Active Certificates

Certificate ID	Service Type	Approved Fee Assistance Amount	Start Date	End Date	
617015	Full Time	\$827 / month	03-01-2025	10-01-2025	

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.

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.



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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

APPROVALS

Period

Aug 01, 2025 - Aug 31, 2025

Status

Awaiting your response

Provider

Muppet Babies CCC

Sep 10, 2025

Family

—

Provider Statement

DETAILS

BILLING

Child received care based on approved schedule of care

Child's first month of care or first approval month at this location

Care terminated in August

Family charged the same amount as approved certificate

Monthly amount billed (if different from approved amount)

✓

✗

✗

✓

—



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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.

Provider Statement

DETAILS

Child received care based on approved schedule of care	✓
Child's first month of care or first approval month at this location	✗
Care terminated in August	✗

BILLING

Family charged the same amount as approved certificate	✓
Monthly amount billed (if different from approved amount)	—

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

John Smith

* 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 ✓



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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.

Attendance Sheets		Active Certificates					
2 Attendance Sheets		Aug 2025		Filter by Status 6		Search by name or ID	
Name	Child ID	Provider ID	Billing Period	Status	Status Date		
Jack Smith	1737250	403515	Aug 01-31, 2025	Submitted for payment	Sep 10, 2025		
Jill Smith	1755649	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025		

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.



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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.

Provider Statement	
DETAILS	
Child received care based on approved schedule of care	⊗
Child's first month of care or first approval month at this location	⊗
Care terminated in August	⊗

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.

Provider Statement	
DETAILS	
Child received care based on approved schedule of care	⊗
Child's first month of care or first approval month at this location	⊗
Care terminated in August	⊗
BILLING	
Family charged the same amount as approved certificate	✓
Monthly amount billed (if different from approved amount)	—



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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.

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)	\$300.00
Care terminated in August	⊗		

Example B – Child is no longer in care: If the child was not 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 did end care with the provider during the given month, the correct termination date should be listed under “Details” next to Termination Date.

Summary

OVERVIEW		APPROVALS	
Period	Aug 01, 2025 - Aug 31, 2025	Provider	Muppet Babies CCC
Status	Awaiting your response		Sep 10, 2025 ✓
		Family	—

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)	\$300.00
Care terminated in August	✓		
Termination Date	Aug 13, 2025		



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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	Mo	Tu	We	Th	Fr
27	28	29	30	31 No Care Provided	1 ⊗
3 No Care Provided	4 ⊗ No Care Provided	5 ⊗ No Care Provided	6 ⊗ No Care Provided	7 ⊗ No Care Provided	8 ⊗ No Care Provided
10 No Care Provided	11 ⊗ No Care Provided	12 ⊗ No Care Provided	13 ⊗ No Care Provided	14 ⊗ No Care Provided	15 ⊗ No Care Provided
17 No Care Provided	18 ⊗ No Care Provided	19 ⊗ No Care Provided	20 ⊗ No Care Provided	21 ⊗ No Care Provided	22 ⊗ No Care Provided
24 No Care Provided	25 ⊗ No Care Provided	26 ⊗ No Care Provided	27 ⊗ No Care Provided	28 ⊗ No Care Provided	29 ⊗ No Care Provided
31	1	2	3	4	5



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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

John Smith

* 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.

Attendance Sheets

Active Certificates

2 Attendance Sheets

Aug 2025

Filter by Status 6

Search by name or ID

Name	Child ID	Provider ID	Billing Period	Status	Status Date
Jack Smith	1737250	403515	Aug 01-31, 2025	Submitted for payment	Sep 10, 2025
Jill Smith	1755649	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025

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.



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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

John Smith

* 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

Care was not terminated. We were absent for the remainder of the month for vacation.

◀ 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.



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Attendance Sheets		Active Certificates				
2 Attendance Sheets		Aug 2025		Filter by Status 2	Search by name or ID	
Name	Child ID	Provider ID	Billing Period	Status	Status Date	
Jack Smith	1737250	403515	Aug 01-31, 2025	Contact provider	Sep 10, 2025	
Jill Smith	1755649	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025	

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.

Attendance Sheets		Active Certificates				
2 Attendance Sheets		Aug 2025		Filter by Status 0	Search by name or ID	
Name	Child ID	Provider ID	Billing Period	Status	Status Date	
Jack Smith	1737250	403515	Aug 01-31, 2025	Submitted for payment	Sep 10, 2025	
Jill Smith	1755649	403515	Aug 01-31, 2025	Awaiting your response	Sep 10, 2025	



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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