

Indiana Child Care Parent/Guardian Web Portal Training Guide

INDIANA E-CHILD CARE



Agenda

- ▶ Welcome Page
- ▶ Set Up New Account
- ▶ Change Password
- ▶ Read Messages from FSSA
- ▶ Review Your Case & Voucher Information
- ▶ Approve Late Attendance
- ▶ Review Voucher Payment Information
- ▶ How to Get Help by Phone



Welcome Page

PARENT WEB PORTAL TRAINING GUIDE



Welcome Page

- ▶ Login with User Name and Password
- ▶ Home Page includes Program Materials and Helpful Links, including:
 - ▶ Cardholder Brochure and Tips Sheet
 - ▶ Frequently Asked Questions
 - ▶ Xerox Help Desk Number

ecc INDIANA e-Child Care
INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome to Indiana Parent/Guardian Web

[Welcome Message] - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque sollicitudin mauris non odio fringilla, at viverra libero convallis. Phasellus malesuada sodales tempus. Ut consectetur arcu nec euismod consectetur. Nullam tincidunt viverra scelerisque. Aliquam erat volutpat. Nam et risus massa. Fusce nec accumsan felis. Vestibulum turpis turpis, consequat id tellus non, venenatis condimentum augue. Curabitur pellentesque venenatis quam, id luctus justo consequat sed. Phasellus dignissim gravida sapien.

SIGN IN WITH YOUR USER ID

User ID

Password

LOGIN

[Forgot Password?](#)

If you have forgotten your USER ID. Please contact Xerox help desk for assistance at [1-800-422-0850](tel:1-800-422-0850)

New to Parent/Guardian Web Forum
[Register Now](#)

Program Materials

- [\[Training Document\]](#)
- [\[Swipe Card Cheat Sheet\]](#)
- [Parent/Guardian Web Indiana User Guide](#)
- [FAQ's \(Parent/Guardian Web Indiana\)](#)
- [Facilisis tristique odio](#)
- [Pretium ut maximus nec](#)

Helpful Links

- [Indiana Family and Social Services Administration](#)
- [Nullam sollicitudin massa vitae fermentum congue](#)
- [Nullam quis imperdiet lacus](#)

Get Adobe Reader * File in PDF are accessible only through Adobe Acrobat Reader, Adobe Acrobat Reader can be downloaded free of charge from adobe's website.

INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome Page – First Visit

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- ▶ Click “**Register Now**” to start a new account on the Client Web Portal



TIP!
Look for blue, underlined words.
They are hyperlinks
that take you to
another screen.

Set Up a New Account

CLIENT WEB PORTAL TRAINING GUIDE



Set Up New Account – Step 1

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1. Enter the primary cardholder's:

- ▶ First and Last Name
- ▶ 5-digit mailing ZIP Code
- ▶ Date of Birth (MM/DD/YYYY)
- ▶ 16-digit Hoosier Works for Child Care Card Number
- ▶ Card PIN (Personal Identification Number)



You must have a User ID and Password to log into your account. After you have created your account, you can change your password at any time.

Enter Identification Information

Please provide the following information to begin your enrollment. Don't use dashes when providing numbers.

Primary Cardholder First Name

Primary Cardholder Last Name

Zip Code (Mailing Address)

Date of Birth

Primary Cardholder Card Number

Card PIN (Personal Identification Number)

Choose your User ID

Enter the User ID you'd like to use when you access Parent/Guardian Web Portal.

User ID

New Password

Re-enter New Password

Terms And Conditions

Before you proceed, you must accept Terms & Conditions and click "Submit" at the bottom of the

Create New Account

- To create a new account, enter the primary cardholder's 5-digit mailing ZIP Code, Date of Birth, 16-digit Primary Cardholder's Card Number, and Card PIN, a User ID of your Choice and a Password of your choice.
- Your User ID must be at least 5 characters but no more than 11 characters long. You can use any combination of letters or numbers in the User ID. The User ID is not case-sensitive.
- Your password must be between 10 and 16 characters long and must have a combination of numeric, uppercase alphabetic character, lowercase alphabetic character and a special character (., #, or \$). The password is case-sensitive and must be changed every 60 days.
- Click on SUBMIT button when done.

Set Up New Account – Steps 2 & 3

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2. For your Web Account, you choose:

- ▶ A User ID
 - ▶ User ID must be 5 to 11 characters
 - ▶ You can use any letters or numbers in your User ID
 - ▶ User ID is case-insensitive (letters can be upper case, "A," or lower case, "a" when you type your User ID)
- ▶ A Password
 - ▶ Password must be 8 to 10 characters
 - ▶ Password must have a number, an upper case letter, a lower case letter and a special character (_ # or \$)
 - ▶ Password is case-sensitive
 - ▶ Password must be changed every 90 days

3. Read and accept Terms and Conditions, and click **Submit**

The screenshot shows a registration form with the following sections:

- Zip Code (Mailing Address)**: Input field.
- Date of Birth**: Input field with a calendar icon.
- Primary Cardholder Card Number**: Input field.
- Card PIN (Personal Identification Number)**: Input field.
- Choose your User ID**: Section with a heading and a sub-heading "Enter the User ID you'd like to use when you access Parent/Guardian Web Portal." It contains three input fields: "User ID", "New Password", and "Re-enter New Password". A large red arrow points to the "New Password" field.
- Terms And Conditions**: Section with a heading and a sub-heading "Before you proceed, you must accept Terms & Conditions and click 'Submit' at the bottom of the page when you are finished reading." It contains several lines of text and a checkbox labeled "I have read and agree to the Terms And Conditions". The checkbox is circled in red.
- SUBMIT**: A blue button at the bottom of the form, circled in red.
- Already Signed Up? Log In Here**: A link at the bottom of the form.

Annotations include a yellow box in the top right corner with password requirements: "Your password must be between 8 and 10 characters. It must have a combination of uppercase and lowercase letters, a number, and a special character (underscore, hash, or dollar sign). The password must be changed every 90 days." and "Click on SUBMIT button when you are finished." A large red arrow points to the "New Password" field. The "I have read and agree to the Terms And Conditions" checkbox and the "SUBMIT" button are both circled in red.

Set Up Security Questions

Set up 3 secret questions to answer if you forget your password

1. Click arrow for drop-down menu to choose a question
2. Type an answer for that question
 - ▶ Answer must be 3 to 30 characters
 - ▶ Answer can use a-z, A-Z, 0-9 or space
 - ▶ No two answers can be the same
 - ▶ Answer is not case sensitive
3. Choose two more questions and type answers
4. Click **Submit**

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INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome, [TENISHA TESTQXc](#) [Log-out](#)

PROFILE SETUP

Setup your forgotten password responses. These secret

Security Question: What is the name of your favorite childhood pet?
Security Answer:
Re-enter Security:

Security Question: What is the name of your favorite childhood friend?
Security Answer:
Re-enter Security:

Security Question: What is the name of your favorite childhood toy?
Security Answer:
Re-enter Security:

TIP!
Make sure your security questions and answers are things you will remember!

SUBMIT

Change Password

CLIENT WEB PORTAL TRAINING GUIDE



Change Password – Every 90 Days

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- ▶ Password requirements:
 - ▶ Password must be 8 to 10 characters
 - ▶ Password must not be same as, or include, your User ID
 - ▶ Password must have a number, an upper case letter, a lower case letter and a special character (_ # or \$)
 - ▶ Password is case-sensitive
 - ▶ Password must be changed every 90 days
- ▶ Password cannot be same as one used last 24 times

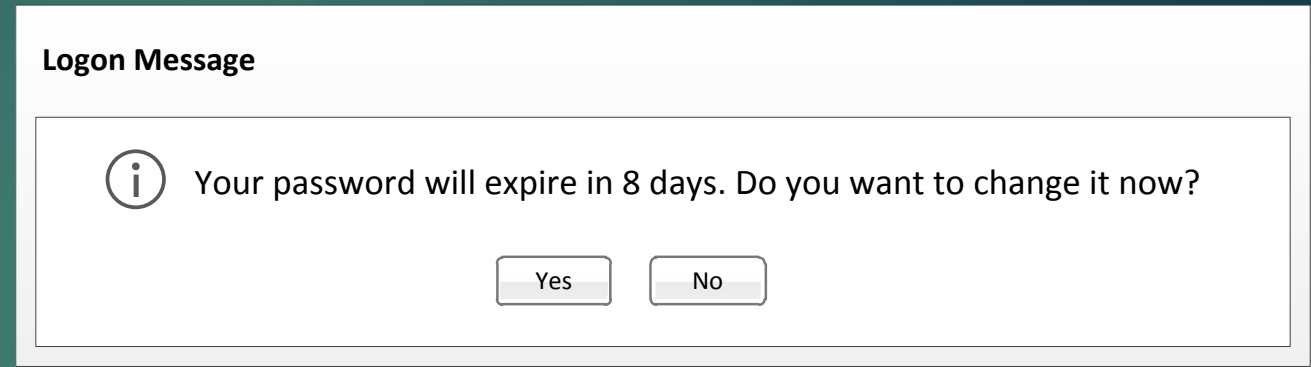
To change password, click **“Change Password”** under your name (“My Account”)

The screenshot shows the user interface for changing a password. At the top, the user is logged in as 'MELA TESTIzgx' and has a 'Log-out' button. A dropdown menu under 'My Account' contains links for 'Update Security Questions', 'Change Password', and 'Messages'. A red arrow points to the 'Change Password' link. Below this, the 'CHANGE PASSWORD' form is displayed. It features a header image of a woman kissing a baby. The form instructions state: 'To change your password, enter a new password below and click Submit. Do not include spaces.' There are two input fields: 'New Password' and 'Re-enter New Password'. Two red arrows point to these fields. Below the fields are 'SUBMIT' and 'Cancel' buttons. The 'SUBMIT' button is circled in red. To the right of the form, a yellow box lists password rules: 'Must be between 10 and 16 characters long', 'Must be a combination of numeric, uppercase alphabetic character, lowercase alphabetic character and a special character (_ , # , or \$)', 'Must not contain User ID', 'Must not repeat any of your previous 24 passwords', and 'The password is case-sensitive and must be changed every 60 days.'

Expiring or Expired Password

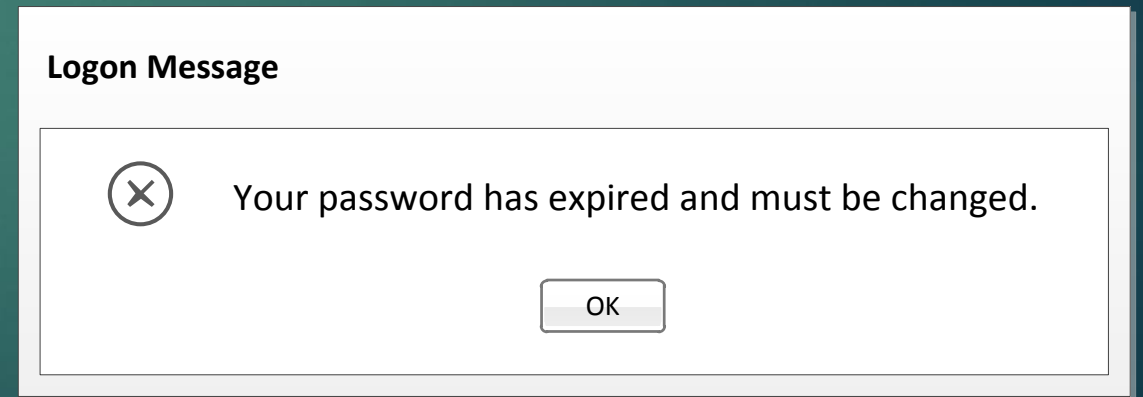
Expiring Password

- ▶ You will see an “Expiring Password” message when you log in if your password will expire within 10 days



Expired Password

- ▶ You will see the “Expired Password” message when:
 - ▶ You log in for first time
 - ▶ You log in after 90 days without changing your password



Read Messages from FSSA

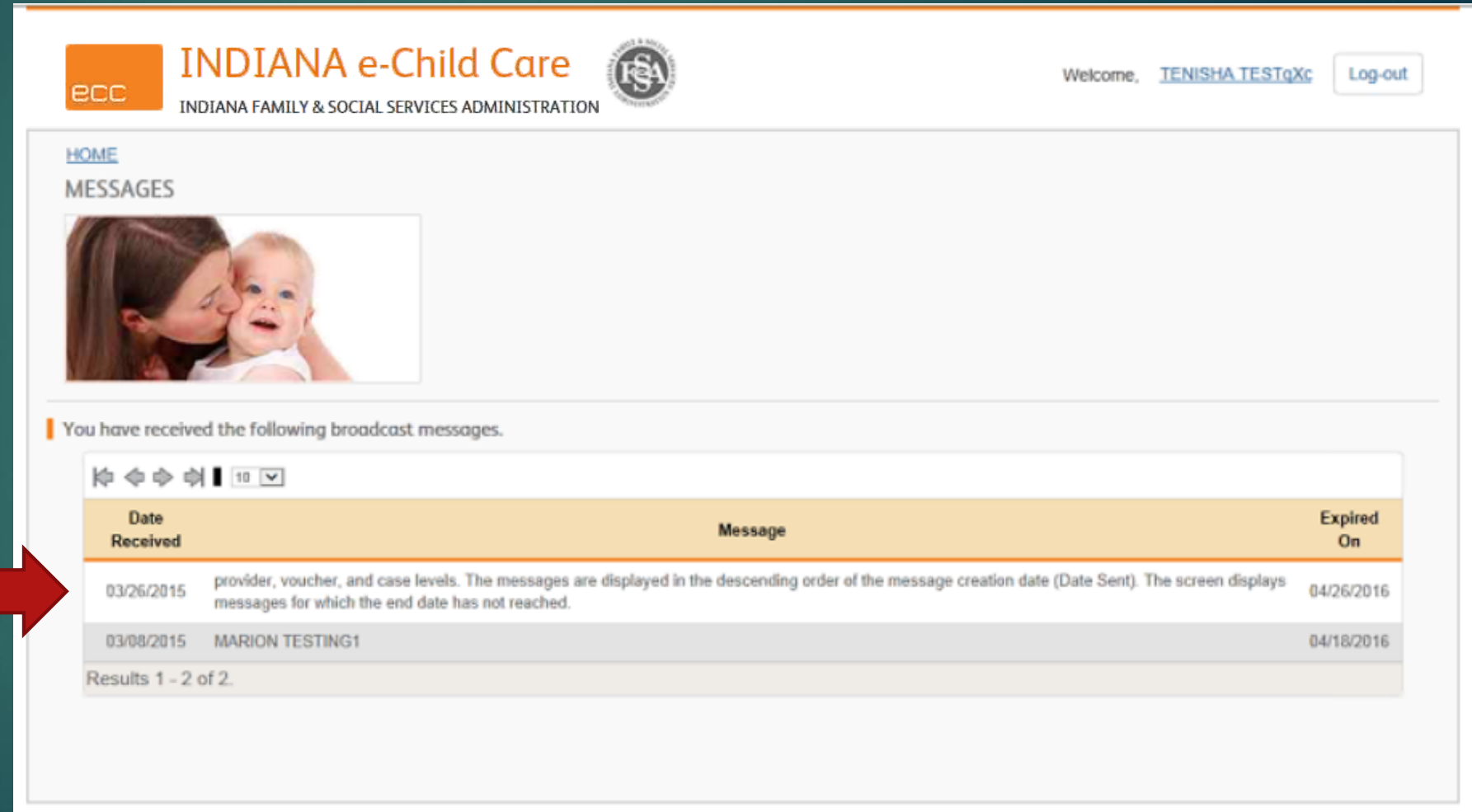
CLIENT WEB PORTAL TRAINING GUIDE



Read Messages from FSSA

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- ▶ After logging in, if FSSA has a message for you (or families in your county), you can read it here



The screenshot shows the Indiana e-Child Care (ECC) user interface. At the top, there is a header with the ECC logo, the text "INDIANA e-Child Care" and "INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION", and the FSA logo. On the right, it says "Welcome, [TENISHA.TEST@Xc](#)" and a "Log-out" button. Below the header, there is a navigation menu with "HOME" and "MESSAGES". Under "MESSAGES", there is a photo of a woman kissing a baby. Below the photo, it says "You have received the following broadcast messages." and a table of messages. A red arrow points to the first message in the table.

Date Received	Message	Expired On
03/26/2015	provider, voucher, and case levels. The messages are displayed in the descending order of the message creation date (Date Sent). The screen displays messages for which the end date has not reached.	04/26/2016
03/08/2015	MARION TESTING1	04/18/2016


Results 1 - 2 of 2.

Review Your Case & Voucher Information

CLIENT WEB PORTAL TRAINING GUIDE



Child Care Case Profile



SIGN IN WITH YOUR USER ID

User ID
testing01

Password
.....

LOGIN

[Forgot Password?](#)

- ▶ Access the Child Care Case Profile screen by signing in to the portal with your User ID and Password
- ▶ Hit 'Login' and it will take you to the Case Profile screen

INDIANA e-Child Care
INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome, [PAMELA TESTIzgx](#) [Log-out](#)

CASE PROFILE

Case Information	
Case Number:	202910
Address:	3216 W. MOORESVILLE RD,
City:	INDIANAPOLIS
State:	IN
Zip Code:	46221
County:	97 - MARION
Telephone:	392-475-6402

Cardholders		
Cardholder Name	Card Number	P/S
PAMELA TESTIzgx	XXXXXXXXXXXX0739	P

Vouchers		
Child Name	Child Number	Status
MARLY TESTMM	002	Active
ABIGAIL TESTgWfj	001	Inactive

Child Care Case Profile (cont.)

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INDIANA e-Child Care
INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome, [TENISHA TESTqXc](#) [Log-out](#)

CASE PROFILE

Case Information

Case Number: 108890
Address: 4327 N KITLEY AVE,
City: INDIANAPOLIS
State: IN
Zip Code: 46226
County: 97 - MARION
Telephone: 715-118-2557

Cardholders

Cardholder Name	Card Number	P/S
TENISHA R TESTqXc	XXXXXXXXXXXX4114	P

Vouchers

Child Name	Child Number	Status
TASIA TESTBaW	002	Active
TASIA TESTBaW	002	Active
DAIJUAN TESTDs	003	Inactive
DAIJUAN TESTDs	003	Inactive
LAMAR TESTIL	001	Inactive
LAMAR TESTIL	001	Inactive
TRISTEN TESTiPROg	004	Inactive
TRISTEN TESTiPROg	004	Inactive

In order to change your contact information on record such as name or address, please contact Indiana's Family and Social Services Administration by email at OECOSLParentInquiry@fssa.IN.gov. Please be sure to include either your card number or case number and the information that requires update. Please note that the address needs to be a physical address, and not a P.O. Box.

[ATTENDANCE](#) [LATE ATTENDANCE WORKLIST](#)

Case Information

Primary Cardholder

Click on **Cardholder Name** for **Cardholder Profile**

Click on **Child Name** for more details on voucher (**Child Profile**)

Click **“Attendance”** to view **Attendance Report**

Click **“Late Attendance Worklist”** to view Late Attendance to be approved or denied

Attendance Report

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Report shows today's approved attendance, or enter dates to search

Approved check-in's, checkouts, etc. for today or chosen dates

CASE TRANSACTION SEARCH

Report on data between: (DD/MM/YYYY) 06/01/2015 07/14/2015 CHECK IN, CHECK OUT, PF Include Denied Transactions

SEARCH Reset

CASE TRANSACTION REPORT

Attendance Date/Time	Child First Name	Child Last Name	Child #	Attendance Type	Duration	Transaction Date/Time	Cardholder Name	Response
06/29/2015 11:26 AM	TRISTEN	TESTrPROp	004	CHECK IN		06/29/2015 11:26 AM	TESTqXc, TENISHA R	SUCCESS/APPROVED
06/29/2015 11:23 AM	TRISTEN	TESTrPROp	004	CHECK IN	00:00	06/29/2015 11:23 AM	TESTqXc, TENISHA R	SUCCESS/APPROVED
06/29/2015 10:45 AM	TRISTEN	TESTrPROp	004	CHECK IN	00:00	06/29/2015 10:45 AM	TESTqXc, TENISHA R	SUCCESS/APPROVED
06/29/2015 07:07 AM	TRISTEN	TESTrPROp	004	CHECK IN	01:37	06/29/2015 07:07 AM	TESTqXc, TENISHA R	SUCCESS/APPROVED

Or, search by transaction type, such as IN, OUT, PERSONAL DAY, etc. (see next slide)

See next screen for attendance type definitions

Attendance Types

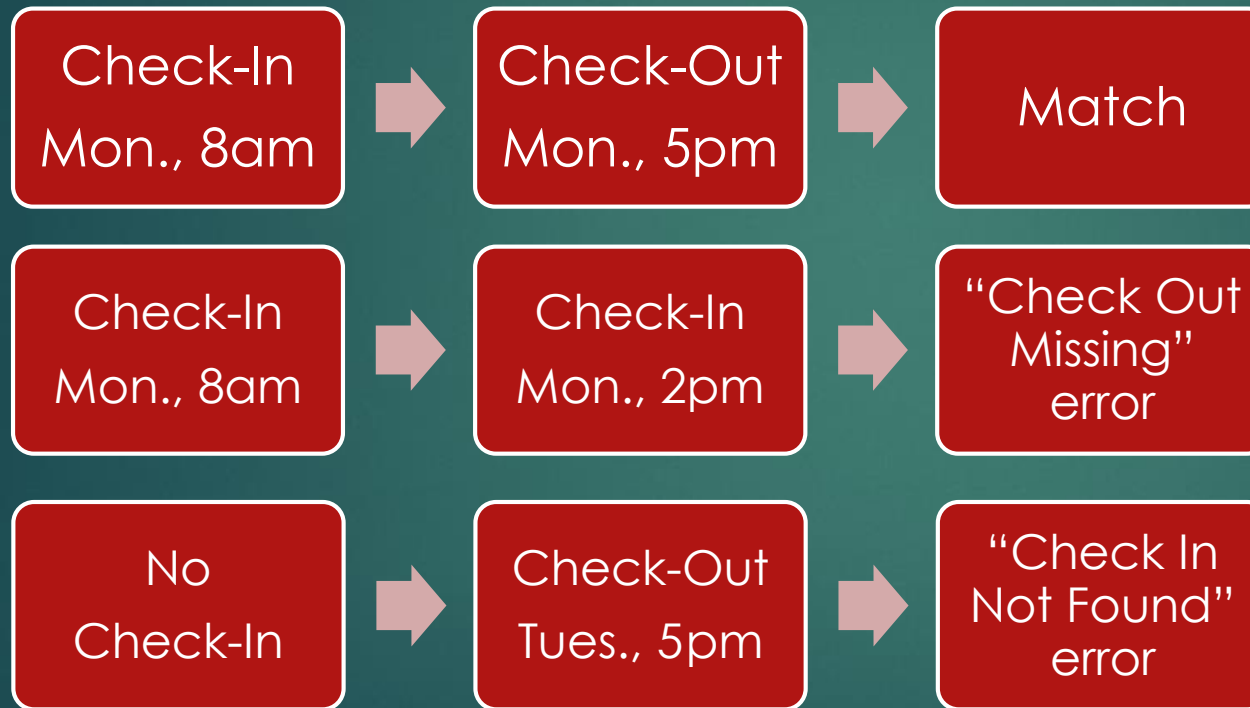
Attendance Type – Code	Definition
IN or OUT	Check-in or Checkout
P/IN or OUT	Previous Check-in/out (checked in/out for time during last two weeks)
L/IN or L/OUT	Late Check-in/out (checked in/out for time during last 365 days)
SAF	Check-in or out that was saved and sent later (phone line/network down)
Void	Canceled activity
Provider Holiday	Provider closure for holiday
Inclement Weather Closure Day	Provider closure due to bad weather



Real-Time Transaction Matching

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- ▶ Each Check-In or Check-out is “matched” real-time to the related Check-in or Check-Out



- ▶ Check-Out must be within 48 hours of Check-in

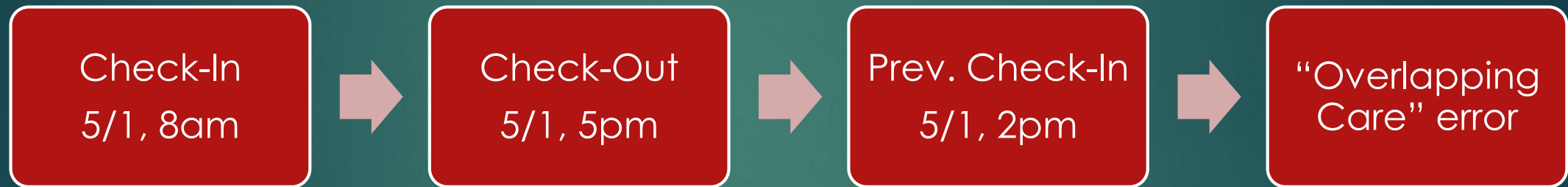
NEW!

- ▶ Must Check-Out first

- ▶ Must Check-In first

Real-Time Transaction Matching (cont.) 21

- ▶ Each Check-In or Check-out is “matched” real-time to the related Check-in or Check-Out



- ▶ If a Prev. Check-In is attempted in the middle of an approved (“matched”) Check-In/Out pair, transaction is rejected with “Overlapping Care” error message

NEW!

Real-Time Transaction Matching (cont.)

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- ▶ Additional Check-In/Check-Out Procedures
 - ▶ Check-In with “Pending” status means it is approved but unmatched and waiting for a Check-Out
 - ▶ If a correction needs to be made to a Check-In or Check-Out, either one or both of the transactions must be Voided
 - ▶ Check-In or Check-Out attendance is not allowed when there is a Provider Holiday or Inclement Weather Closure Day
 - ▶ Provider Holiday or Inclement Weather Closure Day cannot be submitted if an approved Check-In/Out entered for a child on the same date



Provider Profile

TIP: To get to this screen click the blue hyperlink **Provider Name** on the **Child Profile**

CHILD PROFILE

Child Information

Child Name: MARLY TESTMM

Case Number: [202910](#)

Child Number: 002

Address : 3216 W. MOORESVILLE RD., INDIANAPOLIS, IN, 46221

Telephone: 392-475-6402

Personal Days Balance: 20

Anniversary Date: 12/21/2014

Voucher History

Voucher Number	Rate Type	Provider Name
3051239	WEEKLY	CHILDREN'S VILLAGE

INDIANA e-Child Care
INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome, [TENISHA TESTQXc](#) [Log-out](#)

[HOME](#)

PROVIDER PROFILE

Provider Information

Provider Name: A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC

Provider ID: 3931

Contact Name: ASHANTI ORDONE

Address: 5023 North Shadeland Avenue, 8618 North Riata, Indianapolis, IN, 46226

Telephone: 317-546-8818

Vouchers

Child Name	Child Number	Status
TASIA TESTBaW	002	Active
TASIA TESTBaW	002	Active
DAJUAN TESTDs	003	Inactive
DAJUAN TESTDs	003	Inactive
LAMAR TESTIL	001	Inactive
LAMAR TESTIL	001	Inactive
TRISTEN TESTiPROp	004	Inactive
TRISTEN TESTiPROp	004	Inactive

Provider Information

Click on **Child Name** for more details on voucher (Child Profile)

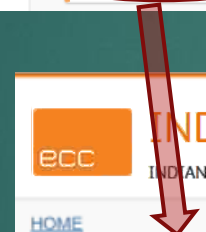
Cardholder Profile

TIP: To get to this screen click the blue hyperlink **Cardholder Name** on the **Case Profile**

CASE PROFILE

Case Information	
Case Number:	202910
Address:	3216 W. MOORESVILLE RD,

Cardholders	
Cardholder Name	Card Number
PAMELA TESTIzqx	XXXXXXXXXXXX0739



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CARDHOLDER PROFILE

Cardholder Information	
Cardholder Name:	TENISHA R TESTqXc
Case Number:	106890
Card Number:	XXXXXXXXXXXX4114
Address:	4327 N KITLEY AVE,,INDIANAPOLIS,IN,46226
Telephone:	715-118-2557
Primary/Secondary:	Primary
Cardholder Access:	ACTIVE
Date PIN Changed:	04/17/2015 15:29:13

Other Cardholders		
Cardholder Name	Card Number	P/S
FIRST LAST	XXXXXXXXXXXX0003	P
JAMES TESTOIgnj	XXXXXXXXXXXX6045	S

Vouchers		
Child Name	Child Number	Status
TASIA TESTBaW	002	Active
TASIA TESTBaW	002	Active
DAJUAN TESTDs	003	Inactive
DAJUAN TESTDs	003	Inactive
LAMAR TESTIL	001	Inactive
LAMAR TESTIL	001	Inactive
TRISTEN TESTrPROp	004	Inactive

Cardholder Information

Secondary Cardholder


Click on **Child Name** for more details on voucher (**Child Profile**)



Child Profile

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Child Information

ecc **INDIANA e-Child Care**  Welcome, [TENISHA TESTqXc](#) [Log-out](#)

[HOME](#)
CHILD PROFILE

Child Information

Child Name: TASIA TESTBaW

Case Number: [108890](#)

Child Number: 002

Address : 4327 N KITLEY AVE

Telephone: 715-118-2557

Personal Days Balance: 0

Anniversary Date: 08/26/2014

Cardholders

Cardholder Name	Card Number	P/S
TENISHA R TESTqXc	XXXXXXXXXXXX4114	P

Voucher History

Voucher Number	Rate Type	Provider Name	Provider ID	Start Date	End Date	Status	
3053498	WEEKLY	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC	3931	12/21/2014	05/20/2016	ACTIVE	DETAILS
2397497	WEEKLY	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC	3931	12/23/2012	06/22/2013	ACTIVE	DETAILS
2530538	WEEKLY	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC	3931	06/23/2013	12/21/2013	ACTIVE	DETAILS
2698765	WEEKLY	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC	3931	12/22/2013	05/10/2014	ACTIVE	DETAILS
1944315	WEEKLY	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC	3931	10/30/2011	04/28/2012	ACTIVE	DETAILS

Click **“Details”** to see more information about each voucher



Voucher Details

- ▶ See detailed information about the child's voucher

- ▶ Click **“Payments”** to see payments for this voucher



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VOUCHER DETAILS

Child Information	
Child Name:	TASIA TESTBaW
Case Number:	108890
Child Number:	002
Address:	4327 N KITLEY AVE, INDIANAPOLIS, IN, 46226
Telephone:	715-118-2557
Personal Days Balance:	20
Anniversary Date:	08/26/2007

Voucher Information	
Status:	ACTIVE
Voucher Number:	3053498
Case Sequence Number:	13
Age Group:	SCHOOL OTHER
Effective Date:	12/21/2014
End Date:	05/20/2016
Total Subsidy:	\$5174.00
Service Need Days:	5
Service Need Hours:	9
Provider ID:	3931
Provider Name:	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC
Provider Address:	5023 North Shadeland Avenue, 8618 North Riata, Indianapolis, IN, 46226

Rate Information	
Rate Type:	WEEKLY
Provider Rate Amount:	\$199.00
Market Hour Rate:	\$8.40
Market Day Rate:	\$50.00
Market Week Rate:	\$199.00
Over Rate:	\$0.00
Additional Charges:	\$0.00
Weekly Subsidy:	\$50.00
Co-Pay:	\$0.00

[PAYMENTS](#)

Approve Late Attendance

CLIENT WEB PORTAL TRAINING GUIDE



Late Attendance Worklist

- ▶ Displays when “Late Attendance Worklist” button is selected on Case Profile screen
- ▶ Lists voucher numbers and service weeks for late attendance (discrepancies) that **needs to be approved or denied** by the parent/guardian
- ▶ Select “Details” button to view the details on that Late Attendance



LATE ATTENDANCE WORKLIST

Voucher #	Child First Name	Child Last Name	Child #	Period Start	Period End	DETAILS
2992290	DEON	TESTpzen	003	12/28/2014	01/03/2015	DETAILS
2992290	DEON	TESTpzen	003	01/04/2015	01/10/2015	DETAILS
2992290	DEON	TESTozen	003	02/01/2015	02/07/2015	DETAILS

Voucher Late Attendance Details

- ▶ Displays Late Attendance when “Details” button is selected on Case Profile screen
- ▶ Lists voucher information for selected service week, and all late attendance transactions (whether “settled” or paid, or “unsettled” or unpaid)
- ▶ Parent/guardian can **Approve** or **Deny** late attendance
- ▶ **NOTE:** Late attendance must be approved by the parent/guardian, or the provider **may not be paid**

Special: N

Provider Name: A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC

Provider Address: 5023 North Shadeland Avenue, Indianapolis, IN, 46226

APPROVE/DENY LATE ATTENDANCE (07/19/2015 - 07/25/2015)

Attendance Date	Time	Attendance Type	Duration	Transaction Date /Time	Status	Action
07/19/2015		LATE PERSONAL DAY	09:00	07/19/2015 00:00	DENIED	APPROVE
07/20/2015		LATE PERSONAL DAY	09:00	07/20/2015 00:00	APPROVED	DENY
07/21/2015		NO ATTENDANCE				
07/22/2015		NO ATTENDANCE				
07/23/2015	13:17 14:18	LATE CHECK IN LATE CHECK OUT	01:01	07/23/2015 13:17 07/23/2015 14:18	PENDING	APPROVE DENY

ATTENDANCE PAYMENT

Payment Date:	Attendance Hours:	Personal Day Hours:	Holiday Hours:	Inclement Weather Closure day Hours:	Total Hours:	Payment Amount:	Subsidy Paid in Full:	Rate Applied:
06/28/2015	-	-	-	-	-	-	-	-

Approval by Parent/Guardian (IVR)

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- ▶ A Parent can also call into the IVR (automated phone menu), to approve or deny late attendance
- ▶ Callers will be automatically notified if they have late attendance entered by their provider that requires their approval or denial
- ▶ The phone line menu and detailed instructions will be covered on slides 38 to 40.



Review Voucher Payment Information

CLIENT WEB PORTAL TRAINING GUIDE



Voucher Payment Search

CASE PROFILE

Case Information

Case Number: 202910

Address: 3216 W. MOORESVILLE RD,

City: INDIANAPOLIS

State: IN

Zip Code: 46221

County: 97 - MARION

Telephone: 392-475-6402

Cardholders

Cardholder Name	Card Number
PAMELA TESTIzqx	XXXXXXXXXXXX0739

Vouchers

Child Name	Child Number	Status
MARLY TESTMM	002	Active
ABIGAIL TESTgQwfj	001	Inactive

▶ Access the **Voucher Payment Search** screen by clicking the blue hyperlink on a child name on the Case Profile screen to view voucher details and payments

▶ Click the 'Payments' button at the bottom of the **Voucher Details Screen** to access the Voucher Payment Search screen

Voucher Information

Status: Inactive

Voucher Number: 3051239

Case Sequence Number: 1

Age Group: INFANT

Effective Date: 01/11/2015

End Date: 01/31/2015

Total Subsidy: \$723.00

Service Need Days: 5

Service Need Hours: 7

Provider ID: 3414

Provider Name: [CHILDREN'S VILLAGE](#)

Provider Address: 5555 Galeao Court,,Indianapolis,IN,46241

[PAYMENTS](#)

Voucher Payment Search (cont.)

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1. Click arrow for drop-down menu to choose year
2. Click arrow for drop-down menu to choose Payment Period for your payment search
3. Click "Search"

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VOUCHER PAYMENT PROFILE

Child Information	
Child Name:	TASIA TESTBaW
Case Number:	108890
Child Number:	002
Address:	4327 N KITLEY AVE, INDIANAPOLIS, IN, 46226
Telephone:	715-118-2557
Personal Days Balance:	20
Anniversary Date:	08/26/2007

Voucher Information	
Status:	ACTIVE
Voucher Number:	3053498
Rate Type:	WEEKLY
Provider Rate Amount:	\$199.00
Effective Date:	12/21/2014
End Date:	05/20/2016
Provider ID:	3931
Provider Name:	A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC
Provider Address:	5023 North Shadeland Avenue, 8616 North Riata, Indianapolis, IN, 46226

VOUCHER PAYMENT SEARCH

Select Year: 2015 ▼ Select Payment Period: 11/29/2015 ~ 12/12/2015 2

1 3

[SEARCH](#)

Voucher Payment Summary

Anniversary Date: 03/23/2015

Provider Name: [DEVELOPMENT ACADEMY, INC](#)

Provider Address: 5023 North Shadeland Avenue, Indianapolis, IN, 46226

VOUCHER PAYMENT SEARCH

Select Year: 2015 Select Payment Period: 07/26/2015 to 08/08/2015

[SEARCH](#)

VOUCHER PAYMENT SUMMARY(PAYMENT DATE: 08/23/2015)

Attendance Payment	
Week 1 Payment	Week 2 Payment
\$99.50	\$99.50

Late Attendance Payment	
Period Start	Period End
04/05/2015	04/11/2015

[\\$99.50](#)



Attendance payments

Payments for late attendance reports

Payment Details

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INDIANA e-Child Care
INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

Welcome, [FIRST LAST](#) [Log-out](#)

[HOME](#)

VOUCHER PAYMENT DETAILS

Child Information

Child Name: JORDAN TESTpi

Case Number: [197185](#)

Child Number: 001

Address: 10089 JOHN MARSHALL DRIVE, INDIANAPOLIS, IN, 78759

Telephone: 803-590-9438

Personal Days Balance: 19

Anniversary Date: 05/25/2014

Voucher Information(Week of 08/09/2015 to 08/15/2015)

Status: ACTIVE

Voucher Number: 3097174

Rate Type: WEEKLY

Rate Amount: \$199.00

Effective Date: 03/22/2015

End Date: 08/29/2016

Provider ID: 3931

Provider Name: [A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC](#)

Provider Address: 5023 North Shadeland Avenue,, Indianapolis, IN, 46228

Voucher Payment Details for Week of 08/09/2015 to 08/15/2015

Attendance Date	Attendance Time	Transaction Type	Duration	Status	Payment Date
08/16/2015		NO ATTENDANCE			
08/17/2015		NO ATTENDANCE			
08/18/2015		PERSONAL DAY CLAIM	06:00	SETTLED	09/06/2015

Child Information

Voucher Information

Attendance payments

Payment Details (with Late Attendance)

Voucher Payment Details for Week of 08/09/2015 to 08/15/2015

Attendance Date	Attendance Time	Transaction Type	Duration	Status	Payment Date
08/16/2015		NO ATTENDANCE			
08/17/2015		NO ATTENDANCE			
08/18/2015		PERSONAL DAY CLAIM	06:00	SETTLED	09/06/2015
08/19/2015	15:15 15:17	CHECK IN CHECK OUT	00:02	SETTLED SETTLED	09/06/2015
08/20/2015		NO ATTENDANCE			
08/21/2015		NO ATTENDANCE			
08/22/2015		NO ATTENDANCE			

Attendance Payment

Payment Date	Attendance Hours	Personal Day Hours	Holiday Hours	Inclement Weather Closure Day Hours	Total Hours	Payment Amount	Rate Applied	Subsidy Paid in Full
09/06/2015	00:02	06:00	00:00	00:00	06:02	\$99.50	1/2 Weekly Subsidy	No

Late Attendance Payments

Payment Date	Late Attendance Hours	Late Personal Day Hours	Total Hours	Payment Amount	Rate Applied	Subsidy Paid In Full
08/23/2015	01:00	00:00	01:00	\$99.50	1/2 Weekly Subsidy	No

Late Attendance payments



How to Get Help by Phone

CLIENT WEB PORTAL TRAINING GUIDE



Parent Help Line – 1-800-876-0487

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You can call 1-800-876-0487 for information and help with HoosierWorks for Child Care

- ▶ **Press “1”** for English, or **press “2”** for Spanish
- ▶ **Enter Hoosier Works Child Care Card Number, ZIP Code and DOB** (to access YOUR case)
- ▶ Next, you will hear the Main Menu (*unless you have attendance that needs your review before paying your child care provider*)
- ▶ If you have late attendance to approve or deny:
 - ▶ The automated system will ask you to approve or deny attendance that needs your attention (“pending”) – Press “2” to return to main menu
 - ▶ After all pending late attendance is approved or denied, you will hear the Main Menu



Parent Help Line – 1-800-876-0487 (cont.)

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Hoosier Works for Child Care Parent Help Desk: Main Menu

- ▶ **Press “1”** to create a new 4-digit PIN number or change your PIN
- ▶ **Press “2”** to report your card lost or stolen
- ▶ **Press “3”** to approve or deny late attendance that requires your review
- ▶ **Press “4”** to transfer to a live operator, or Customer Service Representative



Parent Help Line – 1-800-876-0487 (cont.) 40

How to approve or deny late attendance for provider payment:

- ▶ The Help Line will automatically ask for your review of any past child care late attendance that has not been approved or denied
- ▶ Or, you can press Option “3” on the main menu
 - ▶ Automated phone line: “There is pending late attendance entered by your provider that requires your approval or denial...to approve or deny late attendance now, **press ‘1.’** To go to the main menu, **press ‘2.’**”
 - ▶ Automated phone line: “Child number X has [attendance type] on [date] for [hours] and [minutes], **press “1” to approve or “2” to deny**
 - ▶ You will be asked to confirm your approval or denial (press “1”) and will be asked to enter your PIN for additional case information.



Questions & Answers

Thank you
for participating!

