



## Hoosier Works for Child Care CARD TIPS

### ASSISTANCE

For questions about your account or problems with your card, please call your local intake agent.

### CARD CARE

- Do not damage or bend your card
- Do not scratch black magnetic strip on back of your card
- Do not get your card wet
- Do not leave your card in the sun
- Do not place your card near magnets, TVs, stereos, DVD players or checkout scanners
- Always keep your card in a safe place
- Do not throw your card away – it is yours to keep as long as you are receiving child care benefits

### CHECK IN / CHECK OUT

| Terminal Display                               | Action   |
|--|--|
| SWIPE CARD to Begin                            | Swipe your Card<br>(Press F3 for manual entry)       |
| Please ENTER PIN                               | Enter your PIN, Press Enter                          |
| Attendance Type?                               | Press "1" for Check In<br>Press "2" for Check Out    |
| Enter Child #                                  | Enter your Child #'s<br>Press Enter after each child |
| Press <b>ENTER</b> again after your last child |  |

For help:

- Contact your local intake agent
- Ask your Child Care Provider for help
- Visit [www.hoosierchildcarefamily.com](http://www.hoosierchildcarefamily.com) for tips and short how-to videos
- For help with Check-In / Check-Out, call 1-800-876-0487

# **IMPORTANT INFORMATION ABOUT YOUR HOOSIER WORKS FOR CHILD CARE CARD**

## **Hoosier Works for Child Care Card**

- You will use your Hoosier Works for Child Care Card to access your child care benefits
- Each day you must swipe your Card to check your child in and out of the child care program
- If you do not use your Card to record your child's time and attendance, your Provider will NOT get paid

## **Personal Identification Number – PIN**

- A PIN is a four-number SECRET code that you choose – your PIN must be used every time you use your Hoosier Works for Child Care Card
- To set up your PIN call 1-800-876-0487 and follow the instructions given on the call
- The POS terminal will not work unless you enter your PIN
- LEARN and REMEMBER your PIN
- NEVER write your PIN on your card
- NEVER give your card or PIN to anyone, including your provider
- Your PIN is your secret electronic signature – the individual card holder is responsible for all card activities
- If you forget your PIN, you will need to change your PIN

## **PIN Changes**

- If you forgot your PIN or want to change your PIN, you should call 1-800-876-0487 and follow the instructions
- You do not need to know the old PIN to change your PIN

## **PIN Changes**

- To obtain a replacement card, contact your Intake Agent
- Until your card is reissued, you will NOT be able to check your child in or out and your Provider may NOT be paid

## **Late Attendance**

- Late Attendance is entered by your provider and approved by you on the Parent/Guardian Web Portal at [www.hoosierchildcarefamily.com](http://www.hoosierchildcarefamily.com) or through the IVR at 1-800-876-0487