# KinderConnect
# Frequently Asked Questions

## Overview

**Q: If our child care site has a Child Care Management System (such as Early Learning Ventures-Alliance CORE, ProCare, BrightWheel), do we need KinderConnect?**

    A. YES. Even if a site has (and wishes to keep) a Child Care Management System at the child care site, KinderConnect will be the LDOE-required attendance tracking for all CCAP participants. If a site is serving CCAP children, that site and that site's families must utilize KinderConnect.

    All Child Care Management Software (CCMS) vendors in the [CCMSi Guidebook](#) have Application Programming Interface (API) capability which will allow them to be used in conjunction with KinderConnect:

        ● If a site is using ChildWatch, ProCare (Cloud and some desktop versions), SmartCare, Early Learning Ventures-Alliance CORE, or BrightWheel and wishes to continue using that CCMS in addition to KinderConnect, the site should do the following:

            1. [Register in Edlink as an entity manager](#).
            2. [Register to KinderConnect via Edlink](#).
            3. Contact KinderSystems to check the site's CCMS integration capabilities and to turn the integration functionality on by e-mailing [SupportLA@kindersystems.com](mailto:SupportLA@kindersystems.com) or by calling 888-829-9258.

**Q: Is KinderConnect a Child Care Management System (CCMS)?**

    A. KinderConnect is not a CCMS: KinderConnect is an attendance tracking system. KinderConnect alone does not support business operations, outside of being a tool to collect children's time and attendance. A CCMS is a software system that is designed specifically to support business operations by helping not only with attendance tracking but with additional processes such as enrollment support, fee collection and billing, simplifying communication with parents, and many report functionalities to help with various regulatory requirements such as licensing, CACFP, and much more. Examples of a CCMS can be found in the [CCMSi Guidebook](#).

**Q: Will foster children be using KinderConnect as well? Will they be automatically added to the KinderConnect roster as well?**

    A. Yes, all CCAP-certified families, including foster care children, will be included in KinderConnect. It is anticipated that foster children will be added to site rosters soon.

**Q: Can KinderConnect be used for attendance of all children enrolled, including those not on CCAP?**

    A. Yes, KinderConnect can be used for tracking the attendance of all children, including those on private pay. For assistance including non-CCAP children, contact KinderConnect at SupportLA@kindersystems.com or 1-888-829-9258.

**Q: Can a site have 2 administrators for KinderConnect?**

    A. Yes. To set up administrators follow the instructions in the "Accessing KinderConnect User Guide."

**Q: Does each director at a site need to have an EdLink account?**

    A. Yes. Follow these instructions for accessing EdLink. Additional EdLink training information is also available. Furthermore, assistance can be received by submitting a ticket at https://edlink.supportsystem.com.

## KinderConnect Tablets

**Q: Can a site use its own tablet until the one from KinderConnect arrives?**

    A. Yes. Below are links to instructions for connecting a provider's own site tablet to KinderConnect:

    For Apple devices
      1. KSign QRC Connect iPad to WiFi
      2. KSign QRC Download App to iPad
      3. KSign QRC Provider Device Registration

    For Android devices

      1. KSign QRC Connect Android Tablet to WiFi
      2. KSign QRC Download App to Android Tablet
      3. KSign QRC Provider Device Registration

**Q: Where are tablets being delivered, to a site's physical location or to its mailing address?**

    A. KinderConnect tablets are being delivered to each site's physical location.

**Q: How are the KinderConnect tablets being delivered (e.g., by US Mail, Fed Ex, other)?**

    A. Tablets are being delivered by the U.S. Postal Service, and a signature is required at delivery.

**Q: By when will all sites have received their KinderConnect tablets, so that they can begin setting up and using KinderConnect? Whom should I contact if our site has not received our tablets by that timeframe?**

    A. KinderSystems is currently in the process of shipping devices for all Type III providers and CCAP-certified Family Child Care educators. The Department expects that all devices will be delivered by no later than March 30, 2023. If a site has not received a tablet by March 30, 2023, please place a ticket in the LDOE ticket system (https://provider.supportsystem.com), and please put into the subject line, "I have not received a KC tablet."

**Q: How do I set up my site's tablet to use KinderConnect?**

    A. Please see instructions on setting up a site's tablet. Additional instructions are also available. If a site needs any further assistance, contact KinderConnect at SupportLA@kindersystems.com or 1-888-829-9258.

**Q: Once the tablets are received, how soon are sites able to begin using the KinderConnect system?**

    A. Sites can and should begin to set up and use the tablet and KinderConnect system immediately. Please register for KinderConnect webinars, which can provide your site with information about setting up and using the tablet and system, via https://edlinkinfo.com/.

## CCAP Rosters

**Q: When our site begins using KinderConnect, will our have to add children to the roster?**

    A. No. After the tablet is set up, children will appear on the roster in your site's tablet.

**Q: Our site has one or more CCAP children who are not currently appearing on our KinderConnect roster. What should our site do in order to get this fixed?**

    A. Please e-mail SupportLA@kindersystems.com or call 1-888-829-9258 for assistance.

**Q: Will previous check-ins and check-outs be allowed in KinderConnect?**

    A. Yes. Complete instructions for recording attendance for a prior date can be found at www.edlinkinfo.com. Select "Guides and Quick Reference Cards."

## Payments

**Q: Will a site's weekly payments be affected if the site has not received a tablet?**

    A. There will be no change in a site's payment schedule.

**Q: If our site's tablet does not arrive and our site cannot start using it on March 15, what impact will there be on our site's CCAP quarterly bonus payments?**

    A. Sites will not be penalized if they have not received their tablet.

## Transition from TOTS

**Q: Will finger scans be necessary once KinderConnect is set up?**
    A.  No, finger scans will no longer be required once a site is set up in KinderConnect. Once the tablet for KinderConnect has been received by a site and rosters and attendance tracking have been transitioned to KinderConnect, a site will no longer use the site's TOTS device.

**Q: Should we stop using TOTS when we start using KinderConnect?**
    A.  Correct. The TOTS attendance tracking system is being replaced by KinderConnect.

**Q: How does a site return the TOTS machine?**
    A.  Once the tablet for KinderConnect has been received by a site and rosters and attendance tracking have been transitioned from TOTS, please mail the TOTS device back to Conduent. A self-addressed mailer can be obtained by calling 1-888-281-0326.

## Family Use of KinderConnect:

**Q: Who is responsible for getting parents connected to use KinderConnect?**
    A.  Providers should assist families with using KinderConnect. Families can also log into [www.edlink.com](www.edlink.com) and select "Parents and Sponsor" in the upper right corner of the screen to obtain information about setting up the app on their cell phones. If further assistance is needed, contact KinderConnect at [SupportLA@kindersystems.com](mailto:SupportLA@kindersystems.com) or 1-888-829-9258.

**Q: If a parent downloads the app for KinderSmartLouisiana, does he/she still have to enter the site and sign in on the tablet?**
    A.  No, parents should download the KinderSmartLouisiana application to use the KinderSmart app on their personal cell phones. The application is available for both iPhone and Android devices. If assistance is needed, contact KinderConnect at [SupportLA@kindersystems.com](mailto:SupportLA@kindersystems.com) or 1-888-829-9258.

       Once families begin using the KinderSmartLouisiana app on their cell phones, they will no longer have to enter the site and sign in or out on the site's tablet.

**Q: What does "Sponsor" mean in the KinderConnect system?**
    A.  The term "sponsor" references the family's Head of Household and/or the Household Designee.

**Q. If a parent is locked out of the KinderSmartLouisiana app, is it possible to reset the PIN?**
    A.  There is an option for the sponsor (i.e., the family's Head of Household and/or the Household Designee) to reset their PIN by selecting this option on the KinderSign screen (Provider's tablet).
        1.  [KSign QRC Create Sponsor PIN and Secret Question](#)
        2.  [Sign QRC Expired PIN](#)
        3.  [KSign QRC Resetting PIN](#)

The sponsor will be asked to create a secret question or answer their secret question.  The sponsor can answer the secret question and then be guided through the change of the PIN on the screen of the tablet.   If assistance is needed, the parent can contact KinderConnect at [SupportLA@kindersystems.com](mailto:SupportLA@kindersystems.com) or 1-888-829-9258.

**Q: If a parent's phone number changes, what process will parents need to complete to update their information in KinderConnect?**

    A.  A provider has the ability to update a sponsor's (i.e., the family's Head of Household's and/or the Household Designee's) phone number in KinderConnect.  See instructions at [Add or Edit Telephone Number of a Caretaker/Sponsor](#) from the [www.edlink.com](http://www.edlink.com) website.

**Q:  If a parent does not update their phone number in the system, will they be locked out of the KinderConnect system?**

    A.  A family with an out-of-date phone number will not be locked out from accessing the device. However, it is essential that each approved sponsor (i.e., the family's Head of Household and/or the Household Designee) keep their phone number updated in KinderConnect.  The provider has the ability to update the sponsor's phone number.  See instructions at [Add or Edit Telephone Number of a Caretaker/Sponsor](#) from the [www.edlink.com](http://www.edlink.com) website.

**Q:  If a parent enters the wrong PIN multiple times, will they be locked out of the KinderConnect system?**

    A.  Yes.  There is an option for the sponsor (i.e., the family's Head of Household and/or the Household Designee) to reset their PIN by selecting this option on the screen of the phone.  The sponsor will then be asked to answer their secret questions.  The sponsor can answer the secret question and they will be guided through the change of the PIN on the screen of the phone.   If assistance is needed, the parent can contact KinderConnect at [SupportLA@kindersystems.com](mailto:SupportLA@kindersystems.com)  orl 1-888-829-9258.

**Q:  Are PIN numbers able to be repetitive amongst family accounts?**

    A.  Each sponsor (i.e., the family's Head of Household and/or the Household Designee) should have a unique PIN.

**Q: What should be done if a parent does not remember her/his PIN?**

    A.   There is an option for the sponsor (i.e., the family's Head of Household and/or the Household Designee) to reset their PIN by selecting this option on the screen of the phone.  The sponsor will then be asked to answer their secret questions.  The sponsor can answer the secret question and they will be guided through the change of the PIN on the screen of the phone.   If assistance is needed, the parent can contact KinderConnect at [SupportLA@kindersystems.com](mailto:SupportLA@kindersystems.com) or 1-888-829-9258.

**EdLink:**

**Q: How does a site register for EdLink?**

    A. To register for EdLink visit https://www.louisianabelieves.com/early-childhood/edlink-training, or assistance can be received by submitting a ticket at https://edlink.supportsystem.com.

**Q: Can I register for KinderConnect before I complete my renewal application in EdLink?**

    A. Yes. Providers can register for KinderConnect before completing the renewal application in EdLink but the account in EdLink must be created first. If the account has not been created, providers should create an EdLink account, request for Entity Manager and KinderConnect access. Once approved you would be able to use Kinderconnect and see the EdLink Dashboard.

**Q: Will there be any more online support sessions for EdLink?**

    A. Sessions will end in March. For assistance you can submit a ticket at https://edlink.supportsystem.com.

**Other Technical Assistance:**

**Q: How does my site request a KinderConnect role?**

    A. After registering in EdLink, use the navigation bar on the left of the screen and click on "Entity Manager" and then "KinderConnect"; you will then be given an option to register. Follow the instructions for requesting access to KinderConnect.

**Q: How do I obtain a "staff ID" in KinderConnect?**

    A. Follow these steps in EdLink to obtain a Staff ID in KinderConnect:

- Click on the "Request Access to an Entity" button (Step 1)
- Request Access – click on the "EdLink Security" button (Step 2)
- Request Permissions – click on the "Request Permissions" button (Step 3)
- Request the EdLink permissions that you need

**Q: If a site was previously registered in EdLink, how does the site go back to access KinderConnect?**

    A. After a site has registered in EdLink, use the navigation bar on the left of the screen and click on "Entity Manager," then KinderConnect. Your site will then be given an option to register, if it has already registered.

**Q: After a site logs into KinderConnect, what should be done next?**

    A.   For assistance in setting up the tablet, contact KinderConnect at [SupportLa@kindersystems.com](mailto:SupportLa@kindersystems.com) or 1-888-829-9258.

**Q: Can we change the "sponsor's" (i.e., Head of Household's and/or Household Designee's) phone number in the KinderConnect system?**

    A.   Yes. Providers can update the phone number for sponsors. See instructions at [Add or Edit Telephone Number of a Caretaker/Sponsor](#) from the [www.edlink.com](http://www.edlink.com) website.

**Q: How does a site correct "hours of operation" in KinderConnect?**

    A.   The hours of operation listed in KinderConnect are pulled from information in the Licensing database. If a site's hours of operation need to be corrected in KinderConnect, please make a change request to edit the entity via EdLink.

**Q: How does a site do a previous scan again?**

    A.   A Sponsor (i.e., a Head of Household and/or Household Designee) can conduct a previous scan by following these [instructions](#) or contacting KinderSystems at [SupportLa@kindersystems.com](mailto:SupportLa@kindersystems.com) or 1-888-829-9258.

**Q: Has there been any progress with the "SSO error message" that providers were seeing in KinderConnect?**

    A.   The error message issue has been resolved. If your site is still having a problem, contact [EdLinkSupport@la.gov](mailto:EdLinkSupport@la.gov).

**Q: Do families need to continue finger scanning in TOTS until the center has KinderConnect set up?**

    A.   Yes, but only until the center has KinderConnect set up. Once providers are set up in KinderConnect, providers should immediately begin tracking attendance there. Providers should not be using TOTS and KinderConnect at the same time. All attendance will be tracked through KinderConnect only beginning April 17, 2023.

**Q: When KinderConnect messages says that action is required, what should our site do?**

    A.   For assistance, contact KinderConnect at [SupportLa@kindersystems.com](mailto:SupportLa@kindersystems.com) or 1-888-829-9258.