



KinderSign

User Manual

**Child Care Business Information Solution (CCBIS)
Missouri Department of Social Services**

September 17, 2019

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Overview

The KinderSign product is a tablet-based mobile application designed for the provider to collect child care attendance from parents and other authorized adults when signing their children in and out of care at their childcare providers. All attendance records obtained via KinderSign are uploaded to KinderConnect via a Wi-Fi connection.

All KinderSign transactions are secure since all authentication information for the parents and other authorized adults is instantly available in the system. Real time stamp information is available for time-and-attendance tracking, reporting and provider reimbursement.

How to Download KinderSign to an Android Tablet

In order to use KinderSign, you need to first install the app on your Android Tablet. Your device needs to be connected to the internet.

1. Tap the Play Store icon on the tablet home screen. 
2. In the top search field, type **KinderSign Missouri**, then tap the Search icon. 
3. Once the KinderSign app is found,  tap to select. Next tap , and finally tap **Install** to download. Tap **Accept** to initiate download.
4. Once the download is complete, tap **Open**. [KinderSign by Controltec](#) will appear on the screen and your tablet is ready to scan.



Tap Scan below to scan the QR code
on the sign-in sheet



SCAN

Version 2.3.37

KinderSign by Controltec




Version 2.3.37

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5. Tap **Scan** to register the tablet.
6. Depending on the tablet, upon completion of the download, you might need to tap **Continue**, and proceed to the **Complete account setup** screen. If asked for credit card information, tap **Skip**.
7. A message will then flash on the tablet indicating that [KinderSign by Controltec](#) has been added to the home screen.
8. Tap the **Home** button  on the lower portion of the tablet to return to the home screen. Locate the KinderSign icon  and tap it to open the app.

How to Download KinderSign to an iPad

In order to use KinderSign, you need to first install it on your iPad. Your device needs to be connected to the internet.

1. Tap the App Store icon on the iPad home screen. 
2. If the iPad asks if the App Store may access your location, tap **Allow**. If the iPad asks if you want to set up **Family Sharing**, tap **Not Now**.
3. In the search field (top right), type **KinderSign Missouri**, then tap **Search**. 
4. Once the KinderSign app is found  tap **GET**, then **Install** to download it. If your iPad asks you to sign into the iTunes Store, enter your Apple ID, password and tap **OK**.
5. Agree to the iTunes terms and conditions if asked to do so. If this is a new Apple ID, tap **Next** to go to a series of screens labelled **Complete your Apple ID**. Use these screens to provide additional information, including billing information such as your address. You are not required to provide credit card details.
6. Once the download is complete, tap **GET**, then **Open**. **KinderSign by Controltec** will appear on the screen.



Tap Scan below to scan the QR code
on the sign-in sheet

SCAN

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KinderSign by Controltec

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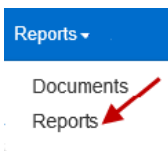
7. Tap **Scan**.
8. When the iPad asks “Do you want KinderSign to access your location while you use the app?” tap **Allow**. If it asks whether you want to set up family sharing, tap **Not now**.

Initial Registration of Provider's Tablet

Providers will need to register each tablet one time only. To register the tablet, it is necessary to complete steps both in KinderConnect and KinderSign. You must be able to log in to KinderConnect on your computer using the URL that was provided to you in the **Read Me First** document. There are additional Quick Reference Cards (QRCs) if you need more information about KinderConnect.

In order to use KinderSign on a tablet, you must first register with KinderConnect using a computer.

1. Open KinderConnect and click on **Reports** under **Reports**.



2. Press the drop-down arrow and select **KinderSign Tablet Registration Form** from the menu.

A screenshot of a web interface showing a report selection screen. At the top, there is a 'Report:' label and a dropdown menu with 'KinderSign Tablet Registration Form' selected. Below this, there is a box containing the following text: '* denotes a required report parameter', 'Description Display a KinderSign tablet registration form', and 'Provider * Select >>'. At the bottom of this box is a blue 'View' button.

3. Press **View**. A document that contains the QR code is automatically downloaded to your computer an icon labeled **KinderSign Tablet...pdf** appears or, depending on your computer configuration, a prompt to open the .pdf document. Click to open the PDF document.
4. The PDF document contains a scannable Quick Response (QR) code.

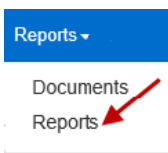


5. Verify the tablet is connected to wireless internet (Wi-Fi). You may either...
 - Scan the KinderConnect QR code on the computer screen, or
 - Scan the KinderConnect QR code from a printed copy.
6. Using the tablet, open **KinderSign**.
7. Tap **Scan** on the tablet screen, which switches the tablet to scan mode.

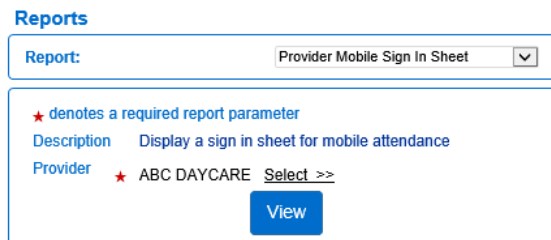
8. To scan, move the QR code into the view of the tablet camera so that the QR code is visible on the tablet screen. As soon as the whole QR code is visible to the tablet camera, the tablet scans the QR code automatically.
9. Once the scan is successful, the tablet will be registered to the provider and displays the following message: **Device Registered. Your device has been registered and is ready to use.**

You are now registered. It is necessary to return to KinderConnect using your computer and do the final steps in order to be able to track attendance.

10. Open KinderConnect and click on **Reports** under **Reports**.



11. Press the drop-down arrow and select **Provider Mobile Sign In Sheet** from the menu to complete setup.



12. Press **View**. A document that contains the QR code is automatically downloaded to your computer an icon labeled **Provider Mobile Sign In Sheet...pdf** appears or, depending on your computer configuration, a prompt to open the .pdf document. Click to open the PDF document.
13. Upon successful completion, the telephone keypad displays and parents/sponsors can use KinderSign for checking their children in and out of care.

How to Sign In as a Provider

Once the Provider's tablet is registered,

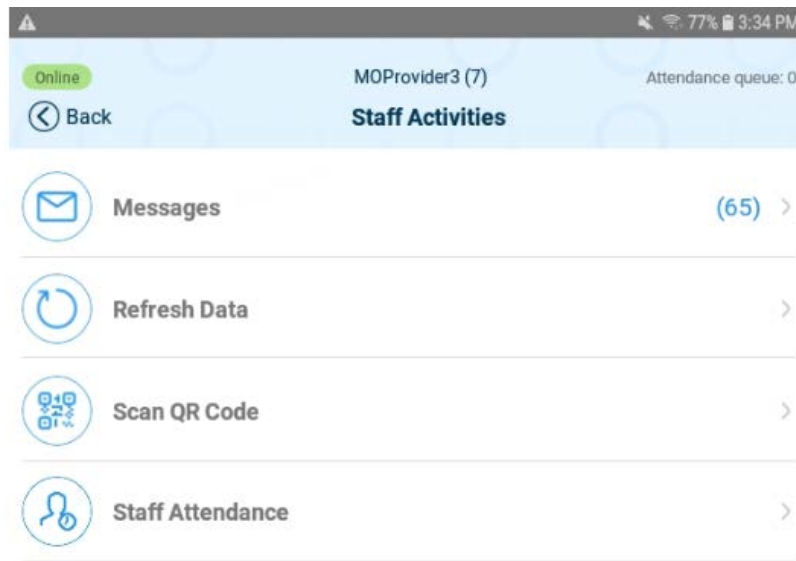
1. Use the keypad to enter the 10-digit telephone number as registered in the **Operator > Detail** page of KinderConnect. Tap **Next**.



2. Enter your 4-digit **PIN** number as registered in the **Operator Account** page of KinderConnect. Tap **Verify** to display the **Activities** screen.



3. From the **Activities** screen, select the activity you would like to perform.



How to Read a Message

Providers can receive and review messages in their tablets, automatically generated in KinderConnect and related to the Attendance.

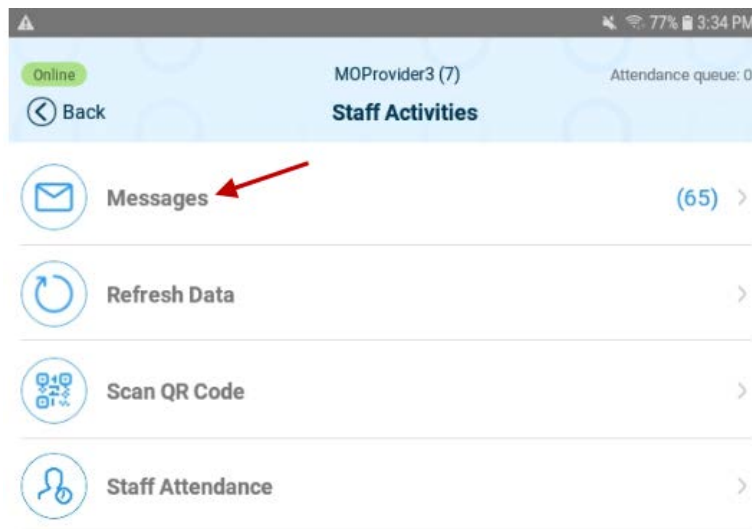
1. Use the keypad to enter the 10-digit telephone number as registered in the **Operator > Detail** page of KinderConnect. Tap **Next**.



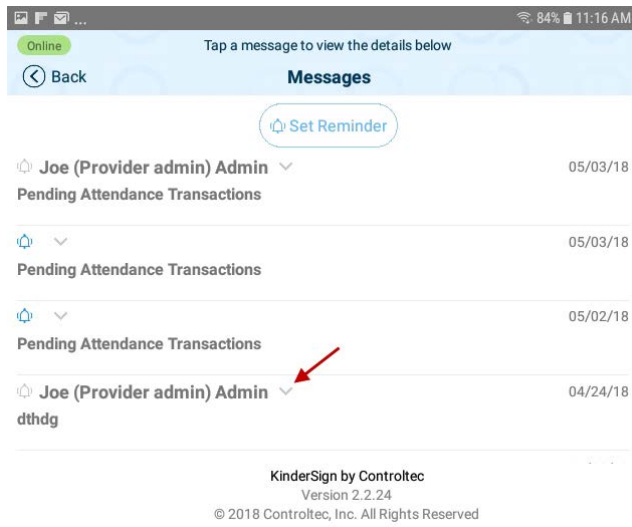
2. Enter your 4-digit **PIN** number as registered in the **Operator Account** page of KinderConnect. Tap **Verify** to display the **Activities** screen.



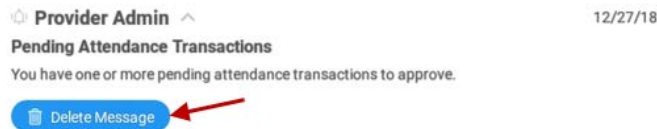
3. Tap **Messages**.



- When the list of all messages appears, tap on the down arrow to expand and review a message.



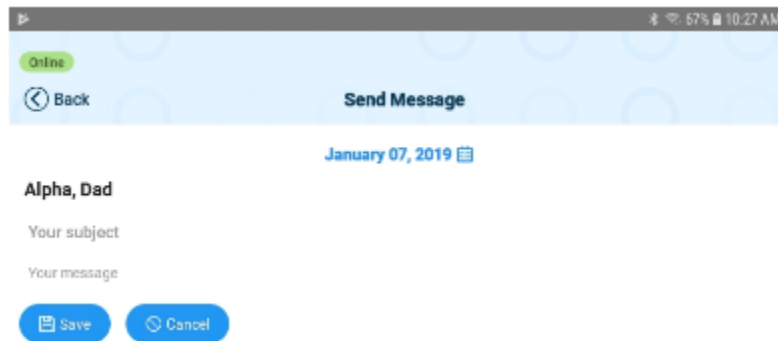
- Expanding a message activates the **Delete Message** button. Tap to delete the message.



- Tap on **Set Reminder** to create a reminder message for yourself.



- A **Reminder** message is not sent to anyone, just remains on KinderSign as a reminder to yourself. After entering the content of the **Reminder** message, tap **Save**.

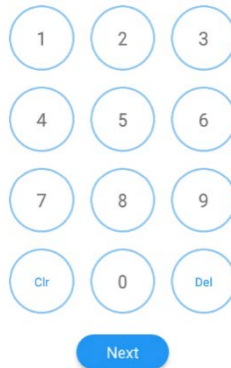


- When you finish reviewing your messages, tap **Back** to return to the previous menu.

Provider Administrator Refreshes a Tablet

A Provider Administrator needs to **Refresh** the tablet whenever a change is made to a Child, Provider or Parent/Sponsor record in KinderConnect, including the addition of a new Parent/Sponsor.

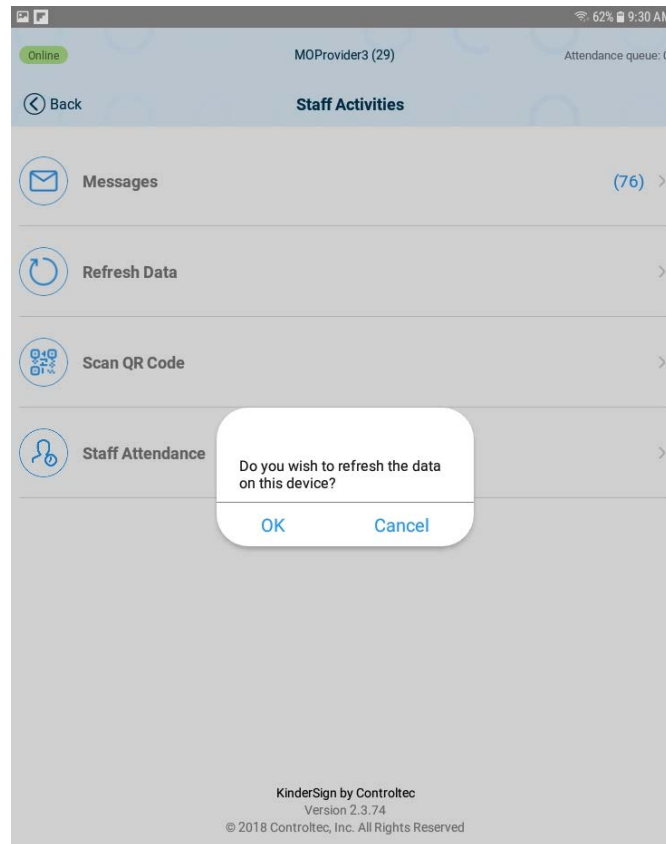
1. Use the keypad to enter the Provider Administrator's 10-digit telephone number. Tap **Next**.



2. Enter the Provider Administrator's 4-digit **PIN** and tap **Verify** to display the **Activities** screen.



3. Tap on **Refresh Data**.



4. When the system prompts you to confirm that you would like to refresh the data on the device, tap **OK** to proceed.
5. Once the data refreshes, KinderSign returns to the telephone keypad and is ready for the next Parent/Sponsor to sign it.

Staff Attendance

The attendance of the Provider staff can also be registered using KinderSign. Staff just signs In and Out in the same way as children's do.

1. Use the keypad to enter the 10-digit telephone number as registered in the **Operator > Detail** page of KinderConnect. Tap **Next**.



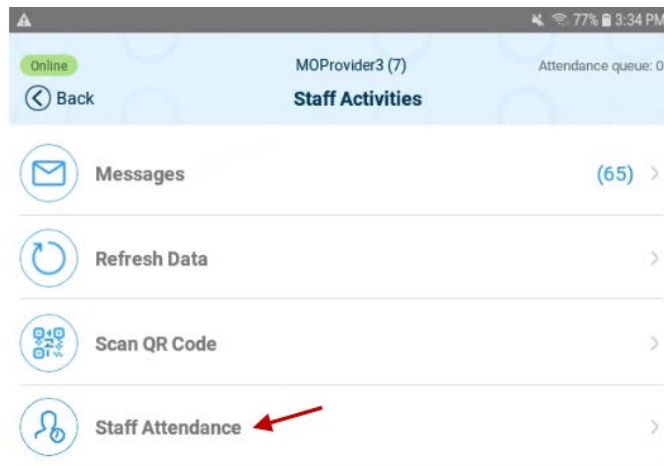
The screenshot shows a mobile application interface for entering a telephone number. At the top, it displays 'JCProvider1 (48)' and the instruction 'Please enter your Telephone number on the keyboard'. Below this is a numeric keypad with buttons for digits 1 through 9, 0, 'Clr', and 'Del'. A blue 'Next' button is positioned at the bottom center of the keypad.

2. Enter your 4-digit **PIN** number as registered in the **Operator Account** page of KinderConnect. Tap **Verify**.

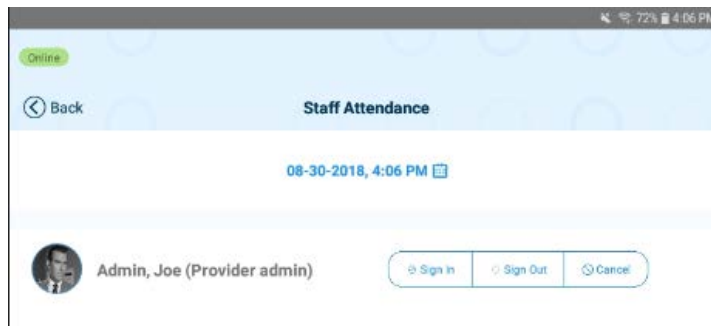


The screenshot shows a mobile application interface for entering a PIN number. At the top, it displays 'JCProvider1 (48)' and the instruction 'Please enter your PIN number on the Keyboard'. Below this is a numeric keypad with buttons for digits 1 through 9, 0, 'Clr', and 'Del'. A blue 'Verify' button is positioned at the bottom center of the keypad.

- From the **Activities** screen, select **Staff Attendance**.



- Tab on **Sign In** or **Sign Out** to register your attendance.

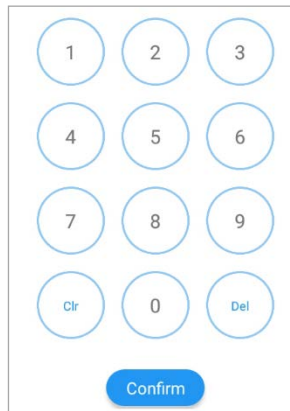


- Upon completion, KinderSign automatically returns to the previous screen.

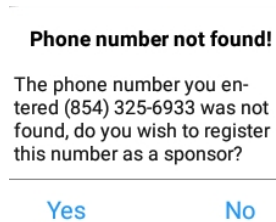
How to Create a Parent/Sponsor PIN and Secret Question/Answer

If you are logging into KinderSign for the first time, you need to create some security settings in order to verify your identity.

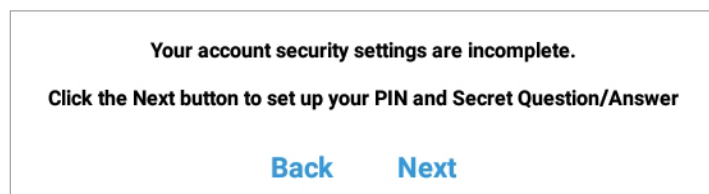
1. Use the keypad to enter your 10-digit telephone number. Tap **Confirm**.



2. If the tablet does not recognize the telephone number entered, you will receive a prompt informing you that it was not found and asking if you would like to register that number as a Parent/Sponsor?



3. Tap **Yes** to refresh the device automatically with the latest information or **No** to re-enter the telephone number.
4. If selecting **Yes**, once updated, you will receive a message indicating that your security settings are incomplete. Tap **Next**.



5. Depending on the settings, it might be required that a Provider staff member enters his/her 4-digit **PIN** to validate. If this is the case, after the Provider staff member enters the **PIN**, tap **Confirm**. Otherwise, you will be automatically directed to the next screen to complete the identity verification settings.

6. You will need to select a secret question and a secret answer to be used when verifying your identity in case you forget your 4-digit **PIN**.

The screenshot shows a mobile application interface for setting a security question. At the top, there is a status bar with 'Online' in a green pill and 'Secret Question for Smith, Joe (Sponsor)' in the center. Below this is a header with a 'Back' button (left arrow) and the name 'Smith, Joe'. The main content area contains the instruction: 'Please select your security question and type in a security answer. This information will be used to verify your identity if you forget your PIN.' Below the instruction is a question: 'What is your mother's maiden name?' followed by a drop-down arrow. Underneath the question is a blue ribbon labeled 'Secret Answer' that has been activated. At the bottom center is a blue 'Confirm' button.

7. Tap on the drop-down arrow to select the **Secret Question** you would like to use. Tap on the blue **Secret Answer** ribbon to activate the field and enter the secret answer. When finished making your selections, tap **Confirm**.
8. KinderSign returns to the keypad to create your **PIN**. Enter your 4-digit **PIN** and tab **Confirm**. Re-enter the 4-digit **PIN** and tab **Confirm** again.
9. KinderSign returns to the telephone keypad and is ready for you to login using your telephone number and new **PIN**.

Checking Children In and Out

Parent/Sponsors can use KinderSign to check their children **In** and **Out** of care. Upon arrival,

1. Use the keypad to enter the Parent/Sponsor 10-digit telephone number. Tap **Next**.



The screenshot shows a mobile application interface for entering a telephone number. At the top, it says "JCProvider1 (46)" and "Please enter your Telephone number on the keyboard". Below this is a numeric keypad with buttons for digits 1 through 9, 0, a "Clr" button, and a "Del" button. A blue "Next" button is located at the bottom center of the keypad.

NOTE: If more than one Parent/Sponsor shares the same telephone number, KinderSign displays a list of their names. The Parent/Sponsor needs to select his/her name from the list in order to continue.

2. The Parent/Sponsor enters his/her **PIN** and taps **Verify**. If the Parent/Sponsor is signing a child **In** or **Out** for the first time, the system prompts the Parent/Sponsor to create his/her own **PIN**. The **PIN** consists of four digits (contact the Support Desk if you forget your **PIN**).

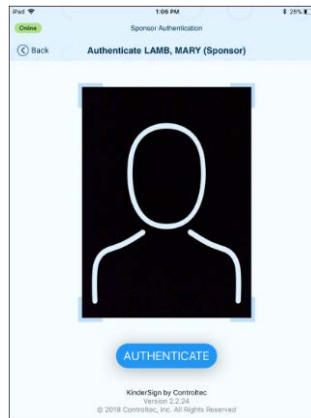


The screenshot shows a mobile application interface for entering a PIN number. At the top, it says "JCProvider1 (46)" and "Please enter your PIN number on the Keyboard". Below this is a numeric keypad with buttons for digits 1 through 9, 0, a "Clr" button, and a "Del" button. A blue "Verify" button is located at the bottom center of the keypad.

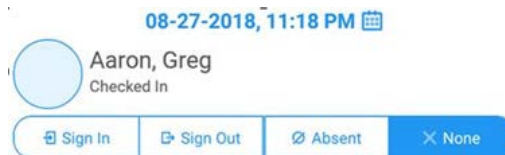
- When the Activities screen appears, tap **Attendance**.



- The tablet will take a picture of the Parent/Sponsor who is signing the children **In** or **Out** of care. Tap **Authenticate** to capture the picture and continue.



- The Parent/Sponsor's list of children now displays. Select **Sign In** or **Sign Out** by tapping the box(es) corresponding to the name of one or more children. The system highlights your selections.



- The Parent/Sponsor signs in the space provided to indicate that the Attendance as entered is true and accurate.



- The Parent/Sponsor then taps **Submit** to automatically transmit the Attendance to KinderConnect. The tablet needs to be online in order to transmit.
- The Parent/Sponsor receives a message confirming the Attendance was saved successfully.
- KinderSign returns to the telephone keypad and is ready for the next Parent/Sponsor to sign in.

How to Backdate Transactions

There are times when a transaction needs to be backdated. In this case,

1. Use the keypad to enter your 10-digit telephone number. Tap **Next**.



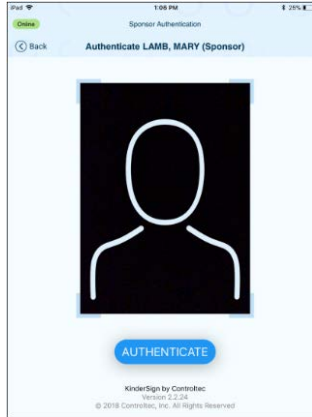
2. Enter your 4-digit **PIN** and tap **Verify**.



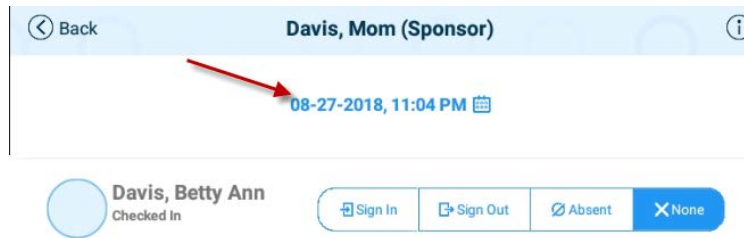
3. From the **Activities** screen, tap **Attendance**.



4. Tap **Authenticate** to snap a photo and proceed to the check-in screen.

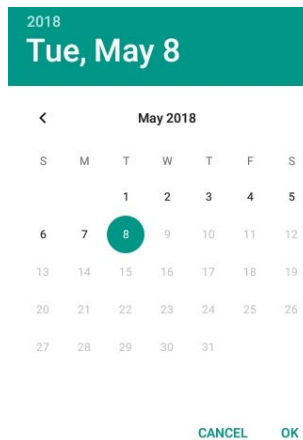


5. Tap on the **Date** to open the calendar.

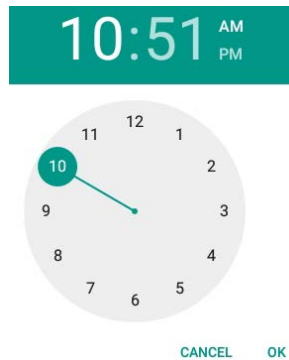


If using an Android tablet:

6. Use the arrows next to the month and year to move to other months. Select the target date and tap on it. Tap **OK** to open the clock.

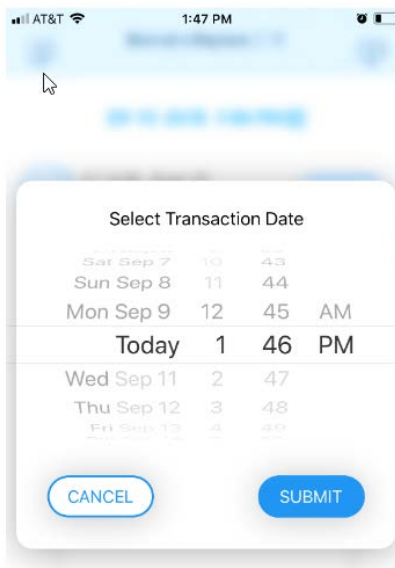


- Tap the **Hour** and move the hands to adjust to the desired hour. Then tap the **Minutes** and move the hands to adjust to the desired minutes. Select the time of the day by tapping **AM** or **PM**. Press **OK**.



If using an iPad:

- Use your finger to roll until you have lined up the date and time desired.



- You can now tap to make your selection (**Sign In** or **Sign Out**). Once all attendance has been entered, tap **Submit**. The Parent/Sponsor signs in the space provided to indicate that the Attendance as entered is true and accurate.



10. The Parent/Sponsor then taps **Submit** to automatically transmit the Attendance to KinderConnect. Note: The tablet needs to be online in order to transmit.
11. The Parent/Sponsor receives a message confirming the Attendance was saved successfully.
12. KinderSign returns to the telephone keypad and is ready for the next Parent/Sponsor to sign in.

Note: It is not possible to backdate a transaction when the KinderSign device is offline.

How to View Case Information

The primary Parent/Sponsor can review information relevant to the case of the child(ren).

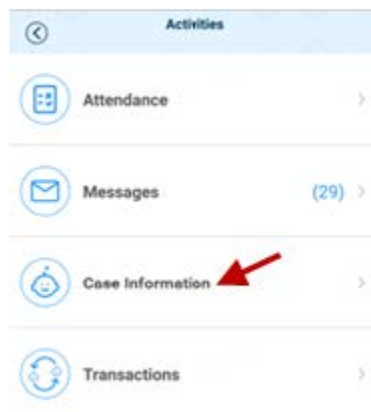
1. Use the keypad to enter your 10-digit telephone number. Tap **Next**.



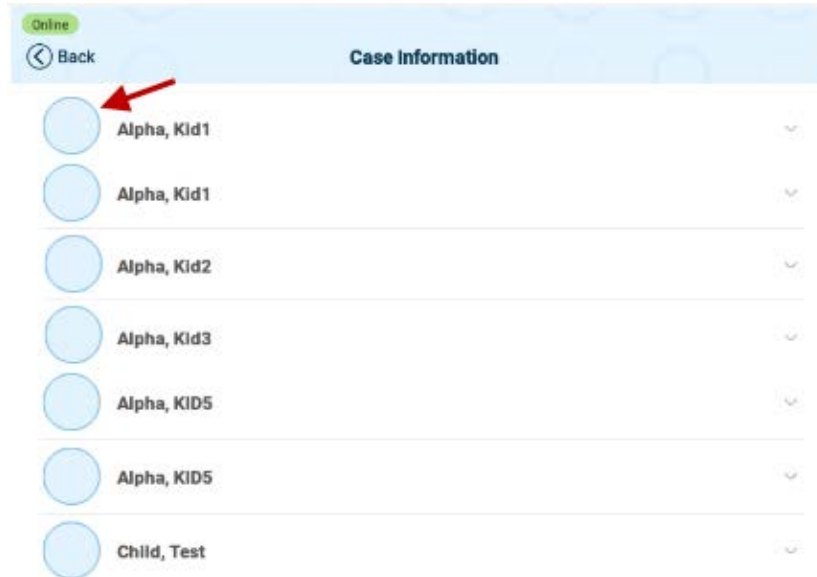
2. Enter your 4-digit **PIN** and tap **Verify** to display the **Activities** screen.



3. Tap **Case Information**.



- When the list of children's names appears, tap to select the name of child whose **Case Information** you would like to see.



- Information relevant to the case of the selected child displays. This is View Only, no changes can be made.



- When you finish reviewing your messages, tap **Back** to return to the previous menu.

How to Approve Attendance Transactions

The primary Parent/Sponsor needs to approve Attendance transactions made by others.

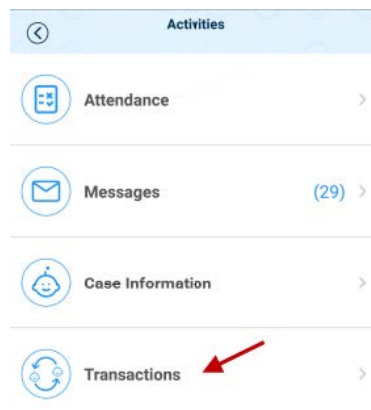
1. Use the keypad to enter your 10-digit telephone number. Tap **Next**.



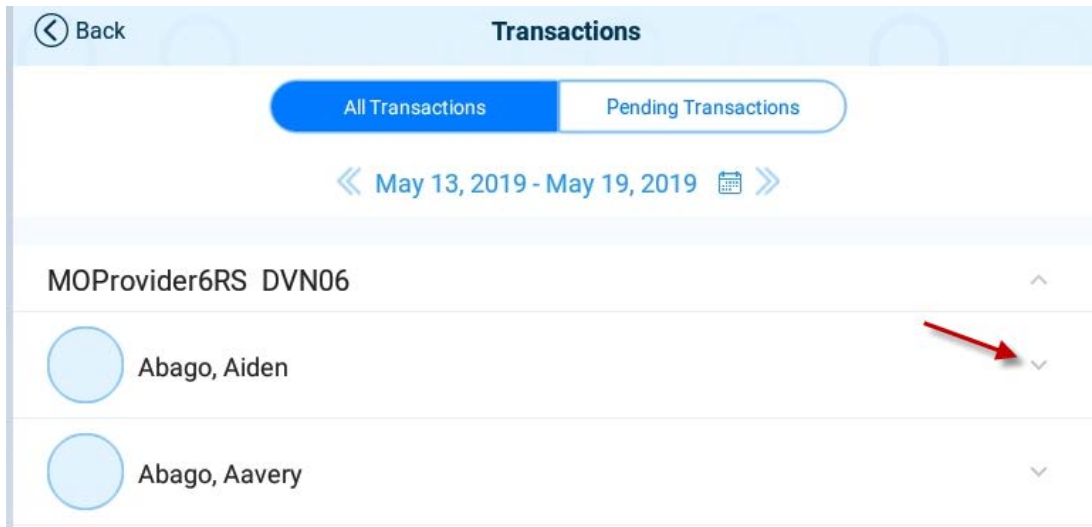
2. Enter your 4-digit **PIN** and tap **Verify** to display the **Activities** screen.



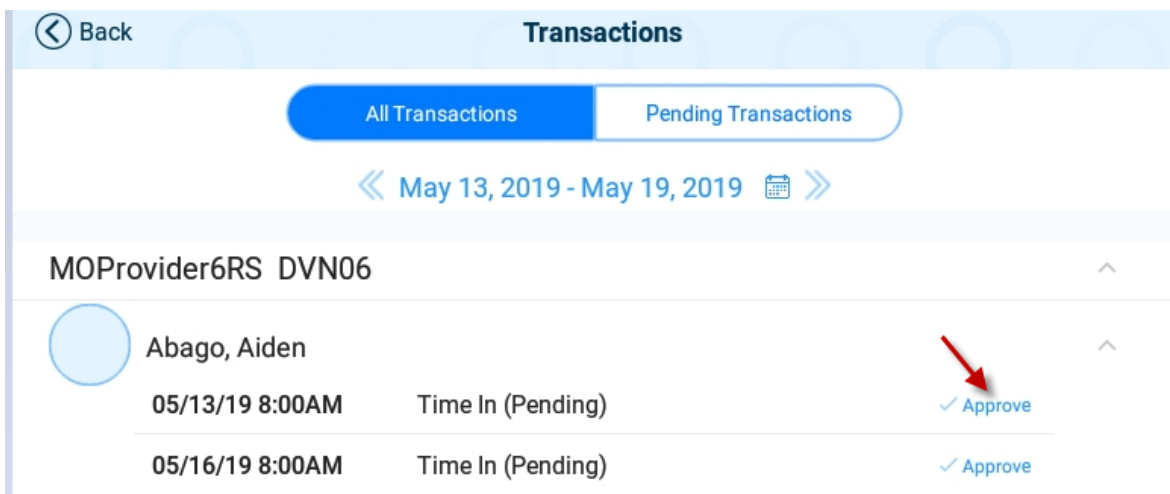
3. Tap **Transactions**.



- When the list of **Transactions** appears, tap the drop-down arrow on the right of the desired transaction to expand the details.



- To approve each transaction, tap **Approve** to the right of the desired transaction, then tap **OK** to confirm.



- When you finish approving attendance transactions, tap **Back** to return to the previous menu.

Sponsor Options

The primary Parent/Sponsor can select the actions that other non-primary Sponsors can perform.

1. Use the keypad to enter the primary Parent/Sponsor 10-digit telephone number. Tap **Next**.
NOTE: If more than one Parent/Sponsor shares the same telephone number, KinderSign displays a list of their names. The Parent/Sponsor needs to select his/her name from the list in order to continue.



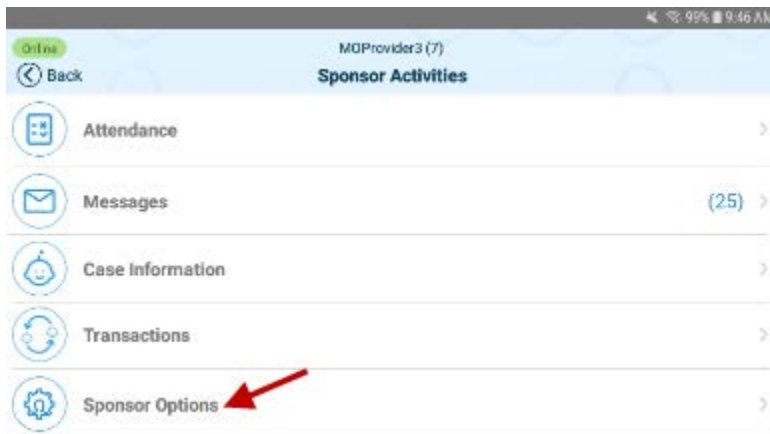
A screenshot of a mobile application interface for entering a telephone number. At the top, a light blue banner contains the text "Please enter your Telephone number on the keyboard". Below the banner is a numeric keypad with circular buttons for digits 1 through 9, 0, a "Clr" button, and a "Del" button. At the bottom center of the keypad is a blue button labeled "Next".

2. The Parent/Sponsor enters his/her **PIN** and taps **Verify**. The **PIN** consists of four digits (contact the Support Desk if you forget your **PIN**).

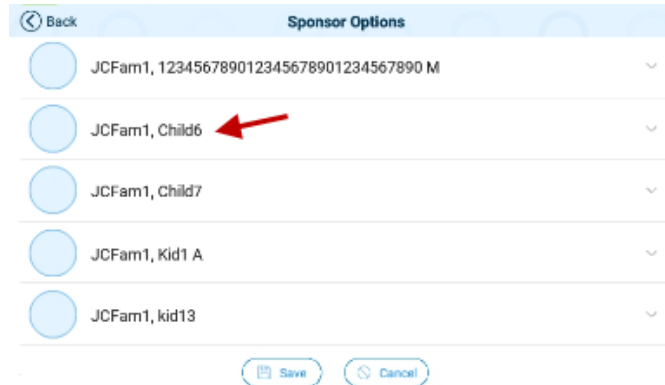


A screenshot of a mobile application interface for entering a PIN. At the top, a light blue banner contains the text "Please enter your PIN number on the Keyboard". Below the banner is a single white rectangular input field. Underneath the input field is a numeric keypad with circular buttons for digits 1 through 9, 0, a "Clr" button, and a "Del" button. At the bottom center of the keypad is a blue button labeled "Verify".

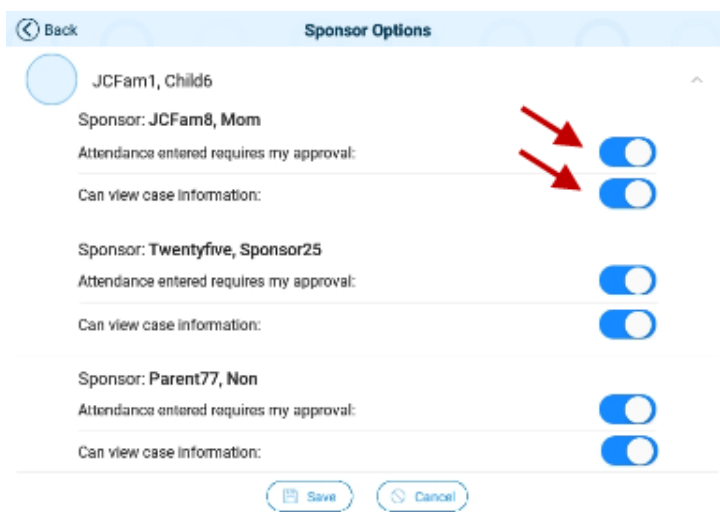
3. When the **Activities** screen appears, tap **Sponsor Options**.



4. When the Sponsor's child list appears, tap on the name of the child to select.



5. When the Sponsor list for the selected child displays, tap to enable or disable the options for each Sponsor.



- Selecting to enable ***Attendance entered requires my approval*** indicates that the Parent will need to review and approve all Attendance entered by a Sponsor.
- Selecting to enable ***Can view case information*** indicates that the Sponsor can review all details of your child case.

6. Once all the selections have been made, tap **Save**.

7. KinderSign returns to the ***Activities*** screen.