

KinderConnect – Provider Using IVR

A The **Provider** must use the registered **Phone Number** to call for IVR (844) 818-1820. Note: It is only possible to call IVR from unblocked telephone numbers. Attendance cannot be recorded from telephone numbers with blocked caller ID.

The **Provider** is only able to record absences (**Absent** and **Holiday**). **In** and **Out** times must be recorded by **Parent/Sponsor**.

B After the initial greeting,

- Press 1 for English
- Press 2 for Spanish

C Follow the instructions to enter the **Phone Number** and **PIN** listed in the KinderConnect Operator Detail page to confirm the identity.

D Make your selection(s) from the following Menu Options:

- Press 1 to select **Holiday** for all **Children**
- Press 2 to for separate **Attendance** options:
 - Press 1 to mark a **Child** as **Absent**
 - Press 4 to skip the **Child**

E Upon completion, IVR verbally confirms that the **Attendance has been Saved**. Any failure to save the **Attendance** submission results in a referral to the Help Desk.

F IVR terminates the connection.