

KinderConnect – Parent/Sponsor Using IVR

- A** Use the **Provider IVR Phone Number** to call into the **IVR** at (844) 818-1820.
The **Parent/Sponsor** is able to record **In** and **Out** times only.
- B** After the initial greeting,
- Press 1 for English
 - Press 2 for Spanish
- C** Follow the instructions to enter the **Parent/Sponsor Phone Number** and **PIN** registered in the KinderConnect Sponsor Detail page to confirm identity. Note: If you have not yet set up a **PIN**, IVR will require you to configure a **PIN** the first time you call.
- D** Make your selection(s) from the following Menu Options:
- Press 1 to check the child **In**
 - Press 2 to check the child **Out**
 - Press 3 for separate **Attendance** options
 - Press 4 to change your **PIN**
- E** Upon completion, the IVR verbally confirms that the **Attendance has been successfully saved**. If there is any failure to save, the **IVR** refers you to the CCBIS Help Desk for assistance at 1-833-866-1709, Option 9.
- F** IVR terminates the connection.