

Read Me First

Child Care Business Information Solution

Missouri Department of Social Services (DSS), CCBIS System

Dear Provider,

Welcome to the Child Care Business Information Solution, (CCBIS). Your tablet for collecting attendance and its tablet stand are in this box. Please follow the enclosed instructions that will walk you through unpacking your tablet and stand and explain how to get started.

These are important steps that must be completed prior to using the CCBIS System. If you do not complete these steps before you start using CCBIS, sponsors will not be able to enter attendance.

We also included instructions that will be useful when sponsors begin checking children in and out of care at your location. There are helpful videos and more Quick Reference Cards available online on the Missouri CCBIS website: ccbismo.info/.

If you have questions or need help, contact the Controltec Missouri CCBIS Support Center. Call toll free 833-866-1709 (Option 9) or email SupportMO@controltec.com

After you receive your tablet(s), our Scheduling Team will be in contact with you to schedule training on the use of the CCBIS system.

Important Information

KinderConnect is the provider portal accessed through a browser.

KinderSign is the application parents and sponsors use to check children in and out of care.

Sponsor is a CCBIS term that means anyone authorized to sign a child in and out of care. This can be the parent or anyone a parent authorizes to sign their child in and out of care (relative, friend, etc.).

Primary Parents are already identified in the system. You must confirm the phone number for each parent. You must add all other sponsors. This includes their name, phone number, and relationship.

If your program has more than 30 enrolled children who receive publicly funded child care services, you are entitled to receive additional tablets and stands. For more information, contact the Controltec Missouri CCBIS Support Center at 833-866-1709 (Option 1) or SupportMO@controltec.com

Below you will find instructions for 1) Unpacking your Tablet & Tablet Stand, 2) Turning on your Tablet for the First Time, and 3) Next Steps.

Unpacking Your Tablet & Tablet Stand

1. Remove all items from the box.
 - a. Instructions and important documents in a manila envelope
 - b. Quick Reference Cards (QRCs) on the use of KinderConnect and KinderSign
 - c. A white box containing a Samsung Tablet
 - d. A large white box containing a tablet stand
 - e. A tablet case
 - f. A screen protector
 - g. Styluses
2. Determine if you would prefer to use the tablet case or the tablet stand. If you prefer to use the protective case, simply wrap the case around the tablet with the hole for the charging port and the power and volume buttons aligned with those features on the tablet.
3. If you prefer to use the stand, open the large white box first. There should be a tablet stand, a key and two screws.
4. Remove the tablet stand from its packaging and place on a flat surface.
5. Read the cardboard insert that explains how to insert the tablet into the stand. The tablet will need to be up and down (vertical), not horizontal. Remove and review this insert.
6. Adjust the rotating circle so that one of the metal holders is located on the top left.
7. Lift the metal switch on the back of the stand to the 'release' position. You will now be able to adjust the holders to the size of your tablet.
8. Open the white box containing the Samsung Tablet and remove the tablet from the packaging.
9. Carefully place the tablet into the stand and secure the holders to the tablet.
10. Secure the tablet stand by pushing the switch on the back of the stand into the secure position.
11. Optional, but highly recommended: Use the key to lock the tablet into the stand. This will prevent anyone without a key from removing the tablet from the tablet stand. Keep the key in a safe, secure location for future use.
12. Optional, but highly recommended: Use the two screws to secure the tablet stand to a counter or table. This will prevent anyone from picking up the tablet and tablet stand.

Turning on Your Tablet for the First Time

This process requires WiFi (wireless) internet access. Please do not continue until you are at a location with available WiFi internet access.

1. Push and hold the power button until the device begins to turn on. The power button is located on the top right side of the tablet.
2. Once the tablet powers on, you must swipe UP to reveal all applications. Please select **Settings** from the menu.
3. From the **Settings** Menu select the connections tab, then select Wi-Fi.
4. Tap on your Wi-Fi connection and enter the password, if necessary. Select **Connect** at the bottom of the window to continue.
5. Start the KinderSign application.
6. Tap **Scan**.
7. Scan the QR code enclosed, labelled *For Tablet Registration*. The tablet will show a message indicating that the registration was successful.
8. Scan the QR code on the enclosed *Mobile Sign In Sheet*. Now your tablet should be ready for use.

Next Step will be the online training

Open the enclosed shrink-wrapped packet. This envelope includes several Quick Reference Cards (QRCs) for information on using KinderConnect and KinderSign.

1. Sending Messages
2. View Cases
3. Adding Private Pay Children
4. Adding New Parents/Sponsors to a Child
5. Edit Parent/Sponsor Details
6. Merge Child and Parent Records
7. Recording Absences
8. Recording a Holiday
9. Submit Attendance
10. Correct Attendance
11. Meaning of Colors on the "Enter Attendance" Screen
12. Sponsor - Primary Parent Options
13. Sponsor - Checking Children In and Out
14. How does a Sponsor Approve Attendance Transactions
15. Sponsor Backdating Transactions

Documents included in the manila envelope

1. Missouri Child Care Business Information Solution Delivery & Training checklist
2. Missouri Child Care Business Information Solution Provider Equipment Agreement
3. KinderSign Tablet Registration Form, “For Tablet Registration”
4. KinderSign Mobile Sign in Sheet, “Mobile Sign In Sheet”
5. Electronic Time & Attendance System placards
6. Child Care Business Information Solution After Delivery checklist
7. Survey, “On behalf of the Missouri CCBIS – Training Evaluation”

Upon receipt of your equipment and on completion of your training, please fill out and sign the **Missouri Child Care Business Information Solution Delivery & Training Checklist** and the **Provider Equipment Agreement** and return them both in the provided postage paid envelope.

We would like to ask that you fill out the Survey after your training is completed, either by completing the copy provided and returning it with the above referenced documents, or by filling it online at <https://ccbismo.info/providers>.

Important Websites

- Missouri Child Care Business Information Solution (CCBIS) information site.
<https://ccbismo.info/>
- Missouri Child Care Business Information Solution KinderConnect
<https://ccbis.mo.gov/KinderConnect>
- Speed test
<https://www.megapath.com/speedtestplus/>
- Rescue
<http://www.logmein123.com>

Important Documents available online <https://ccbismo.info/providers/providers-start-here/introduction/>

- Read Me First
- Equipment Terminology
- Visual Explanation of CCBIS tools
- After Training
- Delivery and online Training Checklist