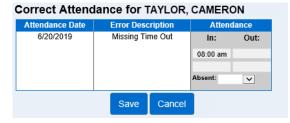# KinderConnect – Common Attendance Errors

If, after clicking **Submit** initially and selecting the desired billing cycle, a child's attendance appears in red, without a **Submit** checkbox and with an **Incomplete** status, the **Provider** or the Sponsor needs to correct prior to submittal. The **Sponsor** needs to approve any changes made by the **Provider** prior to submittal.

☐ Submit	Correct	Child Name	DCN	Absences	Status	Returned By	Returned On	Attendance
	Correct	Taylor, Cameron		1	Incomplete			Attendance
☐ Submit		Taylor, Cody		0	Ready			Attendance

A Click **Correct** to review.

B The example below shows the arrival time but no departure time. Make the necessary corrections and press **Save**.

Correct Attendance for TAYLOR, CAMERON

Attendance Date	Error Description	Attendance
6/20/2019	Missing Time Out	In: 08:00 am Out: Absent: ☐

Save   Cancel

C The image below shows examples of common errors made while entering attendance which can generate an **Incomplete** status.

Yellow boxes indicate missing **In** or **Out** times.

Red boxes indicate that there is an error in the attendance record. Example: The **Out** time is before the **In** time.

Refer to *KinderConnect – Meaning of Colors on the 'Enter Attendance' Screen* QRC for additional details.

D Attendance can be corrected from either opening the **Attendance > Details** page or by clicking **Attendance** from the **Attendance > Submit** page. Notes: Corrections to attendance can only be made within the first fifteen days. You can only enter one **In** or **Out** time for each time pair per child per day.

☐ Submit	Correct	Child Name	DCN	Absences	Status	Returned By	Returned On	Attendance
	Correct	Taylor, Cameron		1	Incomplete			Attendance
☐ Submit		Taylor, Cody		0	Ready			Attendance

Attendance ▾
- Detail
- Submit
- Transactions
- Approval
- Staff
- Remittance
- Units of Care Submitted

E The system defaults to the period corresponding to the current date. To modify, type the desired date, click **<** or **>** to select a previous or a later week, or use the Calendar button to select. Remember that you can only backdate up to fifteen calendar days.

< 1/25/2019 📅 >

F Make the necessary corrections.

G Press **Save**.

Save   Cancel   Holiday