

Helpful Hints for Successful TAP Use

Refresh Your Tablet

It is important to charge your tablet daily and refresh (turn off/on) at least once a day. This will allow the tablet to accept new child authorizations and receive KinderSign application updates as they are available.

Importance of AM/PM

In order to be paid correctly, when submitting attendance be sure to confirm that attendance was recorded correctly, including the selection of AM or PM.

Submitting Attendance

All programs must review and submit attendance using KinderConnect regardless of how attendance was entered (KinderSign, KinderSmart or IVR). The system will not allow you to submit unmatched transactions. (See “Correcting Unmatched Time Pairs” below).

Attendance should be reviewed and submitted weekly. Incomplete attendance, once paid, cannot be paid unless there was a loss of contact with the caretaker.

Please review the QRC (Quick Reference Card) for submitting attendance located at:
<https://ohiocctapinfo.files.wordpress.com/2018/10/kc-qrc-submit-attendance-oh-0718.pdf>

Correcting Unmatched Time Pairs

To be paid for a child’s attendance, you need to monitor that a sponsor records daily times in and out for each child. The sponsor identified as the caretaker for the child must approve any attendance entered by the program.

A program can quickly scan the “Attendance Detail” for boxes highlighted *yellow* or *red* to identify those time pairs that need corrected. The program can remove (void) any times that were recorded in error by simply deleting inaccurate times.

Programs will have four weeks after the service week to correct any unmatched time pairs. At the end of the four weeks all unsubmitted time pairs for that week will be automatically paid. If there are additional times recorded that do not show an in and out time pair, those times will not be paid and are not eligible for payment adjustments.

Caretaker Must Approve Attendance Recorded by Program

A program may only enter one half of a time pair (an in or an out) for a child. If a program enters time, the caretaker must approve this time entered by the program before it can be submitted for payment.

Please review the caretaker training videos for approving attendance in KinderConnect, KinderSign or KinderSmart located at:

<https://ohiocctap.info/caretakers/>

Using a Smart Phone to Record Attendance

The registration of a sponsor's smartphone is a one-time process for each sponsor. Make sure you are using the link on that sponsor's specific **Sponsor Detail** page.

Please review the QRC for the KinderSmart application located at:

<https://ohiocctapinfo.files.wordpress.com/2018/10/ksmart-qrc-sponsor-registrationoh-0718.pdf>

Merging Attendance Recorded Prior to Receiving the Authorization

A program will need to merge attendance when a child starts attending, prior to the program receiving the authorization for Publicly Funded Child Care (PFCC). By merging the attendance once the authorization is received, a program will be able to submit attendance back to the first day of the authorization.

Please review the QRC for merging attendance located at:

<https://ohiocctapinfo.files.wordpress.com/2018/10/kc-qrc-merge-attendance-oh-0718.pdf>

Payment Cycle

In KinderConnect, completed attendance can be submitted for payment beginning the Sunday after the service week ends. Submitted attendance will be processed for payment the Sunday following submission. Once payment is in a 'Paid' status the program will see a deposit 5 -7 business days later.