



## Attendance Tracking System (ATS) Frequently Asked Questions (FAQ)

### PINs

**Q.** Can family members share the same e-mail account?

**A.** No. Each ATS user must have a unique and accessible e-mail account to obtain the e-mail containing the hyperlink to set the PIN.

**Q.** Can parents share a PIN (Personal Identification Number) or is it possible for duplicate PINs?

**A.** No. Each ATS user will have their own PIN and PINs may not be duplicated. The PIN records the user's name when checking in/out creating an electronic signature.

**Q.** What does a parent do if they forget their PIN?

**A.** When ATS is in the Kiosk mode the parent will click "Forgot PIN". The system will prompt the parent to enter their e-mail address. They will receive an e-mail with a link to reset the PIN. The reset PIN e-mail link is only good for 24 hours so it should be set as soon as possible.

**Q.** How do Private Pay families receive the e-mail to set the PIN?

**A.** The provider will click the paper airplane icon beside the parent's name on the Household tab.

**Q.** Do PINs expire?

**A.** No.

### Delegates

**Q.** Is there a limit to the number of delegates a parent may add?

**A.** No.

**Q.** Who has the capability to create a delegate?

**A.** Only the primary parent may add, edit, or delete a delegate. Provider and delegates do not have the functionality to create or edit delegates.

**Q.** Do delegate check in/out need to be confirmed by the primary parent?

**A.** No, only provider initiated transactions require a confirmation from the primary parent.

**Q.** Do delegates have their own PIN to check children in/out?

**A.** Yes, once the primary parent has created a delegate; the delegate will receive an e-mail with the hyperlink to set their own 8-digit PIN.

### Devices

**Q.** Can you be in Kiosk view on the parent check in/out computer and in the Provider Administration mode on my desktop at the same time?

**A.** Yes. You may have multiple devices functioning in different modes at the same time.



**Q.** What is required for my device to work with ATS?

**A.** Google Chrome and internet connectivity or a data plan if accessing ATS mobile community. If using the ATS Mobile functionality, you will need the ability to download the application from Google Play or the Apple Store. Example: The Kindle Fire cannot access either Google Play or the Apple Store and can only be used for the ATS community application (consistent internet connection), not the mobile application (no internet available).

**Q.** Do providers need to supply the device on which parents check the child in/out?

**A.** Yes. It is a licensing requirement for check ins/outs to be completed at the provider location. For situations where the provider is entering the check ins/outs into ATS (i.e, the device is not available for the families to use), the provider will need to maintain the paper check in/out logs, have the families sign those logs, then enter the data into ATS for approval by the families.

**Q.** Do providers need to register their device(s) with ATS?

**A.** No. ATS is accessed from the device at the site-specific provider using login credentials; e-mail address and password.

**Q.** Who is able to view Private Pay family information?

**A.** The provider and the private pay family are able to view private pay information in ATS.

**Q.** As a provider, I have multiple sites (multiple license numbers); may I use the same e-mail to log into each site?

**A.** No, each site needs to have a unique e-mail address.

**Q.** When the device is in Kiosk mode does it time out?

**A.** If a parent is logged into ATS in Kiosk mode, the system will log them out after 30 seconds of inactivity. Beyond that time frame, the device may go into sleep mode but parents will be able to input the PIN once the device is brought out of sleep mode. However, after several hours of inactivity, the provider will have to sign in again on the device.

## **Attendance/Authorizations**

**Q.** How does the system know who is supposed to be at the provider?

**A.** ATS pulls this data from the county system, CHATS; the child's authorization schedule for CCCAP. Private Pay child's schedules are reading from what the parent or provider entered in ATS.

**Q.** What if parents have shared custody and one parent needs to check the child in/out on a day when they do not have a CCCAP authorization?

**A.** Each parent may have their own case in ATS (For example: Father of the child has a CCCAP case in ATS and mother of child is Private Pay). They may add each other as delegates on each case if they choose. Each will use their PIN to record attendance.

**Q.** How quickly will changes to a CCCAP authorization be accessible in ATS?

**A.** The information should be available within a few minutes.



- Q.** Do we still need to maintain the daily sign in/out paper logs?
- A.** Licensing recognizes ATS as a valid electronic signature which meets all licensing requirements. For situations where the provider is entering the check ins/outs into ATS (i.e, the device is not available for the families to use), the provider will need to maintain the paper check in/out logs, have the families sign those logs, then enter the data into ATS for approval by the families.
- Q.** Do we still need sign in/out sheets for Private Pay families?
- A.** ATS may be used for Private Pay families, which would be a recorded electronic signature and paper sign in/out would not be required. If ATS is not used for Private Pay families you still need a system of record for check ins/outs to meet licensing requirements, which may be the paper logs.
- Q.** How does overnight care work if the system checks the child out at 11:59 pm?
- A.** The overnight rate needs to be authorized by the county and ATS will automatically check the child out at 11:59 pm and check the child in at 12:00 am.
- Q.** Are we able to print attendance from ATS for the food program?
- A.** ATS does not have an attendance report to print. You will need to continue to process other programs as you do now. The State is looking at options for getting this information to the CDPHE food program.

## Transactions

- Q.** What is the recommendation for checking children in/out when they attend school? Is this a check in/out that providers are responsible for?
- A.** Children must be checked in/out when they arrive or leave the facility. If a parent is not available to record a transaction, the provider will initiate the check in/out and the primary parent must confirm the transaction before payment can be issued.
- Q.** Are parents able to complete previous check in/outs?
- A.** No, parents do not have the functionality to complete previous transactions. The provider is able to create the previous transaction and the primary parent will need to confirm this within the nine (9) day previous check in/out period in order to receive payment.
- Q.** May there be multiple check in/out times per day for children?
- A.** Yes.
- Q.** If there is a check in and not a check out for a day; is the parent still able to check in the next day?
- A.** Yes, the child may be checked in daily and is not dependent on transactions from previous days.
- Q.** How long does a parent have to confirm a provider initiated transaction?
- A.** There is a total of nine (9) calendar days, from the date of attendance, which a provider and parent have to complete and confirm a transaction.

## Payments

- Q.** Will payments still be made as they are with the POS device?
- A.** Payments will remain the same, paid weekly two weeks in arrears.



**Q.** Are we able to still do manual claims if we can't correct the problem in 9 days?

**A.** Please contact your county to discuss their manual claim policy. As a general rule, manual claims will not be permitted if attendance could have been recorded using ATS as designed.

## Internet

**Q.** What if a provider does not want to incur the cost of the internet?

**A.** Providers may download the ATS Mobile App and record attendance transactions using the application off-line functionality. The provider would need to take the device to a location that offers free Wi-Fi at least once a week and "sync" (transmit) the information.

**Q.** How do parents sign in/out their child(ren) if they drop-off or pick-up at a location that does not have internet access?

**A.** A provider who has downloaded the ATS Mobile App may use the application to record the transactions without internet connectivity, and then upload this data when they get to a location with internet access.

## Training/Help

**Q.** Where are providers and parents able to access ATS training materials?

**A.** Colorado Office of Early Childhood website:  
<http://coloradoofficeofearlychildhood.force.com> Under the "For Providers"-tab; then, under the Colorado Child Care Assistance Program section.

**Q.** Will there be a Help Desk?

**A.** Yes. Call 1-844-447-4441 Option 3 after "Go Live" December 11, 2017. Or email us at: [cdhs\\_ats\\_helpdesk@state.co.us](mailto:cdhs_ats_helpdesk@state.co.us) for a quicker response.