

IVR – Sponsor (Parent/Caregiver) Records IVR Attendance

A Use the designated **Provider's IVR Phone Number**, Sponsors (parents/caregivers) will call (713)242-1606.

Note: The **Sponsor** is only able to record **In** and **Out** times.

B After the initial greeting,

- Press 1 for English
- Press 2 for Spanish

C Follow the instructions to enter the **Sponsor's Phone Number** and **PIN** to confirm identity.

Note: If the **Sponsor** has not yet set up a PIN, IVR will require them to configure a PIN the first time they call.

D Make your selection(s) from the following Menu Options:

- Press 1 to Sign-in all children
- Press 2 to Sign-out all children
- Press 3 to enter attendance separately for each child (In, Out, or Skip)
- Press 4 to change your **PIN**

E Upon completion, the system verbally confirms that the **Attendance has been Saved**. If there is any failure to save, the **Attendance** submission refers you to the TX3C Help Desk for assistance at 1-888-265-6461.

F IVR terminates the connection.