

| Step | Tool Used | Expected Action | Common Issue/ Troubleshooting Tips |
|--|---------------|---|--|
| New Sponsors/Parents | KinderConnect | The parent/sponsor will register a new account by going to: https://childcare.twc.texas.gov/KinderConnect | <ul style="list-style-type: none"> • Unable to Match/Unable to Uniquely Identify error messages: Direct parent/sponsor to contact support for help. • Cannot Save Operator Data error message: Parent/sponsor may need to check that their password meets the requirements. • Access Denied error message: Only the main parent/sponsor can use KinderConnect. • Account Already Exists error message: Direct parent/sponsor to Contact support. |
| Closure Days/Professional Development Days/Holidays | None | None, currently providers do not need to enter any of these days | N/A |
| Entering Attendance | KinderSign | Parent/sponsor will sign in on provider's tablet by using your phone number and the 4-digit pin | <ul style="list-style-type: none"> • Can't Change Attendance: Once parent/sponsor has recorded attendance, it can't be changed. • Tablet Offline? Parent/sponsor can still sign kids in/out. It will update automatically when the tablet connects to the internet again. |
| Correcting Attendance | KinderConnect | Only Parents/Sponsors are authorized to make corrections to attendance errors | <ul style="list-style-type: none"> • KinderConnect Says Attendance is Wrong: Remember: you need both a sign-in and sign-out time per day. Just enter the missing time. If you're stuck, click "all" at the top. |
| Backdating Attendance | KinderConnect | <p>Parent/sponsor will sign in on child care provider's tablet by using parent/sponsor phone number and their 4-digit PIN.</p> <p>Only Parents/Sponsors are authorized to backdate attendance</p> | <ul style="list-style-type: none"> • Can't Backdate Old Attendance: Parent/sponsor can only record attendance up to 6 days in the past. • Can't Change Attendance: Once attendance is entered, it cannot be changed. |
| Checking Attendance | KinderConnect | Review attendance by clicking the Attendance>Detail page | <ul style="list-style-type: none"> • Attendance Missing in KinderConnect: The tablet needs to upload the sign-in/out info first. If it doesn't upload before the system automatically submits the attendance, the provider can't submit it themselves. • Attendance Disappeared: The provider can't fix this or see the history. They need to ask their Board for help. |

Tools Definitions

- **KinderConnect:** The website where parents/sponsors can see attendance records, update contact information, view subsidy documents, and download the KinderSmart registration form.
- **KinderSign:** This is the app on the tablet (sometimes called TX3C).
- **KinderSmart:** This is the app on smartphones.

Need Help?

KinderConnect Support: Monday - Friday, 6 AM to 9 PM (Central Time)

- Call: 1-888-265-6461
- Email: supportTX@kindersystems.com
- Online Help: <http://tx3c.info/>