

KinderConnect – Caretaker/Sponsor Using IVR

- A** Use the **Provider/Program Phone Number** to call the **IVR Phone Number** (833) 599-6670.

The **Caretaker/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 **Caretaker/Sponsor Phone Number** and **PIN** to confirm identity. Note: If you have not yet set up a **PIN**, IVR will require you to configure a **PIN** the first time you call.

- D** Make your selection(s) from the following Menu Options:
- Press 1 to check-in all children
 - Press 2 to check-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 TAP Help Desk for assistance at 1-833-866-1708.

- F** IVR terminates the connection.