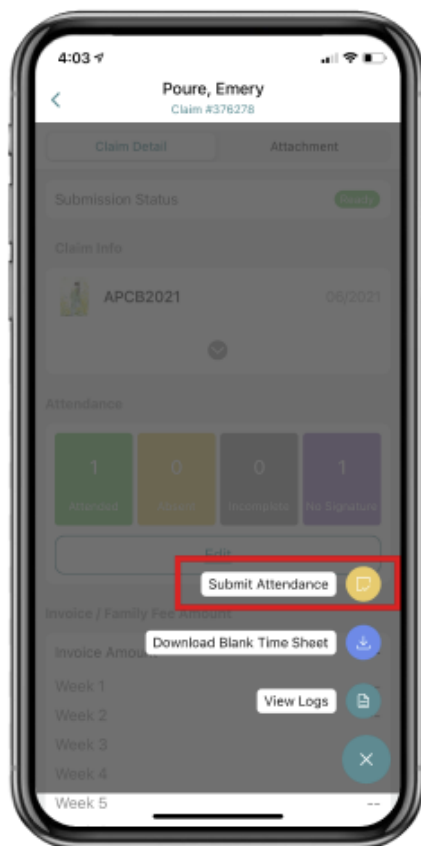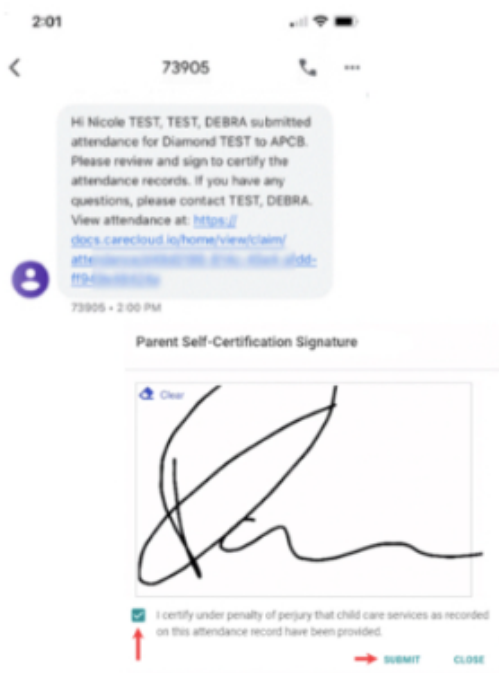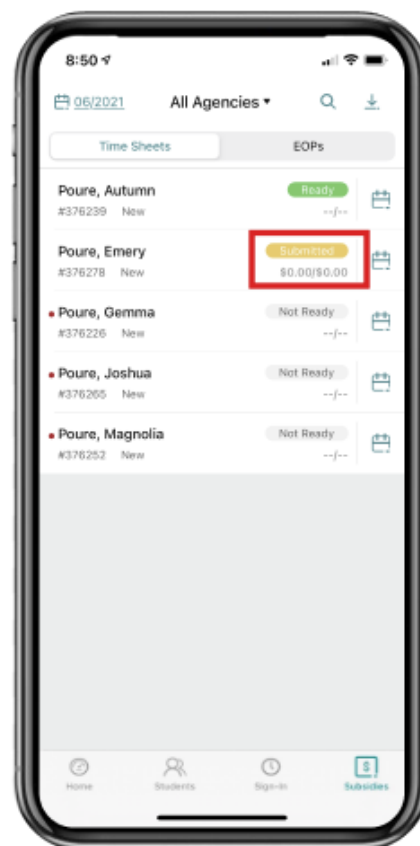# A. Quick Steps:

1. Provider Inputs Attendance, Signs Digitally and Submits for Parent Signature

2. Parent Receives an Email or Text and Signs Digitally
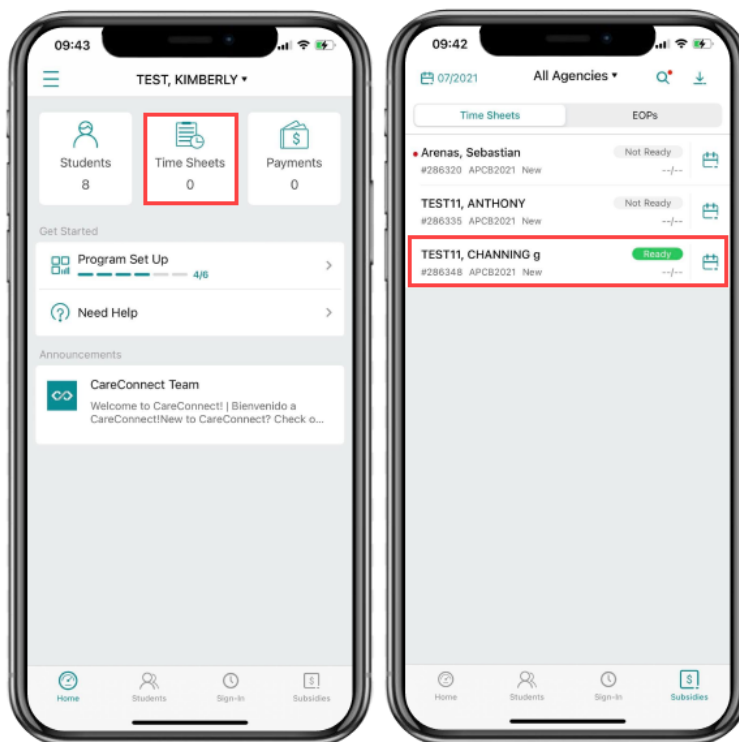
**3. Payment Is Ready for Processing**

B. Detailed Steps:

1. Manage Attendance

a. Open the **CareConnect** Mobile app and log in to your account --> Tap on **Claim & Time Sheet** section
If there are any missing time sheets, please contact your childcare Agency to confirm care has been approved.

b. Tap on a child's **name** to manage attendances for that student

c. Tap **Edit** under **Attendance** section to enter or review attendance hours for the student

d. Tap each day to enter the attendance hours and/or mark the student as absent --> Tap **Save** once done
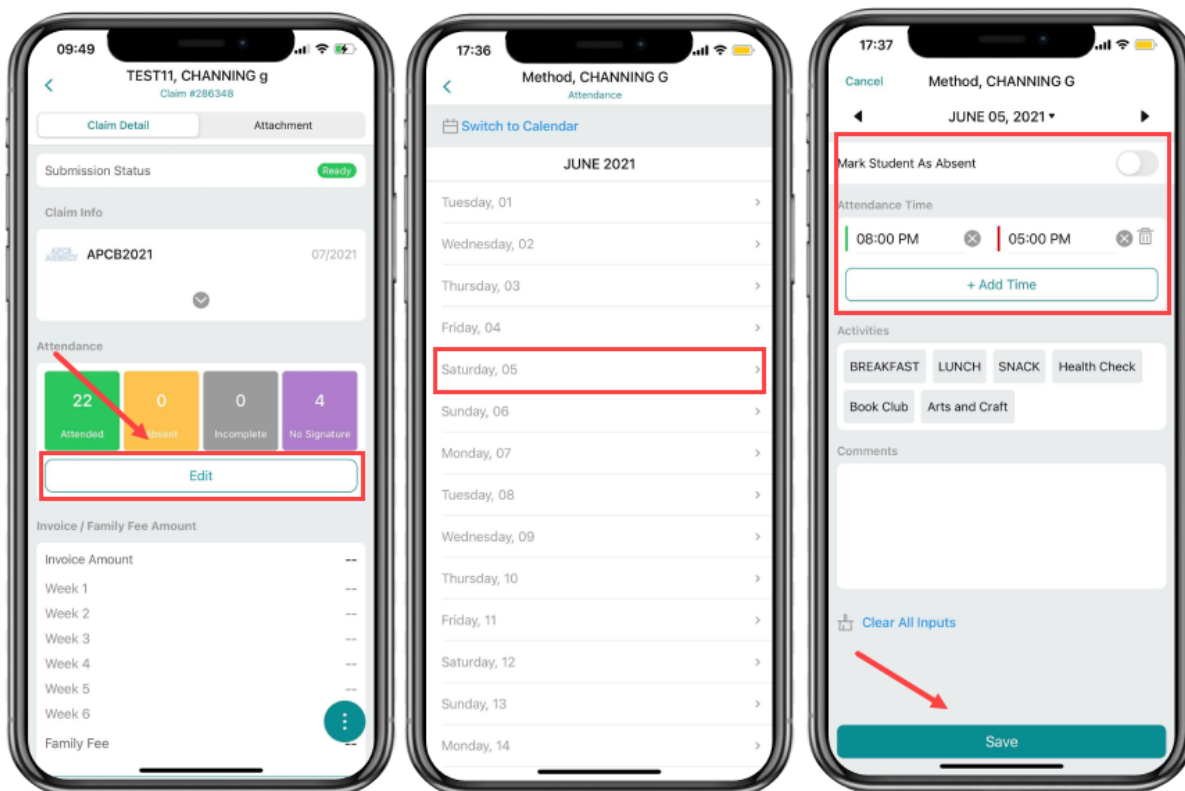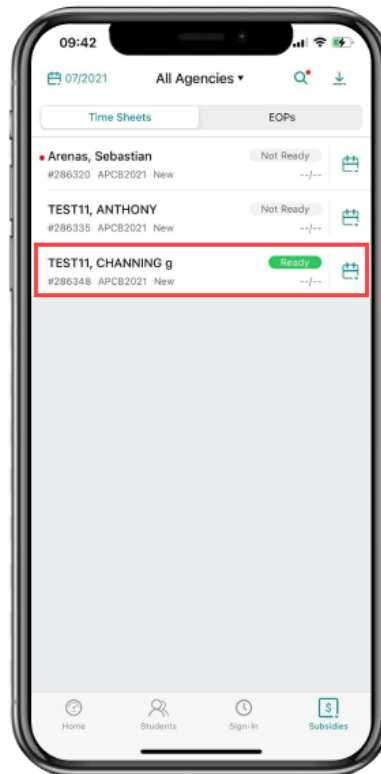

2. Submit Attendance

a. Once the attendance for the service month is completed, submit the time sheet (claim) to the childcare Agency digitally from CareConnect Mobile. **Once the time sheet (claim) is submitted, attendance cannot be changed.**

TIP: Children with completed attendances will have a "Ready" status.

b. Tap the child you wish to submit.

c. Under **Invoice / Family Fee Amount** section --> Click **Edit** to add an Invoice amount and/or Family Fee amount, and adding any additional comments for the service month if necessary or required by your child care Agency. You may choose between entering a full monthly amount, or entering a weekly amount and letting CareConnect total the amounts for you --> Ensure you click **Save** under the Invoice / Family Fee amount if there are any entries.

*TIP: A recommended amount for the family fee collection will be displayed if it is applicable.*

NOTE: **Depending on the childcare Agency**, *some providers are required to fill in invoice and family fee amounts. This does not apply to all providers. If providers do not normally collect a family fee from parents or send an invoice to your Agency --> SKIP step c and move to step d.*
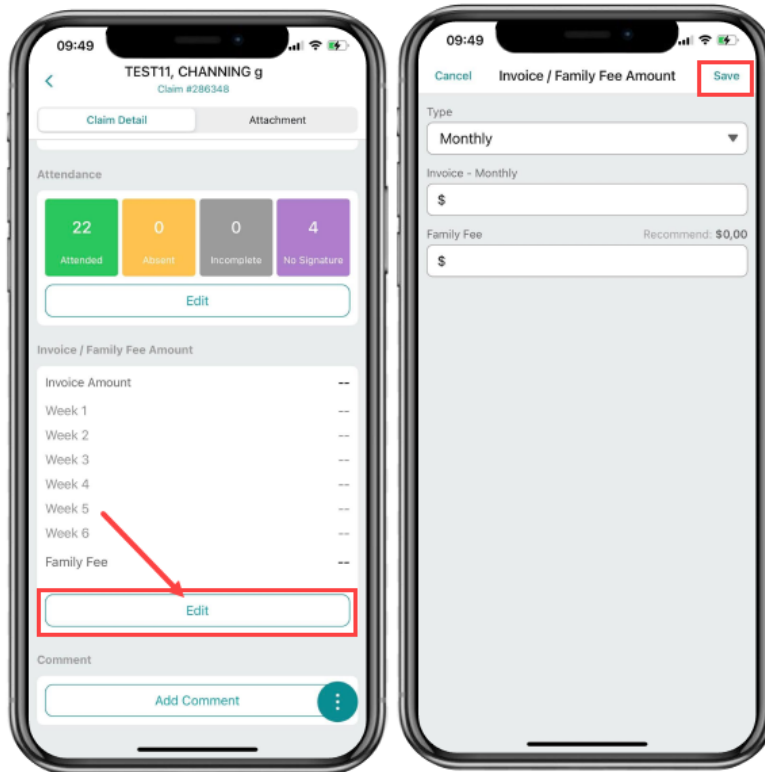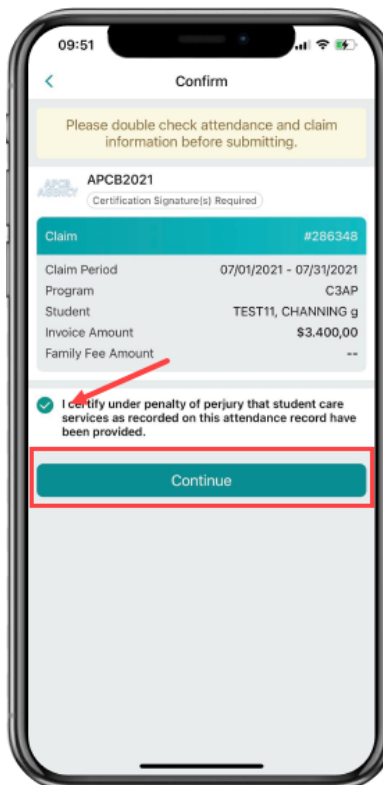
d. Under **Comment** section --> Tap Edit to enter a comment for the service month if necessary
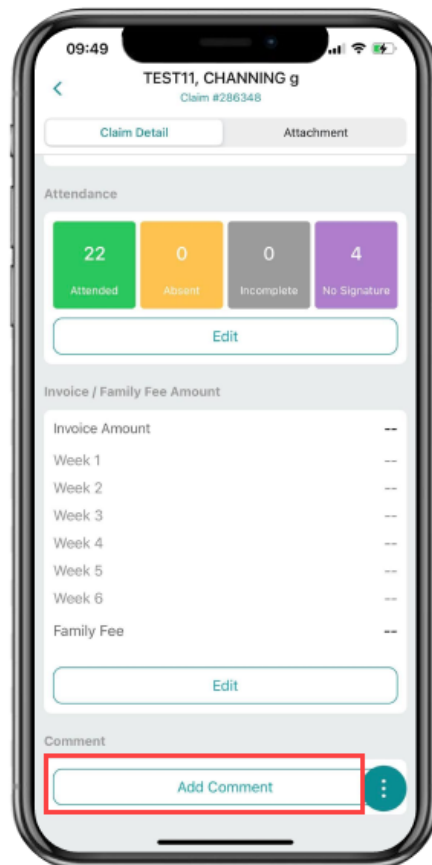
e. When ready to submit the attendance to the childcare Agency --> Tap the **menu** button on bottom right --> Tap **Submit Attendance**.
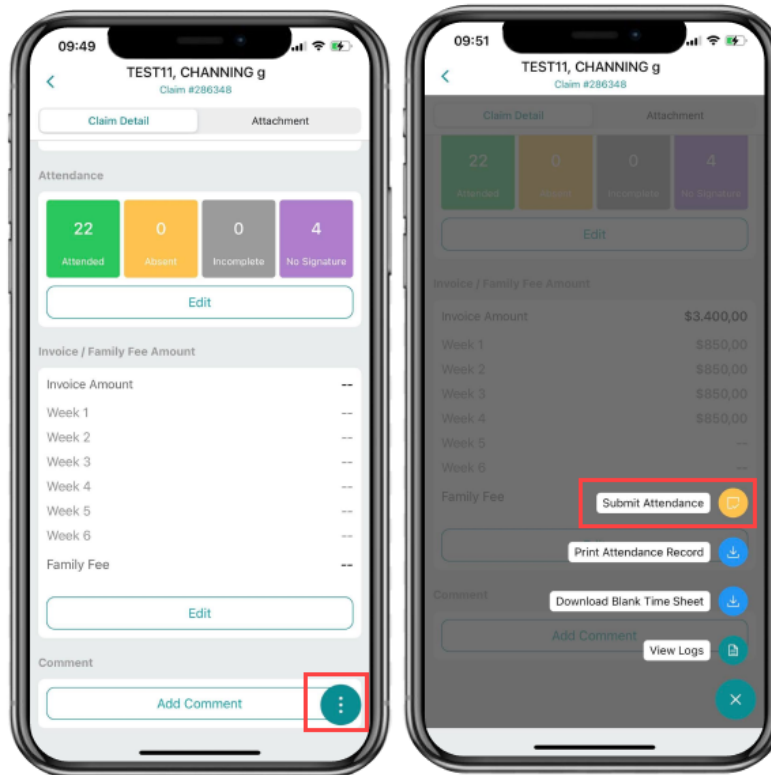
f. A confirmation page will display --> Once you confirm the information is correct, **check** the box to certify care has been provided --> Tap **Continue**.

g. Review the attendance information one last time --> Tap **Sign & Submit** to sign your full signature -->
Tap **Submit**
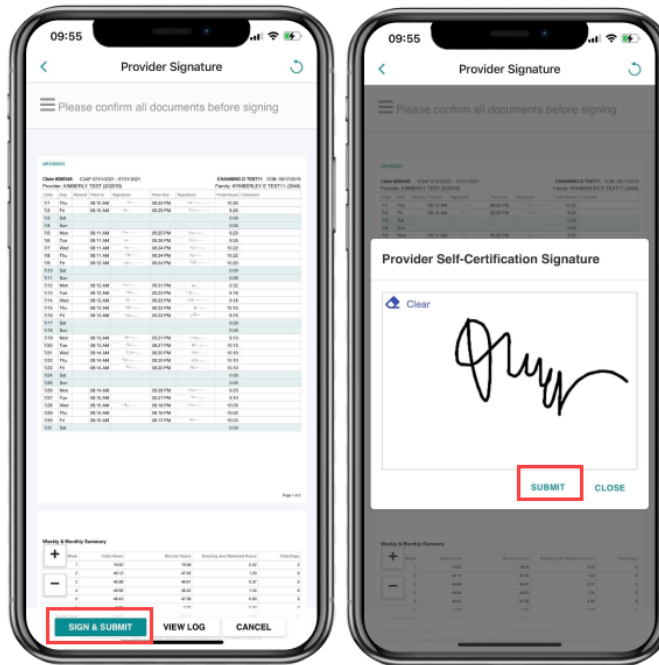
h. Allow 5 to 10 minutes for the submission process to complete. You can pull down on the claim page or
exit and re-enter to refresh.
i. Once the submission is complete, the status will change to "Ready for Parent". A notice will be sent to
the parent by email or SMS based on the contact information from the childcare Agency. This notification
will have the option for parents to sign and confirm the attendance on their own device.
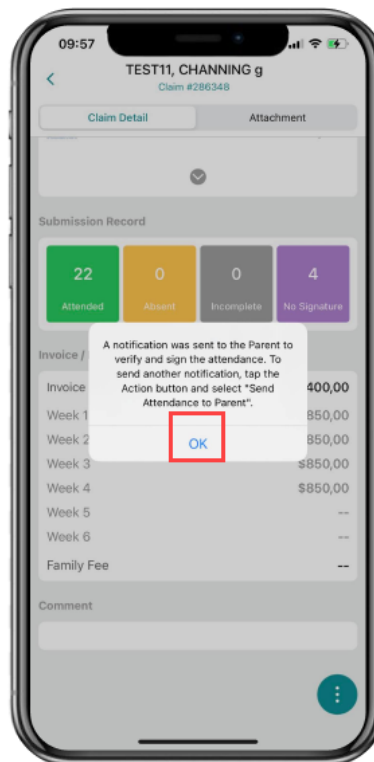
j. If you need to send another notice, you can select **Send Attendance to Parent** in the bottom right menu.
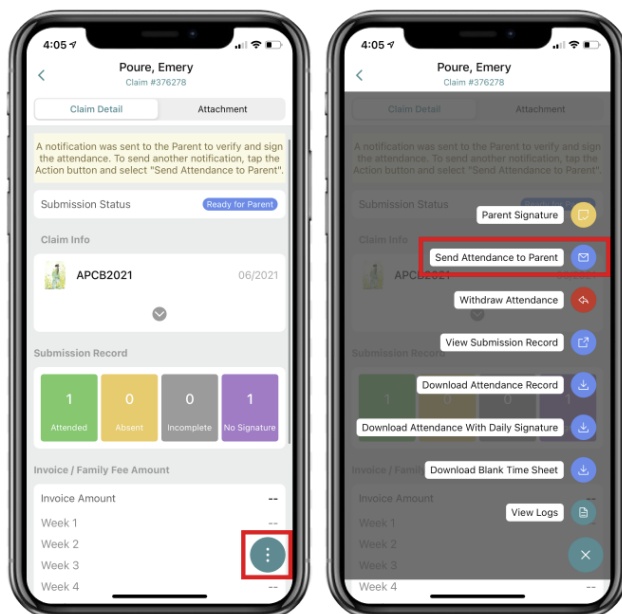

k. If the parent does not have a reachable email or cell phone number, or you would like the confirmation to be signed in-person, you can tap the menu button and select **Parent Signature.** This option allows parent to sign in-person on your device.
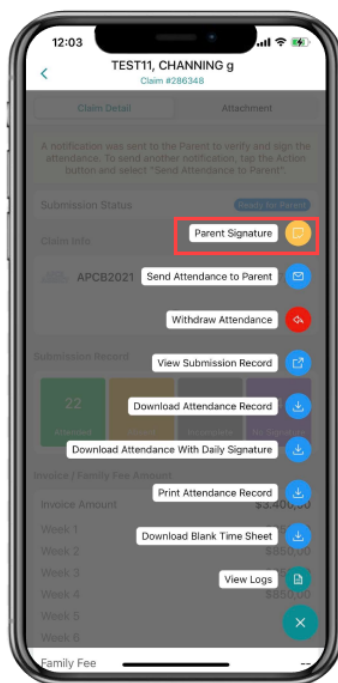
NOTE: *Your childcare Agency may enable a secondary verification before the parent is allowed to sign. If the second verification is not enabled by your childcare Agency, the parent can immediately sign and confirm.*
If the second verification is enabled by your childcare Agency, there parent may select the method (either Email or SMS) to verify their identify. Once they receive that verification code, they can enter it to proceed with the signing process.

l. Parents can review the attendance first --> Tap **Sign & Submit** --> **Check** mark the certification --> Sign using the mouse or touch screen to **sign** the full signature --> **Submit**
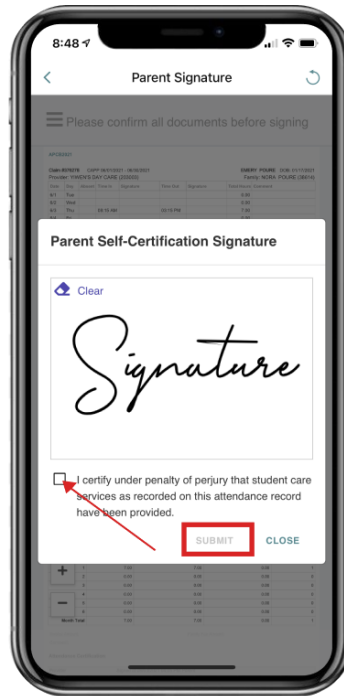
m. Once parent has signed, the claim will automatically be sent to your childcare Agency and the claim status will change to "Submitted".

3. Contact Technical Support

You can contact support by sending an email to: support@mcttechnology.com
You can also contact us directly in CareConnect mobile application using the **Need Help** option in the Home page.