DELAWARE HEALTH AND SOCIAL SERVICES
Division of Social Services

Child Care: Provider Self Service

User Guide

Document Version 1.0

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Table of Contents

Introduction to Provider Self Service

The purpose of this guide is to provide an overview of how to navigate and use Provider Self Service (PSS). Each section in this guide contains specific information about the features and functionality of PSS screens.

The guide provides instructions to complete the following:

> ➢ Login to Provider Self Service
>
> ➢ Reset password
>
> ➢ View and modify Contractor and Site Information
>
> ➢ View Authorizations
>
> ➢ Enter, adjust, and view past attendance
>
> ➢ View and print POC and Stars Payments
>
> ➢ View Frequently Asked Questions, Announcements
>
> ➢ View Alerts for Contractors and Sites

Key Terms

The following terms are used throughout this guide:

| Key Term	Definition
Home Screen	This screen is where the user will land when they login to PSS.
Breadcrumb	Identifies the current screen and the current module.
Expand / Collapse Arrow	Arrows to expand or collapse menus to reveal more or fewer options.
Button	Users click to perform actions indicated by the text on the button. Buttons that are not currently active will appear greyed out.
Contractor or Company	The business or person contracted by the State to provide Child Care services.
Site	The location where Child Care services are provided.
Modal Window	A pop-up window where the user performs additional screen actions and enters information.
Save as Draft	Saves entered Attendance but does not submit for payment.
Locked Account	An account is locked when the number of unsuccessful attempts to Login or answer security questions exceeds the system limit of three.
Expired Account	An account will expire if the user has not accessed PSS within the last 90 days.

Navigation

This user guide is divided into sections. To go directly to a particular section, scroll down or click on that section in the Table of Contents.

The picture below illustrates the general organization of PSS screens and other navigational elements when viewed from a desktop or tablet. Each screen is divided into the following areas:

1. **Menu Navigation Bar** – Displays links to *Alerts*, *Announcements*, and *POC Help* screens and the Logout function.
2. **Navigation Panel** – Displays links to core system screens including *Home, Site and Services*, and *Your Account.*
3. **Page Body** – Displays information related to the selected feature and identifies the area of the screen used for information entry.
4. **Bottom Navigation Links –** Displays the Contact Us link to email the Helpdesk for assistance. Displays links to State of Delaware privacy policy, and State of Delaware accessibility statement.

Other navigational elements include:

5. **Breadcrumb –** Displays the current screen and current module.
6. **Button** – Click to perform actions indicated on the button. Buttons appear red when they are available, and appear grey when that option is not allowed.
7. **Arrow** – Expands or collapses menus and sections to reveal more or fewer options.
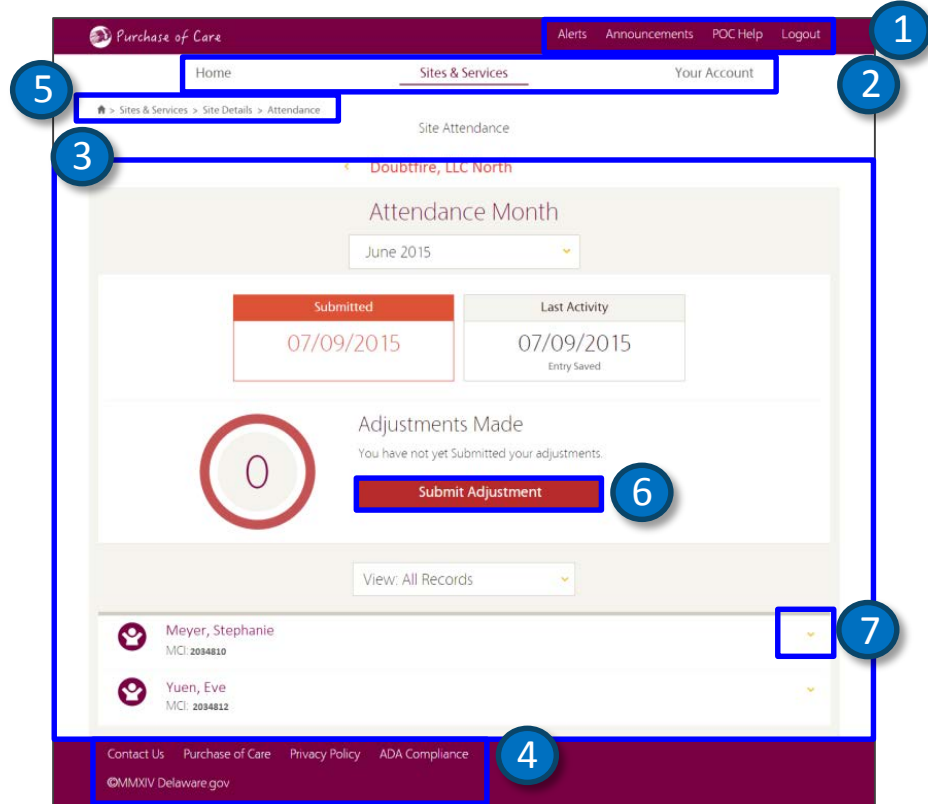
The navigation menu displays when PSS is accessed from a mobile device. The mobile drop-down menu is available in the top corner of each screen as shown below.
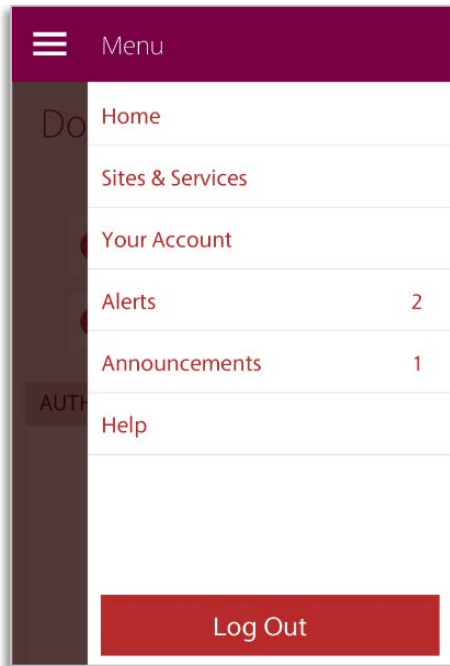
Confidentiality Guidelines

PSS contains confidential information. All registered users must follow the confidentiality guidelines listed below:

1. **When you are not using the portal, log out and close the browser**. Logging out and closing the browser prevents unauthorized people from entering or viewing information in PSS.
2. **Registered users should not share their Username or Password**. Each staff member that needs to use PSS should have their own Username. Each Contractor should determine who from their Contractor and / or Site(s) need access to PSS. If a staff member only needs to view the information in PSS (and does not need to enter or adjust Attendance), they must still have their own Username.

Website "Time Out"

The user's connection to PSS will "time out" if they are inactive on the same screen in PSS for more than 15 minutes. After the session expires, the user will be redirected to the *Login* screen to log in again. PSS will provide a warning after 14 minutes of inactivity that the system will terminate the session and log the user out.

The Timeout Warning includes a counter indicating the time remaining and provides an option for the user to extend the current session. This "time out" process is designed for security. It prevents unauthorized use of the Provider Self-Service in the event that the user leaves their computer without logging out of the website.

Your session will expire in 50 seconds due to inactivity.

When the Timeout Warning displays:

1. Click anywhere to remain logged in to the system, or
2. Take no action, and session will logout at the end of the countdown

Logout

1. From the top menu navigation bar, click Logout. Remember to close the browser window after logging out.

Purchase of Care   Alerts   Announcements   POC Help   Logout   1

Browser Requirements

For best access to PSS, check your browser version and if necessary, update the browser to Internet Explorer (IE) version 9+ or Safari version 6+.

If the browser is IE Version 8 or previous or Safari Version 5 or previous, please choose one of the following options:

Option 1 – Install the latest version of your browser

Follow these steps to check and update the IE browser:
1. Open IE and select the *Tools* menu (or click Help in the menu bar).
2. Click About Internet Explorer.
3. Check the version.
4. If the version is IE8 or older, select the **Install new versions automatically** check box, and then click [OK].

Follow these steps to check and update the Safari browser:
1. Open Safari and select the *Safari* menu if using Mac OS (or click Help in the menu bar if using Windows PC).
2. Click About Safari.
3. Check the version.
4. If the version is Safari version 5 or older, download Safari (both Mac and PC), use this link: http://www.apple.com/safari/download.
5. Click [DOWNLOAD NOW] to save software to computer, locate the file, and install it to the computer.

Option 2 – Install an alternate browser

Follow these steps to install an alternate browser:
1. To download Google Chrome, use this link: http://www.google.com/chrome/.
2. To download Mozilla Firefox, use this link: https://www.mozilla.org/en-US/firefox/new/.

Please contact a Child Care Monitor with any additional questions. If you are having system issues, please contact the Help Desk at dhsshelpdesk@State.de.us.
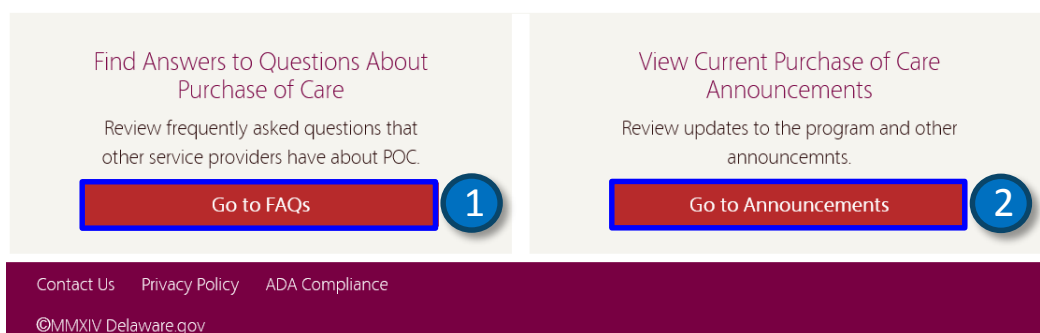
Provider Self Service

The *PSS Login* screen allows individuals to view Announcements, FAQs, and the User Guide, and also allows new Providers to register or existing Providers to login to Provider Self Service.

Please Note: If the user does not login to the PSS application for more than 90 days, their account will be locked. Contact dhsshelpdesk@state.de.us if the account is locked.

View Announcements, FAQs, and User Guide

Users can view Announcements, FAQs, and User Guide anytime via the following links.

1. From the Main *Login* screen, click [GO TO FAQS] to navigate to the *Frequently Asked Questions* screen as shown below. User Guide is also available from this screen.

2. From the Main *Login* screen, click [GO TO ANNOUNCEMENTS] to navigate to the *Announcements* screen as shown below.

Registration for New PSS Users

New Contractors and Sites sign-up to access Provider Self Service (PSS) from the *Login* screen. When the registration review process is complete, a Username and temporary password are sent to the user via email.

Please Note: This registration form is for new users only. Ongoing PSS users will complete the form to change their existing information, or adding a new user to their location; however, all changes to the form must be resubmitted (Agree & Submit button).

1. Open the web browser, type https://childcare.dhss.delaware.gov in the address bar, and click Go. The system displays the *Login* screen for PSS as shown below.
2. Click [GET STARTED] to navigate to the *Manage Access* screen.
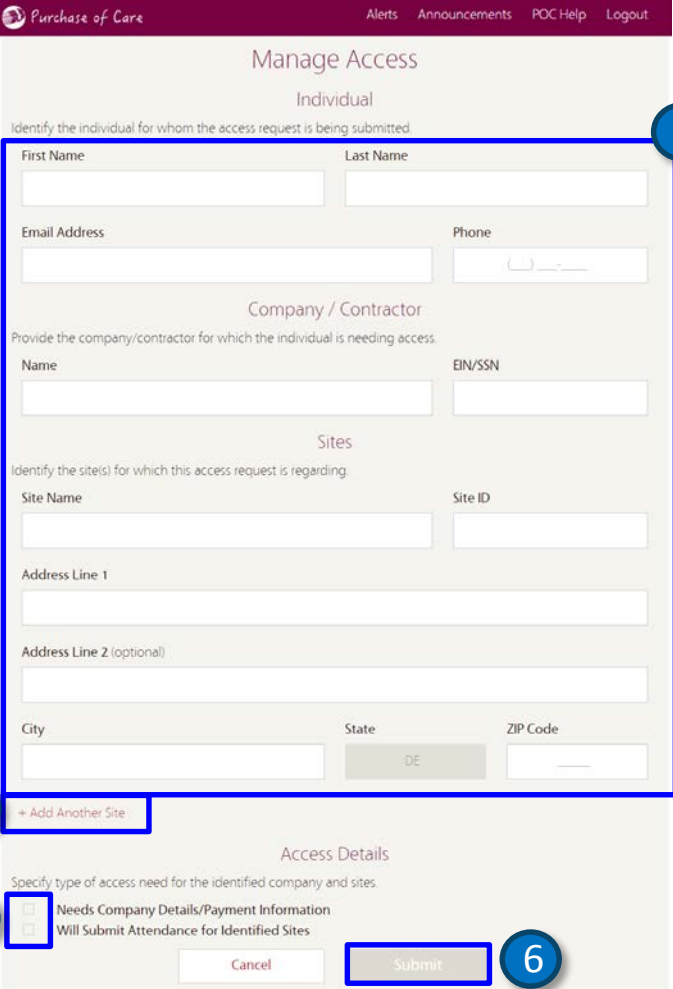
3. Enter the registration information for the User, Contractor, and Site.
4. Click + Add Another Site to enter information for additional Sites to which the user needs access.
5. Both checkboxes will be selected for most users:
   - Select **Needs Company Details / Payment Information** to indicate that the user needs access to the Payment Statements online.
   - Select **Will Submit Attendance for Identified Sites** to indicate that the user needs the ability to Enter Attendance.
6. Please read the User Acceptance Agreement. It includes facts about how we protect your account, information collected and how it is used, as well as a public disclosure, then click [SUBMIT] to accept the User Acceptance Agreement and submit registration form.

Create an Egress Account

Egress is a tool used to securely send temporary passwords. You must register for an Egress account which will be used to access temporary passwords to Provider Self Service (PSS).
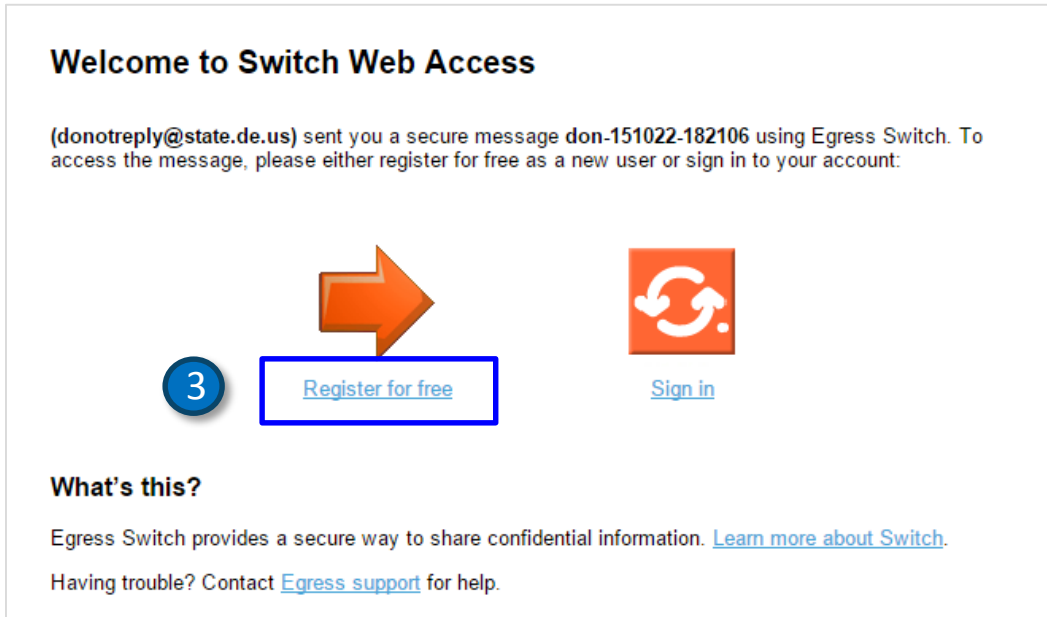
Please note: Your password to Egress is not your password to Provider Self Service.

You will login to Egress each time a temporary password is sent to you. If you forget your password to the Egress tool, you will be able to recover it through Egress Security Q&A.

1) Locate the email from donotreply@state.de.us with subject "PROD: Temporary Password Reset – Assist APPS"
2) Click the link in the email to [read this secure email].
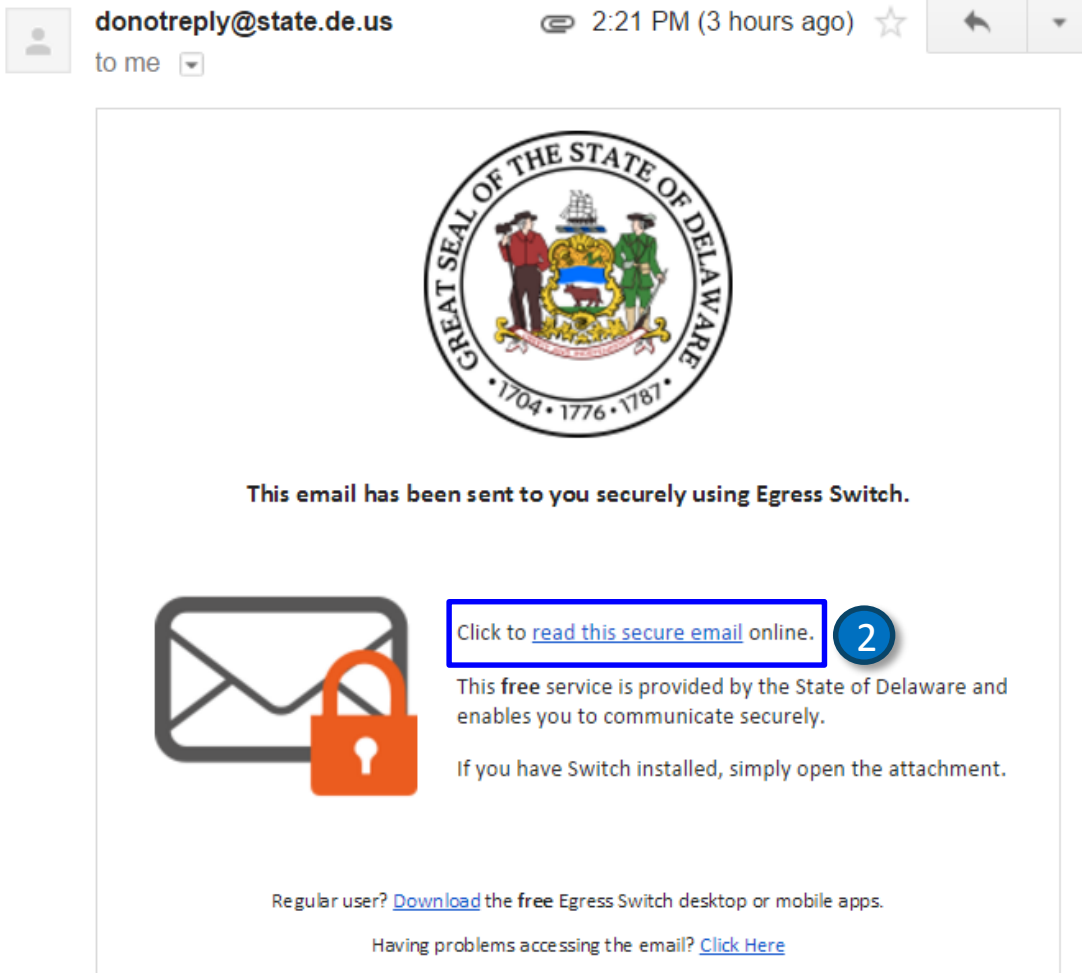
3) The Egress welcome page will display. If this is the first time, click [Register for free].

Welcome to Switch Web Access

(donotreply@state.de.us) sent you a secure message **don-151022-182106** using Egress Switch. To access the message, please either register for free as a new user or sign in to your account:

③ Register for free

Sign in

What's this?
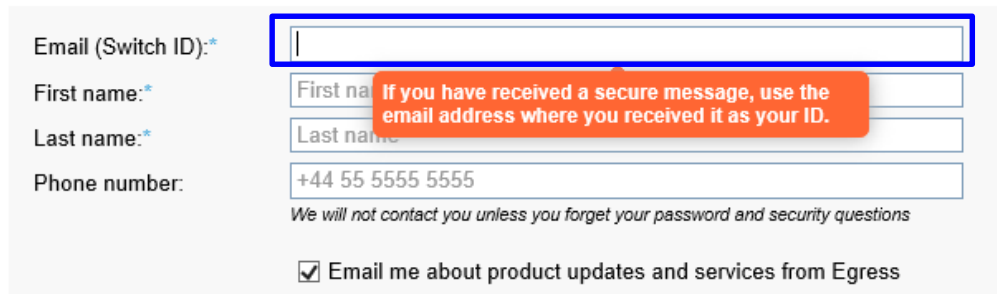
Egress Switch provides a secure way to share confidential information. Learn more about Switch.

Having trouble? Contact Egress support for help.

4) Enter the email address that received the email from donotreply@state.de.us in the *Email (Switch ID)* field, and First/Last name. You must use the email address to which the Egress email was sent.

Sign Up

① Please enter your details below to create a new Egress Switch user account.

Email (Switch ID):*

First name:*   First na... If you have received a secure message, use the email address where you received it as your ID.

Last name:*   Last name
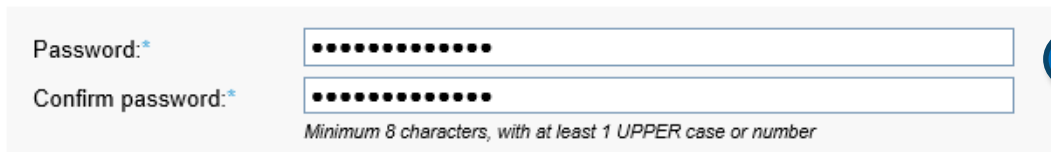
Phone number: +44 55 5555 5555
We will not contact you unless you forget your password and security questions

④

☑ Email me about product updates and services from Egress

5) Enter and Confirm a New Password for Egress. Please note, this is not your password to Provider Self Service

② Choose a strong password to protect your identity.

Password:*   ••••••••••••

Confirm password:*   ••••••••••••
Minimum 8 characters, with at least 1 UPPER case or number

⑤

6) Select and Answer two Security Questions. These questions can be used to recover your Egress password should you forget it.
7) Enter the displayed Security Code.
8) Read the [Egress Privacy Statement] and agree. Click [Create account].

9) User will receive "Welcome to Egress Switch" email which will contain an activation code and a link to activate your Egress account. Click the link provided.

10) Enter Activation Code from previous step and click [Submit Activation Code].

Almost Done

A new Egress Switch account with Switch ID **testprovideremail@gmail.com** has been created but is not active yet. A message with an activation code was sent to your address.

To activate your Switch account please click on the link contained in the email, or copy the activation code into the box below.

Note: If you don't get the email within 3-5 minutes, please check your Spam folder.

Activation code:*   [   ]   **10**

Submit Activation Code

11) Enter the Egress Password you created in the registration form and click [Activate Switch Account].

Almost Done

Please confirm the password you entered when registering Switch account
testprovideremail@gmail.com:

Confirm password:*   ●●●●●●●●●●●●●●●   **11**

Activate Switch Account

12) Click [Read your Message Now] to view the temporary password for Provider Self Service

All Done

You can now access Switch secure messages using your new Switch account:

testprovideremail@gmail.com

Thank you for signing up with Egress Switch.

Read your message now   **12**

13) The password listed is your temporary password to Provider Self Service. Next, navigate to PSS (https://childcare.dhss.delaware.gov). Enter your User ID and Temporary Password.

Web Access > don-151022-182106

From:	(donotreply@state.de.us)
Sent:	22 October 2015 14:21
Subject:	UAT:Temporary Password Reset – Applications in EIAM
To:	testprovideremail2@gmail.com

Hello,

Your temporary password is:

Password: G9.bndewpy   (13)

You will be prompted to change your temporary password after login.

For any questions, please contact DHSS Help Desk (dhsshelpdesk@state.de.us)

Thank you.

Please Note: Access the Child Care: Provider Self Service: Security Quick Reference Card for more information about egress. User can also contact the Helpdesk if they continue to have issues.

First Time Login

These instructions are for first time login only, to transition from the Provider Portal to the new Provider Self Service: users will be required to set their new password and security Q&A upon first login.

1. From the *Login* screen, enter the Username and temporary Password and click the [LOGIN] button. The system prompts the user to set a new password. Username can be found in user's email inbox with the subject "New User Account Created."

From:	donotreply_assistww@state.de.us	Sent:	Wed 9/23/2015 2:43 PM
To:	brian.yuen@gmail.com		
Cc:			
Subject:	EIAM New User Account Created		

Your account has been created. Please login using the following credentials.

Username: Brian.Yuen

Your password will be sent in another e-mail.

For any issues, please contact the DHSS Helpdesk at 255-9150 or dhsshelpdesk@state.de.us
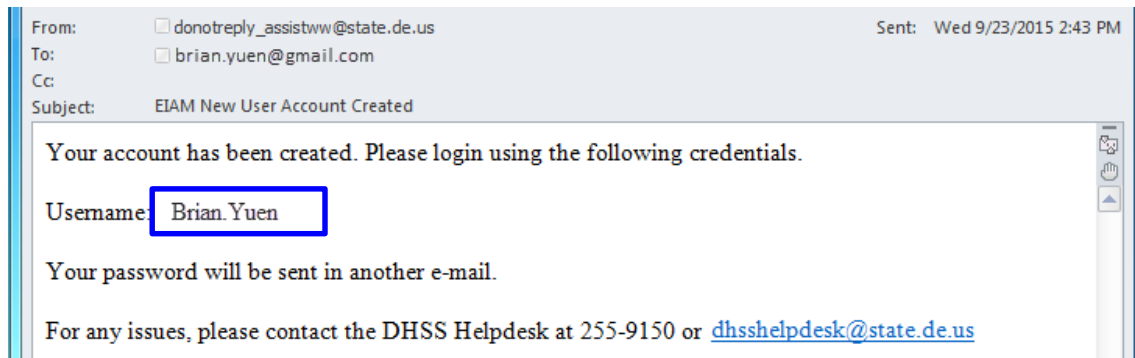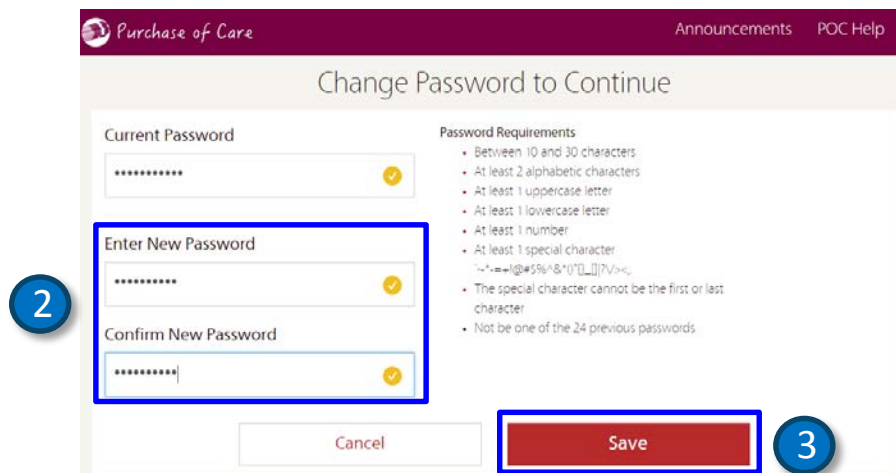
2. When prompted to set a new password, enter the temporary password in the *Enter Current Password* field. Enter the new password in the *Enter New Password* and the *Confirm New Password* fields. The password entered in the *Enter New Password* field and the *Confirm New Password* field must be identical.

Please Note: The new password must include the password validation requirements displayed on the screen. The password requirements will display as red text if the new password entered did not meet the password requirements.

3. Click [SAVE]. The system will navigate back to the *Login* screen and the user will be prompted to login again with their new password.

Please Note: After logging in to Provider Self Service for the first time, the user will be required to set up three security challenge questions. In the future, if the user forgets their password, these security challenge questions and answers will allow the users to reset their password.

4. Click the drop-down **Arrow** to select three security questions and enter an answer for each. There are 10 questions available.
5. Click [SAVE] to save the answers to the security questions and navigate to the *Home* screen.

Please Note: In order to create a valid answer, the following conditions must be observed:
- Answers cannot be repeated
- Answers must contain at least two characters
- Answers cannot have two or more consecutive spaces

Password Recovery: Email Temporary Password

If you have forgotten your password, you can recover it through one of the following options. As it was available with the Provider Portal, there is an option to login with a temporary password received via email.

1. On the *Login* screen, click I Forgot My Password to navigate to the *Password Recovery* screen.

2. Click <u>Send me a temporary password</u>, enter the username, and click [SEND].
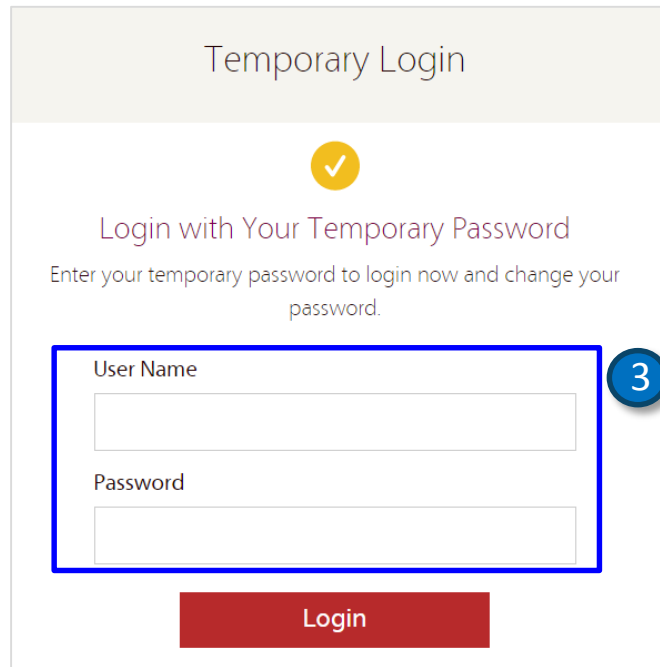
3. You will receive an email that contains a temporary password from a Do Not Reply address with the subject "PROD: Temporary Password Reset – Assist APPS." Enter the temporary password within the screen below.

Temporary Login

Login with Your Temporary Password

Enter your temporary password to login now and change your password.

User Name

Password

Login

4. After entering the temporary password, you will be prompted to set a new password.

Password Recovery: Answer Security Questions

The *Reset my password now* option is a new feature which allows the user to reset their password by answering a security question.

1. On the *Login* screen, click I Forgot My Password to navigate to the *Password Recovery* screen.
2. Click Reset my password now, enter the **Username** (not email address), and click the **Magnifying Glass** to navigate to the *Password Reset* screen.

3. System will display the three questions previously setup during first time login/account setup. Select and answer one of these security questions.
4. Enter and confirm a new password.
5. Click [SEND].

Please Note: The user can try the same or different security questions. If the user has three failed security question attempts, the system locks their account for 30 minutes. After 30 minutes, the user can attempt Password Recovery again.

Alternatively, the user can contact the helpdesk at dhsshelpdesk@state.de.us for assistance during normal business hours.

Reset a Password

Passwords expire every 90 days. When a password is about to expire, the user will receive an email from donotreply@state.de.us with the subject "Password Expiry Notification" stating their password needs to be changed.

A notification will be sent when a password is about to expire in 14, seven, two, and the same day intervals. The user can change their password even if the password has expired.

Follow the steps below to change a password:

1. From the *Home* screen, click Your Account to navigate to the *Account Management* screen.

2. Click the **Arrow** in the *Your Profile* section to display the *Your Profile* screen.
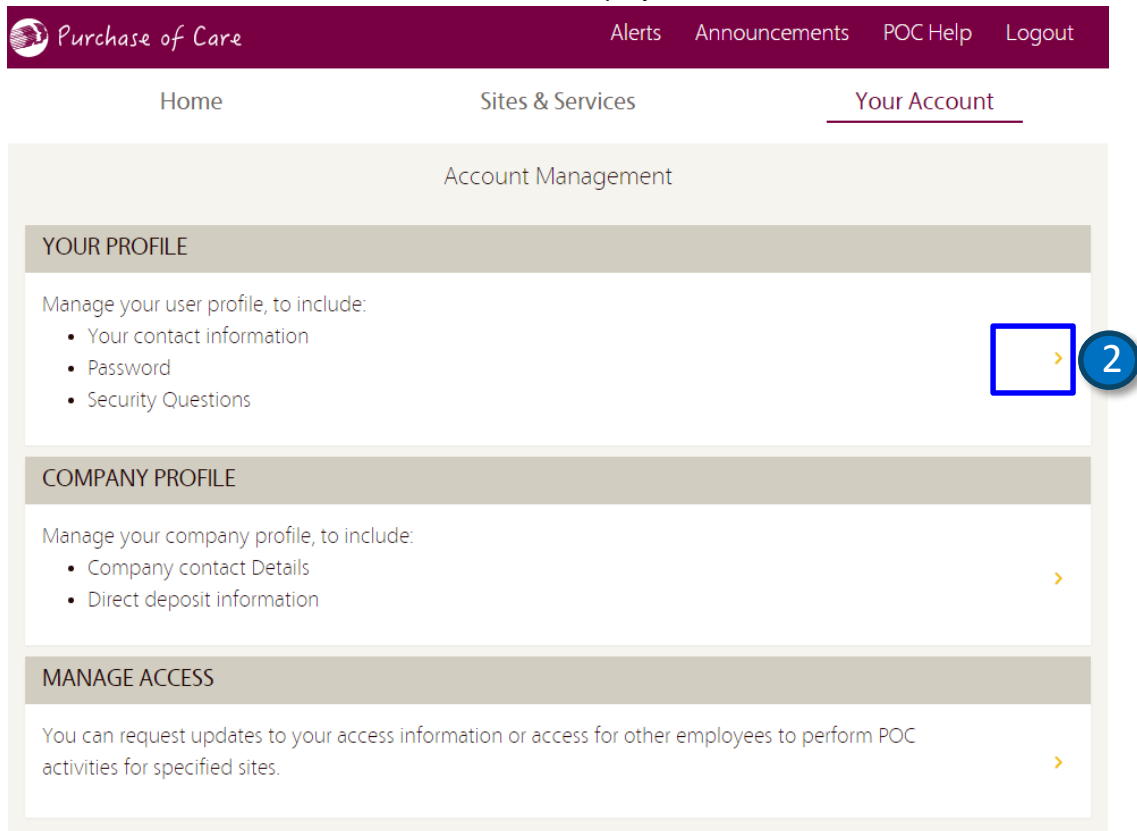
3. Click [UPDATE PASSWORD] and the button label changes to [CANCEL PASSWORD UPDATE]. The system displays the *Password* fields.
4. Enter the old password and new password. In the *Confirm New Password* field, enter the new password again.
5. Click [SAVE]. The system displays confirmation that the password was successfully changed.

Please Note: A password cannot be changed more than once per day. Contact the helpdesk at dhsshelpdesk@state.de.us for any of the following:

- The user is unable to change their password.
- The user received a Password Change Notification, but did not change their password.

Recover you Egress Password

If you forget your Egress password, follow the steps below to recover your password.

1) Access Egress Login page and select "Forgot Your Password"

2) Specify your email address within the Switch ID and enter the Security Code requested and click [Begin Password Reset Process]

3) Locate an email which is received with an activation code, enter the code and click [Continue with Password Reset]

Reset Password

A password reset request for Switch account **gotis@deloitte.com** has been received. A confirmation email with an activation code has been sent to an email address associated with this account.

Please click the link in the email or copy/paste the activation code below.

Activation code:*   [   ]   ③

Continue With Password Reset

Account Benefits

Your Switch ID is a secure identity. This allows you to read and reply to encrypted emails as well as access large files that have been sent to you securely.

- Read & reply to encrypted emails for free.
- Track in real-time when your secure emails or files are opened.
- Grant and revoke access to your messages after they were sent.

4) Answer both Security Questions, enter and confirm your new password, and click [Reset Password]

Almost Done

One or more of the security questions were answered incorrectly. Please check your answers and try again. If you do not remember answers to your security questions, contact support.

In order to prove your identity, please answer the following security questions:

Question #1:   What high school did you attend?
Answer #1:*   [123456   ]
Question #2:   What colour was your first car?
Answer #2:*   [123456   ×]

Please specify a new password for account **gotis@deloitte.com**.

Password:*   [••••••••••••   ]
Confirm password:*   [••••••••••••   ]
Minimum 8 characters, with at least 1 UPPER case or number

Reset password   ④

Account Benefits

Your Switch ID is a secure identity. This allows you to read and reply to encrypted emails as well as access large files that have been sent to you securely.

- Select your own password & security questions.
- Read & reply to encrypted emails for free.
- Track in real-time when your secure emails or files are opened.

5) A confirmation message displays. Return to the login page and enter the newly set password.

Password was reset

The password for your Egress Switch account **pss.train021@gmail.com** has been reset.

You can now sign in to the client software and administration panel with your new password.

Next steps

Get the most out of Switch

To get the most out of Switch install a Desktop or Mobile client.

Mobile and Web Access

You can access your messages at anytime using Web Access.

Learn more about Switch

Take a quick tour of Switch and learn how to access secure messages.

6) If you cannot remember your Egress Security Q&A, contact Egress support:

Egress Support Phone: 1-888-505-8318

Egress Support Email: support@egress.com

Your Home Screen

After logging in to Provider Self Service, your *Home* screen displays summary information.

1. **Navigation Panel** – Access to screens to manage Site rates, holidays, contact information, and security information.
2. **Alerts and Announcements** - Displays the number of unread Alerts and Announcements and navigates to Alerts or Announcements screens.
3. **Authorizations** – Displays a summary of active, expiring, and recently created Authorizations.
4. **Attendance Submissions** – Displays Attendance status for each Site. Navigates to screen where users with permission access can enter or adjust Attendance.
5. **Payments Processed** – Navigates to screen that user with permission access can view and print the payment statements.
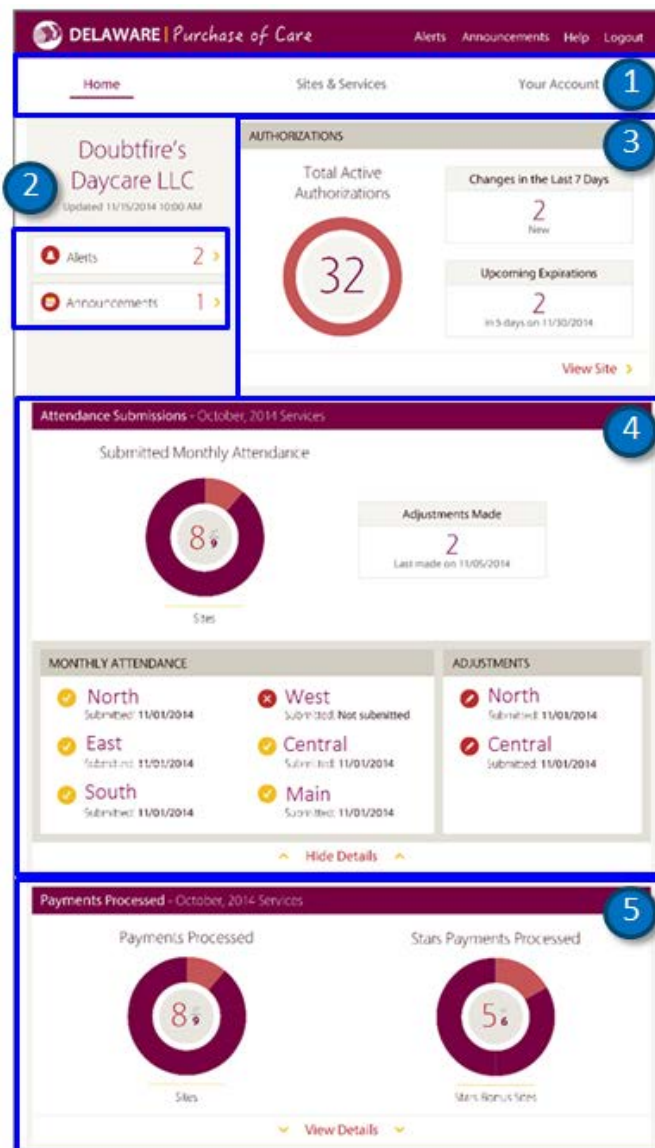
View Alerts

PSS generates alerts for Contractors and Sites:

- License Expires within 30 Days.
- Certificate Contract Expires within 30 Days (for relative care).

Follow the steps below to view Alerts.

1. After logging in, number of unread alerts displays on your *Home* screen. Click <u>Alerts</u> (find the link located in the top left section of the page body or on the menu navigation bar) to navigate to the *Alerts* screen as shown below.
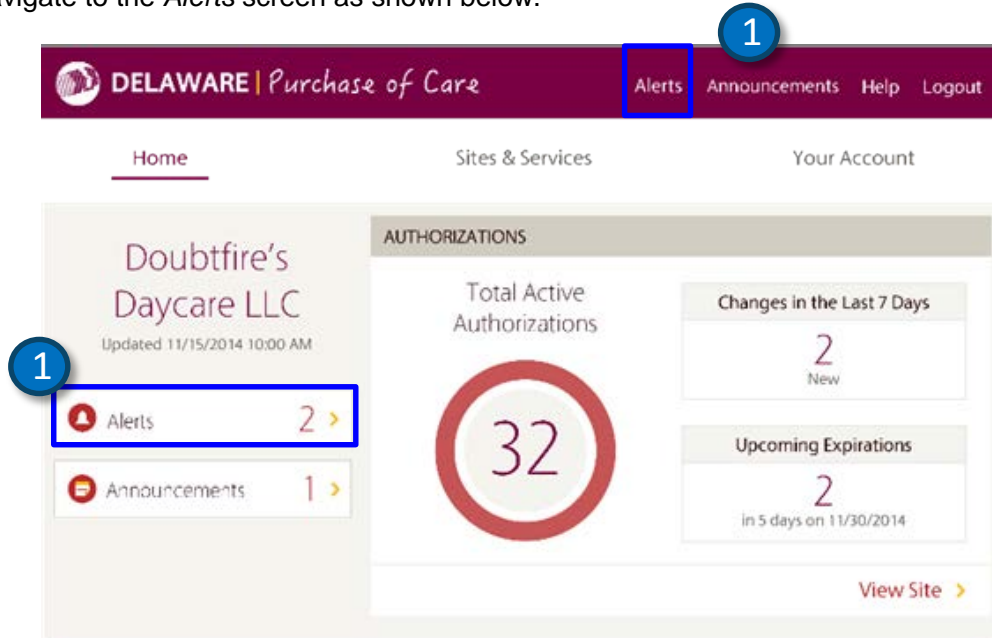
2. Click *Sort* drop-down to filter Alerts by **Newest to Oldest**, **Oldest to Newest**, and **Unread First.**
3. Click the **Arrow** to display the entire Alert text.
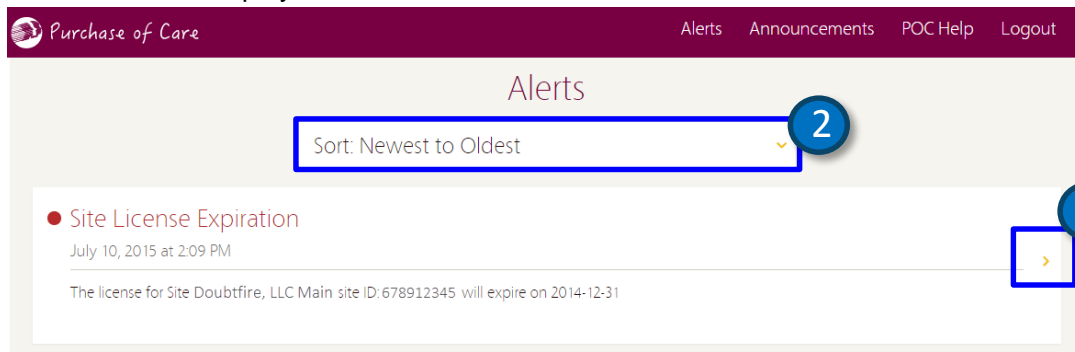
View Announcements

The Announcements page contains the list of Announcements. To view Announcements:

1. Login to PSS, and click the "Announcement" link within the header.
2. Click *Sort* drop-down to filter Announcements by **Newest to Oldest**, **Oldest to Newest**, or **Unread First.**
3. Click an Announcement or click **Arrow** to display the entire Announcement.

Please Note: Announcements are also accessible within the system. After logging in, the system displays a link to view Announcements on the top of every screen in PSS.
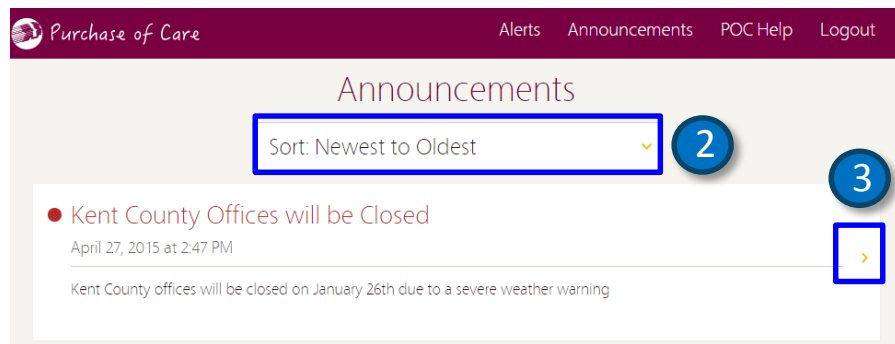
Authorizations

PSS provides information on children at Site location(s) authorized to receive Child Care services.

Follow the instructions below to view Authorizations:

1. From the *Home* screen, click <u>View Details</u> to navigate to the *Site Details: Authorizations* screen. If you have more than one Site, you will be prompted to select a Site to view its Authorizations.
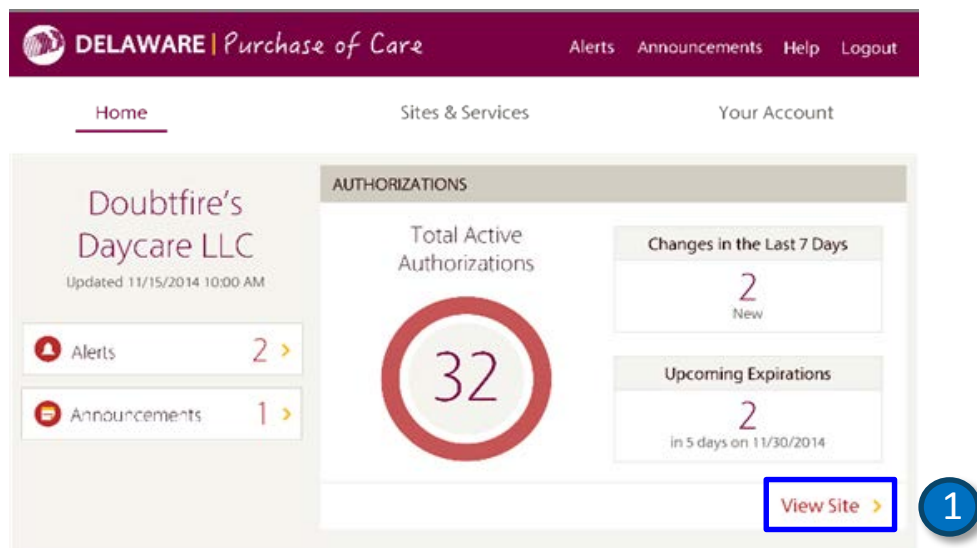
2. Click <u>View Details</u> to display the *Site Authorizations* screen. The system by default displays **Current Authorizations** comprising all active and future Authorizations.
3. Select to narrow the list of Authorized children to those **Added Recently** or **Expiring Soon**.

Please Note: Clicking **Added Recently** displays all Authorizations created within the last seven days. Clicking **Expiring Soon** displays all Authorizations with expiration dates within the next 30 days.

4. Click the **Arrow** to expand and view more Authorization information for each child.

Enter Attendance

The *Attendance Entry* screen is used to enter and submit Attendance for payment, and to adjust previously submitted Attendance. Attendance is always submitted for a previous month. The next month is available on the last day of the current month.

1. From the *Login* screen, enter the User Name and Password and click the [LOGIN] button. The system navigates the user to the *Home* screen.
2. From the *Home* screen, click Sites & Services to navigate to the *Sites & Services Dashboard Summary* screen. If you have access to multiple Sites, please select one Site.
3. Click Attendance to navigate to the *Attendance Entry* screen.
4. Click Enter and Adjust Attendance to display the *Attendance Entry* screen.

5. On the *Attendance Entry* screen, click the *Attendance Month* drop-down to select and view attendance for one of the past 12 months.

6. Click the <u>Enter Attendance</u> to display the Attendance Entry **modal window** displays. Please Note: Holidays are automatically paid by the system while calculating a payment amount.
7. Click the drop-down to enter the number of **Half**, **Full**, **1.5 Days**, and **Absent Days** for that month. Select the **No Days Attended** check box if child did not receive services.
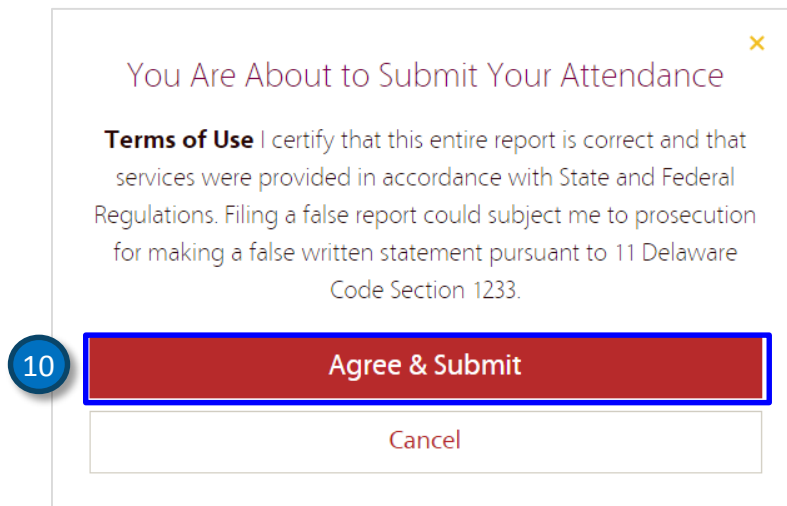
8. Click [SAVE] to save as a draft entry. **Saving as a draft does not submit Attendance for payment: you must enter attendance for all children and the click "SUBMIT"**

9. Click [SUBMIT ATTENDANCE] to display the Attendance Certification prompt. The system displays the percent of total Site Attendance submitted for the specified month.
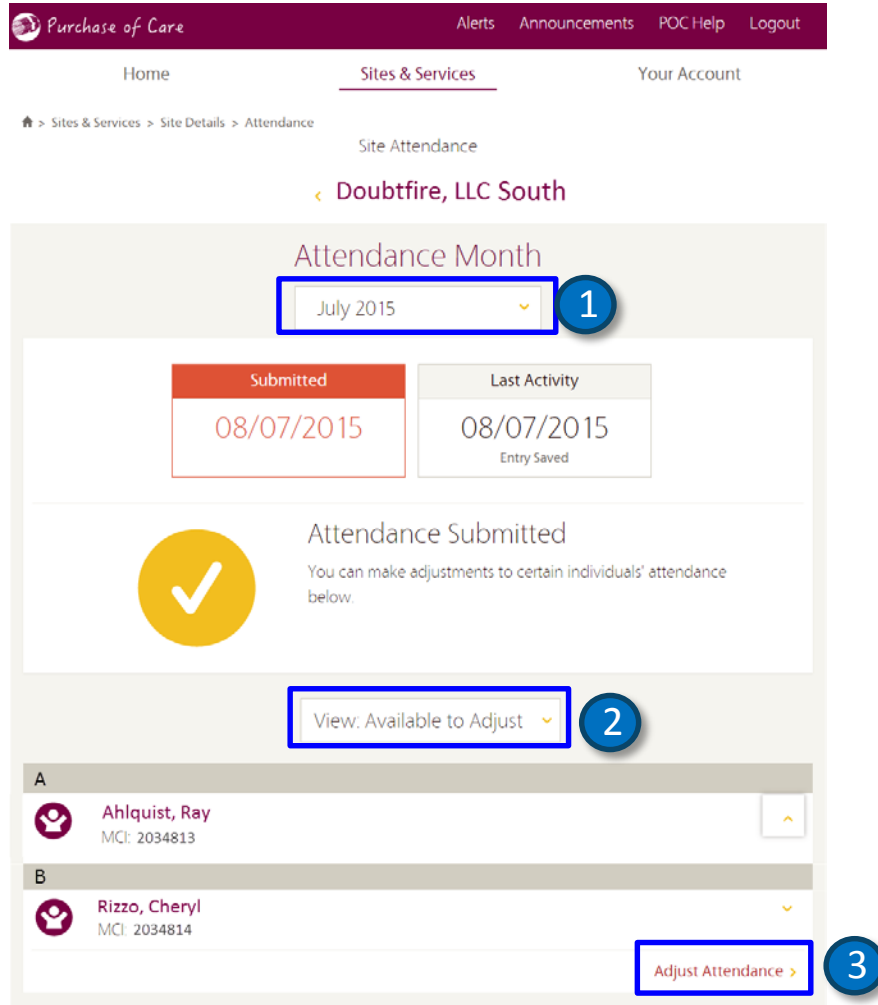
Attendance Complete!
You have not yet Submitted your attendance.

Submit Attendance ⑨

100%
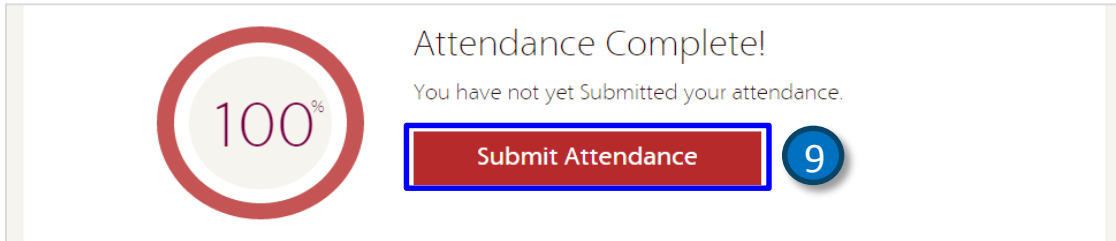
10. Click [AGREE AND SUBMIT] to submit all previously saved drafts for a given Site and month for payment.

You Are About to Submit Your Attendance

Terms of Use I certify that this entire report is correct and that services were provided in accordance with State and Federal Regulations. Filing a false report could subject me to prosecution for making a false written statement pursuant to 11 Delaware Code Section 1233.

⑩   **Agree & Submit**

Cancel

Adjust Attendance

1. From the *Attendance Entry* screen, click the *Attendance Month* drop-down to select the month and year.
2. Click the *Sort* drop-down to filter and view children with Attendance **Available to Adjust**.
3. Click the Adjust Attendance to display the *Attendance Entry* **modal window**

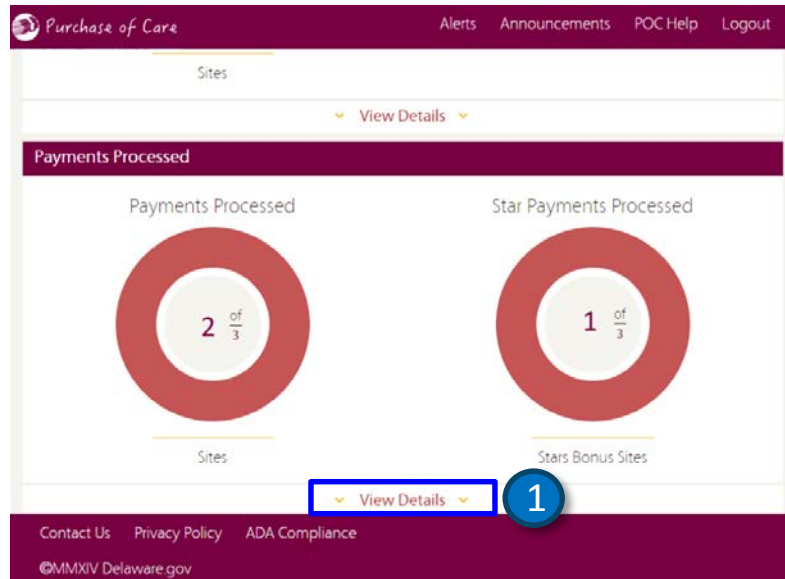**Please Note:** Attendance cannot be adjusted until the payment has been processed and will display a warning "Unable to adjust at this time."

View and Print Payments

Follow the instructions below to view POC and Stars payments online:

1. From the *Payments Processed* section of the *Home* screen, click View Details.

2. Filter to select a date range of months and years to view the Payment Statements. Click [GET PAYMENT HISTORY]. Information will be available from November 2015 and forward: no historical statements will display within the application.

   Please Note: Adobe Acrobat must be installed on the computer in order to view PDF files. Click here to download Acrobat PDF reader.
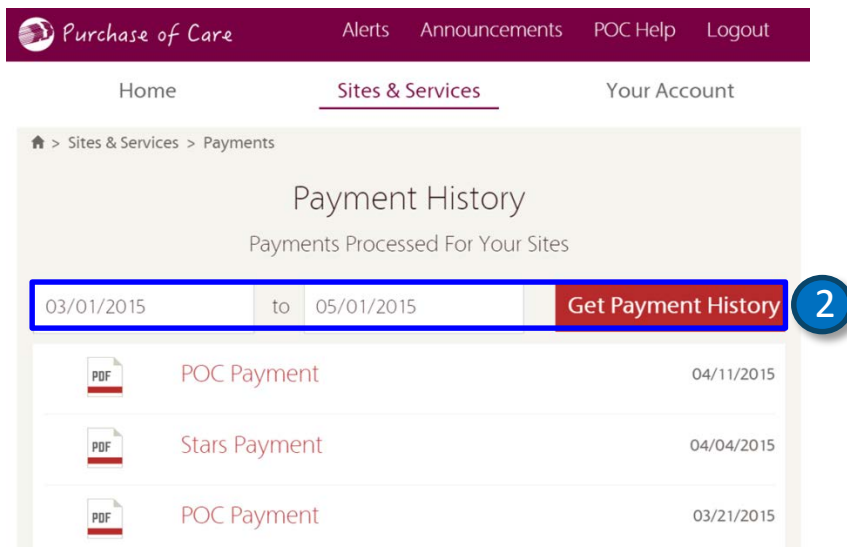
Sites and Services

Screens within *Sites & Services* allow the user to view and modify Site information.

View Dashboard Summary

The *Sites & Services Dashboard* displays *Site Details* and links to view Authorizations and submit Attendance. On the *Site Details* screen, users can view basic Site information, and can edit Contact, Rates, and Holiday information.
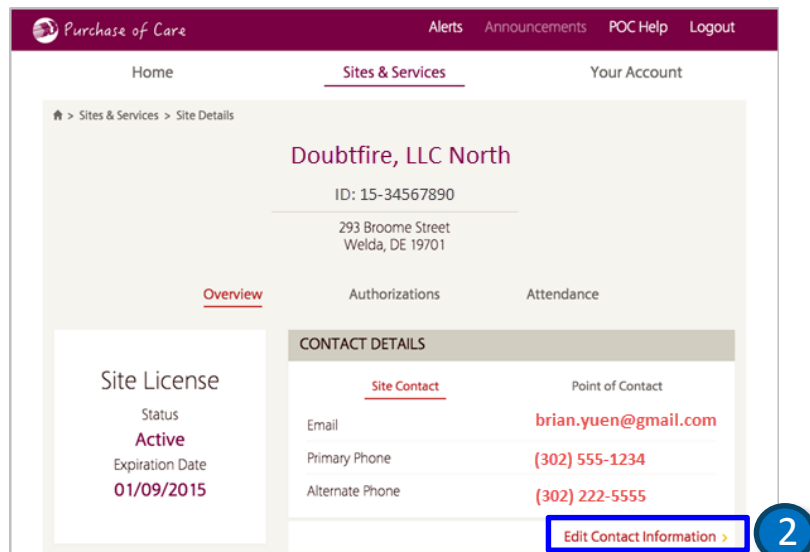
Edit Site Contact Information

Follow the steps listed below to view and modify Site contact information:

1. From the *Home* screen, click <u>Sites & Services</u> to display the *Sites & Services Dashboard*.

2. Click <u>Edit Contact Information</u> to navigate to *Contact Information* screen.

3. Enter the Site Contact and Point of Contact information in text fields and click [SAVE].
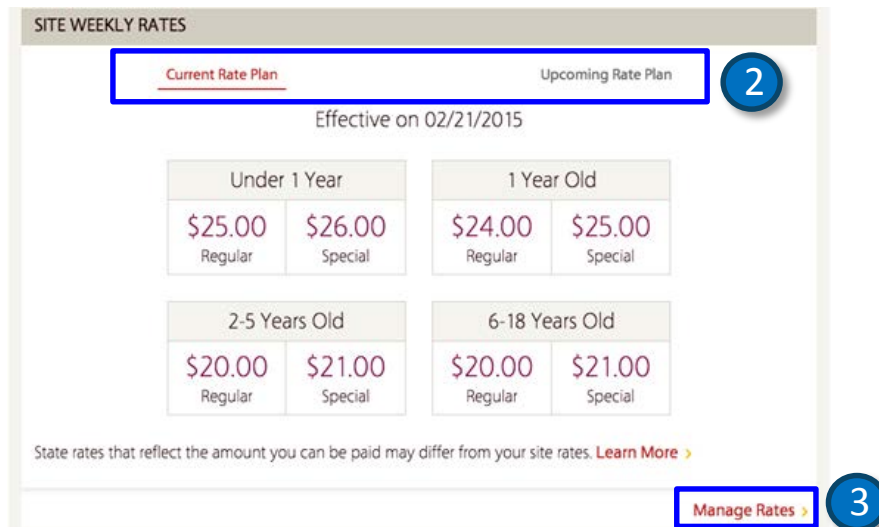
Edit Site Rates

Follow the steps listed below to view and edit Rates for each Site:
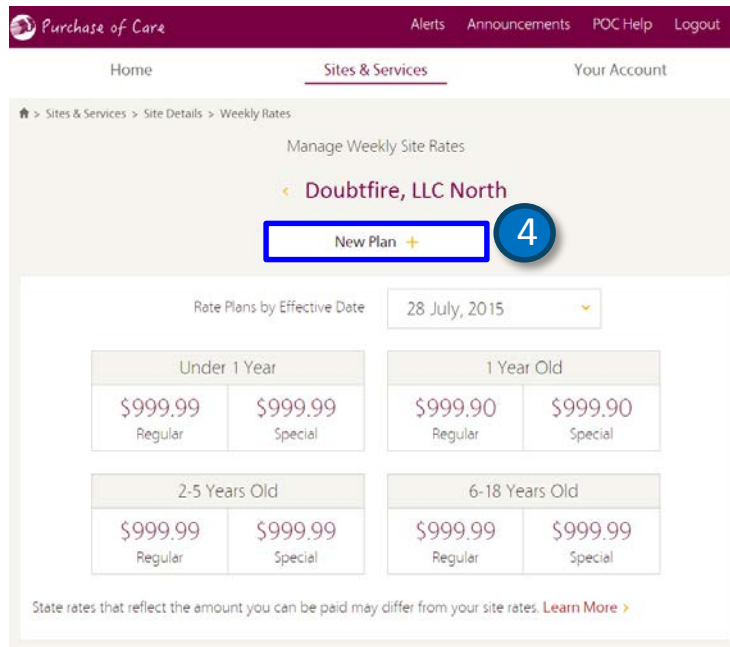
1. From the *Home* screen, click <u>Sites & Services</u> to display the *Sites & Services Dashboard.*

2. Select to view the **Current Rate Plan** or **Upcoming Rate Plan.**
3. Click <u>Manage Rates</u> to change your Site Rate schedule as shown below.

4. Click [NEW PLAN +] to display a new Site Rates Schedule. Please note, these rates are Weekly, not Daily.

5. Click the *Date* drop-down to select when the new Rate schedule will take effect.
6. Enter the new Weekly Rate(s) for each age group and click [SAVE].

Please Note: The effective date must be a future month and the user may select effective date(s) within the next two years.

Edit Holidays

PSS displays the six State-defaulted DSS Paid Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. These dates will be automatically set each year and no changes are required. However, annually in the month of October, you can make changes if you would like to modify any of these holidays:

1. From the *Home* screen, click Sites & Services to display the *Sites & Services Dashboard*.

2. In October, click Edit Holidays to navigate to the *Holiday Schedule* screen.

3. Click the *Schedule Year* drop-down to establish when the new Holiday Schedule will take effect.

4. Enter the name of the new holiday in the text field.
5. Use the **Calendar** icon to enter the date of the holiday.
6. Click [SAVE].

Your Account

Your Account menu provides the following options:

- **Your Profile** includes the ability to edit your password and security Q&A
- **Company Profile** includes company contact and direct deposit information
- **Manage Access** links the user to complete a registration form to add or remove sites

Your Profile

Refer to page 16 above for instructions to change your security questions and answers, and to change your password, and to modify security challenge questions and answers.

Company Profile

Follow the steps below to edit company contact and direct deposit information:

1. From the *Account Management* screen as shown above, click <u>Company Profile</u> to navigate to the *Company Profile* screen (as shown below).
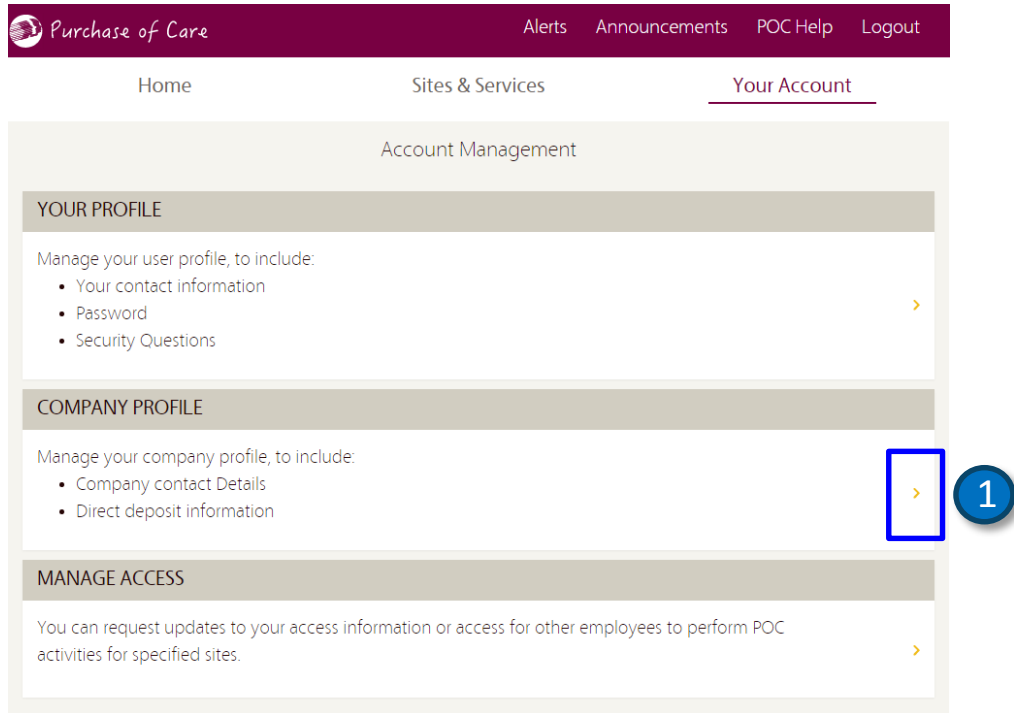
2. Enter the company email address, primary phone number, alternate phone number, and name of a Point of Contact person in the text fields.

3. To update the Direct Deposit information, select the **Account Type** radio button to indicate the type of account.

4. Enter the routing number and account number in the text field (view the sample check to identify where to find the routing and account numbers).

Please Note: If the routing number entered does not exist in the system, an error message will display indicating that the user should contact a Child Care Monitor for further assistance.

5. Click [SAVE] and the system will validate the information entered. If the routing and account number were successfully entered, the system will display the name of the bank.

Please Note: When modifying the bank information, the new direct deposit information may take a few business days to take effect. Please contact your Child Care Monitor with additional questions.

Manage Access

Ongoing PSS users will complete the form to change their existing information, or adding a new user to their location; however, all changes to the form must be resubmitted (Agree & Submit button).

POC Help

POC Help includes the Frequently Asked Questions and User Guide.

View Frequently Asked Questions (FAQs) and User Guide

The FAQs screen contains answers to the most common questions on topics like Authorizations, payments and Attendance. Follow the steps mentioned below to view the FAQs:

1. From the Login screen, click [GO TO FAQs] to navigate to the POC Help screen.
2. Click the Arrow to expand and display the answer to the selected question below the question.
3. Scroll to bottom of the page and click to download the user guide.