

What you are trying to do	Task	What to do	Problem
<b>Getting Started</b>	Create your online account	<ul style="list-style-type: none"> <li>Go to: <a href="https://childcare.twc.texas.gov/KinderConnect">https://childcare.twc.texas.gov/KinderConnect</a></li> <li>Follow the instructions to register.</li> </ul>	<b>Can't create account?</b> Contact support
<b>Signing In/Out (Every Day)</b>	Record your child's arrival or departure.	<ul style="list-style-type: none"> <li>Use the tablet (KinderSign) at your child care provider's location.</li> <li>Enter your phone number.</li> <li>If it's your first time, create a PIN.</li> </ul>	<b>Need help signing in?</b> Ask your child care provider. <b>Can't change attendance?</b> Speak to your child care provider; they can correct it.
<b>Reporting Absences (When Your Child Is Sick/Away)</b>	Let the center know when your child won't be there.	<ul style="list-style-type: none"> <li>Download the KinderSmart app on your phone.</li> <li>Scan the QR code from your KinderConnect account (website) to register the app.</li> </ul>	<b>Can't register the app?</b> Log into KinderConnect to find the QR code or contact support.

## Common Questions and Answers

Question	Answer
<b>What if the tablet is offline?</b>	Sign in/out as usual. It will update automatically when the tablet reconnects.
<b>Can I record attendance from past days?</b>	Yes, using the tablet at the center. But you can only record for the past 6 days.
<b>What if there is a wrong day or time?</b>	Speak to your child care provider.
<b>What if KinderConnect says the attendance is wrong?</b>	You only need ONE sign-in OR sign-out time per day. Just add the missing one.

## Need Help?

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

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

**Ask your Child Care Provider:** They can help with most sign-in/out and attendance related questions