

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

## 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](mailto:supportTX@kindersystems.com)
- Online Help: <http://tx3c.info/>