

Indiana Provider Web (IPW) Training Guide

INDIANA E-CHILD CARE



Agenda

- ▶ Indiana Provider Web (IPW) User Set-up
 - ▶ IPW User Login, Profile Setup, Passwords
 - ▶ After Login: Select Provider Profile & Broadcast Messages
- ▶ IPW Provider Home & Detailed Information
- ▶ Create & Manage Staff Users
 - ▶ Search, Create, Update Staff Users
 - ▶ Staff Roles and Setup



Indiana Provider Web User Set-up

IN ECC AT TRAINING GUIDE



IPW User Login

- ▶ Login with User Name and Password
- ▶ Home Page includes Program Materials and Helpful Links, including:
 - ▶ Provider Operations Manual (English/Spanish)
 - ▶ Frequently Asked Questions
 - ▶ Payment Schedule
- ▶ Provider Help Desk toll-free number at bottom of each screen

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Welcome to Indiana Provider Web

The Indiana Child Care Development Fund (CCDF) values your services and would like to thank you for the quality child care you provide to Indiana's children.

Quality child care environments ensure that children are safe, healthy and ready to learn.

This website was developed primarily to offer hands on, user friendly information to Indiana CCDF child care providers about the child care attendance information that is recorded in your Point of Service (POS) device and used to calculate your CCDF payments.

Login Form:

Login ID

Password

LOGIN

Forgot Password? Help?

Program Materials

- [CCDF Payment Discrepancy Changes](#)
- [Discrepancy Cover Letter](#)
- [Discrepancy Instruction](#)
- [Statement of Services Provided](#)
- [W-9 Letter and Instructions](#)
- [W-9 Provider Taxpayer Identification](#)
- [Banking Change Notification](#)
- [Provider Payment Rules Tip](#)
- [Provider Operations Manual \(English\)](#)
- [Provider Operations Manual \(Spanish\)](#)
- [Provider Web Indiana User Guide](#)
- [FAQ's \(Provider Web Indiana\)](#)

Helpful Links

- [Indiana Family and Social Services Administration](#)
- [Becoming a Child Care Provider](#)
- [CCDF provider manual \(PDF\)](#)
- [CCDF Child Care Provider Statement \(PDF\)](#)
- [Reminder on use of Personal Days](#)

Needed Documents

- [Holiday Request Form](#) 2014 2015
- [Payment Schedule](#) 2014 2015

IMPORTANT
Changes to the timing of Supply Reimbursements

* Files in PDF are accessible only through Adobe Acrobat Reader. Adobe Acrobat Reader can be [downloaded](#) free of charge from Adobe's website.

Hoosier Childcare

Xerox Provider Help Desk 1-800-422-0850 [Privacy Policy](#)

User Profile Set-up

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- ▶ Screen displays when:
 - ▶ New user logs in for the first time
 - ▶ New user enters initial login ID and password that are the same (e.g., u12345/u12345)
- ▶ Provider must provide facility zip code AND Employer ID Number (EIN) to access the Provider Web Portal

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Welcome to Indiana Provider Web

A Provider Web Portal account has not been set up for Provider ID 12345 and name ABCDE DAYCARE AND PRESCHOOL,INC.

Register a new Provider Web Portal account by entering your facility's zip code and EIN.

Facility Zip Code:

EIN:

Reset your Provider Web password.

New Password:

Confirm New Password:

REGISTER NEW USER

Hoosier Childcare Xerox Provider Help Desk 1-800-422-0850 Privacy Policy

- ▶ A provider must also change their Provider Web Portal password on this screen, by entering and confirming the new password.


Profile Set-up

- ▶ Screen displayed when:
 - ▶ Existing users login for first time after go-live
 - ▶ After new user logins for first time
 - ▶ Existing user selects change security question in User Profile
- ▶ Choose and answer **3 of 5** available security questions in the drop-down menu
- ▶ Security questions are used to recover your password if you forget it

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▪ *User Profile*

Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.

Security Question: In what city were you born? 


Security Answer:

Confirm Security Answer:

Security Question: What is your mother's maiden name? 

Security Answer:



Confirm Security Answer:

Security Question: What high school did you attend? 

Security Answer:

Confirm Security Answer:

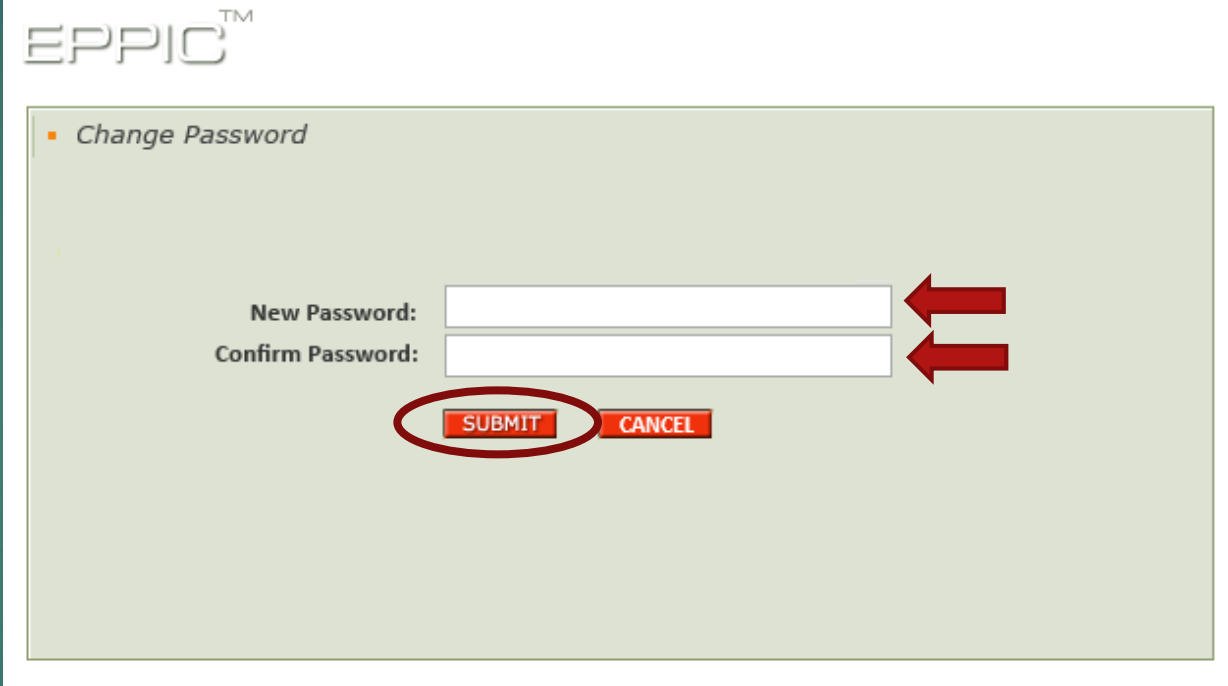
SUBMIT



Change Password


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- ▶ Password requirements:
 - ▶ 8 – 10 characters
 - ▶ Minimum 1 lower case alpha & 1 upper case alpha & 1 number
 - ▶ Minimum 1 special character, which **MUST** be: _ or # or \$
 - ▶ Must not contain Login ID
- ▶ A new password cannot repeat user's 24 previous passwords



The screenshot shows the EPPIC™ Change Password interface. It features two input fields: "New Password:" and "Confirm Password:". Below these fields are two buttons: "SUBMIT" and "CANCEL". The "SUBMIT" button is circled in red. Two red arrows point to the right of each input field, indicating the direction of text entry.

Forgot Password




Login ID

Password

LOGIN

Forgot Password?


Help?



Security Question
If you have forgotten your password, follow the prompts to reset your password.

Login ID:

SUBMIT **CANCEL**




Security Question
Please select your security question and type your security answer. If you answer the question correctly, you will then be able to reset your password.

Security Question:

Security Answer:

SUBMIT **CANCEL**



Change Password

New Password:

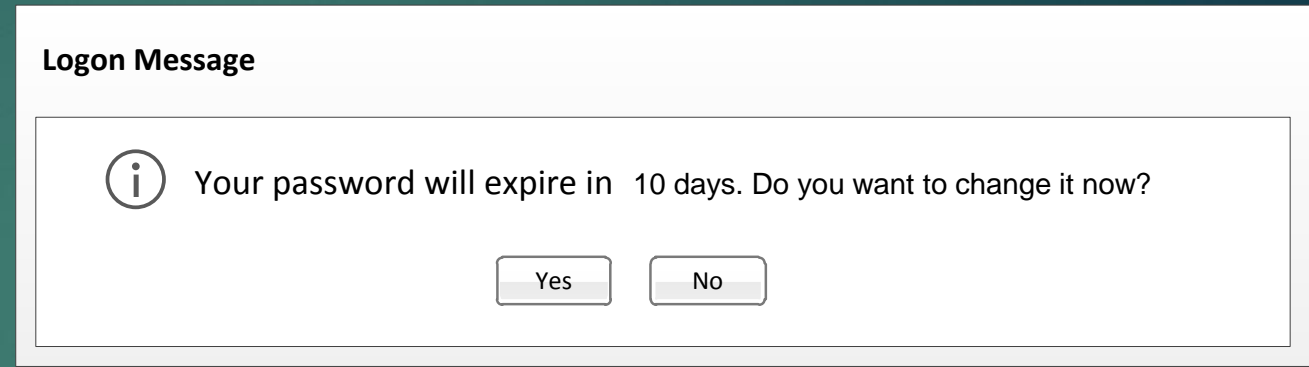
Confirm Password:

SUBMIT **CANCEL**

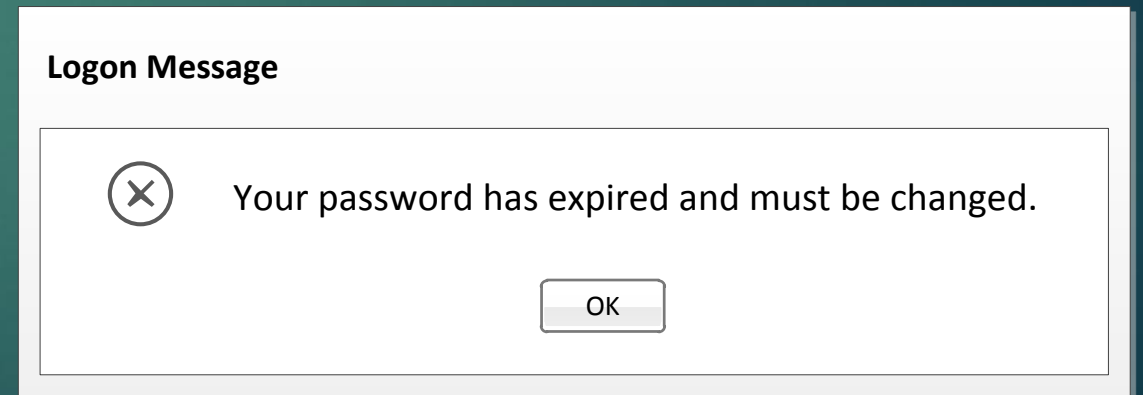
Expiring or Expired Password

- ▶ Expiring Password message displayed when password will expire within 10 days
- ▶ Expired Password message displays if/when:
 - ▶ New user logins for first time
 - ▶ First login following administrative password change
 - ▶ First login after 90 days without password change
 - ▶ Existing user's password does not meet new password requirements
- ▶ Existing Users with a password that meets new requirements can log in with existing password, but will need to change in 90 days

Expiring Password



Expired Password



Broadcast Messages

- ▶ After login, if a broadcast message(s) exists for a provider, the list of broadcast messages is displayed
- ▶ Click Home to view the Provider Profile screen

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[Home >](#) Log out

MESSAGES			
Date Sent	Message	Case #	Voucher #
03/31/2015	Voucher message Voucher message Voucher message Voucher message Voucher message Voucher m	-	3067244
03/31/2015	Provider message Provider message Provider message Provider message Provider message Provider m	-	-
03/31/2015	Case Message Case Message Case Message Case Message Case Message Case Message Case Message	36271	-
03/26/2015	When a broadcast message exists for provider, Broadcast Messages screen is displayed after login ses sion is started. When no broadcast message exists for provider, system displays Home screen, not Bro adcast Messages screen after login session	-	-
03/26/2015	provider, voucher, and case levels. The messages are displayed in the descending order of the messag e creation date (Date Sent). The screen displays messages for which the end date has not reached.	-	-
03/25/2015	testing: testing for the broadcast message.	-	-
03/24/2015	abc def j hig klm n opq rst uvw xwy	-	-
03/20/2015	provider, voucher, and case levels. The messages are displayed in the descending order of the messag e creation date (Date Sent). The screen displays messages for which the end date has not reached.	-	-

Items shown here reflect data received and contained in the online database Tue Jul 14 09:47:30 CDT 2015

IPW Provider Home & Detailed Information

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Provider Home

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- ▶ Displays basic provider and recent payment information
- ▶ Starting page to access additional information, including:
 - ▶ Provider profile information
 - ▶ My Payments
 - ▶ My Vouchers
 - ▶ My Attendance/Late Attendance Entry
(formerly known as Discrepancies)
 - ▶ My Holidays
 - ▶ My Inclement Weather Closure Days
 - ▶ My 1099 Form
 - ▶ My POS Device Service Request Status
 - ▶ My Late Attendance Summary

The screenshot displays the 'Provider Home' dashboard. At the top right, there is a 'Log out' link with a user icon. The main content is organized into several sections, each with a green header and a white body containing form fields and buttons.

- MY PROFILE:** Contains a profile picture of a child's hands, the provider name 'A GIFTED & TALENTED CHILD DEVELOPMENT ACADEMY, INC', and a table of details:

Provider ID	1111
AKA Name	A GIFTED & TALENTED CHILD DEV
Address	5023 North Shadeland Avenue
City	Indianapolis
State, Zip	IN, 46226
County	MARION
Phone Number	317-546-8818
Contract Start	11/19/2002
Contract End	09/30/2016
PROV AGMT Received Date	05/15/2014

A red arrow points to this section with the text 'Provider Profile Info'. Below the table is a 'More Profile Options' dropdown and a 'SUBMIT' button. A note below reads: 'In order to change your contact information on record such as name or address, please contact Indiana Family and Social Services by email at OECSLProviderInquiry@ssa.IN.gov. Please be sure to include either your License Number, Registration Number, or Exempt Provider Number and the information that requires update. Please note that the address needs to be a physical address, and not a P.O. Box.'
- MY PAYMENTS:** Shows 'Recent Payment Amount' as \$17,045.00 and 'Payment Date' as 08/23/2015. It includes dropdowns for 'Select Payment Day' and 'Select Payment Period', each with a 'SUBMIT' button.
- MY VOUCHERS:** Features a 'Select' dropdown and a 'More Voucher Options' dropdown with a 'SUBMIT' button.
- MY ATTENDANCE/LATE ATTENDANCE ENTRY:** Includes dropdowns for 'Select Day', 'Select Week', 'Select Attendance Day', and 'Select Attendance Week', each with a 'SUBMIT' button.
- MY HOLIDAYS:** Has a 'Select Year' dropdown with a 'SUBMIT' button.
- MY INCLEMENT WEATHER CLOSURE DAYS:** Has a 'Select Year' dropdown with a 'SUBMIT' button.
- MY 1099 FORM:** Has a 'Select Year' dropdown with a 'SUBMIT' button.
- MY POS DEVICE SERVICE REQUEST STATUS:** Has a 'Select Option' dropdown with a 'SUBMIT' button.
- MY LATE ATTENDANCE SUMMARY:** Has a 'Select Option' dropdown with a 'SUBMIT' button.

At the bottom, a footer states: 'Items shown here reflect data received and contained in the online database Mon Oct 07 22:46:07 CDT 2013'. The page also includes 'Hoosier Childcare' and 'ACS Provider Help Desk 1-800-422-0850 Privacy Policy'.

My Payments: Provider Payment History

MY PAYMENTS		Recent Payment Amount	\$134.00	Select Payment Day	▼	SUBMIT
		Payment Date	06/28/2015	Select Payment Period	▼	SUBMIT
MY VOUCHERS				06/14/2015 ~ 06/27/2015		
				05/31/2015 ~ 06/13/2015		
				05/17/2015 ~ 05/30/2015		
				05/03/2015 ~ 05/16/2015		SUBMIT
				04/19/2015 ~ 05/02/2015		
				04/05/2015 ~ 04/18/2015		

- ▶ Select payment date OR payment period from drop-down menus
- ▶ Displays provider payment history for selected payment day or payment period
 - ▶ Includes late attendance payments and provider adjustment payments made to provider for dates selected

Contract End	06/30/2014	PROV AGMT Received Date	01/30/2006			
MY PAYMENTS						
Provider Payment History (Summary by Voucher) Payment Date 09/11/2013		Year	▼			
Attendance Payments for Period of 08/11/2013 to 08/24/2013		Select Payment Date	▼			
		SUBMIT				
		Year	▼			
		Select Payment Period	▼			
		SUBMIT				
Parent Name	Child Name	Child #	Voucher #	Week 1 Payment	Week 2 Payment	
1 BROWN , TEHELIA N	BROWN , AKEILAH	002	2060314	\$0.00	\$130.00	
2 HARRIS , ADRIANNA	HARRIS , MYLAH	002	2484762	\$105.00	\$105.00	
3 HARRIS , ADRIANNA	HARRIS , TILFORD	001	2574881	\$60.00	\$60.00	
4 HAWKINS , MORGAN L	HAWKINS , LANDON	001	2583514	\$0.00	\$51.00	
5 MARCINEK , ANNA M	MARCINEK , JULIAN	002	2586297	\$0.00	\$80.00	
6 MARCINEK , ANNA M	MARCINEK , KONRAD	001	2586298	\$0.00	\$105.00	
Weekly Totals:				\$165.00	\$531.00	
Late Attendance Payments processed for the week of 08/25/2013 to 09/07/2013						
Parent Name	Child Name	Child #	Voucher #	Period Start	Period End	Payment
1 DOE, JOHN	DOE, PAM	001	2848822	05/12/2013	05/25/2013	\$55.00
2 DOE, JOHN	DOE, WILL	002	2848834	04/28/2013	05/11/2013	\$35.00
3 DOE, JOHN	DOE, JILL	003	2848829	07/07/2013	07/13/2013	\$195.00
Adjustment Payments processed for the week of 08/25/2013 to 09/07/2013						
Parent Name	Child Name	Child #	Voucher #	Period Start	Period End	Payment
1 DOE, JOHN	DOE, PAM	001	2848822	07/07/2013	07/13/2013	\$41.00
2 DOE, JOHN	DOE, WILL	002	2848834	07/07/2013	07/13/2013	\$95.00
3 DOE, JOHN	DOE, JILL	003	2848829	07/07/2013	07/13/2013	\$95.00
Attendance Total:				\$696.00		
Late Attendance Total:				\$285.00		
Voucher Adjustment Credits:				\$231.00		
Provider Adjustment Credits:				\$0.00		
Provider Adjustment Debits:				\$0.00		
Statewide Provider Adjustment Credits:				\$0.00		
Supply Reimbursement Paid:				\$0.00		
Total Paid:				\$1212.00		


My Payments: Voucher Payment Attendance

- ▶ Select payment date OR payment period from drop-down menus
- ▶ Displays settled attendance for selected child
 - ▶ Includes breakdown of Total Payable Hours by Attendance, Personal Day, Holiday, and Inclement Weather Closure Day hours.

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Home > Log out

MY VOUCHERS



DARRYAN HARVEY
Weekly Payment
\$143.00

Voucher Number	2867398
Case Number	146849
Age Group	INFANT
Child #	002
Effective Date	09/07/2014
End Date	10/11/2014
Rate Type	WEEKLY
Hour / Date / Week Rate	\$7.40 / \$36.00 / \$143.00
Provider Rate	\$165.00
Weekly Subsidy	\$143.00
Additional Charges	N
Hrs/Day	6
Days/Week	5
Week Ending	09/20/2014

[More Voucher Options](#) **SUBMIT**

MY PAYMENTS

Settled Attendance (Payment Details) for Week of 09/14/2014 to 09/20/2014

Year ▼ Select Payment Date ▼ **SUBMIT**

Date	Time	Transaction	Duration	Status	Payment Date	Late Attnd Approved By	Late Attnd Approved On
09/14/2014	15:00	IN (29974489001)	8:00	SETTLED	10/08/2014		
	23:00	OUT (29974490801)		SETTLED			
Total Hours for 09/14/2014:			8:00				
09/15/2014	No Attendance						
09/16/2014	Inclement Weather Closure Day		6:00	SETTLED	10/08/2014		
Total Hours for 09/16/2014:			6:00				
09/17/2014	11:26	IN (29890417702)	6:04	SETTLED	10/08/2014		
	17:30	OUT (29894502202)		SETTLED			
Total Hours for 09/17/2014:			6:04				
09/18/2014	15:00	IN (29974489001)	8:00	SETTLED	10/08/2014		
	23:00	OUT (29974490801)		SETTLED			
Total Hours for 09/18/2014:			8:00				
09/19/2014	PERSONAL DAY (29990202201) (29990202201)		6:00	SETTLED	10/08/2014		
Total Hours for 09/19/2014:			6:00				
09/20/2014	PERSONAL DAY (217737428237)		6:00	SETTLED	10/08/2014		
Total Hours for 09/20/2014:			6:00				

Total Payable Hours for Week Ending 09/20/2014 : 42:40 **Rate Applied: Weekly Subsidy**

Payment Date: 10/08/2014
Attendance hours: 24:40
Personal Day hours: 12:00
Holiday hours: 0:00
Inclement Weather Closure Day hours: 6:00
Payment Amount: \$71.50
Subsidy Paid in Full: No

My Payments: Voucher Payment Attendance

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▶ WITH LATE ATTENDANCE PAID FOR THE WEEK

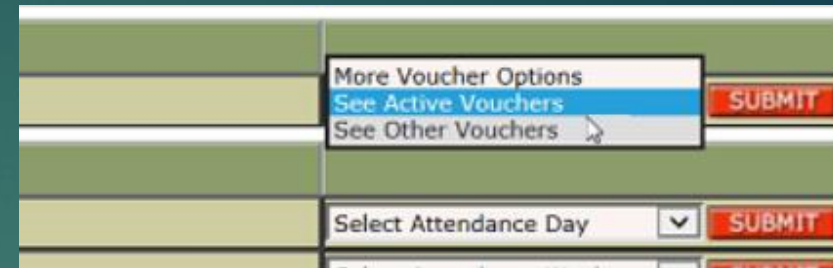
▶ Displays **Late Attendance payment** for selected child

MY PAYMENTS								
Settled Attendance (Payment Details) for Week of 09/14/2014 to 09/20/2014						Year	Select Payment Date	SUBMIT
						Year	Select Payment Period	SUBMIT
Date	Time	Transaction	Duration	Status	Payment Date	Late Attnd Approved By	Late Attnd Approved On	
09/14/2014	15:00	IN (29974489001)	8:00	SETTLED	10/08/2014			
	23:00	OUT (29974490801)		SETTLED				
Total Hours for 09/14/2014:			8:00					
09/15/2014	14:23	L/IN (29867734802)	5:36	SETTLED	12/17/2014	jsmith	Parent Web	
	20:00	L/OUT (29879085802)		SETTLED				
Total Hours for 09/15/2014:			5:36					
09/16/2014		Inclement Weather Closure Day	6:00	SETTLED	10/08/2014			
Total Hours for 09/16/2014:			6:00					
09/17/2014	11:26	IN (29890417702)	6:04	SETTLED	10/08/2014			
	17:30	OUT (29894502202)		SETTLED				
Total Hours for 09/17/2014:			6:04					
09/18/2014	15:00	IN (29974489001)	8:00	SETTLED	10/08/2014			
	23:00	OUT (29974490801)		SETTLED				
Total Hours for 09/18/2014:			8:00					
09/19/2014		PERSONAL DAY (29990202201) (29990202201)	6:00	SETTLED	10/08/2014			
Total Hours for 09/19/2014:			6:00					
09/20/2014		PERSONAL DAY (217737428237)	6:00	SETTLED	10/08/2014			
Total Hours for 09/20/2014:			6:00					
Total Payable Hours for Week Ending 09/20/2014 :			42:40					
					Rate Applied: Weekly Subsidy			
Payment Date:			10/08/2014					
Attendance hours:			24:40					
Personal Day hours:			12:00					
Holiday hours:			0:00					
Inclement Weather Closure Day hours:			6:00					
Payment Amount:			571.50					
Late Attendance Payments								
Payment Date:			12/17/2014					
Late Attendance hours:			5:36					
Late Attendance Personal Day hours:			0:00					
Rate Applied:			Weekly Subsidy					
Payment Amount:			\$125.00					
Subsidy Paid in Full:			Yes					

My Vouchers:

Active Voucher Report

- ▶ List of all Active Vouchers (up to 20 vouchers per page), **or** Other Vouchers
- ▶ Includes personal days balance and effective/end dates



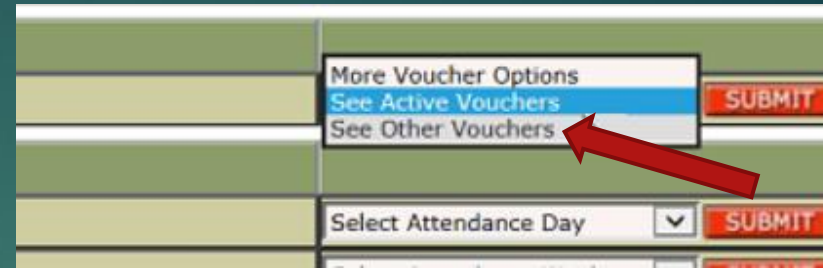
- ▶ Click the blue (hyperlink) Child Name to view Child Voucher Details screen

Parent	Child Name	Child #	Voucher #	Personal Days Balance*	Effective Date	End Date
1 TESTHFs, KINDRA A	TESTFE, DEANDRE	001	2597052	10	09/01/2013	12/21/2013
2 TESTRI, TEHELIA N	TESTnzd, AKEILAH	002	2060314	20	08/18/2013	10/12/2013
3 TESTdepMO, RACHEL A	TESTBu, DESIRAE	002	2604780	20	09/08/2013	03/01/2014
4 TESTmkU, JOYCE D	TESTJWy, BRAELYN	001	2579738	20	08/11/2013	12/21/2013
5 TESTri, ADRIANNA	TESTIpL, MYLAH	002	2484762	17	05/05/2013	11/02/2013
6 TESTri, ADRIANNA	TESTwHetD, TILFORD	001	2574881	17	08/11/2013	11/02/2013

Voucher information is subject to change in the event a parent chooses to make changes according to CCDF policies and procedures.
*Parents may not record personal days for children with hourly or daily vouchers.

MY PAYMENTS			
Recent Payment Amount	\$696.00	Select Payment Day	SUBMIT

My Vouchers: Other Voucher Report



- ▶ List of all inactive or expired vouchers

- ▶ Includes personal days balance and effective/end dates

Contract End		06/30/2014				
PROV AGMT Received Date		01/30/2006				
MY VOUCHERS						
Other Voucher Report 6 Total Vouchers				More Voucher Options		SUBMIT
▲ Parent	Child Name	Child #	Voucher #	Personal Days Balance*	Effective Date	End Date
1	TESTHFs, KINDRA A	TESTFE, DEANDRE	001	2597052	10	09/01/2013 12/21/2013
2	TESTRI, TEHELIA N	TESTnzd, AKEILAH	002	2060314	20	08/18/2013 10/12/2013
3	TESTdepMO, RACHEL A	TESTBu, DESIRAE	002	2604780	20	09/08/2013 03/01/2014
4	TESTmkU, JOYCE D	TESTJWy, BRAELYN	001	2579738	20	08/11/2013 12/21/2013
5	TESTri, ADRIANNA	TESTIpL, MYLAH	002	2484762	17	05/05/2013 11/02/2013
6	TESTri, ADRIANNA	TESTwHetD, TILFORD	001	2574881	17	08/11/2013 11/02/2013
<small>Voucher information is subject to change in the event a parent chooses to make changes according to CCDF policies and procedures. *Parents may not record personal days for children with hourly or daily vouchers.</small>						
MY PAYMENTS						


My Vouchers: Child Voucher Details

- ▶ Displays detailed voucher information for selected child, including:
 - ▶ Voucher information (case number, DOB, personal days balance)
 - ▶ Benefit information (status, effective dates, service need)
 - ▶ Rate information (provider rate, market rate, co-pay)

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Home >

Log out

MY VOUCHERS																		
 <p>RIVIERA CHILDREN'S CENTER 6303 S. EAST ST., STE. A INDIANAPOLIS IN, 46227 MARION</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #c6e0b4;">Voucher Information</th> </tr> </thead> <tbody> <tr><td>Case Number</td><td>171633</td></tr> <tr><td>Child Number</td><td>001</td></tr> <tr><td>Child Name</td><td>JAYLYNN TESTNOT</td></tr> <tr><td>Date of Birth</td><td>01/26/1956</td></tr> <tr><td>Telephone Number</td><td>9930882221</td></tr> <tr><td>Personal Days Balance</td><td>20</td></tr> <tr><td>Anniversary Date</td><td>05/20/2012</td></tr> </tbody> </table>	Voucher Information		Case Number	171633	Child Number	001	Child Name	JAYLYNN TESTNOT	Date of Birth	01/26/1956	Telephone Number	9930882221	Personal Days Balance	20	Anniversary Date	05/20/2012	<div style="text-align: right;"> More Voucher Options <input type="button" value="SUBMIT"/> </div>
Voucher Information																		
Case Number	171633																	
Child Number	001																	
Child Name	JAYLYNN TESTNOT																	
Date of Birth	01/26/1956																	
Telephone Number	9930882221																	
Personal Days Balance	20																	
Anniversary Date	05/20/2012																	
MY VOUCHERS																		
Voucher Report																		
Benefit Information	Status ACTIVE	Rate Information																
Voucher #:	2521054	Rate Type:	WEEKLY															
Case Sequence #:	6	Provider Rate Amount:	\$160.00															
Age Group:	AGE 5	Market Hour Rate:	\$9.50															
Effective Date:	07/28/2013	Market Day Rate:	\$33.00															
End Date:	09/28/2013	Market Week Rate:	\$160.00															
Total Subsidy:	\$1,440.00	Over Rate:	\$0.00															
Service Need Days:	5	Additional Charges:	\$0.00															
Service Need Hours:	7	Weekly Subsidy:	\$160.00															
SPECIAL:	N	Co-Pay Day:	\$0.00															
		Co-Pay Week:	\$0.00															
MY PROFILE																		

My Attendance: Attendance Summary

- ▶ Displays approved attendance transactions for each child in a selected date range
- ▶ The dates can be selected or date range entered to view active vouchers in the past 365 days

MY ATTENDANCE /LATE ATTENDANCE ENTRY

Attendance Summary - 10/14/13 to 10/14/13 (4 Total Vouchers)

10/14/2013 To: 10/14/2013 SUBMIT

Year Select Attendance Week SUBMIT

Parent	Child Name	Voucher #	Attendance Time	Attendance Type	Duration	Status
			Date			
DOE, JOHN	DOE, JIM	2961975	10/14/13	08:00 Late Check-In (301563632014)	10:00	MATCHED
DOE, JOHN	DOE, JIM	2951975	10/14/13	18:00 Late Check-Out (301483245036)	10:00	MATCHED
SMITH, WILL	SMITH, JANE	2961984	10/14/13	08:00 Check-In (301425551401)	10:00	MATCHED VOID
SMITH, WILL	SMITH, JANE	2961984	10/14/13	18:00 Check-Out (301501600001)	10:00	MATCHED VOID
BANKS, DENNIS	BANKS, CHLOE	2963878	10/14/13	09:00 Personal Day Claim (302622462772)	08:00	VOID
BANKS, DENNIS	BANKS, LARRY	2963879	10/14/13	09:00 Personal Day Claim (3026425672873)	08:00	VOID

Information presented here is subject to change.
Any attendance recorded in your POS machine following this web session will alter the report you are currently viewing.

Select Attendance Day SUBMIT

Select Attendance Week SUBMIT

07/12/15 ~ 07/18/15

07/05/15 ~ 07/11/15

06/28/15 ~ 07/04/15

06/21/15 ~ 06/27/15

06/14/15 ~ 06/20/15

06/07/15 ~ 06/13/15

05/31/15 ~ 06/06/15

05/24/15 ~ 05/30/15

Select Year SUBMIT

- ▶ Provider can void transactions in current backswipe period on this screen

My Attendance: Weekly Attendance Summary

20

Displays weekly attendance transaction totals for each voucher for selected week

MY ATTENDANCE /LATE ATTENDANCE ENTRY

Weekly Summary Attendance for Week Ending 10/18/2014 (6 Total Vouchers)

Select Date [calendar] - Select Date [calendar] **SUBMIT**

2014 ▼ 10/12/14 ~ 10/18/14 ▼ **SUBMIT**

	Parent	Child Name	Child #	Voucher #	Personal Days Balance *	Effective Date	End Date	Total Hours	
1	DOE, JOHN	DOE, STEVEN	002	2961975	15	09/28/2014	03/28/2015	41:27	Click on total hours to view attendance details and add late attendance.
2	DOE, JOHN	DOE, BRYAN	001	2961984	15	09/28/2014	03/28/2015	41:27	
3	SMITH, WILL	SMITH, MARK	002	2963878	15	09/07/2014	10/25/2014	24:00	
4	SMITH, WILL	SMITH, LARRY	001	2963879	15	09/07/2014	10/25/2014	24:00	
5	JONES, DAVID	JONES, FRANK	001	2984773	20	10/05/2014	11/15/2014	36:52	
6	MILLER, RICHARD	MILLER, SCOTT	003	2979581	20	10/12/2014	04/11/2015	41:52	

Information presented here is subject to change.
Any attendance recorded in your POS machine following this web session will alter the report you are currently viewing.
*Parents may not record personal days for children with hourly or daily vouchers.

Click the blue Child Name to link to Child Voucher Details screen

Click the blue Total Hours to view attendance details and add late attendance

My Attendance: Voucher Weekly Attendance Detail

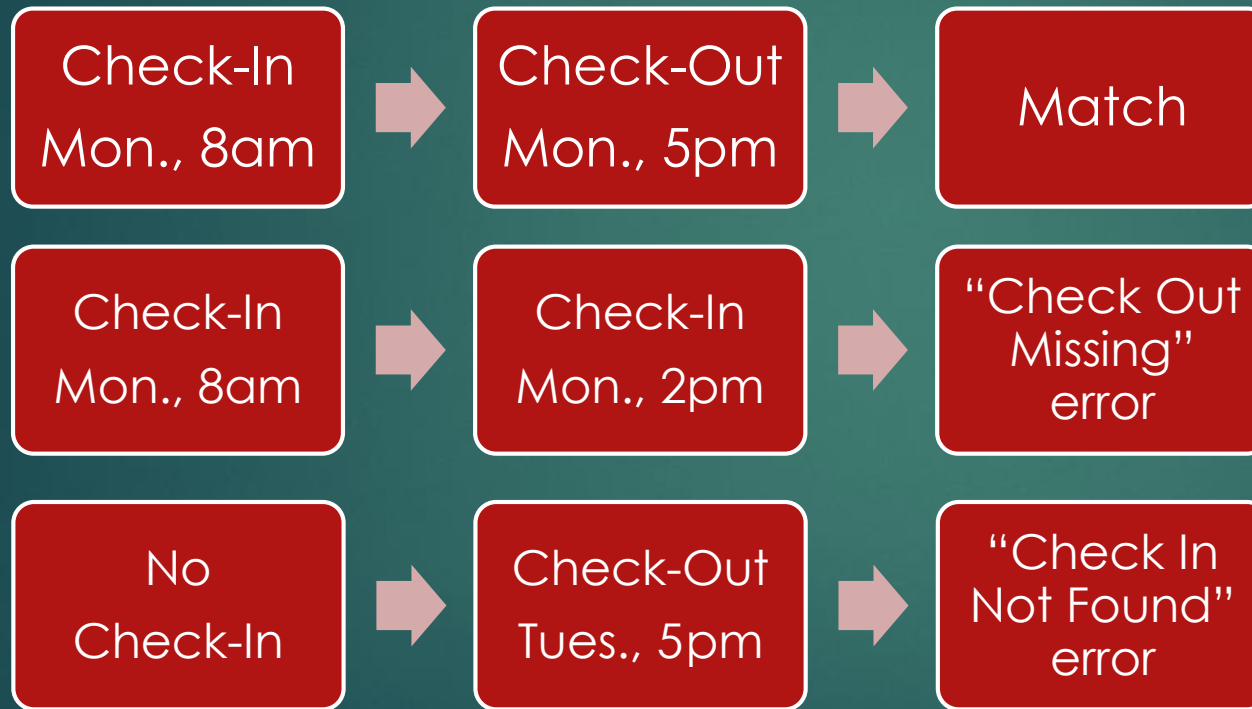
- ▶ Displays attendance transaction totals for each child/voucher for selected week
- ▶ Click 'Add Late Attendance' Button to create late attendance

MY ATTENDANCE /LATE ATTENDANCE ENTRY							
Voucher Weekly Attendance Details for 02/09/2014 to 02/15/2014 for Voucher # 2979580				Select Date	-	Select Date	SUBMIT
				2014	10/12/14	~ 10/18/14	SUBMIT
Attendance Date	Attendance Time	Attendance Type	Duration	Transaction Date/Time	Status	Action Taken By	Action Taken On
07/26/2015		LATE PERSONAL DAY	06:00	07/26/2015 00:00	APPROVED	testing01	Parent Web Portal
Total Hours for 07/26/2015:			06:00				
07/27/2015		LATE PERSONAL DAY	06:00	07/27/2015 00:00	PENDING		
Total Hours for 07/27/2015:			06:00				
07/28/2015		PROVIDER CLOSURE DAY	06:00	07/28/2015 00:00	SETTLED		
Total Hours for 07/28/2015:			06:00				
07/29/2015		PROVIDER CLOSURE DAY	06:00	07/29/2015 00:00	SETTLED		
Total Hours for 07/29/2015:			06:00				
07/30/2015		PROVIDER CLOSURE DAY	06:00	07/30/2015 00:00	SETTLED		
Total Hours for 07/30/2015:			06:00				
07/31/2015		LATE PERSONAL DAY	06:00	07/31/2015 00:00	PENDING		
Total Hours for 07/31/2015:			06:00				
08/01/2015	13:00	LATE CHECK IN	01:00	08/01/2015 13:00	PENDING		
	14:00	LATE CHECK OUT		08/01/2015 14:00	PENDING		
Total Hours for 08/01/2015:			01:00				
Attendance Payment							
Payment Date	Attendance hours	Personal Day hours	Holiday hours	Inclement Weather Closure Day Hours	Total Hours	Payment Amount	Rate Applied
08/23/2015	-	-	-	18:00	18:00	\$99.50	Weekly Subsidy
Late Attendance Payments							
Payment Date	Attendance hours	Personal Day hours	Total Hours	Payment Amount	Rate Applied		
ADD LATE ATTENDANCE							

Real-Time Transaction Matching

22

- ▶ Each Check-In or Check-out is “matched” real-time to the related Check-in or Check-Out



- ▶ Check-Out must be within 48 hours of Check-in

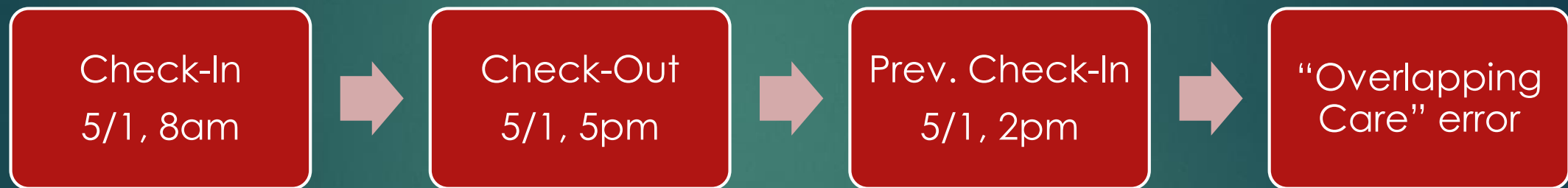
NEW!

- ▶ Must Check-Out first

- ▶ Must Check-In first

Real-Time Transaction Matching (cont.) 23

- ▶ Each Check-In or Check-out is “matched” real-time to the related Check-in or Check-Out



- ▶ If a Prev. Check-In is attempted in the middle of an approved (“matched”) Check-In/Out pair, transaction is rejected with “Overlapping Care” error message

NEW!

Real-Time Transaction Matching (cont.) 24

- ▶ Additional Check-In/Check-Out Procedures
 - ▶ Check-In with “Pending” status means it is approved but unmatched and waiting for a Check-Out
 - ▶ If a correction needs to be made to a Check-In or Check-Out, either one or both of the transactions must be Voided
 - ▶ Check-In or Check-Out attendance is not allowed when there is a Provider Holiday or Inclement Weather Closure Day
 - ▶ Provider Holiday or Inclement Weather Closure Day cannot be submitted if an approved Check-In/Out entered for a child on the same date

My Attendance:

Create Late Attendance *(formerly known as Discrepancies)*

1. Click arrow for drop-down menu to choose a reason for late entry:

- ▶ POS Device not installed/or not working
- ▶ Card Not Working
- ▶ Payment/Additional Payment
- ▶ Approved Appeal
- ▶ Parent No Longer Attends
- ▶ Other

①



②

2. Click arrow for drop-down menu to choose the cardholder

3. Type short Description of why attendance was reported late

Total Hours for 07/31/2015: 06:00

08/01/2015	13:00	LATE CHECK IN	01:00	08/01/2015	13:00	PENDING
	14:00	LATE CHECK OUT		08/01/2015	14:00	PENDING

Total Hours for 08/01/2015: 01:00

Payment Date	Attendance hours	Personal Day hours	Holiday hours	Inclement Weather Closure Day Hours	Total Hours	Payment Amount	Rate Applied
08/23/2015	-	-	-	18:00	18:00	\$99.50	Weekly Subsidy

Late Attendance Payments

Payment Date	Attendance hours	Personal Day hours	Total Hours	Payment Amount	Rate Applied
-	-	-	-	-	-

ADD LATE ATTENDANCE

Reason: POS Device not installed/or not working Description: POS Device wasn't accepting swipes

Cardholder: FIRST LAST Enter By: u3931

Is child still attending the facility? yes

Date when the child last attended the facility: [Date Picker]

Date	Personal Day	Check In	Check Out
Date 1	<input type="checkbox"/>	[Date Picker]	[Date Picker]
Date 2	<input type="checkbox"/>	[Date Picker]	[Date Picker]
Date 3	<input type="checkbox"/>	[Date Picker]	[Date Picker]
Date 4	<input type="checkbox"/>	[Date Picker]	[Date Picker]
Date 5	<input type="checkbox"/>	[Date Picker]	[Date Picker]
Date 6	<input type="checkbox"/>	[Date Picker]	[Date Picker]
Date 7	<input type="checkbox"/>	[Date Picker]	[Date Picker]

SUBMIT CANCEL

MY PAYMENTS Select Payment Day SUBMIT

MY VOUCHERS More Voucher Options SUBMIT

Continue to next slide

My Attendance: Late Attendance (cont.)

26

4. Enter or select date from calendar for attendance entry
5. Check "Personal Day" box if you are reporting an absence for a child
6. Enter time of Check In and Check Out (HH:MM or 8:00) (**NOTE:** No times needed for Personal Day)
7. Click "**Submit**" when done

The screenshot shows the 'ADD LATE ATTENDANCE' form. At the top, there are fields for 'Reason' (POS Device not installed/or not working), 'Description' (POS Device wasn't accepting swipes), 'Cardholder' (FIRST LAST), 'Enter By' (u3931), and 'Is child still attending the facility?' (yes). Below these is a table with columns: Date, Personal Day, Check In, and Check Out. The table has six rows. Row 1: Date 1, 07-03-2015, Personal Day (checkbox), Check In 08:00, Check Out 18:00. Row 2: Date 2, 09-07-2015, Personal Day (checkbox), Check In 09:00, Check Out 18:00. Row 3: Date 3, 11-26-2015, Personal Day (checkbox checked), Check In, Check Out. Row 4: Date 4, empty, Personal Day (checkbox), Check In, Check Out. Row 5: Date 5, empty, Personal Day (checkbox), Check In, Check Out. Row 6: Date 6, empty, Personal Day (checkbox), Check In, Check Out. At the bottom are 'SUBMIT' and 'CANCEL' buttons. Red annotations include: a circle with '4' pointing to the date field in row 3; a circle with '5' pointing to the checked 'Personal Day' checkbox in row 3; a circle with '6' pointing to the 'Check Out' field in row 3; and a circle with '7' pointing to the 'SUBMIT' button.

	Date	Personal Day	Check In	Check Out
Date 1	07-03-2015	<input type="checkbox"/>	08:00	18:00
Date 2	09-07-2015	<input type="checkbox"/>	09:00	18:00
Date 3	11-26-2015	<input checked="" type="checkbox"/>		
Date 4		<input type="checkbox"/>		
Date 5		<input type="checkbox"/>		
Date 6		<input type="checkbox"/>		

My Attendance: Late Attendance (cont.)

- ▶ OECOSL will no longer accept paper discrepancies as of March 6, 2016.
- ▶ Your POS machine has been provided to you by the state to capture accurate time and attendance for payment.



My Holidays:

Modify Provider Holidays

28

- ▶ Displays holidays observed by selected provider for selected year
- ▶ Provider can update (add, edit, remove) holidays for future dates
- ▶ Maximum of 6 holidays can be added per calendar year

MY HOLIDAYS				
Provider Holidays for 2015			2015	SUBMIT
Day 1	01-01-2015	New Year's Day	Other:	Remove
Day 2	05-25-2015	Memorial Day	Other:	Remove
Day 3	07-03-2015	Other	Other: PROVIDER HOLIDAY	Remove
Day 4	09-07-2015	Labor Day	Other:	Remove
Day 5	11-26-2015	Thanksgiving Day	Other:	Remove
Day 6	12-25-2015	Christmas	Other:	Remove

UPDATE

My Inclement Weather Closure Days:

29

Modify Provider Inclement Weather Closure Days

- ▶ Select Year from drop-down menu
- ▶ Update closure days
 - ▶ Enter date to add a new closure day
 - ▶ Enter date, AND check Remove box, to delete a day
- ▶ Click "Update"

EPPIC™

Home > Log out

MY PROFILE		
	Provider ID	1111
	AKA Name	ST LAWRENCE CATHOLIC CHURCHSCH
	Address	6950 EAST 46TH STREET
	City	INDIANAPOLIS
	State, Zip	IN, 46226
	County	MARION
	Contract Start	08/17/2006
	Contract End	06/30/2014
	PROV AGMT Received Date	01/30/2006
	More Profile Options <input type="button" value="SUBMIT"/>	

MY INCLEMENT WEATHER CLOSURE DAYS

Provider Weather Closure Days for 2014 2014

Day 1	<input type="text"/>		<input type="checkbox"/>	Remove
Day 2	<input type="text"/>		<input type="checkbox"/>	Remove
Day 3	<input type="text"/>		<input type="checkbox"/>	Remove
Day 4	<input type="text"/>		<input type="checkbox"/>	Remove
Day 5	<input type="text"/>		<input type="checkbox"/>	Remove

MY PAYMENTS

NOTE: Only dates within the current backswipe period can be added or removed; closure days within settled payment period cannot be removed


My POS Device Service Requests

30

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[Home >](#)

MY PROFILE

 ST. LAWRENCE KIDS CARE MINISTRY	Provider ID	1111	More Profile Options
	AKA Name	ST LAWRENCE CATHOLIC CHURCHSCH	
	Address	6950 EAST 46TH STREET	
	City	INDIANAPOLIS	
	State, Zip	IN, 46226	
	County	MARION	
	Contract Start	08/17/2006	
	Contract End	06/30/2014	
	PROV AGMT Received Date	01/30/2006	

MY POS DEVICE SERVICE REQUESTS

Service Requests

SR #	Date Opened	Date Closed	Status	Details
1-3013752	04/10/2014	-	Pending	Device not responding when transactions are submitted.
1-3007622	03/06/2014	03/10/2014	Closed	Device powers off automatically.
1-2768537	01/23/2014	-	Open	Device screen display is blank.
1-2773625	02/14/2014	02/19/2014	Closed	Device remains offline.

Select Option MIT

View Service Request Status

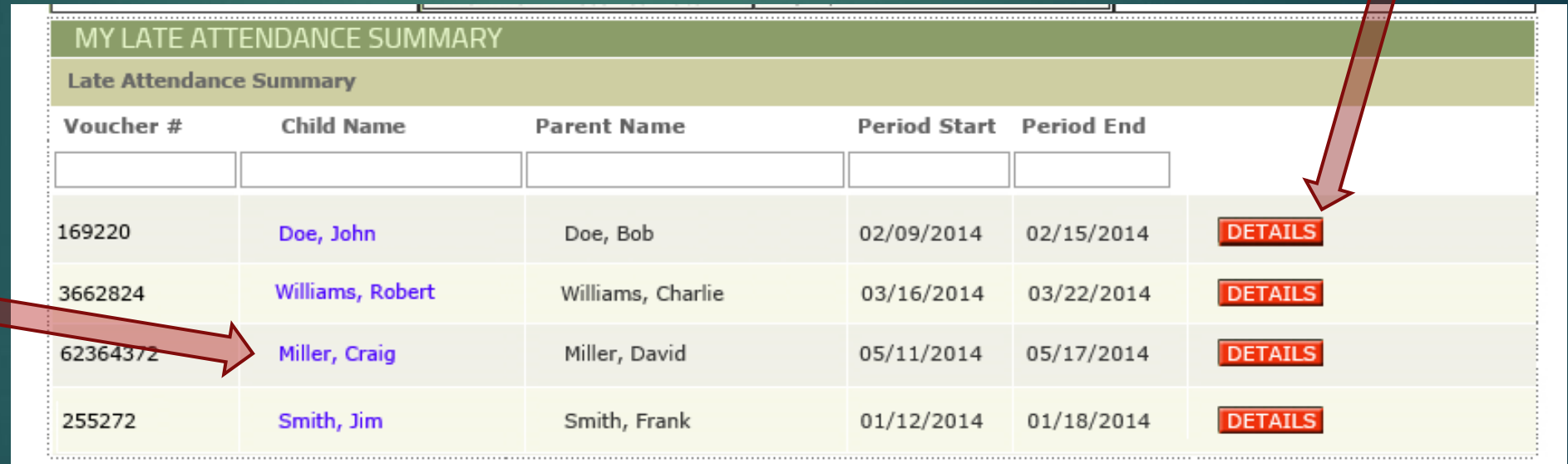
- ▶ Displays list of all service requests in the order of date opened

My Late Attendance Summary

- ▶ Displays late attendance transactions that are not settled (paid) with child voucher number and service week

Click "Details" to view voucher's late attendance details

Click the blue Child Name to link to Child Voucher Details screen



The screenshot shows a table titled "MY LATE ATTENDANCE SUMMARY" with a sub-header "Late Attendance Summary". The table has five columns: "Voucher #", "Child Name", "Parent Name", "Period Start", and "Period End". There are four data rows. Each row has a red "DETAILS" button to its right. Two red arrows point to the "Child Name" column and the "DETAILS" buttons respectively.

MY LATE ATTENDANCE SUMMARY					
Late Attendance Summary					
Voucher #	Child Name	Parent Name	Period Start	Period End	
169220	Doe, John	Doe, Bob	02/09/2014	02/15/2014	DETAILS
3662824	Williams, Robert	Williams, Charlie	03/16/2014	03/22/2014	DETAILS
62364372	Miller, Craig	Miller, David	05/11/2014	05/17/2014	DETAILS
255272	Smith, Jim	Smith, Frank	01/12/2014	01/18/2014	DETAILS

Late Attendance Details

- ▶ Displays settled (paid) as well as unsettled (unpaid) late attendance transactions for selected service week
- ▶ Approved late attendance includes name of parent/guardian approver and method (Parent Web or IVR)

LATE ATTENDANCE DETAILS (02/09/2014 - 02/15/2014)								
Date	Time	Attendance Type	Duration	Transaction Date/Time	Status	Action Taken By	Action Taken On	
02/09/2014	15:00 23:00	IN (299744890011) OUT (299744908011)	8:00	02/09/2014 15:00	SETTLED SETTLED			
Total Hours for 02/09/2014: 8:00								
02/10/2014	12:00 20:00	L/IN (298677348027) L/OUT (298790858021)	8:00	05/01/2014 09:00	PENDING			
Total Hours for 02/10/2014: 8:00								
02/11/2014		No Attendance			-			
02/12/2014		L/PERSONAL DAY (298791722624)	5:00	05/01/2014 09:02	APPROVED	JSmith	Parent Web	
Total Hours for 02/12/2014: 5:00								
02/13/2014		No Attendance			-			
02/14/2014		No Attendance			-			
02/15/2014		PERSONAL DAY (217737428237)	5:00		SETTLED			
Total Hours for 02/15/2014: 5:00								
Attendance Payment								
Payment Date	Attendance Hours	Personal Day Hours	Holiday Hours	Inclement Weather Closure Day Hours	Rate Applied	Payment Amount		
03/12/2014	8:00	5:00	-	-	1/2 Weekly Subsidy	\$150.00		
Late Attendance Payments								
Payment Date	Attendance Hours	Personal Day Hours	Rate Applied		Payment Amount			
05/07/2014	8:00	5:00	1/2 Weekly Subsidy		\$150.00			

Create & Manage Staff Users

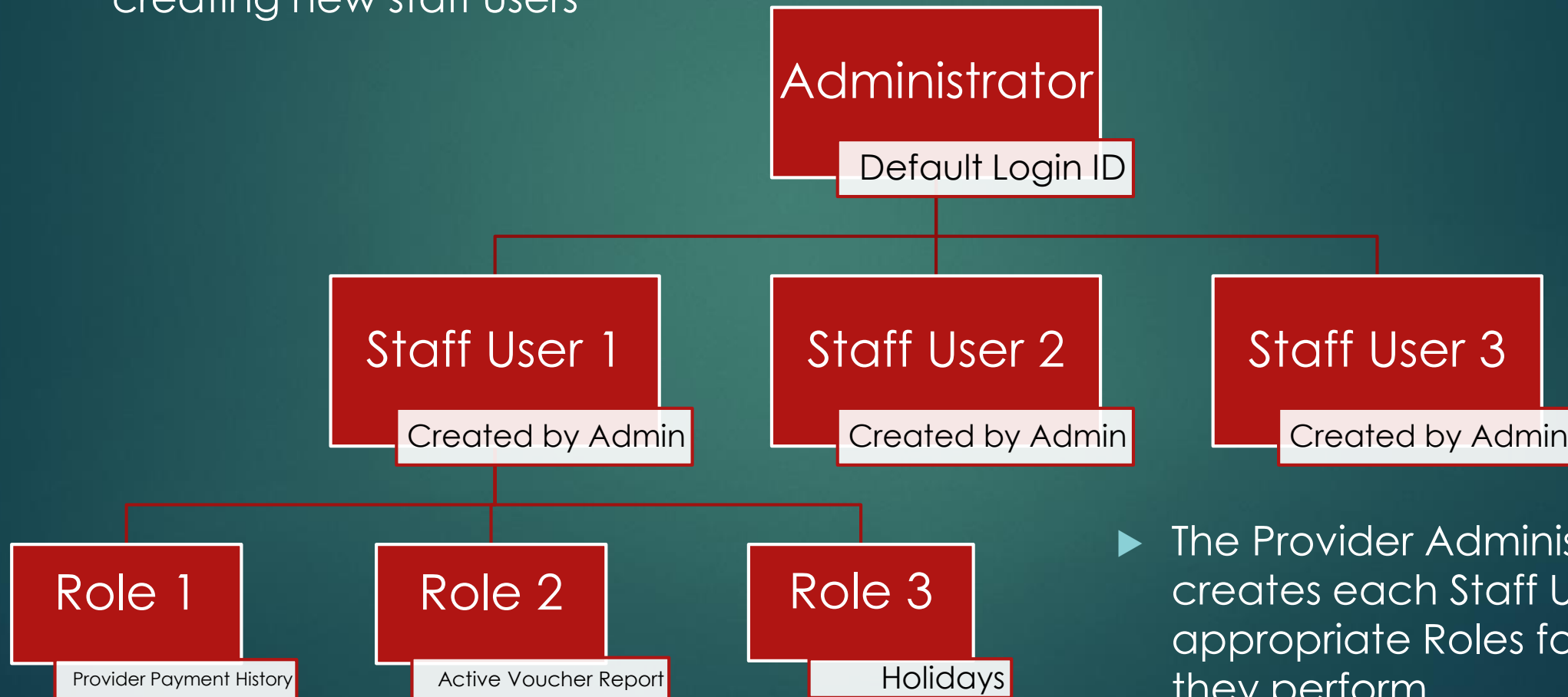
IN ECC AT TRAINING GUIDE



Provider Administrator

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- ▶ Each Provider is assigned a default Login ID that is an “Administrator” who can perform all functions on the Provider Web Portal, including creating new staff users



- ▶ The Provider Administrator creates each Staff User with appropriate Roles for tasks they perform

Manage Staff Users: Search

35

1. Displays when provider selects “Manage Staff Users” from More Profile

The screenshot shows the EPPIC interface for managing staff users. The search form includes fields for Login ID, Name (Smith), Role Name (Select Role), and Login Status (Enabled). A 'SUBMIT' button is circled in red and labeled '3'. A dropdown menu is open, showing 'More Profile Options', 'Change Password', 'User Profile Setup', 'View Messages', and 'Manage Staff Users' (circled in red and labeled '1'). A 'Log out' link is visible in the top right. Below the search form, a 'User Search Results' section displays the message 'There are no users matching the given criteria.' A 'SUBMIT' button is circled in red and labeled '3', and a 'New' button is also visible. A red arrow labeled '4' points from the 'New' button to the 'SUBMIT' button.

2. Search for Staff Users by Login ID or Name

3. Click “Submit” button to search for staff

4. If there are no Staff Users for the entered Provider, an error message will display. The User can reset the search and try again, or click “New” to create a New Staff user

Create New Staff User

- ▶ Displays when Provider selects 'New' from Staff User Search screen or Staff User Search Results screen to create a new user
- ▶ Enter the staff user information and select all **Role Names** that you would like to assign to the user

New User Information	
Login ID	mgwarner
Name:	Mark Warner
Role Name:	<ul style="list-style-type: none">Inclement ClosureDayHolidaysLate AttendanceAdmin
New Password:	••••••••
Confirm New Password:	••••••••
<input type="button" value="SUBMIT"/> <input type="button" value="RESET"/>	

NOTE: Staff users cannot access this screen

- Select Role
- Provider Payment His
- Active Voucher Repor
- Child Voucher Detail
- Other Voucher Report
- Attendance Summary
- Weekly Attendance Su
- Inclement ClosureDay
- Holidays
- Late Attendance
- Admin

- ▶ Hold the 'CTRL' keyboard button and click on multiple roles to assign more than one role to a person

Manage Staff Users: Search Results


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- ▶ Results displayed from Staff User Search screen
- ▶ Sort order can be changed by clicking on any field header
- ▶ Click “details” button for more information

EPPIC™

Home > Log out

MANAGE STAFF USERS



Welcome vvermani

User Search

Login ID:

Name:

Role Name:

Login Status:

More Profile Options

User Search Results

User List (4 total users found)

	User ID	Name	Created On	Enabled?	
1	jsmith	John Smith	05/11/2014	Yes	details
2	kpsmith	Katy Smith	04/01/2014	Yes	details
3	msmith001	Mary L Smith	03/23/2014	Yes	details
4	lasmith67	Louise A Smith	02/28/2014	Yes	details

Items shown here reflect data received and contained in the online database Thu Dec 18 10:02:05 CST 2014

Update Staff User Login

38

- ▶ Displays when Provider clicks on user details on the Staff User Search Results screen

User Search Results				
User List (4 total users found)				
	User ID	Name	Created On	Enabled?
1	jsmith	John Smith	05/11/2014	Yes details
2	kpsmith	Katy Smith	04/01/2014	Yes details
3	msmith001	Mary L Smith	03/23/2014	Yes details
4	lasmith67	Louise A Smith	02/28/2014	Yes details

REMEMBER: When staff leave the Provider, disable the user account by clicking on the 'disable' circle

EPPIC™

Home > Log out

MANAGE STAFF USERS

Welcome vvermani

Update User Information

More Profile Options SUBMIT

Login ID: jsmith

Name: John Smith

Role Name: AttendanceMgt

Status: Enable Disable

New Password:

Confirm New Password:

UPDATE RESET

NOTE: Staff users cannot access this screen

Staff User Roles

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- ▶ Staff Roles include the following:
 - ▶ Provider Payment History (and Details, etc.)
 - ▶ Active Voucher Report
 - ▶ Child Voucher Details Report
 - ▶ Other Voucher Report
 - ▶ Attendance Summary
 - ▶ Weekly Attendance Summary (and Voucher Weekly Attendance Details, etc.)
 - ▶ Inclement Weather Closure Days
 - ▶ Holidays
 - ▶ Late Attendance (Summary & Details)
- ▶ All Staff Users will have access to:
 - ▶ Broadcast Messages
 - ▶ User Profile/Security Questions
 - ▶ Change Password
 - ▶ Home
- ▶ The Provider Administrator has all of these Role permissions, **plus** Create/Update Staff User



IPW User Logout

40

- ▶ User session will time out after 15 minutes of inactivity



The screenshot shows the EPPIC user interface. At the top left is the EPPIC logo. Below it is a 'Home >' link. In the top right corner, a 'Log out' button with a lock icon is circled in red. The main content area is titled 'MY PROFILE' and contains a table of user information. To the right of the table is a 'More Profile Options' dropdown menu and a 'SUBMIT' button.


MY PROFILE																	
 ST. LAWRENCE KIDS CARE MINISTRY	<table border="1"><tr><td>Provider ID</td><td>1111</td></tr><tr><td>AKA Name</td><td>ST LAWRENCE CATHOLIC CHURCHSCH</td></tr><tr><td>Address</td><td>6950 EAST 46TH STREET</td></tr><tr><td>City</td><td>INDIANAPOLIS</td></tr><tr><td>State, Zip</td><td>IN, 46226</td></tr><tr><td>County</td><td>MARION</td></tr><tr><td>Contract Start</td><td>08/17/2006</td></tr><tr><td>Contract End</td><td>06/30/2014</td></tr></table>	Provider ID	1111	AKA Name	ST LAWRENCE CATHOLIC CHURCHSCH	Address	6950 EAST 46TH STREET	City	INDIANAPOLIS	State, Zip	IN, 46226	County	MARION	Contract Start	08/17/2006	Contract End	06/30/2014
Provider ID	1111																
AKA Name	ST LAWRENCE CATHOLIC CHURCHSCH																
Address	6950 EAST 46TH STREET																
City	INDIANAPOLIS																
State, Zip	IN, 46226																
County	MARION																
Contract Start	08/17/2006																
Contract End	06/30/2014																

Select Login Profile

41

- ▶ With State Approval a provider can be associated with more than one site
 - ▶ If a provider is associated with more than one site, user must select desired Provider Login Profile

EPPIC™

Select Login Profile > Log out 

LOGIN PROFILES		
Provider Name	Provider ID	Address
Little House of Learning, LLC	1111	123 Main St, Anderson, IN 46013
Little Stars Childcare	2222	6445 Harris Blvd, Anderson, IN 46043

Items shown here reflect data received and contained in the online database Wed Oct 16 01:00:55 CDT 2013

Hoosier Childcare Xerox Provider Help Desk 1-800-422-0850 [Privacy Policy](#)

Questions & Answers

Thank you
for participating!

