

Frequently Asked Questions

1. Q: Can I still use the Point of Service (POS) swipe machine to report Child Care Time and Attendance?

A: No. As of January 1, 2021 all parents, guardians or alternates responsible for dropping off or picking up children from child care are required to use their own phone to call in attendance.

2. Q: What do I do if I need help using the IVR System?

A: Refer to the *Parent IVR Quick Reference Guide*. If you still need assistance, you can call your local Child Care Resource and Referral Agency (CCR&R).

3. Q: Can I use my cell phone to report my child's time and attendance on the e-Child Care IVR System?

A: Yes. You can now use your cell phone to report your child's time and attendance on the IVR. You cannot use the child care provider's phone. Please keep in mind, only phone numbers that are listed on your *IVR System Contact Update Form* can be used to report attendance.

4. Q: Other than my phone, what else do I need to record my child's time and attendance through the IVR system?

A: You will need your Families First card number and PIN in order to report your child's time and attendance.

5. Q: What if I need a new Families First card for a new designee or a replacement card?

A: Please indicate in the form if you need a new or a replacement card. Your local CCR&R will print and mail you a card once your request is received.

6. Q: I already used the e-Child Care IVR system to report my child's time and attendance, are there changes that apply to me?

A: Yes. You can now call from your own cell phone or home phone number instead of using the provider's telephone. Please keep in mind, only phone numbers that are listed on your *IVR System Contact Update Form* can be used to report attendance.

7. Q: How do I check to make sure I am able to report my child's time and attendance on the e-Child Care System using the IVR?

A: Complete the following steps:

- Make sure you complete the *IVR System Contact Update Form* and submit it to your CCR&R. This will provide us with your current telephone number to link to your Families First card. Only the phone numbers that are listed on your *IVR System Contact Update Form* can be used to report attendance.
- Make sure you have your Families First card.
- Remember, you can always call your CCR&R to help walk you through the process.

8. Q: Are there any other changes, such as to the Back Swipe Period and Families First card rules?

A: No, there are no changes. You can use the IVR System to back swipe.

9. Q: My phone number has changed since I submitted my *IVR System Contact Update Form*, how do I update?

A: You can update your numbers at any time by calling your local CCR&R.

10. Q: What do I do if I lost my Families First card or forgot my PIN number?

A: You can contact the e-Child Care customer service help line at 1-800-997-3333 to request a replacement card or reset your pin.

Helpful Tips and Reminders:

- It is important that you call in your child's attendance every day they are scheduled to be in care – including sick days and absences.
- You can call in your child's attendance right before you enter the facility or during drop off/pick up. If you forget, you can call when you get home.

If you have questions, you may contact your CCR&R or visit, www.ChildCareNJ.gov.



New Jersey e-Child Care (ECC) Interactive Voice Response (IVR) Parent Quick Reference Guide

This guide outlines the most common functions for the New Jersey ECC Parent IVR. You will use the IVR to check-in/out your child or care and to call in previous check-in/out, sick days and absences.

Check-In/Check-Out Call Prompts
Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN.
If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.
For child care provider, [Facility Name], press 1. For child care provider, [Facility Name], press 2.
If this is a current child check-in, press 1. If this is a current child check-out, press 2.
Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
After you have successfully checked-in/out, this child, if you need to check-in/out another child press 1. The system will ask for another 2-digit child number and you will repeat the check-in process.
If you are finished checking in/out all your children, press 2 to finish and end the call.

To Change Your PIN Call Prompts
Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN followed by #.
To change your PIN, press 4.
You will be prompted to enter the 2-digit month, 2-digit day and 4-digit year of birth of the card holder. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter a new 4 digit PIN.
You will be asked to verify and reenter the new PIN.
After you have successfully changed your PIN, press 1 to return to the main menu, or press 2 to end the call.

Previous (Back-Swipe) Check-In/Out Call Prompts
Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN.
If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.
For child care provider, [Facility Name], press 1. For child care provider, [Facility Name], press 2.
If this is a previous child check-in for earlier on the same day or a previous day, press 3.
If this is a previous child check-out for earlier on the same day or a previous day, press 4.
Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter the date for the previous check-in/out. Please enter a 2-digit month and a 2-digit day. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter a 2-digit hour number from 01 to 12. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter a 2-digit minute from 00 to 59. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
For AM, press 1. For PM, press 2. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
After you have successfully checked-in/out this child, if you need to check-in/out another child press 1. The system will ask for another 2-digit child number and you will repeat the check-out process.
If you are finished checking out all your children, press 2 to finish and end the call.

Sick Day or Absences Call Prompts
Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN.
To record a sick day, press 2. To record an absence, press 3.
Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.
For child care provider, [Facility Name], press 1. For child care provider, [Facility Name], press 2.
Enter a 2-digit month and a 2-digit day to record the sick day/absence. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
After you have successfully recorded the sick day/absence for this child, if you need to record a sick day/absence for another child press 1. The system will ask for another 2-digit child number and you will repeat the check-out process.
If you would like to return to the main menu, press 2. If you are done and would like to end the call, press 3.