

## CCIDS\_Help\_Desk - Ohio Electronic Child Care (ECC) Provider Guidance Letter #7 - CCIDS Help Desk and Ohio ECC Provider Helpline Assistance - February 24, 2012 and Provider Webinar Opportunity Reminder 1

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**From:** CCIDS\_Help\_Desk  
**To:** CCIDS\_Help\_Desk  
**Date:** 2/27/2012 1:26 PM  
**Subject:** Ohio Electronic Child Care (ECC) Provider Guidance Letter #7 - CCIDS Help Desk and Ohio ECC Provider Helpline Assistance - February 24, 2012 and Provider Webinar Opportunity Reminder 1  
**Attachments:** GoToWebinar\_Attendee\_QuickRef\_Guide.pdf; Provider Guidance Letter 7 CCIDS Help Desk 02.24.12.pdf

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Dear Ohio Child Care Provider,

**Please read this e-mail carefully as it contains important information regarding the Ohio Electronic Child Care (ECC) system.**

### **Reminder: Provider Webinar Opportunity**

We will be offering two opportunities for child care providers to attend a presentation via webinar on Ohio ECC and the Provider Website (PWeb). If you are interested in attending, register as soon as possible, space is limited. Please only register to attend one of the webinars. The information presented will be the same for both sessions.

Providers may choose to attend a session on **February 28, 2012 - 10:00 am to 11:30 am** OR on **February 29, 2012 - 1:00 pm to 2:30 pm**.

Topics will include:

- Manual Claim Submission
- Payment Adjustment Requests
- Reviewing Transaction Information on the Provider Website (PWeb)
- Entering an Absent Day
- Reviewing the Unmatched Check-in/Check-out Report
- Frequently Asked Questions and Answers

To register for the February 28 - 10:00 am to 11:30 am session, please click this link:

<https://www2.gotomeeting.com/register/819176978>

To register for the February 29 - 1:00 pm to 2:30 pm session, please click this link:

<https://www2.gotomeeting.com/register/203112538>

After registering for the Webinar, you will receive a confirmation e-mail containing information about joining the Webinar. Please follow these instructions to attend. Check your spam and/or quarantined items if you do not receive the confirmation e-mail after registering.

Attached you will find an "Attendees Guide" for attending webinars. We will be utilizing "VOIP" (Voice Over Internet Protocol) for the audio portion of the presentation. You must have speakers on your computer to hear the presentation.

To participate in the webinar, your system must meet the following minimum system requirements:

For PC-based attendees - Windows® 7, Vista, XP or 2003 Server

For Mac-based attendees - Mac OS® X 10.5 or newer

**Please Note: CCIDS Help Desk staff cannot troubleshoot technical issues related to these webinars. It is the providers' responsibility to verify system requirements and ensure they have the proper equipment to participate.**

**Ohio ECC Provider Guidance Letter #7 – CCIDS Help Desk and Ohio ECC Provider Helpline Assistance**

The CCIDS Help Desk is issuing Ohio Electronic Child Care (ECC) **Provider Guidance Letter #7 - CCIDS Help Desk and Ohio ECC Provider Helpline Assistance** to assist child care providers serving families receiving publicly funded child care (see attached).

Provider Guidance Letters will also be posted on the ODJFS Child Care Website at [http://ifs.ohio.gov/cdc/CCIDS\\_Communications.stm](http://ifs.ohio.gov/cdc/CCIDS_Communications.stm) for your reference. Please continue to monitor your e-mail and visit this website for additional provider guidance letters.

If you have questions about this information, please contact the CCIDS Help Desk by phone at 1-877-302-2347 or by e-mail at [CCIDS\\_Business\\_Unit@ifs.ohio.gov](mailto:CCIDS_Business_Unit@ifs.ohio.gov) . You may also contact your county department of job and family services (CDJFS) for additional information.

Thank you,

CCIDS Help Desk Team