



# Ohio Electronic Child Care (Ohio ECC) Provider User Manual



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## **I. General Information**

The Ohio Department of Job and Family Services (ODJFS) along with ACS State and Local Solutions will make available the equipment you will be using for the Ohio Electronic Child Care (Ohio ECC) system. This is the system that ODJFS is using to record the time and attendance of children receiving publicly funded child care. Throughout this manual, the equipment is referred to as a point of service device or by the abbreviation POS. However, you may also hear it referred to as a ‘terminal’.

**A parent, also referred to as a caretaker, and his or her designee must use the swipe card to check a child in and out of child care. The swipe card is used with the POS device to record time and attendance information for children receiving publicly funded child care services.**

For policies regarding Ohio ECC, please refer to Chapter 5101:2-16 of the Ohio Administrative Code (OAC). You may also contact your county department of job and family services office (CDJFS) or the OCF Help Desk at 1-866-886-3537, Option 4.

The POS device will provide a response each time a child(ren) is checked in or out. You can also void an incorrect transaction, which then allows the caretaker or designee to re-enter the transaction with the correct information. These functions and further details are explained in this User Manual.

The device and standard 6 ft cords, cables, and splitters are made available to you at no cost. Additional customization, such as longer cords or installing telephone jacks, is the provider’s responsibility. Replacement and repair of the POS is the responsibility of ACS or its agents unless the need for replacement or repair is due to theft, destruction of the device or negligent handling. In these instances, you are financially responsible for the cost of the repair or replacement of the equipment. You are provided with an initial supply of thermal paper for the device when it is installed. After that time, you are responsible for purchasing replacement paper. Refer to section 7 for supplies.

## **2. Glossary**

The following is a list of terms and abbreviations used in this manual.

**ACS or ACS State and Local Solutions** – Affiliated Computer Services is the company under contract to the Ohio Department of Job and Family Services (ODJFS) to install and maintain the Ohio Electronic Child Care (Ohio ECC) system. ACS is often referred to as “the vendor”.

**ODJFS - Ohio Department of Job and Family Services** – The agency that supervises the Ohio ECC system and the CCIDS program.

**CDJFS – County Department of Job and Family Services** – The local agency that administers the publicly funded child care program.

**CCIDS - Child Care Information Data System** – A statewide automated system that maintains eligibility and authorizations, centralized payments, CCIDS Provider Portal and Ohio ECC.

**Ohio ECC - Ohio Electronic Child Care** – The statewide system used to electronically track the time and attendance of children receiving publicly funded child care.

**EA - Eligibility and Authorization** – The statewide automated system used by CDJFS workers to determine eligibility and create authorizations for families receiving publicly funded child care.

**CP - Centralized Payments** – The statewide system that automates payments to providers.

**PP– CCIDS Provider Portal** – The portal where providers submit a provider agreement, rate and banking information electronically.

**PIN – Personal Identification Number** - A 4-digit number selected by the caretaker that is required in order for the swipe card to work. Parents should not share their PIN with the provider.

**POS - Point of Service** – The equipment used to check children in and out of care.

**FAQ - Frequently Asked Questions** – A document listing common questions and answers. You will receive a copy of the Ohio ECC Provider FAQs document during your installation.

**PWeb – Provider Website** – A secure internet site with all attendance and transaction information gathered by the POS. Also, the location to view payment information and report absences.

**SAF – Store and Forward** - An automatic feature of the POS device for use when your phone line or internet connection is unavailable. In SAF mode, caretakers can continue to use their cards and the POS device will store all swipes. When the phone line or internet becomes available, the POS device will automatically transmit the stored transactions.

**Caretaker** - The caretaker is the parent, any other adult or minor parent in the home responsible for the care of the child, as identified by your county department of job and family services (CDJFS) at the time eligibility is determined.

**IVR – Interactive Voice Response** – The automated portion of the provider help line that allows you to perform functions through use of option menus and voice prompts.

**CSR – Customer Service Representative** – The person you speak with when calling the help line.

**Transaction** – Any time the card is swiped through the POS device. Example: Check In, Check Out, Previous Check In, Previous Check Out.

### **3. Helplines and Other Resources**

#### **Ohio Electronic Child Care (ECC)**

##### ***Ohio ECC Provider Helpline***

1-888-516-4776 – automated response available 24/7

- Confirm attendance information
- Void transactions
- Report absences
- Verify child authorizations
- Retrieve payment information
- Point of Service (POS) device including troubleshooting and replacement
- Provider Website support
- Speak to a Customer Service Representative Monday - Friday 6:00 a.m. to 7:00 p.m.

##### ***Provider Website (PWeb)***

[www.eccproviderweb.ohio.gov](http://www.eccproviderweb.ohio.gov)

- View authorization information
- View transaction information
- View, download and print exception reports
- View, download and print payment detail information
- Record absences

##### ***Ohio ECC Caretaker (Parent) Helpline***

1-888-796-4322 – automated response available 24/7

TTY 1-877-411-6059

- Activate card or change PIN
- Report lost, stolen or damaged card
- Request replacement card
- Speak to a Customer Service Representative Monday - Friday 6:00 a.m. to 7:00 p.m.

#### **County Department of Job and Family Services**

***County JFS*** – <http://jfs.ohio.gov/county>

- **Providers** – Type B/In-Home Aide certification, eligibility and authorization information, manual claims
- **Caretakers** (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker)

## **Ohio Department of Job and Family Services**

### ***CCIDS Help Desk***

CCIDS\_Help\_Desk@jfs.ohio.gov

1-877-302-2347

Monday - Friday 8:00 a.m. to 5:00 p.m.

Option 1 – Provider support for the following:

- Payment questions (time frames, EFTs, etc.)
- CCIDS Provider Portal
- Provider Agreement
- Rate form
- Bank form
- 1099's

Option 2 – County technical support for CCIDS

### ***Websites***

**BCCD** - <http://www.jfs.ohio.gov/cdc/childcare.stm>

- News from BCCD – current events
- Information for Families
- Information for Providers
- CCIDS - Child Care Information Data System
  - CCIDS Provider Portal
  - Ohio Electronic Child Care (Ohio ECC)
- Resources
- Step Up To Quality
- COLTS-SOLAR - System for Online License Applications and Renewals

### ***Office of Families and Children Help Desk***

OCFeedback@jfs.ohio.gov

1-866-886-3537, Option 4

Monday - Friday 8:00 a.m. to 5:00 p.m.

- Policy and county technical assistance
- Licensing/certification rule-related questions
- Complaints (may be e-mailed to above address)
- Unlicensed providers/Alleged operations
- Report serious incident, injury and illness
- How to open a Child Care Center/Type A Home

## **4. Attendance Transactions**

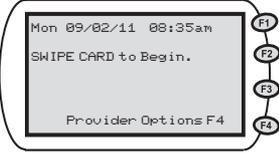
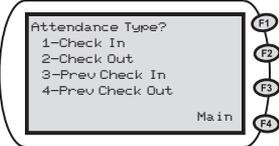
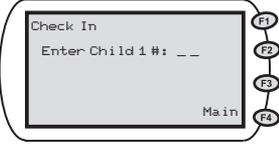
Attendance transactions, or “swipes”, allow the caretaker to record the duration of child care services using the POS device. Under normal circumstances a caretaker will perform a Check In transaction when the child is dropped off at the facility and a Check Out anytime the child leaves the facility. Attendance transactions are recorded using one of the four basic transaction types: Check In, Check Out, Previous Check In and Previous Check Out. In addition, there are Provider Options that allow transactions to be voided in order to correct time entries. However, basic Check In and Check Out functions are the main transactions performed.

For each attendance transaction processed, the device can print a receipt. (For a sample receipt, see section Daily Receipts later in this manual.) Providers have the ability to turn printing on or off on each POS device. Printing receipts for each transaction is at the provider’s discretion based on the business procedures of their facility. Instructions for how to turn printing on and off can be found in section 5.

The device sends all attendance transactions through either your telephone line or broadband internet connection. If you are using an analog telephone line, the POS cannot send transactions if it does not get an immediate dial tone. If you have a voice mail system that beeps when you pick up the receiver when you have messages, the messages must be cleared before transactions can be sent.

### Check In

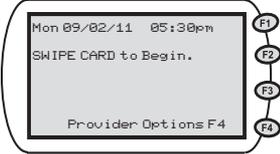
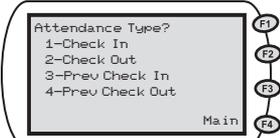
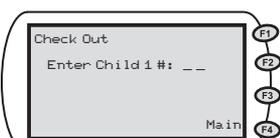
To record a child’s time and attendance, the caretaker or caretaker’s designee must swipe the card through the POS device. Below are the steps for this process:

DEVICE SCREEN	ACTION
	Caretaker swipes the card.
	Caretaker enters <b>4-digit PIN</b> and presses the <b>green enter key</b> .
	Caretaker presses <b>1</b> on the keypad to select <b>Check In</b> .
	Caretaker keys in the assigned 2-digit child number and presses the <b>green enter key</b> .  Note: If entering more than one child, enter the next child number and press the <b>green enter key</b> . When finished, press <b>enter</b> again. Child numbers are printed on the card mailer that was sent to the caretaker and on regular notices sent by the county.
	Wait for authorization. The device displays “CONNECTING” then “SENDING / RECEIVING”, followed by an approved or denied message.  When a response is received and a receipt is printed (if required), the device returns to the main menu for further processing.

After the response is received, the POS device prints a receipt, if the printing function is turned on. The receipt shows the status of approved or denied. If printing is turned off, a receipt will not be printed. However, the display will still show approved or denied.

## Check Out

When a child leaves the facility, the caretaker or caretaker's designee must swipe the card through the POS device. Below are the steps for this process:

DEVICE SCREEN	ACTION
	Caretaker swipes the card.
	Caretaker enters <b>4-digit PIN</b> and presses the <b>green enter key</b> .
	Caretaker presses <b>2</b> on the keypad for <b>Check Out</b> .
	<p>Caretaker keys in the assigned 2-digit child number and presses the <b>green enter key</b>.</p> <p>Note: If entering more than one child, enter the next child number and press the <b>green enter key</b>. When finished, press <b>enter</b> again. Child numbers are printed on the card mailer that was sent to the caretaker and on regular notices that are sent by the county.</p>
	<p>Wait for authorization. The device displays "CONNECTING" then "SENDING / RECEIVING" followed by an approved or denied message.</p> <p>When a response is received and a receipt is printed (if required), the device returns to the main menu for further processing.</p>

A receipt will also print when a Check Out occurs, unless the printing feature is turned off.

### **Previous Check In and Previous Check Out**

If a child's time and attendance did not get reported for any reason at the actual time of care, it may be entered using the Previous Check In or Previous Check Out function. This procedure is often called a "back swipe". The back swipe period is the time period that includes the current week of service plus the previous two weeks. This is the period when all transactions, including check ins, check outs, voids and absences must be recorded in order for payment to be made.

The Previous Check In and Previous Check Out transactions are commonly used in situations where the caretaker or designee is not available to swipe their card at the time the child arrives or leaves the child care program. Examples of when this transaction must be used are:

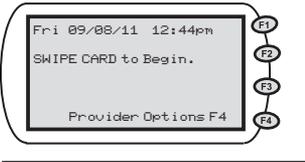
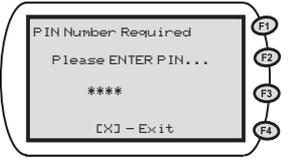
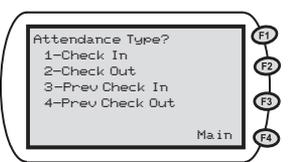
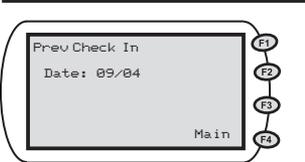
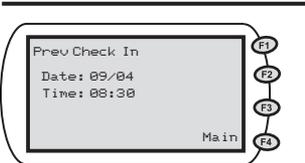
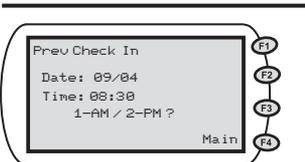
- The caretaker or designee has forgotten to bring his or her card on a day the child was in care.
- The child is picked up by a bus and transported to the child care program and a caretaker or designee is not available to swipe the card through the device.
- The child comes to the child care program after school and a caretaker or designee is not available to swipe the card through the device.

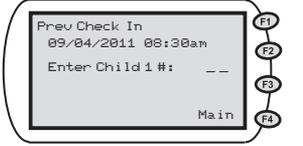
In each of the above examples, the caretaker or designee must use the Previous Check In or Previous Check Out function the next time they are at the facility. Previous Check Ins and Previous Check Outs must be completed during the back swipe period in order for you to be paid. This timeframe includes weekends and holidays.

It is important to create good business practices regarding when you will allow previous transactions, or back swipes, to occur.

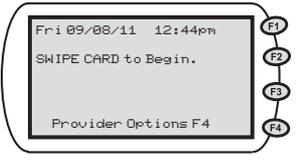
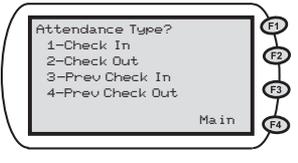
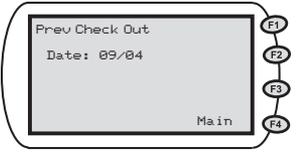
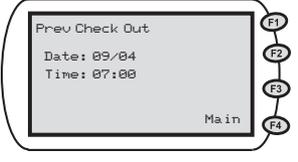
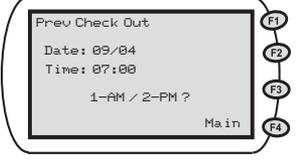
The steps for a Previous Check In and Previous Check Out transaction are as follows:

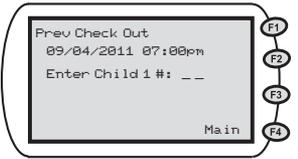
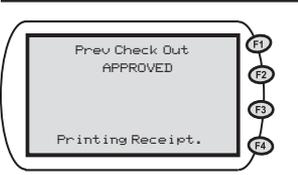
## Previous Check In

DEVICE SCREEN	ACTION
	Caretaker swipes the card.
	Caretaker enters <b>4-digit PIN</b> and presses the <b>green enter key</b> .
	Caretaker presses <b>3</b> on the keypad for <b>Previous Check In</b> .
	Caretaker keys in the date of the Previous Check In using MM/DD format (ex. 09/09) and presses the <b>green enter key</b> .
	Caretaker keys in the time the child arrived using HH:MM format (ex. 08:30) and presses the <b>green enter key</b> .
	Caretaker selects <b>1</b> for <b>AM</b> or <b>2</b> for <b>PM</b> .

DEVICE SCREEN	ACTION
	<p>Caretaker keys in child number and presses the <b>green enter key</b>.</p> <p>Note: If entering more than one child, enter the next child number and press the <b>green enter key</b>. When finished, press <b>enter</b> again.</p>
	<p>Wait for authorization. The device displays "CONNECTING" then "SENDING / RECEIVING" followed by an approved or denied message.</p> <p>When a response is received and a receipt is printed (if required), the device returns to the main menu for further processing.</p>

## Previous Check Out

DEVICE SCREEN	ACTION
	Caretaker swipes the card.
	Caretaker enters <b>4-digit PIN</b> and presses the <b>green enter key</b> .
	Caretaker presses <b>4</b> on the keypad for <b>Previous Check Out</b> .
	Caretaker keys in the date of the Previous Check Out using <b>MM/DD</b> format (ex. 09/09) and presses the <b>green enter key</b> .
	Caretaker keys in the time the child departed using <b>HH:MM</b> format (ex.05:30) and presses the <b>green enter key</b> .
	Caretaker selects <b>1</b> for <b>AM</b> or <b>2</b> for <b>PM</b> .

DEVICE SCREEN	ACTION
	<p>Caretaker keys in child number and presses the <b>green enter key</b>.</p> <p>Note: If entering more than one child, enter the next child number and press the <b>green enter key</b>. When finished press <b>enter</b> again.</p>
	<p>Wait for authorization. The device displays "CONNECTING" then "SENDING / RECEIVING" followed by an approved or denied message.</p> <p>When a response is received and a receipt is printed (if required), the device returns to the main menu for further processing.</p>

## **5. Provider Options**

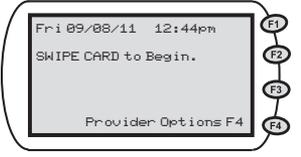
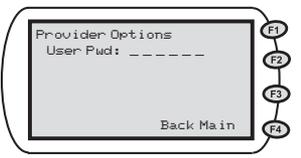
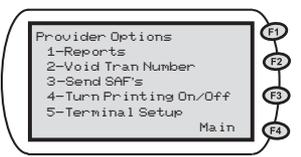
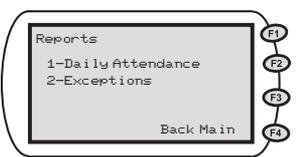
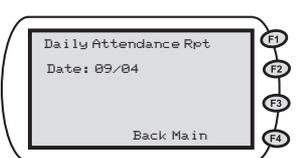
The POS device contains several features in the Provider Options menu that are for a provider's use only. The Provider Options menu is accessed by pressing the F4 key from the Main Menu. From this selection, you can access reports, void transactions, send Store and Forward transactions, and turn printing on and off. The steps to use each option are described on the following pages.

### ***Provider Options – Reports***

There are two reports available to providers. The first report is the Daily Attendance Report and the second report is the Exceptions Report. Follow the steps below to run each report.

### Daily Attendance Report

The Daily Attendance Report prints a summary of all transactions for the provider on a given date. This report includes Check Ins/Outs, Previous Check Ins/Outs and SAFs. It does not include voids or absences. The device allows you to request a report for today and up to 20 previous days.

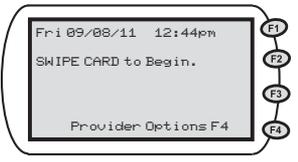
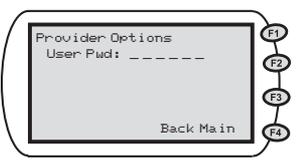
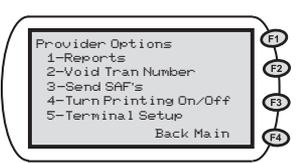
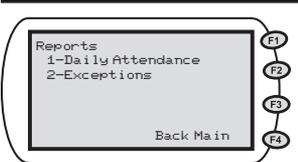
DEVICE SCREEN	ACTION
	Provider presses <b>F4</b> .
	Provider keys in his or her <b>6-digit user password (123456)</b> and presses the <b>green enter key</b> .
	Provider presses <b>1</b> for Reports.
	Provider presses <b>1</b> for Daily Attendance.
	Enter today's date or a date within the last 20 days. Use the MM/DD format (ex. 09/04). Press the <b>green enter key</b> .
	Wait for authorization. The device displays "CONNECTING" then "SENDING / RECEIVING," followed by a Printing Report message. When a response is received and the report is printed, the device returns to the Reports menu.

## Exceptions Report

The Exceptions Report prints a report of children that have been checked in but have not been checked out. These are sometimes called “unmatched transactions”. A caretaker will be unable to check his or her child in again until a check out for the previous day has occurred.

It is important to review this report daily to determine if you have any unmatched transactions. The report is also useful in identifying Check Out transactions that were not successfully processed. The device allows you to request a report for today and up to 20 previous days.

In these situations, the caretaker or caretaker’s designee will need to complete a previous check in/out the next time they are at your facility. Remember, this must be done within the back swipe period (current week of service plus the previous two weeks) of the missing transaction. Follow the steps below to run an Exceptions Report.

DEVICE SCREEN	ACTION
	Provider presses <b>F4</b> .
	Provider keys in his or her <b>6-digit user password (123456)</b> and presses the <b>green enter key</b> .
	Provider presses <b>1 for Reports</b> .
	Provider presses <b>2 for Exceptions</b> .

DEVICE SCREEN	ACTION
 <p>The screenshot shows a rectangular screen with a light gray background. At the top, it says "Exceptions Report". Below that, it says "Date: 09/04". At the bottom, there is a button labeled "Back Main". To the right of the screen, there are four circular callouts labeled F1, F2, F3, and F4, connected by a vertical line. F1 points to the top of the screen, F2 points to the date, F3 points to the "Back Main" button, and F4 points to the bottom of the screen.</p>	<p>Enter today's date or a date within the last 20 days. Use the MM/DD format (ex. 09/04). Press the <b>green enter key</b>.</p>
 <p>The screenshot shows a rectangular screen with a light gray background. At the top, it says "Exceptions Report" followed by "APPROVED" on the next line. Below that, it says "Keep provider receipt for records." and at the bottom, it says "&lt;&lt; Press Any Key &gt;&gt;". To the right of the screen, there are four circular callouts labeled F1, F2, F3, and F4, connected by a vertical line. F1 points to the top of the screen, F2 points to the "APPROVED" text, F3 points to the instruction "Keep provider receipt for records.", and F4 points to the bottom instruction "&lt;&lt; Press Any Key &gt;&gt;".</p>	<p>Wait for authorization. The device displays "CONNECTING" then "SENDING / RECEIVING," followed by a Printing Report message.</p> <p>When a response is received and the report is printed, the device returns to the Reports menu.</p>

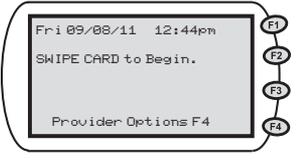
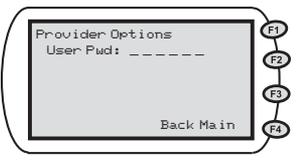
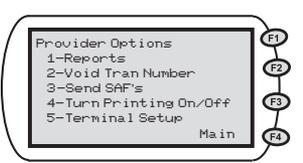
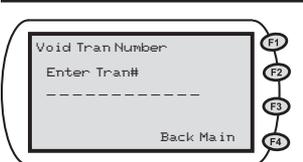
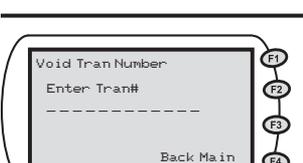
## **Void**

The Void transaction feature is used by providers only. The purpose is to cancel a transaction that was entered in error. When voiding on the POS, you must have the transaction number from the receipt. Transaction numbers can be found on the receipt and on the Daily Attendance Report. If you have printing turned off and you do not have the original transaction receipt, you may run the Daily Attendance Report to retrieve the transaction number that you need to void. A void can only be done for an individual transaction, which means you cannot void all transactions for a child at one time.

After the transaction is voided, it is necessary for the caretaker or designee to re-enter the correct information using his or her swipe card. If the error is discovered at the original time of entry, the correct information may be entered using the normal Check In or Check Out transactions.

For example, if the caretaker is performing a Check In in the morning and accidentally keys in the wrong child number, you may void that transaction immediately and have the caretaker complete a new swipe. If the error is discovered later than the original time of entry but within the back swipe period (current week of service plus the previous two weeks), the void can occur and a new transaction with the correct information must be entered using the Previous Check In or Previous Check Out function.

Follow the steps below to void a transaction.

DEVICE SCREEN	ACTION
	Provider presses F4.
	Provider keys in his or her <b>6-digit user password (123456)</b> and presses the <b>green enter key</b> .
	Provider presses <b>2</b> for <b>Void Tran Number</b> .
	Provider keys in <b>transaction number</b> and presses the <b>green enter key</b> . Note: The leading zeros are not required when entering a transaction number.
	Wait for authorization. The device displays "CONNECTING" then "SENDING / RECEIVING," followed by a Printing Report message.
	When the void is complete, you will be returned to the <b>Void Tran Number</b> screen. At this point, you may enter the next transaction number you wish to void, or press <b>Back</b> to return to the Provider Options menu, or press <b>Main</b> to return to the Main screen.

### **Send SAFs (Store and Forward)**

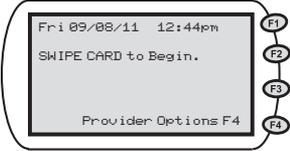
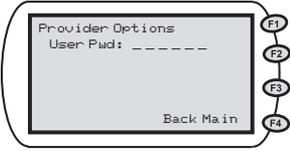
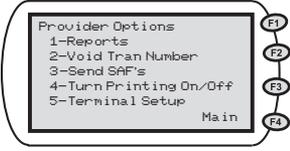
There may be times when your telephone or internet service is unavailable, but you still have electricity. If this happens, the caretaker and/or designee can still use the POS to check children in or out. The device stores the information using a feature called “Store and Forward” or SAF. When telephone or internet service is restored, the POS automatically sends the stored information as soon as a dial tone or internet connection is detected.

When information has been stored in the device in Store and Forward mode, the Daily Receipt and Daily Attendance report will print “SAF STORED” next to the transaction. The POS device can store attendance transactions for up to 6 days (current day plus 5 previous days). Transactions beyond this date, that have not been transmitted, are not retained by the device.

In most cases the POS will send any SAF transactions as soon as it detects a phone line or internet connection. If, for some reason, the POS has not automatically sent the SAF transactions, you may use the following steps to manually send all stored transactions. **Please note: If your POS device is connected to a telephone line and you are currently using any form of call notes or voice mail on your telephone, the messages must be cleared first in order for your POS device to work.** The POS must have a clear dial tone in order to dial out.

**If your electrical service is out, the SAF feature will not work, as the device must have power to operate. There is no battery back up on the POS. If your power is out, it is suggested that you keep a log of the time children attended your facility to assist caretakers in entering the correct information when your service is restored.** Remember, caretakers have the back swipe period to enter any missed transactions; this includes transactions that may occur when the power is out.

Use the following steps to send all transactions stored in SAF mode on your device.

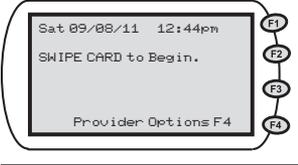
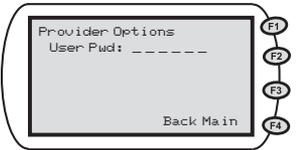
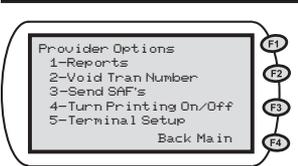
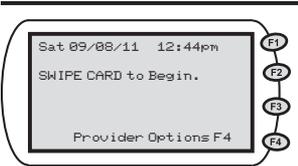
DEVICE SCREEN	ACTION
	Provider presses <b>F4</b> .
	Provider keys in his or her <b>6-digit user password (123456)</b> and presses the <b>green enter key</b> .
	Provider presses <b>3</b> for Send SAFs.
	The device will automatically transmit the stored transactions and return to the Main Menu.

---

## Turn Printing On/Off

You have the option to turn printing on or off on each POS device. Printing receipts is solely at the provider's discretion and you may choose what to do with the receipts once printed. The only way to know if the printing is currently turned on or off, is to check the display on the Provider Options menu. If the display reads "Turn Printing Off", the printing is currently ON and you need to select this option to turn printing off. If the display reads "Turn Printing On", the printing is currently OFF and you need to select this option to turn the printing back on.

Follow the steps below to turn printing on or off.

DEVICE SCREEN	ACTION
	Provider presses <b>F4</b> .
	Provider keys in their <b>6-digit user password (123456)</b> and presses the <b>green enter key</b> .
	Provider presses <b>4</b> for Turn Printing On (Off). Note: The display will change from On to Off based on what the current print setting is.
	Immediately upon choosing the On/Off option, the provider will be returned to the Main Menu.

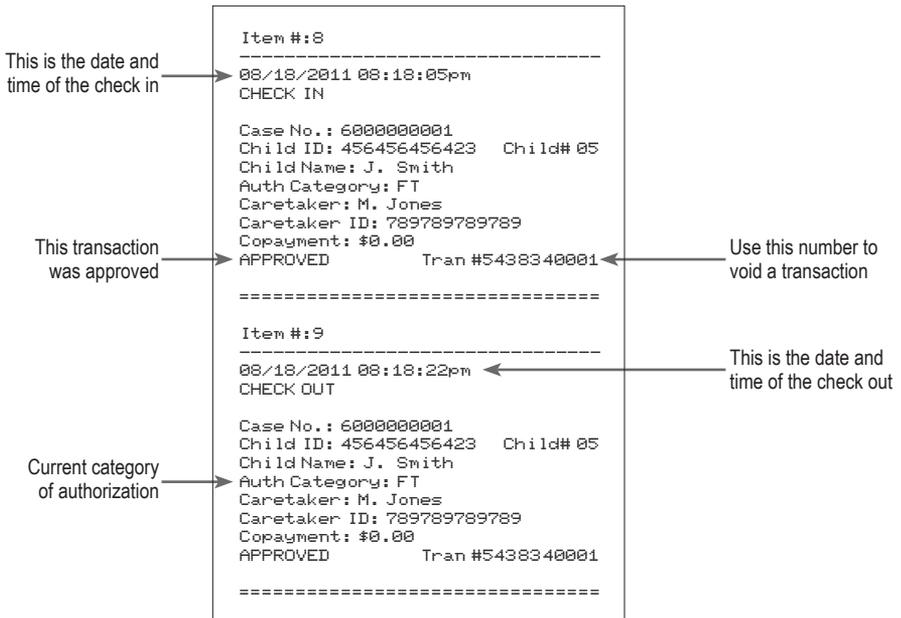
There are some important facts to understand about the printing on and off setup.

- The two reports mentioned previously (Daily Attendance Report and Exceptions Report) will print even if the device is set to Printing Off.
- Receipts will print, regardless of the print setting, whenever a broadcast message is set by the state or county.
- The POS device must always have paper loaded. Printing can be turned off, but paper must be sitting in the tray for the device to work.

## 6. Daily Receipt

Each time an attendance transaction is completed, the information will be printed on the Daily Receipt (providing the print feature is turned on). An example of the receipt is shown below.

As mentioned earlier, printing a receipt for attendance transactions is completely the provider's choice. You can also decide what you would like to do with printed receipts. Consider your business practices and what makes the most sense for you with regard to receipts.



## **7. Supplies**

The only supply you need to purchase for your equipment is replacement paper. You can purchase thermal paper at most office supply stores or from online retailers.

It is important to remember the paper used by the device is thermal paper, sometimes called “heat sensitive” paper. The device prints on the paper without using a ribbon or ink. The VeriFone device can use either of the following types of replacement paper:

VeriFone Part # - CRM0039 – High-grade thermal paper, 2-1/4 iOHh (57 mm) wide roll

VeriFone Part # - CRM0027 – Medium-grade thermal paper, 2-1/4 iOHh (57 mm) wide roll

## **8. Frequently Asked Questions**

### ***What is Ohio’s Electronic Child Care System (Ohio ECC)?***

Ohio ECC is an automated way to report child care attendance that will reduce paperwork and improve accuracy for providers. Caretakers (parents) must report their child’s attendance by using a swipe card with the provider’s card reading device, called a point of service (POS) device.

### ***Who is the caretaker?***

The caretaker is the parent, any other adult or minor parent in the home responsible for the care of the child, as identified by your county department of job and family services (CDJFS) at the time eligibility is determined.

### ***What is a point of service (POS)?***

A POS device is a card reading device that looks and works like a credit or debit card device you see in stores. The difference is, instead of recording financial transactions, your POS device will record attendance transactions.

### ***Do I have to use a POS device?***

Yes. The POS device must be used to collect attendance information in order to calculate your payment. The Ohio Department of Job and Family Services (ODJFS) will only pay for care recorded through the Ohio ECC system.

### ***Do I have to pay for the POS device?***

No. There is no cost for standard installation and normal wear and tear. Providers have the option of leasing additional POS devices. Call the Provider Helpline for more information.

***How many POS devices will I receive?***

You will receive one (1) POS device for every 50 children who are authorized to receive publicly funded child care. Caretakers can swipe at any of the devices installed at your location.

***Who receives a POS device?***

Providers who have completed a provider agreement with ODJFS and are caring for at least one child receiving publicly funded child care will receive a POS device.

***How do I get a POS device?***

You will receive a mailing from Affiliated Computer Services (ACS). It will include an Ohio ECC Provider Equipment Agreement that must be signed and returned to ACS. You will be contacted to schedule an on-site visit so the POS device can be installed. You will receive training at this time.

***What type of phone line do I need?***

You must use a landline phone or a broadband internet service. Other phone systems - such as cable phones, DSL connections, or VOIP phones - must be tested on a case-by-case basis. The following types of phone lines do not work: 1) true digital phone systems in which an electronic box routes calls through extensions; 2) multi-line analog phones that require you to press a line button to dial out; 3) any type of wireless connection.

***Who is responsible for maintenance and replacement of the POS device?***

ACS repairs or replaces malfunctioning equipment free of charge. In the case of replacement, the old device must be returned to ACS using a pre-paid shipping label provided by ACS. See the Ohio ECC Provider Equipment Agreement for more details.

***What is an Ohio ECC swipe card?***

It is a card with a magnetic strip that is swiped through the POS device to record children's attendance. The card is issued to a caretaker and can only be used at an authorized child care provider.

***How does the swipe card work?***

The caretaker, or caretaker's designee, swipes the card through the POS device to record attendance information for the child. These swipes are often called "transactions."

***Can the provider record attendance on the behalf of the caretaker?***

No. The caretaker's designee may not be a child care provider or anyone acting on the provider's behalf. This is considered a misuse of the card and may result in the termination of the caretaker's benefits.

***What if the caretaker is not available to record attendance because I transport the child?***

The caretaker will have to come to the place of business during the back swipe period and record the child's attendance. Providers are encouraged to establish good swipe card business practices.

***What is the back swipe period?***

The back swipe period is the time period that includes the current week of service plus the previous two weeks. This is the period when all transactions, including check ins, check outs, voids, and absences must be recorded in order for payment to be made to the provider.

***What if there is more than one child in the family?***

Each child is assigned a unique two-digit number (ex. 01) which is listed on the card carrier the caretaker receives with the card. The child number is also on all regular notices sent by CDJFS.

***Will the POS indicate whether the child is authorized?***

Yes. Once the caretaker swipes the card, the POS device will display whether the child is approved or denied. This information is printed on the receipt and displayed on the Ohio ECC Provider Website (PWeb).

***What if the caretaker does not swipe the card on a day the child is in care?***

Caretakers can record missing attendance during the back swipe period by using the Previous Check In and Previous Check Out process on the POS device.

***What if the caretaker or designee forgets to bring the card or is unable to report the child's attendance?***

Caretakers can record missing attendance during the back swipe period by using the Previous Check In and Previous Check Out process on the POS device. Providers are encouraged to develop business procedures for caretakers around the use of the back swipe feature.

***What happens if transactions are not recorded within the back swipe period?***

The provider must submit a manual claim. Manual claims will be reviewed on a case-by-case basis.

***If a child is not authorized by the county, can they still receive care?***

This is a provider decision. If the provider accepts the child and the child is later authorized for child care, the caretaker can use the back swipe function to record the previous attendance. If the county does not authorize care and services have been provided, the provider will not be paid by ODJFS. Providers will have access to authorization information, for children who have been authorized to them, via the Ohio ECC Provider Website (PWeb). Authorization information is processed overnight and is available on the PWeb the next day.

***What happens if the caretaker loses his or her swipe card?***

Caretakers can call the Ohio ECC Caretaker Helpline at 1-888-796-4322 to request a replacement card.

***What is the Ohio ECC PWeb?***

The Ohio ECC Provider Website, or PWeb, is a website for providers to view, download and print authorization, attendance and payment information. Providers will also use the PWeb to claim absent days.

***How are absent days reported?***

Providers will record absences on the PWeb or through the Ohio ECC Provider Helpline.

***How do I see who is checked in and checked out?***

You can view real-time transaction information on the PWeb. You can also view and print transaction reports, with check in and check out details, on the PWeb and the POS device.

***Will I still use the CCIDS Provider Portal?***

Yes. You will continue to manage your ODJFS Provider Agreement, customary rates, accreditation and banking information using the CCIDS Provider Portal.

***What happens if the power goes out?***

Refer to section 5 of this manual for instructions on using the Store and Forward (SAF) feature.

***How will caretakers record attendance if I'm on my phone?***

As long as there is a power source, the POS device will store the information and forward it automatically when the phone line or internet connection becomes available.

***How do I get a copy of all swipe card transactions?***

The POS device prints receipts and transaction reports for each transaction that has been transmitted. Transactions can also be viewed and printed from the PWeb.

***How do I get paid?***

Child care providers are paid weekly. Payments are transferred directly into the checking or savings account that you have designated.

***What if my payment is incorrect?***

You can research how the payment was calculated by viewing the Provider Payment Detail report on the PWeb. Contact your county department of job and family services for further assistance.

***Whom do I call with technical questions about the POS?***

Call the Provider Helpline at 1-888-516-4776.

***Whom do I call if I have program policy questions?***

Call the child care case worker at your county department of job and family services or the OCF Help Desk.

## **9. POS Response Codes**

The following are response codes that may be received from the POS device depending on the transaction being performed. Some of these codes represent success with a transaction while most represent some type of denied or error message. The following is a description of each column in the table:

- The first column is a two digit code assigned to the message. If the letters (n/a) appear in that column, it means a two digit code does not apply to that message, or is not applicable.
- The second column is the text of the POS message. This will appear in the PWeb under the Response column on many transaction reports.
- The third column describes the type of message. As mentioned above, some of these messages represent success in a transaction while many of them represent an error or denied function.
- The final column is a description of what the message means.

Response Code	Response Message	Type of Message	Description
00	SUCCESS/APPROVED	Success	Transaction passed all checks and is approved.
(n/a)	CONNECTED. SENDING...	Success	This message is displayed when the POS device has all necessary transaction information and initiates the dial out or transmission process to send all the data.
01	SUCCESS/DENIAL	Success With denial	Overall request was processed properly but one or more of the sub-transactions was not approved. For example, one of the two child numbers was invalid.
55	INVALID PIN	Denied	Invalid PIN or PIN not selected.
56	CARD NOT FOUND	Denied	Card number not found in the system.
75	PIN TRIES EXCEEDED	Denied	Bad PIN. The number of times the user can attempt to re-enter his or her PIN has been exceeded.
A0	AUTH NOT FOUND	Denied	No authorization found in the system.
(n/a)	MAX HOURS EXCEEDED	Denied	All authorized hours are used for the week.
A4	CARD NOT ACTIVE	Denied	Card is not active.
AA	ATTENDANCE EXISTS	Denied	Absence not allowed where an attendance transaction exists on a given date.
B5	TRX NOT VOIDABLE	Denied	The transaction is not voidable.
BB	TRANSACTION TOO OLD	Denied	The attendance date of the previous check in/out is outside the back swipe period.
BE	INVALID VOID DATE	Denied	Cannot void a transaction that is outside the back swipe period.
D0	NO PROV REC FOUND	Denied	The provider record being requested cannot be found in the system.
D1	NO POS REC FOUND	Denied	The system cannot identify the POS device that is sending the request.
D6	INVALID CARD	Denied	The card being used to swipe does not represent an Ohio ECC card.
DC	PROVIDER INACTIVE	Denied	The provider is not authorized to accept attendance.

<b>Response Code</b>	<b>Response Message</b>	<b>Type of Message</b>	<b>Description</b>
DD	CHECK-IN EXISTS MM/DD	Denied	The check-in cannot be performed because a check-in already exists. A matching check-out must be performed or the existing check-in must be voided, before another check-in can be performed.
DE	OVERLAPPING CARE	Denied	A previous check-in or previous check-out is being attempted between an existing check-in/check-out span, creating an overlap in the care dates and/or times.
E1	ALREADY VOIDED	Denied	The transaction being voided has already been voided.
E6	CASE INACTIVE	Denied	The transaction is denied because the case has an inactive status.
ED	CHECK-IN NOT FOUND	Denied	A check-out cannot be performed without a check-in first.
95	HOST DB ERROR- RETRY	Error	Host database error. Transaction was not processed. Try again later.
(n/a)	INVALID DATE	Error	The date entered is not in the correct format.
(n/a)	BACKSWIPE ERROR	Error	A previous check-in or previous check-out transaction has been performed beyond the back swipe period.
(n/a)	INVALID TIME	Error	The time entered is not in the correct format.
(n/a)	SESSION ERROR	Error	The session has expired, has been interrupted, or is invalid.
(n/a)	INCORRECT PASSWORD	Error	An invalid password has been entered.
(n/a)	LOAD PRINTER WITH PAPER FIRST	Error	Paper must be loaded for the transaction to process.
(n/a)	PRINTING [ON] OR [OFF]	General	Message displays when you turn printing on or off.

## **10. Communication Messages**

The following are communication messages that may be received from the POS:

**WAITING FOR LINE** – Internet or phone line is busy or out of service.

**DIALING** – The POS is dialing to reach the main computer.

**LOST COMM W/HOST** – The POS has lost its connection with the main computer and is not receiving a response. Transactions should be attempted again. If the problem persists, contact the Provider Helpline.

## **11. Provider Website (PWeb) Quick Login Start Guide**

The following pages will show you how to easily access the Ohio ECC Provider Website, commonly referred to as the PWeb. Users may wish to keep these pages near their computer for quick reference.

The PWeb is an internet-based application used by providers to access data from the Ohio ECC system. It is available to you anywhere you can get an internet connection. The PWeb is a simple “point and click” type application that is easy to use and understand.

Each provider has a unique user ID and password. The PWeb shows only information that pertains to your specific login. You will not see information for other providers.

This website is a powerful tool in managing your business and managing information from Ohio ECC. From the PWeb you can view information about your facility, children who have been authorized to your program, and associated swipe card transactions. You will be able to view the card swipes in “real-time”. This means that as transactions are occurring on the POS, those swipes will appear in the PWeb (unless you are in SAF mode). You will also be able to see the authorization for a child the day after it has been entered into the state’s eligibility system.

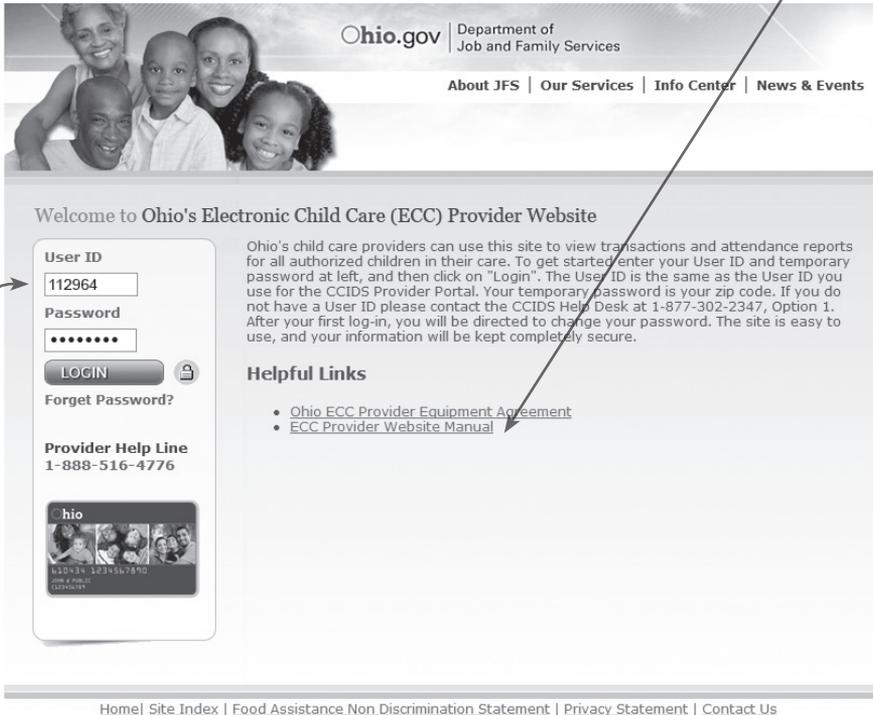
From the PWeb you can run attendance reports as well as provider payment reports that show payment detail all the way down to the specific payments for a specific child. You can also run an exceptions report, similar to the one discussed earlier that is available on the POS. This report allows you to see a list of children that have been checked in but do not have a matching check out. All reports can be viewed, downloaded and printed. Finally, you will use this tool to enter absent days.

The following pages describe the process for logging in to the PWeb and changing your password. Beyond those pages is a Quick Reference Guide to help you get started in the PWeb right way. Keep in mind that the provider website is primarily a “see” system, which means that most of what you will be doing is looking up and viewing information. **The only data entry you will do in the PWeb is the entering of absent days.**

The PWeb puts information at your fingertips that you did not have previously or that may have taken several days to find out. Should you have questions regarding the PWeb, please contact the Ohio ECC Provider Helpline at **1-888-516-4776**.

This guide is designed to help you log in to the PWeb. After you log in, you can find a complete Ohio ECC PWeb User Guide online to assist you with using specific screens and features. You may print out the complete manual if necessary, or simply view it online.

1. To get to the PWeb, go to [www.eccproviderweb.ohio.gov/](http://www.eccproviderweb.ohio.gov/)



2. Enter your User ID and password. Your PWeb User ID is the same User ID (also called CCP#) assigned by ODJFS that you currently use to log into the CCIDS Provider Portal. Your initial password is the 5-digit zip code where your program is physically located.
3. When you log in for the very first time, you will be prompted to change your password immediately.

Passwords must meet these requirements:

Required:

- Password minimum length is eight (8) characters
- Minimum one lowercase alpha character
- Minimum one number

Allowed but not:

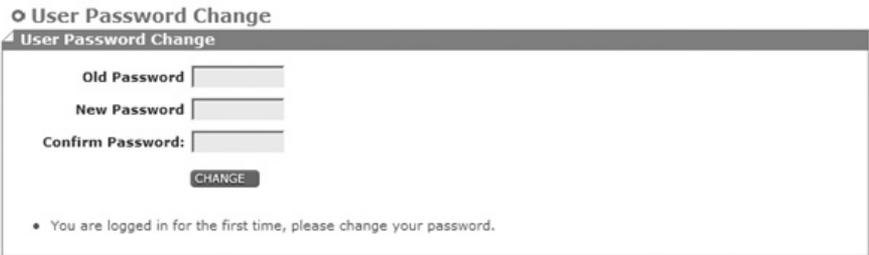
- Uppercase alpha characters
- Special characters (Ex. \*, &, %)

Other constraints:

- Passwords cannot be repeated within one (1) year after last used.
- New passwords cannot be the same as the current password or the previous five (5) passwords.
- Passwords must be changed every 30 days. The system will prompt you to change your password 30 days after your last password change.
- You must have two (2) security questions and answers saved in order to use the “Forgot Password” option. The system will prompt you to complete the two security questions when you are changing your password the first time.

Follow the steps below to set your initial password.

### **Password Change on Initial Login**



○ User Password Change

User Password Change

Old Password

New Password

Confirm Password:

CHANGE

• You are logged in for the first time, please change your password.

1. Enter your current password in the “Old Password” field. Since this is your initial login, the “Old Password” is still your 5-digit zip code.
2. After considering the password requirements above, create a new password and enter it in the “New Password” field. Enter that same password again in the “Confirm Password” field and click on the **Change** button.

The screen will now look like this:

### o User Profile

The screenshot shows a form titled "User Profile". It contains three main sections: "Security Question", "Security Answer", and "Confirm Security Answer". The "Security Question" section has a dropdown menu with the text "In what city were you born?". The "Security Answer" and "Confirm Security Answer" sections each have a text input field. At the bottom left of the form is a "SAVE" button.

The next step is to create a security question, in case you forget the password.

3. Select a security question from the drop-down menu. Enter the answer in the "Security Answer" field and enter that same answer in the "Confirm Security Answer" field. You must enter the answers exactly the same. Click the **Save** button when finished.

When the security question has been saved, the system will automatically take you to the **Provider Profile** screen. A sample is shown below. This is your indication you have logged into the website successfully!

The screenshot shows the "Ohio.gov | Ohio ECC" header with a "Log-out" link. Below the header are links for "Reports" and "Admin", and a "USER INFO" button. The main content area is titled "o Provider - Profile" and contains a "Provider Profile" section with the following information:

Provider Information		Physical Address	
Provider Name:	TESTYvW	Address 1:	TESTydN
Provider #:	503055	Address 2:	TESTSgpG
Provider Type:	C	City:	TOLEDO
Contact Name:	SEE ADMINISTRATOR	State:	OH
Phone:	999-999-9599	Zip:	43606 - 0000
Federal Tax ID:	000000000	County:	48-Lucas
Inactive Date:		POS Information	
Mailing Address		Install Date	Deinstall Date
Address 1:	TESTbLkI	07/06/2011	----
Address 2:	TESTunQ	POS Telephone number	
City:	TOLEDO	9999999999	
State:	OH		
Zip:	43606 - 0000		

At the bottom of the form are two buttons: "AUTHORIZATIONS" and "TRANSACTION".

**\*\* NOTE:** You will be prompted to change your password at the time of your initial login, and then again every 30 days since your last password change.

## Password Change if Too Many Failed Login Attempts

If you attempt three (3) bad login passwords, you will be locked out. If this happens, you will be able to create a new password as follows:

1. On the main login menu, click on the “Forgot Password” link underneath the blue “Login” button.
2. Enter your User ID (CCP#) in the Security Question screen and click the **Submit** button.

### ◦ Security



**Security**

Please enter your User ID to retrieve your security question.

User ID

**SUBMIT** **CANCEL**

3. You will be prompted to enter your Security Answer on the next screen. At this screen, the answer is NOT case-sensitive. Therefore, the answer of McCloskey and MCCLOSKEY are the same.

### ◦ Security Question



**Security Question**

Please select your security question and provide your security answer.

User ID 02000056

Security Question

Security Answer

**SUBMIT** **CANCEL**

4. After the Security Question has been answered correctly, the User Password Change Screen will display.

### ◦ User Password Change



**User Password Change**

New Password:

Confirm Password:

**CHANGE** **CANCEL**

5. Now enter a new password in the New Password field. Enter the same password in the Confirm Password field. The two fields must be exactly the same. Click the **Change** button.
6. When the new password is accepted, you will be immediately returned to the main login screen. Follow the instructions noted on page 1 to log back into the PWeb using your new password.

**\*\*NOTE:** If you have forgotten your User ID or the User ID does not seem to be working, contact the Provider Helpline at 1-888-516-4776.

### Expired Password after 30 days

You will be required to change your password every 30 days as a security measure. The screen below will automatically appear when you log in after 30 days without a password change.



The screenshot shows a dialog box titled "User Password Change". It contains two text input fields. The first is labeled "New Password" and the second is labeled "Confirm Password". Below these fields are two buttons: "CHANGE" and "CANCEL".

1. Following the same password requirements, enter a new password in the "New Password" field.
2. Enter the same password in the "Confirm Password" field and click the **Change** button.

When the password has been saved, the system will automatically take you to the **Provider Profile** screen. This is your indication you have logged into the website successfully!

### Manual Password Change

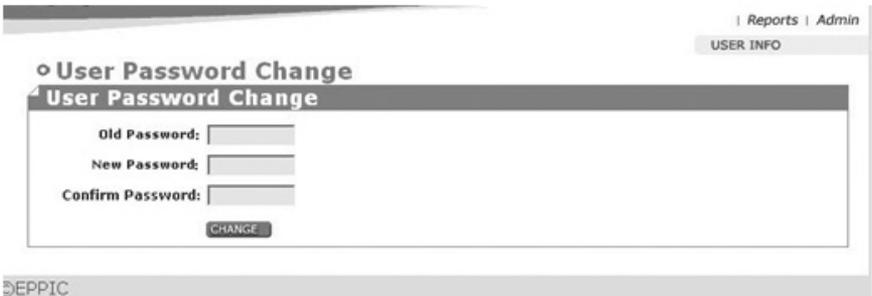
You may also change your password at any time. To change the password manually, follow the steps below.

1. Log in to the website as normal.

2. Click on the Admin tab at the top right side of the screen. Then select the “Password Change” submenu.

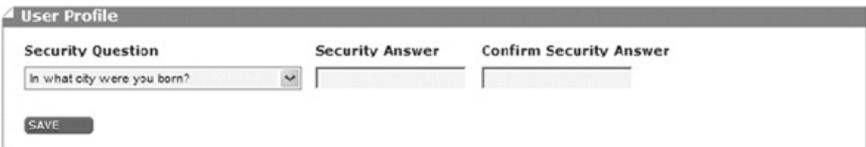


3. The User Password Change screen will display.



4. Enter the old password. Enter a new password. Then enter the same new password again to confirm it. The new password and confirm password are case-sensitive and must match exactly.
5. Click the **Change** button.
6. The screen will then prompt you to answer a security question. Follow the same instructions as above. Select a security question from the drop-down menu and enter the security answer. Enter the same answer in the Confirm Security Answer field. The two fields must match exactly.

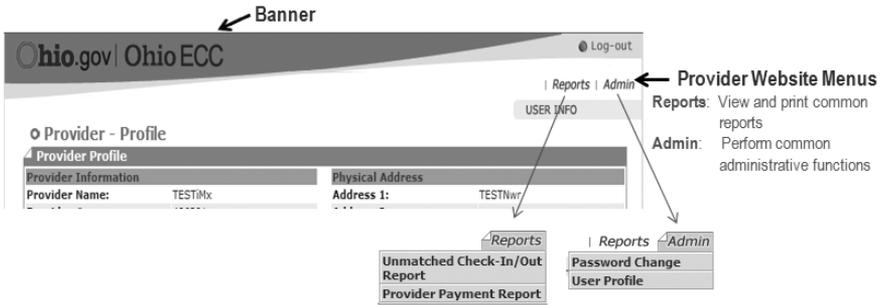
#### ○ User Profile



7. Click **Save** to complete the password change. When the security question has been completely saved, the system will automatically take you to the **Provider Profile** screen. This is your indication you have logged into the website successfully!

## Provider Website Quick Reference Guide

### Main Screen



*How do I view authorizations?*

Select **AUTHORIZATIONS** button

*How do I view attendance transactions?*

1. Select **TRANSACTIONS** button
2. Enter date range or Case #
3. Click search

*How do I view payment reports?*

1. From the Provider Website Menu, select **Reports**
2. Select **Provider Payment Report**
3. Choose payment period
4. Click search

*How do I view unmatched check-ins and check-outs?*

1. From the Provider Website Menu, select **Reports**
2. Select **Unmatched Check-In/Out Report**
3. Choose report

*How do I change my password?*

1. From the Provider Website Menu, select **Admin**
2. Select **Password Change**
3. Follow prompts to change password

*How do I record an absence?*

1. Click on **Authorizations** button
2. Select Case # link for specific child
3. Choose specific child in the "Authorized Children" section
4. Click on the authorization # next to the "+" sign
5. Select **RECORD ABSENCE** button in the Authorization profile
6. Enter date of absence and click **SAVE** button

*How do I void an absence?*

1. Click on **Authorizations** button
2. Select **Case #** link for specific child
3. Choose specific child in the "Authorized Children" section
4. Click on the authorization # next to the "+" sign
5. Select **RECORD ABSENCE** button in the Authorization profile
6. Select **VOID** button next to the absence you are voiding

*How do I return to the provider profile screen?*

Click on the Ohio ECC banner at the top of the screen

## Provider Website Quick Reference Guide

### Primary Screens and Functions

Screen	Function	To Access
Login Page	<ul style="list-style-type: none"> <li>Login</li> <li>Reset Password</li> </ul>	<a href="http://www.eccproviderweb.ohio.gov">www.eccproviderweb.ohio.gov</a>
Provider-Profile (Main Page)	<ul style="list-style-type: none"> <li>View provider demographic information, provider number and POS information</li> <li>Select and view authorizations</li> <li>Select and view transactions</li> </ul>	Displays after login
Reports / Admin (Website Menu)	<ul style="list-style-type: none"> <li>Select Reports</li> <li>Select Administrative and Security</li> </ul>	Top right corner of every screen
User Profile	Change security question and answer	Select <i>Admin</i> (website menu) and <i>User Profile</i>
User Password Change	Change current password	Select <i>Admin</i> (website menu) and <i>Password Change</i>
Provider Authorization Report	Shows searchable list of current authorizations	Select <i>Authorizations</i> button from <i>Provider Profile</i> screen
Provider Transaction Report	Shows searchable list of provider transactions	Select <i>Transactions</i> button from <i>Provider Profile</i> screen and enter date range or Case #
Authorization Profile	Shows authorization information for each case	Select any child under <i>Authorized Children</i> from the <i>Case Profile</i> OR select a <i>child name</i> from the <i>Provider Authorization Report</i>
Case Profile	Shows case information	Select any active <i>Case #</i> link from the <i>Provider Authorization Report</i>
Authorization Absence	View authorized absences & enter absent days	Select <i>Record Absence</i> button on <i>Authorization Profile</i> Screen (button located within specific authorization - click on the authorization # next to the "+" sign)
Provider Payment Details	Search for and view provider payment activity	Select <i>Reports</i> (website menu), then <i>Provider Payment Report</i> and choose a date range
Child Payment Detail	View detailed payment information by child	Select <i>Total Amount</i> for any child on <i>Provider Payment Details</i>
Child Attendance Detail	View detailed child level attendance information	Select <i>Weekly Attendance Hours Total</i> link on <i>Child Payment Detail</i>
Child Payment Adjustment Details	View authorization level payment adjustments	Select <i>Misc Adjustment Amount</i> link on <i>Child Payment Detail</i>
Provider Level Adjustment Detail	View provider level payment adjustments	Select <i>Total Provider Adjustment Amount</i> link on the <i>Provider Payment Detail</i>
Unmatched Check-In/ Check-Out Detail	View unmatched check-in/check-out report	Select <i>Reports</i> (website menu) and <i>Unmatched Check-In/Out Report</i>

**Provider Helpline 1-888-516-4776**

## **Notes**

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**Ohio ECC Provider Helpline**  
**1-888-516-4776**