

# Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

## Questions and Answers

Tuesday, September 13, 2011 7:00-8:30 pm

**Q. Is a wireless device available? There needs to be if the provider can't swipe.**

A. There is not a wireless device available. The point of service (POS) device has a store and forward mode that will store any swipes if the phone/internet service is unavailable. All stored transactions will be sent once the connection is restored.

**Q. What if the provider swipes the card and returns it to the caretaker immediately is this allowed?**

A. No, rule states that a provider cannot take possession of a caretaker's swipe card.

**Q. We currently have a POS system in place that is being used. It can only be used on an analog phone line and we don't have ready access to one at all times, so we can't transmit all the time. Are there digital devices available?**

A. Yes. The provider can work with the Media Riders Inc. (MRi) installer to install the device that is best for the provider.

**Q. What if you pick up a child due to parents not having cars, how do you check these children in?**

A. The caretaker or designee can come to the program and complete a previous check in or previous check out for these times. A previous check in or previous check out can be recorded during the back swipe period for care received during the back swipe period, the current week plus the two previous weeks, using the point of service device and the swipe card. Providers should establish business practices around policies for caretakers or their designee to back swipe.

**Q. What if the caretaker has a day off. Is that considered an absent day and how is that recorded?**

A. An absent day is any day that the child is scheduled for care but does not attend. Absent days are reported by the provider using the Provider Website (PWeb).

**Q. What happens when your system goes down? Does the device enter the store and forward (SAF) mode? And if so, how many transactions can the device save? If the transaction amount is exceeded what do we do then?**

A. If the system goes down, then the point of service device will store transactions for up to 5 days. There is no limit to the number of transactions the device will store.

**Q. So every employee with access to PWeb will be able to see how much the center brings in? Can't there be limited access for employees?**

A. Providers control who has access to the PWeb by setting their own password and security questions.