

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Saturday, November 19, 2011 12:00-1:30pm

Q. What happens when the caretaker never comes to the center, the child is picked up from home and taken back?

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 (POS) device and the swipe card.

Q. If the caretaker loses their card how will they swipe their child in until they get their new card?

A. The caretaker will not be able to swipe. The caretaker will have to complete a previous check in and previous check out for all days care was received when the card was unavailable.

Q. How long is the online video for parents?

A. The video is about 8 minutes long

Q. Does this device work in a phone system that is connected through a modem

A. Yes. The Media Riders Inc (MRi) installer will ensure the device is working.

Q. I have high speed internet that is not dial-up so will the installer use a Ethernet cord or the phone cord to connect the POS?

A.

Q. How do we get paid for the registration fee?

A. The registration fee is no longer a fee that is paid by ODJFS per a rule change effective July 29, 2011.