

KinderSign & KinderSmart

Guide

This guide provides an overview of how KinderSign and KinderSmart support attendance collection for childcare Providers and eligible Sponsors. Use this document to help explain the purpose of each application, prepare Sponsors for setup, and reduce common attendance-entry issues during drop-off and pick-up.

KinderSign and KinderSmart are connected to KinderConnect. Attendance collected through these applications is used for time-and-attendance tracking, reporting, and Provider reimbursement.

Important Notes:

- KinderSign is used on a Provider tablet at the childcare location.
- KinderSmart is used on a Sponsor's personal iPhone or Android smartphone.
- Sponsors must be at the childcare location to enter attendance in KinderSmart. Other app functions may be accessed from any location with an internet connection.
- KinderSmart registration is not associated with the Sponsor's phone number in KinderConnect.
- The Provider gives the Sponsor the KinderSmart Registration Form only once. The form serves as the Sponsor's personal identifier during setup. It will activate and link the sponsor's device to the provider.
- After a Sponsor's device is registered, the Provider presents the Mobile Sign-In Sheet at the childcare location for the Sponsor to scan. The Sponsor should not receive a copy of the Mobile Sign-In Sheet.

Quick Product Overview

KinderSign 	KinderSmart 
• Tablet-based application used at the Provider location. • Allows parents and other authorized adults to sign children in and out of care. • Attendance records are uploaded to KinderConnect through a Wi-Fi connection. • Supports real-time stamp information for attendance tracking, reporting, and reimbursement.	• Mobile application for iPhone and Android smartphones. • Allows eligible Sponsors to check children in and out using their own device. • Includes the same basic attendance functionality as KinderSign without using the facility tablet, entering a PIN, or taking a verification photo. • Sponsors must be at the childcare location to enter attendance.

KinderSign Tablet Attendance

KinderSign is a tablet-based mobile application designed for the Provider to collect childcare attendance from parents and other authorized adults when signing their children in and out of care at the childcare Provider.

1. Prepare the Provider tablet and make sure KinderSign is available before Sponsors begin arriving.
2. Make sure the tablet has a reliable Wi-Fi connection so attendance records can be uploaded to KinderConnect.
3. Parents or other authorized adults use the tablet to sign children in and out of care at the Provider location.
4. Review attendance in KinderConnect to confirm records are present and accurate.
5. Use real-time stamp information for time-and-attendance tracking, reporting, and Provider reimbursement.

Provider Tip

Keep the tablet charged, visible, and available near the normal sign-in/sign-out area.

Sync Reminder

If attendance is not appearing in KinderConnect, check the tablet's Wi-Fi connection first.

During Busy Times

Assign a staff member to monitor the sign-in area and help prevent skipped or incomplete entries.

Best Practice

Review attendance daily instead of waiting until the end of the billing period.

Accuracy Matters

Encourage Sponsors to record attendance at the actual drop-off and pick-up time.

KinderSign Helpful Strategies

- Keep the tablet plugged in or charged throughout the day.
- Confirm Wi-Fi is working before peak drop-off/pick-up times.
- Place the tablet where Sponsors can complete attendance without blocking the entryway.
- Remind authorized adults to complete all required prompts before leaving.
- Reconcile attendance daily while corrections are easier to identify.

KinderSmart Sponsor Smartphone Attendance

KinderSmart is a mobile application for iPhone and Android devices that allows eligible Sponsors to check their children in and out of care using their smartphones. The app provides the same attendance functionality as KinderSign without requiring the use of the childcare facility's tablet, entering a PIN, or taking a verification photo.

1. Ask the Sponsor to download the free KinderSmart Arizona application from the Apple App Store or Google Play Store.
2. Give the Sponsor the KinderSmart Registration Form one time. The form serves as the Sponsor's personal identifier during setup.
3. Instruct the Sponsor to open the KinderSmart app first, then scan the QR code on the KinderSmart Registration Form.
4. After the device is registered, have the Mobile Sign-In Sheet at the childcare location available for the Sponsor to scan if needed.
5. Remind the Sponsor that they must be at the childcare location to enter attendance. Other functions may be accessed from any location with an internet connection.

Device Reminder

KinderSmart is for iPhone and Android smartphones.

Important

The Registration Form is for registering the device. It is not the Mobile Sign-In Sheet.

Setup Tip

Have the Sponsor complete the setup while they are on-site, if possible.

Do Not Distribute

Do not give the Sponsor a copy of the Mobile Sign-In Sheet.

Location Services

Location Services and internet access must be enabled for KinderSmart to work correctly.

KinderSmart Features Sponsors Can Access

After registration is complete, KinderSmart opens directly to the Sponsor's menu options. Depending on the Sponsor's access, the app may allow the Sponsor to:

- Record attendance and absences.
- Receive messages from the Provider.
- View current and past attendance.
- View case information and co-pays.

Helpful Tips and Strategies

Strategy Area	Recommended Approach
Before rollout	Identify which Sponsors should use KinderSmart and which should continue using KinderSign. Prepare a simple explanation that tells Sponsors which app to use and when.
During setup	Give the KinderSmart Registration Form only to the correct Sponsor. Ask the Sponsor to open the app before scanning the registration QR code.
At drop-off/pick-up	For KinderSmart, present the Mobile Sign-In Sheet only at the childcare location if needed; Sponsors should be able to enter attendance without scanning if they are within 150 feet of the location. For KinderSign, keep the Provider tablet accessible and connected to Wi-Fi.
Daily review	Review attendance in KinderConnect each day. This helps identify missed entries, incorrect times, or device/Wi-Fi issues early.
Device changes	If a Sponsor loses, sells, replaces, or gives away a registered smartphone, the device must be unregistered by the Support Center before a new device can be registered.

Security and Device Best Practices

- Sponsors should keep their smartphones password-protected.
- Sponsors should keep Apple or Android software updated.
- Sponsors should check for KinderSmart app updates regularly.
- Location Services should be enabled.

Quick Troubleshooting Checks

Situation	What to Check	Recommended Action
KinderSign attendance is not showing in KinderConnect.	Tablet Wi-Fi connection, device sync status, and whether the entry was completed.	Reconnect to Wi-Fi and review attendance in KinderConnect again. If records still do not appear, escalate according to the Support process.
The sponsor cannot register KinderSmart. The screen is white after they scan the QR code.	Whether the Sponsor is using the KinderSmart Registration Form and opening the app <u>before</u> scanning.	Confirm the Sponsor scanned the KinderSmart Registration Form with their name, not the Mobile Sign-In Sheet.
The sponsor cannot check in or out with KinderSmart.	Location Services, internet connection, and whether the Sponsor is physically at the childcare location.	Ask the Sponsor to enable Location Services, confirm internet access, and scan the Mobile Sign-In Sheet onsite.
Sponsor changed phones.	Whether the old device is still registered.	Contact the Support Center to unregister the old device before registering the new device.
The sponsor thinks their phone number controls KinderSmart registration.	Whether the staff is connecting the KinderSmart setup to the phone number listed in KinderConnect.	Clarify that KinderSmart registration is not associated with the Sponsor's phone number in KinderConnect.
The provider gets a time sync error	Whether the time on the tablet is correct.	Set the time (within the tablet settings) to the correct and accurate local time. The system only allows a couple of minutes variance from the actual time or it gives an error.

Suggested Provider Talking Points

Use the following short script when introducing KinderSmart to eligible Sponsors:

"KinderSmart lets you check your child in and out from your smartphone while you are at the childcare location. We will give you a Registration Form that you scan only one time to register your device. After that, when you arrive or leave, the app will open to your main activities menu and a mobile sign-in sheet will be available to scan each time you enter attendance. Please do not take a copy of the Mobile Sign-In Sheet. If you replace, lose, or sell your phone, please let us know so the device can be unregistered before you register a new one."

Final Reminders

- Use KinderSign for Provider tablet-based attendance collection.
- Use KinderSmart only for eligible Sponsors using their personal smartphones.
- Do not distribute the Mobile Sign-In Sheet to Sponsors.
- Review attendance regularly in KinderConnect to catch issues early.
- Escalate device registration, lost/stolen phone, or persistent sync issues to Support.

Sponsor FAQs

How is attendance entered if someone else picks up or drops off the child?

Any person the parent authorizes to pick up or drop off the child should have their own account in KinderSign or KinderSmart. The provider can create a sponsor account in KinderConnect for anyone that is authorized by the parent to pick up or drop off the child.

The kids take the bus from and back to the provider. The parent drops off the child before school, and the child takes the bus to and from school. Then, the parent picks up the child at 5pm. How is attendance entered for that?

The sponsor must always sign the child in and out when they drop off and pick up. The provider will sign the child out of care when the child leaves their care and signs them back in when the child comes back. DES allows providers to enter the attendance during the day as long as a sponsor enters the first sign in at drop off and the last sign out when they take the child home.

How is attendance entered if DHS comes to pick a child for a while?

When a DHS representative picks up a child, the provider will enter the attendance directly in KinderConnect and add a note (click on **+Note** on the bottom left of that attendance date cell).

My internet is not reliable. How do we enter attendance if we lose Wi-Fi?

KinderSign will continue to record attendance while offline. If you lose Wi-Fi, continue to enter attendance in KinderSign as normal. Once the tablet connects to Wi-Fi again, all of the stored attendance will be uploaded to KinderConnect.

KinderSmart on the sponsor's smartphone requires Wi-Fi at all times, so the sponsor will need to backdate the attendance once their phone can connect to Wi-Fi again.