CCAA



Welcome to the Texas Provider Portal

Program Materials

Child Care Attendance Automation Project Implementation News

Helpful Links

Texas Workforce Commission Resources for Childcare Providers 211 Texas Child Care Child Care Licensing

The Texas Workforce Commission Provider Web Portal gives childcare providers with internet access the ability to view their referrals and the attendance and absence reports for their referred children online. Providers are given temporary User IDs and passwords, which must be changed at the first login. Logging in gives providers access to their referral and attendance information. The information for each provider is secure, viewable only by entering User ID and password.



TWC Provider Web Portal

USER MANUAL

FOR THE

CHILD CARE ATTENDANCE AUTOMATION PROVIDER WEB PORTAL

November 16, 2009 First Edition

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1.0 INTRODUCTION

This user guide provides information about the features and uses of the screens on the TWC Child Care Attendance Automation (CCAA) Texas Provider Portal.

TWC prosecutes fraud to insure that child care funds are maximized for qualified families. To report suspected fraud, call the fraud hot line at (800) 252-3642.

1.1 About This Guide

Purpose

This user guide provides basic descriptions of the nature and features of screens used on the Texas Provider Portal.

Use of this Guide

This user guide does not provide step-by-step instructions for site navigation; however, it does provide detailed screen information and instructions for accessing various screen information you can view.

Graphics

The graphic illustrations in this guide are screen captures that show whole or partial Texas Provider Portal screens. The entries seen in the illustrations in this guide are not actual provider data.

1.2 About the Texas Provider Portal

The Texas Provider Portal is an internet website for providers. It allows you to view specific child care data and help manage attendance through the TWC CCAA program. All Portal screens use drop-down menus and point-and-click techniques to provide you with an easy-to-use method to access and view child care attendance data. You can retrieve and view data associated with:

- Your provider profile information
- The list of children you have been authorized to care for (Referrals)
- The Attendance records for each child

Specific TWC CCAA Provider Website information availability:

- Previous attendance entries, which are listed by date by child.
- The attendance/absence reporting status of each child for each day of the month

2.0 PROVIDER PORTAL BASICS – INFORMATION ABOUT YOU

This section describes basic information on accessing the Texas Provider Portal, logging in to the website, and other common screen information.

2.1 Accessing the Provider Portal

To access the Texas Provider Portal, your computer must be connected to the internet. Once connected to the internet, follow the steps below:

- Open your internet or web browser (i.e., Internet Explorer, AOL, Firefox, Safari, etc.).
- Type the Texas Provider Portal address into the Address box at the top of the screen:

www.workforcesolutionschildcare.com

• Press the Enter key.

The website opens at the Login Screen, which requires a valid Login (User Name) and Password. Your initial Login will be your DFPS Operations Number. If you do not have a DFPS Operations Number, your Login is your social security number,

Your initial password will be your zip code. For security reasons, you will have to change your password when you first log in. You will also have to set up a security question in case you forget your password.

2.2 Login Screen

Purpose: Allows you to log in to the Texas Provider Portal and to access Program Materials, Program News, and Helpful Links.

General You are required to log in to access child care data. Program Materials and Helpful Links do not require logging into the TWC CCAA Provider Website - you can access these materials from the Login Screen by clicking the desired item.

You will have to change your password the first time you log in. Your Password can be anything that meets the Password format rules:

- Your Password must be at least 4, but no more than 10, alphanumeric characters. Alphanumeric characters are letters and/or numbers.
- Your Password can NOT be the same as your Login ID.

For security reasons, if an incorrect Password is entered 3 times in a row, you will be locked out of the Portal. If lockout occurs, your access will automatically be restored at midnight, using the existing password. If you forget your password, click on the Forgot Password link at the bottom.

The table below lists the active features on the login screen and describes their functions. A similar table is in every section of this document to help you become familiar with the Portal's functions.

Active Feature	Function
Program Materials	Opens Program Materials you may use in the TWC CCAA program.
Child Care Attendance Automation Project Implementation News	Opens News items about the TWC CCAA program.
Helpful Links	Provides additional resource information.
Login	Used to enter your User Name.
Password	Used to enter your Password.
LOGIN	Completes Login and opens the Provider Home Screen .
Forgot Password	Opens the Password Reset Screen.



The first time you log in to the Portal, you will automatically be redirected to the Password Change Screen. This screen is described in detail in Section 2.3 below.

You will also have to set up a security question on the Security Question User Profile Screen, described in detail in Section 2.5 below.

2.3 Password Change Screen

Purpose: Allows you to reset your Password.

General You will be automatically redirected to this screen the first time you access the Portal. After that, you can get to it any time by clicking **Forgot Password** on the Login Screen and entering the answer to the security question you set up when you first visited the Portal.

Your Password must be at least 4, but no more than 10 alphanumeric characters (letters and/or numbers).

Your User Name and Password can NOT be the same and can NOT match the 3 previous passwords.

Your User Name and Password are case-sensitive, so the User Name "Jsmith" is NOT the same as "jsmith" or "JSMith."

Active Feature	Function
Old Password	Enter your existing password in this box.
New Password	Enter the new password in this box.
Confirmation	Confirm the new password by entering the new password a second time. The entry here must match the entry in the New Password box.
CHANGE	This button saves the new password.

CCAA	Ģ	Log-out
		Admin
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User Password Change		
Old Password		
New Password		
Confirmation:		
CHANGE		
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2.4 Terms of Service Agreement Screen

Purpose:The system asks you to confirm agreement with the program terms of service in
order to use the Portal.General
Information:This screen opens automatically the first time you access the Portal, after you
have changed your Password.

Active Feature	Function
I Agree	Clicking this button denotes agreement with the program terms of service.

Inquir Welcome UAT COWBOY KIDS CARE understand that under Texas Labor Code §301.085 all information I obtain from the Texas Workforce is is user agreement is confidential and that a person commits an offense if the person solicits, discloses, authorizes, permits, participates in, or acquiesces in another person's use of, information that reveals: formation regarding any individual or past or present employer, employing unit or child care related information that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to reveal identify formation that foreseeably could be combined with other publicly available information to	ies Reports Admi USER INFO Commission under receives, or uses,
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olating a data security system or allowing unauthorized access by another party is a class A misdemear 3 of the Texas Penal Code, which is punishable by a fine of \$3,000.00, a year in jail, or both. Intentional omputer to malfunction or knowingly altering data without authorization that results in personal or prope onstitute a felony of the second degree.	nor under Chapter Ily causing a rty damage may
have read and have had explained to me the security and confidentiality requirements of 20 CFR Part 6 ccess agreement with the Texas Workforce Commission. I understand and agree to abide by these requi iderstand that if I violate any of these standards I may be subject to disciplinary action or prosecution of oplicable statutes, and I may jeopardize the agreement between the recipient and the Texas Workforce	03 and the data irrements. I also under one or more Commission.
Agree	

2.5 Security Question Screen

Purpose: Allows you to set up your security question so you can reset your password if you forget your password.

General All information on this screen is required. You must select one of the questions from the drop down menu, answer it in the **Security Answer** box, confirm the answer in the **Confirm Security Answer box**, and click the **Save** button. The text typed for the **Security Answer** and the **Confirm Security Answer** must match. The security answer and confirmation are NOT case-sensitive, so the answers McCloskey and MCCLOSKEY are the same. The text entered for the Security Answer and Confirm Security Answer show as colored dots rather than text for security purposes.

You must set up your secret question immediately after changing your original password when logging in for the first time.

Active Feature	Function
Security Question	Use this drop down menu to select one of the given security questions.
Security Answer	Enter your answer to the chosen security question in this box. The security answer is NOT case-sensitive.
Confirm Security Answer	Confirm your security question answer by re-entering your response. This box must be used to re-enter the security answer. It must match the answer entered in the Security Answer box. The security answer is NOT case-sensitive.
SAVE	This button saves the security question and security answer.

	G Log-out
CCAA	Admin
	USER INFO
• User Profile	
User Profile	
Security Question Security Answer	Confirm Security Answer
In what city were you born?	
SAVE	
EPPIC	

2.6 Forgot Password User ID Screen

Purpose:	If you forget your password, you can enter your User ID to verify your login with your security question.
General Information:	This screen is opened from the Login Page by clicking Forgot Password? All information on this screen is required. You must enter your User ID and click the submit button.
	If you have forgotten your User ID, you can call the Provider Helpdesk to get your user ID reset.

Active Feature	Function
User ID	Enter your User ID in this box.
SUBMIT	Clicking this button brings you to the next Security Question page, where you are asked to answer your preselected security question.
CANCEL	This button returns you to the Login Page.

EPPIC [™] • Security Question
Security Question Please enter your User ID to retrieve your security question.

2.7 Forgot Password Security Answer Screen

- Purpose: The system asks you to enter your **User ID** in order to verify your identity with your security question.
- GeneralThis screen is opened after you enter your User ID on the Security Question UserInformation:ID page and click the **Submit** button.

All information on this screen is required. You must select your **Security Question** (that you chose to answer during security question setup) from the drop down box, enter the **Security Answer**, and click the **Submit** button. The answer to the security question is NOT case-sensitive. Your User ID is displayed above the security question. The text entered for the Security Answer shows as colored dots, not text, for security purposes.

If you enter the wrong answer, the system will display an error message indicating that either the User ID or Answer is incorrect.

If you have forgotten your User ID, contact the Provider Helpdesk for help.

Active Feature	Function
Security Question	Use this drop down menu to select the security questions you chose during security question setup.
Security Answer	Use this text box to enter your answer to the presented security question.
SUBMIT	Clicking this button brings you to the next Security Question page, which asks you to reset your password.
CANCEL	This button returns you to the Login Page.

EPPIC [™]
o Security Question
Security Question
User ID QATEST
Security Question In what city were you born?
SUBMIT CANCEL

2.8 Forgot Password Change Password Screen

Purpose: Allows you to change your password.

GeneralThis screen is opened after you enter your User ID on the Security Question UserInformation:ID page and click the **Submit** button.

All information on this screen is required. Your password must be at least 4 and no more than 8 alphanumeric characters. Special characters such as the underscore (_) and the exclamation mark (!) are not allowed. The password is case-sensitive, so the password 1kL3d is NOT the same as 1Kl3D.

The system tracks your 3 most recent password changes (current password and previous 2 passwords). You cannot reuse your 3 most recent passwords.

Active Feature	Function
New Password	Enter your new password in this box
Confirm Password	Confirm the new password by entering the new password a second time. The entry here must match the entry in the New Password box.
CHANGE	Click this button to save your new password.
CANCEL	Click this button to return to the Login page and cancel the password change.

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User Password Change		
Old Password New Password Confirmation:		
CHANGE		
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2.9 Common Screen Areas

Some common screen features appear on every screen in the Portal interface except the Security Question Password Reset screens. These common features are explained in this section of this manual.

2.9.1 Home Area



You can click on the part of any Portal screen to go directly back to your Main Screen.

2.9.2 Information Access Sections



Roll your mouse over Admin to open a list of the related screens you can access.

	Admin
- L	Password Change
	User Profile

These screens do the following:

Password Change opens the Password Change Screen.

User Profile opens the User Profile Screen.

2.9.3 User Info Area



Moving the mouse pointer over **USER INFO** will show your user name, the time you last logged in, and the time you performed the last action on the Portal.

2.9.4 Log-out Area



Clicking on the **Log-out** link of any screen logs you out of the Portal and returns you to the **Login Screen**. After clicking this, you will have to log in again in order to use the Portal.

2.10 Navigation Buttons



These buttons may appear on search result screens. They will appear in the lower left corner of a screen when there are too many entries to show on a single screen. Clicking these buttons moves you back and forth between results screens and/or directly to a specified screen.

2.11 Hyperlinks

Any Portal information shown on the screen in blue type is a hyperlink or link that you can click to go to a new page that gives you more detailed information about the selected item.

3.0 YOUR PROVIDER SCREENS

3.1 Your Provider Home Screen

Purpose: Displays your provider profile.

GeneralThe **Status** field shows whether you are currently allowed to receive children andInformation:register transactions. Selections in this field are:

- Active
- Inactive

If you are listed as Inactive and you think you should be Active, contact your Board worker for help.

Active Feature	Function
DETAILS	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen.
ACTIVITY	This button opens your Provider Activity Report Screen.
TRANSACTION	This button opens your Provider Transaction Search Screen .
ATTENDANCE	This button opens your Provider Attendance Report Screen.

Sector of the construction Address Provider Profile Email: UAT_COWBOY KIDS CARE License #: 0987654321 Board: 6 - Dallas Board: 6 - Dallas SUITE B-2 Provider ID: 8021400888 Status: ACTIVE Status: ACTIVE State: TX Regulation Type: LICENSED CENTER State: TX Billing Cycle: Twice per month County: 57 - Dallas Provider Holidays Phone #: 214-884-1234						<u> </u>
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				24,12/25	11/26 , 11/26 , 12/24	2009

3.2 Your Referral Screen

Purpose: Shows your current and future referrals.

GeneralOrdering of results is as follows:Information:1. By Case Number

2. By Person Number

The **Transaction Type** field shows the type of activity at your provider facility. Some possible entries are:

- IN (Check-In)
- SAF OUT (Store & Forward Check-Out)
- P/IN (Previous Check-In)

Active Feature	Function
Child Name	Clicking the Child's Name opens your Referral Information Screen .
DETAILS	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen.
ACTIVITY	This button opens your Provider Activity Report Screen
TRANSACTION	This button opens your Provider Transaction Search Screen .
ATTENDANCE	This button opens your Provider Attendance Report Screen

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Drovidor Informat	tion			
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Facility Information	HAT COWBOX KIDS CARE	Empile		
Name:	0987654321	Address		
Board:	6 - Dallas	Address.	SUITE B-2	
Provider ID:	8021400888	City:	DALLAS	
Status:	ACTIVE	State:	TX	
Regulation Type:	LICENSED CENTER	Zip:	75211 - 1001	
Billing Cycle:	Twice per month	County:	57 - Dallas	
		Phone #:	214-884-1234	
Case #	Child #	Child Name	Last Activity	Trans Typ
Referral Report				
1 123000101	1	DANNY JENKINS		
2 123000101	2	SAMUEL JENKINS		
3 123000101	3	LINDA JENKINS		
4 123000101	4	JENNY JENKINS		
5 123000102	1	BILL MORGAN		
6 123000102	2	MARY MORGAN		
7 123000102	3	WILLIAM MORGAN		
	4	SALLY MORGAN		
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8 123000102 9 123000103 10 123000103 ₩ 1 2 ₩	1 2	CLAIRE SANCHEZ JOEL SANCHEZ		

Provider Activity Screen 3.3

Purpose: Shows the activity for today.

General Ordering of results is as follows: Information:

1. By Case Number

2. By Person Number

The Trans Type field shows the type of activity that took place at your provider facility. Some possible entries are:

- IN (Check-In) •
- OUT (Check-Out) •
- SAF OUT (Store & Forward Check-Out) •
- P/IN (Previous Check-In) ٠

Active Feature	Function
Child Name	Clicking the Child's Name opens your Referral Information Screen .
DETAILS	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen.
TRANSACTION	This button opens your Provider Transaction Search Screen.
ATTENDANCE	This button opens your Provider Attendance Report Screen.

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						Inquiries Reports Ad
						USER INFO
0	Provider - Ac	tivity Repo	rt			
4 p	rovider Informa	tion				
Fac	ility Information			Address		
Nai	me:	DEMO DA	AYCARE	Email:		DEMO@DAYCARE.COM
Lic	ense #:	5544332	211	Address:		1234 DEMO DR
Boa	ard:	6 - Dalla	s			APT 123
Pro	vider ID:	8011112	222	City:		DALLAS
Sta	tus:	ACTIVE		State:		TX
Reg	gulation Type:	RELATIV	E IN CHILD HOME	Zip:		75211
Bill	ing Cycle:	Twice pe	r month	County:		57 - Dallas
				Phone #:		214-123-0000
				FIIONE #.		21, 120,0000
				Filone #.		214 120 0000
4 T	oday's Activity I	Report		Filone #.		
4 τ	oday's Activity I Case #	Report Child #	Child Name	Filone #.	Time	Trans Type
и 1	oday's Activity F Case # 999888101	Report Child # 1	Child Name JOHNNY CAMP	Filone #.	Time 00:00	Trans Type ILLNESS
1 2	oday's Activity F Case # 999888101 999888202	Report Child # 1 1	Child Name JOHNNY CAMP KIMBERLEY BOUC	CHER	Time 00:00 07:15	Trans Type ILLNESS P/IN
1 2 3	oday's Activity F Case # 999888101 999888202 999888202	Report Child # 1 1 1	Child Name JOHNNY CAMP KIMBERLEY BOUC KIMBERLEY BOUC	HER HER	Time 00:00 07:15 07:15	Trans Type ILLNESS P/IN P/IN
1 2 3 4	oday's Activity F Case # 999888101 999888202 999888202 999888202	Report Child # 1 1 1 1	Child Name JOHNNY CAMP KIMBERLEY BOUC KIMBERLEY BOUC	HER HER	Time 00:00 07:15 07:15 08:15	Trans Type ILLNESS P/IN P/IN P/IN

3.4 Your Transactions Screen

Purpose: Shows your provider transactions.

General C Information:

Ordering of results is as follows:

- 1. By Date
- 2. By Time
- 3. By Case Number
- 4. By Person Name

The **Trans Type** field shows the type of activity at your provider facility. Some possible entries are:

- IN (Check-In)
- OUT (Check-Out)
- SAF OUT (Store & Forward Check-Out)
- P/IN (Previous Check-In)

Active Feature	Function
Child Name	Clicking the Child's Name opens the Referral Information Screen .
NEXT	This button opens the next page of search results (if applicable).
DETAILS	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen.
ACTIVITY	This button opens your Provider Activity Report Screen.
ATTENDANCE	This button opens your Provider Attendance Report Screen.

Address Email: UAT_COWBOY KIDS CARE ense #: 0987654321 Address: 2222 STRICTLAND DR ard: 6 - Dallas SUITE B-2 ovider ID: 8021400888 City: DALLAS stus: ACTIVE State: TX gulation Type: LICENSED CENTER Zip: 75211 - 1001 ling Cycle: Twice per month County: 57 - Dallas Phone #: 214-884-1234 Phone #: 214-884-1234 Provider Transaction Search Big / 01 / 2009 - 10 / 25 / 2009 SEARCH RESET inse #: Image: Search SET Search RESET Provider Transaction Report Date End Date 10/21/2009 (00) 5/A 10/24/09 12:00 AM 123000101 SAMUEL JENKINS 002 Gen. Absence 10/21/2009 (01) 5/A 10/23/09 11:39 AM N/A N/A 000 P/IN 10/23/2009 (75) Go to County. 10/23/09 11:39 AM N/A N/A 000 P/IN 10/23/2009 (75) Go to Cou	4	Provider In	formatio	n					
Intolucion UAT COWBOY KIDS CARE Email: UAT_COWBOYKIDS@DAYCARE.C ense #: 0987654321 Address: 2222 STRICTLAND DR ard: 6 - Dallas SUITE B-2 SUITE B-2 ovider ID: 8021400888 City: DALLAS stus: ACTIVE State: TX gulation Type: LICENSED CENTER Zip: 75211 - 1001 ling Cycle: Twice per month County: 57 - Dallas Phone #: 214-884-1234 Phone #: 214-884-1234 Provider Transaction Search Import on dates Import on dates Import Dit Search stween: Import Start Date End Date Entry D/T Response 10/24/09 12:00 AM 12300101 SAMUEL JENKINS 002 Gen. Absence 10/21/2009 ID/21/2009 ID/21/2009 ID/23/200 ID/23/200 ID/23/200 ID/23/200 ID/23/200 ID/23/200 ID/23/200 ID/23/200 ID/23/200 ID/23/2009 ID/23/2009 ID/23/2009 ID/23/2009 ID/23/2009 ID/23/2009 ID	Ear	cility Infor	nation			Address	-		
tense #: 0987654321 Address: 2222 STRICTLAND DR ard: 6 - Dallas SUTE B-2 ovider ID: 8021400888 City: DALLAS atus: ACTIVE State: TX gulation Type: LICENSED CENTER Zip: 75211 - 1001 ling Cycle: Twice per month County: 57 - Dallas Phone #: 214-884-1234 Phone #: 214-884-1234 Provider Transaction Search Image: County: 57 - Dallas popt on dates: 09/ 01/ 2009 - 10/ 25/ 2009 SEARCH RESET rovider Transaction Report Entry D/T Response 10/24/09 12:00 AM 123000101 SAMUEL JENKINS 002 Gen. Absence 10/21/2009 (00) S/A 10/23/09 11:39 AM N/A N/A 000 P/IN 10/23/2009 (75) Go to County 10/23/09 11:39 AM N/A N/A 000 P/IN 10/23/2009 (75) Go to County 10/23/09 11:39 AM N/A N/A 000 P/IN 10/23/2009 (75)	Nai	me:	nation	UAT COW	BOY KIDS CARE	Email:	2	UAT COWBO	YKIDS@DAYCARE.C
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3.5 Your Attendance Screen

Purpose: Shows your attendance record for the current month and year. You can also search for previous months and/or years.

The attendance screen enables you to review the attendance of the children in you are authorized to care for. For example, a red square shows that there was no report, either present or absent, for a child for that day.

You can use this screen as an attendance record and to monitor the reporting of the parents.

GeneralOrdering of results is as follows:Information:1. By Case Number

2. By Child Name

Active Feature	Function
Month	Allows the user to enter a month to search.
Year	Allows the user to enter a year to search.
SEARCH	Searches attendance records for the specified month and year.
DETAILS	This button opens the Provider Home Screen .
ACTIVITY	This button opens the Provider Activity Report Screen
REFERRALS	This button opens the Provider Referral Screen.
TRANSACTION	This button opens the Provider Transaction Search Screen.

