



Virginia Electronic Child Care (ECC) Parent Quick Reference Guide



CALL THE PARENT HELP DESK AT 1-877-918-2322 TO:

- Set up or change your PIN
- Approve manual attendance
- Speak to Customer Service
- Use automated menu (24/7)

VISIT THE PARENT WEB PORTAL parent.vaecc.org TO:

- Manage or change your password
- Look up information about your case
- Approve manual attendance
- Read the latest news (broadcast messages) from DSS

CALL YOUR LOCAL DEPARTMENT OF SOCIAL SERVICES FOR:

- Questions about status of a child's authorization or program policy questions.
- Find your local office at the VDSS website
dss.virginia.gov/localagency/index.cgi



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GETTING STARTED ON THE POS

Terminal Display	Action
SWIPE CARD to Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Enter your PIN

CHECK-IN/CHECK-OUT

Terminal Display	Action
Attendance Type?	Press "1" for Check In Press "2" for Check Out
Enter Child Number	Enter your child's number OR Use "00" for all children Press Enter after each child

Press **ENTER** again after your last child

PREVIOUS CHECK-IN/CHECK-OUT

Terminal Display	Action
Attendance Type?	Press "3" for Previous Check-In Press "4" for Previous Check-Out
Enter Child Number	Enter your child's number OR Use "00" for all children Press Enter after each child
Date: MM/DD	Enter MM/DD, Press Enter
Time: HH:MM	Enter HH:MM, Press Enter
AM or PM ?	Press "1" for AM, Press "2" for PM
Enter Child Number	Enter your child's number OR Use "00" for all children Press Enter after each child

Press **ENTER** again after your last child

MANUAL CARD ENTRY

Terminal Display	Action
Select Manual Entry	Press "F3"
Enter Card #	Parent enters card number, Press Enter
Please ENTER PIN	Parent enters PIN
Attendance Type?	Proceed with normal steps

ABSENCE OR HOLIDAY

Terminal Display	Action
Attendance Type?	Press "5" for Absence Press "6" for Holiday
Date: MM/DD	Enter MM/DD, Press Enter
Full Day or Part Day?	Press "1" for Full Day Press "2" for Part Day
Enter Child Number	Enter your child's number OR Use "00" for all children Press Enter after each child

Press **ENTER** again after your last child

GETTING STARTED ON THE IVR

IVR Prompt	Action
Parent ECC Phone Number	Call 1-877-918-2322
Select Language	Press "1" for English Press "2" for Spanish
Enter Card Number	Enter 16-digit card number, Press #
Enter PIN	Enter 4-digit PIN, Press #

After entering PIN, follow the appropriate set of steps on either side of this sheet.

CHECK IN

IVR Prompt	Action
Main Menu	Press "1" to check child in or out of this Child Facility
Check In or Out	Press "1" to check in your child
Choose Child(ren) Entry Method	Press "1" to enter child number Press "2" to hear authorized children numbers/names Press "3" to check in all your children associated with this facility
Enter Child(ren)	Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]
Confirm Child Name to Check In	Press "1" if correct Press "2" if not (<i>try again</i>)
Confirm Check In	Press "1" to check in additional children Press "2" to return to Main Menu Press "3" to end the call

CHECK OUT

IVR Prompt	Action
Main Menu	Press "1" to check child in or out of this Child Facility
Check In or Out	Press "2" to check out your child
Choose Child(ren) Entry Method	Press "1" to enter child number Press "2" to hear authorized children numbers/names Press "3" to check in all your children associated with this facility
Enter Child(ren)	Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]
Confirm Child Name to Check Out	Press "1" if correct Press "2" if not (<i>try again</i>)
Confirmation of Check Out	Press "1" to check out additional children Press "2" to return to Main Menu Press "3" to end the call



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*This guide outlines the most common functions of the Virginia ECC IVR system.
Vendors may contact the IVR for attendance information, voiding transactions and support questions.*

Parent IVR Helpline: 1-877-918-2322

Parent Web Portal: parent.vaecc.org

TIPS

- Remember your **Getting Started** steps on the other side of this sheet!
- To check in or out all of the authorized children in your family, use "00" as the child number on the POS or option "3" for entering your child(ren) on the IVR.

PREVIOUS CHECK IN	
IVR Prompt	Action
Main Menu	Press "1" to check your child in or out of this Child Facility
Previous Check In	Press "3" to check in your child for a time earlier today or for a previous day
Enter Date	Enter 2-digit month and 2-digit day for the check in (MM/DD) Press #
Confirm Date	Press "1" if correct Press "2" if not (<i>try again</i>)
Enter Time (Hour)	Enter 2-digit hour from 01 to 12
Enter Time (Minute)	Enter 2-digit minute from 00 to 59
Enter AM/PM	Press "1" for AM Press "2" for PM
Confirm Time	Press "1" for correct Press "2" if not (<i>try again</i>)
Choose Child(ren) Entry Method	Press "1" to enter child number Press "2" to hear authorized children numbers/names Press "3" to check in all your children associated with this facility
Enter Child(ren)	Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]
Confirmation of Child Name to Check In	Press "1" if correct Press "2" if not (<i>try again</i>)
Confirmation of Check In	Press "1" to check in additional children Press "2" to return to Main Menu Press "3" to end the call

PREVIOUS CHECK OUT	
IVR Prompt	Action
Main Menu	Press "1" to check your child in or out of this Child Facility
Previous Check Out	Press "4" to check out your child for a time earlier today or for a previous day
Enter Date	Enter 2-digit month and 2-digit day for the check out (MM/DD) Press #
Confirm Date	Press "1" if correct Press "2" if not (<i>try again</i>)
Enter Time (Hour)	Enter 2-digit hour from 01 to 12
Enter Time (Minute)	Enter 2-digit minute from 00 to 59
Enter AM/PM	Press "1" for AM Press "2" for PM
Confirm Time	Press "1" for correct Press "2" if not (<i>try again</i>)
Choose Child(ren) Entry Method	Press "1" to enter child number Press "2" to hear authorized children numbers/names Press "3" to check in all your children associated with this facility
Enter Child(ren)	Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]
Confirmation of Child Name to Check Out	Press "1" if correct Press "2" if not (<i>try again</i>)
Confirmation of Check Out	Press "1" to check out additional children Press "2" to return to Main Menu Press "3" to end the call

ABSENCE OR HOLIDAY	
IVR Prompt	Action
Main Menu	Press "2" to enter a holiday Press "3" to enter an absence
Previous Check Out	Press "4" to check out your child for a time earlier today or for a previous day
Choose Child(ren) Entry Method	Press "1" to enter child number Press "2" to hear authorized children numbers/names Press "3" to check in all your children associated with this facility
Enter Child(ren)	Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]
Confirmation of Name for Absence or Holiday	Press "1" if correct Press "2" if not (<i>try again</i>)
Select Facility (<i>Absence Only</i>)	Press number of appropriate vendor or child care facility
Enter Date	Enter 2-digit month and 2-digit day for the check out (MM/DD) Press #
Confirm Date	Press "1" if correct Press "2" if not (<i>try again</i>)
Full Day or Part Day	Enter "1" for Full Day Enter "2" for Part Day
Confirmation of Absence or Holiday	Press "1" to record another holiday or absence Press "2" to return to the Main Menu Press "3" to end the call