

Help Center

Just a click away!



ChildPlus Telecommuting Guide

e-book

ChildPlus
Software



800.888.6674
childplus.com

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The Help Center and Agency Customization

The articles in the Help Center and videos in the Learning Library are based on the default setup of ChildPlus and assume full security access to all platforms, modules, features and fields. If you cannot find or access a feature referenced in an article, be aware that your agency's specific customization of ChildPlus determines:

- Your access to each platform
- Your access to specific modules or features
- Security or location restrictions for your level of access to ChildPlus
- Whether a module or feature has been turned on
- Which fields are available in each module
- The content of drop-down fields

Contact your ChildPlus administrator to verify your security access and the availability of a feature referenced in an article.

If you are a ChildPlus administrator and need to configure security access or turn on a feature, see [User Security Groups](#) or [contact us](#) for additional assistance.

Help Center Updates and ChildPlus Platforms

The Help Center is continually updated to reflect the current version of ChildPlus. Ensure that you are using the [latest version of ChildPlus](#) and referencing an article for the appropriate ChildPlus platform. Instructions for modules often differ between ChildPlus Online and ChildPlus Desktop and are unique for the Attendance App.

- To find out which version of ChildPlus you are using, see [About ChildPlus](#).
- For more information about the different platforms and how to access them, see [Platform Comparison](#).
- To learn about the differences between the modules in ChildPlus Desktop and ChildPlus Online, see [Module Comparison](#).

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ChildPlus Telecommuting Guide

Telecommuting is on the rise and ChildPlus wants to make sure the transition to your home office is as smooth as possible. Read the steps below to learn how to:

- Download ChildPlus on a new device
- Access ChildPlus Online
- Troubleshoot common problems using our [Tips and Frequently Asked Questions](#)

Security

Access to ChildPlus begins with **Security**. ChildPlus administrators will need to grant users access to download the ChildPlus Desktop application and enable access to ChildPlus Online.

Access to Download ChildPlus Desktop

1. Click **Setup >> Security >> User Security Groups** in ChildPlus Desktop.
2. Select a group.
3. Click the plus sign for ChildPlus Desktop (Windows).
4. Right-click **Download from the Web**.
5. Select **Full Access**.
6. Click **Save**.



Repeat these steps for any additional **Security Groups**.

Access to ChildPlus Online

If you need to modify **User Security Group** privileges for ChildPlus Online:

1. Click on **Setup >> Security >> User Security Groups** in ChildPlus Desktop.
2. Select a group.
3. Click the plus sign for ChildPlus Online.
4. Right-click on each item and select the appropriate security level.

Enable ChildPlus Online

1. Click **Setup >> Security >> Security Settings** in ChildPlus Desktop.
2. Check **Allow users to access ChildPlus using a web browser**.
3. Click **Save**.
4. Copy the URL and share it with any staff members who need access to ChildPlus Online.

Download ChildPlus Desktop

ChildPlus Desktop is a Windows application and can only be used on a Windows device operating Windows 7 Professional or later. Follow the steps below to download and install the ChildPlus Desktop application.

1. Go to childplus.net.
2. Sign in using your Agency ID, user name and password
3. Click **Download**.
4. Select **Run** and then select **Run** again when prompted.
5. Once ChildPlus Desktop is installed, it will automatically start and ask you to sign in.
6. Type the code sent to your cell phone or email address.
7. Sign in to ChildPlus Desktop.

Access ChildPlus Online

ChildPlus Online is browser based and is accessible on any device operating the latest version of Apple Safari or Google Chrome. Use the instructions below to access ChildPlus Online on your device.

1. Enter the following web address: [https://app.childplus.com/\[your agency ID\]](https://app.childplus.com/[your agency ID]).



Be sure to include your actual **Agency ID** after the forward slash.

2. Enter the code sent to your cell phone number or email.
3. Sign in to ChildPlus Online.

ChildPlus Online Modules

ChildPlus Online includes the following modules:

- Family Services
- Health
- Education
- DRDP Assessment
- Reports for Family Services, Health, Education and DRDP Assessment

Tips and Frequently Asked Questions

What is my Agency ID?

ChildPlus Desktop

Find your **Agency ID**, also called an **Agency Name**, in ChildPlus Desktop by clicking **Help >> About ChildPlus**. ChildPlus Family Pre-application your **Agency Name** in the **About ChildPlus** window.

ChildPlus Online

Find your **Agency ID**, also called an **Agency Name**, in ChildPlus Online by clicking the **More** button located in the upper right corner of your window and selecting **About ChildPlus**. ChildPlus Family Pre-application your **Agency Name** in the **About ChildPlus** window.

How can I access ChildPlus on an Apple device?

ChildPlus Desktop

ChildPlus Desktop is a Windows application and can only be installed on a Windows™ device operating Windows 7 Professional or later. You will have to use a virtualization software such as Windows Parallels to access ChildPlus Desktop on a Mac®.

ChildPlus Online

ChildPlus Online is accessible on any device operating the latest version of Apple® Safari or Google Chrome™.

Can I access ChildPlus through the app found in my App Store?

The ChildPlus Attendance App is available in the Apple App Store, Google Play™ and Amazon Appstore. It can be used to collect **Attendance** and **Meal Counts** on your mobile device. Other ChildPlus functions are available through ChildPlus Desktop and ChildPlus Online.

Will ChildPlus work on my home device?

Visit <https://childplus.com/it/system-requirements/> to view the system requirements for accessing ChildPlus products.

Why is ChildPlus asking me for a code?

To ensure the highest standard of security, ChildPlus requires a 2-Step Verification process for all users. At sign in, ChildPlus will verify your login credentials and device by sending a code to the email address or cell phone number on file. Once received, enter the code to successfully sign in to ChildPlus.

What if I can't receive my code?

Contact your ChildPlus administrator to make sure that you have the correct email address and cell phone number associated with your user account.

Does the same password work for ChildPlus Desktop and ChildPlus Online?

Your ChildPlus login credentials work for all ChildPlus products. However, you may be asked to complete 2-Step Verification each time you sign in on a new device.

Can I see which computer staff use to access ChildPlus?

Report **1195 - Sign In/Sign Out History** provides details related to who signed in and out of ChildPlus Desktop, when and on what device.

Will I have access to the same modules in ChildPlus Online as I do in ChildPlus Desktop?

Access from ChildPlus Desktop is copied over to ChildPlus Online but can be customized by the ChildPlus administrator.

What options are available for taking applications during closures?

Use the **Family Pre-application** feature to begin the intake process for families while working remotely. Share the link to the application on your website, through an email or on your social media page.

How can I track mobile meals being served to families while classes are closed?

The **Entry Express >> Summary Attendance** module in ChildPlus Desktop can be used to track the number of meals served for each classroom.

Is there a way to close several classrooms at the same time?

Use the **Attendance Close Utility** in ChildPlus Desktop to close several classrooms at the same time.

1. Click **Entry Express >> Attendance**.
2. Click **Set Classroom Status for Multiple Classrooms and Days** located at the bottom of the left sidebar.
3. Choose the status you want to apply to the classroom(s).
4. Select the dates associated with the status and click **Add Date(s) to List**.
5. Select the classes being closed and enter a note.
6. Click **Set Classroom Status** to close the classes.
7. Click **Yes** to continue and apply closures.
8. Click **Close** or click the **X** in the upper right corner to close the window.

Does ChildPlus provide online learning tools?

Visit university.childplus.com to see our options for online learning.