

Help Center

Just a click away!



Download and Install ChildPlus Desktop

e-book

ChildPlus
Desktop



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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Download and Install ChildPlus Desktop

ChildPlus Desktop is a Windows¹ application and can only be used on a device operating Windows 7 Professional or later. Before you attempt to download ChildPlus Desktop, confirm your access with your ChildPlus administrator and review the [system requirements](#) to ensure that your device can support ChildPlus.

1. Go to www.childplus.net.
2. Enter your [Agency ID](#), user name and password.
3. Click **Sign in**.
4. Click **Download**.
5. Locate the file. In most cases, the file is saved to the **Downloads** folder.
6. Double-click the file.
7. Select **Run**.
8. Select **Run** again when prompted.
9. Locate the **ChildPlus.ThinApp.v4.NativeInstaller** folder. If there is no **ChildPlus.ThinApp.v4.NativeInstaller** folder, check your **Downloads** folder for a **ChildPlus.net** folder.
10. Right-click the folder and select **Extract All**.



If you require help with extracting the file, visit winzip.com for a free extractor.

11. Double-click the **Setup** file.
12. Follow the prompts to install ChildPlus Desktop.

¹Windows is a trademark of the Microsoft group of companies.

Access ChildPlus Desktop

Learn how to access ChildPlus Desktop after it has been downloaded and installed. When you first install ChildPlus Desktop, it will automatically start and prompt you to sign in.

1. Enter the code sent to your cell phone number or work email address.



If you do not receive a code or do not have an email address on file, contact your ChildPlus administrator.

2. Sign in.
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After the initial installation:

1. Double-click the ChildPlus icon your desktop to start the application.
2. Sign in with your user name and password.



If you do not know your password, see [Reset Your Password](#).

Switch Databases

You may need to access more than one ChildPlus database. Ensure that ChildPlus is completely closed before attempting to switch databases. It is important that you follow the instructions in the order in which they appear. Use any of the following methods to switch databases.

File Explorer

1. Open **File Explorer** using one of the following methods (the method you use will depend on your version of Windows and the availability of icons on your desktop and taskbar):
 - Taskbar: click the folder icon
 - Desktop: double-click the **Computer, My Computer** or **This PC** icon
 - Cortana icon or search box (Windows 10): search for **My Computer** or **This PC**
 - Start Menu (Windows 7 and earlier): search for **My Computer**
2. Go to drive C, which will be formatted based on your version of Windows:
 - **OS (C:)** (Windows 10)
 - **Local Disk (C:)** (Windows 7 and earlier)
3. Open **ChildPlus**.
4. Open **ChildPlus.net 4**.
5. The folder contains the following:
 - A folder
 - A file with the extension **.ini** (configuration file)
 - A file with the extension **.exe** (ChildPlus program file)
6. Open the file with extension **.ini**. Your default text editor will open.
7. Follow the remaining instructions based on the type of database you are switching from.

Switch from Your Agency's Database to ChildPlus

1. Locate the following line of text:
`<Agency Name> <![CDATA[Your Agency ID]]></AgencyName>`



Your **Agency ID** will be in brackets after CDATA.

2. Make note of the **Agency ID** as you will need this to switch back to your agency's database.
3. Replace your **Agency ID** with the database name provided to you. Do not remove any brackets or add space between the database name and the brackets.

4. Save.
5. Close the text editor.
6. Close **File Explorer**.
7. Locate the ChildPlus shortcut on your desktop.
8. Double-click to open ChildPlus.
9. Sign in using your assigned user name and password.

Switch from ChildPlus to Your Agency's Database

1. Locate the following line of text:
`<Agency Name> <![CDATA[ChildPlus Training Database]]></AgencyName>`



The ChildPlus training database name will be in brackets after CDATA.

2. Replace the ChildPlus training database name with your **Agency ID**. Do not remove any brackets or add space between the database name and the brackets.
3. Save.
4. Close the text editor.
5. Close **File Explorer**.
6. Locate the ChildPlus shortcut on your desktop.
7. Double-click to open ChildPlus.
8. Sign in using your agency user name and password.

Shortcut: Open File Location

1. Locate the ChildPlus shortcut on your desktop. It will either be a purple icon with "CP" inside or a teal oval with ".Net" inside.
2. Right-click the shortcut.
3. Select **Open file location**.
4. **File Explorer** opens and contains the following:
 - A folder
 - A file with the extension **.ini** (configuration file)
 - A file with the extension **.exe** (ChildPlus program file)
5. Open the file with extension **.ini**. Your default text editor will open.
6. Follow the remaining instructions based on the type of database you are switching from.

Switch from Your Agency's Database to ChildPlus

1. Locate the following line of text:
`<Agency Name> <![CDATA[Your Agency ID]]></AgencyName>`



Your **Agency ID** will be in brackets after CDATA.

2. Make note of the **Agency ID** as you will need this to switch back to your agency's database.
3. Replace your **Agency ID** with the database name provided to you. Do not remove any brackets or add space between the database name and the brackets.
4. Save.
5. Close the text editor.
6. Close **File Explorer**.
7. Locate the ChildPlus shortcut on your desktop.
8. Double-click to open ChildPlus.
9. Sign in using your assigned user name and password.

Switch from ChildPlus to Your Agency's Database

1. Locate the following line of text:
`<Agency Name> <![CDATA[ChildPlus Training Database]]></AgencyName>`



The ChildPlus training database name will be in brackets after CDATA.

2. Replace the ChildPlus training database name with your **Agency ID**. Do not remove any brackets or add space between the database name and the brackets.
3. Save.
4. Close the text editor.
5. Close **File Explorer**.
6. Locate the ChildPlus shortcut on your desktop.
7. Double-click to open ChildPlus.
8. Sign in using your agency user name and password.

Shortcut: Properties

1. Locate the ChildPlus shortcut on your desktop. It will either be a purple box with "CP" inside or a teal oval with ".Net" inside.
2. Right-click the shortcut.
3. Select **Properties**.
4. Select **Open file location**.
5. **File Explorer** opens and contains the following:
 - A folder
 - A file with the extension **.ini** (configuration file)
 - A file with the extension **.exe** (ChildPlus program file)
6. Open the file with extension **.ini**. Your default text editor will open.
7. Follow the remaining instructions based on the type of database you are switching from.

Switch from Your Agency's Database to ChildPlus

1. Locate the following line of text:
`<Agency Name> <![CDATA[Your Agency ID]]></AgencyName>`



Your **Agency ID** will be in brackets after CDATA.

2. Make note of the **Agency ID** as you will need this to switch back to your agency's database.
3. Replace your **Agency ID** with the database name provided to you. Do not remove any brackets or add space between the database name and the brackets.
4. Save.
5. Close the text editor.
6. Close **File Explorer**.
7. Locate the ChildPlus shortcut on your desktop.
8. Double-click to open ChildPlus.
9. Sign in using your assigned user name and password.

Switch from ChildPlus to Your Agency's Database

1. Locate the following line of text:
`<Agency Name> <![CDATA[ChildPlus Training Database]]></AgencyName>`



The ChildPlus training database name will be in brackets after CDATA.

2. Replace the ChildPlus training database name with your **Agency ID**. Do not remove any brackets or add space between the database name and the brackets.
3. Save.
4. Close the text editor.
5. Close **File Explorer**.
6. Locate the ChildPlus shortcut on your desktop.
7. Double-click to open ChildPlus.
8. Sign in using your agency user name and password.

Create an Extra Shortcut

If you need to frequently access more than ChildPlus database, you can a separate shortcut for each one. The instructions below will guide you through creating separate shortcuts that point to different databases.

1. Go to drive C.
2. Open the **ChildPlus** folder.
3. Open the **ChildPlus.net 4** folder.
4. Right-click **ChildPlus4.exe**.
5. Select **Send to >> Desktop (create shortcut)**.
6. Locate **ChildPlus4.exe – Shortcut** on the desktop.
7. Right-click shortcut.
8. Select **Properties**.
9. In the **Target** field, go to the end of the text and add one space followed by:
-AgencyName:**DatabaseName**



Note that there are no spaces in the text above and it is case sensitive. Replace **DatabaseName** with the exact **Agency ID** of the database you want to connect with.

10. Rename your shortcut using one of the following methods:
 - **Option 1:**
 1. Right-click the shortcut.
 2. Go to the **General** tab.
 3. Enter a new name.
 4. Click **Apply**.
 - **Option 2:**
 1. Right-click the shortcut.
 2. Select **Rename**.
 3. Enter a new name.
 4. Click outside the shortcut to apply the change.