

# Help Center

Just a click away!



## ChildPlus Online Navigation

e-book

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**ChildPlus**  
Online



800.888.6674  
[childplus.com](http://childplus.com)

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# The Help Center and Agency Customization

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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 [View Software Details](#) on page 8.
- 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 Navigation

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Learn the basics of navigating ChildPlus, including:


- How to open participant records
- Search for participants and other family members
- Where to find your Agency ID
- Change your password
- Check your version of ChildPlus

# ChildPlus Online

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Learn about the modules and navigation features specific to ChildPlus Online.

## User Settings

Access **User Settings**  in ChildPlus Online to change your personal settings for ChildPlus, including your password and DRDP language settings.

## Signed in as

Use this information to view the name of the user currently signed in to ChildPlus Online.

1. Go to **ChildPlus Online**.
2. Click or tap **User Settings** . ChildPlus Online displays your user name.

## Change Password


Use this feature to change your ChildPlus password.



ChildPlus administrators can configure settings for passwords in **ChildPlus Desktop >> Setup >> Security >> Security Settings >> [Password Policy Enforcement](#)**.


## ChildPlus Online

To change your password in ChildPlus Online:

1. Go to **ChildPlus Online**.
  2. Click or tap **User Settings** .
  3. Select **Change Password**.
  4. Enter your current password.
  5. Enter a new password.
  6. Enter the verification code that ChildPlus sends by email or text message.
  7. Click or tap **Change Password**.
-

## DRDP Language

Use **DRDP Language** to change the language of the information displayed in certain areas of the **DRDP Assessment** module.

1. Go to **ChildPlus Online**.
2. Click or tap **User Settings** .
3. Select **DRDP Language**.
4. Select a language.
5. Click or tap **Save**.
6. Refresh the page. ChildPlus displays the following in your selected language:

### Ratings

- Domains
- Measures
- Measure details
- Developmental levels

### Observations

- Measures

# View Software Details

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Use this section to view details about your version of ChildPlus, including:

- Agency ID
- ChildPlus version number
- ChildPlus license status
- ChildPlus license expiration date
- Number of ChildPlus licenses used and available
- DRDP license status
- DRDP license expiration date
- Number of DRDP licenses used and available

## [ChildPlus Online](#)

To access your software details in ChildPlus Online:

1. Go to **ChildPlus Online**.
  2. Click or tap **More** : .
  3. Select **About ChildPlus**.
-



# Participant List

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The **Participant List** is the primary point of access for each participant in your database. You can customize the **Participant List** with filters that you can use to expand or narrow the names on the list. ChildPlus retains the filter settings you apply and displays the most recent settings when you sign in.

## Change or Filter the Participant List

Use this section to determine which participants to display in the **Participant List**.

### [ChildPlus Online](#)

To change or filter the **Participant List** in ChildPlus Online:

1. Go to **ChildPlus Online >> Services**.
  2. Click or tap **More** .
  3. Select **Change List**.
  4. Click or tap each applicable option to define the filter.
  5. Click or tap **OK**. ChildPlus Online updates the **Participant List** with your filter criteria.
-

# Expand or Collapse the Participant List

Use this section to hide or display the **Participant List**.

## [ChildPlus Online](#)

When you open ChildPlus Online on a tablet, laptop or desktop, the **Participant List** is expanded by default. The option to expand or collapse the **Participant List** is only available on small tablets and phones.

To expand the **Participant List** in ChildPlus Online:

1. Go to **ChildPlus Online >> Services**.
2. Click or tap the icon in the top left corner of the window. ChildPlus Online displays an up arrow next to the words **Select a Participant** indicating where to click or tap.

To collapse the **Participant List**, click or tap the icon in the top left corner of the window.

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# View a Participant's Details

View basic details about a participant directly from the **Participant List** without opening their record.

## [ChildPlus Online](#)

To view a participant's basic details in ChildPlus Online:

1. Go to **ChildPlus Online >> Services**.
  2. Click or tap **More ...** next to a participant's name. ChildPlus Online displays the following information for the participant:
    - Name
    - Gender
    - Birthday
    - Current age
    - ChildPlus ID
    - Enrollment status
    - Enrollment date
    - Number of days enrolled
    - Participation year
    - Location
-

# Open a Participant's Record

Use this section to learn how to open a participant's record.

## [ChildPlus Online](#)

To open a participant's record in ChildPlus Online:

1. Go to **ChildPlus Online >> Services**.
  2. Click or tap a participant's name from the **Participant List**.
- 

# Open Multiple Participant Records

Use this section to learn how to open multiple participant records.

## [ChildPlus Online](#)

To open additional participant records in ChildPlus Online:

1. Go to **ChildPlus Online >> Services**.
  2. Click or tap **More ...** next to a participant's name in the **Participant List**.
  3. Select one of the following:
    - **Open**
    - **Open in a New Tab**
-

# Open a Family Member's Record

Use this section to learn how to open a family member's record.

## [ChildPlus Online](#)

There are two ways to open a family member's record in ChildPlus Online:

### Option 1

1. Go to **ChildPlus Online >> Services**.
2. Enter the name of the family member in the **Search** box.
3. Click or tap **Go**.
4. Select the family member from the **Search Results** list.

### Option 2

1. Go to **ChildPlus Online >> Services**.
  2. Select a participant from the **Participant List**.
  3. Go to **Application**.
  4. Locate the family member in the **Participants, Parents/Guardians** or **Other Family Members** sections.
  5. Click or tap **More** ... next to the family member's name.
  6. Select one of the following:
    - **Open in this window**
    - **Open in a new tab**
-

# Search

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Search for participants using the **Search** feature above the **Participant List**. You can search for participants using their:

- Name (First, Middle, Preferred, Last)
- Date of birth
- Social Security Number
- ChildPlus ID
- Alternate ID
- Phone Number
- Application Number

## Search for Participants

Use this section to learn how to search for participants.

### [ChildPlus Online](#)

To search for participants in ChildPlus Online:

1. Go to **ChildPlus Online >> Services**.
2. Enter your search criteria in the **Search** field.
3. Click or tap **Go**.


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## Refine Search Results

Use this section to learn how to refine your search results for participants and family members.

### [ChildPlus Online](#)

To refine your search results in ChildPlus Online:

- Click or tap a column header to change how the list is sorted
- Narrow the search results to show either **Participants**, **Non-Participants** or both
- Click or tap **More**  to view the current location for participants

## Search with Wildcards

You can use wildcards to narrow down search results and make your searches more effective. The following table includes examples of how to use common wildcards when searching for an individual in ChildPlus:

If you search for	ChildPlus will find	Example	
		ChildPlus will return:	ChildPlus will not return:
sa	anything starting with sa	<i>sandra, sally, sanchez, sandberg, santiago</i>	<i>martinez-sanchez, cassandra</i>
sa b	any first and last name combinations starting with sa and b	<i>sang bernal, sandy bryant, bettyann sager</i>	<i>melissa brogran, rosamarie bryson, robyn lindsay</i>
_r	anything where r is the second letter	<i>brock, drake, ardent, trey</i>	<i>abrock, wadreary, martin, laura</i>
%b	anything with a b anywhere in it	<i>barbara, amber, bell, diablos, abbott, robert</i>	<i>smith, jones, childs, helen, jack</i>
[abc]	anything that starts with the letters a, b or c	<i>allison, baker, carter</i>	<i>smith, jones, helen, jack, laura</i>
[^abc]	anything that starts with a letter other than a, b, or c	<i>david, fletcher, gonzalez, jackson</i>	<i>allison, baker, carter</i>

# Return to Search Results


Use this section to learn how to return to your search results.



When you sign out of ChildPlus, ChildPlus resets the search results and list of recently accessed records.

## ChildPlus Online

To return to your search results in ChildPlus Online:

1. Go to **ChildPlus Online >> Services**.
2. Click or tap **More**  next to **Add Family**.
3. Select one of the following:
  - **Last Search Results:** view the list of records that you previously searched for during your current session
  - **Recently Accessed:** view the list of records that you previously accessed through **Search** during your current session

## Advanced Search

Use the **Advanced Search** feature in ChildPlus Desktop to access additional search options.

1. Go to **ChildPlus Desktop >> Services**.
2. Click **More** in the **Search** field.
3. Enter your search criteria.
4. Click **Find**.



Select **Search Entire Database** to search for participants or family members regardless of location.





# Notes Fields

**Notes** fields provide a way to enter comments and additional details throughout ChildPlus. Learn how to add, edit and delete notes as well as create shorthand for the information you enter most often.

## Notes Field Navigation

Learn how to use the different options associated with **Notes** fields.

### [ChildPlus Online](#)

Icon	Description
Add Notes	Add a new note to a <b>Notes</b> field with previously entered notes. This option appends a note after the last-entered note
Quick Notes	
	Configure <b>Quick Notes</b>
Add	Add a new <b>Quick Note</b>
	<b>Favorite:</b> set a <b>Quick Note</b> as a favorite for the current <b>Notes</b> field
	<b>Edit:</b> edit a selected <b>Quick Note</b>
More	
	<b>More:</b> display the menu options for a <b>Notes</b> field
Copy to Clipboard	Copy all notes to the clipboard
Edit Existing Notes	Edit previously entered notes
More (Edit Existing Notes)	
...	<b>More:</b> display the menu options for previously entered notes
Full Screen	Expand the <b>Notes</b> field to full screen
Delete	Delete all existing notes



# Add a New Note

Learn how to add a new note to an empty **Notes** field in ChildPlus. You can enter an unlimited number of characters in **Notes** fields.

## ChildPlus Online

To add a new note in ChildPlus Online:

1. Go to **ChildPlus Online >> Select a module** with a **Notes** field.
2. Enter your notes in the field.
3. Click or tap **Save**.




When you click or tap outside of a **Notes** field after adding a new note, ChildPlus locks the field. To append additional notes, click or tap **Add Notes**. To edit existing notes, see [Edit an Existing Note](#) on page 19.

# Add a Quick Note

Use this section to add a **Quick Note** from a **Notes** field. When you add a **Quick Note** with the same shorthand abbreviation as a global **Quick Note** added through [System Preferences](#), your **Quick Note** will override the global **Quick Note**.

## ChildPlus Online

To add a **Quick Note** using ChildPlus Online:

- 1. Go to **ChildPlus Online >> Select a module** with a **Notes** field.
- 2. Click or tap **Quick Notes** .
- 3. Click or tap **Add**.
- 4. Complete the [fields](#).

Field	Description
Favorite	Set the <b>Quick Note</b> as a favorite for the <b>Notes</b> field you are configuring
When I type	Enter a shorthand abbreviation for the <b>Quick Note</b>
Replace it with	Enter the text that you want ChildPlus to convert the shorthand abbreviation to

- 5. Click or tap **Save**.
- 6. Repeat steps 3-5 for each **Quick Note** you want to add.
- 7. Click or tap **Close**.




To use a **Quick Note**, enter the **Quick Note** in the **Notes** field, then enter a space.

# Edit an Existing Note

Learn how to edit a **Notes** field with a previously entered note.

## [ChildPlus Online](#)

To edit a previously entered note in ChildPlus Online:



1. Go to **ChildPlus Online**.
  2. Select the module containing the note you want to edit.
  3. Click or tap **More**  above the **Notes** field.
  4. Select **Edit Existing Notes**.
  5. Edit the note as needed.
  6. Click or tap **OK**.
  7. Click or tap **Save**.
- 

# Delete a Note

Learn how to delete a note from a **Notes** field.

## [ChildPlus Online](#)

To delete a note in ChildPlus Online:

1. Go to **ChildPlus Online**.
  2. Select the module containing the note you want to delete.
  3. Click or tap **More**  above the **Notes** field.
  4. Select **Edit Existing Notes**.
  5. Do one of the following:
    - Delete the note and click or tap **OK**
    - Click or tap **More**  and select **Delete**
  6. Click or tap **Save**.
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