

# Help Center

Just a click away!



## Getting Started - New Users

e-book

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**ChildPlus**  
Software



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

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Information in this document is subject to change without notice. Companies, names and data used in examples herein are fictitious unless otherwise noted.

# 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 [About ChildPlus](#).
- For more information about the different platforms and how to access them, see [Platform Comparison](#) on page 8.
- To learn about the differences between the modules in ChildPlus Desktop and ChildPlus Online, see [Module Comparison](#) on page 10.

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# About ChildPlus

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Learn about ChildPlus Desktop, ChildPlus Online and the Attendance App, the differences between the modules in each platform and how your agency's customized setup affects your access to content mentioned in Help articles.

# What is ChildPlus?

ChildPlus is the innovative data management solution for Head Start, Early Head Start, Migrant, State Pre-K, and other early childhood programs. Our seamless design is easy to adopt and allows users to customize nearly every feature for a truly unique experience. With ChildPlus, you can centralize your children's data, analyze reports to make data-driven decisions and track trends to improve your agency's overall impact—all in one dependable software.

ChildPlus is offered as three different platforms and each has distinct uses and benefits for different types of users.

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## ChildPlus Desktop

When an agency first starts using ChildPlus, all initial tasks take place through ChildPlus Desktop. These tasks include adding the agency's data and staff members, configuring security access and enabling access to modules and features, including access to ChildPlus Online and the Attendance App.

ChildPlus Desktop is best for those responsible for setting up ChildPlus (ChildPlus administrators) and those who run PIR reports or grid reports.

For more information, see [ChildPlus Desktop](#).

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## ChildPlus Online

ChildPlus Online is the website version of ChildPlus. Once the initial setup of ChildPlus is complete, ChildPlus Online can be enabled from ChildPlus Desktop. While ChildPlus Desktop can only be used on a computer with a Windows<sup>1</sup> operating system, ChildPlus Online can be used from any device with an internet connection and Google Chrome<sup>2</sup> or Apple Safari<sup>3</sup> installed.

Although the user interface of ChildPlus Online differs from that of ChildPlus Desktop, most of the same tasks can be completed in the corresponding modules in both platforms.

ChildPlus Online is continually updated to include all of the same functions and reports as ChildPlus Desktop. It also includes modules and features exclusive to the platform designed to enhance user experience.

ChildPlus Online is best for those who complete data entry and perform management tasks.

For more information, see [ChildPlus Online](#).

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<sup>1</sup>Windows is a trademark of the Microsoft group of companies.

<sup>2</sup>Chrome is a trademark of Google LLC.

<sup>3</sup>Safari is a trademark of Apple Inc., registered in the U.S. and other countries and regions.

## Attendance App

The Attendance App is a mobile app designed exclusively for tracking attendance and meal counts and collecting parent signatures in classrooms. Once the initial setup of ChildPlus is complete, the Attendance App can be enabled through ChildPlus Desktop. While ChildPlus Online is the website version of ChildPlus, the Attendance App is the mobile app version of the Attendance module. The Attendance App can be downloaded on any mobile device from the device's app store.

The Attendance App is best for those who track attendance and meals in classrooms.

For more information, see [Attendance App](#).

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## Additional Information

- See [system requirements](#) to learn what your device needs to support ChildPlus
- [Learn](#) how we host your ChildPlus data

# Platform Comparison

Learn about the major differences between ChildPlus Desktop, ChildPlus Online and the Attendance App.


	ChildPlus Desktop	ChildPlus Online	Attendance App
How to access?	Any desktop or laptop with a Windows operating system	Any device with Google Chrome or Apple Safari installed	Any mobile device with an app store
Reports	<ul style="list-style-type: none"><li>• Most standard reports</li><li>• All grid reports</li><li>• PIR reports</li></ul>	<ul style="list-style-type: none"><li>• Most standard reports for each module in ChildPlus Online</li><li>• All reports for features exclusive to ChildPlus Online</li></ul>	NA
Modules exclusive to this platform	<ul style="list-style-type: none"><li>• All Setup modules</li><li>• Dashboard</li><li>• Module Designer</li><li>• Internal Monitoring</li><li>• To-Do List</li></ul>	<ul style="list-style-type: none"><li>• DRDP Assessment (data entry)</li><li>• Performance Panel</li><li>• Professional Development</li></ul>	NA





	ChildPlus Desktop	ChildPlus Online	Attendance App
Features exclusive to this platform	<ul style="list-style-type: none"> <li>• Send a <b>LiveMessage</b> through the <b>Services</b> modules</li> <li>• Submit a support ticket</li> <li>• Access the <b>Feature Request Forum</b></li> <li>• Access <b>MyPeers Community</b></li> <li>• <b>Check Me In / Out</b></li> <li>• <b>My Timesheet</b></li> <li>• <b>Poverty Calculator</b></li> <li>• <b>Site Locator</b></li> <li>• Change user interface colors</li> <li>• Add time stamps, spell check and print <b>Notes</b> fields</li> </ul>	<ul style="list-style-type: none"> <li>• Use on any device</li> <li>• View ChildPlus Online in other languages using settings in <a href="#">Google Chrome</a> and <a href="#">Apple Safari</a></li> <li>• Watch videos and download e-books directly from the Help Center</li> </ul>	Capture parent signatures for checking in and out using a mobile device

# Module Comparison

Learn about the major differences between the modules in ChildPlus Desktop and ChildPlus Online.

Module	ChildPlus Desktop	ChildPlus Online
Attachments		
		<ul style="list-style-type: none"> <li>Click or tap <b>More ...</b> to view the file name and size</li> <li>Use the menu to delete an attachment</li> </ul>
Dashboard		
	View agency statistics using charts and grids	NA
DRDP Assessment		
	<b>Module Setup</b> only	 <p>Data entry only:</p> <ul style="list-style-type: none"> <li><b>Add Observations</b></li> <li><b>Edit/View Observations</b></li> <li><b>Portfolios and Ratings</b></li> </ul>
Entry Express		
Assessment	Track and record participant scores on an assessment configured by your agency	NA
Attendance	Record attendance and meal counts for multiple participants at the same time	NA

Module	ChildPlus Desktop	ChildPlus Online
Attendance Scanning, Scanning - Attendance and Scanning - Meals	<ul style="list-style-type: none"> <li>• <b>Attendance Scanning</b> in ChildPlus Desktop</li> <li>• Select what you are scanning from one window</li> <li>• Manually enter a participant's barcode</li> <li>• Use with a barcode scanner</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Scanning - Attendance</b> and <b>Scanning - Meals</b> in ChildPlus Online</li> <li>• Use the camera on a mobile device to scan a participant's barcode</li> </ul>
Education Events	Same functionality	
Enrollment	Create enrollment records for multiple participants at the same time	NA
Family Service Events	Same functionality	
Health Events	Same functionality	
In-Kind	Same functionality	
Log a Communication	Same functionality	
Management		
CLASS	Same functionality	
Community Resources	<ul style="list-style-type: none"> <li>• Generate a map of the address of a <b>Community Resource</b></li> <li>• Automatically open your device's mail client to send an email to the contact person for a resource</li> </ul>	Sort and filter <b>Community Resources</b>
Fees	Track batch charges and payments	NA

Module	ChildPlus Desktop	ChildPlus Online
In-Kind	<ul style="list-style-type: none"> <li>• Generate a map of an <b>In-Kind</b> volunteer's address</li> <li>• Automatically open your device's mail client to send an email to the volunteer</li> <li>• View a historical record of your data in the event that ChildPlus makes changes to your data during an update</li> </ul>	
Internal Monitoring	Track and enter monitoring results and corrective action plans	NA
PIR	Run PIR Reports	
Personnel	Use <b>Time Clock</b> to view, add or edit staff hours	
Professional Development	NA	 <p>Track and enter staff trainings and attendees</p>
Performance Panel		
	NA	 <p>View your agency's real-time data in one place</p>

Module	ChildPlus Desktop	ChildPlus Online
Reports		
	<p>Run the following types of reports:</p> <ul style="list-style-type: none"> <li>• Reports for modules that are not in ChildPlus Online</li> <li>• Grid reports</li> <li>• PIR reports</li> </ul>	<ul style="list-style-type: none"> <li>• Run reports for exclusive ChildPlus Online features</li> <li>• Set favorite reports</li> <li>• View descriptions for each report</li> </ul>
Services		
Add Family / Application	<ul style="list-style-type: none"> <li>• Use the <b>Request Documents</b> feature to send a link to parents/guardians</li> <li>• Generate a map the family's address</li> <li>• Automatically open your device's mail client to send an email to an adult family member</li> <li>• For California reporting, print forms CD-7617 and EESD-9600</li> </ul>	<ul style="list-style-type: none"> <li>• Save an incomplete application and return to the <b>Add Family</b> window at any time</li> <li>• View a summary of family members in an easy-to-read grid format</li> <li>• Access all fields in <b>Add Family</b> from the <b>Application</b> module</li> <li>• Access the sections that contain data from other modules (<b>Enrollment, Health, Immunizations, Family Services</b>) from the <b>Application</b> module</li> </ul>
Attendance	<ul style="list-style-type: none"> <li>• Enter or edit information directly in the <b>Attendance</b> window</li> <li>• View <b>Attendance Details</b> in grid format</li> </ul>	<ul style="list-style-type: none"> <li>• Access the following through menu options: <ul style="list-style-type: none"> <li>• Add a responsible staff member</li> <li>• Filter the <b>Attendance Summary</b></li> <li>• Configure settings for <b>Attendance History</b> and defaults</li> </ul> </li> <li>• View <b>Attendance Summary</b> data as charts</li> </ul>
Birth	Same functionality	

Module	ChildPlus Desktop	ChildPlus Online
Disability	Use <b>Additional Info</b> to select a responsible staff member and add or update <b>PIR</b> information	<ul style="list-style-type: none"> <li>• Use <b>Additional Info</b> to select a responsible staff member</li> <li>• Use <b>PIR</b> to add or update <b>PIR</b> information</li> </ul>
Education	<ul style="list-style-type: none"> <li>• View additional details about <b>Events</b> or <b>Actions</b> in the <b>Event</b> list window without having to select an <b>Event</b></li> <li>• Group or ungroup sub-events in the <b>Event</b> list window</li> <li>• Use <b>Education Information</b> to select a responsible staff member, enter notes, enter screenings and add or update <b>PIR</b> information</li> <li>• View all <b>Requirements</b> information in one window</li> </ul>	<ul style="list-style-type: none"> <li>• Use <b>Information</b> to select a responsible staff member</li> <li>• Enter screenings in <b>Screening Results</b></li> <li>• Use <b>Notes, PIR</b> to enter notes and add or update <b>PIR</b> information</li> <li>• Use the menu in <b>Requirements</b> to display enrollment history</li> <li>• Navigate to associated <b>Events</b> from the <b>Requirements</b> window</li> </ul>
Enrollment	Access additional options using the buttons in the window	<ul style="list-style-type: none"> <li>• Access additional options using the menus</li> <li>• Add or update and <b>Enrollment</b> information through <b>Add Family/Application</b></li> </ul>

Module	ChildPlus Desktop	ChildPlus Online
Family Services	<ul style="list-style-type: none"> <li>• View additional details about <b>Events</b> or <b>Actions</b> in the <b>Event</b> list window without having to select an <b>Event</b></li> <li>• View a summary of results for each assessment indicator</li> <li>• Copy answers from another assessment when entering results for a <b>Family Outcomes Instrument</b></li> <li>• Clear all answers from a <b>Family Outcomes Instrument</b> at the same time</li> <li>• Use <b>Information</b> to track case workers, document services and enter <b>Needs Assessment, Family Partnership Agreement</b> and <b>PIR</b> information</li> </ul>	<ul style="list-style-type: none"> <li>• Use <b>Information</b> to track case workers and document services</li> <li>• Use <b>FPA, Needs Assessment, PIR</b> to enter <b>Needs Assessment, Family Partnership Agreement</b> and <b>PIR</b> information</li> <li>• Add or update <b>Needs Assessment, Family Partnership Agreement</b> and <b>PIR</b> information through <b>Add Family/Application</b></li> </ul>
Fees	<ul style="list-style-type: none"> <li>• Track charges for childcare or other services</li> <li>• Manage parent payments</li> </ul>	NA

Module	ChildPlus Desktop	ChildPlus Online
Health	<ul style="list-style-type: none"> <li>• View additional details about <b>Events</b> or <b>Actions</b> in the <b>Event</b> list window without having to select an <b>Event</b></li> <li>• Group or ungroup sub-events in the <b>Event</b> list window</li> <li>• Generate <b>Growth Charts</b></li> <li>• Use <b>Health Information</b> to select a responsible staff member, enter health coverage information, enter notes, add or update <b>PIR</b> information and select a date for calculating <b>Health</b> or <b>Education Requirements</b></li> <li>• View all <b>Requirements</b> information in one window</li> </ul>	<ul style="list-style-type: none"> <li>• Use <b>Information</b> to enter health coverage information and notes</li> <li>• Use <b>Coverage, PIR</b> to add or update <b>PIR</b> information and select a date for calculating <b>Health</b> or <b>Education Requirements</b></li> <li>• Use the menu in <b>Requirements</b> to display enrollment history</li> <li>• Navigate to associated <b>Events</b> from the <b>Requirements</b> window</li> <li>• Add or update <b>PIR</b> information through <b>Add Family/Application</b></li> </ul>
Immunizations	Access a link to the CDC National Guidelines	Add or update <b>PIR</b> information through <b>Add Family / Application</b>
Mental Health	Use <b>Mental Health Info</b> to track treatments, responsible staff members, parent/guardian permission and services and referrals provided by a mental health professional	<ul style="list-style-type: none"> <li>• Use <b>Information</b> to track treatments, responsible staff members and parent/guardian permission</li> <li>• Use <b>Program Information</b> to track services and referrals provided by a mental health professional</li> <li>• Sort <b>Transactions</b> and <b>Observations</b></li> </ul>
PIR	<b>Immunizations</b> questions display in the <b>Health</b> section	<b>Immunizations</b> questions display in the <b>Immunizations</b> section



Module	ChildPlus Desktop	ChildPlus Online
Pregnancy	Health, education and services questions display in one section	Health, education and services questions display in separate sections
Transportation	Use <b>Transportation</b> to enter route information and add or update <b>PIR</b> information	<ul style="list-style-type: none"> <li>• Use <b>Routes</b> to enter route information</li> <li>• Use <b>PIR</b> to add or update <b>PIR</b> information</li> </ul>
Setup		
	<ul style="list-style-type: none"> <li>• Set up your agency</li> <li>• Configure security</li> <li>• Set up modules</li> <li>• Create and archive training databases</li> <li>• Use various utilities to manage your agency's data</li> </ul>	NA
To-Do List		
	Track tasks and set up appointments	NA

# Data Synchronization and Single Sign-on

ChildPlus ensures that you are always working with the latest version of your data. When you make a change in any platform, the data is automatically synchronized across all of ChildPlus.

ChildPlus also makes it easy to keep you connected across all platforms using single sign-on. All you need is your Agency ID and one user name and password to access ChildPlus Desktop, ChildPlus Online, the Attendance App and the Learning Library.

To learn how to find your Agency ID, see [Find Your Agency ID](#) on page 24.

If you forget your password, see [Reset Your Password](#).

# New Users

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Use the articles in this section to learn how to access each ChildPlus platform and the basics of navigation.

# Download and Install ChildPlus Desktop

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ChildPlus Desktop is a Windows<sup>1</sup> 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](http://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](http://winzip.com) for a free extractor.

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

<sup>1</sup>Windows is a trademark of the Microsoft group of companies.

# Access ChildPlus Desktop

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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](#).

# Access ChildPlus Online

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Once your ChildPlus administrator has enabled ChildPlus Online and granted user access, you can sign in. You will also need your [Agency ID](#).



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

## Use the Direct Link

1. Go to <https://app.childplus.com/>.
2. Append your Agency ID to the end of the URL. For example, if your Agency ID is **YourAgencyID**, you would change the URL to <https://app.childplus.com/YourAgencyID>.
3. Sign in to ChildPlus Online with your ChildPlus credentials.

## Sign in with Your Agency ID

1. Go to <https://app.childplus.com/>.
2. Enter your **Agency ID**.
3. Click or tap **Continue**.
4. Sign in to ChildPlus Online with your ChildPlus credentials.

## Get the Link from ChildPlus Desktop

If you are not signed in to ChildPlus Desktop, open ChildPlus Desktop and click **Access ChildPlus Online**.

If you are signed in to ChildPlus Desktop, go to **Help >> ChildPlus Online**.

1. Do one of the following:
  - Click the link to open ChildPlus Online on your device
  - Click **Copy to Clipboard** and paste the link into an email. Retrieve the link from the email to use ChildPlus Online on another device
2. Sign in to ChildPlus Online with your ChildPlus credentials.

# Download the Attendance App

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The **Attendance App** runs on the following devices:

- Apple® devices running iOS 9 and above
- Android™ devices running Lollipop version 5.0 or higher
- Kindle Fire™ devices

Download the **Attendance App** from the app store associated with your device:



# Find Your Agency ID

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Learn where to find your Agency ID in ChildPlus. You will need your Agency ID when you initially sign in.



Contact your ChildPlus administrator if you are attempting to download ChildPlus Desktop or cannot retrieve your Agency ID using the method below.

## ChildPlus Online

To find your Agency ID in ChildPlus Online:

1. Click or tap **More** :.
2. Select **About ChildPlus**. ChildPlus displays your **Agency ID** under the ChildPlus version number.

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## ChildPlus Desktop

To find your Agency ID in ChildPlus Desktop:

1. Click **Help**.
  2. Select **About ChildPlus**. ChildPlus displays your **Agency ID** under the ChildPlus version number.
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