

Help Center

Just a click away!



Attendance App

e-book





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](#).

Table of Contents

| | |
|---|----|
| Attendance App | 5 |
| Getting Started | 6 |
| Download the Attendance App | 6 |
| Sign in to the Attendance App | 6 |
| Access Help from the Attendance App | 7 |
| Refresh the Attendance App | 7 |
| Attendance | 8 |
| Select a Classroom | 8 |
| Change the Date | 8 |
| Record or Edit Attendance | 9 |
| Details and Contact Info | 9 |
| Edit Attendance Information | 9 |
| Meals | 10 |
| Record a Meal for an Individual Participant | 10 |
| Record a Meal for All Participants | 10 |
| Parent Sign-In | 11 |
| Check a Participant In | 11 |
| Check a Participant Out | 11 |
| Exit Parent Sign-In | 11 |
| Troubleshooting Guide | 12 |
| Invalid User Name or Password | 12 |
| Database connection failed | 12 |
| Attendance data is blank or did not save | 12 |
| Unable to see classrooms or meal options on Apple devices | 13 |
| Unable to edit times on Android devices | 13 |

Attendance App

The ChildPlus **Attendance App** gives you the flexibility to track attendance and meals from anywhere using an Apple®¹, Android™² or Kindle Fire™³ device. The **Attendance App** can be used by teachers, parents or any staff member responsible for tracking attendance and meal information and instantly records:

- The exact arrival and departure times of participants
- The signature of the parent who dropped off/picked up their child
- Meal counts at point of service for CACFP

¹Apple is a trademark of Apple Inc., registered in the U.S. and other countries and regions.

²Android is a trademark of Google LLC.

³Kindle Fire and all related marks are trademarks of Amazon.com, Inc. or its affiliates.

Getting Started

Use this section to learn how to access the **Attendance App** and the **Help Center**.

Download the Attendance App

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:



Sign in to the Attendance App

Sign in to the **Attendance App** using the same credentials you use to sign in to ChildPlus Desktop and ChildPlus Online:

- [Agency ID](#)
- User name
- [Password](#)

Access Help from the Attendance App

To access **Help** from the **Attendance App**:

1. Go to the **Attendance App**.
2. Do one of the following:
 - Tap **More**
 - Swipe the screen from the left edge to the right to reveal the sidebar menu
3. Tap **Help**. The **Attendance App** will open the Help Center in your mobile device's default browser.

Refresh the Attendance App

1. Go to the **Attendance App**.
2. Do one of the following:
 - Tap **More**
 - Swipe the screen from the left edge to the right to reveal the sidebar menu
3. Tap **Refresh**.

Attendance

The **Attendance App** displays the **Attendance** section by default. You can use the **Attendance** section to:

- Record and edit each participant's daily attendance information
- Add notes
- View information about each participant

Select a Classroom

1. Go to the **Attendance App >> Attendance**.
2. Tap **Please Select A Class**.
3. Select a classroom. The **Attendance App** displays all participants in the selected classroom.



If attendance has not already been taken for the selected classroom, the **Attendance App** will display a message prompting you to open the classroom. Tap **Open** to enable attendance for the classroom.

Change the Date

The **Attendance App** is set to the current date by default. You can change the date to view or edit attendance taken on a previous date. To change the date in the **Attendance App**:

1. Go to the **Attendance App >> Attendance**.
2. Tap the date.
3. Select a date.



You can only select a past date. You cannot select a future date in the **Attendance App**.

4. Tap **OK**.



If attendance was taken on the selected date, you can edit attendance using the **Attendance App**.

If attendance was not taken on the selected date, you cannot enter attendance using the **Attendance App**. To enter attendance for a past date, go to **ChildPlus Desktop >> Entry Express >> Attendance**.

Record or Edit Attendance

To record or edit a participant's attendance using the **Attendance App**:

1. Go to the **Attendance App >> Attendance**.
2. Tap the **Attendance Status** of the participant whose attendance you want to record or edit.
3. Select an **Attendance Status**. The **Attendance App** will automatically display the updated status.

Details and Contact Info

You can use this section to view a participant's information, including details for their parents/guardians and release authorizations.

1. Go to the **Attendance App >> Attendance**.
2. Tap **More**.
3. Select **Details and Contact Info**.

Edit Attendance Information

To edit a participant's attendance information using the **Attendance App**:

1. Go to the **Attendance App >> Attendance**.
2. Tap **More**.
3. Select **Edit Attendance and Notes**.

Meals

Use the **Meals** section to record daily meals for participants.



Depending on your agency's settings, the **Attendance App** may display a message if you attempt to record a meal before or after the meal's **Begin** and **End Times**. For more information, see [Attendance App](#).

Record a Meal for an Individual Participant

To record a meal for a participant using the **Attendance App**:

1. Go to the **Attendance App >> Meals**. The **Attendance App** displays the first meal of the day by default.
2. Tap the name of the meal to select a different meal.
3. Tap the empty column next to the name of the participant who you want to record a meal for. The **Attendance App** displays a checkmark in the column to confirm that the meal was recorded.



A participant must be checked in before you can record meals for them. If you attempt to record a meal for a participant who is not checked in, the **Attendance App** will display a message.

Record a Meal for All Participants

To record a meal for all participants at once using the **Attendance App**:

1. Go to the **Attendance App >> Meals**. The **Attendance App** displays the first meal of the day by default.
2. Tap the name of the meal to select a different meal.
3. Tap **Check All**. The **Attendance App** automatically displays a checkmark in the column for all checked in participants to confirm that the meal was recorded.



If you use the **Check All** feature, you must manually uncheck any meals that were not served for each participant.

Parent Sign-In

Parents/Guardians can use the **Parent Sign-In** section to check participants in and out.

Check a Participant In

To check a participant in using the **Attendance App**:

1. Go to the **Attendance App >> Parent Sign-In**.
2. Tap **Check In** next to the name of the participant you want to check in.
3. Have the parent/guardian enter their signature.
4. Tap **Save**. The **Attendance App** displays the following next to the participant's name in each window:
 - **Parent Sign-In: Checked In**
 - **Attendance: In**
 - **Meals: In**



Once a participant is checked in, ChildPlus counts them as **Present** for the day.

Depending on your settings, participants will be marked as **Tardy** or **Left Early** if they checked in/out within a certain number of minutes before or after the classroom's **Begin** or **End Time**.

Check a Participant Out

To check a participant out using the **Attendance App**:

1. Go to the **Attendance App >> Parent Sign-In**.
2. Tap **Check Out** next to the name of the participant you want to check out.
3. Enter your signature.
4. Tap **Save**. The **Attendance App** displays the following next to the participant's name in each window:
 - **Parent Sign-In: Checked Out**
 - **Attendance: Out**
 - **Meals: Out**

Exit Parent Sign-In

To exit **Parent Sign-In**:

1. Tap **Teacher Menu**.
2. Select one of the following:
 - **Attendance Page**
 - **Meals Page**

Troubleshooting Guide

Use this section to troubleshoot common issues with the **Attendance App**.

Invalid User Name or Password

| Possible Cause | Potential Solution |
|-------------------------------|--|
| Typo in user name or password | Tap the reveal symbol next to the Password field to verify that your password is correct. |
| Password expired | Tap Forgot Password? under the Password field to begin the password reset process. |

Database connection failed

| Possible Cause | Potential Solution |
|-------------------------------|--|
| Incorrect Agency ID | <ol style="list-style-type: none">1. Go to the sign-in window.2. Tap Settings.3. Review the following:<ul style="list-style-type: none">• Agency ID: this field should not contain spaces• ChildPlus Hosted: this option is usually enabled• Use Proxy: this option is not commonly used |
| Network security restrictions | Your IT staff may have security measures in place that are preventing a connection with ChildPlus. Contact your IT staff to check for any restrictions that might limit use of the Attendance App . |

Attendance data is blank or did not save

| Possible Cause | Potential Solution |
|--------------------------------------|---|
| Simultaneous attendance entry | Ensure that multiple users are not entering attendance at the same time for the same location. |
| Saved data was overwritten | Use only one method of data entry (for example use the Attendance App OR use Entry Express via ChildPlus Desktop). |
| Weak or unstable internet connection | Relocate or connect to another network to test the signal strength. If the connection is unreliable, communication with the server will be negatively affected. |

Unable to see classrooms or meal options on Apple devices

| Possible Cause | Potential Solution |
|----------------------|--|
| Dark Mode is enabled | <ol style="list-style-type: none">1. Go to the display settings on your Apple device.2. Disable Dark mode. |

Unable to edit times on Android devices

| Possible Cause | Potential Solution |
|-----------------------|---|
| App is not up-to-date | <ol style="list-style-type: none">1. Go to Google Play¹.2. Verify that the latest version of the Attendance App is installed on your device. You can find the version number currently installed in the following locations in the app:<ul style="list-style-type: none">• At the bottom of the sign-in window• In the sidebar menu (swipe the screen from the left edge to the right to reveal the sidebar menu) |

¹Android, Google Play and the Google Play logo are trademarks of Google LLC.