Help Center

Just a click away!

Attendance App

ChildPlus
Software

ChildPlus
Software

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childplus.com

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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

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

[2]Android is a trademark of Google LLC.

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

Configure the Attendance App

Before you can download and use the **Attendance App**, complete the following tasks in the order below to have the module available and working correctly in ChildPlus.

Attendance App

To configure preferences for this section, go to **ChildPlus Desktop >> System Setup >> System Preferences >> Attendance >> Attendance App**.

Preference	Description
Enable Access to Attendance App	Select this option to turn on the **Attendance App**
Enable the "Parent Check In" feature	Select this option to allow parents/guardians to check their children in/out
Record the parent's signature when a participant is checked in or checked out	Record parent/guardian signatures when they drop off/pick up their children
⚙ Mark a participant as Tardy if they check in ___ minutes or more after the classroom begin time	Automatically mark a participant as **Tardy** if they check in ___ minutes after the classroom's **Begin Time**. To use this option, you must specify the number of minutes to wait until a participant is marked as **Tardy**
⚙ Mark a participant as Left Early (or Tardy/Left Early if they were also Tardy) if they check out ___ minutes or more before the classroom end time	Automatically mark a participant as **Left Early** if they check out ___ minutes before the classroom's **End Time**. To use this option, you must specify the number of minutes before the classroom **End Time** to wait until a participant is marked as **Left Early**
Only allow meals to be recorded for a participant that is checked in at the time the meal is recorded	Require that participants be checked in on the **Attendance App** before you can record a meal for them. If you leave this option unchecked, meals can be recorded on the **Attendance App** for participants who are not checked in but who have an Attendance status of **Present**, **Tardy**, **Left Early** or **Tardy/Left Early**

Preference	Description
When participants are checked in, mark all of their scheduled meals as served	Automatically check all meals for participants when they are checked in. If you select this option, you must manually uncheck each meal that was not eaten by each participant
⚙ Require meals to be counted at the point of service. Do not allow meals to be records more than ___ minutes before the meal begin time or more than ___ minutes after the meal end time	Require that meals be counted at the point of service For example, you can set this option up so that meals are not counted if you attempt to record them five minutes before or five minutes after the meal's regularly scheduled **Begin** and **End Times**

> ⚙ ChildPlus administrators can configure a classroom's **Begin** and **End Times** in **ChildPlus Desktop >> Setup >> Agency Configuration >> Program Info >> Classrooms >>** Operating Days and Hours.

Assign Access to the Attendance App

To assign users access to the **Attendance App**:

1. Go to **ChildPlus Desktop >> Setup >> Security >> User Security Groups**.
2. Select the **Security Group** you want to assign access privileges to.
3. Right-click **Attendance App**.
4. Select **Full Access**. ChildPlus Desktop will change the icon to correspond with the level of access designated in the legend at the bottom of the window.
5. Save.

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 provider appropriate for your device:
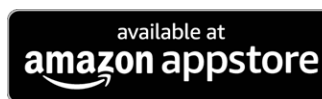
Sign in to the Attendance App

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

- Agency ID
- User name
- Password

If you do not know your Agency ID (or Agency Name), you can find in ChildPlus Desktop and ChildPlus Mobile.

ChildPlus Mobile

To find your Agency ID in ChildPlus Mobile:

1. Go to ChildPlus Mobile.
2. Click or tap **More**.
3. Select **About ChildPlus**.

ChildPlus Desktop

To find your Agency ID in ChildPlus Desktop, go to **ChildPlus Desktop >> Help >> About ChildPlus**.

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 on page 5.

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**. For more information, see Configure the Attendance App on page 5.

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	1. Go to the sign-in window.
	2. Tap **Settings**.
	3. Review the following:
	   • **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	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	1. Go to Google Play[1].
	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:
	    • 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)

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