Updating Attendance Records on IVR

- Entering an absence remotely
- These easy-to-follow steps will help you record your child's absence using the telephone

Vendor Help Desk:
1-877-918-2776

Parent Help Desk:
1-877-918-2322

Virginia ECC
ELECTRONIC CHILD CARE CARD

Accessing the IVR:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322 from any touch tone telephone.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	Select the preferred language option.
• For English, press 1. • Para español, oprima dos.	
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.

Absence

An absence from child care services follows similar transaction steps to those for the Check-In and Check-Out process; however, absences do not have to be recorded using the vendor's telephone. After accessing the IVR and entering your PIN, follow the steps below to enter an absence for the present day:

• To check your child in or out of this Child Care Facility, press 1. • To enter a Holiday, press 2. • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5. • To speak to a customer service representative, press 6.	Press 3 to enter an absence for a child.
• To enter the child number for which you are entering an absence, press 1. • To hear a playback of child numbers and child names, press 2.	• Option 1 allows the child number to be directly entered into the system. • Option 2, provides a list of children and corresponding child numbers, if there are multiple children and/or the child number(s) is unknown.
Enter the 2-digit child number followed by the pound sign.	

Continue with these steps:

You are recording an absence for [child name]. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
• For vendor, [Facility Name], press 1. • For vendor, [Facility Name], press 2.	• If the child has more than one vendor, the IVR system will prompt to select one of the vendor numbers listed. • If there are no additional vendors, the IVR system will skip this step.
Enter the two-digit month and two-digit day representing the date of absence for this child, followed by the pound sign.	
You entered [date]. • If this is correct, press 1 • If not, press 2.	Confirm the information entered is correct.
• To submit this as a Full Day absence, press 1. • To submit this as a Part Day absence, press 2.	

Almost done, next step is confirming your entry

Completing the transaction, you should receive a confirmation message

IVR Message	Action/Description
You have successfully recorded an absent day. • If you would like to record another absence, press 1. • To return to the main menu, press 2. • To end the call, press 3.	• Option 1 will bring the IVR system back to a previous menu, so that another absence may be entered. • Option 2 will bring the IVR system back to the very beginning where another option/service may be selected. • If no additional absences require entering and no other services are needed, option 3 will end the call.
Thank you for calling the Department of Social Services Child Care automated attendance tracking system.	