

# CHILDWARE - SOFTWARE UPDATES 04.22.13

## User Managed Accounts

Effective April 22, 2013, ChildWare users will be able to self-manage their accounts. This document provides step-by-step instructions for managing your account in the new system.

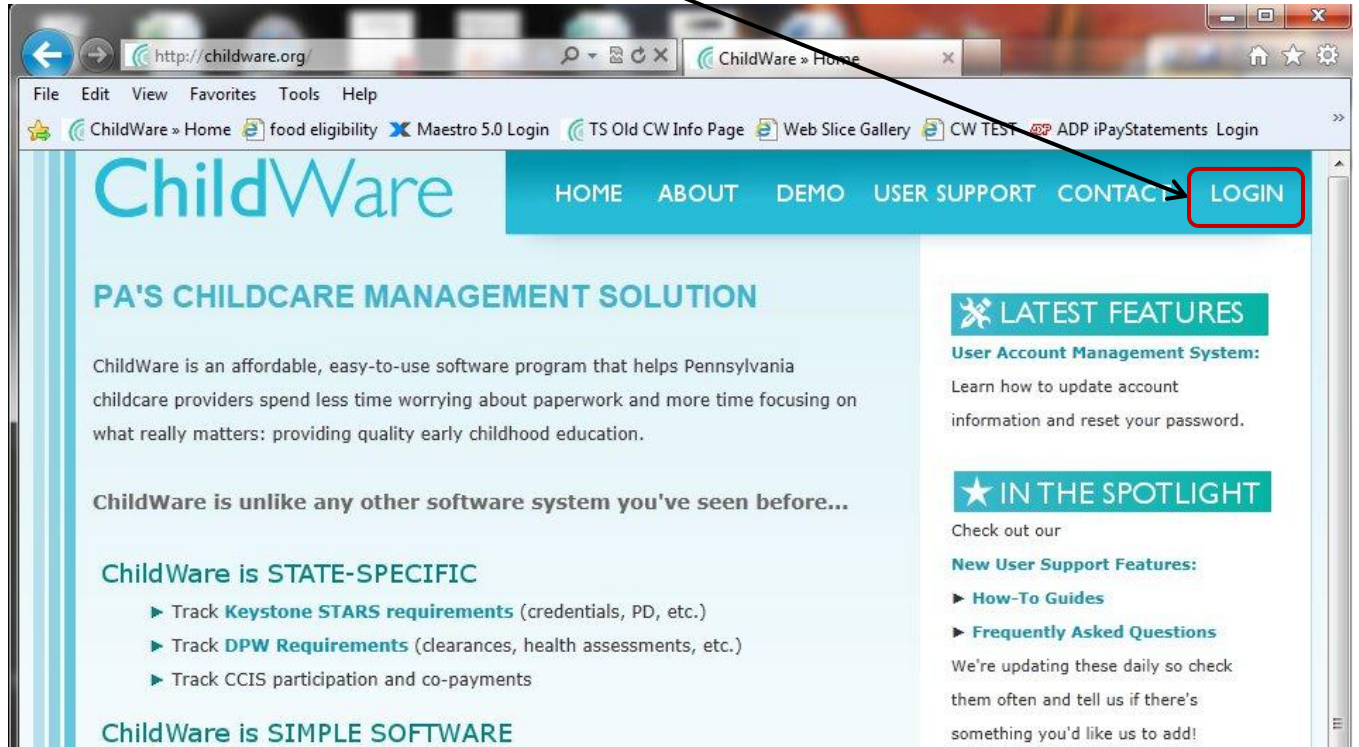
You recently received communication about registering your current user account for this new system. If you have not registered your account as of April 22<sup>nd</sup>, you may do so via the new log in screen. Section 1 outlines this process.

1. New Login Screen
2. Updating Account Information
3. Resetting Your Password
4. What To Do If You Forget Your User Name
5. What To Do If You Forget the Answer to Your Security Question
6. What To Do If You Get Locked Out of Your Account

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## New Login Screen

1. Log in by visiting [www.childware.org](http://www.childware.org) and clicking 'Login' at the top right hand corner of the page.



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## New Login Screen

You will be directed to the screen displayed below.

2. Enter your user name and password.

3. Click 'ChildWare' to log in.

The screenshot shows the ChildWare login interface. At the top, there is a blue header with the text "ChildWare" on the left and "Log In | Update Account Information" on the right. Below the header, the main heading is "Log In". Underneath, there is a prompt: "Enter your User Name and Password then click 'Log In'." followed by "Please [register](#) for your account if you do not yet have one." A section titled "Account Information" contains two input fields: "User Name:" and "Password: (case sensitive)". To the right of each field is a link: "Forgot your user name?" and "Forgot your password?". At the bottom of the form area, there is a paragraph: "If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM)." At the bottom of the page, there are two buttons: "ChildWare" and "Attendance Kiosk".

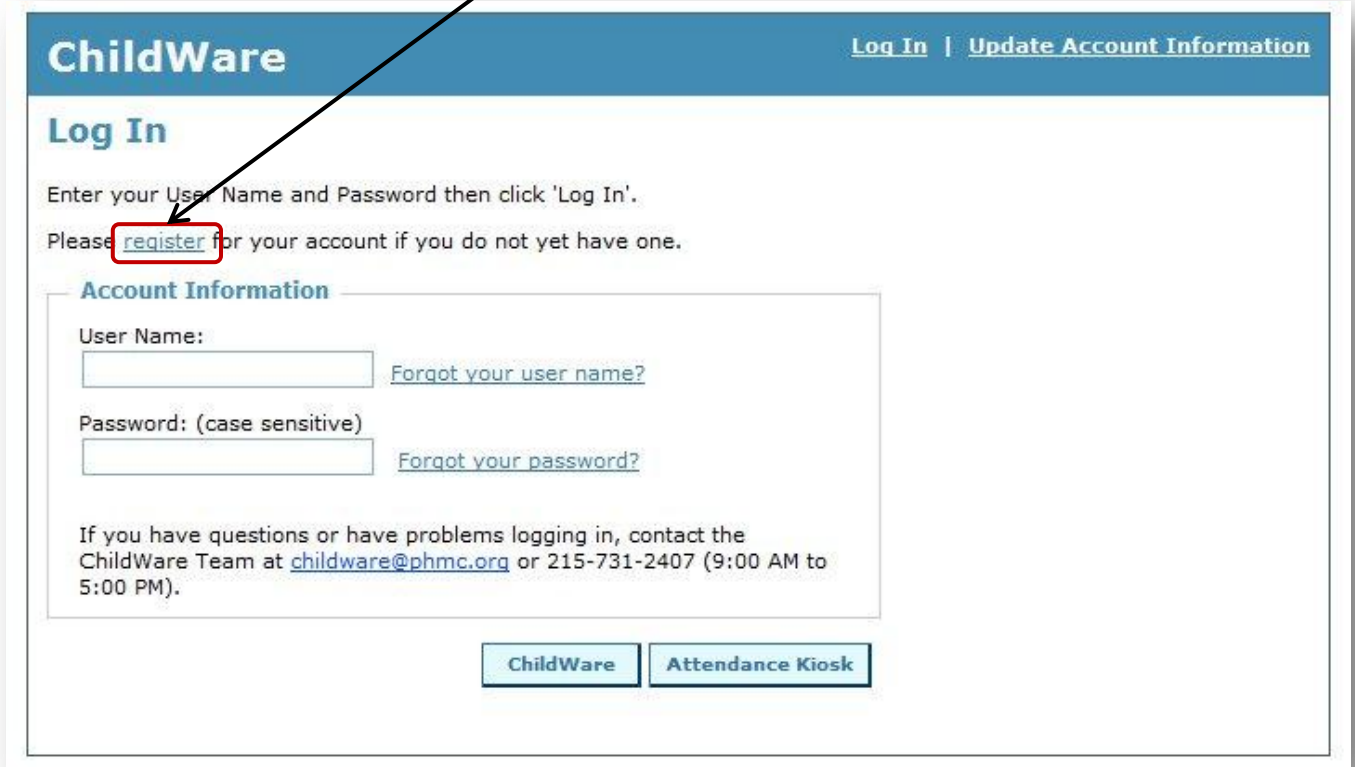
Annotations: A red box highlights the "User Name:" and "Password: (case sensitive)" input fields. A red box highlights the "ChildWare" button. Arrows point from the instruction boxes above to these elements.

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## New Login Screen

If you have not registered for the new account management system as of 8:30 AM on Monday, April 22<sup>nd</sup>, you may do so from the new login screen. **You will not be able to access ChildWare until you register.** If you have already registered, please continue to the next section of this document.

Click the 'register' link and follow the prompts on the screen to register. Please note that if you do not enter your name and user name exactly as it is listed in ChildWare, you will not be able to register. If you do not remember this information, call or email the ChildWare Team ([childware@phmc.org](mailto:childware@phmc.org); 215-731-2407).



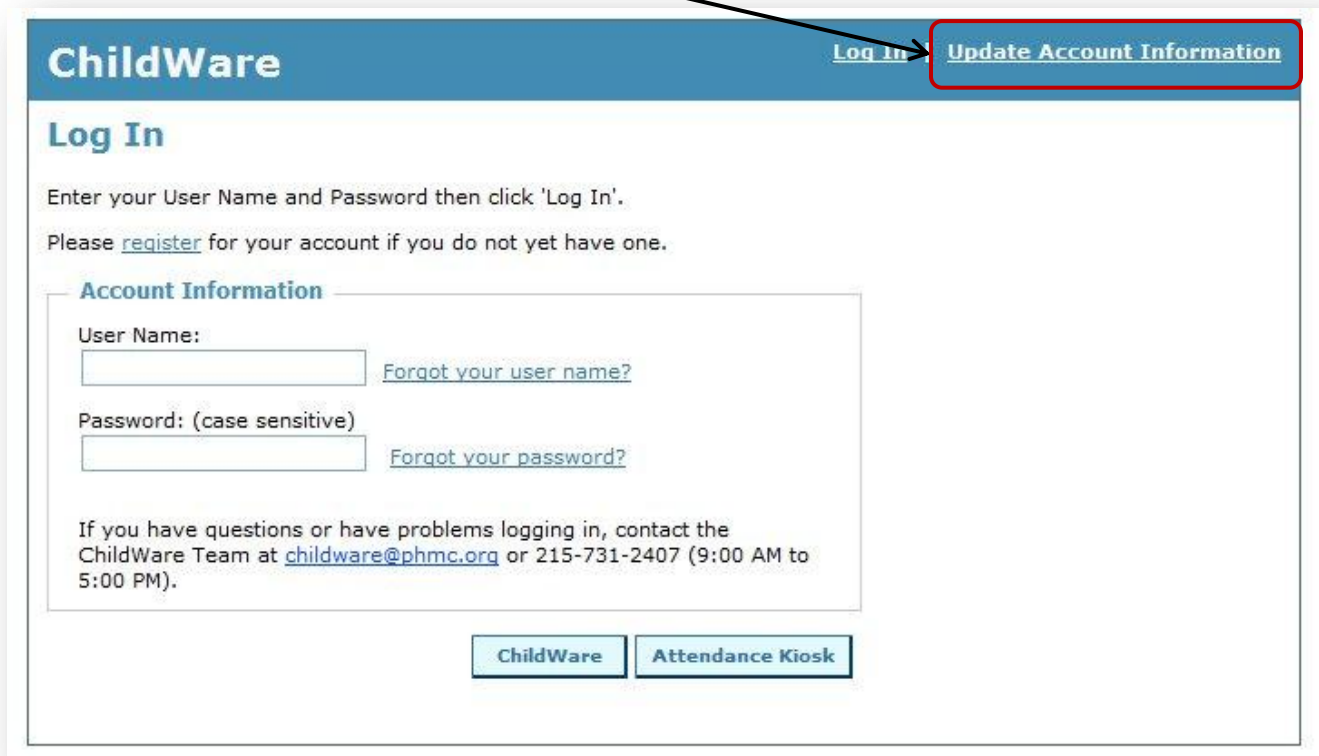
The screenshot shows the ChildWare login interface. At the top, there is a blue header with the 'ChildWare' logo on the left and 'Log In | Update Account Information' on the right. Below the header, the 'Log In' section contains instructions: 'Enter your User Name and Password then click 'Log In'.' and 'Please [register](#) for your account if you do not yet have one.' The 'register' link is highlighted with a red box and an arrow pointing from the callout box above. Below this is the 'Account Information' section, which includes two input fields: 'User Name:' and 'Password: (case sensitive)'. Each field has a corresponding 'Forgot your user name?' or 'Forgot your password?' link. At the bottom of the form, there is a note: 'If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM).' At the very bottom of the page, there are two buttons: 'ChildWare' and 'Attendance Kiosk'.

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## Updating Account Information

You have the option to update your password and / or security question at any time.

1. From the Log In screen, click 'Update Account Information.'



The screenshot shows the ChildWare web application interface. At the top, there is a blue header bar with the text "ChildWare" on the left and "Log In" and "Update Account Information" on the right. The "Update Account Information" link is highlighted with a red rectangular box. Below the header, the main content area is titled "Log In" and contains instructions: "Enter your User Name and Password then click 'Log In'." and "Please [register](#) for your account if you do not yet have one." Below this is a section titled "Account Information" which contains two input fields: "User Name:" and "Password: (case sensitive)". Each input field has a "Forgot your user name?" and "Forgot your password?" link respectively. At the bottom of the "Account Information" section, there is a paragraph: "If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM)." At the very bottom of the page, there are two buttons: "ChildWare" and "Attendance Kiosk".

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## Updating Account Information

2. Enter your user name and current password.

3. Then create a new password. Be sure to meet the character requirements as indicated above the fields.

The screenshot shows the 'Update Account Information' page in the ChildWare system. The page has a blue header with the 'ChildWare' logo and navigation links for 'Log In' and 'Update Account Information'. The main heading is 'Update Account Information' with a sub-heading 'Please enter your current and requested login information.' Below this, there are three main sections: 'Account Information', 'Change Password', and 'Change Security Question (optional)'. The 'Account Information' section contains 'User Name:' (with 'jmason' entered) and 'Current Password:' (with six dots). The 'Change Password' section includes a note: 'New passwords must be a minimum of 6 characters and contain at least one upper case letter, one lower case letter and at least one digit.' It has 'New Password:' and 'Confirm New Password:' fields, both with six dots. The 'Change Security Question (optional)' section has a 'Question:' dropdown menu and an 'Answer:' text field. At the bottom, there are 'Cancel' and 'Update Account Information' buttons. Red boxes highlight the 'User Name' and 'Current Password' fields, the 'New Password' and 'Confirm New Password' fields, the 'Question' and 'Answer' fields, and the 'Update Account Information' button. Arrows from callout boxes point to these specific elements.

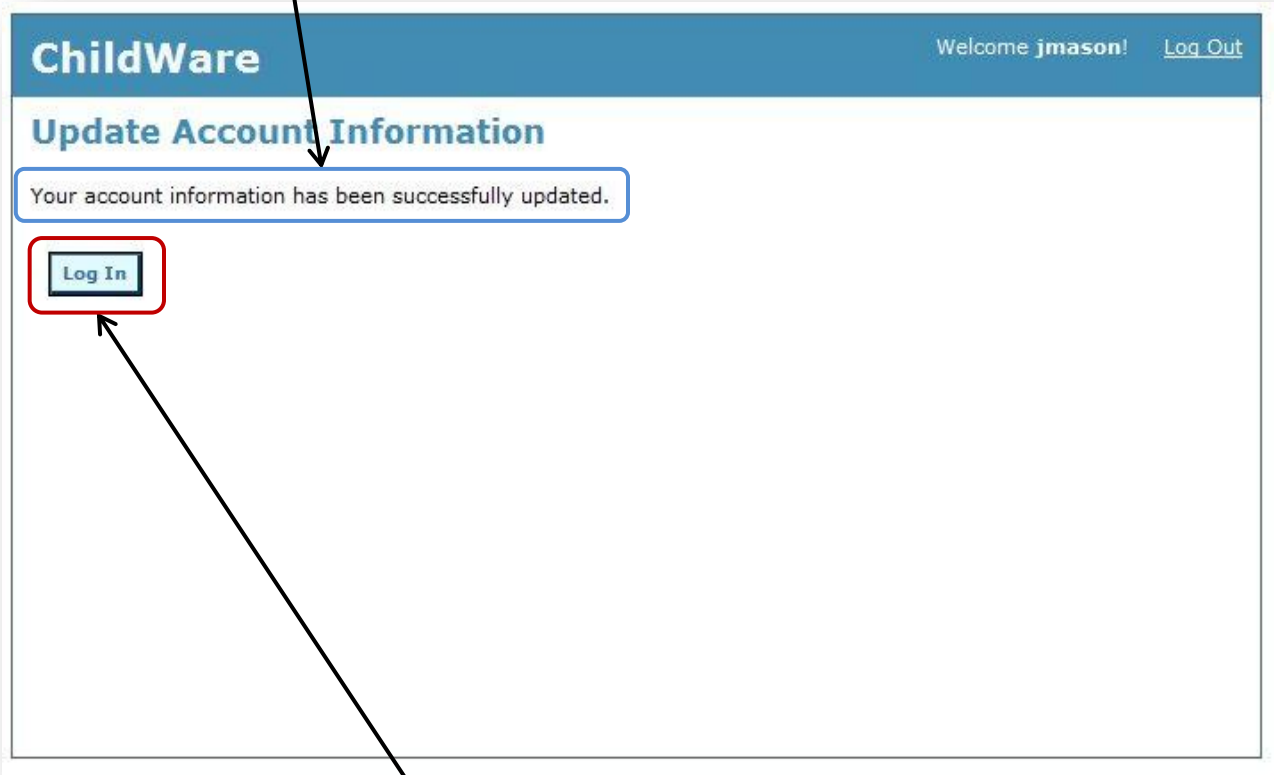
4. You have the option to update your security question and answer. If you wish to keep your current one, leave these fields blank.

5. Click 'Update Account Information.'

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## Updating Account Information

6. You will receive confirmation that your account information has been updated.



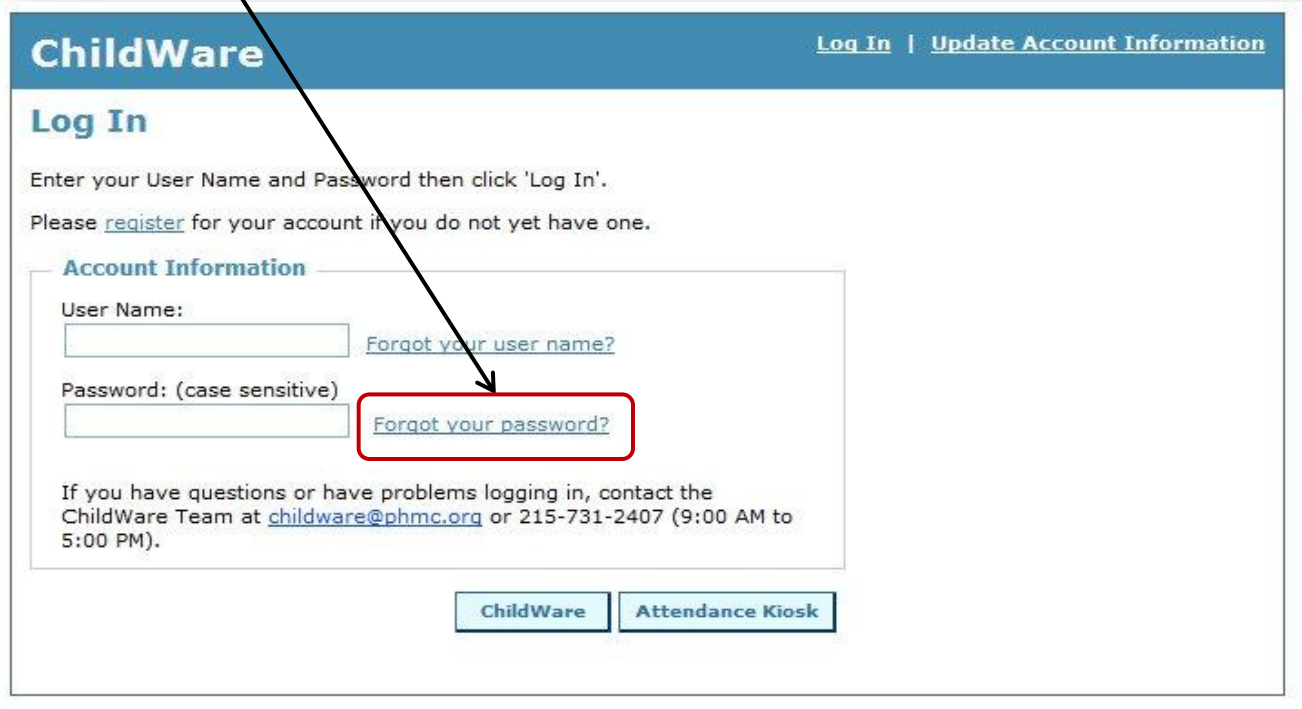
7. Click 'Log In' to return to the Log In screen. You will be required to re-enter this information to access ChildWare.

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## Resetting Your Password

If you cannot remember your password, follow these instructions to reset it.

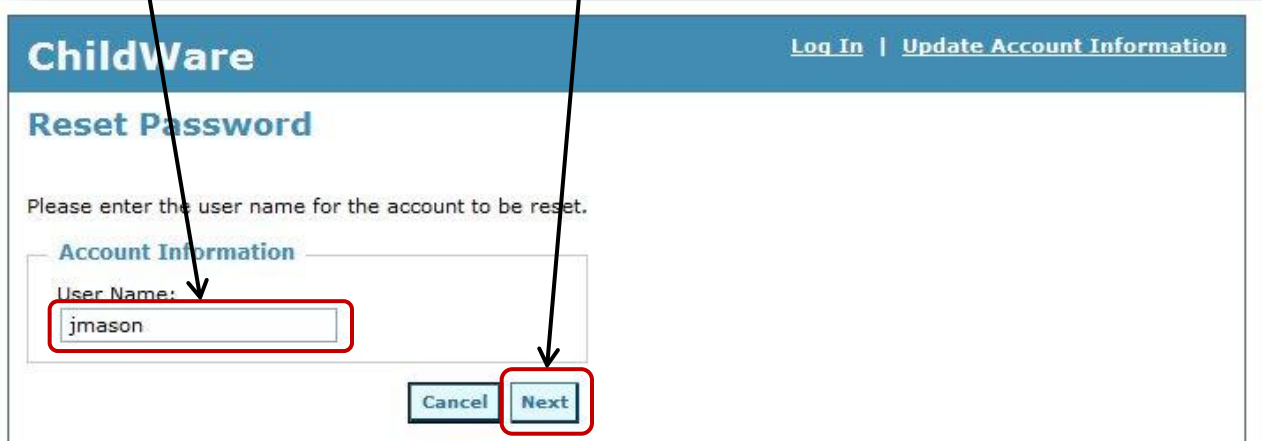
1. Click 'Forgot your password?'



The screenshot shows the ChildWare Log In page. At the top, there is a blue header with the ChildWare logo and links for 'Log In' and 'Update Account Information'. Below the header, the page title is 'Log In'. The main content area contains instructions: 'Enter your User Name and Password then click 'Log In'. Please [register](#) for your account if you do not yet have one.' There is a section titled 'Account Information' with two input fields: 'User Name:' and 'Password: (case sensitive)'. To the right of the 'User Name' field is a link 'Forgot your user name?'. To the right of the 'Password' field is a link 'Forgot your password?' which is highlighted with a red box. Below the input fields, there is a paragraph: 'If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM).' At the bottom, there are two buttons: 'ChildWare' and 'Attendance Kiosk'. An arrow from the instruction box points to the 'Forgot your password?' link.

2. Enter your user name.

3. Click 'Next.'



The screenshot shows the ChildWare Reset Password page. At the top, there is a blue header with the ChildWare logo and links for 'Log In' and 'Update Account Information'. Below the header, the page title is 'Reset Password'. The main content area contains instructions: 'Please enter the user name for the account to be reset.' There is a section titled 'Account Information' with a 'User Name:' label and an input field containing the text 'jmason'. The input field is highlighted with a red box. Below the input field, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red box. Arrows from the instruction boxes point to the 'User Name' input field and the 'Next' button.

## Resetting Your Password



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4. Enter the answer to your security question.

5. Click 'Reset Password.'

**ChildWare** [Log In](#) | [Update Account Information](#)

## Reset Password

Please answer your security question in order to verify your identity.

**Security Information**

Security Question:  
What is your favorite place to eat?

Answer:  
Royal Tavern

[Cancel](#) [Reset Password](#)

6. ChildWare will send you an email with a temporary password.

**ChildWare** [Log In](#) | [Update Account Information](#)

## Reset Password

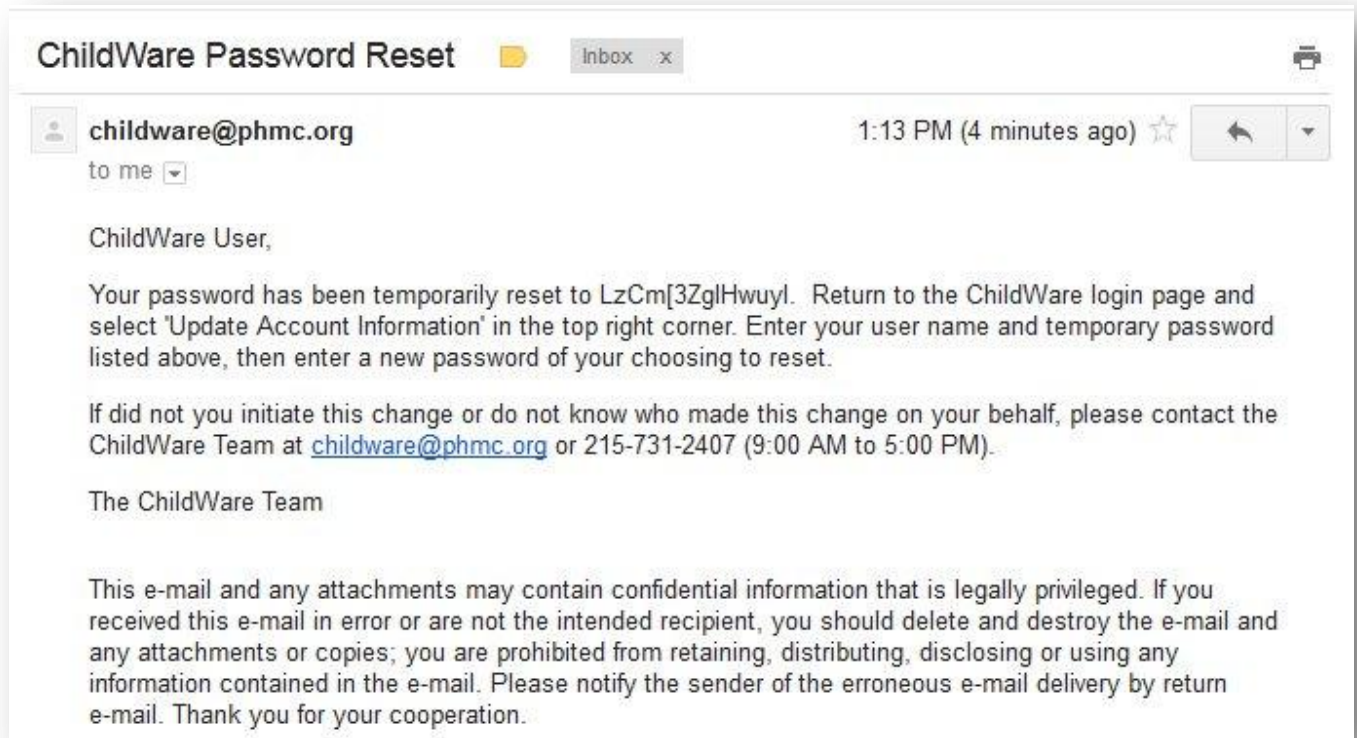
Your password has been reset successfully. Please check your email to obtain your new password.

You may change this new password to one of your choosing by selecting 'Update Account Information' at the top of the page.

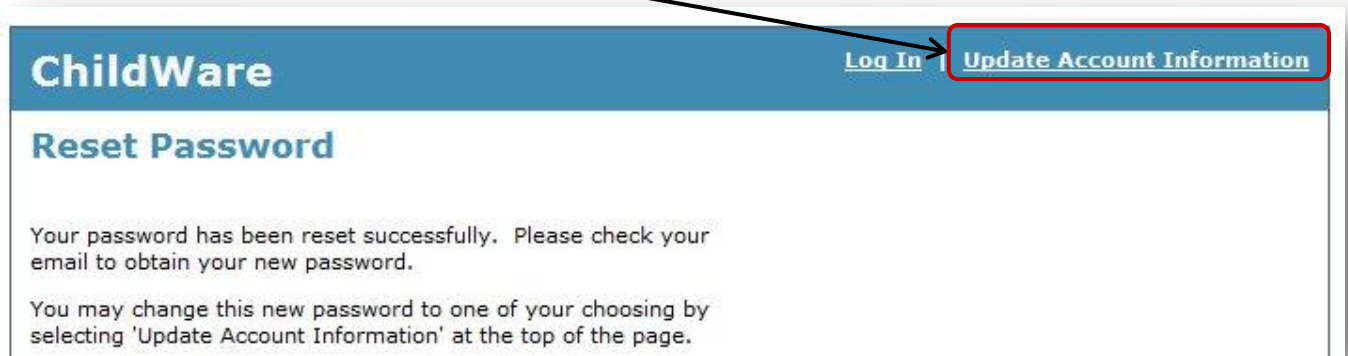
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## Resetting Your Password

You will receive an email from the ChildWare Team which includes a temporary password and instructions for updating your account.



7. Once you have received the temporary password in your email, select "Update Account Information."



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## Resetting Your Password

8. Enter your user name and the temporary password that was emailed to you.

9. Then create a new password. Be sure to meet the minimum formatting requirements as indicated above the fields.

The screenshot shows the 'Update Account Information' page in the ChildWare system. The page has a blue header with the 'ChildWare' logo and links for 'Log In' and 'Update Account Information'. Below the header, the title 'Update Account Information' is displayed, followed by the instruction: 'Please enter your current and requested login information.' The form is divided into three sections: 'Account Information', 'Change Password', and 'Change Security Question (optional)'. The 'Account Information' section contains fields for 'User Name' (with 'jmason' entered) and 'Current Password' (masked with dots). The 'Change Password' section includes a note: 'New passwords must be a minimum of 6 characters and contain at least one upper case letter, one lower case letter and at least one digit.' It has fields for 'New Password' and 'Confirm New Password', both masked with dots. The 'Change Security Question (optional)' section has a dropdown for 'Question' and a text field for 'Answer'. At the bottom, there are 'Cancel' and 'Update Account Information' buttons. Red boxes highlight the 'User Name' and 'Current Password' fields, the 'New Password' and 'Confirm New Password' fields, the 'Question' and 'Answer' fields, and the 'Update Account Information' button. Arrows from callout boxes point to these elements.

10. You have the option to also update your security question and answer. If you wish to keep your current one, leave these fields blank.

11. Click 'Update Account Information.'

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## **What To Do If You Forget Your User Name**

If you do not remember your user name, we ask that you first contact your supervisor or staff person that manages ChildWare accounts. If you are unable to reach an internal staff contact, you may contact the ChildWare Team.

## **What To Do If You Forget the Answer to Your Security Question**

If you do not remember the answer to your security question, contact the ChildWare Team. Your account will be reset and you will be asked to re-register your ChildWare account. An email with instructions will be sent to you.

## **What To Do If You Get Locked Out of Your Account**

If you try an incorrect password or answer to your security question more than 5 consecutive times, your account will automatically lock. This is to ensure security on our site. The ChildWare Team is automatically notified that the account is locked. Contact the ChildWare Team to verify your identity.

## **Contact Us**

The ChildWare Team

[childware@phmc.org](mailto:childware@phmc.org)

215-731-2407

Live phone assistance is available Monday through Friday between the hours of 9:00 AM and 5:00 PM (excluding observed holidays). Please allow up to one business day for us to respond to your inquiry.