

ChildWare

ChildWare 2.0 Frequently Asked Questions

Table of Contents:

<i>Account/Password.....</i>	<i>1</i>
<i>Child Information.....</i>	<i>2</i>
<i>Classroom.....</i>	<i>2</i>
<i>Discharge.....</i>	<i>3</i>
<i>Enrollment.....</i>	<i>3</i>
<i>Resources.....</i>	<i>5</i>
<i>Site.....</i>	<i>5</i>
<i>Waiting List.....</i>	<i>5</i>

Account/Password Information:

Q: I am having problems logging into ChildWare 2.0, I have forgotten my password to ChildWare 2.0. How can I retrieve it or reset it.

A: If you experience issues with your login or password in ChildWare 2.0, send an email to helpdesk@phmc.org.

Q: How can I get a new staff member a ChildWare 2.0 account?

A: First thing you need to do is to add the staff member to your site. Scroll to Staff on the navigation menu, click on the button **Add Staff**. Fill in information for each tab. Once you have submitted all the staff information for the new staff member, email helpdesk@phmc.org and request a ChildWare Account. Please include information on the type of access the new user will need.

Child Information:

Q: How do I enter a Child in ChildWare 2.0?

A: Download either the document [ChildWare 2.0: Entering a Child](#) from our website for step-by-step instructions on how to enter a new child into your site or view our [video](#).

Q: I have duplicate names on my children list. The child must have been entered twice. How can I remove one of the records?

A: If you have children entered more than once, email the helpdesk@phmc.org with the child's full name and the ID#'s associated with the child. Check each record thoroughly, so you can determine which record is the one that you want saved. Please indicate in your email, **which ID# (record) you want to KEEP, if the ID#'s are different.**

Q: What is the Eligibility Button? Do I need to use it?

A: The eligibility button is the **FIRST** thing to check if you are having issues enrolling a child. The Eligibility button allows you to see what subsidies the child is eligible for in accordance with their income, age, residency, status and the rules of each subsidy. For instance if I child is listed as 2 years old—they would not be eligible for the PHLpreK program and there would be **RED "X"** at age and eligibility on the graph. Sometimes the county is not filled-in in the caregiver's record, which would cause a red **X** to appear under Residency.

Classroom

Q: The capacity number on my classroom is incorrect. How do I change it?

A: Click on the navigation menu, scroll down to site. Click on the name of your site to bring up all the tabs. Click on the Classrooms tab. Do you see the edit bottom at the back of the Classroom line on the Classroom tab of your site info? Click the "edit" button at end of classroom information, now highlight the number of students and change it to the proper number then click "Update." Do this with each classroom you need updated.

If you do not see the edit button on the Classroom tab – it may be that you do not have permission to change this.

Q: I put the child in the wrong classroom. How can I move the child to the proper classroom?

A: If you have entered a child or multiple children in the wrong classroom and need to move the child(ren) to the correct classroom in Childware 2.0, please follow the steps provided. To make this change you must send an email to helpdesk@phmc.org and provide the following information:

- Child ID
- Name of child(ren)
- Name of the current classroom
- Name of the new classroom
- Site Name

A member of the Childware team will then move the child(ren) to the accurate classroom. If you are reorganizing classes prior to the start of the program, please include multiple children in one

email.

Q: I need to change the name or number of the classroom, how do I do this?

A: To change **the name or number of a classroom**, simply open your site information and click on the *classroom tab*. Click on the **EDIT button** of the classroom you want to make changes. Highlight the information in the *classroom name field* and **type in your NEW name or number**. Click on the **Update** button.

Discharge

Q: I was just notified that a student I pre-enrolled is not coming to my center. How do I discharge the child to get my slot back?

A: To obtain step-by-step instructions on how to discharge enrolled children that will not be attending your site, go to the ChildWare website and download the trouble-shooting document in the PHLpreK Quick links section of the Provider Support section titled “[Discharging a Pre-Enrolled Child in ChildWare 2.0](#)” or you can watch our [video](#)! There are great troubleshooting guides and videos in this section. Check them all out!

Enrollment

Q: No matter what I do, I cannot successfully enroll a child in my center, help!

A: Download the [Enrollment Troubleshooting Guide](#) from our ChildWare website or view our [video](#).

Problems with enrollment usually occurs **when the agency or child information is not filled in accurately**. Review every tab to make sure nothing is missing.

Site Info:

1. **Go to the General Tab** for your center and check to see if the **City Council District show a number**—if not update it and save. If you do not know your district council number, you can find the district my going to the [City Council website](#).
 2. **Click on the Address Tab**—is your county filled in—if not click edit and choose your county.
 3. **Click on the Funding Allotment Tab**—*are you slots assigned from PHL18/19 Funding Source?* If not—you will not be able to enroll a child until your slots are assigned. Also check if you have the **Start Time and Hours** filled in (this will prevent enrollment, if not filled in)
- Click on the Classrooms tab**—did you set up a classroom with Max occupancy and curriculum? If not—edit this and save.

Now that you have made corrections, let us check the child’s **eligibility**.

Must fill in items in Child record:

- ❏ **Address Information:** CW 2.0 checks address information to confirm eligibility. County needs to be Philadelphia.
- ❏ **Review all Caregivers Info**—CW 2.0 requires you to identify the child’s county of residence and their address is in the Caregivers screen. Click on the contact tab in the Caregivers information and update/save information.

Child’s Record:

Click on the child’s Application/Enrollment Tab

Click on the **Eligibility Button**. Do you see all green check marks? If you see a red **X** anywhere, you will not be able to enroll this child.

If there is a red **X** on the Residency column that means that, the caregiver’s address is incomplete. It is probably missing the “county” information.

Click on the relationship tab

Click on the primary caregiver’s name, this will take you to the Caregiver information.

Click on the Caregiver’s Address tab. Look at the County section – is it blank? If yes, then that is the problem! Edit the county to Philadelphia and save information.

Check the child’s eligibility again, if all green checks – click on enrollment to enroll.

If you continue to have issues email helpdesk@phmc.org or navigate to the screen you are having issues on and click on the **BUG icon** this will send a picture of the screen to the helpdesk. *Just remember to include a brief description of the problem you are having and a telephone number.*

Q: I chose a child on my children list, and clicked on the application and enrollment tab, but it was blank. How do I apply the child?

A: If this is the first time this child is being applied, you need to click on the **New Application button** in the center-right of the screen, a new dialogue box appears, **select the site** using the dropdown arrow and **type in the referral date. Click Add.** You will now see the Agency/Site referral and application date on the child’s record with a **Status of Application**.

Q: What should I put in as the Referral Date in the enrollment process?

A: The Referral Date is *the date that is on the Parent’s PHLpreK application.*

Q: After, I complete the PHLpreK application questions; ChildWare does not enroll my child?

A: This is a common error if you did not answer all the questions. Also, make sure you give a

reason for answers that are listed as “other” in the application. The ChildWare program will give you a message and direct you back to the question that is not answered correctly. Once you complete all the questions accurately, you should be able to enroll the child.

Q: PHLpreK has approved my enrollments yet the child’s application status still says pre-enrolled. Why?

A: The enrollment status is tied to the first date of the child’s enrollment. Once we hit that date, the child’s “Pre-Enrolled” status will change to “Enrolled.”

Resources

Q: Where can I find how-to documentation and how-to videos to watch regarding using ChildWare 2.0?

A: There is a collection of support documentation and how-to videos on the [ChildWare website](#). Visit the website often to view our newest support material.

Site

Q: How do I close my site for an emergency or a scheduled (holidays/professional development) closing?

A: Visit our website and download the [ChildWare 2.0: Closing a Site](#) step-by-step documentation.

Waiting List

Q: How do I put children on a waiting list?

A: After you enter a child in ChildWare, you will have the opportunity to “apply” them. Click on a child’s name to open their record, and then click on the Application/Enrollment tab. You will see a “New Application” button. Click the button and choose the site and referral date (date on the PHLpreK application). Click the Add button. The “Status” of the child is now “Applicant.” *Any child that has a status of Applicant – that child is considered to be on your Waiting List!* Once you enroll the child into a classroom – they are then in the enrolled category and then and only then takes up a slot. Applicants DO NOT AFFECT your slot allocation.