

↑ UPDATES

Early Childhood Education

In this issue:

- Welcome
- Training at PHMC
- Support Resources
- BUG Report in CW 2.0—what to include.
- Trouble Shooting CW 2.0 Application and Enrollment

Welcome to CW 2.0!

On May 11, 2018, ChildWare launched a new version of ChildWare. This upgrade was developed to enhance the data management experience of staff using ChildWare for their PHLpreK program. Reviews have been extremely positive regarding inputting information in the new program, the flow of the screens, and the ease of use in the updated application and enrollment process. New modules will be introduced throughout the next year including billing, and extended reporting. This newsletter is dedicated to keeping you updated with all the latest improvements of ChildWare 2.0.

Training at PHMC

Throughout the fall 2017 and the spring 2018, ChildWare offered training in the various deliverables for PHLpreK and generalized functions in ChildWare at our PHMC location. This training will continue throughout the year as new features in ChildWare 2.0 are unveiled and PHLpreK contract deliverables timetable for the FY18/19 school year draws near. **Registration is required to attend and a new late arrival policy will be instituted, so make sure to arrive at least 10 minutes prior to the start of class.** Look for training class announcements from the ChildWare and PhlpreK teams!



Need assistance with ChildWare?

The quickest way to get support for all your ChildWare 1.0 and 2.0 issues is to email helpdesk@phmc.org.

Check out our PHLpreK web resources at our [ChildWare website](#) for CW 1.0 and CW 2.0 training materials.

- [How-To Videos and documentation](#)
- [PowerPoint presentations from training classes](#)
- [Frequently Asked ChildWare 2.0 Questions](#)



CW 2.0 BUG Report!

What should be included in your message to the helpdesk when you click on the bug report icon?

When you click on the bug report—it takes a picture of the screen.

Please include a brief description of the problem in your report.

If all you send is the picture—this will delay your support because we do not understand what issues you are having—unless you tell us!

Tell me and I forget, teach me and I may remember, involve me and I learn”.

-Benjamin Franklin



UPDATES

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Trouble Shooting ChildWare 2.0 Child Application and Enrollment Process

Q: I choose a child in my 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 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 a 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 caregivers record which would cause a red **X** to appear under Residency

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

A: Usually this occurs **when the agency or child information is not filled in accurately.** *Review every tab to make sure nothing is missing.*

Must fill items in Agency:

1. First **go to the General Tab** for your center and check to see if the **City Council District is filled in**—if not edit it and save. You can find the district by 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.
4. **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, try to enroll the child again. If you continue to have issues email helpdesk@phmc.org by clicking on the **BUG**—include your agency name, child's name and what version of CW you are working in.

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.

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 an Applicant Status is considered 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.

Q: After, I complete the PHLpreK application questions it will not enroll?

A: Common issue if you did not answer all the questions! Also, make sure you give a reason for answers that are "other."