

ChildWare

Trouble-shooting the application process in ChildWare 2.0

Please check all of the following before starting the application and enrollment process in ChildWare 2.0. If you find you are having trouble with the process, please re-check these items before contacting the help desk.

Confirm your slot allocations

1. Go to your **SITE** list and open your **site** record.
2. Click on *the Funding Allotment tab* and review the information there. In order to enroll children in ChildWare, you will need Slot allocations from PHLpreK.

Funding Source	Alliance	Agency	Rule Group	Slot Allocation	Slots Remaining	Start Time	Hours	Start Date	End Date	Action
PHL18/19	PHLpreK		FY19	40	0	08:30 AM	5.50	08/27/2018	06/30/2019	Edit

If there is **NO FUNDING SOURCE listed for the next program year** – your slots **have not been allocated** and you cannot enroll children until you see that you have a funding source in the **Funding Allotment tab**.

You will also need to complete the information for the start time and duration of your PHLpreK program, if this area is blank.

Set your Start Time and Hours in Site Funding Allotment

1. On the menu scroll to **sites**.
2. Click on the Funding Allotment tab
3. If the **Start Time and Hours** are **BLANK**, click the Edit button (the name box will be greyed out – do not try to edit) and *add Start time for PHLpreK program and hours (duration of the PHLpreK program)*.
4. Save updated info.

General Address Funding Allotment Classrooms Capacity Attendance Dashboard Certifications

Add Private Pay Select Query Advanced Filter Search

Funding Source+	Alliance	Agency	Rule Group	Slot Allocation	Slots Remaining	Start Time	Hours	Start Date	End Date	Action
PHL18/19	PHLpreK		FY19	38	38			08/27/2018	06/30/2019	Edit

General Address Funding Allotment Classrooms Capacity Attendance Dashboard Certifications

Edit Funding Allotment

Name Start Time Hours

Save Close

Check your classrooms

You need to have at least one active classroom in the site with a capacity number. ChildWare 2.0 requires that children be enrolled into a classroom.

Go to your **site** list and open your **site** record.

Click on the Classrooms tab and review.

If there are no classrooms listed – YOU WILL NOT BE ABLE TO ENROLL CHILDREN

General Address Funding Allotment Classrooms Capacity Attendance Dashboard Certifications

Total Enrollment Capacity: 50 | DHS Capacity: 50 Add Classroom

Name	Age Group	Max Occupancy	Created Date	Curriculum	Created By	Status	Action
Preschool	Preschool: 3 year...	20	04/24/2018	Scholastic - Big ...	hmarwich	Active	Edit Deactivate

If you need to add a classroom:

1. Click on Add Classroom Button on top right corner.
2. Complete fields: start with the drop down list of age group then enter Classroom Name and adjust Max Occupancy as needed.
3. Save info.

Create New Classroom

Age Group

Classroom Name Max Occupancy

Curriculum

Add Close

Check the address information

ChildWare 2.0 checks address information to help confirm eligibility.

1. Login to ChildWare 2.0 using the Chrome browser at childware.phmc.org
2. Click on the navigation menu and scroll down to Children.
3. Pick a child from your list by clicking on their name.
4. Click on the relationship tab and click on the primary caregiver's name to access their address information.

Tinker Belle (3yo) ID# 8891

[Family](#)

Name	Relationship	Date Of Birth	Gender	Primary Phone	Primary E-mail
Peter Pan	Parent	07/04/1990	Male	215-666-7777	

- **Review all the caregivers information related to the child.** Children and caregivers that were migrated from ChildWare 1.0 may not have complete addresses because ChildWare 2.0 requires you to identify the child's county of residence.
- **Open the caregiver's record and click on the address tab** – if the field for **COUNTY** is blank **THIS WILL PREVENT YOU FROM ENROLLING** a child.

Pan, Peter - Caregiver - CW ID#[8892]

[Family](#)

Address 1
1 Neverland Way

Address 2

City
Philadelphia

State
PA

County
Philadelphia

Zip
19149

[Edit](#)

- **Update the address information and be sure to select a county.** Once you hit the "save" button, a pop-up will appear to also update the information for any related children. *Click the box to the left for all children for whom this person is the primary caregiver. Click Update.*

Apply Address

	Name	Address1	Address2	City	State	County	Zip
<input checked="" type="checkbox"/>	Tinker Belle	1 Neverland Way		Philadelphia	PA	Philadelphia	19149

[Update](#) [Cancel](#)