

Child Care Attendance App

User Guide

Updated: 8/01/2021

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Signing Children In and Out

The Eleyo Child Care Attendance app provides site staff with several different options for signing children into and out of sections. Additionally, the Eleyo Child Care Attendance app is designed to gather and track important data for site staff, administrators and parents during the sign-in and sign-out process. This data includes drop-off and pick-up times and which authorized pickup or site staff members signed the child in or out.

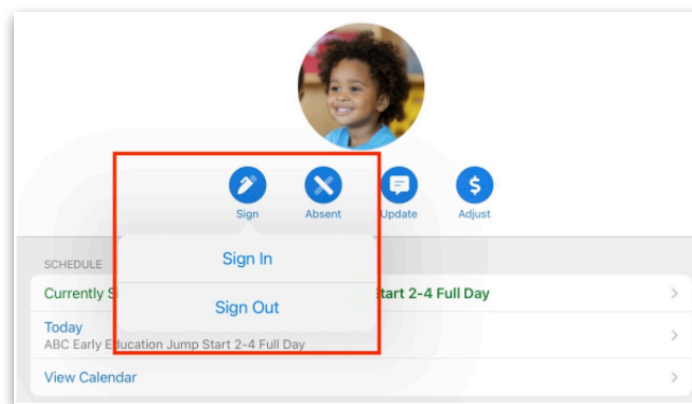
Outlined below is a series of helpful articles related to the sign in / sign out capabilities of the Child Care Attendance app.

Sign a Child In and Out from the Child Show Page

Site staff can sign a child in or out from the Child's Show Page by completing the steps outlined below.

Complete the Task:

- Navigate to the *Attendance* tab
- Select the *Child*
- Tap *Sign*
- Select *Sign In or Sign Out*



- Type in or select Staff Member name
- Select Section if necessary (if there is more than one section a child is schedule for the user will need to select a section)
- Select *Time* (the app allows you to retroactively go back within 24 hours); if no time is selected it will default to the current time
- Tap Sign In 1 Child or Sign Out 1 Child
- Staff Signature



The screenshot shows the 'Sign In' form in the Eleyo app. The form has a title 'Sign In' and a 'Cancel' button in the top right corner. It contains several fields:

- Staff Member:** Cynthia (with a dropdown arrow)
- Authorized Contact:** Not Specified
- Section:** Select Section (with a dropdown arrow) and AM (with a dropdown arrow)
- Time:** Select Time (with a dropdown arrow) and 10:52 AM (with a dropdown arrow)
- 1 Child Selected:** Collapse (with a dropdown arrow)

At the bottom of the form, there is a profile picture and the name Alex Keaton.

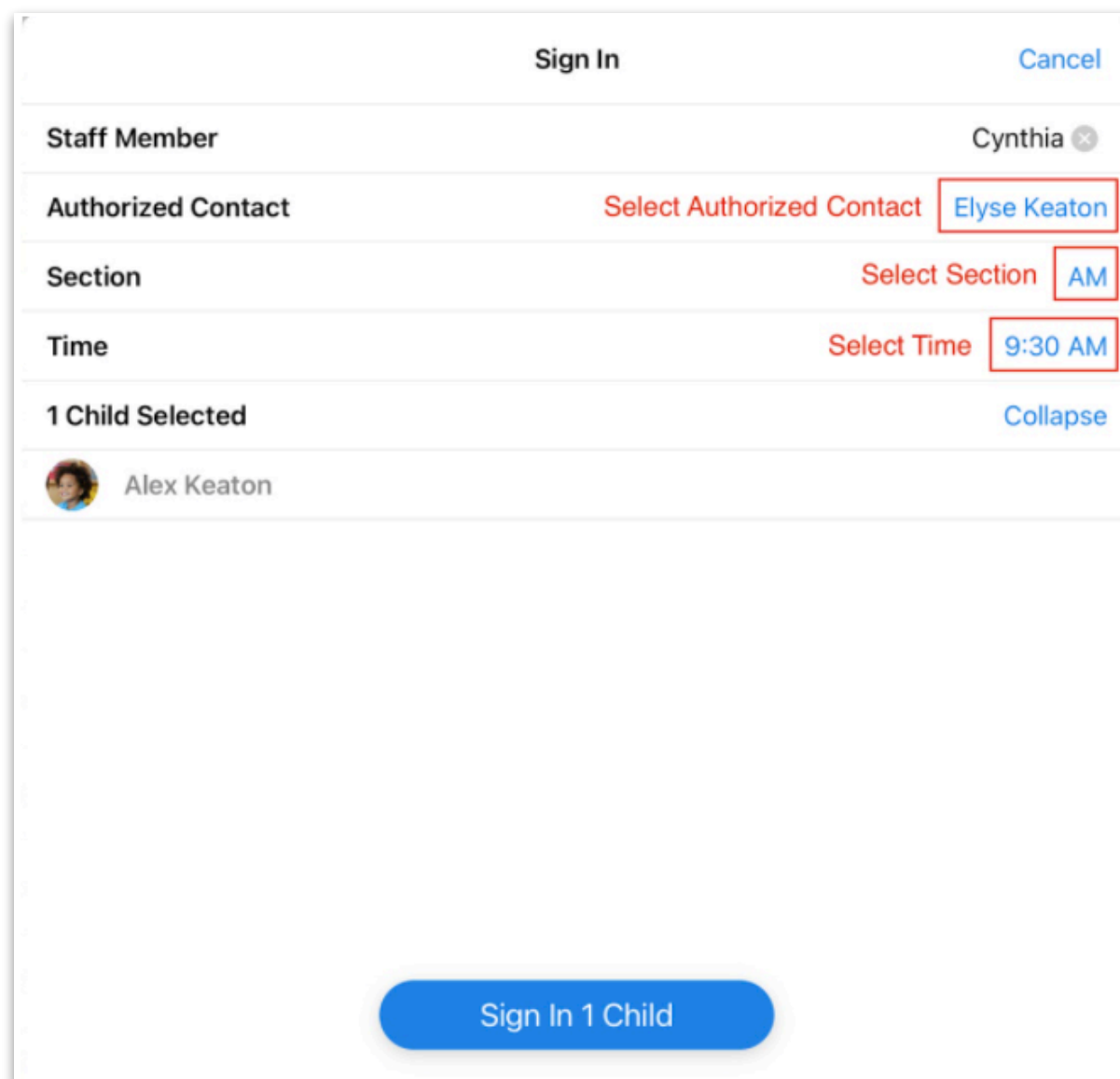
Signing Children In and Out

Staff Sign

Staff Sign was created as a way to allow staff to sign a child in or out for an authorized pickup. Staff Sign will keep a record indicating which authorized pickup had dropped off or picked up a child and what staff member signed for the authorized pickup. Staff Sign can be completed using the following steps.

Complete the Task:

- Navigate to the *Attendance* tab
- Select the *child*
- Tap *Sign*
- Tap Sign In or Sign Out
- Select Sign In or Sign Out
- Type in or select *Staff Member*
- Select *Section* if necessary (if there is more than one section a child is schedule for the user will need to select a section)
- Select Authorized Pickup
- Select *Time* (the app allows you to retroactively go back within 24 hours); if no time is selected it will default to the current time
- Tap Sign In 1 Child or Sign Out 1 Child
- Staff signature



The screenshot shows the 'Sign In' screen in the app. At the top, there is a title 'Sign In' and a 'Cancel' button. Below the title, there are several fields for selection:

- Staff Member:** A dropdown menu showing 'Cynthia' with a close icon.
- Authorized Contact:** A dropdown menu with 'Select Authorized Contact' and 'Elyse Keaton'.
- Section:** A dropdown menu with 'Select Section' and 'AM'.
- Time:** A dropdown menu with 'Select Time' and '9:30 AM'.

Below these fields, it says '1 Child Selected' with a 'Collapse' button. Underneath, there is a profile picture and the name 'Alex Keaton'. At the bottom of the screen, there is a large blue button labeled 'Sign In 1 Child'.

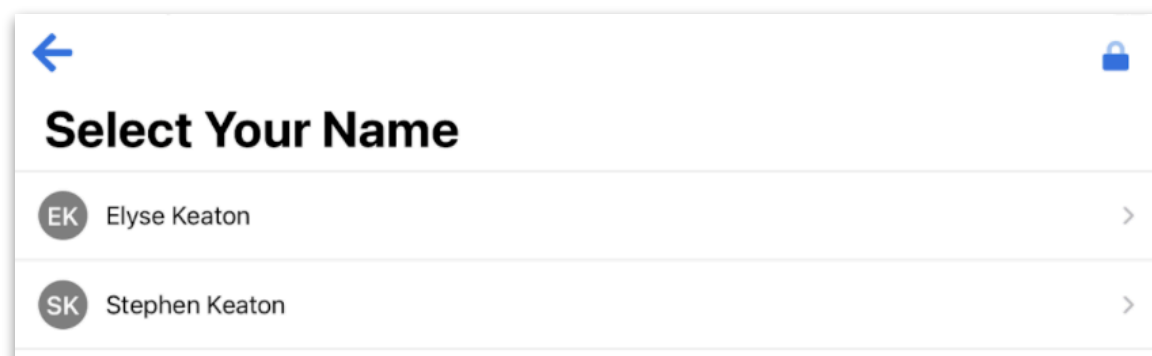
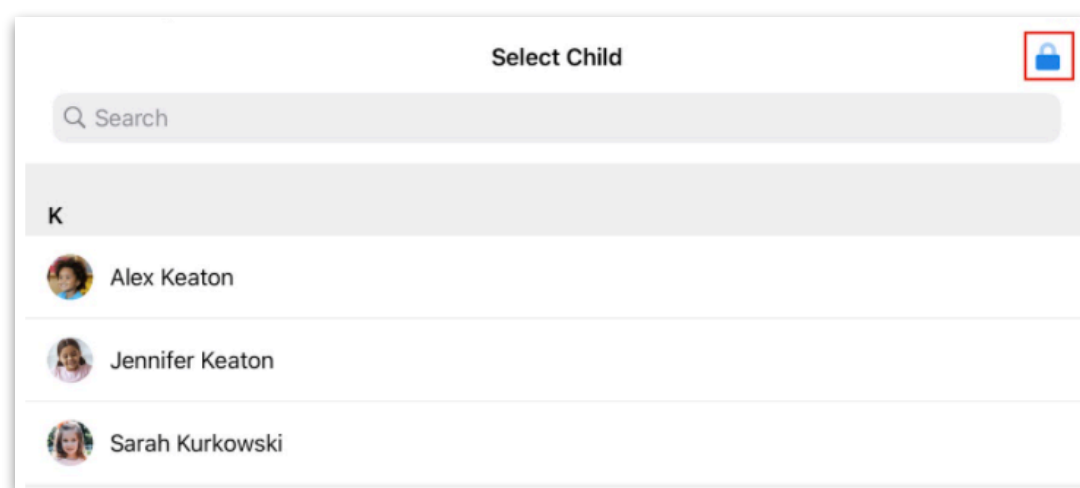
Signing Children In and Out

Kiosk

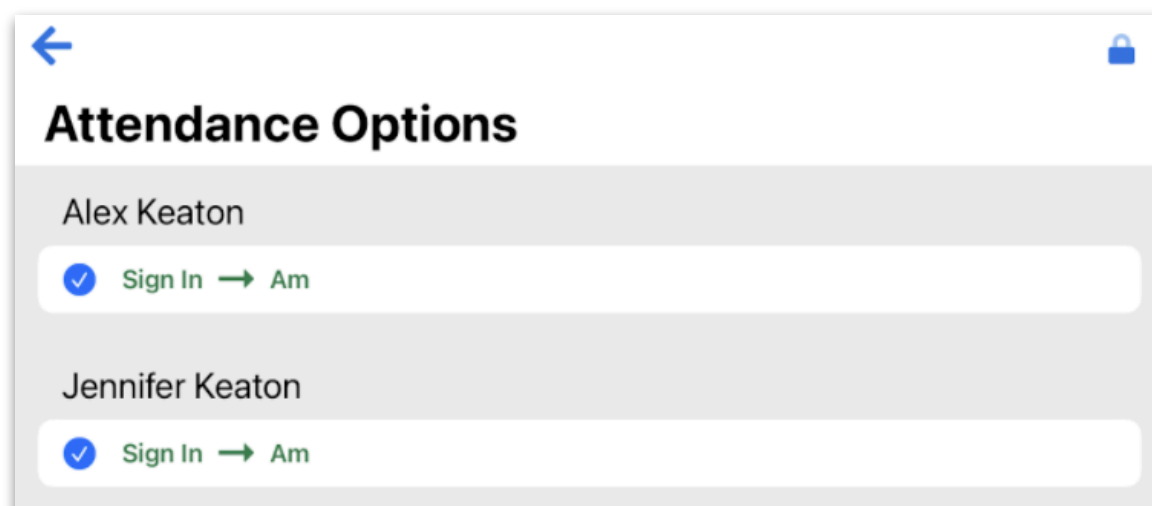
The Kiosk tab in Eleyo's Child Care Attendance app is designed for authorized pickups to sign in / sign out a child in the program. Follow the steps below to utilize the Kiosk tab.

Complete the Task:

- Navigate to the *Kiosk* tab
- Tap the *lock icon* in the top right corner of the iPad/iPhone
- Have the authorized pickup select the *child* from the list



- The authorized pickup selects their name from the *authorized pickup* list
- Authorized pickup selects the *section* to sign the child in or out. (If the authorized pickup is dropping off or picking up multiple children at the same time, they can select all drop-offs or pickups from that screen)
- Authorized pickup signature



Signing Children In and Out

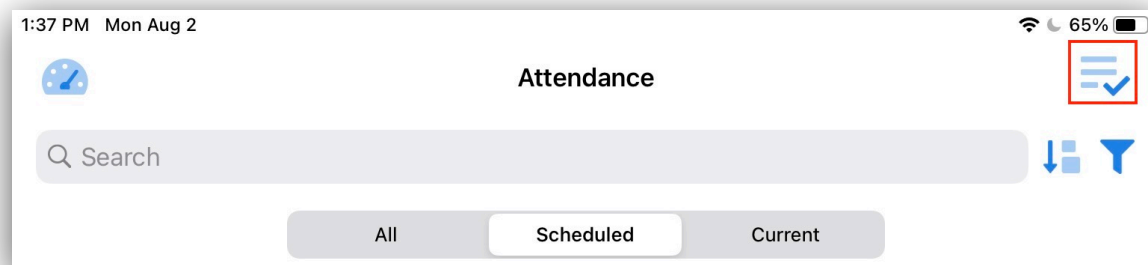
Mass Sign

The Mass Sign feature offers a way to sign in or sign out multiple children in a section at one time. Please note that the app will not add the automated late pick-up and early drop-off fees if a staff person marks a student in or out using Mass Sign.

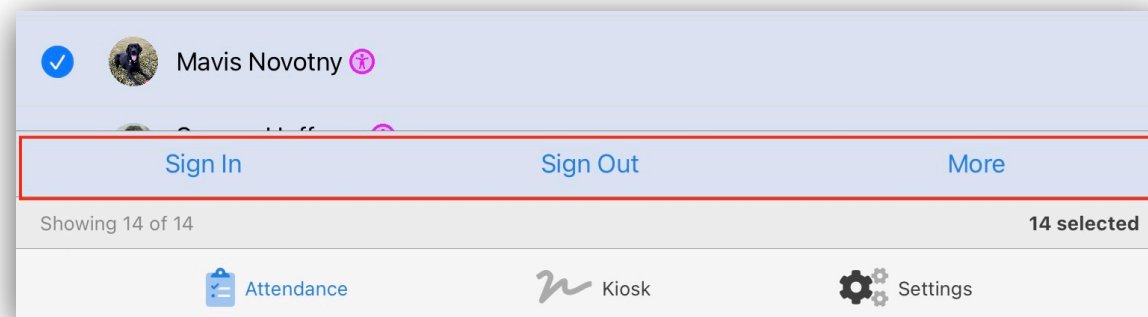
Site staff can also use the Mass Sign option to sign children into multiple sections simultaneously. To use the app's mass sign feature:

Complete the Task:

- Navigate to the *Attendance* tab
- Tap the *blue checkmark icon* to the right of *Attendance* at the top of the screen



- Select children
- Tap *Sign In or Sign out*



- Type in or select *staff member*
- Select the *authorized pickup* (optional) - if all the children selected share an authorized pickup when using Mass Sign, the site staff have the option to indicate the authorized pickup who is picking up or dropping off the children.
- Select time (the app allows you to go back within 24 hours retroactively); if no time is selected, it will default to the current time.

Signing Children In and Out

- Section Selection:

- Scheduled Children:* The app will automatically select the section to sign children into for children who are only scheduled for a single section. For children that are scheduled for overlapping section site staff will need to select the section to



- Drop-Ins:

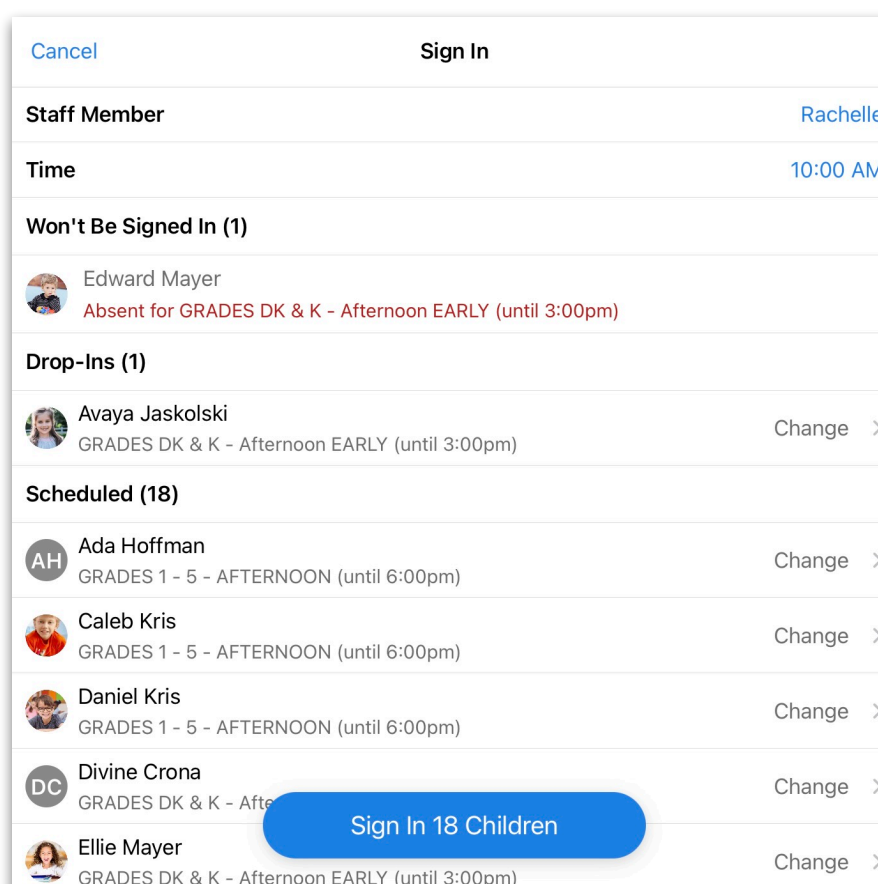
- Staff will select a section to drop the child into for children not scheduled for any sections.
 - If only one section is available to drop the child into, the app will automatically attempt to drop the child into that section.
 - Site staff can turn off this feature by navigating to the app settings under the device settings. From app settings, staff can toggle off the Auto Select Drop-In Section. When toggled off, staff will need to select which section for child drop-in.



- Unscheduled Not Eligible for Drop-in:* For Children who are not scheduled for any active sections and cannot drop into any active sections. The app will display children under Won't be Signed in and will have No Available Section in these cases.



- Tap Sign In or Sign Out
- Staff Signature



Signing Children In and Out

Update Children's Location Using Mass Sign

Site staff can use Mass Sign to record child locations at one time.

Complete the Task:

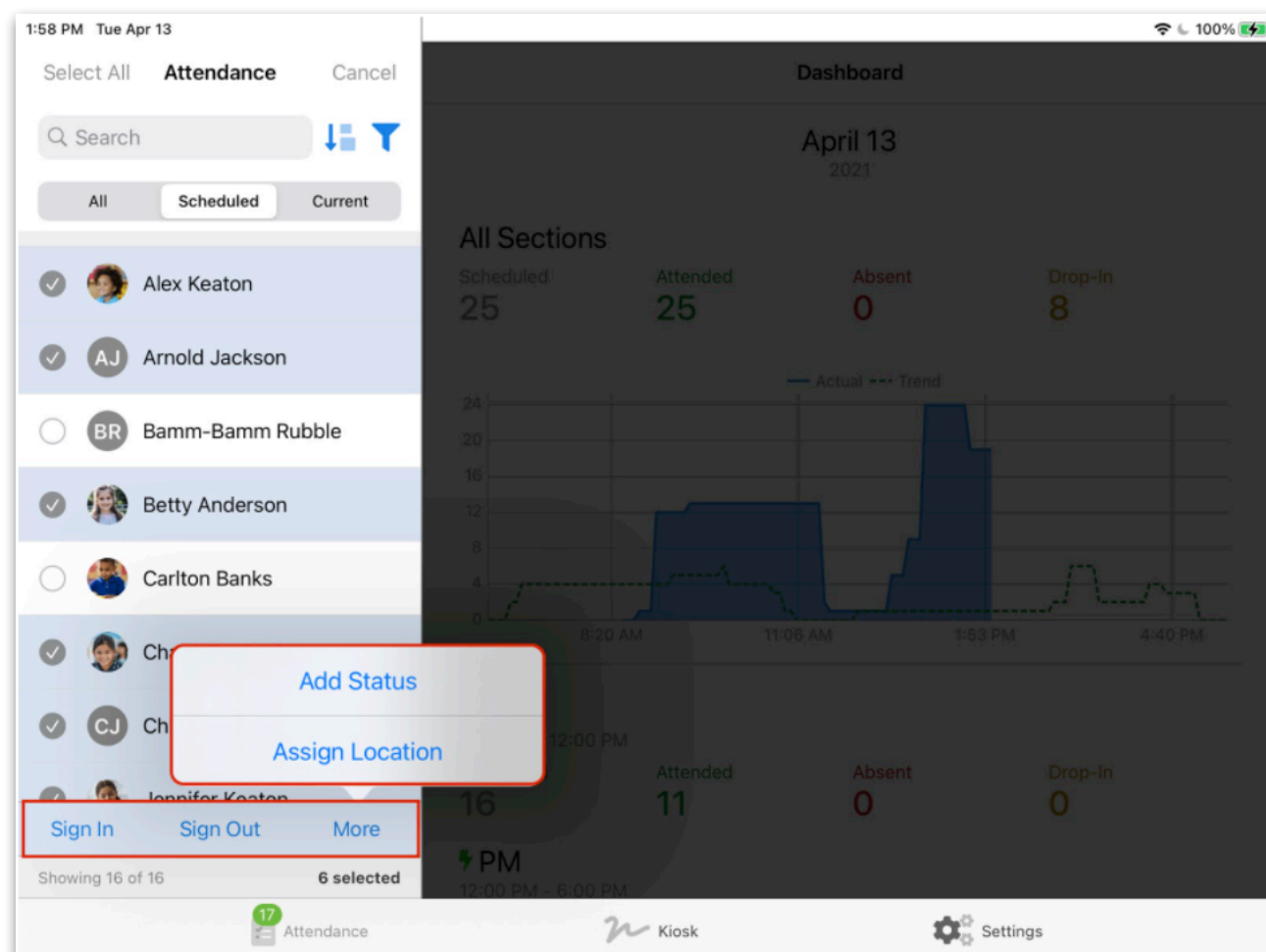
- Navigate to the *Attendance* tab.
- Tap the *blue checkmark* icon to the right of *Attendance* at the top of the screen.
- Select children
- Tap *More*
- Select *Assign Location*
- Select the new *Location*
- Select *Update Location*

Adding Status Updates Using Mass Sign

Site staff can use Mass Sign to add status updates to multiple child accounts at once.

Complete the Task:

- Navigate to the *Attendance* tab
- Tap the *blue checkmark icon* to the right of *Attendance* at the top of the screen
- Select children
- Tap *More*
- Select *Add Status*
- Select the *Update Category*
- Enter *Status Update*
- Tap *Submit*



Locations

Locations

The Locations feature allows staff to keep track of students currently signed in by location. Locations are defined in the Administrative system by the site and must be set up before this feature can be used in the Child Care Attendance app. Locations can be enabled after creating them on the admin side.

Complete the Task (To create locations on the admin side):

- Point to *Child Care*
- Select *Sites*
- Search for and select the *Site* to add (or edit) *Locations*
- Select *Modify Site*
- Scroll to the *Possible On-site Locations* field in the Extra Options section
- Enter the *Location names* separated by a comma
- Scroll to the bottom of the screen and select *Save*



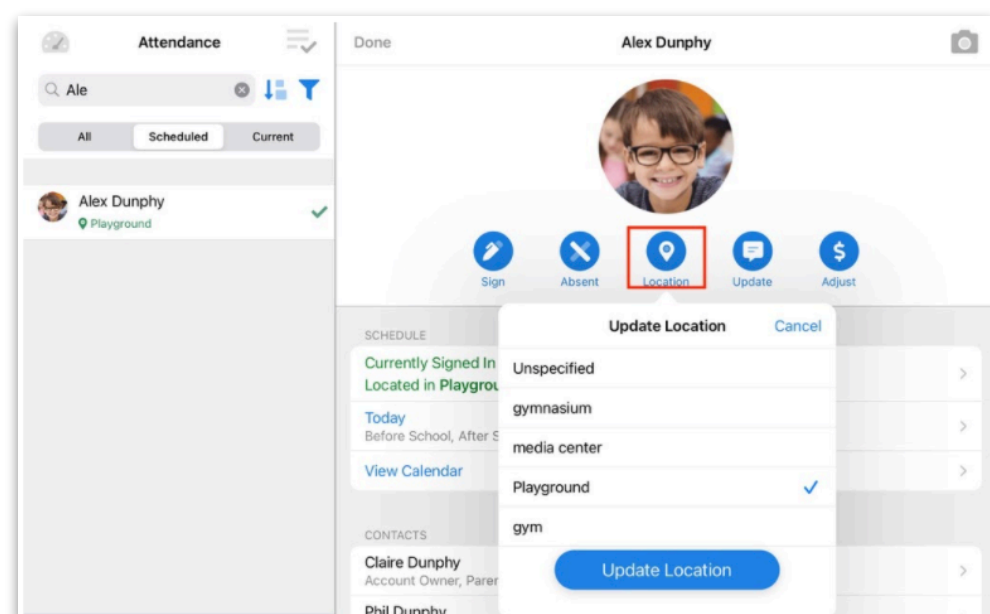
The screenshot shows a form with a section titled 'On-Site Locations' highlighted by a red box. Inside this box, there are four location tags: 'gymnasium', 'media center', 'Playground', and 'gym', each with a small 'x' icon to its right. Below this section, there is a section for 'On-Site Security Codes' with two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected.

Once staff members enable locations from the administrative site, there are two ways to update a child's location – through the child show page or using the mass sign feature.

Updating a Child's Location from the Child Show Page

Complete the Task:

- Navigate to the *Child's Show Page*
- Tap the *Location* icon
- Select the current location
- Select *Update Location*



The screenshot shows the app interface for a child named Alex Dunphy. At the top, there are icons for 'Sign', 'Absent', 'Location', 'Update', and 'Adjust'. The 'Location' icon is highlighted with a red box. Below this, a dialog box titled 'Update Location' is open, showing a list of location options: 'Unspecified', 'gymnasium', 'media center', 'Playground', and 'gym'. The 'Playground' option is selected with a checkmark. At the bottom of the dialog, there is a blue button labeled 'Update Location'.

Locations

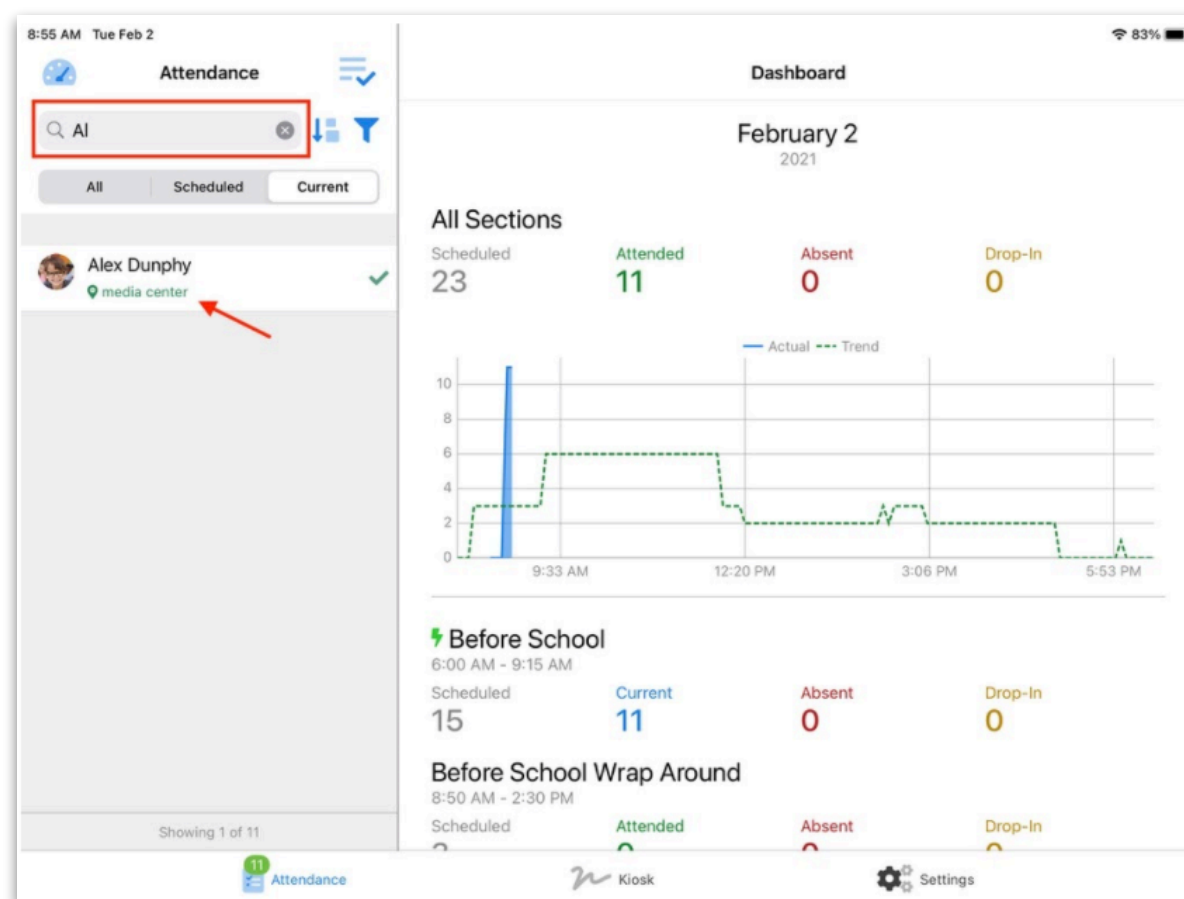
Viewing a Child's Location

There are multiple places to view a child's location throughout the Child Care Attendance app. The quickest way to view a child's location is to search for the child from the Attendance tab.

Searching a Child's Location from the Attendance tab

Complete the Task:

- Navigate to the *Attendance* tab
- Tap the *search bar* at the top of the *Attendance* tab and enter the child's name
- View the child's location under the child's name from the list view



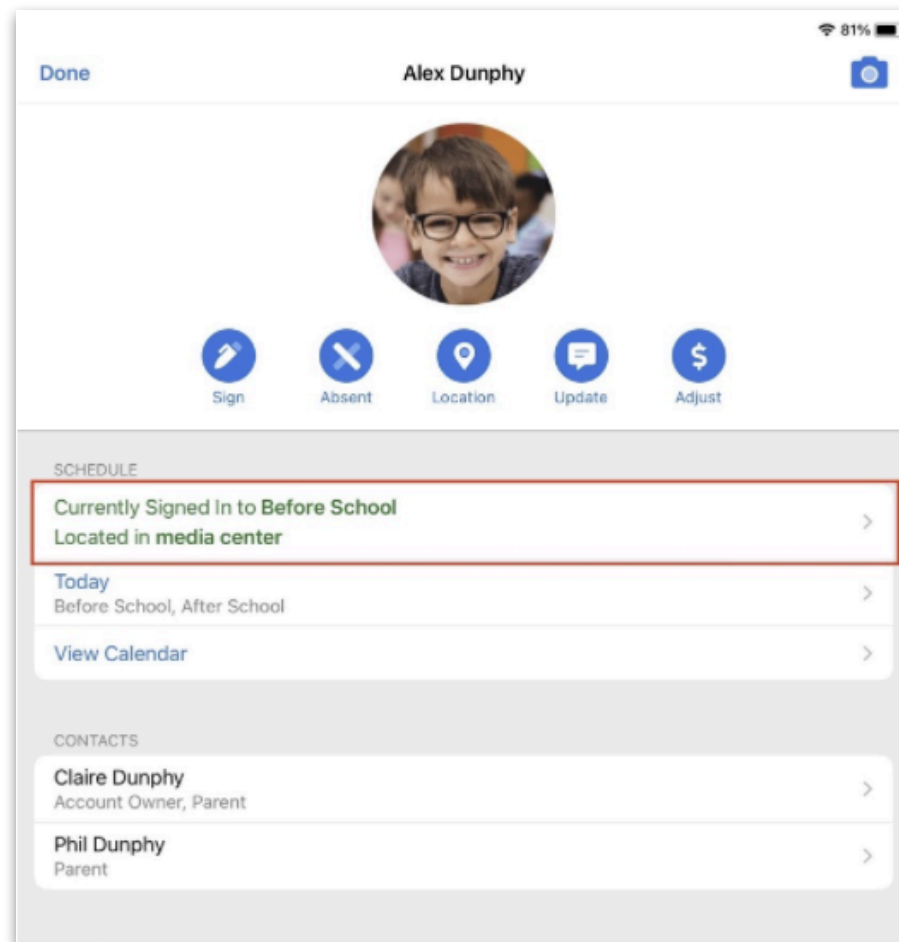
The child's location can also be viewed from within the Child Show Page. The Child Show Page is also where additional information, such as sign-in or sign-out times of a location and the child's previous locations for that day is found.

Locations

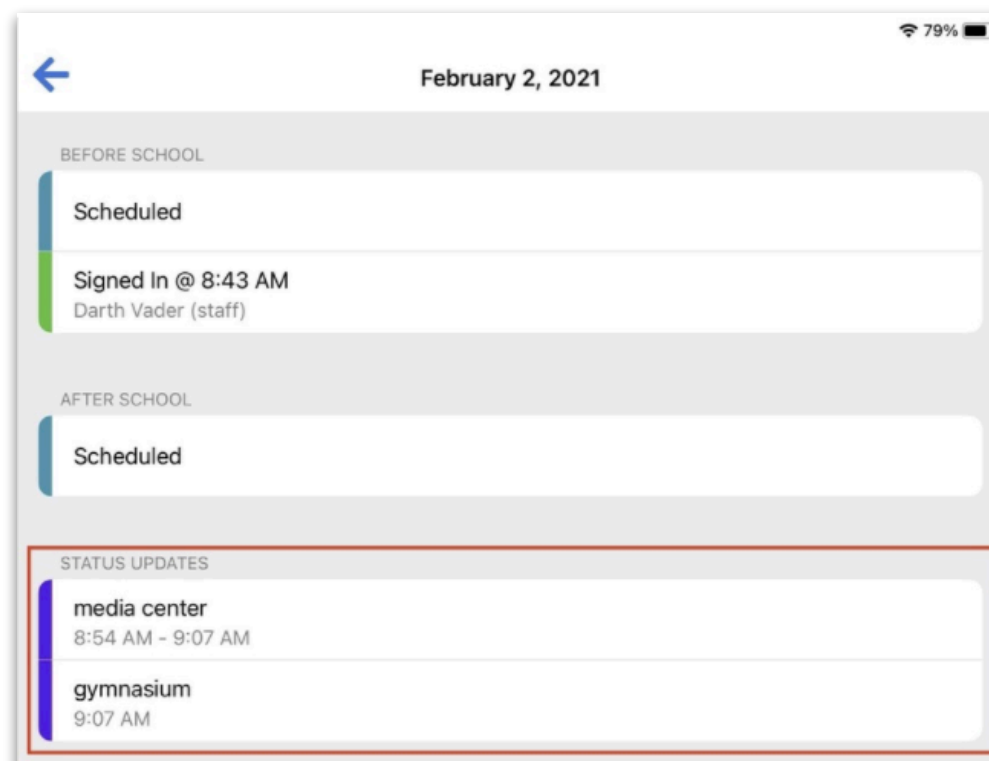
View a Child's Location and Location Details from the Child Show Page

Complete the Tasks:

- Navigate to the *Child Show Page* by selecting the child from the *Attendance* tab
- View the child's current location will be displayed under the Schedule section



- View the child's location details for the day by tapping the field displaying the child's current section and location
- View the child's location details for the day under the *Status Updates* section



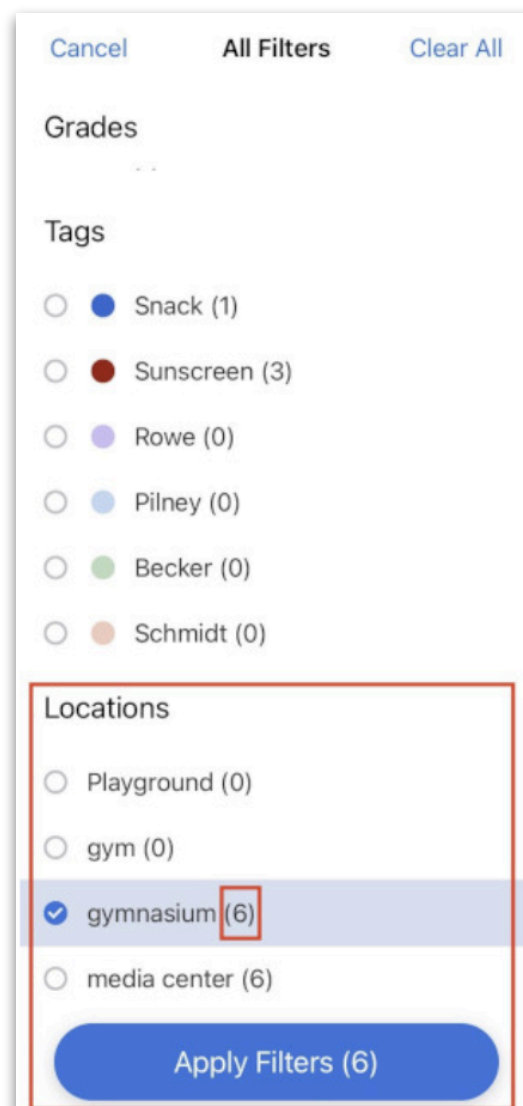
Locations

Viewing children numbers per location

To view the number of children currently signed in at a location, or to view all children signed in at a location follow the steps outlined below.

Complete the Task:

- Navigate to the *Attendance* tab
- Tap the *Filters* icon at the top of the page
- Scroll down to the *Locations* filter section
- View the total number of children signed in displayed next to each location



*Note** from this screen you can select *Apply filters* to see a list of students currently signed in at each location.

Filtering and sorting

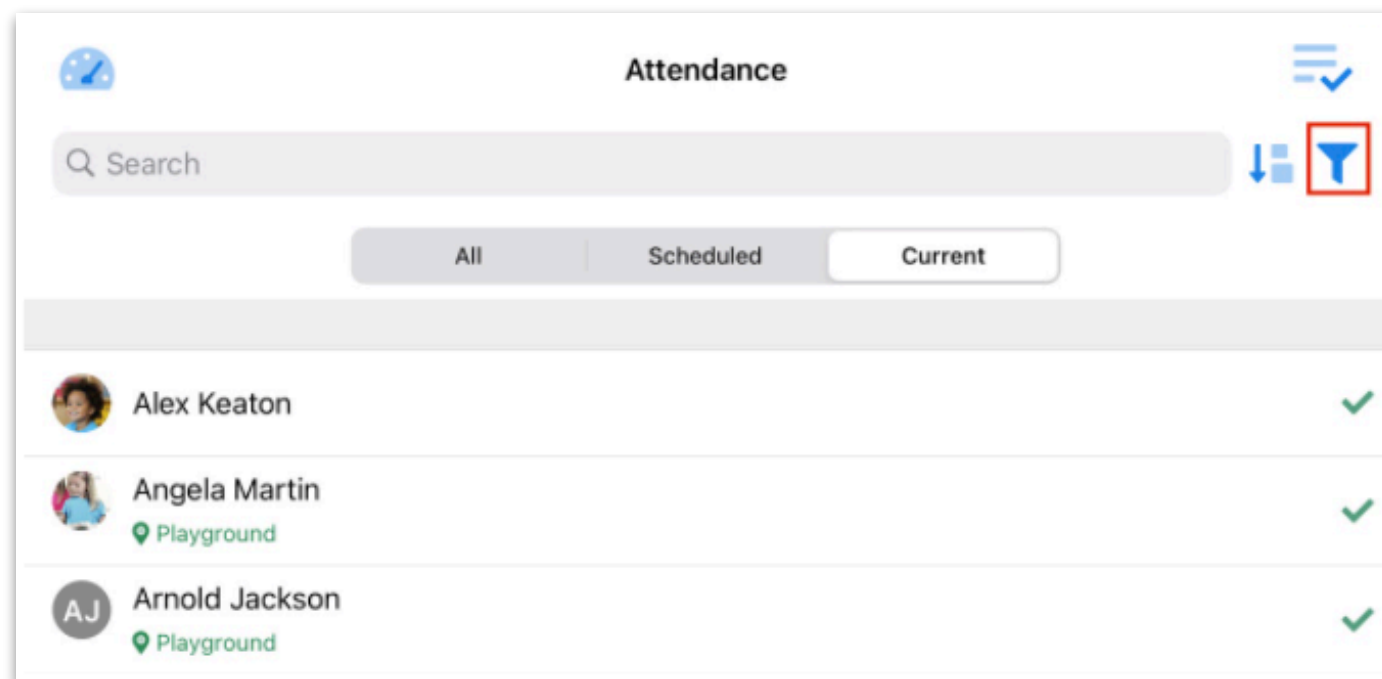
Enhanced Filtering

The Eleyo Child Care Attendance app has enhanced filtering that allows site staff to view and sort children in real time through specified criteria. Admin staff may view all, scheduled and current children and filter by section, grade, absence, locations and tags.

Note to enhance filtering you can use tags to indicate different list properties.*

Complete the Task:

- Navigate to the *Attendance* tab
- Tap the funnel icon in the top right of the screen
- Select desired filters to apply
- Tap *Apply Filters*



How to Clear Filters

Complete the Task:

- Navigate to the Attendance tab
- Tap the funnel icon in the top right of the screen
- Tap *Clear All*
- Tap *Apply Filters*

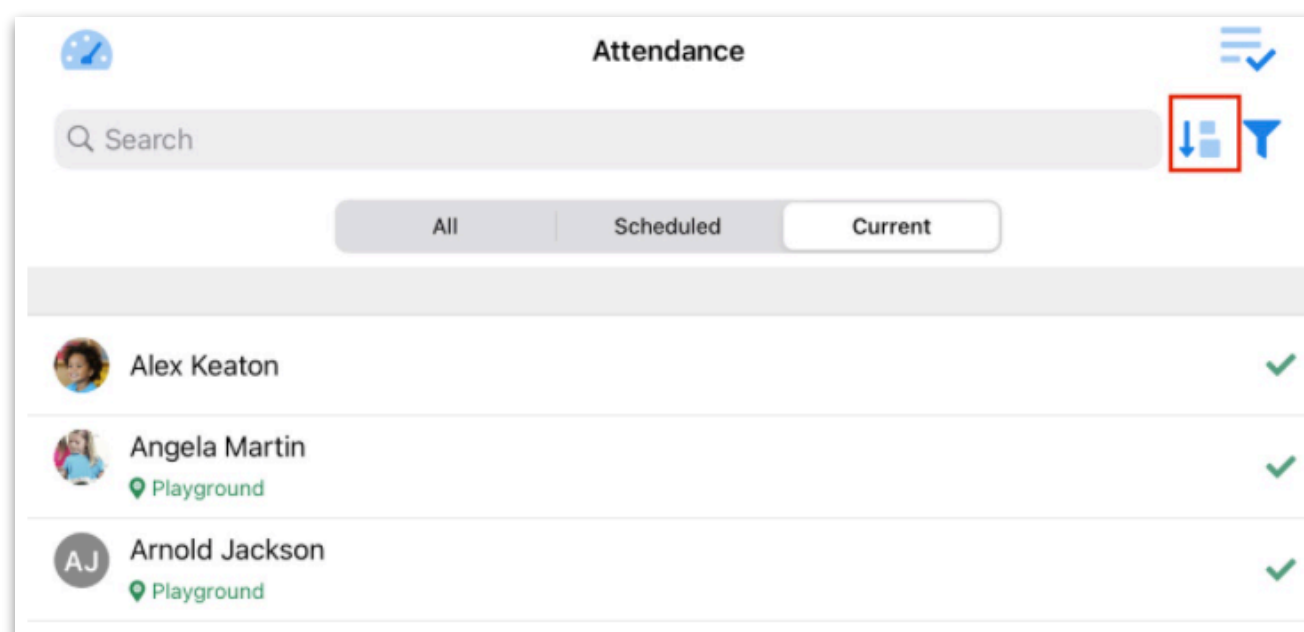
Filtering and sorting

Sorting and Group By

Sorting in the Child Care Attendance app allows site staff to group and sort children in real time through certain criteria. Site staff can now group by grade or location, in addition to sorting either by first or last name within the app.

Complete the Task:

- Navigate to the *Attendance* tab
- Tap the down arrow icon in the top right of the screen
- Select the preferred method of Sorting and Grouping
- Tap *Apply Changes*



How to Clear Out Sorting and Group By

Complete the Task:

- Navigate to the *Attendance* tab
- Tap the down arrow icon in the top right of the screen
- Select the *Reset*
- Tap *Apply Changes*

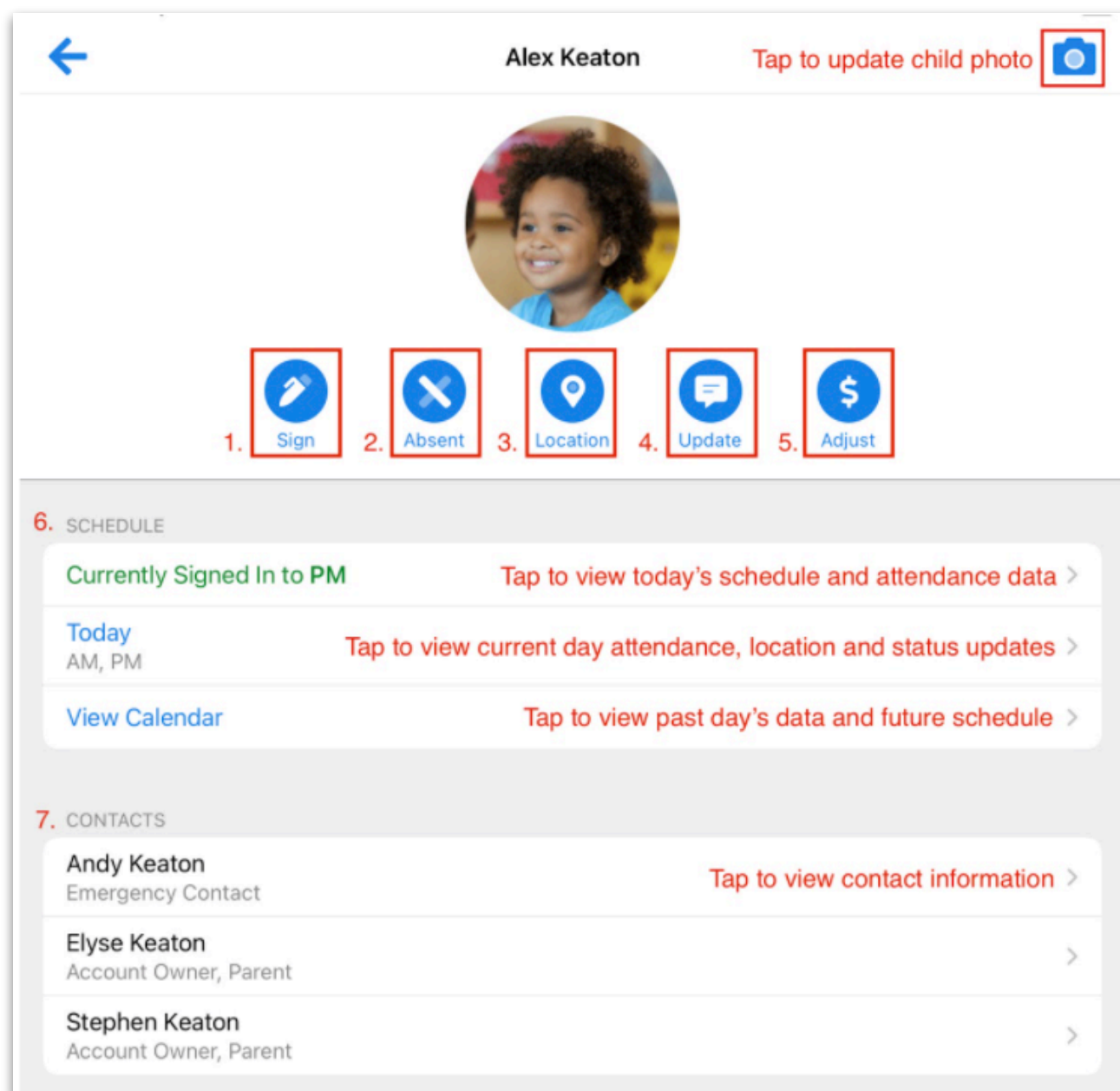
Child show page

Child Show Page Overview

The child show page in the Child Care Attendance app is the student's profile page for staff to quickly view and update pertinent information. The child show page includes:

1. *Sign* – to sign the child into or out of a section
2. *Absent* – to mark a child absent from a section
3. *Location* – site staff can record/update/clear the child's location
4. *Update* – to record status updates for the child
5. *Adjust* – to add adjustments to the child care contract/account
6. *Schedule* – site staff can view the child's past and current day's schedule, attendance data, status updates and location updates
7. *Contacts* – list authorized contacts with contact information
8. *Child Info* – Gender, Birth Date, Age, Child Care Account number, Security Code, Tags
Registration Info – Registration questions and answers

District staff can also add a picture of a child by tapping the camera icon. Tap on a child's name from the Attendance tab to access their Child Show Page.



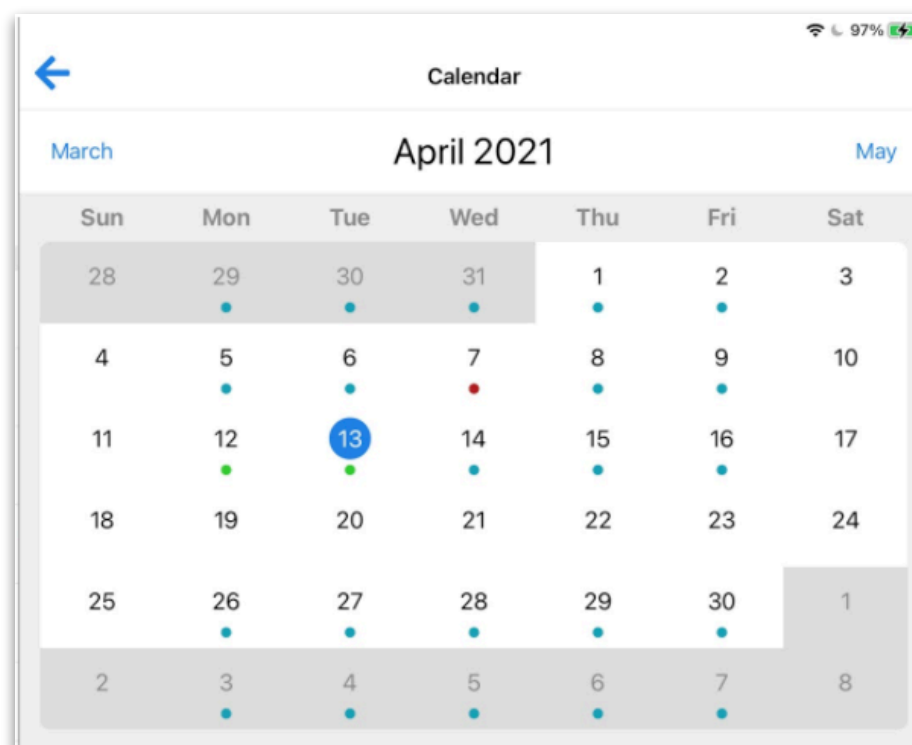
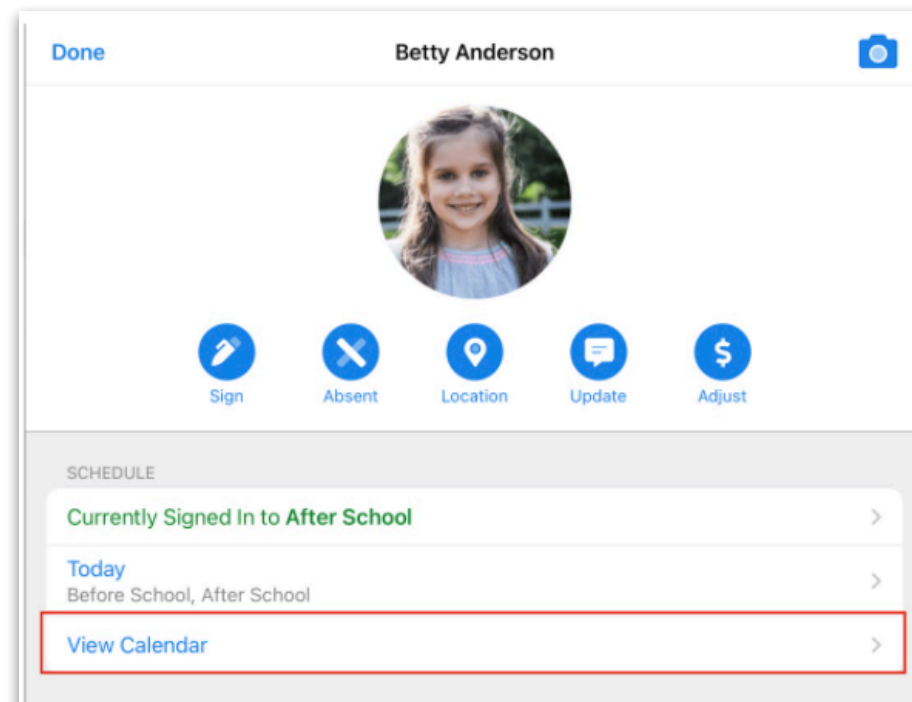
Child show page

Calendar View

In the Calendar View of the Child Care Attendance app, site staff can view the days and times whether a specific child is scheduled, signed in / signed out, and marked absent on a week, month or multiple-month basis.

Complete the Task:

- Navigate to a *Child's Show Page*
- Tap *View Calendar*
- Swipe between months to view different months
- Tap on specific days for attendance information on that day



Blue circles = scheduled

Green = signed in

Red = absent

Child show page

Adding Adjustments

To apply a late fee to an account, users need to first create a saved adjustment through the administrative side. Use the following steps to create a new adjustment.

Complete the Task:

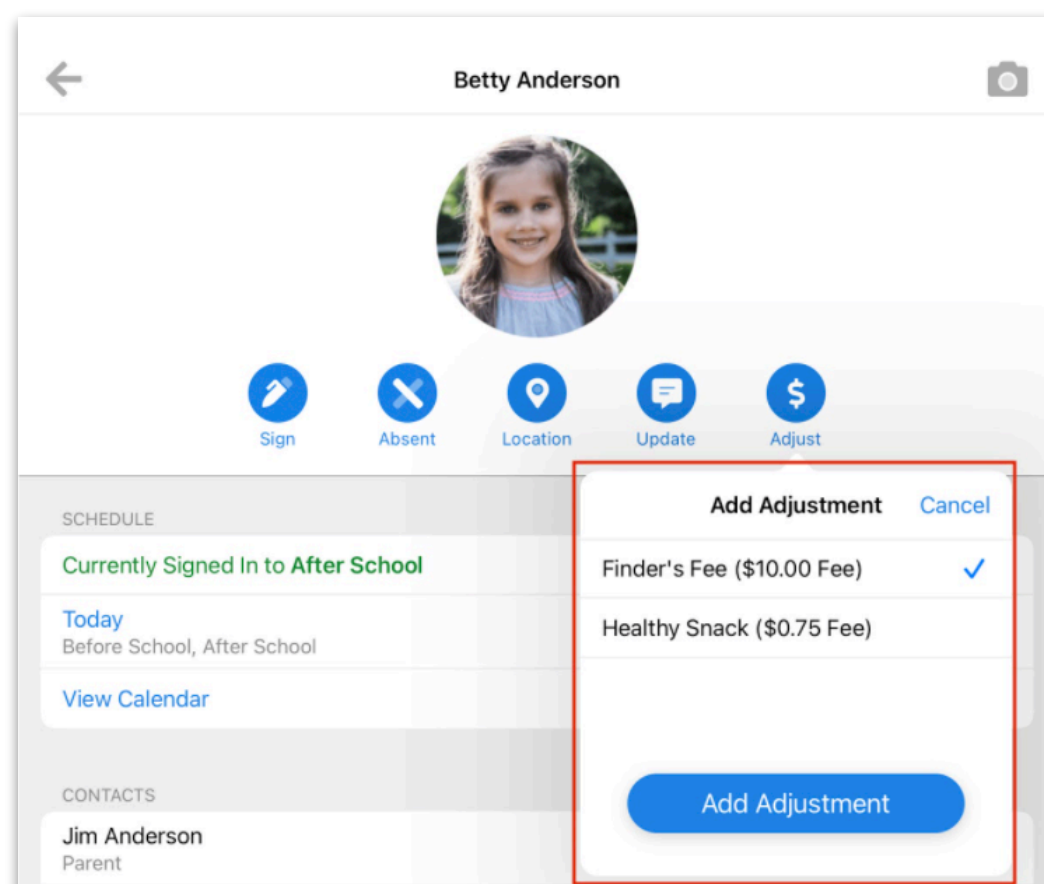
- Point to *Child Care*
- Select *Adjustments*
- Select *Add Adjustment*
- Complete the *New Child Care Adjustment* form
 - Choose Fee (to create an item that will add a new charge) or Credit (to create an item that will lower the amount due by that credit amount)
 - Set Available On-Site to Yes if you wish the adjustment to be available on the Child Care Attendance app to be applied by site staff
- Select Save

You can find more information on creating saved adjustments [here](#).

Once the save adjustment has been created, use the following steps to apply the adjustment to the account.

Complete the Task:

- Navigate to the *Attendance tab*
- Select the child
- Tap *Adjust*
- Select *Adjustment* option
- Tap *Add Adjustment*

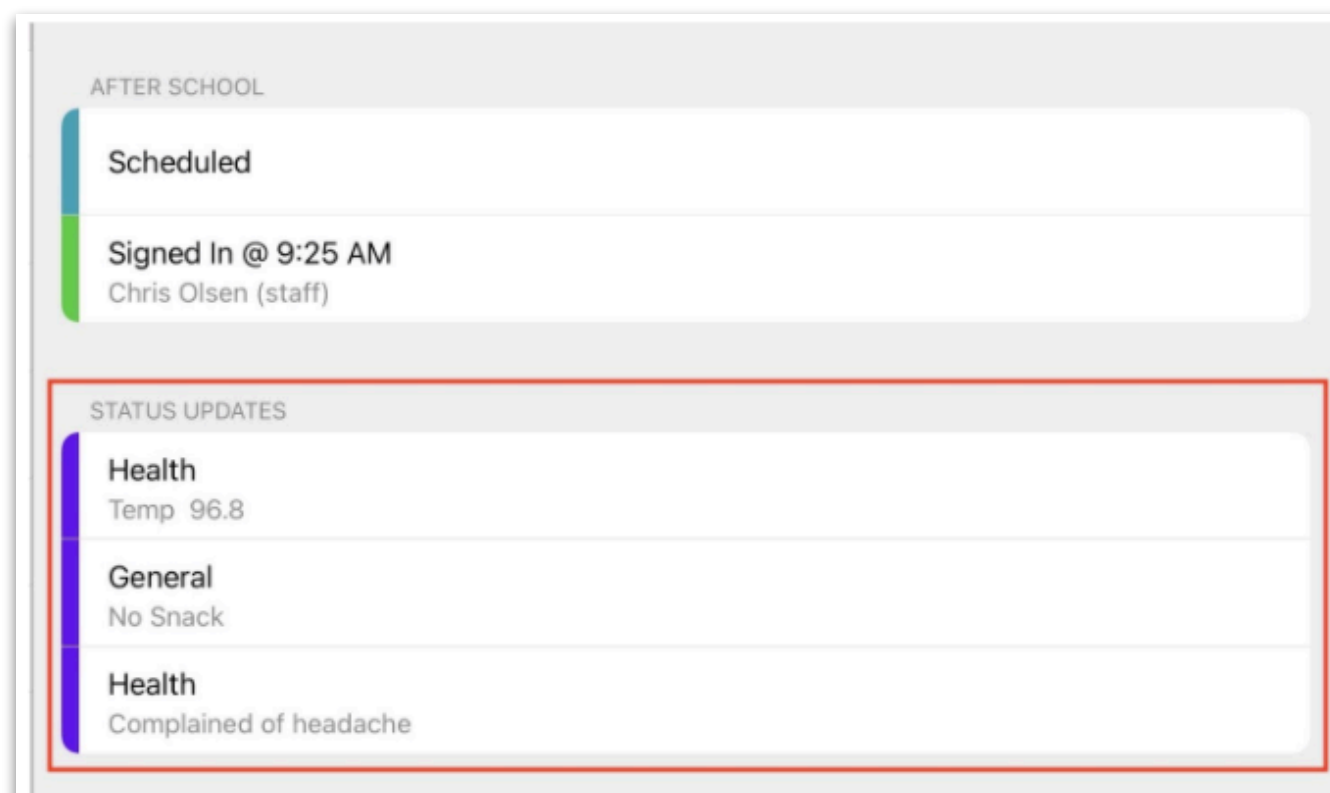
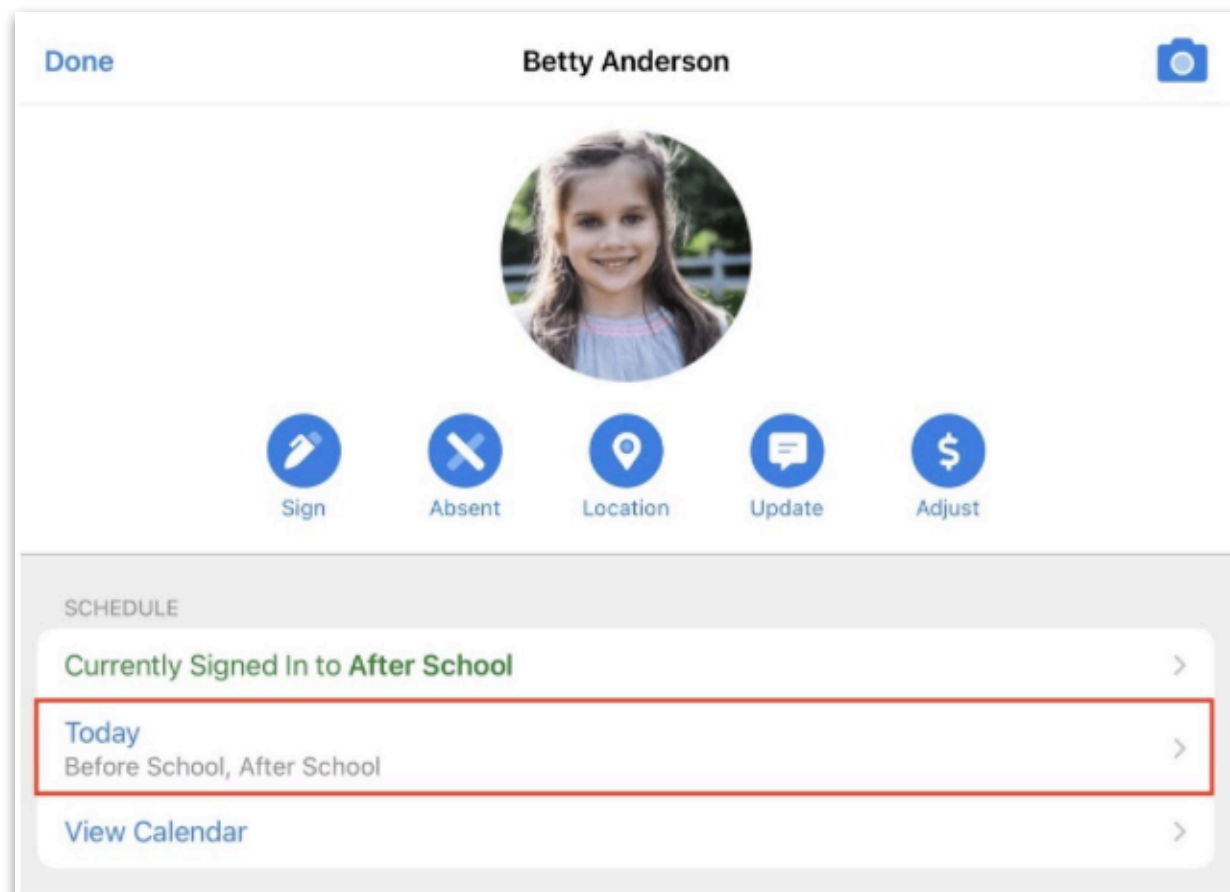


Child show page

Viewing Status Updates from the Child Show Page

Complete the Task:

- Navigate to the *Attendance* tab
- Navigate the *Child's Show Page*
- Tap on the *Today* field
- View updates listed under *Status Updates Section*





Setup, settings & miscellaneous items

Initial Setup Tips

Upon downloading the Child Care Attendance app, it's important to ensure certain iOS features are established for notifications, access and more. Staff can use any iOS 13 (and later) device including iPhone and iPad to access the app.

Compatible devices

The app will work on all versions of iOS 13 and later. iOS 13 can be installed on the following devices:

iPads

- iPad Pro 12.9-inch (4th generation)
- iPad Pro 11-inch (2nd generation)
- iPad Pro 12.9-inch (3rd generation)
- iPad Pro 11-inch (1st generation)
- iPad Pro 12.9-inch (2nd generation)
- iPad Pro 12.9-inch (1st generation)
- iPad Pro 10.5-inch
- iPad Pro 9.7-inch
- iPad (7th generation)
- iPad (6th generation)
- iPad (5th generation)
- iPad mini (5th generation)
- iPad mini 4
- iPad Air (3rd generation)
- iPad Air 2

iPhones

- iPhone 11
- iPhone 11 Pro
- iPhone 11 Pro Max
- iPhone XS
- iPhone XS Max
- iPhone XR
- iPhone X
- iPhone 8
- iPhone 8 Plus
- iPhone 7
- iPhone 7 Plus
- iPhone 6s
- iPhone 6s Plus
- iPhone SE

Connect to Your Organization

Once the Eleyo Child Care Attendance app has been downloaded the first step to setting up the app is connecting to your organization. To connect to the organization the user will need to enter their Eleyo Web Address. This is the first part of the web address used when accessing Eleyo from a web browser. For example: <https://support.ce.eleyo.com>

Security Timeout

After sitting idle for a given period of time, the Eleyo Child Care Attendance app will automatically lock. Select the time duration that you would like the app to lock after having been sitting idle for.

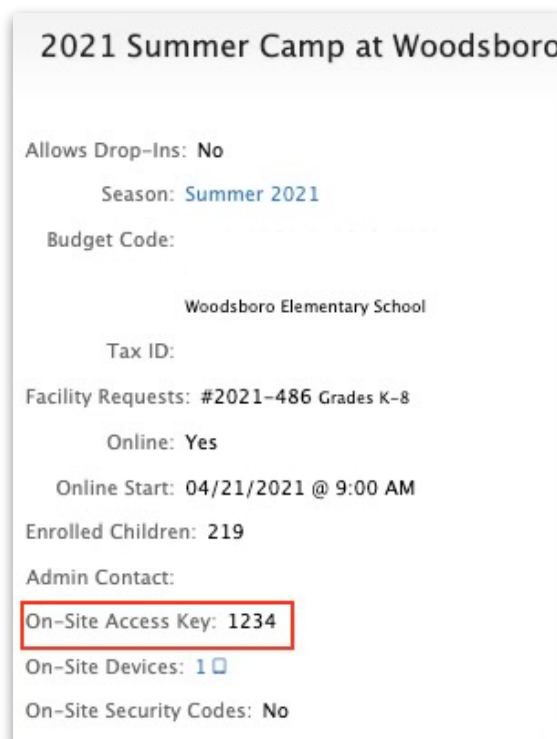
Setup, settings & miscellaneous items

Locate Access Key

Finally, before a user can log into their site using the Eleyo Child Care Attendance app they will need to have locate the access key that is set through the administration site. This can be located from the administration site using the steps outlined below.

Complete the Task:

- Navigate the Child Care drop down menu
- Select Sites
- Double click the desired site.
- The On-Site Access Key will be listed on the left side of the screen. This will be the key needed to access the site through the Eleyo Child Care Attendance app.



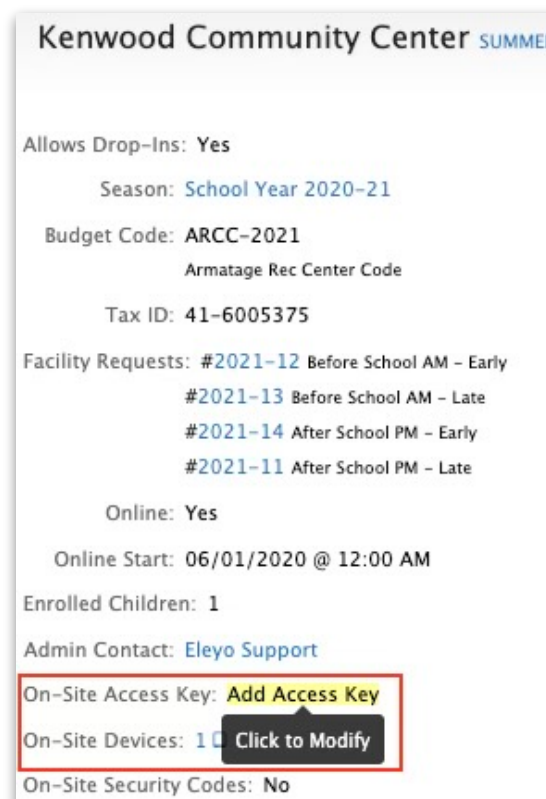
2021 Summer Camp at Woodsboro

Allows Drop-Ins: No
 Season: Summer 2021
 Budget Code:
 Woodsboro Elementary School
 Tax ID:
 Facility Requests: #2021-486 Grades K-8
 Online: Yes
 Online Start: 04/21/2021 @ 9:00 AM
 Enrolled Children: 219
 Admin Contact:
On-Site Access Key: 1234
 On-Site Devices: 1
 On-Site Security Codes: No

If there is not an access key set that will need to be done before site staff can use the attendance app. To set the on-site access key please complete the steps outlined below from the administration site.

Complete the Task:

- Navigate the Child Care drop down menu
- Select Sites
- Double click the desired site.
- Click Add Access Key
- Enter On-Site Access key.
- Select Save



Kenwood Community Center SUMMER

Allows Drop-Ins: Yes
 Season: School Year 2020-21
 Budget Code: ARCC-2021
 Armatage Rec Center Code
 Tax ID: 41-6005375
 Facility Requests: #2021-12 Before School AM - Early
 #2021-13 Before School AM - Late
 #2021-14 After School PM - Early
 #2021-11 After School PM - Late
 Online: Yes
 Online Start: 06/01/2020 @ 12:00 AM
 Enrolled Children: 1
 Admin Contact: Eleyo Support
On-Site Access Key: Add Access Key
 On-Site Devices: 1 **Click to Modify**
 On-Site Security Codes: No

Setup, settings & miscellaneous items

Enable Notifications

Enabling notifications upon downloading allows site staff to receive real-time data syncing, even when the app is not currently in use.

Complete the Task:

- Navigate to *Settings* on your iPad/iPhone
- Tap *Apps*
- Tap *Attendance*
- Tap *Notifications*
- Under Notifications
 - Tap *Allow Notifications*
 - Tap the alerts you would like enabled
 - Lock screen
 - Notification center
 - Banners
- Tap *Sounds and Badges* for notifications

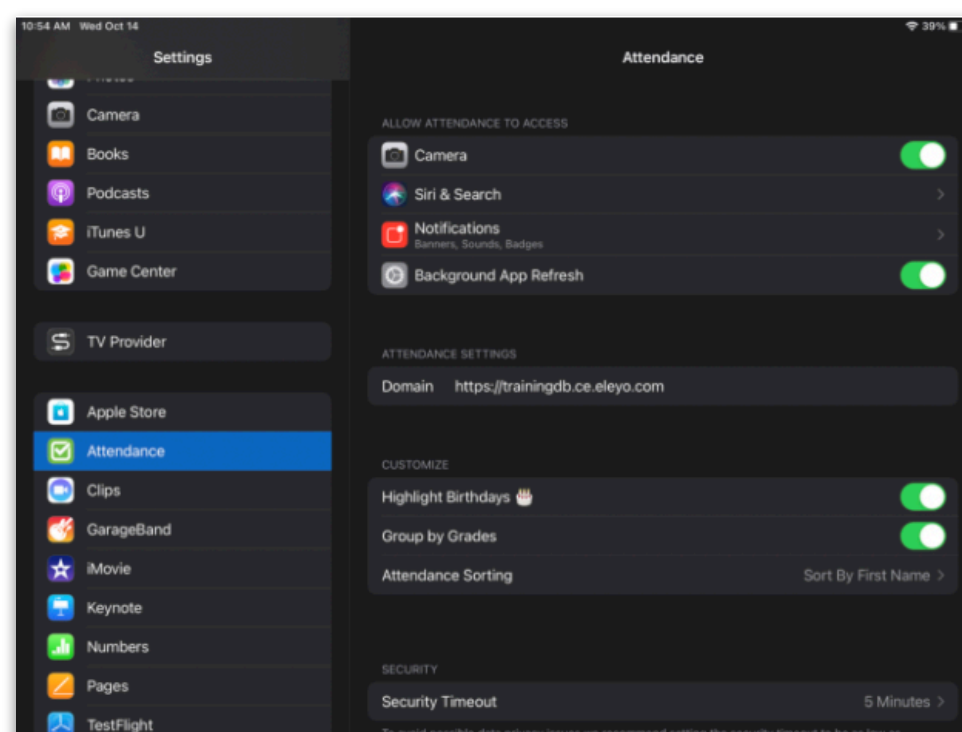
Allow Access

After downloading the Child Care Attendance app, it's important to allow the app access to certain iOS features including cellular data and background refresh.

Complete the Task:

- Navigate to *Settings* on your iPad/iPhone
- Tap *Apps*
- Tap *Attendance*
- Under *Attendance*
 - Tap background app refresh on
 - Tap cellular data on (if available)

*Note** When prompted later, allow the app access to additional iOS features like the device's camera.



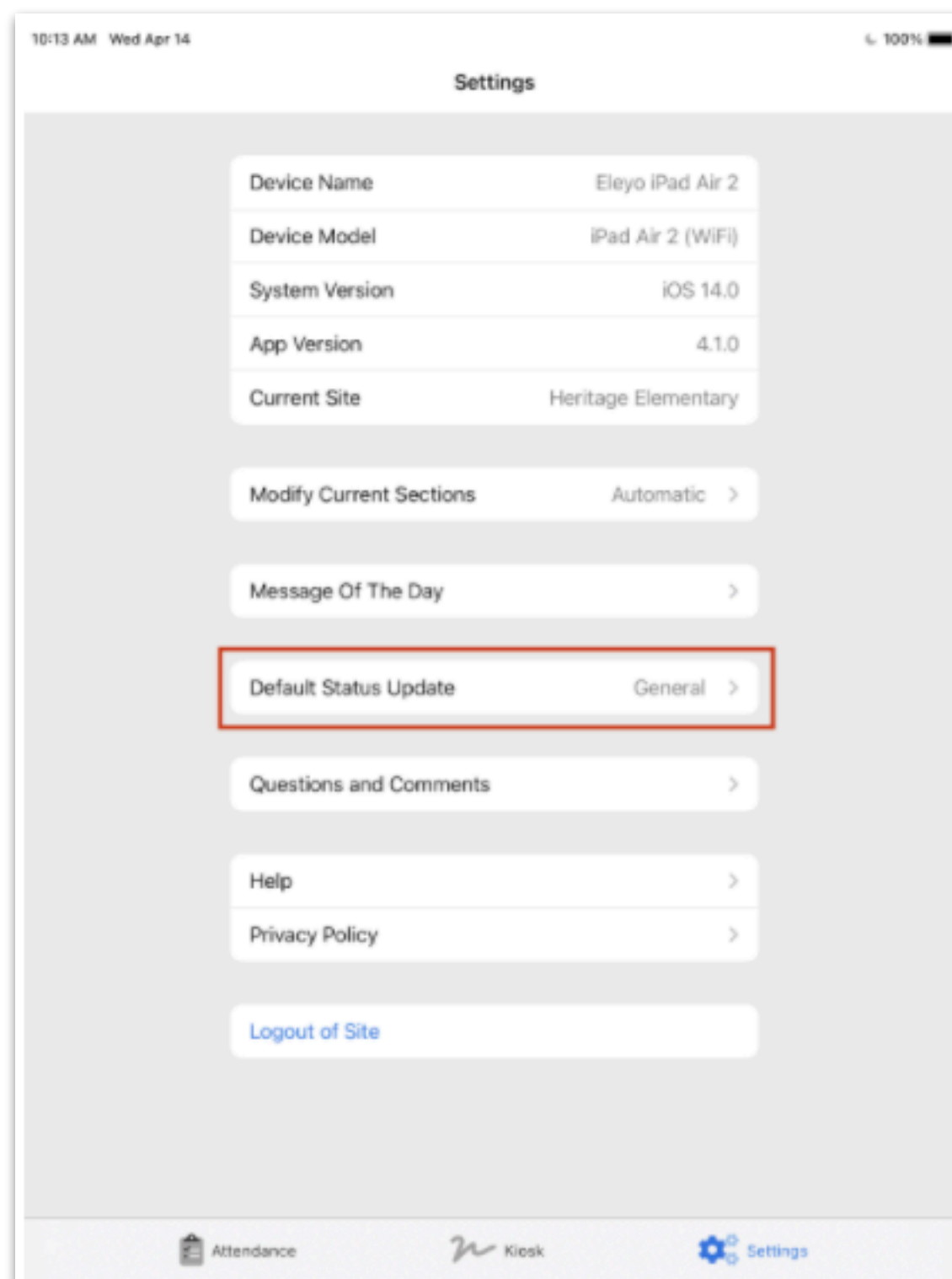
Setup, settings & miscellaneous items

Setting Default Status Updates

Site staff can set a default status update category by completing the steps outlined below.

Complete the Task:

- Navigate to the *Settings* Tab
- Tap *Default Status Update*
- Select the status update category



Setup, settings & miscellaneous items

Setting Up Status Updates Categories

Updates allow site staff to include important general, health or other miscellaneous information about the children attending the program that day. Updates can include information about various health and temperature checks, whether a snack was provided and much more. Updates are broken down into categories set by the program.

Before using the update feature in the app staff will need to set up Update Categories from the administration site. Once a program is using the new Child Care Attendance app, an Update Categories field will appear in the administrative portal where users can add Updates for the app.

Complete the Task:

- Navigate to the Child Care Module
- Select *Programs*
- Select your program
- Select *Modify Program*
- Enter Update Categories in the *On-Site Update Categories* field
- Select *Save*



The screenshot shows a form with the following fields:

- Name***: Pre-Kindergarten Extended Hours SY 1
- Acronym**: Pre-K Extended Day
- Logo**: A logo for SCOPE EDUCATION SERVICES with a "Remove Image" button.
- Federal Tax Id**: 11-2073576
- Default Facility Account**: (empty field with a warning icon)
- On-Site Status Update Categories**: (empty field, highlighted with a red border)

Setup, settings & miscellaneous items

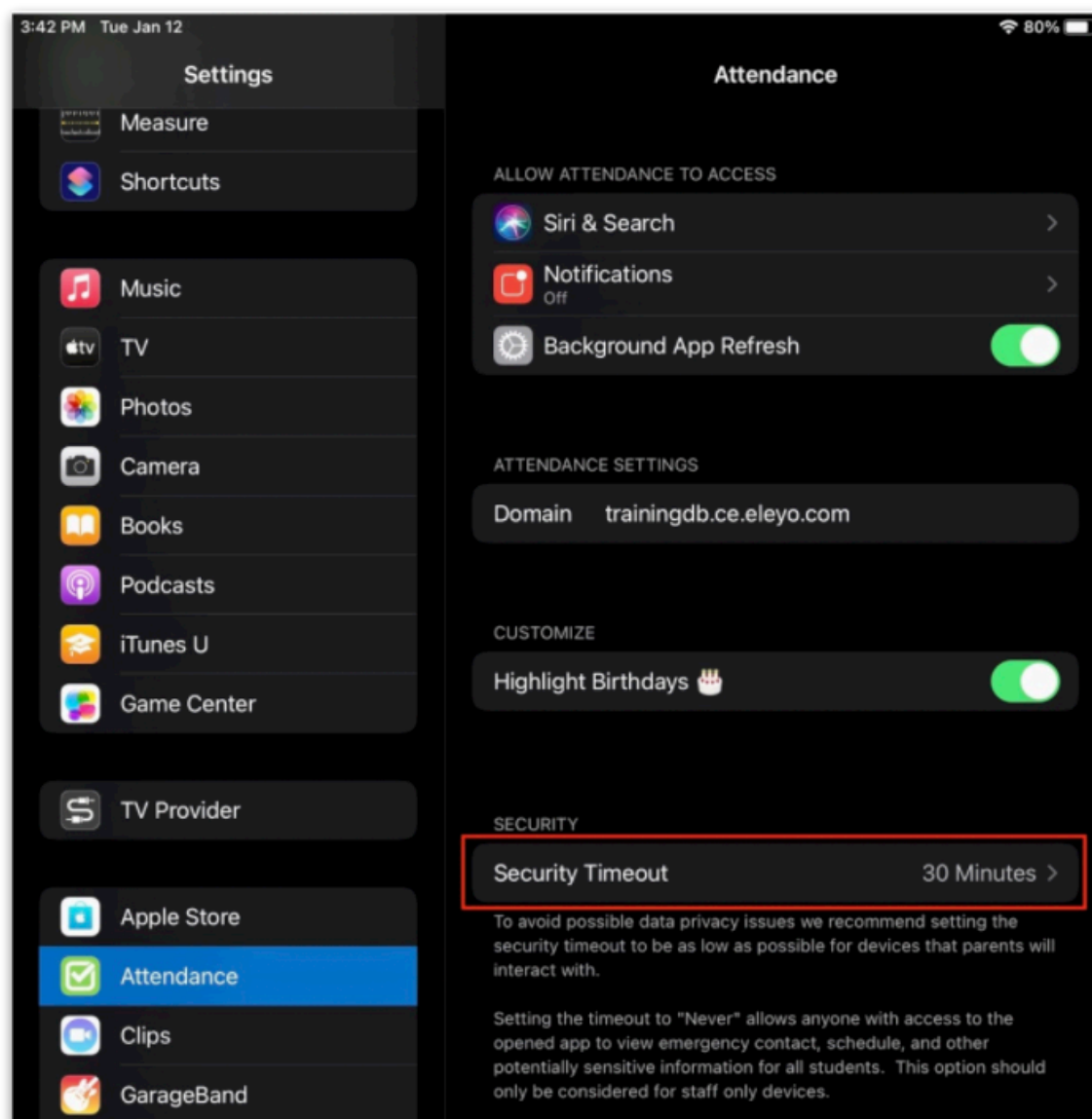
Security Timeout

Eleyo recommends setting the security timeout to be as low as possible for devices that parents will interact with. Setting the timeout to "Never" can allow anyone with access to the opened app to view emergency contact, schedule, and other potentially sensitive information for all students. This option should only be considered for staff-only devices.

Extending or adjusting the security timeout allows users to choose when they will need to re-enter credentials to continue using the app. Please use the following steps to extend the time on the dashboard before it times out.

Complete the Task:

- Navigate to *Settings* on your iPad/iPhone
- Tap *Apps*
- Tap *Attendance*
- Under *Security*
 - Tap *Security Timeout*
 - Select your preferred *Security Timeout duration*
 - Tap *Back*
- Close and reopen the new Eleyo Child Care Attendance app to implement the new security timeout duration



Setup, settings & miscellaneous items

Setting Up Tags

Tags are a way to identify records with a custom keyword or phrase. Tags allow staff to filter or report on records that are custom or specific to a district or program. Tags can be used within the Child Care Attendance app by tagging the child care contract.

To view the contract tag within the Eleyo Child Care Attendance app, the tags need to be first set up as an On-Site Tag by an administrative user with the appropriate user permission. These tags are set up from the system preferences menu on the administrative side. To set up enable On-Site tags for your Eleyo Child Care Attendance app follow the steps outlined below.

Complete the Task:

- Navigate to *System*
- Select *System Preferences*
- Select *Child Care*
- Add the tag to On-Site Attendance app: tags to include by typing in the *tag name*
- Select *Save*



The screenshot shows the 'Child Care' settings page in the Eleyo system. The left sidebar has 'Child Care' selected. The main content area includes a 'Save' button at the top left. Below it is a list of contract starting states, each with a dropdown menu set to 'Accepted'. The 'Flag Balances on Accounts List' is set to '\$ 250'. A red box highlights the 'On-Site Attendance App: tags to include' section, which contains a list of tags: Sunscreen, Snack, Pilney, Rowe, Schmidt, Becker, and Chloe's Tag. Below this, there are radio buttons for 'On-Site Attendance App: enable security codes by default for new child care sites', with 'No' selected. A 'Save' button is located at the bottom left of the form.

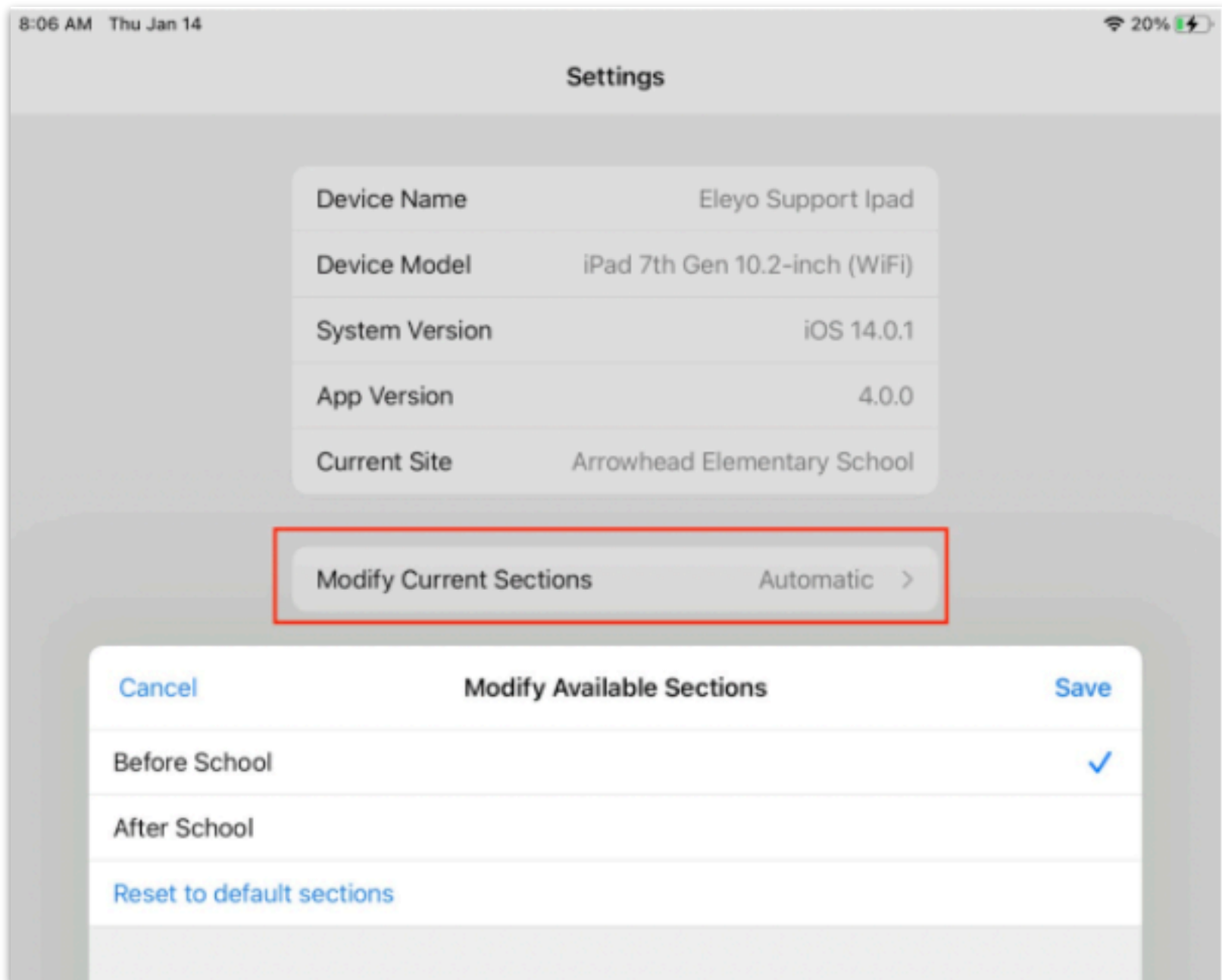
Setup, settings & miscellaneous items

Modify Current Section

The Child Care Attendance app automatically opens and closes sections based on their scheduled start and end times set in the Administration tab. To manually open or close a section outside of its scheduled time:

Complete the Task:

- Tap the *Settings* tab.
- Tap *Modify Current Section*
- Select the section that needs to be reopened
- Tap *Save* at the top right corner



Setup, settings & miscellaneous items

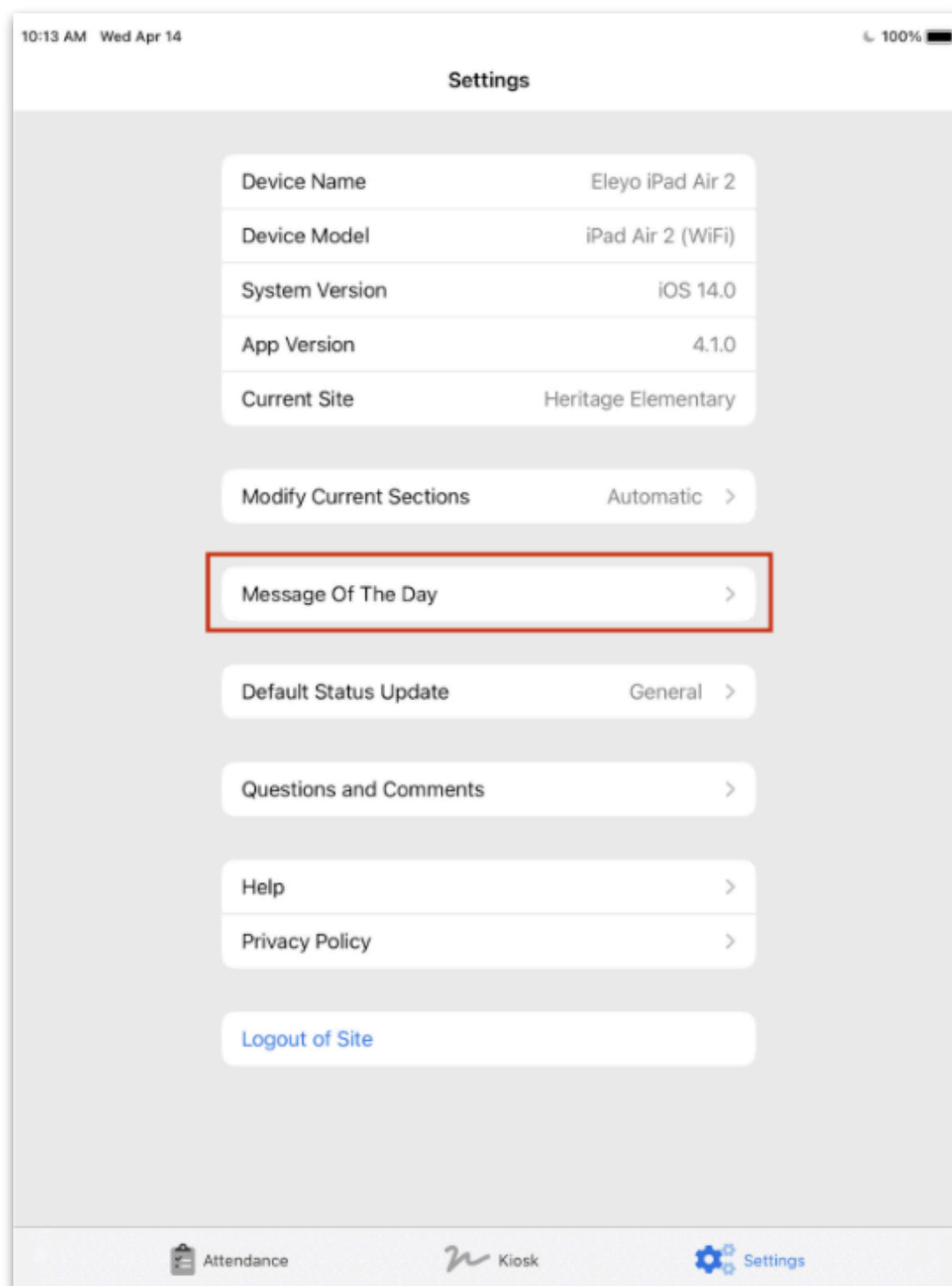
Message of the Day

Displaying a message of the day on the Kiosk tab of the Child Care Attendance app can provide authorized sign-in / sign-out users with useful information and helpful reminders for the day. Message of the day can be set from both within the Eleyo Child Care Attendance app or from the administration site.

Complete the Task (Setting Message of the from the Eleyo Child Care Attendance app):

- Navigate to the *Settings* tab
- Tap *Message Of The Day*
- Enter your Message Of The Day
- Tap *Save*

The message will display at the bottom of the Kiosk tab.



Setup, settings & miscellaneous items

Setting Message of the Day from the Administration Site

Before the message of the day can be set from the administration site, site staff must log onto the Eleyo Child Care Attendance app at least once using their site's access key to enable the dashboard tab on the administration site.

Complete the Task:

- Navigate to *Child Care*
- Select *Sites*
- Select your *Child Care Site*
- Select the *Dashboard* tab from the Show Page Menu Bar
- Select the *Edit icon* on the right side of the Message of the Day text field
- Enter Message of the Day
- Select *Save*

