

Uploading and Updating Attendance

Overview

This Quick Reference Guide outlines how Providers will upload and update attendance information within the Provider Portal.

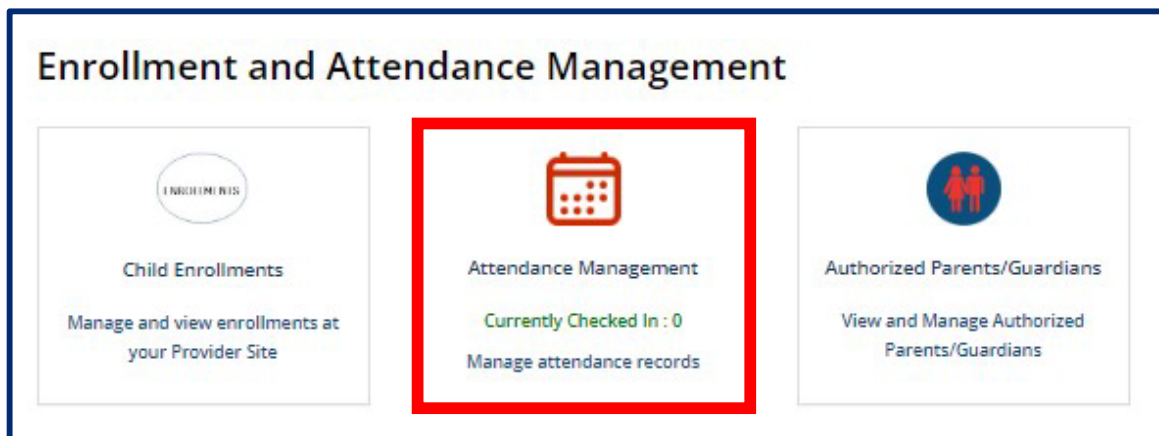
Note: Remember to review policy rules/requirements pertaining to maintaining attendance records on the TDHS website.

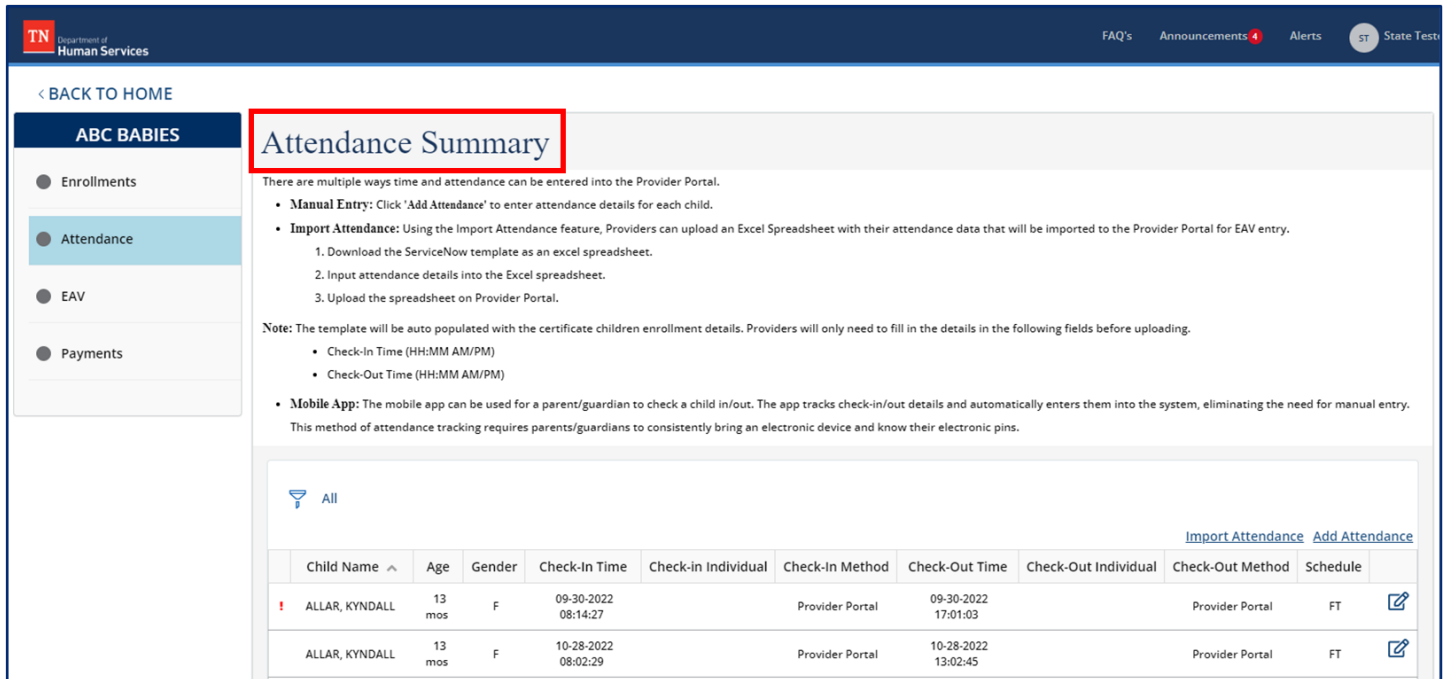
Audience

Child Care Providers participating in the Certificate Program and all other Child Care Providers using the Time and Attendance system.

Accessing the Attendance Summary Screen

To access the **Attendance Management** screen from the dashboard: select **Attendance Management**.





There are multiple ways time and attendance can be entered into the Provider Portal.

- Manual Entry:** Click 'Add Attendance' to enter attendance details for each child.
- Import Attendance:** Using the Import Attendance feature, Providers can upload an Excel Spreadsheet with their attendance data that will be imported to the Provider Portal for EAV entry.
 - Download the ServiceNow template as an excel spreadsheet.
 - Input attendance details into the Excel spreadsheet.
 - Upload the spreadsheet on Provider Portal.

Note: The template will be auto populated with the certificate children enrollment details. Providers will only need to fill in the details in the following fields before uploading.

- Check-In Time (HH:MM AM/PM)
- Check-Out Time (HH:MM AM/PM)

- Mobile App:** The mobile app can be used for a parent/guardian to check a child in/out. The app tracks check-in/out details and automatically enters them into the system, eliminating the need for manual entry. This method of attendance tracking requires parents/guardians to consistently bring an electronic device and know their electronic pins.

Child Name	Age	Gender	Check-In Time	Check-in Individual	Check-In Method	Check-Out Time	Check-Out Individual	Check-Out Method	Schedule
ALLAR, KYNDALL	13 mos	F	09-30-2022 08:14:27		Provider Portal	09-30-2022 17:01:03		Provider Portal	FT
ALLAR, KYNDALL	13 mos	F	10-28-2022 08:02:29		Provider Portal	10-28-2022 13:02:45		Provider Portal	FT

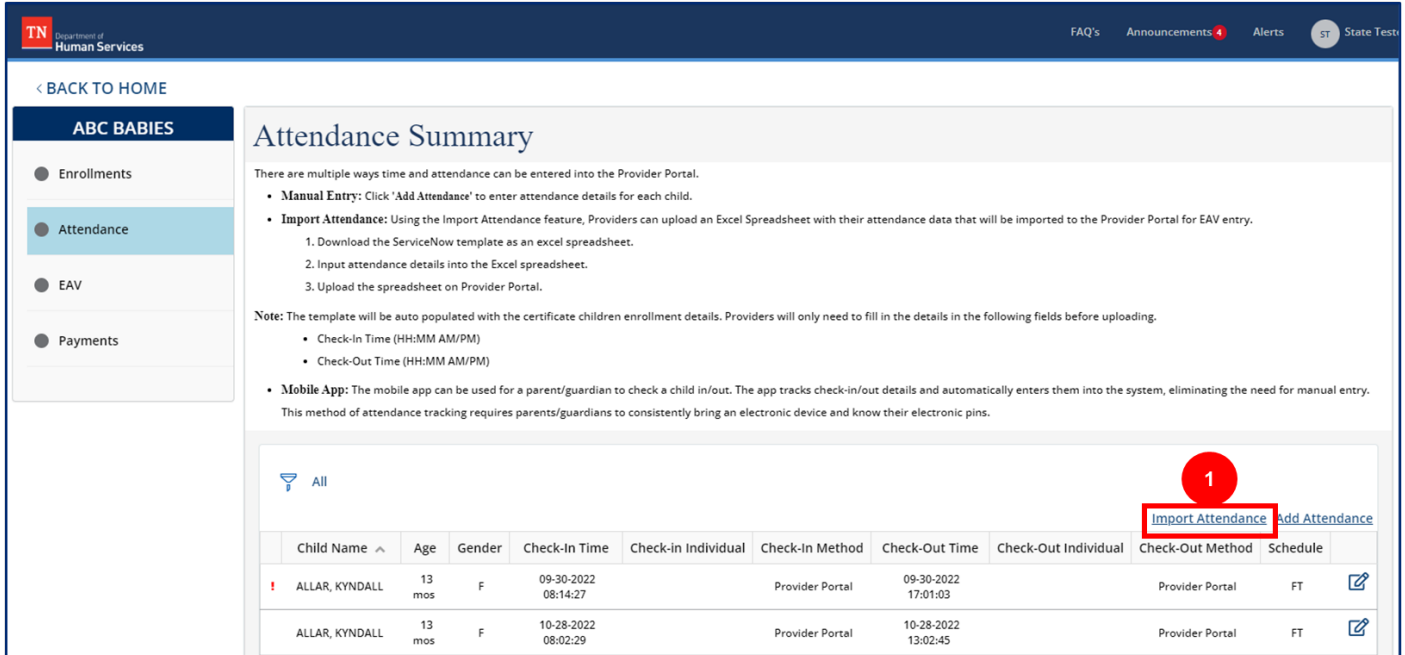
The **Attendance Summary** screen displays key attendance records of enrolled children, including a child's:

- Name
- Age
- Gender
- Check-In Time
- Check-In Individual
- Check-In Method
- Check-Out Time
- Check-Out Individual
- Check-Out Method
- Schedule (Full-Time or Part-Time)

Uploading Attendance

To upload attendance:

1. Select the **Import Attendance** hyperlink.



Attendance Summary

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 3. Upload the spreadsheet on Provider Portal.

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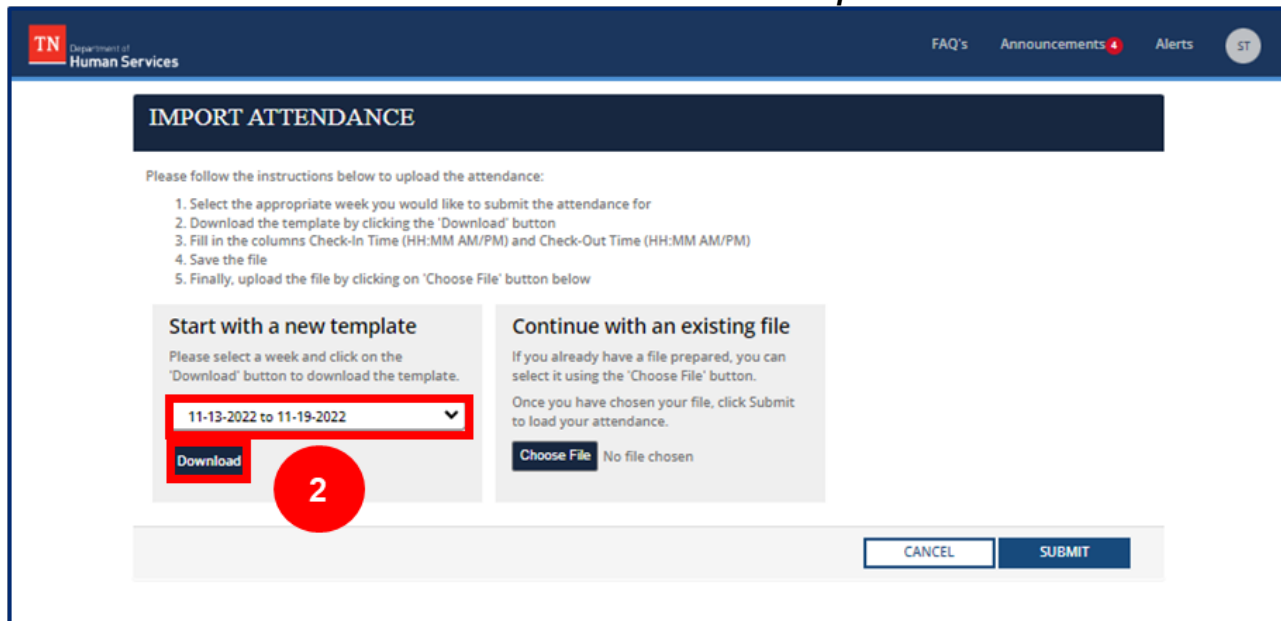
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2. If this is your first time importing attendance, use the **Start with a new template** box and select the appropriate week for which you would like to submit attendance. Click **Download**. Doing so will download a template you can use to upload data into the Provider Portal. Save this template for future use.

Note: The last six weeks are available to download as a template.



IMPORT ATTENDANCE

Please follow the instructions below to upload the attendance:

1. Select the appropriate week you would like to submit the attendance for
2. Download the template by clicking the 'Download' button
3. Fill in the columns Check-In Time (HH:MM AM/PM) and Check-Out Time (HH:MM AM/PM)
4. Save the file
5. Finally, upload the file by clicking on 'Choose File' button below

Start with a new template

Please select a week and click on the 'Download' button to download the template.

11-13-2022 to 11-19-2022

Download

Continue with an existing file

If you already have a file prepared, you can select it using the 'Choose File' button.

Once you have chosen your file, click Submit to load your attendance.

Choose File No file chosen

CANCEL **SUBMIT**

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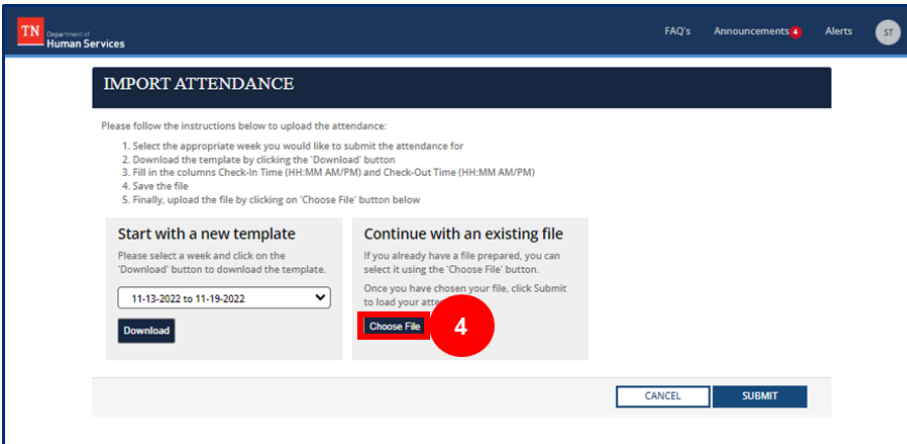
- An Excel file will open. The file will auto-populate the Enrollment ID, Child First Name, and Child Last Name columns. Enter the Check-In Time and Check-Out Time for each child.

Note: If your agency is closed or a child is absent, do not edit the Check-In Time and Check-Out Time for that day (leave 12:00AM in both columns). This information will automatically transfer to the EAV once the file is uploaded to the Provider Portal.

	A	B	C	D	E	F	G
1					*REQUIRED*		*REQUIRED*
2	Enrollment ID	Child First Name	Child Last Name	Check-In Date (MM/DD/YYYY)	Check-In Time(HH:MM AM/PM)	Check-Out Date (MM/DD/YYYY)	Check-Out Time (HH:MM AM/PM)
3	2517773	KYNDALL	ALLAR	11/13/2022	12:00 AM	11/13/2022	12:00 AM
4	2517773	KYNDALL	ALLAR	11/14/2022	12:00 AM	11/14/2022	12:00 AM
5	2517773	KYNDALL	ALLAR	11/15/2022	12:00 AM	11/15/2022	12:00 AM
6	2517773	KYNDALL	ALLAR	11/16/2022	12:00 AM	11/16/2022	12:00 AM
7	2517773	KYNDALL	ALLAR	11/17/2022	12:00 AM	11/17/2022	12:00 AM
8	2517773	KYNDALL	ALLAR	11/18/2022	12:00 AM	11/18/2022	12:00 AM
9	2517773	KYNDALL	ALLAR	11/19/2022	12:00 AM	11/19/2022	12:00 AM
10	2490112	ARIYAH	BURROUGHS	11/13/2022	12:00 AM	11/13/2022	12:00 AM
11	2490112	ARIYAH	BURROUGHS	11/14/2022	12:00 AM	11/14/2022	12:00 AM
12	2490112	ARIYAH	BURROUGHS	11/15/2022	12:00 AM	11/15/2022	12:00 AM
13	2490112	ARIYAH	BURROUGHS	11/16/2022	12:00 AM	11/16/2022	12:00 AM
14	2490112	ARIYAH	BURROUGHS	11/17/2022	12:00 AM	11/17/2022	12:00 AM
15	2490112	ARIYAH	BURROUGHS	11/18/2022	12:00 AM	11/18/2022	12:00 AM
16	2490112	ARIYAH	BURROUGHS	11/19/2022	12:00 AM	11/19/2022	12:00 AM
17	2525754	ROBYN	CHISM	11/13/2022	12:00 AM	11/13/2022	12:00 AM
18	2525754	ROBYN	CHISM	11/14/2022	12:00 AM	11/14/2022	12:00 AM
19	2525754	ROBYN	CHISM	11/15/2022	12:00 AM	11/15/2022	12:00 AM
20	2525754	ROBYN	CHISM	11/16/2022	12:00 AM	11/16/2022	12:00 AM
21	2525754	ROBYN	CHISM	11/17/2022	12:00 AM	11/17/2022	12:00 AM
22	2525754	ROBYN	CHISM	11/18/2022	12:00 AM	11/18/2022	12:00 AM
23	2525754	ROBYN	CHISM	11/19/2022	12:00 AM	11/19/2022	12:00 AM

- Save the file and return to the Provider Portal. Click the **Choose File** button. Another pop-up will appear to allow you to select the file you wish to upload.

- Select the file and click **Open**.



IMPORT ATTENDANCE

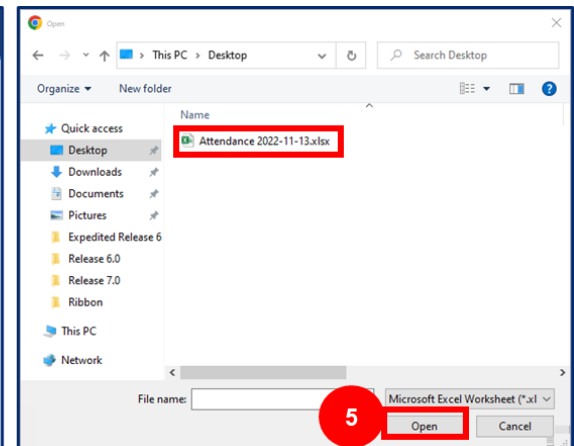
Please follow the instructions below to upload the attendance:

- Select the appropriate week you would like to submit the attendance for
- Download the template by clicking the 'Download' button
- Fill in the columns Check-In Time (HH:MM AM/PM) and Check-Out Time (HH:MM AM/PM)
- Save the file
- Finally, upload the file by clicking on 'Choose File' button below

Start with a new template
Please select a week and click on the 'Download' button to download the template.
11-13-2022 to 11-19-2022
Download

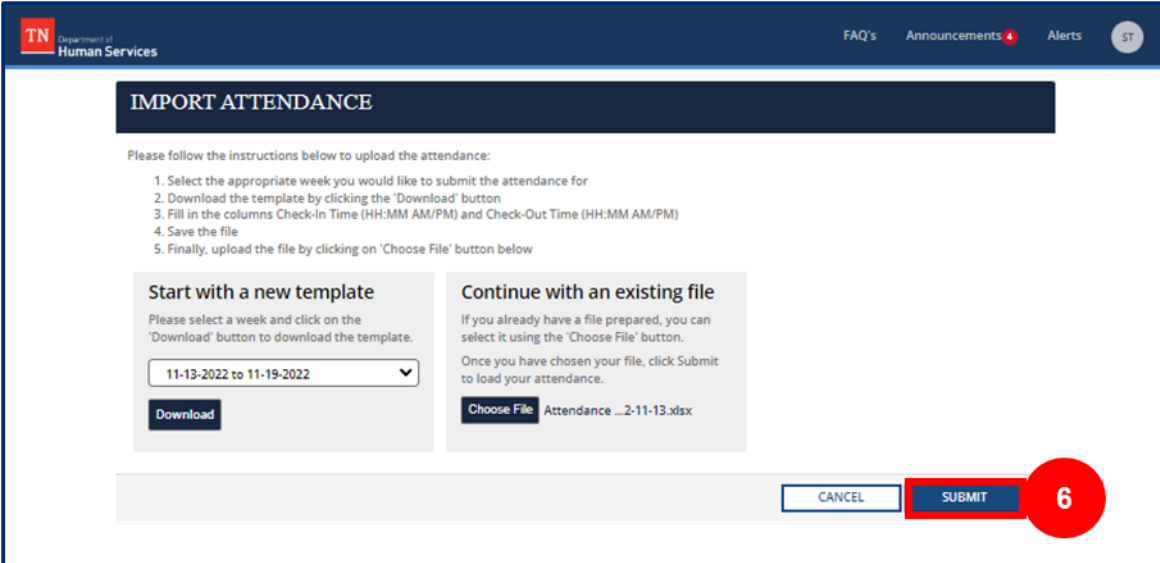
Continue with an existing file
If you already have a file prepared, you can select it using the 'Choose File' button.
Once you have chosen your file, click Submit to load your attendance.
Choose File **4**

CANCEL **SUBMIT**



Quick Reference Guide

6. Click **Submit** to upload your file.



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11-13-2022 to 11-19-2022

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If you already have a file prepared, you can select it using the 'Choose File' button.

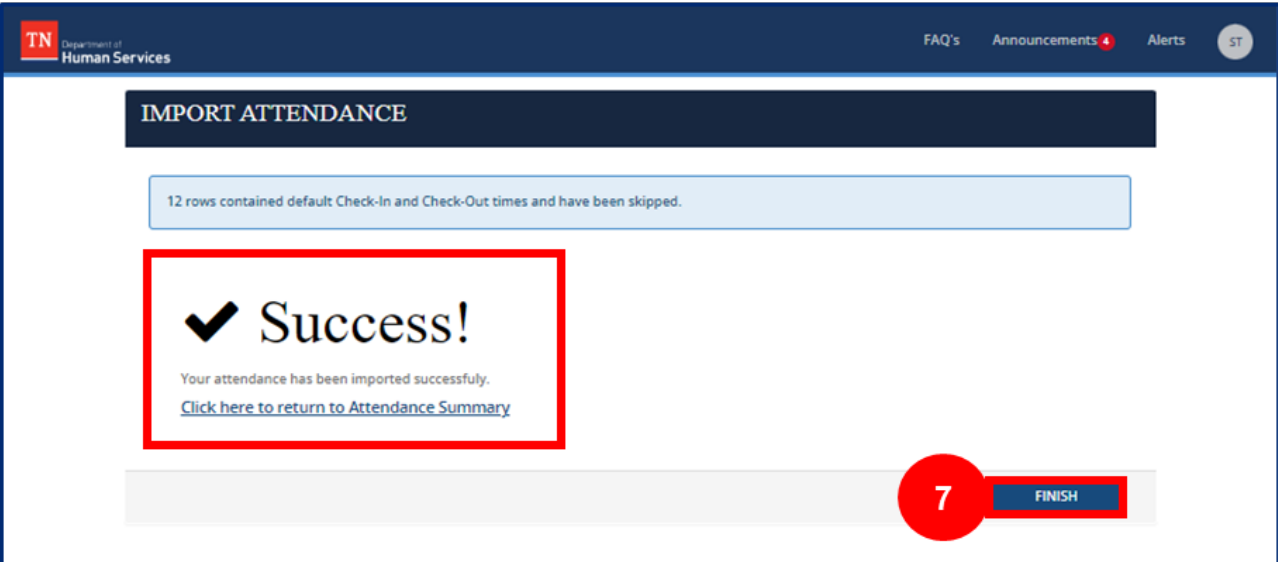
Once you have chosen your file, click Submit to load your attendance.

Choose File Attendance ...2-11-13.xlsx

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7. If your upload was successful, you will receive a message showing your attendance was successfully imported. Click **Finish**.

Note: You may receive a message in a blue banner stating rows have been skipped. These are the rows for which you did not edit the Check-In Time or Check-Out Time (e.g., closed days, absences).



IMPORT ATTENDANCE

12 rows contained default Check-In and Check-Out times and have been skipped.

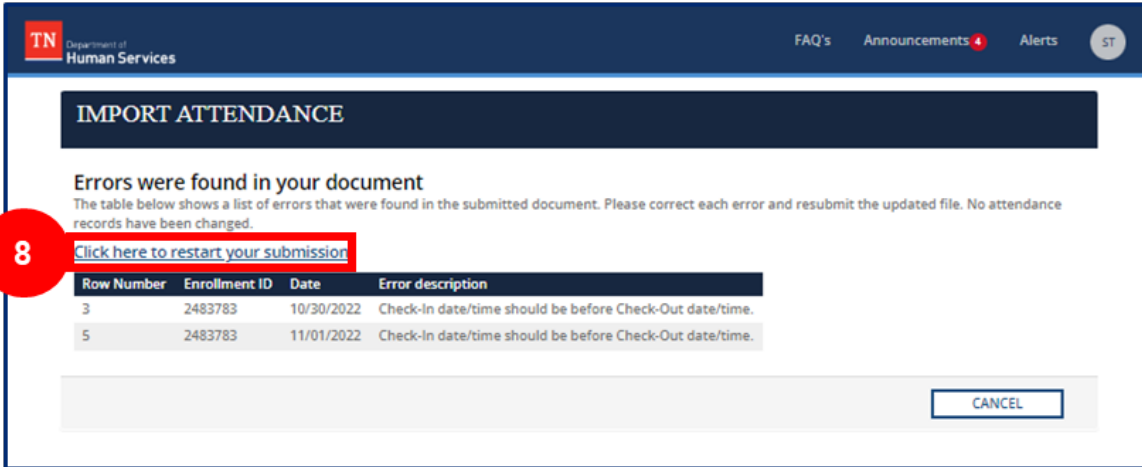
✔ Success!

Your attendance has been imported successfully.

[Click here to return to Attendance Summary](#)

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- If the Excel spreadsheet was not completed properly, you will see a list of messages noting errors that were in your attendance record and where they exist in the file. You will need to go back into your Excel file and update any issues based on these errors. When you are ready to re-upload the file, use the **Click here to restart your submission** link.



Potential error messages and their meanings are listed below.

Error Message	Meaning
'Enrollment Id' is not available in the system or inactive for 'Date.' Please remove this row from the file and resubmit.	The Enrollment ID entered does not match an active enrollment for the current Provider. Confirm that the child you are entering attendance for has an active certificate for the dates you entered OR that they have not started a new certificate that contains a new enrollment ID.
For 'Enrollment ID' Check-In date/time should be before Check-Out date/time'	The check-in time is before the check-out time. Update the record in the Check-In Date and Check-in Time columns to ensure it is a date and time that occurs before the Check-out Date and Time.
The attendance period entered cannot be more than 24 hours for 'enrollment ID'. Please correct the attendance for this enrollment and resubmit the file.	The check-in and check-out period is more than 24 hours in duration. If a child attended for more than 24 consecutive hours, create a new attendance record for the time exceeding 24 hours. Otherwise, confirm the date and time was entered correctly.
Check In/Out date must be within the Child's Enrollment period for 'Enrollment Id'. Please correct the attendance for this enrollment and resubmit the file.	The Attended dates you are trying to enter are not within the enrollment period. Confirm that the child you are entering attendance for has an active certificate for the dates you entered OR that they have not started a new certificate that contains a new enrollment ID.
Attendance entered for 'enrollment ID' for 'Date' overlaps with the attendance that already exists in the system. Please correct the attendance for this enrollment and resubmit the file.	The attendance entered for a particular day overlaps with the attendance already entered in the system (E.g., a child can attend the agency before school and after school).

Attendance cannot be a future date.	The check-in date is in the future.
'Field' entered is empty for 'enrollment ID' for 'date'. Please correct the attendance for this enrollment and resubmit the file.	This message will appear if any field in the file is empty.
'Field' entered is invalid for 'enrollment ID' for 'date'. Please correct the attendance for this enrollment and resubmit the file.	This message will appear when any data entered into the sheet is invalid. Confirm that the information entered in the spreadsheet matches the format shown.

9. Once submitted, your imported attendance data will be added to your **Attendance Summary**.

Adding Attendance Manually

In addition to using the Provider or Customer Mobile Apps or a template to add attendance data into the Provider Portal, you can also manually enter it.

Adding a Single Attendance Record

To add a single attendance record:

1. Go to the **Attendance Summary** screen and select **Add Attendance**.

The screenshot shows the 'Attendance Summary' page for 'ABC BABIES'. It includes a sidebar with navigation options: Enrollments, Attendance (selected), EAV, and Payments. The main content area contains instructions for manual entry, import, and mobile app usage. At the bottom, there is a table with columns: Child Name, Age, Gender, Check-In Time, Check-in Individual, Check-In Method, Check-Out Time, Check-Out Individual, Check-Out Method, and Schedule. A red circle with the number '1' highlights the 'Add Attendance' button in the top right corner of the table area.

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2. Fill out the table and select the **Save** button to save the attendance data.

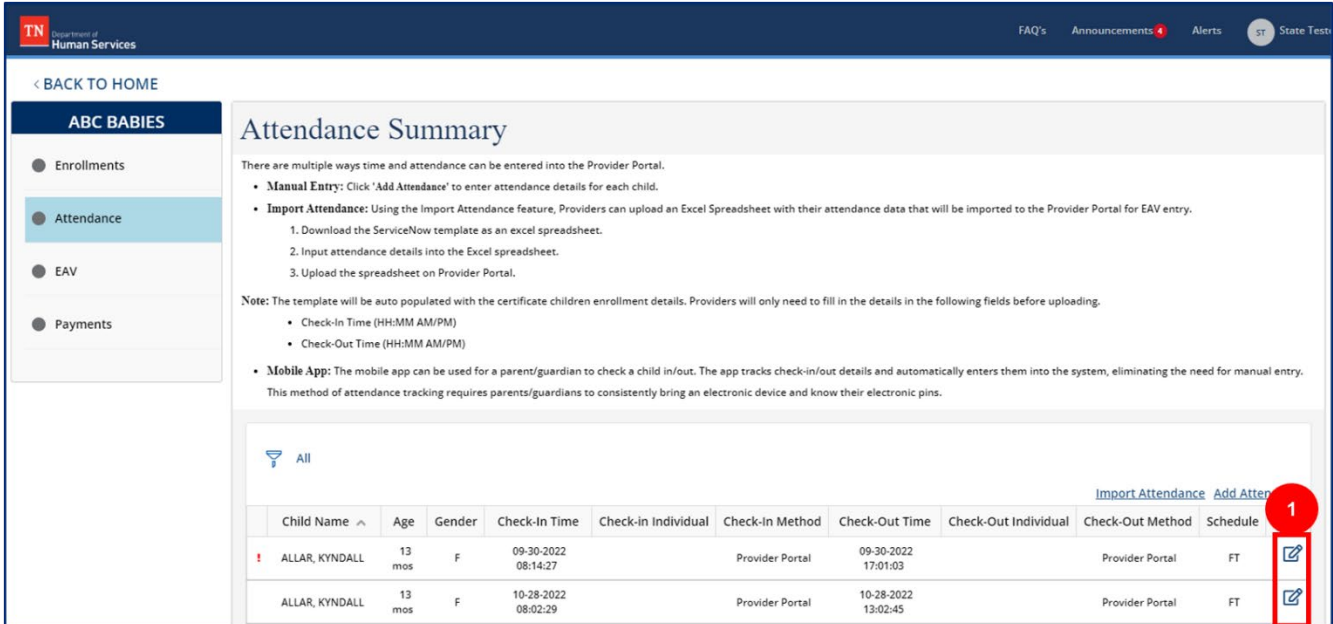
The screenshot shows the 'EDIT ATTENDANCE' modal form. It contains the following fields: Child Name (dropdown), *Check-In Time (datetime picker), *Check-Out Time (datetime picker), Check-In Method (dropdown), Check-Out Method (dropdown), *Correction Reason (dropdown), and Comments (text area). At the bottom, there are 'CANCEL' and 'SAVE' buttons. A red circle with the number '2' highlights the 'SAVE' button.

Note: Questions with an * are mandatory.

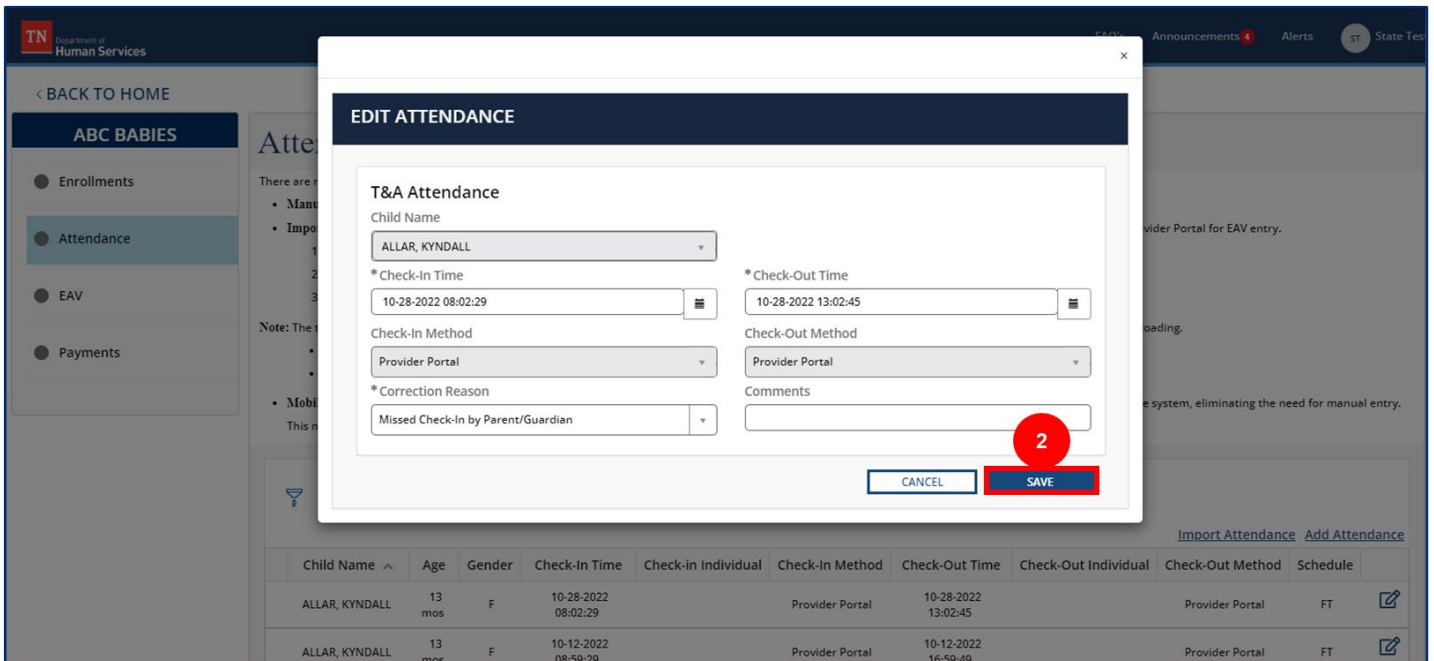
Updating Attendance

Once all attendance data is in the system, you can update the data if necessary. To edit a child's attendance:

1. Return to the **Attendance Summary** screen. Click the **Pencil/Paper Icon** for that specific child.



2. Edit time and attendance data and click **Save**.



Note: If a child was originally checked in or out using a Parent QR Code or Pin and the attendance data was later updated via the Provider Portal, the listed Check-In or Check-Out method will change to Provider Portal. The original Check-In or Check-Out method will no longer be visible within the system.