KinderConnect – Parent/Sponsor Using IVR

A Use the **Provider IVR Phone Number** to call into the **IVR** at (844) 818-1820.

The Parent/Sponsor is able to record *In* and *Out* times only.

- B After the initial greeting,
 - Press 1 for English
 - Press 2 for Spanish
- Follow the instructions to enter the **Parent/Sponsor** *Phone Number* and *PIN* registered in the KinderConnect Sponsor Detail page to confirm identity. Note: If you have not yet set up a *PIN*, IVR will require you to configure a *PIN* the first time you call.
- Make your selection(s) from the following Menu Options:
 - > Press 1 to check the child In
 - > Press 2 to check the child **Out**
 - > Press 3 for separate **Attendance** options
 - > Press 4 to change your PIN
- Upon completion, the IVR verbally confirms that the *Attendance has been successfully saved*. If there is any failure to save, the **IVR** refers you to the CCBIS Help Desk for assistance at 1-833-866-1709, Option 9.
- F IVR terminates the connection.