### Check In

**IVR Prompt**
- Parent ECC Phone Number: Call 1-877-918-2322
- Select Language: Press "1" for English
- Press "2" for Spanish

**Enter Card Number**
Enter 16-digit card number, Press #

**Enter PIN**
Enter 4-digit PIN, Press #

**Check In or Out**
Press "1" to check in your child

**Choose Child(ren)**
- Press "1" to enter child number
- Press "2" to hear authorized children numbers/names
- Press "3" to check in all your children associated with this facility

**Enter Child(ren)**
Enter 2-digit child number and press #
OR
Select child number from list and press #

**Confirm Child Name**
Press "1" if correct
Press "2" if not (try again)

**Confirmation of Check In**
Press "1" to check in additional children
Press "2" to return to Main Menu
Press "3" to end the call

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### Check Out

**IVR Prompt**
- Parent ECC Phone Number: Call 1-877-918-2322
- Select Language: Press "1" for English
- Press "2" for Spanish

**Enter Card Number**
Enter 16-digit card number, Press #

**Enter PIN**
Enter 4-digit PIN, Press #

**Check In or Out**
Press "2" to check out your child

**Choose Child(ren)**
- Press "1" to enter child number
- Press "2" to hear authorized children numbers/names
- Press "3" to check in all your children associated with this facility

**Enter Child(ren)**
Enter 2-digit child number and press #
OR
Select child number from list and press #

**Confirm Child Name**
Press "1" if correct
Press "2" if not (try again)

**Confirmation of Check Out**
Press "1" to check out additional children
Press "2" to return to Main Menu
Press "3" to end the call

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### Virginia Electronic Child Care (ECC)

**Parent Quick Reference Guide**

**Getting Started on the IVR**

**Terminal Display**
- SWIPE CARD to Begin (Press F3 for manual entry)
- Please ENTER PIN

**Action**
- Swipe your Card
- Enter your PIN

**Check-In/Check-Out**

**Terminal Display**
- Attendance Type?
- Enter Child Number
- Date: MM/DD
- Time: HH:MM
- AM or PM?
- Enter Child Number

**Action**
- Press "1" for Check In
- Press "2" for Check Out
- Use "00" for all children
- Press Enter after each child
- Enter HH:MM, Press Enter
- Press "1" for AM, Press "2" for PM
- Press Enter after each child
- Press ENTER after your last child

**Previous Check-In/Check-Out**

**Terminal Display**
- Attendance Type?
- Enter Child Number
- Date: MM/DD
- Time: HH:MM
- AM or PM?
- Enter Child Number

**Action**
- Press "3" for Previous Check-In
- Press "4" for Previous Check-Out
- Use "00" for all children
- Press Enter after each child
- Enter MM/DD, Press Enter
- Enter HH:MM, Press Enter
- Press "1" for AM, Press "2" for PM
- Press Enter after each child

**Manual Card Entry**

**Terminal Display**
- Select Manual Entry
- Enter Card #
- Please ENTER PIN

**Action**
- Press "F3"
- Parent enters card number, Press Enter
- Parent enters PIN

**Attendance Type?**
- Proceed with normal steps

**Absence or Holiday**

**Terminal Display**
- Attendance Type?
- Date: MM/DD
- Full Day or Part Day?
- Enter Child Number

**Action**
- Press "5" for Absence
- Press "6" for Holiday
- Press "1" for Full Day
- Press "2" for Part Day
- Use "00" for all children
- Press Enter after each child

**Press Enter** again after your last child

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**Call the Parent Help Desk**
- At 1-877-918-2322
- To:
  - Set up or change your PIN
  - Approve manual attendance
  - Speak to Customer Service
  - Use automated menu (24/7)

**Visit the Parent Web Portal**
- parent.vaecc.org
- To:
  - Manage or change your password
  - Look up information about your case
  - Approve manual attendance
  - Read the latest news (broadcast messages) from DSS

**Call Your Local Department of Social Services For**
- Questions about status of a child’s authorization or program policy questions.
- Find your local office at the VDSS website
  - dss.virginia.gov/localagency/index.cgi

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**Virginia Electronic Child Care (ECC)**

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Virginia Electronic Child Care (ECC)
Parent Quick Reference Guide

This guide outlines the most common functions of the Virginia ECC IVR system. Vendors may contact the IVR for attendance information, voiding transactions and support questions.

**Parent IVR Helpline:** 1-877-918-2322
**Parent Web Portal:** parent.vaec.org

### TIPS
- Remember your **Getting Started** steps on the other side of this sheet!
- To check in or out all of the authorized children in your family, use “00” as the child number on the POS or option “3” for entering your child(ren) on the IVR.

#### PREVIOUS CHECK IN

<table>
<thead>
<tr>
<th>IVR Prompt</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Menu</td>
<td>Press “1” to check your child in or out of this Child Facility</td>
</tr>
<tr>
<td>Previous Check In</td>
<td>Press “3” to check in your child for a time earlier today or for a previous day</td>
</tr>
<tr>
<td>Enter Date</td>
<td>Enter 2-digit month and 2-digit day for the check in (MM/DD) Press #</td>
</tr>
<tr>
<td>Confirm Date</td>
<td>Press “1” if correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Enter Time (Hour)</td>
<td>Enter 2-digit hour from 01 to 12</td>
</tr>
<tr>
<td>Enter Time (Minute)</td>
<td>Enter 2-digit minute from 00 to 59</td>
</tr>
<tr>
<td>Enter AM/PM</td>
<td>Press “1” for AM Press “2” for PM</td>
</tr>
<tr>
<td>Confirm Time</td>
<td>Press “1” for correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Choose Child(ren) Entry Method</td>
<td>Press “1” to enter child number Press “2” to hear authorized children numbers/names Press “3” to check in all your children associated with this facility</td>
</tr>
<tr>
<td>Enter Child(ren)</td>
<td>Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]</td>
</tr>
<tr>
<td>Confirmation of Child Name to Check In</td>
<td>Press “1” if correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Confirmation of Check In</td>
<td>Press “1” to check in additional children Press “2” to return to Main Menu Press “3” to end the call</td>
</tr>
</tbody>
</table>

#### PREVIOUS CHECK OUT

<table>
<thead>
<tr>
<th>IVR Prompt</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Menu</td>
<td>Press “1” to check your child in or out of this Child Facility</td>
</tr>
<tr>
<td>Previous Check Out</td>
<td>Press “4” to check out your child for a time earlier today or for a previous day</td>
</tr>
<tr>
<td>Enter Date</td>
<td>Enter 2-digit month and 2-digit day for the check out (MM/DD) Press #</td>
</tr>
<tr>
<td>Confirm Date</td>
<td>Press “1” if correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Enter Time (Hour)</td>
<td>Enter 2-digit hour from 01 to 12</td>
</tr>
<tr>
<td>Enter Time (Minute)</td>
<td>Enter 2-digit minute from 00 to 59</td>
</tr>
<tr>
<td>Enter AM/PM</td>
<td>Press “1” for AM Press “2” for PM</td>
</tr>
<tr>
<td>Confirm Time</td>
<td>Press “1” for correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Choose Child(ren) Entry Method</td>
<td>Press “1” to enter child number Press “2” to hear authorized children numbers/names Press “3” to check in all your children associated with this facility</td>
</tr>
<tr>
<td>Enter Child(ren)</td>
<td>Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]</td>
</tr>
<tr>
<td>Confirmation of Child Name to Check Out</td>
<td>Press “1” if correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Confirmation of Check Out</td>
<td>Press “1” to check out additional children Press “2” to return to Main Menu Press “3” to end the call</td>
</tr>
</tbody>
</table>

#### ABSENCE OR HOLIDAY

<table>
<thead>
<tr>
<th>IVR Prompt</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Menu</td>
<td>Press “2” to enter a holiday Press “3” to enter an absence</td>
</tr>
<tr>
<td>Previous Check Out</td>
<td>Press “4” to check out your child for a time earlier today or for a previous day</td>
</tr>
<tr>
<td>Enter Date</td>
<td>Enter 2-digit month and 2-digit day for the check out (MM/DD) Press #</td>
</tr>
<tr>
<td>Confirm Date</td>
<td>Press “1” if correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Enter Time (Hour)</td>
<td>Enter 2-digit hour from 01 to 12</td>
</tr>
<tr>
<td>Enter Time (Minute)</td>
<td>Enter 2-digit minute from 00 to 59</td>
</tr>
<tr>
<td>Enter AM/PM</td>
<td>Press “1” for AM Press “2” for PM</td>
</tr>
<tr>
<td>Confirm Time</td>
<td>Press “1” for correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Choose Child(ren) Entry Method</td>
<td>Press “1” to enter child number Press “2” to hear authorized children numbers/names Press “3” to check in all your children associated with this facility</td>
</tr>
<tr>
<td>Enter Child(ren)</td>
<td>Enter 2-digit child number and press # OR Select child number from list and press # [No action necessary to check in all children]</td>
</tr>
<tr>
<td>Confirmation of Name for Absence or Holiday</td>
<td>Press “1” if correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Select Facility (Absence Only)</td>
<td>Press number of appropriate vendor or child care facility</td>
</tr>
<tr>
<td>Enter Date</td>
<td>Enter 2-digit month and 2-digit day for the check out (MM/DD) Press #</td>
</tr>
<tr>
<td>Confirm Date</td>
<td>Press “1” if correct Press “2” if not (try again)</td>
</tr>
<tr>
<td>Full Day or Part Day</td>
<td>Enter “1” for Full Day Enter “2” for Part Day</td>
</tr>
<tr>
<td>Confirmation of Absence or Holiday</td>
<td>Press “1” to record another holiday or absence Press “2” to return to the Main Menu Press “3” to end the call</td>
</tr>
</tbody>
</table>