

| What you are trying to do | Task | What to do | Problem |
|--|---|--|---|
| Getting Started | Create your online account | <ul style="list-style-type: none"> Go to: https://childcare.twc.texas.gov/KinderConnect Follow the instructions to register. | Can't create account? Contact support |
| Signing In/Out (Every Day) | Record your child's arrival or departure. | <ul style="list-style-type: none"> Use the tablet (KinderSign) at your child care provider's location. Enter your phone number. If it's your first time, create a PIN. | Need help signing in? Ask your child care provider. Can't change attendance? Speak to your child care provider; they can correct it. |
| Reporting Absences (When Your Child Is Sick/Away) | Let the center know when your child won't be there. | <ul style="list-style-type: none"> Download the KinderSmart app on your phone. Scan the QR code from your KinderConnect account (website) to register the app. | Can't register the app? Log into KinderConnect to find the QR code or contact support. |

Common Questions and Answers

| Question | Answer |
|--|---|
| What if the tablet is offline? | Sign in/out as usual. It will update automatically when the tablet reconnects. |
| Can I record attendance from past days? | Yes, using the tablet at the center. But you can only record for the past 6 days. |
| What if there is a wrong day or time? | Speak to your child care provider. |
| What if KinderConnect says the attendance is wrong? | You only need ONE sign-in OR sign-out time per day. Just add the missing one. |

Need Help?

KinderConnect Support: Monday - Friday, 6 AM to 9 PM (Central Time)

- Call: 1-888-265-6461
- Email: supportTX@kindersystems.com
- Online Help: <http://tx3c.info/>

Ask your Child Care Provider: They can help with most sign-in/out and attendance related questions