

Attendance Tracking System (ATS) Frequently Asked Questions (FAQs)

ATS Set-up and Log-in for Child Care Providers

Q. I selected “Forgot My Password” and entered my email address. I never received the email with a link to reset it. What should I do?

A. Please ensure you are using the correct email address. The email address for ATS is the same as the email that is registered with licensing, unless you have updated ATS with a different email address. Email cdhs_ats_helpdesk@state.co.us if you do not recall which email is used.

Q. How do I log into ATS?

A. From either the [Colorado Office of Early Childhood Website](#) (Providers Hub icon) or the [Colorado Shines Website](#), use the link to go to the Provider Hub. Or you can go directly to the [Provider Hub and log in](#) using your ATS user name (which ends with “.ats”).

1. Enter your ATS password.
2. If the password doesn’t work, click the Forgot Password link (make sure to enter the username with .ats at the end).

Q. I have an open fiscal agreement with a CCCAP county and have not received my welcome email yet. What should I do?

A. Send an email to the ATS Help Desk (cdhs_ats_helpdesk@state.co.us) with your name, provider number and correct email address and the subject line “Provider hasn’t received welcome email.”

Q. When I log into ATS, I only see a blank green screen. What should I do?

A. Be sure you are using Google Chrome as your browser. ATS works best on Chrome. If you do not have Chrome, you can download it [here](#). If you are using Chrome and are still seeing a blank green screen, you may need to clear your cache. To clear your cache, you will need to complete the following steps:

1. Open Chrome.
2. At the top right, click More (the three dots in the top right corner of your browser).
3. Click More tools > Clear browsing data.
4. At the top, choose a time range, select All time.



5. Check the boxes next to “Cookies and other site data” and “Cached images and files.”
6. Select Clear data.
7. Close your browser completely and re-open before attempting to log in.

Q. How do parents log into ATS?

A. At the provider location, the provider should log into ATS on their device and switch ATS into kiosk mode. This mode allows parents to check kids in and out as well as confirm prior check in and check outs.

1. First check that you are in kiosk mode. (The screen should say “Welcome Provider Name” at the top and show two boxes with Xs where the parent should enter their eight-digit private PIN.)
2. If the provider’s name is not listed at the top of the screen, the provider will have to first login.
3. Once logged in, click the three-line menu bar in the upper left.
4. Click the kiosk button to switch it to Kiosk mode.
5. Have the parent enter their PIN. If the parent doesn’t know their PIN, they can click the ‘Forgot PIN?’

Q. After logging in as the provider and then switching to Kiosk mode, I cannot log back in. What should I do?

A. After switching to Kiosk mode, to log back in as the provider, click the “Log In as Provider” link at the bottom of the screen. You will be taken to a new page and prompted to enter your username and password. After entering your username, enter the same password you entered initially. If this doesn’t work, double-check that the password is correct.

If you still are not able to login, try clearing cache (see above). And if that doesn’t resolve it, click the ‘Forgot Password’ link and follow the steps to reset your password.

Q. When I follow the link to set my password, I am taken to the login page, but I have not set my password yet.

A. Click the ‘Forgot Password?’ link and follow the steps to change your password. This will take you through the necessary steps to create a new password.



PIN (Personal Identification Number)

Q. Can family members share the same email account?

A. No. Each ATS user must have a unique and accessible email account to obtain the email containing the hyperlink to set the PIN. The PIN is a unique signature per person.

Q. Can parents share a PIN (Personal Identification Number) or is it possible to duplicate PINs?

A. No. Each ATS user will have their own PIN and PINs may not be duplicated. The PIN records the user's name when checking in/out, creating an electronic signature.

Q. What does a parent do if they forget their PIN?

A. When ATS is in the Kiosk mode, the parent will click "Forgot PIN." The system will prompt the parent to enter their email address. They will receive an email with a link to reset the PIN. The reset PIN email link is only good for 24 hours so it should be reset as soon as possible.

Q. How do Private Pay families receive the email to set the PIN?

A. The provider will click the paper airplane icon beside the parent's name on the Household tab.

Q. Do PINs expire?

A. No. The PIN will remain the same until it is changed. If a CCCAP case is closed and later reopened, the original PIN will remain and a new ATS Welcome email will not be generated.

Devices

Q. Can you be in the Kiosk mode on the parent check in/out computer and in the Provider Administration mode on my desktop at the same time?

A. Yes. You may have multiple devices functioning in different modes at the same time.

Q. What is required for my device to work with ATS?

A. Google Chrome and internet connectivity or a data plan if accessing ATS.



- Q.** Do providers need to supply the device on which parents check the child in/out?
- A.** Yes. It is a licensing requirement for check ins/outs to be completed at the provider location.
- Q.** Do providers need to register their device(s) with ATS?
- A.** No. ATS is accessed from the device at the site-specific provider using login credentials (ATS username and password).
- Q.** Who is able to view Private Pay family information?
- A.** The provider and the private pay family are the only people who are able to view private pay information in ATS. The State and Counties do not have access to view this information.
- Q.** As a provider, I have multiple sites (multiple license numbers). May I use the same e-mail to log into each site?
- A.** No. Each site needs to have a unique e-mail address.
- Q.** When the device is in Kiosk mode does it time out?
- A.** No. The device may go to sleep but it will not log out.

Attendance/Authorizations

- Q.** How does the system know who is supposed to be at the provider?
- A.** The child's authorization schedule for CCCAP is read by ATS from the county system (called CHATS). A Private Pay child's schedules are read from what the parent or provider manually enters in ATS.
- Q.** What if parents have shared custody and one parent needs to check the child in/out on a day when they do not have a CCCAP authorization?
- A.** Each parent may have their own case in ATS (for example: father of the child has a CCCAP case in ATS and mother of child is Private Pay). They may add each other as delegates on each case if they choose. Each will use their PIN to record attendance.
- Q.** How quickly will changes to a CCCAP authorization be accessible in ATS?
- A.** The information should be available within 10 minutes.
- Q.** Do we still need to maintain the daily sign in/out paper logs?
- A.** The use of ATS results in a valid electronic signature that meets licensing requirements. In addition, ATS has an attendance report: The Parent Sign In



Sign Out Report (RE753). This report represents a record of the daily sign in/out method (ATS) containing date, the child's name, the time the child arrived/left and the signature/PIN of the parent/guardian/authorized person. Providers may keep separate sign-in and out logs, but it is not required for CCCAP.

Q. Do we still need sign in/out sheets for Private Pay families?

A. ATS may be used for Private Pay families and the attendance report: The Parent Sign In Sign Out Report (RE753) may be used for Private Pay families as well. If ATS is not used for Private Pay families, you still need a system of record for check ins/outs to meet licensing requirements, which may be the paper logs.

Q. How does overnight care work if the system checks the child out at 11:59 pm?

A. The overnight rate needs to be authorized by the county. ATS will automatically check the child out at 11:59 pm and check the child in at 12:00 am.

Q. Are we able to print attendance from ATS for the food program?

A. ATS has an attendance report: The Parent Sign In Sign Out Report (RE753). This report represents a record of the daily sign in/out method (ATS) containing date, the child's name, the time the child arrived/left and the signature/PIN of the parent/guardian/authorized person.

Transactions

Q. What is the recommendation for checking children in/out when they attend school? Is this a check in/out those providers are responsible for?

A. Children must be checked in/out when they arrive or leave the facility. If a parent is not available to record a transaction, the provider will enter the check in/out for that day and the primary parent must confirm the transaction before automatic billing can be processed.

Q. Are parents able to complete previous check in/outs?

A. No, parents do not have the functionality to complete previous transactions. The provider can create the previous transaction and the primary parent will need to confirm this within the allotted nine-day time frame in order to generate automatic billing.

Q. May there be multiple check in/out times per day for children?

A. Yes.



Q. If there is a check in and not a check out for a day, is the parent still able to check in the next day?

A. Yes, the child may be checked in daily and is not dependent on transactions from previous days.

Q. How long does a parent have to confirm a provider initiated transaction?

A. There are a total of 9 calendar days from the date of attendance which a provider and parent have to complete and confirm a transaction.

Delegates

Q. Is there a limit to the number of delegates a parent may add?

A. No.

Q. Who has the capability to create a delegate?

A. Only the primary parent may add, edit, or delete a delegate from the provider device in kiosk mode. Providers and delegates do not have the functionality to create or edit delegates.

Q. Do delegate check in/outs need to be confirmed by the primary parent?

A. No, only provider-initiated transactions and system-initiated transactions require a confirmation from the primary parent.

Q. Do delegates have their own PIN to check children in/out?

A. Yes, once the primary parent has created a delegate, the delegate will receive an e-mail with the hyperlink to set their own 8-digit PIN.

Payments

Q. How will payments be made?

A. Payments will be paid weekly for the service period that occurred two (2) weeks prior.

Q. Are we able to still do manual claims if we can't correct the problem in nine days?

A. Yes. Manual claims are allowed for care that was authorized and used but not paid through ATS as long as the provider submits the manual claim form with a reason for the claim and verification of attendance within 60 calendar-days following the month of care. Manual claims should be rare. For long-standing access/use issues, an ATS waiver is available on the OEC website.



Training/Help

Q. Where are providers and parents able to access ATS training materials?

A. Colorado Office of Early Childhood website, <http://coloradoofficeofearlychildhood.com>. Choose the “For Providers” tab, and then choose the “Colorado Child Care Assistance Program” section and >Attendance Tracking System (ATS) information and Resources.

Q. Is there a Help Desk?

A. Yes. Please email the ATS Help Desk at cdhs_ats_helpdesk@state.co.us.