



# Parents: Confirming Previous Check In/Out Transactions

## Introduction

If a parent/caregiver fails to check a child in or out in ATS, providers can create previous in/out transactions. Providers should create the previous in/out transaction the same day if possible, or within nine calendar days from the day of care. Only providers can create previous transactions.

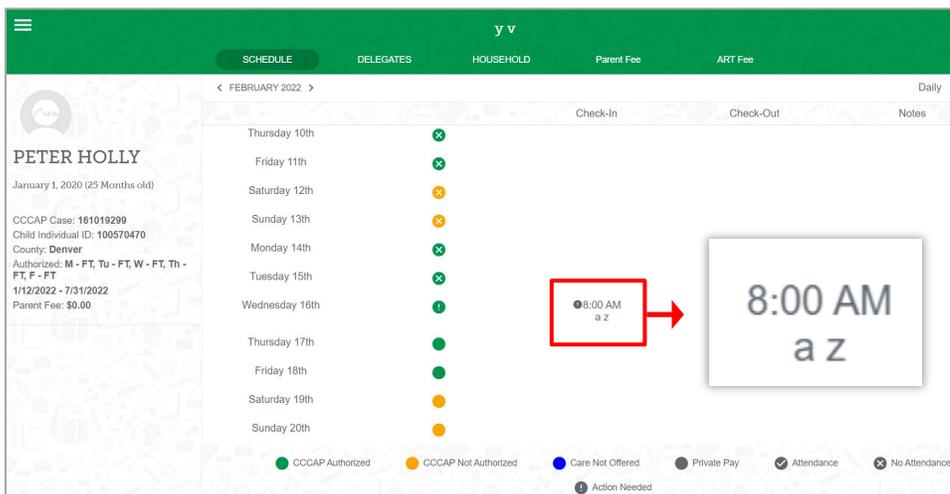
Parents will need to confirm those provider-created transactions when they log into the ATS Kiosk from the provider location. Confirmations must be completed within the nine-day (today plus nine days) time frame to avoid payment issues. The parent will receive a reminder email six days after the transaction has been entered if the transaction is still pending.

## Parent Confirmation

1. When you log into the ATS in Kiosk Mode, you will see the triangle/exclamation point notification that there are pending confirmations. To confirm the transaction, select the Confirmations icon to go to the child's Schedule page.

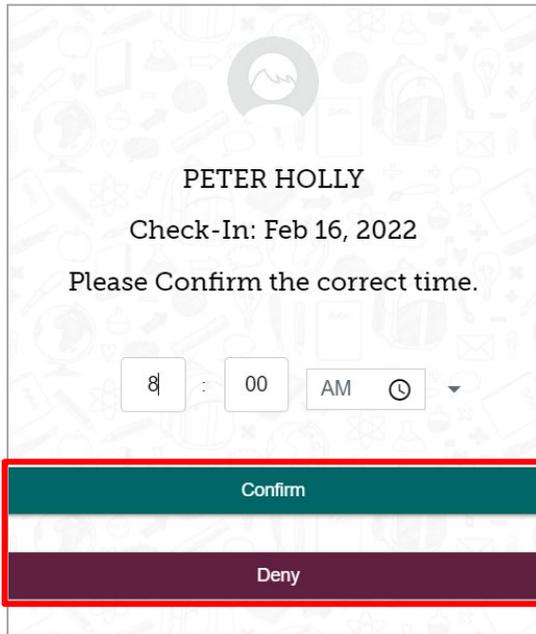


2. On the transactions with an exclamation point (!), click directly on the black circle with the exclamation point next to the time of the transaction (you should *not* select the time).

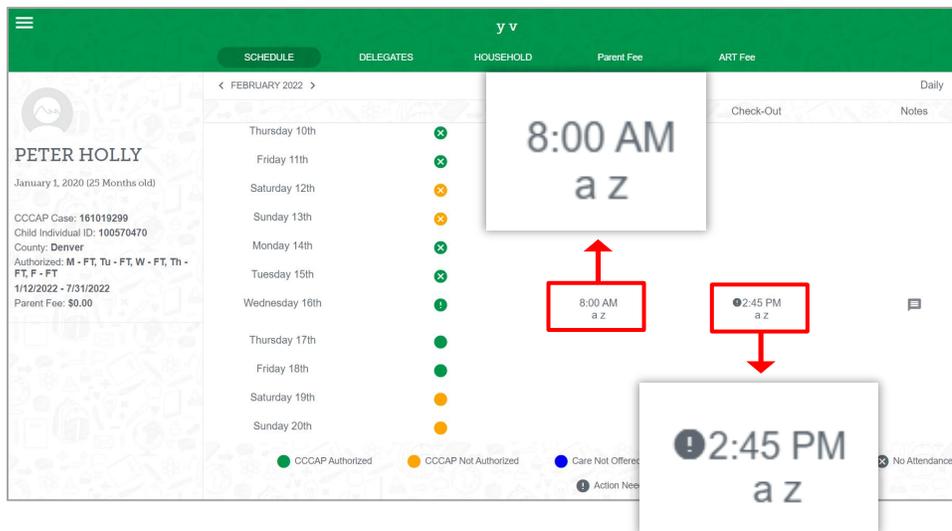




3. Select Confirm if the date/time is accurate. Manually correct the time if the time is not accurate, or select Deny if the date is not accurate.



4. If you confirm the transaction, the black circle with the exclamation point will be cleared in the child's schedule.

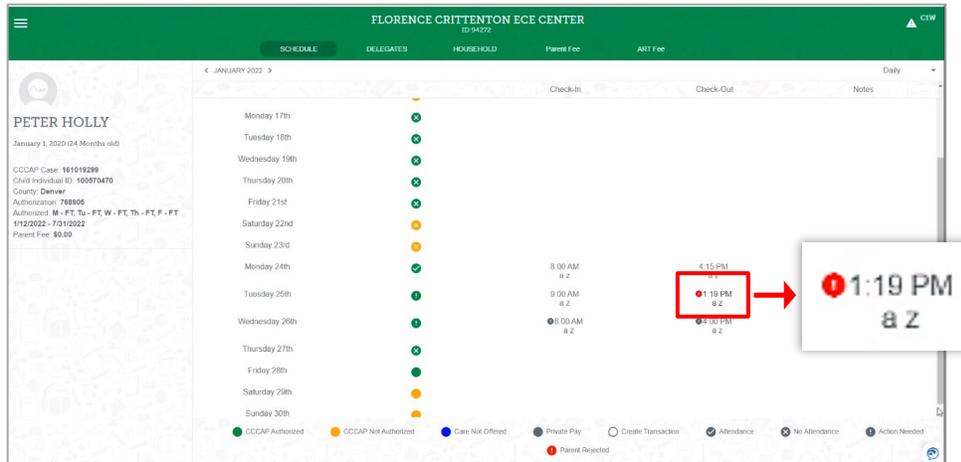


5. If you deny the transaction, the date will be marked with a red dot in the child's schedule. (You can leave a note explaining why the transaction was denied by selecting the Notes icon.)



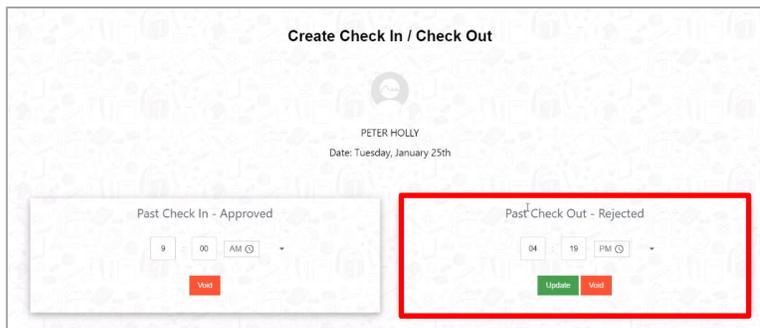
### Parent Denies the Transaction

When you deny the transaction, ATS sends the provider an email informing them that the transaction has been denied. When the provider views the child’s schedule, they will see the red circle with the exclamation point.

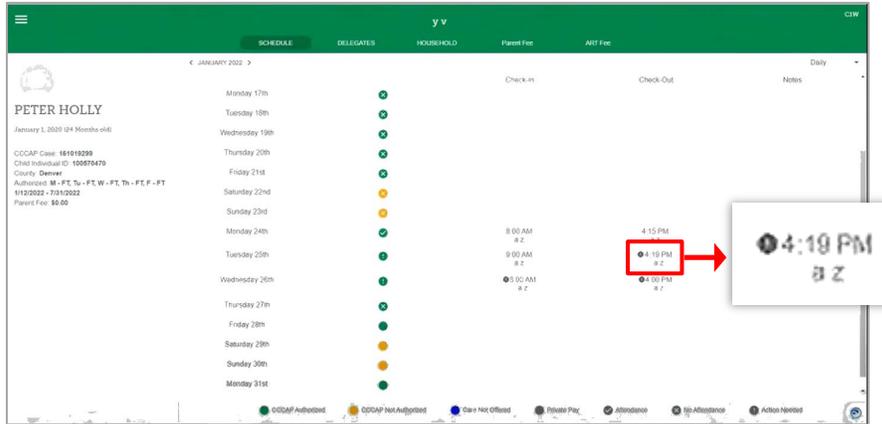


The provider selects the time entry to return to the Create Check In/Check Out screen. The provider then has two options:

- Update the transaction—Enter the correct the time and then select **Update**.
- Void the transaction—Select **Void**. (The provider can void a transaction at any point, even if the parent has approved it.)



The transaction will now appear in the schedule with the grey circle and exclamation point, indicating the update still needs to be confirmed.



The parent will need to confirm the updated transaction when they log into ATS.