

**Program Materials**

**Child Care Attendance Automation
Project Implementation News**

Helpful Links

[Texas Workforce Commission
Resources for Childcare Providers](#)
[211 Texas Child Care](#)
[Child Care Licensing](#)

The Texas Workforce Commission Provider Web Portal gives childcare providers with internet access the ability to view their referrals and the attendance and absence reports for their referred children online. Providers are given temporary User IDs and passwords, which must be changed at the first login. Logging in gives providers access to their referral and attendance information. The information for each provider is secure, viewable only by entering User ID and password.



TWC Provider Web Portal

USER MANUAL FOR THE CHILD CARE ATTENDANCE AUTOMATION PROVIDER WEB PORTAL

November 12, 2011

Second Edition

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1.0 INTRODUCTION

This user guide provides information about the features and uses of the screens on the TWC Child Care Attendance Automation (CCAA) Texas Provider Portal.

TWC prosecutes fraud to insure that child care funds are maximized for qualified families. To report suspected fraud, call the fraud hot line at (800) 252-3642.

1.1 About This Guide

Purpose

This user guide provides basic descriptions of the nature and features of screens used on the Texas Provider Portal.

Use of this Guide

This user guide does not provide step-by-step instructions for site navigation; however, it does provide detailed screen information and instructions for accessing various screen information you can view.

Graphics

The graphic illustrations in this guide are screen captures that show whole or partial Texas Provider Portal screens. The entries seen in the illustrations in this guide are not actual provider data.

1.2 About the Texas Provider Portal

The Texas Provider Portal is an internet website for providers. It allows you to view specific child care data and help manage attendance through the TWC CCAA program. All Portal screens use drop-down menus and point-and-click techniques to provide you with an easy-to-use method to access and view child care attendance data. You can retrieve and view data associated with:

- Your provider profile information
- The list of children you have been authorized to care for (Referrals)
- The Attendance records for each child

Specific TWC CCAA Provider Website information availability:

- Previous attendance entries, which are listed by date by child.
- The attendance/absence reporting status of each child for each day of the month

2.0 PROVIDER PORTAL BASICS – INFORMATION ABOUT YOU

This section describes basic information on accessing the Texas Provider Portal, logging in to the website, and other common screen information.

2.1 Accessing the Provider Portal

To access the Texas Provider Portal, your computer must be connected to the internet. Once connected to the internet, follow the steps below:

- Open your internet or web browser (i.e., Internet Explorer, AOL, Firefox, Safari, etc.).
- Type the Texas Provider Portal address into the Address box at the top of the screen:

www.workforcesolutionschildcare.com

- Press the Enter key.

The website opens at the Login Screen, which requires a valid Login (User Name) and Password. Your initial Login will be your DFPS Operations Number. If you do not have a DFPS Operations Number, your Login is your social security number,

Your initial password will be your zip code. For security reasons, you will have to change your password when you first log in. You will also have to set up a security question in case you forget your password.

2.2 Login Screen

- Purpose:** Allows you to log in to the Texas Provider Portal and to access Program Materials, Program News, and Helpful Links.
- General Information:** You are required to log in to access child care data. Program Materials and Helpful Links do not require logging into the TWC CCAA Provider Website - you can access these materials from the Login Screen by clicking the desired item. You will have to change your password the first time you log in. Your Password can be anything that meets the Password format rules:
- Your Password must be at least 4, but no more than 10, alphanumeric characters. Alphanumeric characters are letters and/or numbers.
 - Your Password can NOT be the same as your Login ID.
- For security reasons, if an incorrect Password is entered 3 times in a row, you will be locked out of the Portal. If lockout occurs, your access will automatically be restored at midnight, using the existing password. If you forget your password, click on the Forgot Password link at the bottom.

The table below lists the active features on the login screen and describes their functions. A similar table is in every section of this document to help you become familiar with the Portal's functions.

Active Feature	Function
Program Materials	Opens Program Materials you may use in the TWC CCAA program.
Child Care Attendance Automation Project Implementation News	Opens News items about the TWC CCAA program.
Helpful Links	Provides additional resource information.
Login	Used to enter your User Name.
Password	Used to enter your Password.
LOGIN	Completes Login and opens the Provider Home Screen .
Forgot Password	Opens the Password Reset Screen .



Welcome to the Texas Provider Portal



Stockbyte Getty Images

Program Materials

[Start Here](#) [Login Instructions](#) and [User Manual](#)

**Child Care Attendance Automation
Project Implementation News**

[Provider Information Presentation](#)
[Sample Client Questions and Answers Postcard](#)
[Sample Client Postcard](#)

Helpful Links

[Texas Workforce Commission
Resources for Childcare Providers](#)
[211 Texas Child Care](#)
[Child Care Licensing](#)

Login

Password

TWC Staff Only

LOGIN



The Texas Workforce Commission Provider Web Portal gives childcare providers with internet access the ability to view their referrals and the attendance and absence reports for their referred children online. Providers are given temporary User IDs and passwords, which must be changed at the first login. Logging in gives providers access to their referral and attendance information. The information for each provider is secure, viewable only by entering User ID and password.

TWC Provider Web Portal

[Forgot Password](#)

The first time you log in to the Portal, you will automatically be redirected to the Password Change Screen. This screen is described in detail in Section 2.3 below.

You will also have to set up a security question on the Security Question User Profile Screen, described in detail in Section 2.5 below.

2.3 Password Change Screen

Purpose: Allows you to reset your Password.

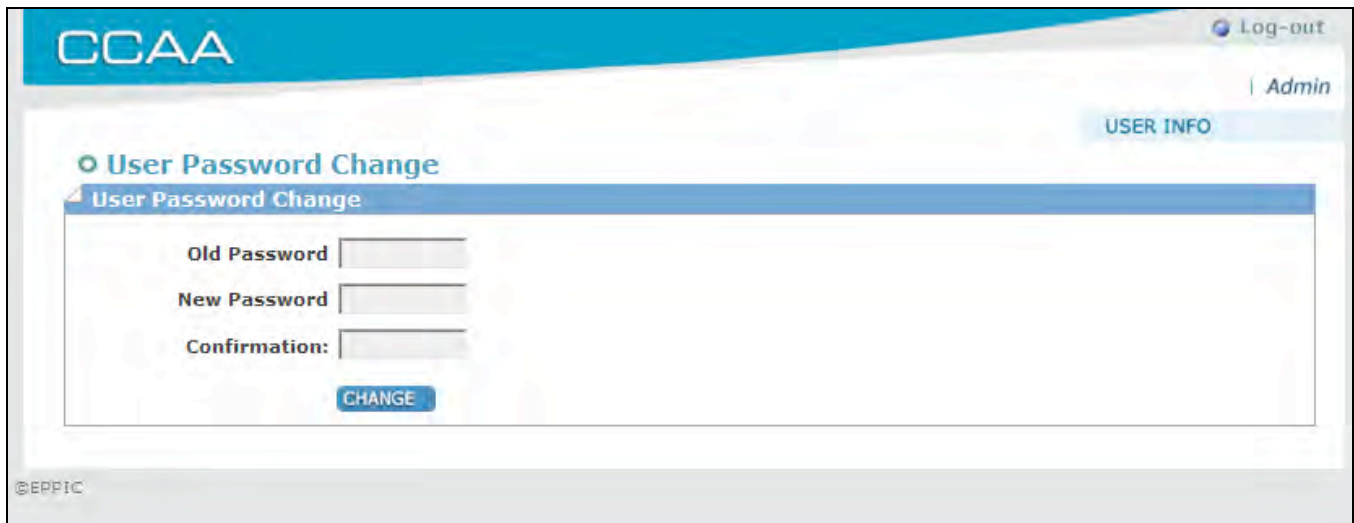
General Information: You will be automatically redirected to this screen the first time you access the Portal. After that, you can get to it any time by clicking **Forgot Password** on the Login Screen and entering the answer to the security question you set up when you first visited the Portal.

Your Password must be at least 4, but no more than 10 alphanumeric characters (letters and/or numbers).

Your User Name and Password can NOT be the same and can NOT match the 3 previous passwords.

Your User Name and Password are case-sensitive, so the User Name "Jsmith" is NOT the same as "jsmith" or "JSMith."

Active Feature	Function
Old Password	Enter your existing password in this box.
New Password	Enter the new password in this box.
Confirmation	Confirm the new password by entering the new password a second time. The entry here must match the entry in the New Password box.
CHANGE	This button saves the new password.



2.4 Terms of Service Agreement Screen

Purpose: The system asks you to confirm agreement with the program terms of service in order to use the Portal.

General Information: This screen opens automatically the first time you access the Portal, after you have changed your Password.

Active Feature	Function
I Agree	Clicking this button denotes agreement with the program terms of service.



I acknowledge that if I do not agree that the reported child care attendance information is accurate, I am responsible for contacting my local child care representative as soon as possible to report incorrect data.

I understand that TWC prosecutes fraud to insure that child care funds are maximized for qualified families. I understand that to report suspected fraud, I can call the fraud hot line at (800) 252-3642.

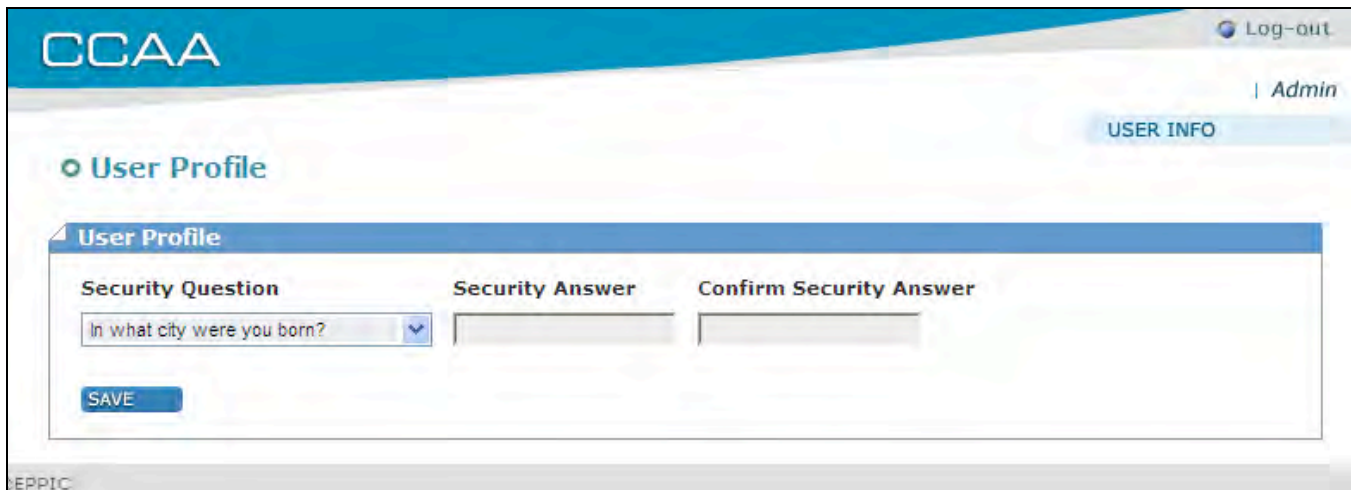
2.5 Security Question Screen

Purpose: Allows you to set up your security question so you can reset your password if you forget your password.

General Information: All information on this screen is required. You must select one of the questions from the drop down menu, answer it in the **Security Answer** box, confirm the answer in the **Confirm Security Answer** box, and click the **Save** button. The text typed for the **Security Answer** and the **Confirm Security Answer** must match. The security answer and confirmation are NOT case-sensitive, so the answers McCloskey and MCCLOSKEY are the same. The text entered for the Security Answer and Confirm Security Answer show as colored dots rather than text for security purposes.

You must set up your secret question immediately after changing your original password when logging in for the first time.

Active Feature	Function
Security Question	Use this drop down menu to select one of the given security questions.
Security Answer	Enter your answer to the chosen security question in this box. The security answer is NOT case-sensitive.
Confirm Security Answer	Confirm your security question answer by re-entering your response. This box must be used to re-enter the security answer. It must match the answer entered in the Security Answer box. The security answer is NOT case-sensitive.
SAVE	This button saves the security question and security answer.



2.6 Forgot Password User ID Screen

- Purpose:** If you forget your password, you can enter your User ID to verify your login with your security question.
- General Information:** This screen is opened from the **Login Page** by clicking **Forgot Password?** All information on this screen is required. You must enter your **User ID** and click the submit button.
- If you have forgotten your User ID, you can call the Provider Helpdesk to get your user ID reset.

Active Feature	Function
User ID	Enter your User ID in this box.
SUBMIT	Clicking this button brings you to the next Security Question page, where you are asked to answer your preselected security question.
CANCEL	This button returns you to the Login Page.

The screenshot displays the EPPIC™ interface. At the top left is the EPPIC™ logo. Below it is a heading 'Security Question' with a circular icon. A blue header bar contains the text 'Security Question'. Below the header, the instruction reads: 'Please enter your User ID to retrieve your security question.' There is a text input field labeled 'User ID' with a vertical cursor. At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'.

2.7 Forgot Password Security Answer Screen

- Purpose:** The system asks you to enter your **User ID** in order to verify your identity with your security question.
- General Information:** This screen is opened after you enter your User ID on the Security Question User ID page and click the **Submit** button.
- All information on this screen is required. You must select your **Security Question** (that you chose to answer during security question setup) from the drop down box, enter the **Security Answer**, and click the **Submit** button. The answer to the security question is NOT case-sensitive. Your User ID is displayed above the security question. The text entered for the Security Answer shows as colored dots, not text, for security purposes.
- If you enter the wrong answer, the system will display an error message indicating that either the User ID or Answer is incorrect.
- If you have forgotten your User ID, contact the Provider Helpdesk for help.

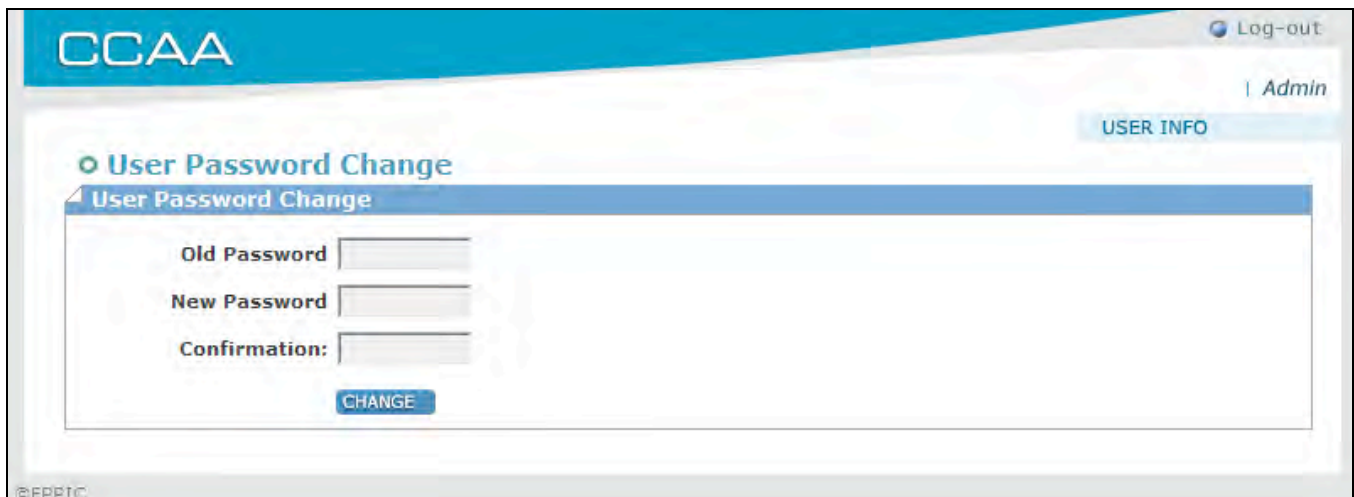
Active Feature	Function
Security Question	Use this drop down menu to select the security questions you chose during security question setup.
Security Answer	Use this text box to enter your answer to the presented security question.
SUBMIT	Clicking this button brings you to the next Security Question page, which asks you to reset your password.
CANCEL	This button returns you to the Login Page.

The screenshot shows the EPPIC Security Question interface. At the top left is the EPPIC logo. Below it is the heading 'Security Question'. A blue-bordered box contains the form. Inside the box, the text reads: 'Please select your security question and provide your security answer.' Below this, the 'User ID' is shown as 'QATEST'. The 'Security Question' is a dropdown menu currently displaying 'In what city were you born?'. Below the dropdown is a text input field for the 'Security Answer'. At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'.

2.8 Forgot Password Change Password Screen

- Purpose:** Allows you to change your password.
- General Information:** This screen is opened after you enter your User ID on the Security Question User ID page and click the **Submit** button.
- All information on this screen is required. Your password must be at least 4 and no more than 8 alphanumeric characters. Special characters such as the underscore (_) and the exclamation mark (!) are not allowed. The password is case-sensitive, so the password 1kL3d is NOT the same as 1KI3D.
- The system tracks your 3 most recent password changes (current password and previous 2 passwords). You cannot reuse your 3 most recent passwords.

Active Feature	Function
New Password	Enter your new password in this box.
Confirm Password	Confirm the new password by entering the new password a second time. The entry here must match the entry in the New Password box.
CHANGE	Click this button to save your new password.
CANCEL	Click this button to return to the Login page and cancel the password change.



2.9 Common Screen Areas

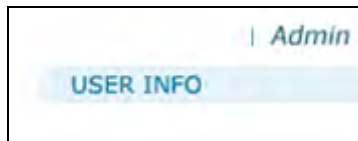
Some common screen features appear on every screen in the Portal interface except the Security Question Password Reset screens. These common features are explained in this section of this manual.

2.9.1 Home Area

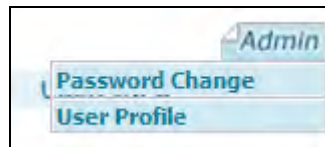


You can click on the part of any Portal screen to go directly back to your **Main Screen**.

2.9.2 Information Access Sections



Roll your mouse over Admin to open a list of the related screens you can access.



These screens do the following:

Password Change opens the **Password Change Screen**.

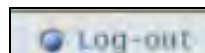
User Profile opens the **User Profile Screen**.

2.9.3 User Info Area



Moving the mouse pointer over **USER INFO** will show your user name, the time you last logged in, and the time you performed the last action on the Portal.

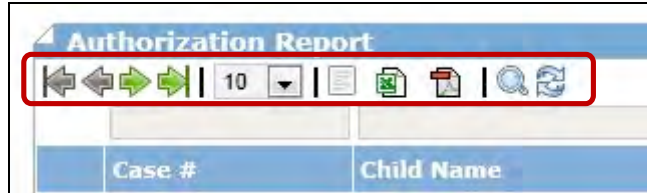
2.9.4 Log-out Area



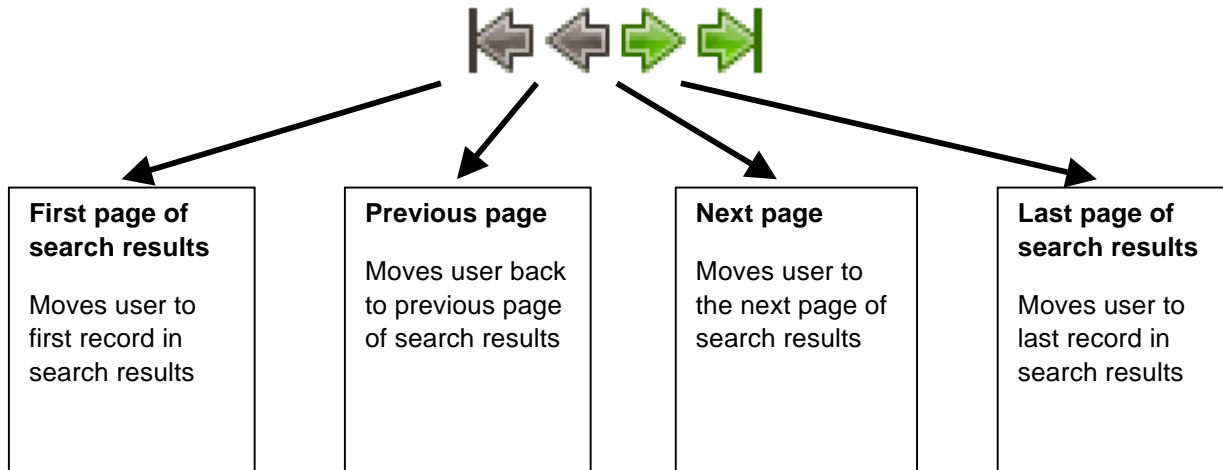
Clicking on the **Log-out** link of any screen logs you out of the Portal and returns you to the **Login Screen**. After clicking this, you will have to log in again in order to use the Portal.

2.10 Navigation Buttons

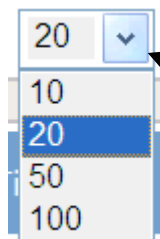
Several navigation and option buttons will appear on the search result screens in the top left side of the screen. Below is an explanation of these features.



2.10.1 Page Selection Features



2.10.2 Display Records



This option allows the user to select how many records to display per page of search results. The options are 10, 20, 50, or 100 records per page. The default is 20 records.




To change the default, select an option from the drop down.

The user may change this option at any time.

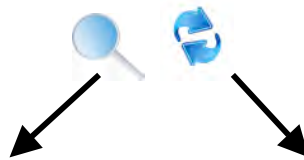
2.10.3 Export Options

Available Download Options:



	<p style="text-align: center;">CSV Export</p> <p>This option allows the user to export the search results to a standard .csv file. CSV is ‘comma separated value’, meaning the data is put in a simple text file with each data element separated by a comma. This file can then be imported into many different computer applications, including Microsoft Access, and other database type programs. CSV is more of a universal file type.</p> <p>Doing this type of export allows you to filter and manipulate the search results for other types of reports or spreadsheets you may be using.</p>
	<p style="text-align: center;">XLS Export</p> <p>This option allows the user to export the search results to a standard .xls file. Exporting to .xls transports the data directly to a Microsoft Excel spreadsheet.</p> <p>Doing this type of export allows you to manipulate the search results in a Microsoft Excel application.</p>
	<p style="text-align: center;">PDF Export</p> <p>This option allows the user to export the search results to a standard .pdf file. Exporting to .pdf opens a pdf reader such as Adobe Reader or Acrobat and displays the data.</p>

2.10.4 Other Results Options



Filter Results

This option allows the user to filter the results based on specific criteria.

Clear Results

This option clears any previous search filters.

2.10.5 Column Sort

Most columns in the search results can be sorted. . Roll the cursor over the blue header of each column and if the cursor changes to a hand, that column can be sorted. There are 3 sort orders. The first sort order is in increasing order (A to Z, 0 to 9). The second sort is in decreasing sort order (Z to A, 9 to 0). The the third sort order is the original list displayed by PWeb. For the first sort the column heading will contain a white up arrow indicating the increasing order of the sort. The second sort order will change the column heading to a while down arrow indicating the decreasing sort order. Restoring the sort order to the original PWeb order will eliminate the sort arrow.

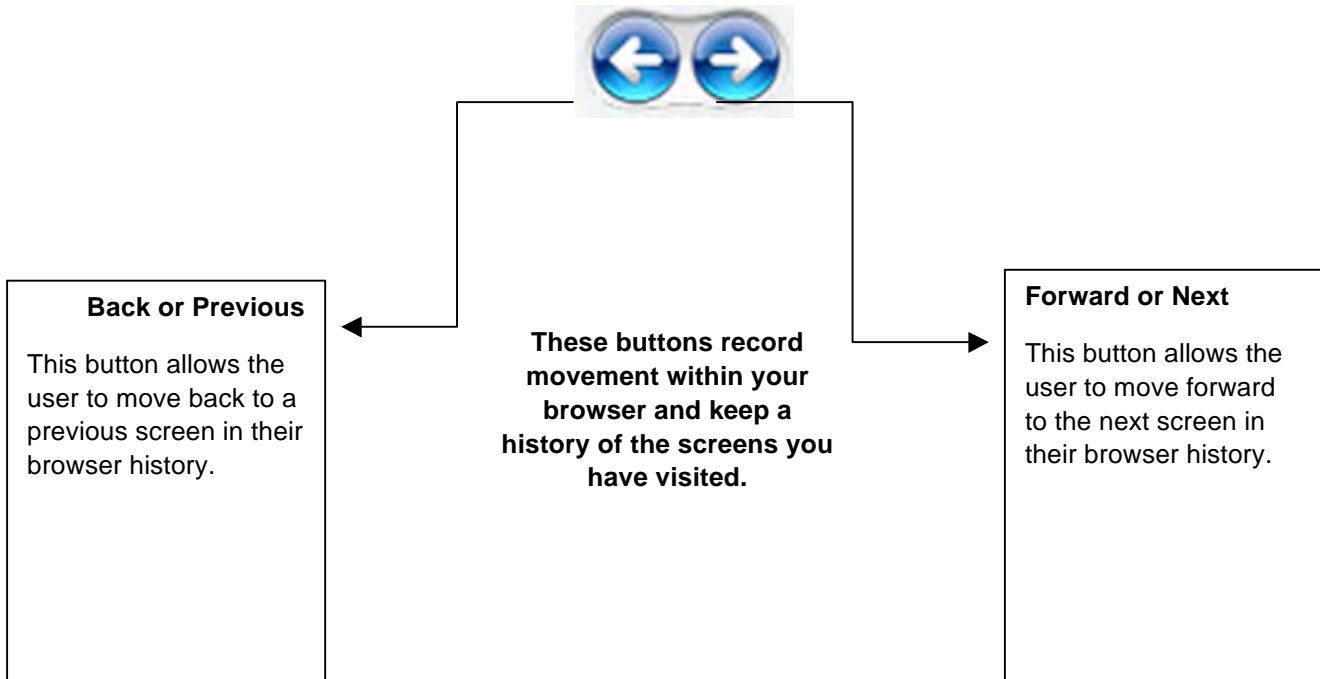
The screenshot shows a web application interface titled "Referral Report". At the top, there is a toolbar with navigation icons and a dropdown menu set to "10". Below the toolbar is a table with the following columns: TWIST ID, Child #, Child Name, Last Activity, Trans Type, and Response. A red arrow points to the "Child Name" header, which has a small white upward-pointing arrow next to it. The table contains five rows of data. Below the table, it says "Results 1 - 5 of 5." and there are five buttons: DETAILS, REFERRALS, ACTIVITY, TRANSACTION, and ATTENDANCE.

TWIST ID	Child #	Child Name ▲	Last Activity	Trans Type	Response
177766	1	JUSTUS TESTMVw	08/23/2011 03:48 PM	OUT	(00) S/A
3000017792	1	NAME1 edRegTestLN	10/05/2011 12:00 AM	OUT	(00) S/A
3000017793	1	NAME3 edRegTestLN	10/05/2011 12:00 AM	OUT	(00) S/A
3000017794	1	NAME4 edRegTestLN		---	
3000017794	2	NAME5 edRegTestLN		---	

2.10.6 Browser Buttons

Internet Explorer has “Back” and “Forward” buttons; sometimes called, “Next” and “Previous” buttons. These functions also work within the PWeb to allow for easy navigation between screens.

For purposes of this manual, the buttons used in Internet Explorer are featured in this section.



2.11 Hyperlinks

Any Portal information shown on the screen in blue type is a hyperlink or link that you can click to go to a new page that gives you more detailed information about the selected item.

3.0 YOUR PROVIDER SCREENS

3.1 Your Provider Home Screen

Purpose: Displays your provider profile.

General Information: The **Status** field shows whether you are currently allowed to receive children and register transactions. Selections in this field are:

- Active
- Inactive

If you are listed as Inactive and you think you should be Active, contact your Board worker for help.

Active Feature	Function
CCAA Home	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen .
ACTIVITY	This button opens your Provider Activity Report Screen .
TRANSACTION	This button opens your Provider Transaction Search Screen .
ATTENDANCE	This button opens your Provider Attendance Report Screen .

CCAA
Log-out

| Admin

USER INFO

Provider

Provider Profile

Facility Information		Address	
Name:	MARY TEST	Email:	
License #:	1319747	Address:	123 TEST STREET
Board:	24 - Cameron County	City:	LOS FRESNOS
Provider ID:	30000017195	State:	TX
Status:	ACTIVE	Zip:	78566
Regulation Type:	REGISTERED CHILD CARE HOME	County:	31 - Cameron
Corporation:	No	Phone #:	000-000-0000
Attendance Reporting Type			
Effective Date	Reporting Type		
08/16/2011	IVR		

Provider Holidays	
Year	Holiday
2012	01/02
2011	05/30, 07/04, 09/05, 10/06, 11/24, 11/25, 12/23, 12/26

Provider Unpaid Holidays	
Year	Holiday
2011	10/06

REFERRALS
ACTIVITY
TRANSACTION
ATTENDANCE

©EPFIC

3.2 Your Referral Screen

Purpose: Shows your current and future referrals.

General Information: Ordering of results is as follows:

1. By TWIST ID Number
2. By Person Number

The **Transaction Type** field shows the type of activity at your provider facility. Some possible entries are:

- IN (Check-In)
- SAF OUT (Store & Forward Check-Out)
- P/IN (Previous Check-In)

Active Feature	Function
Child Name	Clicking the Child's Name opens your Referral Information Screen .
DETAILS	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen .
ACTIVITY	This button opens your Provider Activity Report Screen
TRANSACTION	This button opens your Provider Transaction Search Screen .
ATTENDANCE	This button opens your Provider Attendance Report Screen

CCAA
Log-out

Admin

USER INFO

Provider Referral

Provider Information

Facility Information		Address	
Name:	MARY TEST	Email:	
License #:	1319747	Address:	123 TEST STREET
Board:	24 - Cameron County	City:	LOS FRESNOS
Provider ID:	30000017195	State:	TX
Status:	ACTIVE	Zip:	78566
Regulation Type:	REGISTERED CHILD CARE HOME	County:	31 - Cameron
Corporation:	No	Phone #:	000-000-0000

Referral Report

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TWIST ID	Child #	Child Name	Last Activity	Trans Type	Response
177766	1	JUSTUS TESTMvw	08/23/2011 03:48 PM	OUT	(00) S/A
3000017792	1	NAME1 edRegTestLN	10/05/2011 12:00 AM	OUT	(00) S/A
3000017793	1	NAME3 edRegTestLN	10/05/2011 12:00 AM	OUT	(00) S/A
3000017794	1	NAME4 edRegTestLN		---	
3000017794	2	NAME5 edRegTestLN		---	

Results 1 - 5 of 5.

DETAILS
REFERRALS
ACTIVITY
TRANSACTION
ATTENDANCE

CEPPIC

3.3 Provider Activity Screen

Purpose: Shows the activity for today.

General Information: Ordering of results is as follows:

1. By TWIST ID Number
2. By Person Number

The **Trans Type** field shows the type of activity that took place at your provider facility. Some possible entries are:

- IN (Check-In)
- OUT (Check-Out)
- SAF OUT (Store & Forward Check-Out)
- P/IN (Previous Check-In)

Active Feature	Function
Child Name	Clicking the Child's Name opens your Referral Information Screen .
DETAILS	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen .
TRANSACTION	This button opens your Provider Transaction Search Screen .
ATTENDANCE	This button opens your Provider Attendance Report Screen .

CCAA
Log-out

[Inquiries](#) | [Reports](#) | [Admin](#)

USER INFO

Provider - Activity Report

Provider Information

Facility Information	Address
Name: DEMO DAYCARE	Email: DEMO@DAYCARE.COM
License #: 5544332211	Address: 1234 DEMO DR.
Board: 6 - Dallas	APT 123
Provider ID: 8011112222	City: DALLAS
Status: ACTIVE	State: TX
Regulation Type: RELATIVE IN CHILD HOME	Zip: 75211
Billing Cycle: Twice per month	County: 57 - Dallas
	Phone #: 214-123-0000

Today's Activity Report

	Case #	Child #	Child Name	Time	Trans Type
1	999888101	1	JOHNNY CAMP	00:00	ILLNESS
2	999888202	1	KIMBERLEY BOUCHER	07:15	P/IN
3	999888202	1	KIMBERLEY BOUCHER	07:15	P/IN
4	999888202	1	KIMBERLEY BOUCHER	08:15	P/IN
5	999888202	1	KIMBERLEY BOUCHER	12:48	OUT

SEARCH
DETAILS
REFERRALS
TRANSACTION
BROADCAST MSG
POS LIST
ATTENDANCE

©EPPIIC

3.4 Your Transactions Screen

Purpose: Shows your provider transactions.

General Information: Ordering of results is as follows:

1. By Date
2. By Time
3. By TWIST ID number
4. By Person Name

The **Trans Type** field shows the type of activity at your provider facility. Some possible entries are:

- IN (Check-In)
- OUT (Check-Out)
- SAF OUT (Store & Forward Check-Out)
- P/IN (Previous Check-In)

Active Feature	Function
Child Name	Clicking the Child's Name opens the Referral Information Screen .
NEXT	This button opens the next page of search results (if applicable).
DETAILS	This button opens your Provider Home Screen .
REFERRALS	This button opens your Provider Referral Screen .
ACTIVITY	This button opens your Provider Activity Report Screen .
ATTENDANCE	This button opens your Provider Attendance Report Screen .

Provider - Transaction Report

Provider Information

Facility Information		Address	
Name:	MARY TEST	Email:	
License #:	1319747	Address:	123 TEST STREET
Board:	24 - Cameron County	City:	LOS FRESNOS
Provider ID:	30000017195	State:	TX
Status:	ACTIVE	Zip:	78566
Regulation Type:	REGISTERED CHILD CARE HOME	County:	31 - Cameron
Corporation:	No	Phone #:	000-000-0000

Provider Transaction Search

Report on dates between: -

(Month/Day/Year) Start Date End Date

TWIST ID #: Unmatched Transactions Only

Provider Transaction Report

Date	TWIST ID	Child Name	Child	Trans Type	Entry D/T (CT)	Response
10/05/11 12:00 AM	3000017793	NAME3 edRegTestLN	1	OUT		(00) S/A
10/05/11 12:00 AM	3000017793	NAME3 edRegTestLN	1	IN		(00) S/A
10/05/11 12:00 AM	3000017792	NAME1 edRegTestLN	1	OUT		(00) S/A
10/05/11 12:00 AM	3000017792	NAME1 edRegTestLN	1	IN		(00) S/A

Results 1 - 4 of 4.

-
-
-
-

3.5 Your Attendance Screen

Purpose: Shows your attendance record for the current month and year. You can also search for previous months and/or years.

The attendance screen enables you to review the attendance of the children in you are authorized to care for. For example, a red square shows that there was no report, either present or absent, for a child for that day.

You can use this screen as an attendance record and to monitor the reporting of the parents.

General Information: Ordering of results is as follows:

1. By TWIST ID number
2. By Child Name

Active Feature	Function
Month	Allows the user to enter a month to search.
Year	Allows the user to enter a year to search.
SEARCH	Searches attendance records for the specified month and year.
DETAILS	This button opens the Provider Home Screen .
ACTIVITY	This button opens the Provider Activity Report Screen
REFERRALS	This button opens the Provider Referral Screen .
TRANSACTION	This button opens the Provider Transaction Search Screen .

Provider - Attendance Report

Provider Information

Facility Information		Address	
Name:	MARY TEST	Email:	
License #:	1319747	Address:	123 TEST STREET
Board:	24 - Cameron County	City:	LOS FRESNOS
Provider ID:	30000017195	State:	TX
Status:	ACTIVE	Zip:	78566
Regulation Type:	REGISTERED CHILD CARE HOME	County:	31 - Cameron
Corporation:	No	Phone #:	000-000-0000

Provider - Attendance Report

Displaying Month of Oct, 2011

Month Year

TWIST ID	Child Name	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
177766	TESTMVw, JUSTUS																															
3000017792	edRegTestLN, NAME1																															
3000017793	edRegTestLN, NAME3																															
3000017794	edRegTestLN, NAME4																															
3000017794	edRegTestLN, NAME5																															

Results 1 - 5 of 5.

- Present(P)
- Holiday (H)
- Unpaid Holiday (U)
- No Report(Z)
- Absent(I,C,A)
- Authorized Day

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