

Submitting Attendance Exceptions via the CCA Web Portal

Providers are paid for all days a child is enrolled/authorized to attend by CCA. All days not recorded by the parent or other card holder will be paid as absences. If a child is present at the child care facility and the parent is not able to record the attendance information, the provider can submit the attendance exception to have the absence changed to present by CCA.

Providers should only report attendance information for days a child was **present** and the parent was **unable to record** due to:

- Not having an attendance card (lost card, parent new to CCA, waiting for replacement card)
- Issues with recording – parent has a card and has tried to record, but is not successful
- Phone line/internet/POS machine issue that prevents recording

Options for attendance exceptions are:

P – Parent does not have card

P – Card not working/ card declined

Ex – POS/phone/internet down (must also be reported under general request tab)

If a parent is unable to record, they must report this to CCA via the web portal or by phone. In all cases of phone line/internet/POS machine issues, the provider must report the issue to CCA via the web portal or by phone.

Directions:

1. Provider logs into portal with the email address & password they have set up.
2. Select Attendance Exception Reporting
3. Select the blue button – Add An Attendance Exception
4. Use the drop down menus to
 - Select the parent/TWIST ID OR Enter the TWIST ID manually (last option)
Note: You may manually enter 000000 for the TWIST ID# if you do not have one, then manually enter the child's name.
 - Select the child OR Enter client name manually (last option)
 - Select the status – full day, part day, blended
 - Enter date of exception (date the parent was unable to record). A calendar will appear and they can double click on the date needed.
 - Select a reason (why the provider is reporting attendance)
5. Provider can type in any notes in the “Notes” box
6. Select the green “Submit” button
7. They will then get a screen that shows the information they just entered.
 - If everything is correct, they select the button that says “These Details are Correct”
 - If they need to change something, they select the button that says “Amend” and make the changes, then submit again.
8. Once they have selected “These Details are Correct” they will get a screen that confirms their information was logged, and gives them the following options:
 - Add another exception for same child (they need to report another day for the same child)
 - Add an exception for someone else (they need to report attendance for a different child)
 - I’m done logging exceptions (this will take them back to the main menu screen)
9. From there the provider can sign out of the portal, or go to other areas.