



August 4, 2025

Dear Parent,

The Texas Workforce Commission (TWC) has a new system for managing the child care program statewide – Texas Child Care Connections, or TX3C. One part of this system is attendance recording and tracking, which was launched starting in May 2023, allowing parents and child care providers time to learn the system and how to record daily attendance. **Effective Monday, August 4, the system will start tracking absences for your child/children.**

What this means for you:

- ✓ You must record attendance each day.
- ✓ **If your child is enrolled at a licensed center, licensed home, or registered home you will record attendance using one of these options:**
 - KinderSign – an app on a tablet at the child care program
 - KinderSmart – a smart phone app on your phone
 - Child Care Management System – a program purchased by your child care provider. Some examples of these are Procure, Brightwheel, Wonder School, Smartcare.
- ✓ If using KinderSign or KinderSmart, you only need to record a check in or absence each day. If you miss recording, you can go back up to 6 days to record missing attendance.
- ✓ Days where no attendance is recorded are counted as absences, even if your child did attend. If you are not able to record attendance due to a system issue, please let CCA know right away.
- ✓ Each child in our program can have up to 40 absences during their 12-month eligibility period.
- ✓ Absence totals have been reset to 0. They will be counted from August 4, 2025 through the end of your current eligibility period, then counted for the full 12-month eligibility period after you renew.
- ✓ You will receive a notice if your child reaches 15 or 30 absences. No action is taken on our end at those times; it is sent to let you know how many absences your child has.
- ✓ **If you have a relative of your child set up as your child care provider, you will record attendance using your relative child care provider's phone** to call 713-242-1606 and check your child in. If you do not record attendance, your child's relative is not paid by CCA.

If you need assistance with recording attendance, please visit the TX3C information site:

<https://tx3c.info/index.php/parents-and-sponsors/>. There are videos, reference cards, and frequently asked questions that will assist you.

You must also set up an account on KinderConnect. This is the online portal for TX3C. Once you have your account set up, you will be able to use it to send messages to your caseworker, submit documents, ask questions, and report changes. This will be replacing the CCA web portal that we have been using.



If you have not set this up, please visit the TX3C information site to get started:

https://zingtree.com/live/620296749?start_node=635#635. Note: please do not use Internet Explorer to go to this site – use Google Chrome, Firefox, or Safari.

You will need your TWIST ID/Case Number to set up your registration. You can get your TWIST ID/Case Number by logging into KinderSmart or KinderSign and going to Attendance or asking your child care provider to log into their KinderConnect account and view cases assigned to their program.

More information can be found here: <https://tx3c.info/index.php/kinderconnect-for-families/>

We appreciate your patience as we continue to navigate this new system!

Child Care Assistance

214-630-5949



ChildCareGroup

The CCA Web Portal is going away, but ...

KINDERCONNECT IS HERE!

Sign up today!



Register HERE

You will need your
**case number & phone
number.**

All CCA Parents
Must
Register!



SCAN ME

Need help?
Scan Here for Guide

KinderConnect Features:

- Send and receive messages from CCA
- Upload documents
- View notices for changes and updates

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