CHILD CARE PASS: FREQUENTLY ASKED QUESTIONS

For Sponsors (Families)

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Acronyms and Terminology

- **CCSP:** Child Care Subsidy Program
- **CCMS:** Child Care Management System
- **Child Care PASS:** Child Care Program Attendance and Schedule System
- **IVR:** Interactive Voice Response
- **Sponsor:** Sponsors refer to parents and anyone else who is authorized to pick up or drop off a child
- **VDOE:** Virginia Department of Education
- **KinderSystems:** The company Virginia has partnered with to roll out the suite of products that make up Child Care PASS
- **KinderConnect:** The main provider portal and system for attendance tracking in PASS
- **KinderBridge:** Allows providers with their own attendance system (like Playground or Brightwheel) to send attendance to PASS
- **KinderSign:** Allows attendance tracking in PASS through a provider tablet
- **KinderSmart:** Allows sponsors to track attendance in PASS using an app on their smartphone

Key Contacts

If you have any general questions about Child Care PASS that aren't answered here, contact childcarepass@doe.virginia.gov.

Please note that your LDSS caseworker does not have access to the attendance tracking system or the resources to guide you through this process. If you need support getting started or navigating the system, contact KinderSystems support.
Phone: 1-888-211-6884 (M-F 6am-7pm Eastern Time)
Email: supportVA@kindersystems.com

Getting Started: For All Families

1. **Q: What is Child Care PASS?**
   A: The Child Care Program Attendance and Schedule System (PASS) is Virginia's new, modernized platform for tracking attendance in the Child Care Subsidy Program (CCSP). Powered by KinderSystems, PASS is an application-based system designed to make attendance tracking simpler, more efficient, and more convenient for both families and child care providers.

2. **Q: What is a sponsor, and who counts as one?**
   A: A sponsor is an individual authorized to check in and check out a child who participates in the Child Care Subsidy Program (CCSP). A sponsor can be a parent, grandparent, brother or sister, neighbor, or another adult you trust with your child. Initially, only the primary head of household's name will be sent to PASS. Other adults you would like to authorize to check your child in and out will need to be added to your account by your provider.

3. **Q: Do all sponsors have to use Child Care PASS?**
   A: Not necessarily. All child care providers use PASS in some way, but what this means for you depends on which products your provider uses. Check with your provider to determine how you are expected to record attendance in the new system.

   If your child care provider has not heard of the PASS transition, or is unclear on their system choices, encourage them to reach out to KinderSystems Support at supportVA@kindersystems.com or 1-888-211-6884.

4. **Q: What should I do with my swipe card?**
   A: You may dispose of your ECC cards (swipe cards) now that November 30, 2025, has passed. As of December 1, 2025, all attendance must be recorded using PASS.

5. **Q: Can I still record attendance via phone using IVR?**
   A: No, the IVR line went out of commission on December 1, 2025. All attendance must be recorded in PASS using the method directed by your provider.

6. **Q: Are families still solely responsible for recording attendance?**
   A: We generally expect that families are the primary recorders of attendance, but providers are permitted to record attendance on behalf of families in Child Care PASS. Your provider is responsible for communicating their expectations to you.

   If your provider ***accurately*** records your child's attendance on your behalf, it is NOT considered a program violation. See the official policy notice here. VDOE reserves the right to investigate suspicious patterns of attendance records at any time.

Sponsors With a Provider Using a PASS-Compatible Attendance Tracking System

1. **Q: What do I need to know if my provider is using a compatible attendance tracking system that will connect to PASS?**
   A: If your provider opts to continue using their compatible system, you should follow your provider's instructions for recording attendance in that system. You can dispose of your swipe card and are no longer be expected to record attendance solely for subsidy purposes.

2. **Q: How will my child's attendance and absence data be sent to the state?**
   A: Your child care provider is responsible for regularly transferring attendance data to Child Care PASS from their child care management system. VDOE recommends that providers submit this attendance weekly to ensure timely payments.

Sponsors With a Provider Using Tablets or Smartphones

Getting Started

1. **Q: My provider is going to have parents record attendance via smartphone app. How do I get started?**

A: The first step is to download KinderSmart to your mobile device. As of November 28, 2025, the KinderSmart app is available on iPhone and Android. Once you are able to download, refer to the instructions that apply to your type of mobile device under App Installation. The next step is to register. Your provider will have a printed QR code that the app will prompt you to scan, and after you scan it, you will be registered. This process must take place at the provider's site. You and your provider can both refer to these instructions to complete the KinderSmart registration process. You can also find a video with everything you need to know to get started here.

Note that KinderSmart only works on iPhones that have iOS version 16 or later, and the last two versions of Android phones (14 and 15). Additionally, smartphones most have a rear-facing camera.

2. **Q: My provider is going to have parents record attendance via tablet. How do I get started?**
   A: To register for KinderSign, which is the method for recording attendance on the provider's tablet, you must be physically at your provider's site. At initial log-in, you will be prompted to enter a 10-digit telephone number. Follow the instructions on the screen for registering as a sponsor, which will include creating a secret question/answer as well as a PIN. You and your provider can refer to these instructions to complete the KinderSign registration process.

3. **Q: Can I use the provider tablet or my smartphone interchangeably?**
   A: We encourage providers and families to take advantage of the full array of options for recording attendance. Consult your provider on which methods of recording attendance they plan to implement at their site.

4. **Q: I am trying to register as a sponsor on my provider's tablet, but I'm getting an error message that my phone number isn't matching. What should I do?**
   A: There is no way for the provider to update your phone number in the transferred sponsor account. Therefore, if your phone number doesn't match what's in the current record, your provider must create a a whole new sponsor account for you. To create a new sponsor account, your provider must follow the steps outlined in this QRC.

5. **Q: My provider said my child is missing from the KinderConnect system. What should I do?**

A: At this time, there is no need to contact your Child Care Caseworker. Instead, please follow your provider's instructions for recording attendance on paper. Once your child's information is transferred into the new system, your provider will be able to backdate the attendance in KinderConnect.

Recording Attendance Using a Provider Tablet or Smartphone

1. **Q: How do I sign my child in and out using a tablet?**
   A: To record attendance using a tablet, start by entering your phone number on the tablet screen, then enter your PIN, then tap verify. You will then navigate to the Attendance screen, where there will be options to *Check In* and *Check Out*. Refer to the instructions here for more detailed step-by-step guidance.

2. **Q: How do I sign my child in and out using my smartphone?**
   A: To record attendance on your smartphone, start by opening up the KinderSmart app on your mobile device. If you provider is using a tablet, and you are within 150 ft. of your provider's site, your child's name will then show up on the app, and you will be able to select check in or check out. Alternatively, you may scan your provider's QR code and you will enter attendance on the same screen. Once attendance is recorded, you will input your signature and press submit attendance.

3. **Q: Do I have to be physically present at my child's site to record attendance?**
   A: Sponsors may only record attendance onsite, but you are able to record absences remotely using the KinderSmart app. Absences should only be recorded on days your child was expected to be in care and is not in attendance.

4. **Q: I forgot to record my child's attendance one day. How many days do I have to add an old record?**
   A: You can record attendance or absences up to 9 days later, defined as the current day plus the previous 8 days. Please note that this period is extended throughout the months of December and January but will return to the typical 9 days in February.

5. **Q: Do I have the opportunity and/or need to approve attendance that my provider records on my behalf?**
   A: Sponsors are encouraged to review attendance recorded by their provider carefully, however, formal approval is not required. If attendance recorded by the provider is not formally approved by the sponsor, it will be submitted as is. As noted in Question 6 of the *Getting Started: All Families* section, VDOE reserves the right to

review attendance recorded by all parties and will investigate if suspicious patterns emerge. If your provider recorded attendance on your behalf that you don't agree with and is refusing to alter it, reach out to the child's case worker immediately.

This guide outlines the steps of reviewing and approving attendance in KinderSmart.

KinderSystems Support

1. **Q: Where can I get help logging into or using the system?**
   A: Sponsors/families should contact KinderSystems support for help. You can reach KinderSystems Support at supportva@kindersystems.com or 1-888-211-6884 (M-F 6am-7pm Eastern Time). Please note that your LDSS caseworker does not have access to Child Care PASS and cannot help you with system issues or answer questions about attendance records.

2. **Q: What languages do the KinderSystems Support agents speak?**
   A: English, Spanish, French, Arabic, Mandarin, Somali, and others by request. If you would like to speak to a support agent in a language besides English and Spanish, please be prepared that the agent who speaks your language may need to call you back at a later time.

Miscellaneous Questions

1. **Q: How can I figure out how many days my child has been absent?**
   A: At the moment, this number must be calculated manually by your provider using historic data pulled from Va-ECC. Your provider was sent instructions for pulling reports from Va-ECC before the portal officially went down on January 8, 2026. They can use these reports to add together the number of absences recorded in Va-ECC between May 31, 2025 and November 30, 2025 with the number of absences recorded in PASS from December 1, 2025 and on. An absence counter visible to providers and parents will become available in March 2026.

2. **Q: When should absences be recorded?**
   A: You or your provider should mark your child as absent on any day when the child was expected to attend but didn't. Your child should not be marked absent on any day where they weren't scheduled to attend, nor should they be marked absent on any day the provider is closed, including holidays.

3. **Q: Is there anything different about how I should record attendance if my child is attending on a day that they wouldn't normally because the public schools are closed due to inclement weather (e.g., snow)?**
   A: If you are the parent of a school-age child who needs to attend child care because the school is closed due to inclement weather such as snow, you must contact your assigned case worker to request an additional authorized unit for your child. This will ensure that your child care provider is paid for that day of care. If your assigned worker does not add an extra authorization unit for that day, you may be liable to pay for that day of care. On a day like this, you should still record attendance as you normally would when you drop the child off and pick them back up.