Child Care Program Attendance and Schedule System (PASS)
Tablet User Agreement

As part of the Child Care Program Attendance and Schedule System (PASS), the Commonwealth issues tablets to Child Care Subsidy Program (CCSP) providers to facilitate accurate attendance tracking. Tablets are available at no cost to providers and are distributed primarily to providers who are not currently utilizing a separate Child Care Management System (CCMS) or do not own a personal device suitable for attendance tracking. KinderSystems, an outside contracted party, manages the tablets and associated software programs on behalf of the Virginia Department of Education (VDOE). Authorizing this agreement, electronically or by other appropriate means, is mandatory for providers to be eligible to participate in the PASS system and operate a tablet from the Virginia Department of Education (VDOE) at no cost.

Scope of Agreement

This agreement governs the relationship between VDOE and providers in the issuance and use of VDOE-owned tablets issued to providers for CCSP attendance tracking purposes. This agreement does not apply to providers who use their own devices or other mechanisms for attendance tracking. The provider may be issued multiple tablets during their participation in the CCSP. This agreement applies to all tablets issued to the provider by VDOE. The provider may be required to sign an additional agreement with the software provider to use the attendance tracking software.

Terms of Use

- Tablets are provided at no initial cost to providers.
- Tablets issued by the Commonwealth are to be used solely for childcare attendance tracking purposes in PASS (KinderSystems).
- Use of the tablet will be restricted exclusively to attendance tracking functions via KinderSystems. Other applications or activities are blocked. Any attempt to modify the device to enable other applications is prohibited.
- Providers are responsible for maintaining the device in good condition and must not damage, alter, or deface the tablet. If damaged, charges may be assessed at the cost of returning the device to its original condition. If the device cannot be returned to its original condition, the vendor may be charged the full replacement cost of the tablet. Charges may be applied for damage, loss, theft, or failure to return, based on repair or replacement costs. The maximum fee for a lost, stolen, or severely damaged tablet is the full replacement cost ($372.40).
- Providers shall notify KinderSystems of malfunctions for troubleshooting purposes:

  Between 6:00 a.m. and 7:00 p.m. Eastern time, Kindersystems shall provide reasonably necessary telephone or digital (i.e., email, text, and chat) consultation requested by Providers in connection with the use, problems, and operation of the platform.

Kindersystems may be contacted by phone or email at:
Phone: 1-811-211-6884
Email: supportVA@kindersystems.com

- Should there be a service interruption due to software or hardware issues, providers shall record attendance on paper and log in system once functionality is restored.
- Tablets shall only be used where subsidized child-care is provided.

Returning Tablets to VDOE

- The tablet remains the property of the Commonwealth and must be returned upon VDOE request. Failure to return the device within thirty days of written request by VDOE may result in charges equivalent to the cost of the tablet.
- VDOE may require that the tablet be returned for service updates, replacement, or maintenance. Providers shall reasonably comply with these requests.
- The provider shall return the device immediately upon withdrawal or termination from the CCSP.
- If applicable, upon vendor's failure to make complete payment within thirty days of written request from VDOE, VDOE may utilize any and all debt collection mechanisms authorized by law to satisfy the debt.

Acknowledgment

By registering, I acknowledge that I have read, understood, and agree to comply with all terms outlined in this agreement. I understand that my non-compliance with this Agreement may result in financial charges and/or future denial of tablet issuance. I understand that this agreement is effective upon registering and remains in force for the term of my participation in the CCSP.

I affirm that I have the authority to authorize this agreement on behalf of the Vendor(s)/facility(ies) that I represent. My registration is legally binding, and all requirements and responsibilities contained herein continue to bind the facility and future tablet users regardless of whether I continue to be affiliated with the Vendor(s)/Facility(ies).

This agreement is available for download at https://vapass.info/.