



Workforce Solutions – Financial Aid Support Center
PO Box 924586, Houston, TX 77292
MAIN: 713.334.5980 TEXT: 346.249.7700
www.wrksolutions.com

September 21, 2023

Dear Parent or Guardian:

We are excited to let you know that a new Child Care Attendance system, which is part of the new Texas Child Care Connection (TX3C) system and powered by KinderConnect, is coming soon.

We will let you know how and when to use the new system. You will have time to learn how to use the new attendance system, and help will be available at the website TX3C.info, by phone (1-888-265-6461) and by email (supportTX@kindersystems.com) if you need it.

Important information:

- Parents will continue to sign-in or use the current attendance reporting process at their child care providers until the new system is ready
- Visit the [Texas Child Care Connection \(TX3C\) Information Site](#) to learn more

If you have questions, please contact the Financial Aid Support Center at 713.334.5980 or text us at 346.249.7700.

Sincerely

Financial Aid Support Center Staff



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21 de Septiembre de 2023

Estimado Padre o Guardián:

Nos complace informarle que pronto se lanzará un nuevo sistema de asistencia de cuidado niño(a), que es parte del nuevo sistema Texas Child Care Connection (TX3C) y funciona con KinderConnect.

Le informaremos cómo y cuándo usar el nuevo sistema. Tendrá tiempo para aprender a usar el nuevo sistema de asistencia y la ayuda estará disponible en línea ([TX3C.info](https://www.tx3c.info)), por teléfono (1-888-265-6461) y por correo electrónico (supportTX@kindersystems.com) si la necesita.

Información Importante:

- Los padres continuarán registrándose o utilizando el proceso de informe de asistencia actual en sus proveedores de cuidado niño(a), hasta que el nuevo sistema esté listo.
- Visite el sitio de información de Texas Child Care Connection (TX3C) para obtener más información.

Si tiene preguntas, favor de comunicarse con Financial Aid Support Center at 713.334.5980 o envíanos un mensaje de texto 346.249.7700.

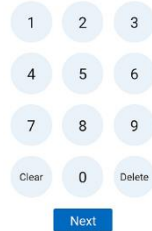
Atentamente,

Financial Aid Support Center Staff

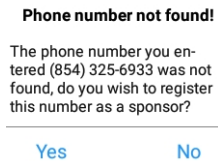
KinderSign – How to Create a Parent/Sponsor PIN and Secret Question/Answer

If you are logging into KinderSign for the first time, you need to create some security settings to verify your identity.

A Use the keypad to enter your 10-digit telephone number. Tap **Next**.

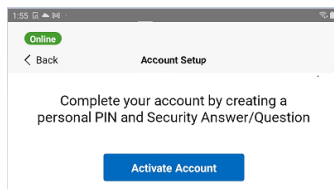


B If the tablet does not recognize the telephone number, you will receive a message informing you that it was not found and asking if you would like to register that number as a Parent/Sponsor.

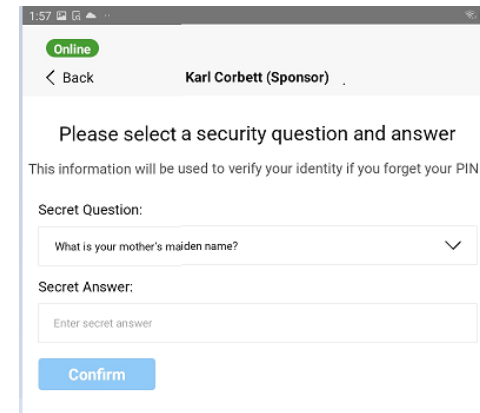


C Tap **Yes** to refresh the device automatically with the latest information or **No** to re-enter the telephone number. If the message still appears after refreshing, then the phone number doesn't exist in the system.

D Once updated, you will receive a message indicating that your security settings are incomplete. Tap **Next**.



E Tap on the drop-down arrow to select the **Secret Question** you would like to use to verify your identity. Tap on the **Secret Answer** field and enter the secret answer. Tap **Confirm**.



F KinderSign returns to the keypad to create your **PIN**. Enter your 6 to 8 digit **PIN** and tap **Next**. Re-enter the 6 to 8 digit **PIN** and tap **Verify** to confirm.



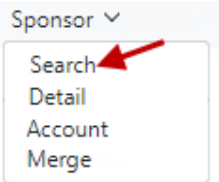
G KinderSign returns to the telephone keypad and is ready for you to login using your telephone number and new **PIN**.

[Click here to continue to Set Up Self Reset](#)

KinderSmart – Parent/Sponsor Registration

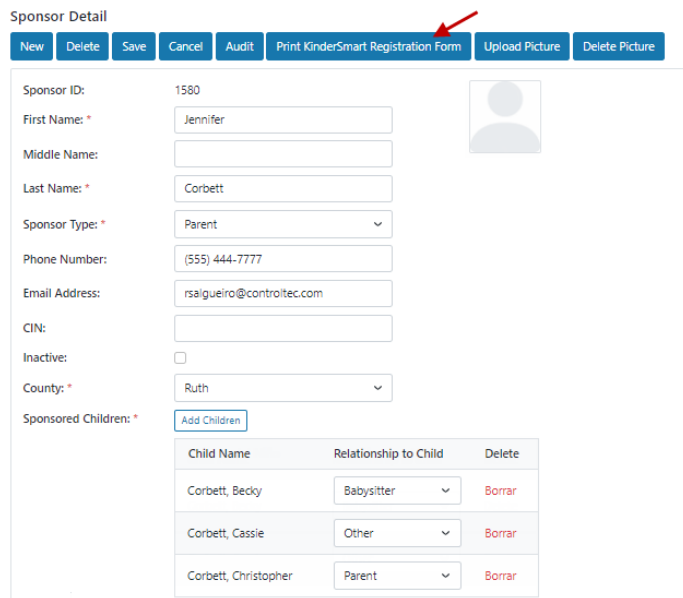
The **Parent/Sponsor**'s smart phone must be registered to use the KinderSmart app.

A Open KinderConnect and click **Search** under Sponsor.



B Enter the specifics for the **Parent/Sponsor** who will be using KinderSmart and, from the results, click on the **Name**. Note: The **Parent/Sponsor** must exist in KinderConnect prior to KinderSmart registration.

C In the Sponsor Detail screen, press **Print KinderSmart Registration Form** to obtain the QR code.



Sponsor Detail

New Delete Save Cancel Audit **Print KinderSmart Registration Form** Upload Picture Delete Picture

Sponsor ID: 1580

First Name: * Jennifer

Middle Name:

Last Name: * Corbett

Sponsor Type: * Parent

Phone Number: (555) 444-7777

Email Address: rsalgueiro@controitec.com

CIN:

Inactive:

County: * Ruth

Sponsored Children: * [Add Children](#)

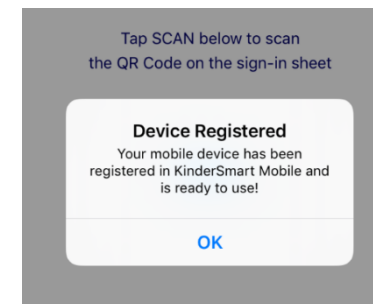
Child Name	Relationship to Child	Delete
Corbett, Becky	Babysitter	Borrar
Corbett, Cassie	Other	Borrar
Corbett, Christopher	Parent	Borrar

D Press **Print** to automatically download and print a document containing the QR code or make it available to the **Parent/Sponsor** on the computer screen.

E The **Parent/Sponsor** needs to open the KinderSmart app on the phone, tap **Scan** and either scan the QR code from the computer screen or scan it from a printout of the QR code. To scan, move the QR code into the view of the phone camera so that it can be clearly seen on the phone screen. As soon as the whole QR code is visible to the phone camera, the phone automatically scans the QR code.



F After a correct scan, the app will be registered to the **Parent/Sponsor** who receives confirmation that the phone was successfully registered.





TEXAS
**Child Care
Connection**



SCALABLE SOFTWARE SOLUTIONS FOR YOUR STATEWIDE SYSTEMS

YOUR PARTNER IN CHILD CARE



30
YEARS OF
EXCELLENCE

When Texas chose KinderSystems, they chose a partner with the experience, expertise, and resources to help you succeed. We are committed to providing you with the tools and support you need to provide the best possible care for your children and families you serve.



[KinderSystems.com](https://www.KinderSystems.com)

RESOURCES TO HELP YOU GET THE MOST OUT OF YOUR SOFTWARE

Support Staff

Our customer support team is available 6:00 AM - 9:00 PM (CT) to answer your questions. 1-888-265-6461 or email supportTX@kindersystems.com

Training Videos and Manuals

Providers



Parents and Sponsors



Webinars



If you have questions regarding webinars please contact the Texas Child Care Connection support center at SupportTX@kindersystems.com

We believe in listening and partnering with your agency to help achieve your goals!

Coming Soon!

IntegrityCentral

Integrity Central uses key indicators and analytics to identify anomalies that could help you prevent and detect fraud in your child care subsidy process.

Availability Portal BridgeCare

KinderSystems has partnered with BridgeCare to help parents locate appropriate physical and virtual child care programs that align with their specific needs, taking into consideration their geographical location and the age of their child. The Portal operates 100% on funding provided by the Child Care and Development Block Grant.

