

# Commonwealth of Virginia

**Virginia ECC**

ELECTRONIC CHILD CARE

[www.dss.virginia.gov](http://www.dss.virginia.gov)



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

## Parent/Guardian Web Portal User Manual

<https://Parent.VAECC.org>

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# WELCOME TO THE PARENT/GUARDIAN WEB PORTAL

## Welcome to the Parent/Guardian Web Portal

Welcome to the Virginia Department of Social Services (VDSS) **Electronic Child Care (ECC) Parent/Guardian Web Portal**.

This User Manual will help you manage your **VIRGINIA e-Child Care** case and authorization information on the **Parent/Guardian Web Portal** found at [Parent.VAECC.org](http://Parent.VAECC.org).

### ABOUT THE MANUAL

This manual provides basic instructions on how parents and guardians can log into the **Parent/Guardian Web Portal** to manage their **VIRGINIA e-Child Care** case.

The images in this manual may change over time as the program changes. For the most current program information, visit the Portal at [Parent.VAECC.org](http://Parent.VAECC.org).

### ABOUT THE PARENT/GUARDIAN PORTAL

The **Parent/Guardian Web Portal** allows 24/7 access to information about your **VIRGINIA e-Child Care** case, including the following:

- Manage your Web Portal account (log-in and password)
- Read broadcast messages from VDSS
- Retrieve up-to-date information about your current and past authorizations, current and past attendance payments, and all attendance entries
- Approve or deny attendance entries

# GETTING STARTED: SET-UP & LOGIN

## Getting Started: Set-up & Login

### SET UP A NEW ACCOUNT

The first time you visit the Parent/Guardian Web Portal at [Parent.VAECC.org](http://Parent.VAECC.org), you will create a new account. On the **Welcome** screen, below, click **Register** to start the process.

### Screen 1. Parent/Guardian Web Portal Welcome Screen

**VIRGINIA e-Child Care**

Welcome to Virginia Parent/Guardian Web

This website was developed to offer hands on, user friendly information to VA families who receive Child Care Subsidy. The website will allow you to view your case information, authorization information, child(s) attendance and the opportunity to approve or deny manual attendance.

**SIGN IN WITH YOUR USER ID**

User ID  
Alpha001

Password  
\*\*\*\*\*

**LOGIN**

[Forgot Password?](#)

If you have forgotten your USER ID. Please contact Conduent help desk for assistance at 1-877-918-2322

New to Parent/Guardian Web Portal?  
[Register](#)

**Program Materials**

- POS Manual [[English](#), [Español](#)]
- IVR Manual [[English](#), [Español](#)]
- Parent Portal Training manual [[English](#), [Español](#)]
- Card Materials (instructions sent with Cards) [[English](#), [Español](#)]
- eLearning Modules for POS/IVR/Card PIN and Replacement etc. [[English](#), [Español](#)]
- [VDSS Website](#)
- POS-IVR Training [[English](#), [Español](#)]
- Parent Help Desk: 1-877-918-2322


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On the following screen, you will enter your cardholder and card information to access your **VIRGINIA e-Child Care** account. You will also create a **User ID** and **Password** that you will use each time you visit the **Parent/Guardian Web Portal**.

# GETTING STARTED: SET-UP & LOGIN

## Screen 2. New Account Set-up Screen



**REGISTER**




You must have a User ID and Password to log into your account. After you have created your account, you can change your password at any time.

**Enter Identification Information**

Please provide the following information to begin your enrollment. Don't use dashes when providing numbers.

Primary Cardholder Card Number

Card PIN (Personal Identification Number)

Primary Cardholder Date of Birth  

Email Address

**Choose your User ID**

Enter the User ID you'd like to use when you access Parent/Guardian Web Portal.

User ID

New Password

Re-enter New Password

**Create New Account**

- To create a new account, enter the primary cardholder's Date of Birth, 16-digit Primary Cardholder's Card Number, and Card PIN, a User ID of your choice and a Password of your choice.
- Your User ID must be at least 5 characters but no more than 11 characters long. You can use any combination of letters or numbers in the User ID. The User ID is case-insensitive.
- Your password must be between 8 and 16 characters long and must have a combination of numeric, uppercase alphabetic character, lowercase alphabetic character and special characters are allowed but not required. The password is case-sensitive and must be changed every 180 days.
- Click on SUBMIT button when done.

**Terms And Conditions**

Before you proceed, you must accept Terms & Conditions and click "Submit" at the bottom of the page when you are finished reading.

- Only the primary cardholder is authorized for Parent/Guardian Web Portal user registration. Child Care Vendors are not authorized to perform Parent/Guardian Web Portal user registration on behalf of primary cardholders.
- Only the primary cardholder is authorized to log in to Parent/Guardian Web Portal after successfully registering to it. Child Care Vendors are not authorized to log in to Parent/Guardian Web Portal using primary cardholder login credentials.

I have read and agree to the Terms And Conditions

Already Signed Up? [Log In Here](#)

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### Enter Identification Information

Primary Cardholder Date of Birth and card information (16-digit number and PIN) must match the information in VDSS's account to link your new account with your **VIRGINIA e-Child Care** account. Enter an email address to use with this portal account.

# GETTING STARTED: SET-UP & LOGIN

## Create a User ID and Password

The User ID and Password you create will be used each time you log in to the **Parent/Guardian Web Portal**. **DO NOT SHARE YOUR PASSWORD WITH ANYONE ELSE!** The User ID and Password must meet the following format rules:

User ID	Password
Must be at least 5 characters long, but no more than 11 characters	Must be at least 8 characters long, but no more than 16 characters and is case-sensitive
<ul style="list-style-type: none"><li>You can use any combination of letters and numbers</li><li>User ID <b>is</b> case-sensitive (i.e., "A" and "a" are not the same)</li></ul>	Must have: <ul style="list-style-type: none"><li>At least one (1) number</li><li>At least one (1) upper-case letter</li><li>At least one (1) lower-case letter</li><li>At least one (1) special character</li></ul>

After entering a **User ID** and **Password** that meet the rules above, read and accept (by clicking check-box) the **Terms and Conditions** and click **Submit**.

**NOTE:** Once you create an account, your **Password** must be changed **every 90 days**. The Portal will alert you within ten (10) days of your password expiration date and continue reminding you until the password expires.

After creating a **User ID** and **Password**, you will be asked to choose and answer **Security Questions** to use to reset your account if you forget your password in the future.

## Choose & Answer Your Security Questions

On the following screen, you will be asked to choose four (4) **Security Questions** from standard security questions. First, choose a security question from the drop-down list of options. Then, type in your answer to that question. (**NOTE:** You will be asked for this answer if you forget your Password in the future. You also will need to remember which Security Questions you set up for your account.) Security Question answers must meet the following format rules:

Security Question Answers
Must be at least 3 characters long, but no more than 30 characters
<ul style="list-style-type: none"><li>Answer must use characters a-z, A-Z, 0-9, or a space</li><li>You cannot use a space at the beginning or end of your answer</li><li>You cannot use two spaces in a row</li><li>One answer cannot be the same as an answer to another question</li><li>Answers are <b>not</b> case-sensitive (i.e., treats "A" and "a" as the same)</li></ul>


# GETTING STARTED: SET-UP & LOGIN

## Screen 3. Security Question Set-up

**ecc** VIRGINIA e-Child Care

Welcome, [Anderson Thomas](#) [Log-out](#)

### PROFILE SETUP



Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.

Security Question

Security Answer

Re-enter Security Answer

Security Question

Security Answer

Re-enter Security Answer

Security Question

Security Answer

Re-enter Security Answer

Security Question

Security Answer

Re-enter Security Answer

You must select 4 different security questions from the security question drop-down lists and type answers and click SUBMIT button when done.

Each security answer must satisfy the following rules:

- Must be between 3 and 30 characters long.
- Answer must use characters a-z, A-Z, 0-9, or space.
- Leading and trailing space characters are not allowed. Consecutive space characters are not allowed.
- Cannot be the same as any other security answer.
- Security answers are not case sensitive.

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After choosing and answering your security questions, click the **Submit** button to complete the new account set-up process. (**NOTE:** This screen is also used if you choose to change your Security Question answers in the future.)

# GETTING STARTED: SET-UP & LOGIN

## LOGIN & MANAGE YOUR PASSWORD

### Log In to the Parent/Guardian Web Portal

Once you successfully create your new account, you will log in to the **Parent/Guardian Web Portal** on the **Welcome** screen with your **User ID** and **Password**.

### Screen 4. Parent/Guardian Web Portal Welcome Screen

**ecc VIRGINIA e-Child Care**

**WELCOME TO VIRGINIA PARENT/GUARDIAN WEB**

This website was developed to offer hands on, user friendly information to VA families who receive Child Care Subsidy. The website will allow you to view your case information, authorization information, child(s) attendance and the opportunity to approve or deny manual attendance.

**Program Materials**

- POS Manual [[English](#), [Español](#)]
- IVR Manual [[English](#), [Español](#)]
- Parent Portal Training manual [[English](#), [Español](#)]
- Card Materials (instructions sent with Cards) [[English](#), [Español](#)]
- eLearning Modules for POS/IVR/Card PIN and Replacement etc. [[English](#), [Español](#)]
- [VDSS Website](#)
- POS-IVR Training [[English](#), [Español](#)]
- Parent Help Desk: 1-877-918-2322

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**SIGN IN WITH YOUR USER ID**

User ID  
Alpha001

Password  
\*\*\*\*\*

**LOGIN**

[Forgot Password?](#)

If you have forgotten your USER ID. Please contact Conduent help desk for assistance at 1-877-918-2322

New to Parent/Guardian Web Portal?  
[Register](#)

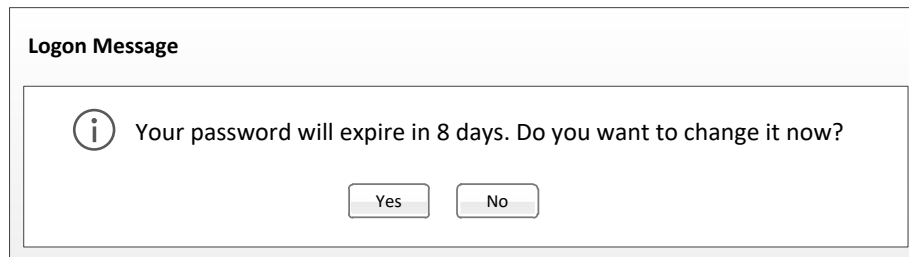
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### Manage Your Password

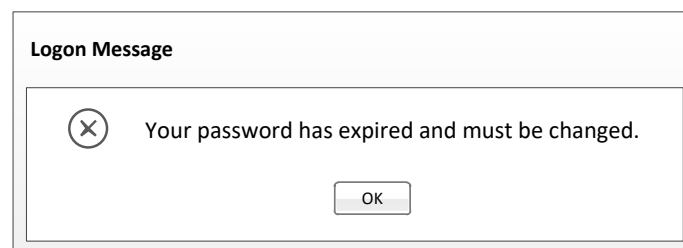
Your password will expire every 90 days and you will need a new password. If you log in within ten (10) days of your password expiration date, you will see the following message:



# GETTING STARTED: SET-UP & LOGIN



The first time you log in after your password expires, you will see the following message:




After clicking “Yes” to the early warning message or “OK” on the expiration message, you will be taken to the password change screen. On the screen below, you will enter (and re-enter) a new password, which also follows the format rules on page 4.

## Screen 5. Change Your Password

**ECC** VIRGINIA e-Child Care

CHANGE PASSWORD



To change your password, enter a new password below and click **Submit**. Do not include spaces.

New Password

Re-enter New Password

**SUBMIT** Cancel

**Your new password must satisfy the following rules:**

- Minimum password length is eight (8) characters and maximum is 16 characters.
- Must be a combination of numeric, uppercase alphabetic character, lowercase alphabetic character and special characters are allowed but not required.
- Must not contain User ID.
- Must not repeat any of your previous 24 passwords.
- The password is case-sensitive and must be changed every 180 days.

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## Forgotten Password

If you forget your password, click **Forgot Password?** on the **Welcome** screen, below the login area. On Screen 6 on the following page, you will enter your **User ID** to begin the password reset process.

# GETTING STARTED: SET-UP & LOGIN

If you need password assistance, click the **Forgot Password** hyperlink to view Screen 6 and begin the password reset process. Enter your **User ID** and click **Submit** to continue the process. (**NOTE:** If you forgot your User ID, call the **Conduent Parent/Guardian Help Desk** at **1-877-918-2322**.)

## Screen 6. Reset Password

The screenshot displays the 'FORGOT PASSWORD' interface for the VIRGINIA e-Child Care system. The main form includes a header with the 'ecc' logo and the text 'VIRGINIA e-Child Care'. Below this, the title 'FORGOT PASSWORD' is followed by a photograph of a woman kissing a baby. A blue information bar states: 'If you have forgotten your password, follow the prompts to reset your password.' The form contains a 'User ID' input field and two buttons: 'SUBMIT' and 'Cancel'. A modal dialog box is overlaid on the right side of the screen, featuring two radio button options: 'Security Questions' (which is selected) and 'Email'. This dialog also includes 'Submit' and 'Cancel' buttons.

After clicking Submit you will choose whether to complete **Security Questions** or receive an **Email** to the registered address to reset your password. If selecting **Security Questions**, you will correctly answer two (2) of the four (4) Security Questions you chose during account set-up and enter the Security Answer. If the answers match what you provided during account set-up, you will be taken to a screen to change your password (see Screen 5).

### Incorrect Passwords and Lockouts

Keeping cardholder information secure is important to us. Your account will be locked out if the wrong password is used three (3) times in a row. To unlock your account, you will need to call the **Conduent Help Desk** at **1-877-918-2322**.

### Account Lockout when Unused

If you do not log into the Parent/Guardian Web Portal for 90 days, your account will be locked out and your password will need to be changed. To unlock your account, you will need to call the **Conduent Help Desk** at **1-877-918-2322**.

# GETTING STARTED: SET-UP & LOGIN

## HOME/CASE PROFILE

You will see this screen once you log in to the **Parent/Guardian Web Portal**, once you view any broadcast message(s) on your case. Return to the Case Profile at any time by clicking the ECC image.



### Screen 7. Case Profile (Home)

The screenshot shows the 'VIRGINIA e-Child Care' web portal. At the top right, it says 'Welcome, Anderson Thomas' with a 'Log-out' button. The main content area is titled 'CASE PROFILE' and is divided into three sections:

- Case Information:** A form with fields for Case Number (113773881), Address (10000 Greenhouse Road), City (Roanoke County), State (VA), Zip Code (24059), County (161 - Roanoke County), Home Phone, Work Phone, Work Ext, and Mobile Phone.
- Cardholders:** A table with columns for Cardholder Name, Card Number, and P/S. One entry is shown: Anderson Thomas, 8047031702919526, P.
- Authorizations:** A table with columns for Child Name, Child Number, and Status. One entry is shown: Anderson Alice, 01, Discontinued.

At the bottom left of the case profile area is a blue button labeled 'ATTENDANCE'. At the bottom of the page, there is a copyright notice: '©2017 Conduent State and Local Solutions, Inc. All Rights Reserved.' and a help desk contact: 'Conduent Parent/Guardian Help Desk 1-877-918-2322'.

The **Case Profile** lists basic information about your case, including cardholders and authorizations/child information associated with the case.

Click **Child's Name** under Authorizations for additional information and a way to access the **Manual Attendance Screen**.

Click the **Attendance** button to also see the **Manual Attendance Screen** for this case. Click the **Approve Manual Attendance** button to see attendance entries waiting for your review and approval or denial. You can also access the **Manual Attendance Screen** by opening the broadcast message sent to you and clicking the link in that message:

The screenshot shows a broadcast message with the following content:

- HOME** (link)
- Messages** (header)
- Date Sent:** 05/13/2021
- Messages:** You have a Manual Attendance request ready for approval for Child Name: [KID1\\_LASTNAME](#)

The Manual Attendance details screen can be found in an upcoming section on Page 11.

# READ BROADCAST MESSAGES FROM VDSS

## Read Broadcast Messages from VDSS

VDSS can send messages to **VIRGINIA e-Child Care** parents and guardians using the **Parent/Guardian Web Portal**. If you have a message(s) from VDSS, it will be displayed after you log in to the portal. VDSS can send messages statewide, countywide or to one, specific case.

### Screen 8. Broadcast Messages



The screenshot shows the VIRGINIA e-Child Care web portal. At the top left is the ECC logo. The header text reads "VIRGINIA e-Child Care". On the right, it says "Welcome, [LASTNAME PPARENT1](#)" with a "Log-out" button. Below the header is a navigation bar with "HOME" selected. The main content area is titled "Messages" and contains a table with the following data:

Date Sent	Messages
05/13/2021	You have a Manual Attendance request ready for approval for Child Name: <a href="#">KID1.LASTNAME</a>

At the bottom of the page, there is a copyright notice: "©2017 Conduent State and Local Solutions, Inc. All Rights Reserved." and a help desk contact: "Conduent Parent/Guardian Help Desk 1-877-918-2322".

You can also read broadcast messages on this screen by clicking **View Message** from the **My Profile** section of the **Home** page.

If there are more than 10 broadcast messages listed, click the **Previous** or **Next** page links to view more messages.

# LOOK UP INFORMATION ABOUT YOUR CASE

## Look Up Information about Your Case

You can look up a variety of information about your case on the **Parent/Guardian Web Portal**. From the **Case Profile (Home) Screen**, you can access:

- Case Attendance Report
- Vendor Profile
- Child Profile
- Authorizations

On the following pages, each screen is provided, with how to get to the screen from the **Case Profile**.

### Screen 9. Case Profile (Home)

The screenshot displays the 'VIRGINIA e-Child Care' web portal. At the top left is the 'ECC' logo. The top right shows a user greeting: 'Welcome, Anderson Thomas' with a 'Log-out' button. The main content area is titled 'CASE PROFILE' and is divided into three sections:

- Case Information:** A form with fields for Case Number (113773881), Address (10000 Greenhouse Road), City (Roanoke County), State (VA), Zip Code (24059), County (161 - Roanoke County), Home Phone, Work Phone, Work Ext, and Mobile Phone.
- Cardholders:** A table with columns for Cardholder Name, Card Number, and P/S. One entry is shown: Anderson Thomas, 8047031702919526, P.
- Authorizations:** A table with columns for Child Name, Child Number, and Status. One entry is shown: Anderson Alice, 01, Discontinued.

At the bottom left of the main content area is a blue button labeled 'ATTENDANCE'. The footer contains copyright information: '©2017 Conduent State and Local Solutions, Inc. All Rights Reserved.' and a help desk contact: 'Conduent Parent/Guardian Help Desk 1-877-918-2322'.

# LOOK UP INFORMATION ABOUT YOUR CASE

## CASE ATTENDANCE REPORT

To get to this screen, click the **Attendance** button on the **Case Profile (Home) Screen**. The **Case Attendance Report** shows all attendance for the children on the case. You can search by reporting period for specific attendance information. The search results show the manual attendance entered by the vendor, whether it is approved or denied by the parent or guardian.

### Screen 10. Case Attendance Report

**CASE ATTENDANCE REPORT SEARCH**

Reporting Period: 11/2021 **SEARCH**

**CASE ATTENDANCE REPORT SEARCH RESULTS(11/2021)**

Child Name	Vendor#/ Auth#	FD A/U	PD A/U	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Shays	510012598/ 310037479	14/03	08/02	FD		FD					A	H			PD																			
Shay	510012598/ 310037499	14/06	08/01	FD		FD					A	H	A	FD	PD																			

Results 1 - 2 of 2.

**Legend:**

- PD Attendance (Part Day)
- FD Attendance (Full Day)
- I Incomplete Attendance Transaction
- A Absence Attendance
- H Holiday Attendance
- Authorized Period
- Discontinued Period
- PD\$ Attendance (Part Day) Paid
- FD\$ Attendance (Full Day) Paid

Visible in the search results are all the Child Names and Vendor#/Authorization#'s for this case during that reporting period. The legend at the bottom of the screen indicates what each color boxes and letters indicate. Paid attendance days are identified with a '\$' after the partial day or full day icon. Green boxes indicate approved/complete. Red boxes indicate incomplete or needing action. Blue boxes indicate an Authorized Period. Attendance dates that have been processed for payment will display as a gray box to clarify that the attendance was not entered by the parent but was paid by the system. White boxes indicate a discontinued period.

- PD – Attendance (Part Day) [Green]
- FD – Attendance (Full Day) [Green]
- I – Incomplete Attendance Transaction [Red – needing action]
- A – Absence Attendance
- H – Holiday Attendance

### Find the Attendance Record You Need

You can **Search** for an attendance record by date by entering the reporting period month/year from the drop-down list. Then, click the **Search** button. (The **Reset** button will start your search over with blank fields.)

# LOOK UP INFORMATION ABOUT YOUR CASE

You can also use the **Search Results Toolbar** to find what you need:



Click the arrows to move to the first page, previous page, next page or last page, from left to right



Click on these icons to export your list of attendance records to a comma separated value file (.csv), Microsoft Excel file (.xls) or Adobe PDF file (.pdf), from left to right



Click the magnifying glass to find a specific record, and click the arrows to refresh (or update) the list


Child Name	Vendor#/ Auth#

Enter one or more letters or numbers into the fields above column names to find records with those letters or numbers (for example, type "John" above Child First Name to find attendance records for John).

## VENDOR PROFILE

To get to this screen, click the hyperlink **Child's Name** on the **Case Profile (Home) Screen**, then select the **Vendor's Name** hyperlink in **Authorization History**. Hyperlinks to authorizations for children on the case cared for by this vendor are also on this screen.

### Screen 11. Vendor Profile



## VIRGINIA e-Child Care

Welcome, [Anderson Thomas](#) [Log-out](#)

[HOME](#)

### VENDOR PROFILE

Vendor Information	
Vendor Name:	LN1461, LEE
Vendor ID:	510012198
Vendor Phone #:	703-655-2512
Contact Name:	LN1461, LEE
Address:	12605 BRAEMAR PARKWAY BRISTOW, VA 20136
Telephone (IVR):	000-000-0000

Authorizations		
Child Name	Child Number	Status
<a href="#">Anderson Alice</a>	01	Discontinued

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Click on blue hyperlinks to see **Child Profile** from this screen.

# LOOK UP INFORMATION ABOUT YOUR CASE

## CHILD PROFILE

To get to this screen, click the hyperlink **Child's Name** on the **Case Profile (Home)** screen. Authorizations for the selected child are shown on this screen.

### Screen 12. Child Profile

**ecc** VIRGINIA e-Child Care Welcome, [Anderson Thomas](#) [Log-out](#)

[HOME](#)

#### CHILD PROFILE

##### Child Information

**Child Name:** Anderson Alice

**Case Number:** [113773881](#)

**Child Number:** 01

**Address :** 10000 Greenhouse Road  
Roanoke County, VA 24059

**Home Phone:**

**Work Phone:**

**Work Ext:**

**Mobile Phone:**

##### Cardholders

Cardholder Name	Card Number	P/S
Anderson Thomas	8047031702919526	P

##### Locality Information

**Locality Name:** Roanoke

**Locality Phone Number:** 804-726-7007

**Family Co Payment:** \$0.00

**Locality Address:** 220 N EAST MAIN Street Office 234, PO BOX 2889, SALEM, VA, 24153, 1234

**Caseworker Name:** Juanita R Mason

##### Authorization History

Authorization Number	Child Name	Vendor Name	Vendor ID	Start Date	Status
312030251	Anderson Alice	<a href="#">LN1461_LEE</a>	510012198	02/17/2021	Discontinued

*In order to change your contact information on record such as name or address, please contact your local case worker.*

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From this screen, click on blue hyperlinks to see **Case Profile** or **Vendor Profile**.



# MANUAL ATTENDANCE

## Manual Attendance

### MANUAL ATTENDANCE SCREEN

The **Manual Attendance Screen** shows attendance entries that are **not** yet approved or denied. These entries are in **Pending** status, waiting for approval or denial from a parent or guardian. You can access this screen by clicking the **Attendance** button, a **Child's Name** or through the link in the **Broadcast Message** that you received.

### Screen 13. Manual Attendance Screen

**VIRGINIA e-Child Care**

Welcome, [Dave Jitisha](#) [Log-out](#)

[HOME](#)

**CHILD PROFILE**

**Child Information**

Child Name: Dave Mauli

Client ID: 2104619623

Case Number: [113665484](#)

DOB:

Child Number: 01

**Address Information**

Address: 975 Hilton Heights Road

City/State: Charlottesville, VA

Zip: 22901

FIPS: 540-Charlottesville City

Home Phone:

Work Phone:

Work Ext:

Mobile Phone:

**Absence Information**

Absence Allowed: 36

Absence Used: 0

**Locality Information**

Family Co Payment: \$0.00

Approve/Deny Manual Attendance

Attendance Date	Attendance Type	Authorization ID	Vendor ID	Full Day Units	Part Day Units	Status	Action
01/17/2022	M/ATTEND	312029607	510012078	1	0	Pending	<a href="#">Approve</a> <a href="#">Deny</a>
01/18/2022	M/ATTEND	312029607	510012078	1	0	Pending	<a href="#">Approve</a> <a href="#">Deny</a>

Review the Manual Attendance transactions that are pending approval or denial. Check the Attendance Date, Type, and if the correct Full Day or Part Day Units were entered. Click the **Approve** or **Deny** button. If approved, it will display as a green box with an 'FD' in the Case Attendance Report in the Parent Web Portal and the Vendor Attendance Report on the Vendor Web Portal.

**NOTE:** Parents and guardians should approve or deny manual attendance entries **promptly** to promote efficient payment to child care providers.

# HOW TO GET HELP

## How to Get Help

Visit [Parent.VAECC.org](http://Parent.VAECC.org) for up-to-date information about the VIRGINIA e-Child Care program. See below for other phone numbers and websites that can help.

CONDUENT PARENT/GUARDIAN  
HELP DESK



Telephone **1-877-918-2322**

Use the menu 24 hours/day, or speak to a representative during business hours:

- To set up your PIN
- To change/reset your PIN
- To approve manual attendance
- To talk to Customer Service