SESSION REPORTS WITH MANUAL ATTENDANCE TIMES

Session reports are required to be submitted within 14 days of the start of the week an attendance is in. This means if a child attends care on Friday, the sessions are required to be submitted within 14 days of the Monday of that week. Additionally, from 14th January 2019, childcare services will be required to submit Actual Attendance data, in addition to session hours, on each child's session report.

The Actual Attendance time refers to the true time a child was signed into care (to the nearest minute). This will differ from the session hours which are required to be submitted to the nearest 15 minute interval.

If your families are signing in and out via our e-Signature functionality, please see our tip sheet called: Session Reports with e-Signatures.

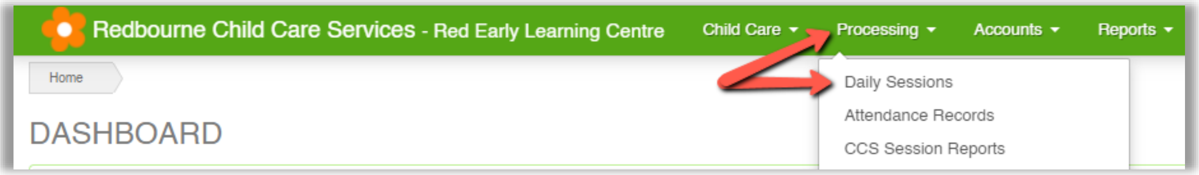
Failure to submit the sessions within CCS timeframe will result in a breach being given to the service and a reason for late submission will be required to be provided when the sessions are submitted.

SESSION REPORTS WITH MANUAL ATTENDANCE TIMES

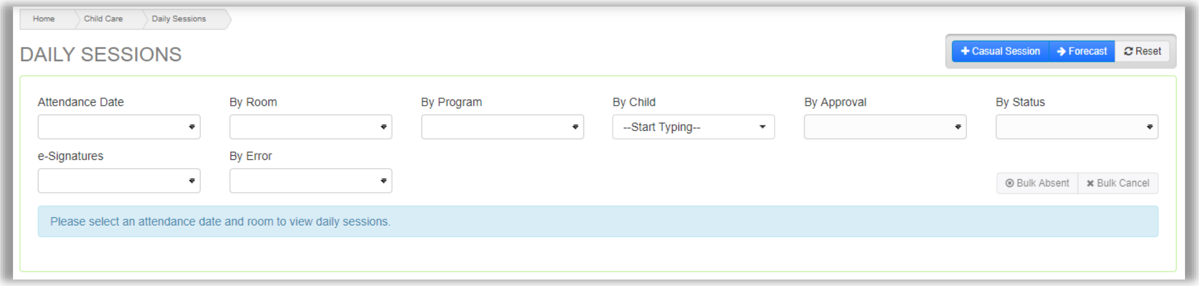
Detailed

1 - Daily Sessions

Click Processing and select Daily Sessions:

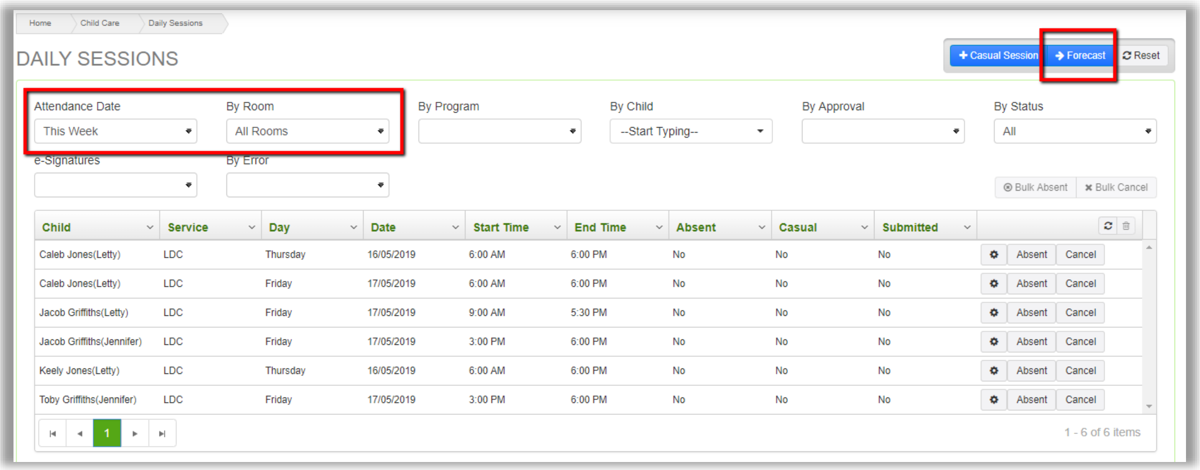


This will open the daily sessions page:



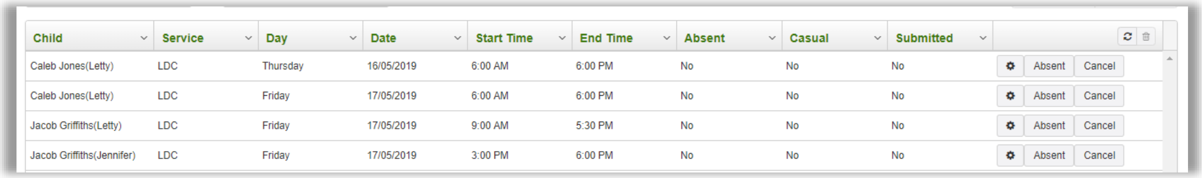
You will need to select the **attendance date** and **room** and click **forecast**:

NOTE: If you have any holiday periods or public holidays enter this in your setup prior to forecasting



Detailed cont.

The forecast process will pull children's booked hours through and will display below:

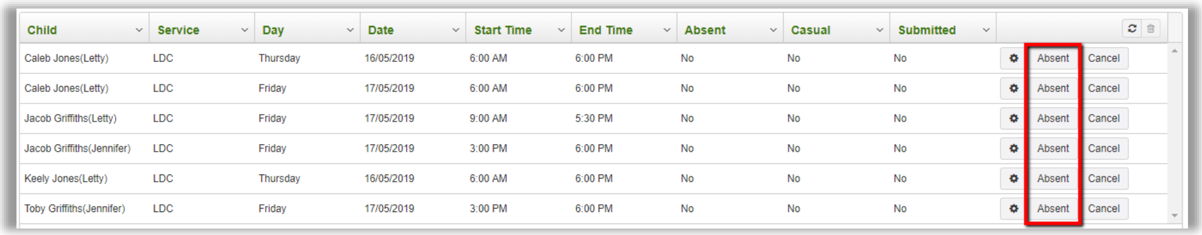


Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted	
Caleb Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Caleb Jones(Letty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Jacob Griffiths(Letty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No	Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	Absent Cancel

From here if you wish you can change your filters to narrow down your list and display children only in specific rooms or programs:

Absent and Cancel

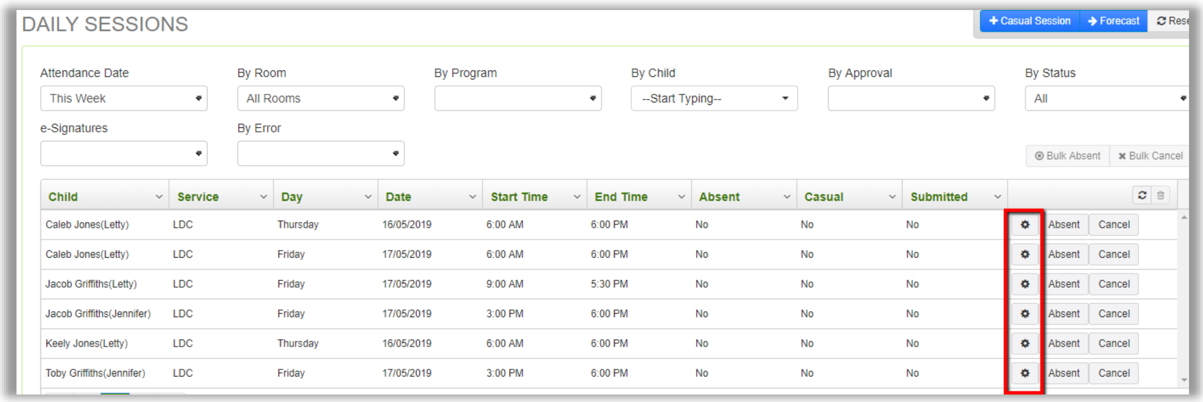
If a child is absent, even if it is a public holiday, click the **Absent** button



Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted	
Caleb Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Caleb Jones(Letty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Jacob Griffiths(Letty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No	Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	Absent Cancel
Keely Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Toby Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	Absent Cancel

NOTE: If it is a first or last day absence and the child is not eligible for subsidy please refer to our tip sheet called First and Last day Absences

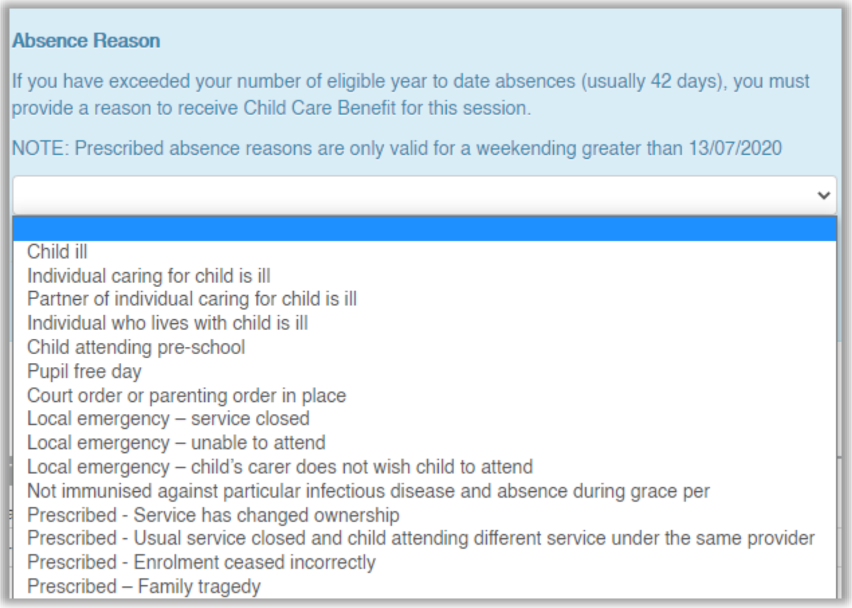
If the child has reached their year to date absences for the financial year and there is a valid reason you will also then select this reason by clicking on the **cog**:



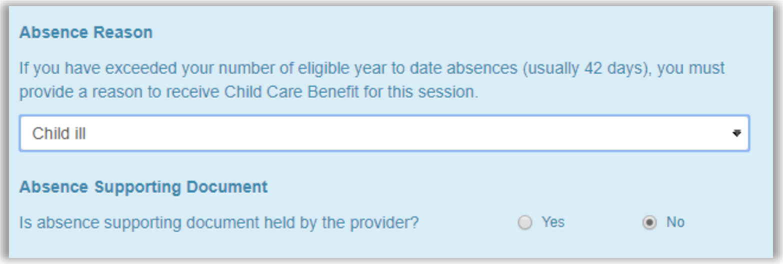
Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted	
Caleb Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Caleb Jones(Letty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Jacob Griffiths(Letty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No	Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	Absent Cancel
Keely Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	Absent Cancel
Toby Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	Absent Cancel

Detailed cont.

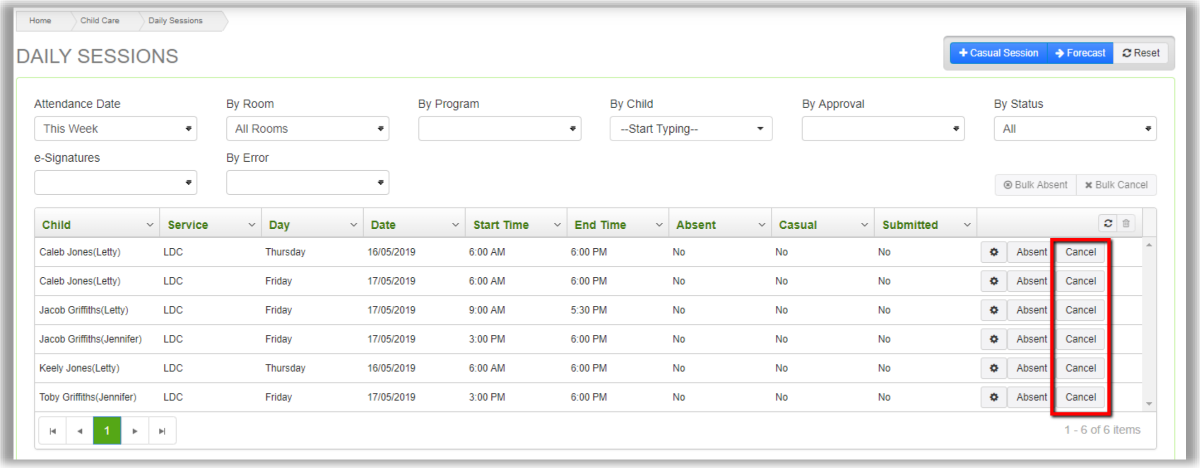
Select a valid reason from the drop-down menu:



Select if you have the supporting document:



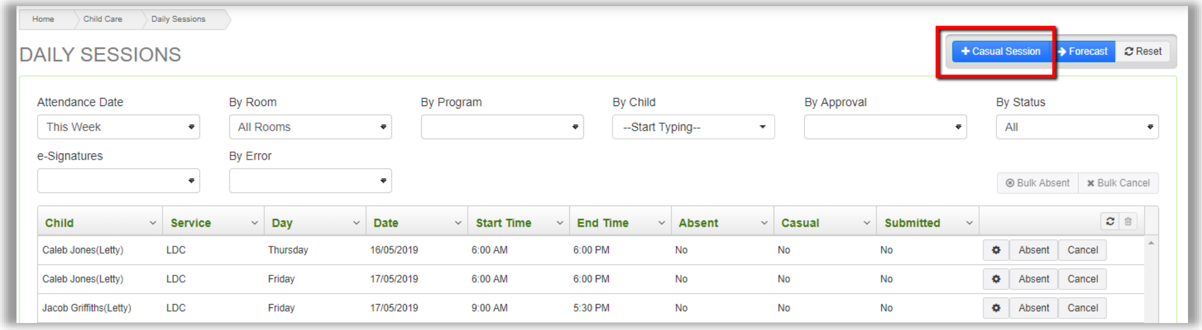
If your service is unable to provide care, therefore you aren't submitting the sessions and are not charging then click on the cancel button:



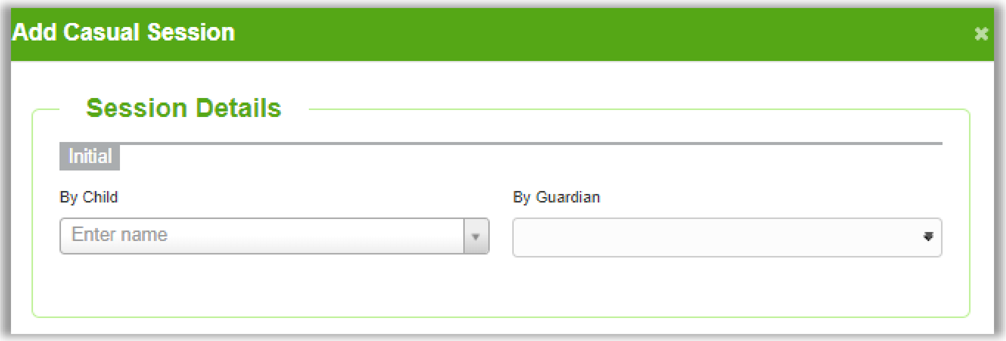
Detailed cont.

Casual Sessions

If a child attends on a day outside of their regular booking you will need to create a casual session so that you can submit and charge for this day. Click on **+Casual Session**

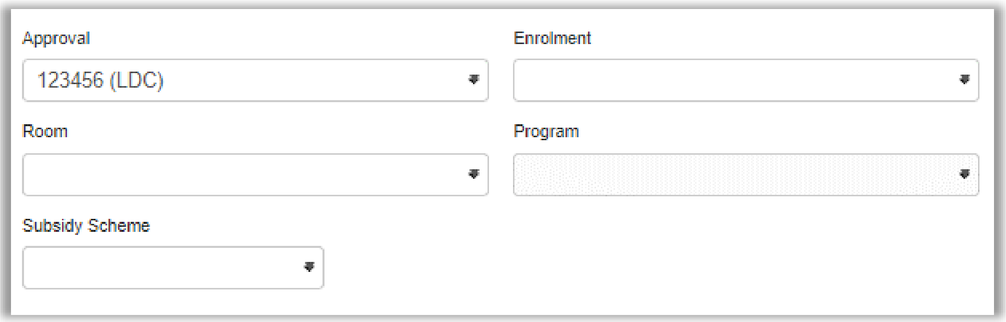


The following window will open. As you continue selecting the information provided more will appear. Start by select the **Child** and **Guardian**



Once you've selected a child you will then be able to select your **approval**.

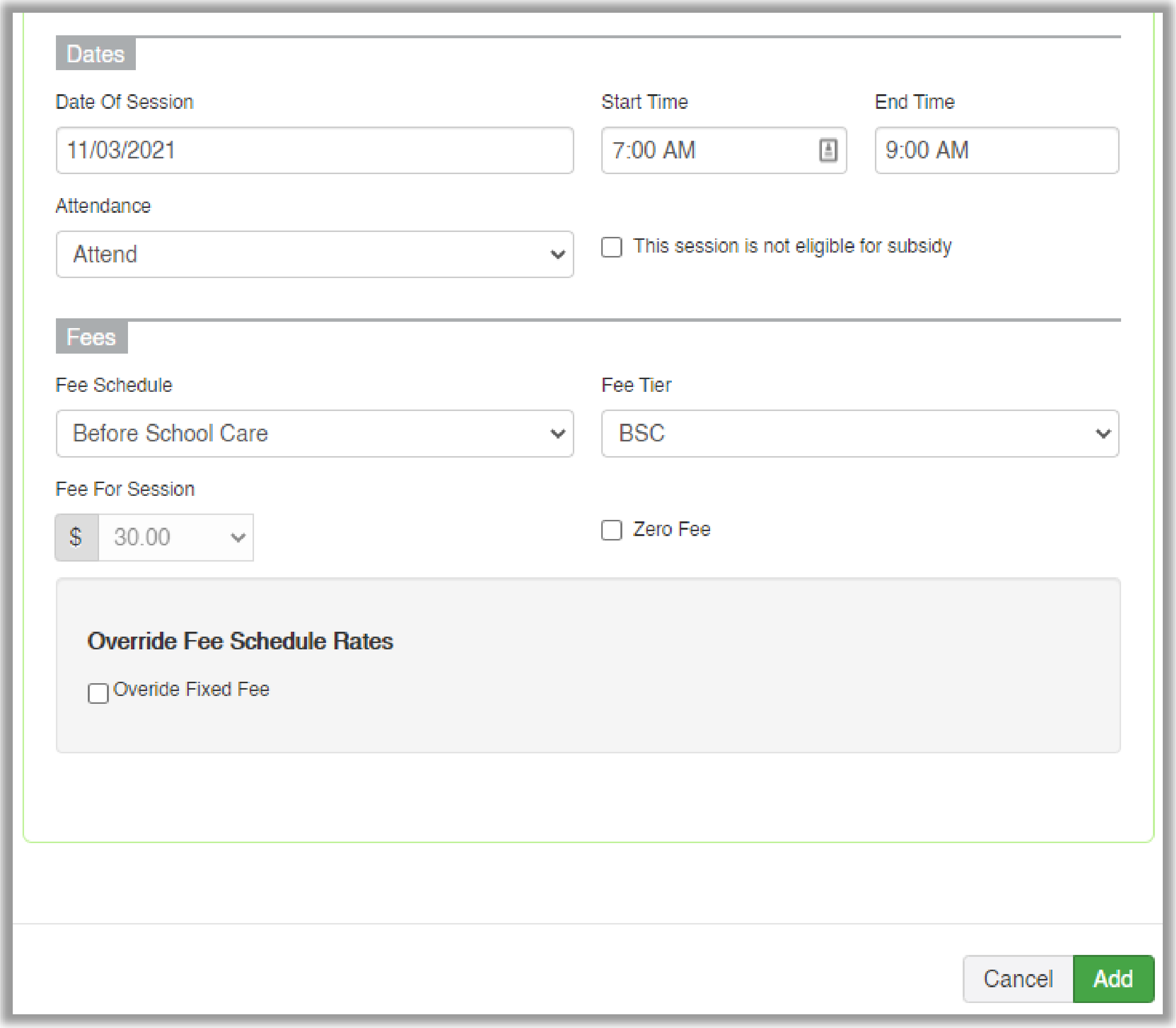
You will then be able to select **room**, **program**, **subsidy scheme** and then **enrolment ID**



Detailed cont.

Select the **Date of Session**:

Then the details of the session will appear and where you will then check the **correct fee schedule** is applied, select a **fee tier** and click **Add**:



The casual session will then display in your list of daily sessions.

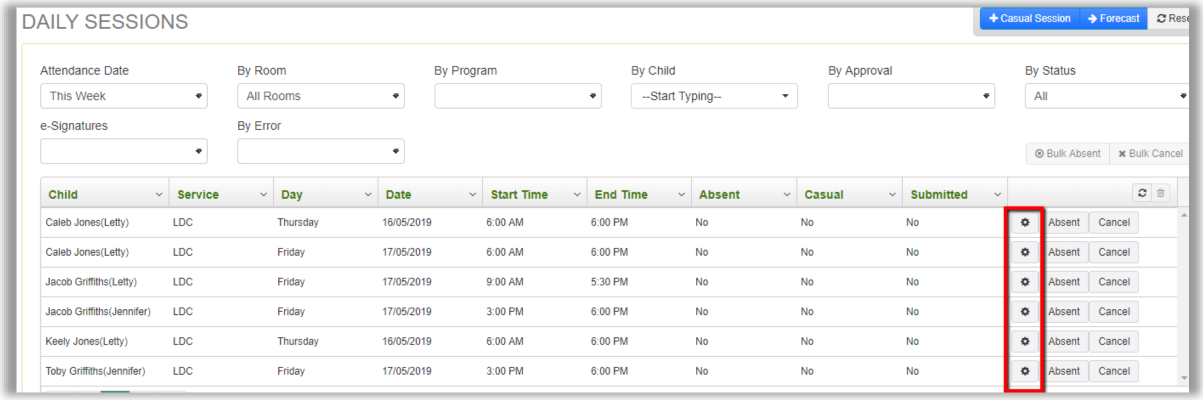
Detailed cont.

Manual Actual Attendance Times

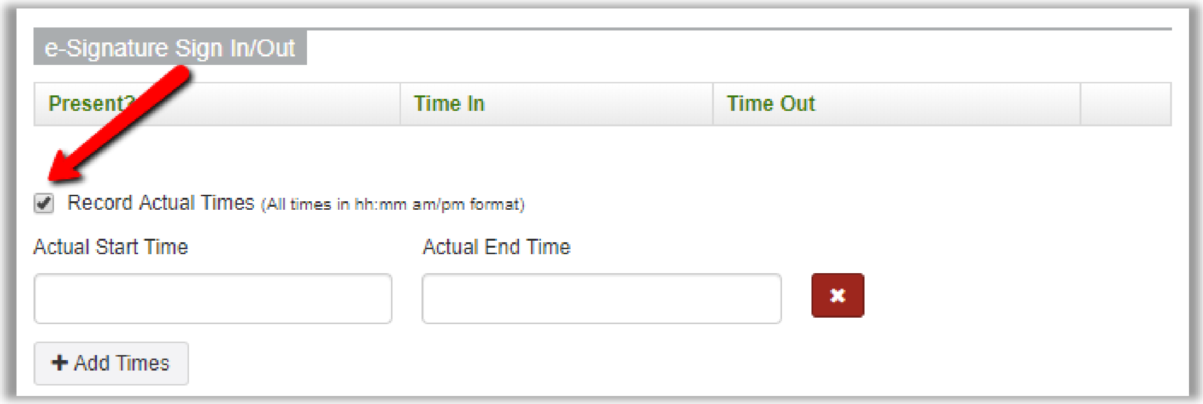
From 14th January 2019, child care services will be required to submit Actual Attendance data, in addition to session hours, on each child's session report.

The Actual Attendance time refers to the true time a child was signed into care (to the nearest minute) and is different to the session hours.

To record the child's in and out times you will click on the cog:

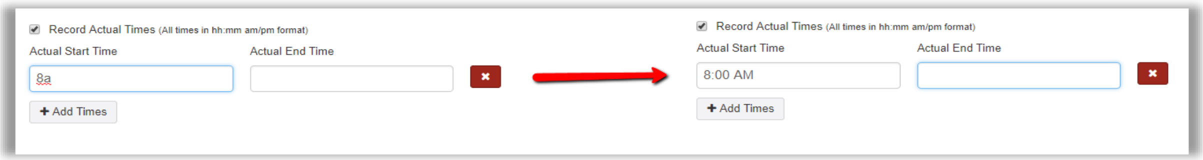


Scroll down to the heading e-Signature sign in/out and tick **record actual times**:



The actual attendance times must be entered in the format hh:mm am/pm.

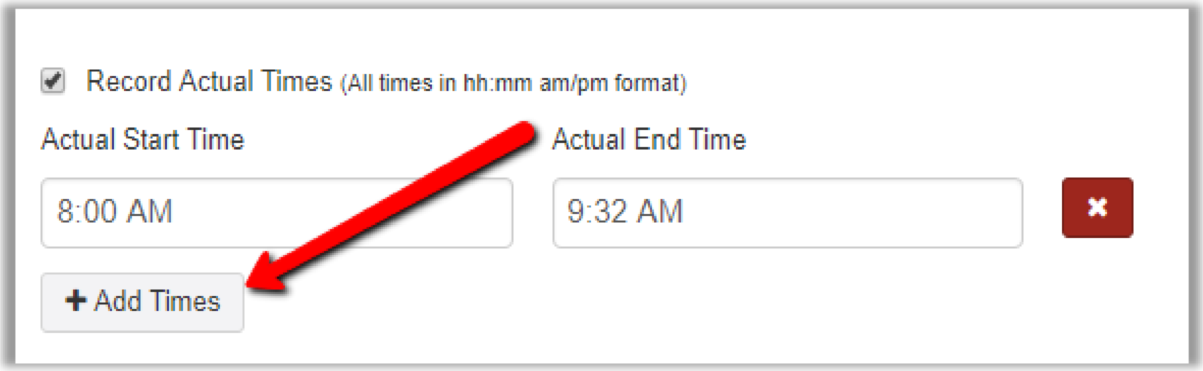
You may simply record an 'a' for 'am' or 'p' for 'pm' and the formatting will correct itself:



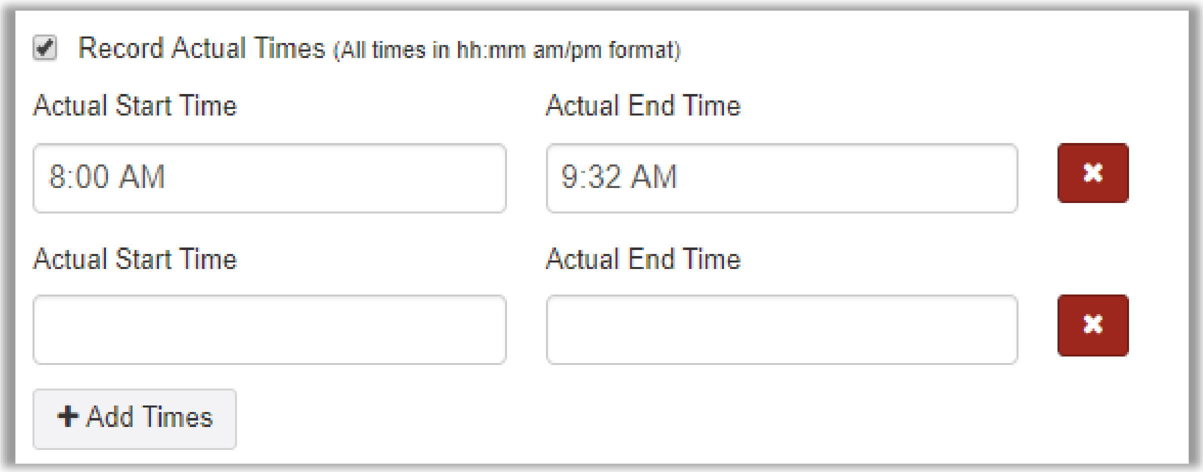
Detailed cont.

Ensure you have entered both an ‘Actual Start Time’ and ‘Actual End Time’.

If the child has left and returned to care in the same day, you may add a second set of times by clicking the + Add Times button:

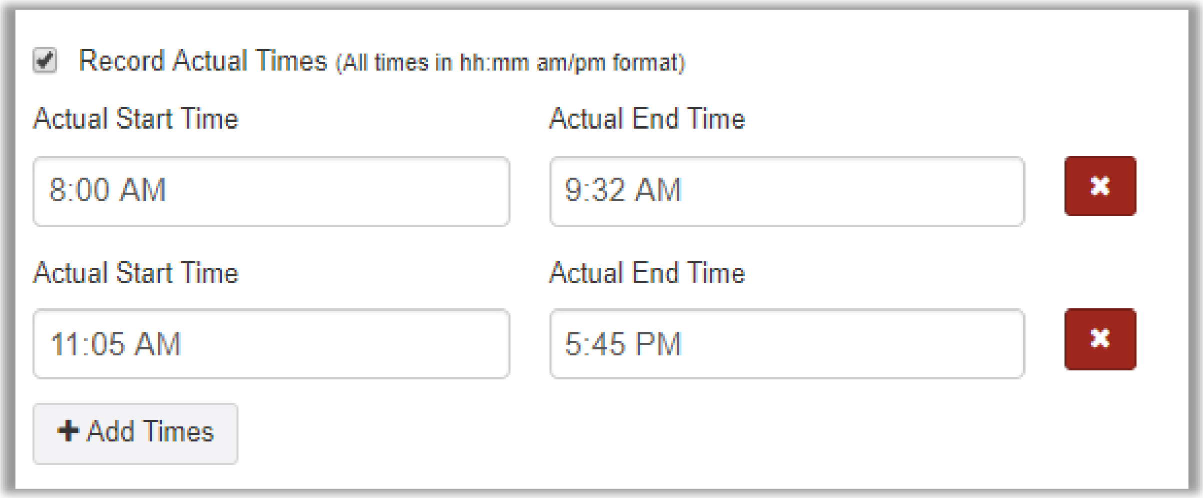


This will provide another set of times:



The ‘Actual Start Time’ must not be earlier than the end time of the previous set of times.

Detailed cont.



If additional boxes are required, you may repeat this process.

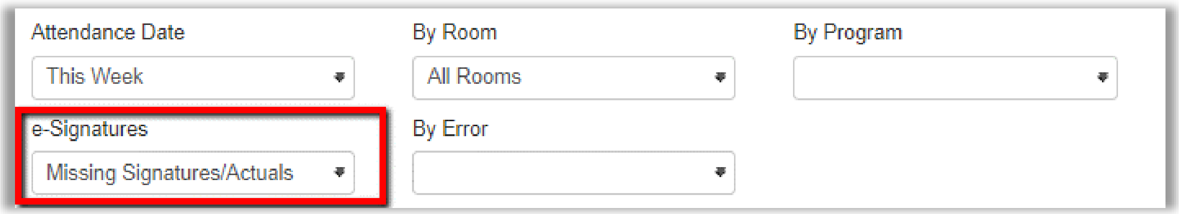
Clicking the button will remove a set of times.

Once you have finished recording the times, make sure to click the button at the bottom of the window.

This process will need to be repeated for all session of care attended.

NOTE: You will not be required to enter actual times on sessions which have been marked as 'absent' or which have been signed in and out using e-Signatures.

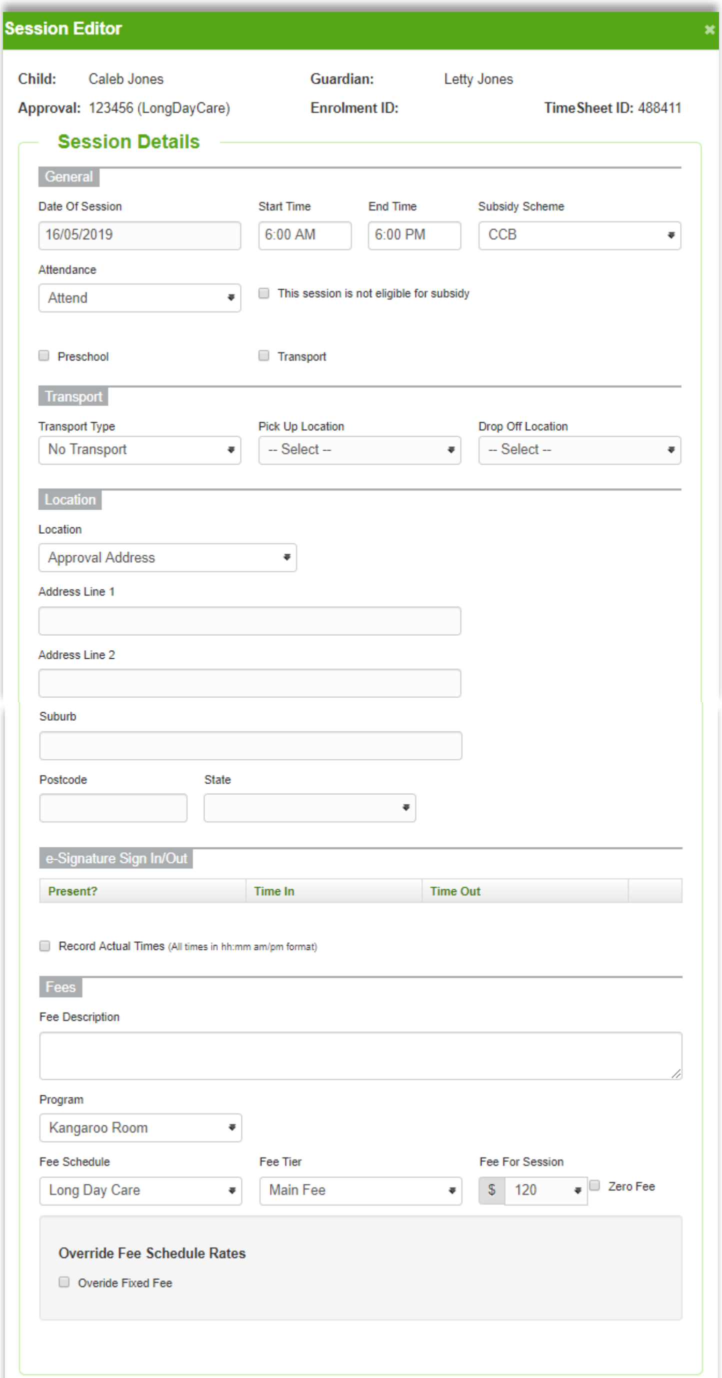
After you have entered in the times required you can also then apply the e-Signatures filter Missing Signatures/Actuals to double check you haven't missed entering any in.



Detailed cont.

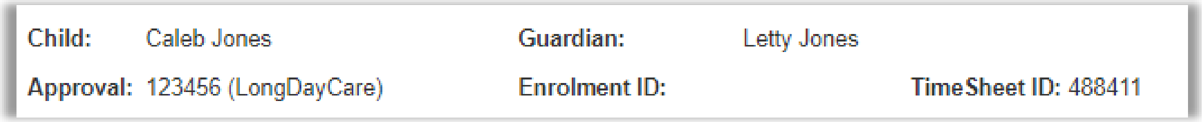
Other Cog Settings Options

Clicking on the cog you will see the following data which is pulling through from the child's booking:



Detailed cont.

At the top you will see the child's details listing the parent and enrolment ID

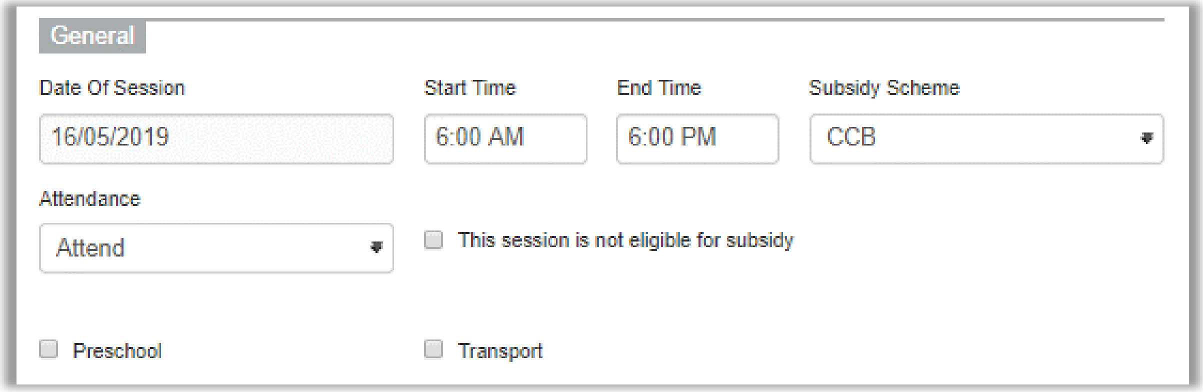


General: Displays the date along with start/end time of the session.

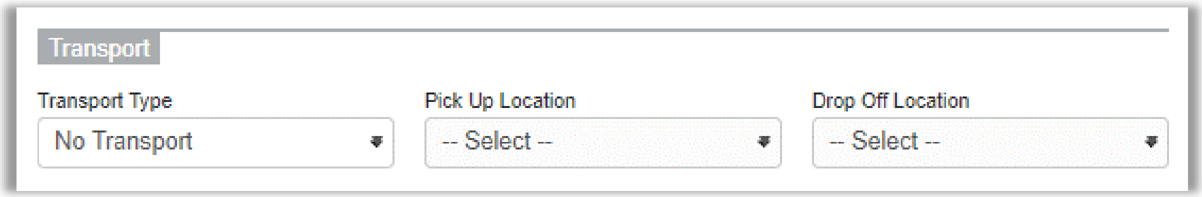
If an Absence is not eligible for Subsidy tick the option here.

If this is a preschool session tick the option (if this is already set up in your booking this will pre select)

If this is a transport only session then tick this option

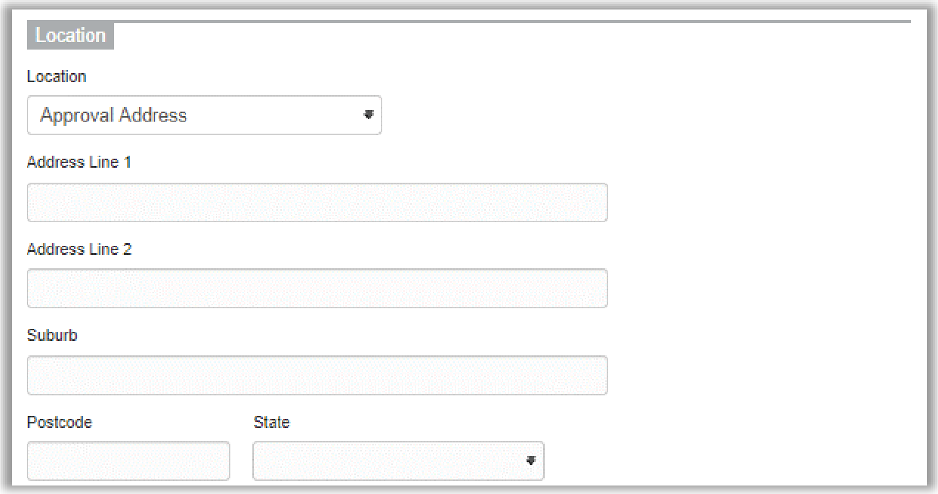


Transport: If the child is being picked up and dropped off from care the information will display here. This can be changed if needed

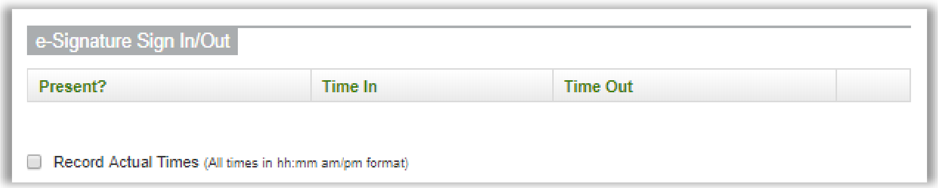


Location: Will display the location of care. Your centres address will automatically display here

Detailed cont.

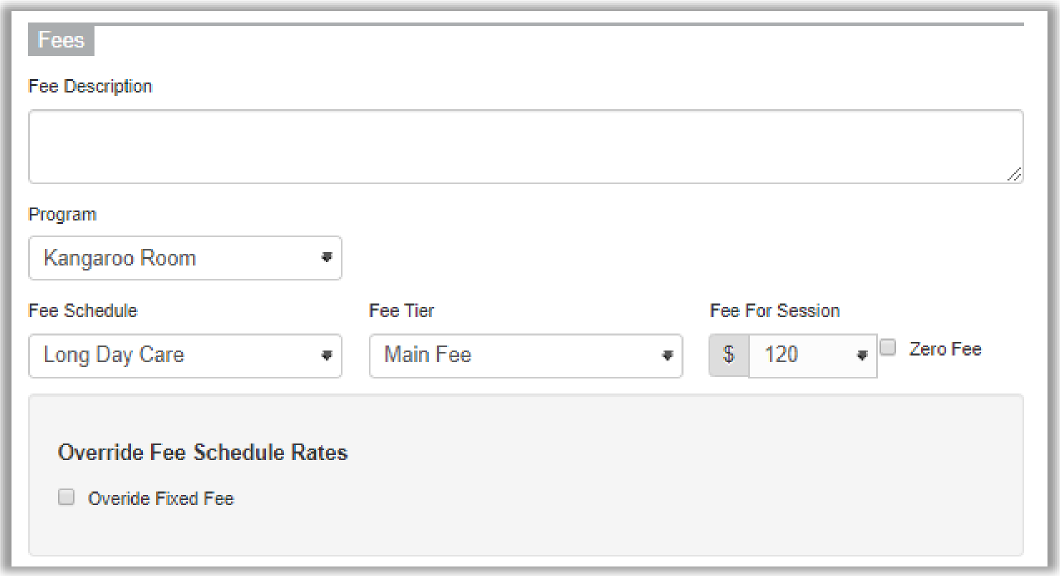


e-Signature Sign In/Out: Where you will either record actual in/out times or if you are using our e-Signature module the in/out times will pull through here.



Fees: A description about the session or fees can entered in here. Will also display the program and fee's being used. If this is a make-up session you can tick zero fee to not charge the child for the session.

You can also override the fixed rate here.

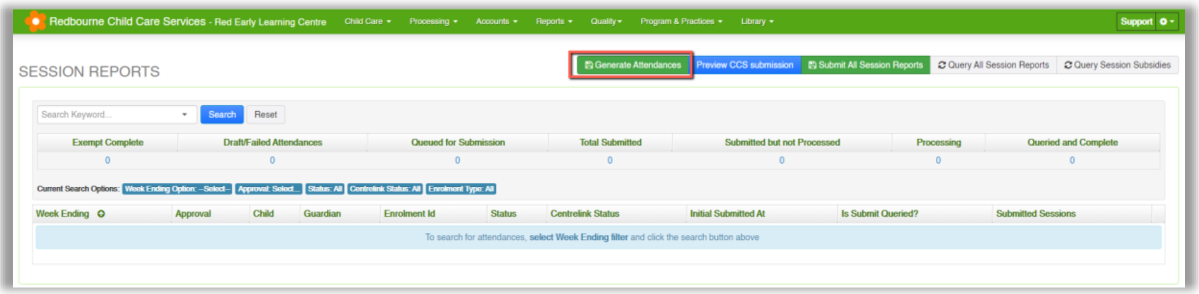


Detailed cont.

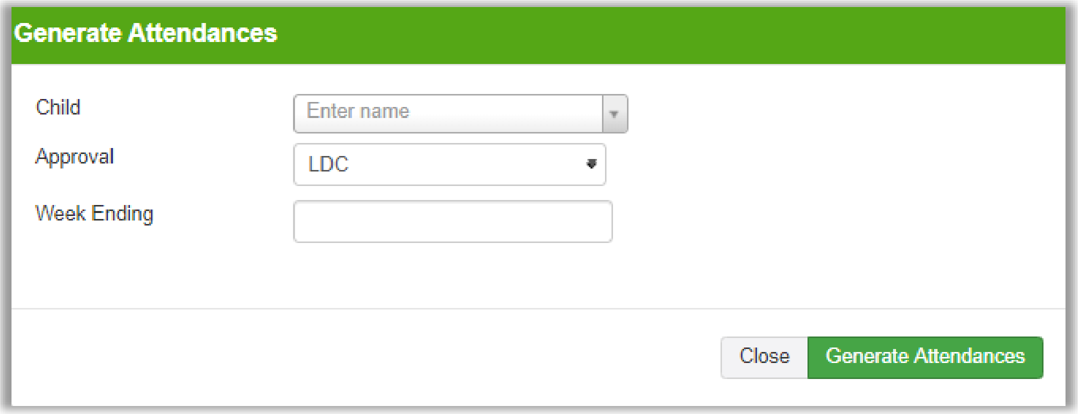
2 - Generating Session Reports

The next step is to generate session reports. Select Processing and click on CCS Session Reports:

Click on Generate Attendances



A child's name is not required to be entered. Select Week Ending and click Generate



You will receive a successful message once this process has been completed.

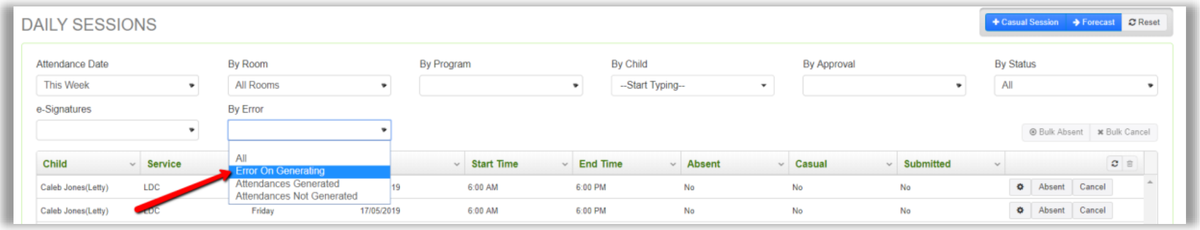
Detailed cont.

3 – Error on Generating

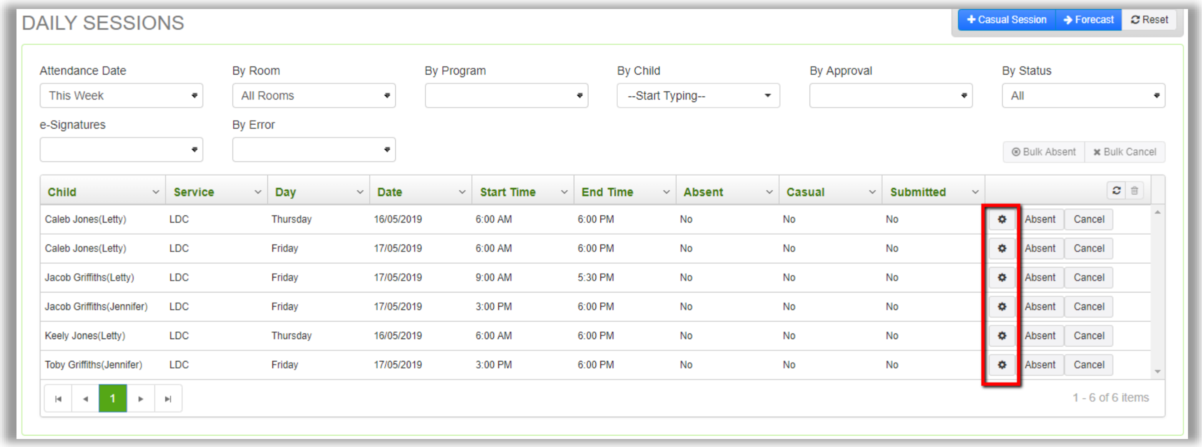
It is *extremely important* that you go back into daily sessions at this point and check if there have been errors on generating – this means that the daily sessions have not moved into CCS session reports and therefore will not be submitted.

Select **Processing**

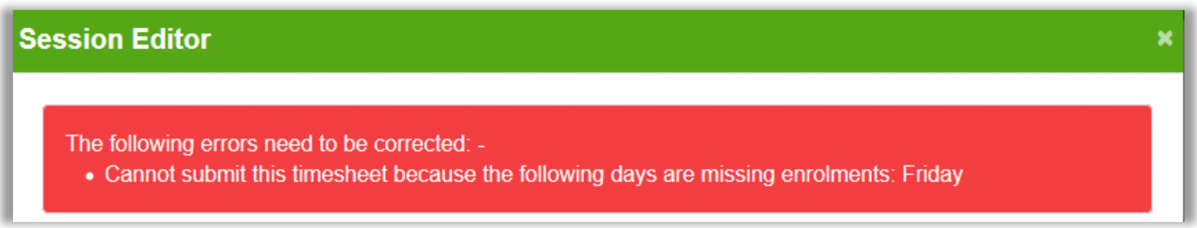
Select **Daily Sessions** and apply the filter **error on generating**.



Next you need to identify the error so that you can fix it. To find the error click on the cog:



The error will appear in red at the top of the session editor:

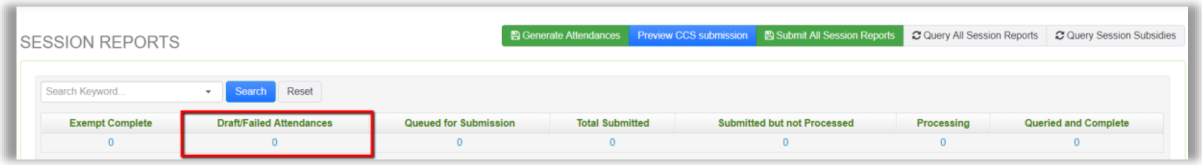


Once you have fixed the error then go back to step 2 and generate these session reports again.

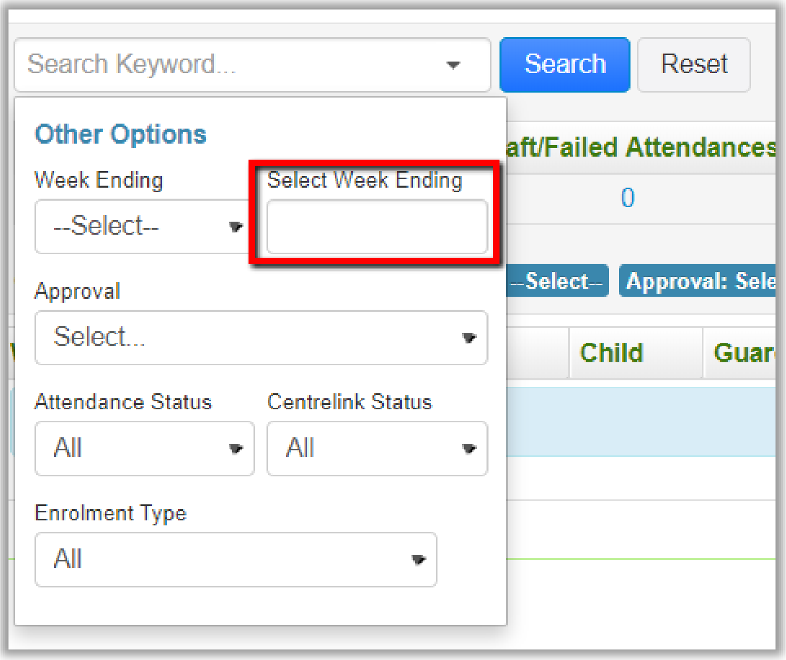
Detailed cont.

4 - Submitting Session Reports

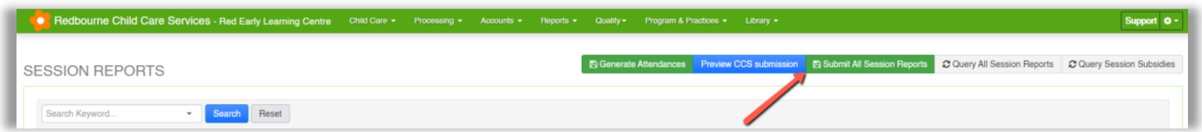
Now that all of your daily sessions have successfully generated, the number of session reports will be displaying under the status of draft/failed



To see information relating to the week you are submitting use your search keyword to select a **weekending** then click **search**.

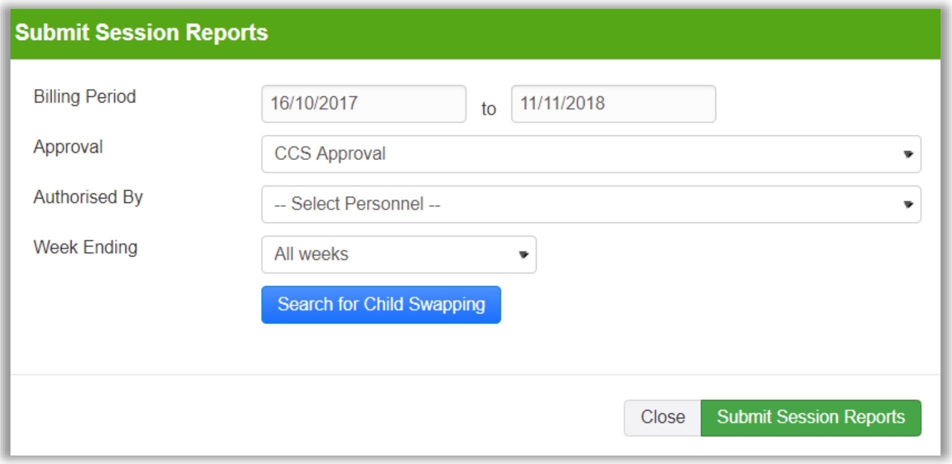


When you are ready to submit click **Submit All Session Reports**

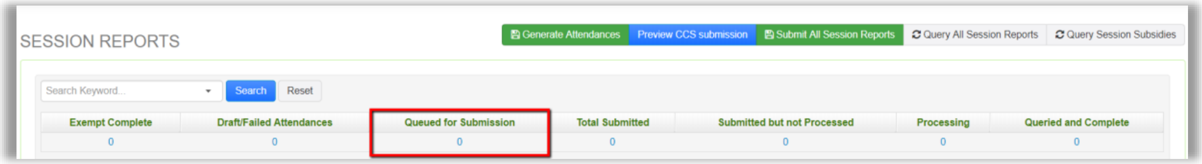


Detailed cont.

Select an authorised person and click **Submit Session Reports**



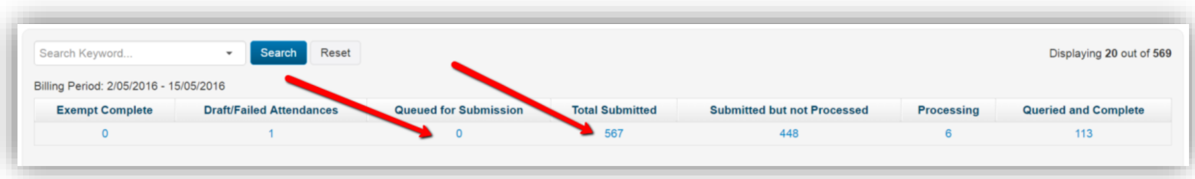
The status of the attendances will become **Queued for Submission**



The attendances will continue to submit in the background, allowing you to continue using your software.

DON'T FORGET to continue refreshing the CCS Session Reports page to ensure that the sessions have been submitted. While session reports are in queued, they are also doing checks to make sure everything is ok to move on to CCS e.g. approvals, actual times, enrolments.

They may fail at this point so while this may take some time, make sure that all attendances are displaying as **Submitted** prior to closing the software.



NOTE: If any of your timesheets fail, please view our tip sheet called Errors from Failed Session Reports

SESSION REPORTS WITH MANUAL ATTENDANCE TIMES

Troubleshooting

Issue: I've entered a holiday period but I still have daily sessions showing - why?

Why? This means that you had create the holiday period after the sessions were forecasted.

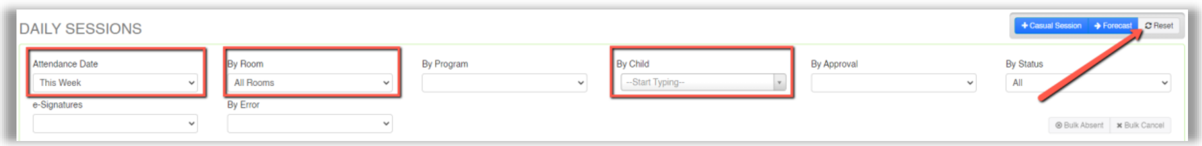
Resolution: You will need to manually cancel the sessions. Please see the section within this tip sheet called Absent and Cancel.

Issue: I've created a casual session and it said successful, but I can't find it.

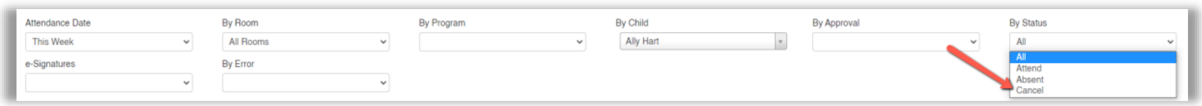
Why? This will have to do with the filters you've applied.

Resolution: Click on the Reset button to clear all filters. Next apply the following filters:

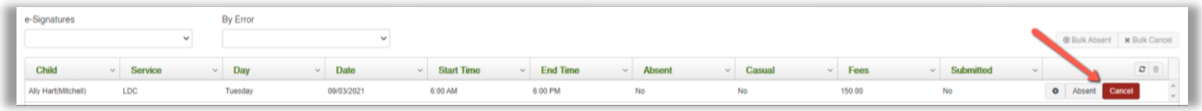
- Attendance Date: Select date the session relates to.
- By room: select All Rooms
- By Child: Select child that relates to the session.



If the child's session still isn't showing, this means their session was previously created but has since been cancelled. Now select the **By Status** filter 'Cancel'.



When the session displays, click on the cancel button to make the session active.



Troubleshooting cont.

Issue: I'm trying to enter in manual times, but the tick box say 'Record Actual Times' is greyed out.

Why? This means that you have either generated session reports or the session report is submitted.

Resolution: If you have generated the session report, follow the below steps:

1. Click Processing menu
2. Select CCS Session Report
3. Use the search keyword options to find the session report
4. Click on the dropdown arrow (next to submit) and click on revoke
5. Confirm this action by clicking on ok.
6. Now go back to Processing menu
7. Select Daily Sessions
8. Apply the appropriate filters to find the child and then record the manual in/out times.
9. When you are ready to submit you will then generate the session report and submit as normal.

If you have submitted the session report you will first need to revise, enter the manual in/out times then resubmit. To do this follow the process below:

1. Click Processing menu
2. Select CCS Session Report
3. Use the search keyword options to find the session report
4. On the processed attendance, click on the down arrow and select revise
   a. Click Continue
   b. Action - Vary/Substitute
   c. Select a Reason
   d. If the session is outside of CCS timeframe enter a Reason for Late Change
   e. Select Authorised Person
   f. Click Revise Session Report

g. This will then take you to the daily sessions screen, apply the appropriate filters to find the child and then record the manual in/out times.
h. Now, go back to Processing
i. Select CCS session reports
j. Click Generate Attendance
   a. Enter Child's Name
   b. Weekending Date
   c. Generate

10. Submit

Troubleshooting cont.

Issue: I tried to cancel a submission, but now there is a session report saying 'Pending Resubmission. Why?

Why? Instead of selecting cancel you selected revise. Therefore, the software is waiting on the replacement sessions to be submitted.

Resolution: You will need to resubmit the session report and then choose the correct action – Cancel. To do this, follow the below steps:

1. Click on processing menu
2. Select Daily Sessions
3. Apply the appropriate filters to find the child
4. Click on the cog button to open the session editor
    a. Scroll down to the fees section and enter something within the 'fees description' field. Even a full stop will suffice here as you aren't changing anything it will fail if you enter something here.
    b. Click Save
5. Click on the Processing
6. Select CCS session reports
7. Click Generate Attendance
    a. Enter Child's Name
    b. Weekending Date
    c. Generate
8. Click on Submit All Session Reports
    a. Select Authorised Person
    b. Click on Submit Session Reports
9. Use the search keyword options to find the session report
10. On the submitted attendance, click on the down arrow and select cancel
    a. Select a reason
    b. Authorised Person
    c. Then click Withdraw Session Report.

Issue: I've changed the child's room but new sessions are not coming through when I've forecasted.

Why? We have found that this happens when the service has filtered by the child's new room.

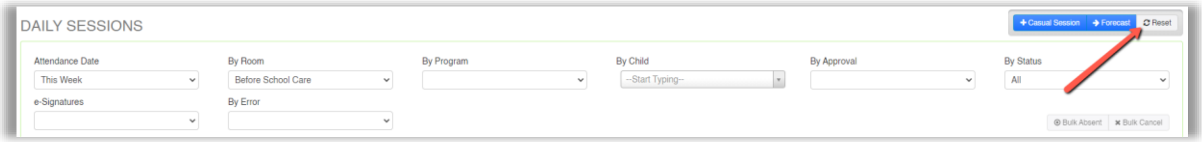
Resolution: When applying the filters select **All Rooms** then forecast. This way the child can be removed out of the old room and into the new room as needed.

Troubleshooting cont.

Issue: I cancelled the daily session by accident and now I can't find it.

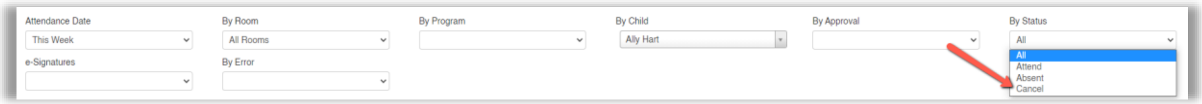
Why? Cancelled sessions will show under the cancelled status.

Resolution: Click on the Reset button to clear all filters. Next apply the following filters:



Apply the following filters:

- Attendance Date: Select date the session relates to.
- By room: select All Rooms
- By Child: Select child that relates to the session.
- By Status: select Cancel



When the session displays, click on the cancel button to make the session active.