

SIGNING IN AND OUT

E-Signatures is an electronic process of signing in and out the child per day. The process is designed to streamline the administration process and to reduce the amount of paper used within your business.

Those signing in/out children for their sessions of care require a PIN to be generated for them. Guardians, Family contacts and staff members can all sign in/out a child.

This tip sheet will walk you through:

- [Sign In/Out](#)
- [Absences](#)
- [Multiple Children in Family](#)
- [Casual Sessions](#)
- [OOPS Messages](#)
- [Troubleshooting](#)

Summary

Sign In

1. Click on Sign in/out button from dashboard
2. Find Child
3. Click on child's place card
4. Select own name
5. Enter pin and click ok
6. Click Sign In
7. Click ok to proceed
8. Click ok to successful message

Summary cont.

Sign Out

1. Click on Sign in/out button from dashboard
2. Find Child
3. Click on child's place card
4. Select own name
5. Enter pin and click ok
6. Click Sign Out
7. Click ok to proceed
8. Click ok to successful message

Sign Absent

1. Click on Sign in/out button from dashboard
2. Find Child
3. Click on child's place card
4. Select own name
5. Enter own pin and click ok
6. Click Not Present
7. Click Sign In
8. Click ok to proceed
9. Click ok to successful message

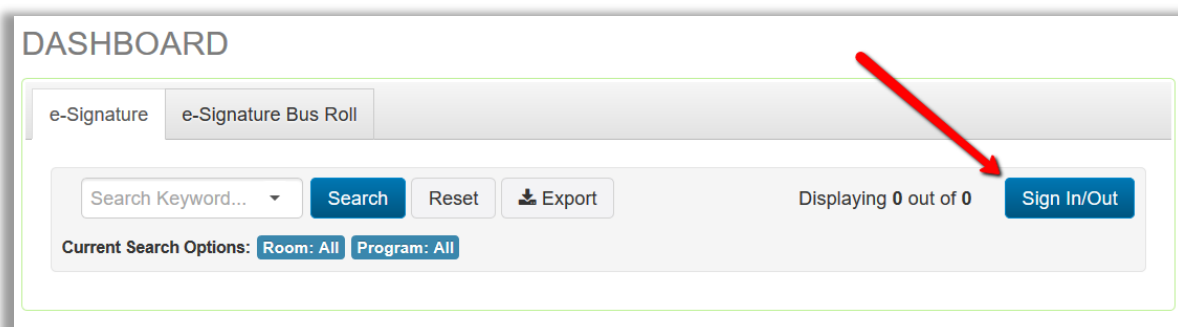
Sign Casual

1. Click on Sign in/out button from dashboard
2. Find Child
3. Click on child's place card
4. Select own name
5. Enter pin and click ok
6. Click on Add Session
7. Enter actual IN time and estimated OUT time
8. Click Sign In
9. Click ok to proceed
10. Click ok to successful message

SIGNING IN AND OUT

Detailed

To open the e-Signature Sign In/Out page on your device, click the Sign In/Out button from the e-Signature Dashboard:

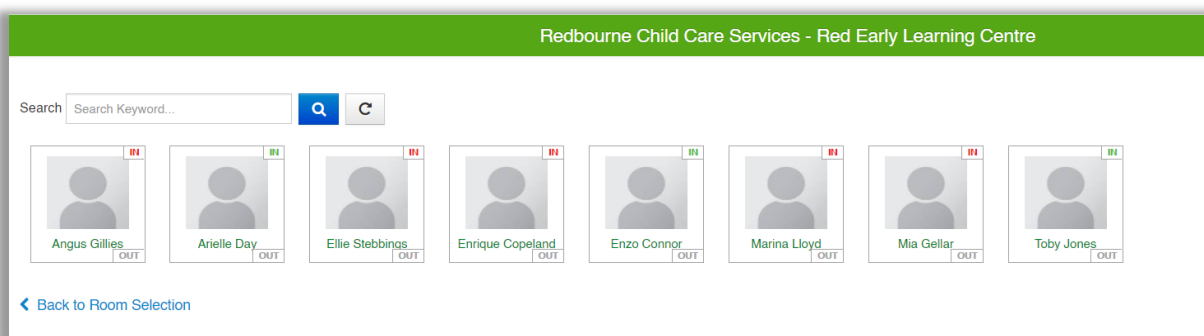


This will open the e-Signatures Sign In/Out page. This is the page you will need to have accessible to families to sign children in and out of care. This is a locked page and a password will be required to return back to your data. This ensures that your data is secure and may not be accidentally accessed.

Depending on the page setting you have selected, the user may need to select a room or program (or search for the child):

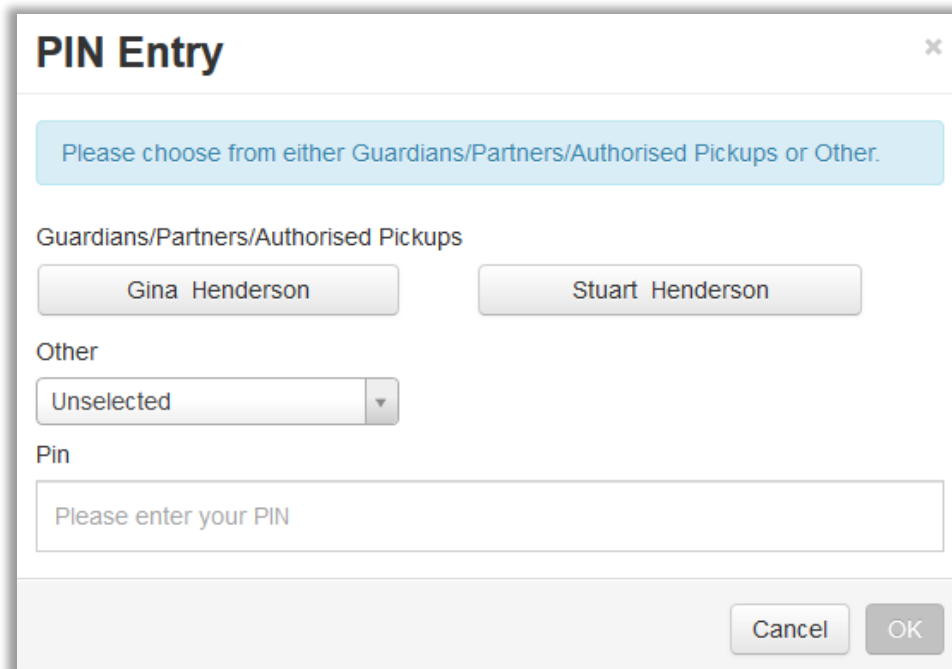


The user will need to select the child's name placard.



Detailed cont.

This will open the PIN Entry window:

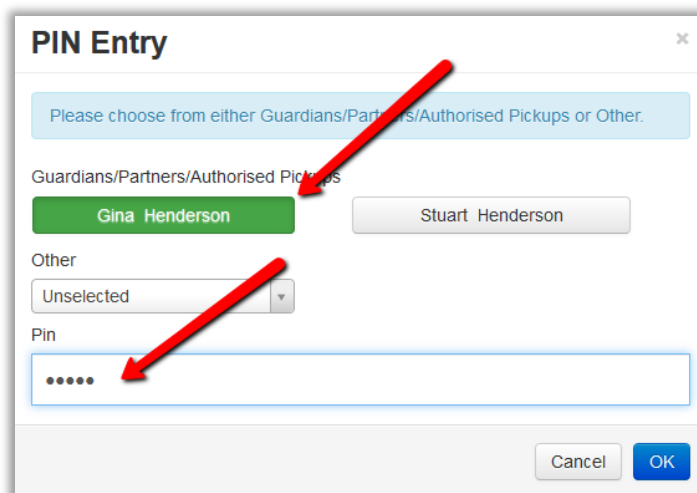


The screenshot shows a window titled "PIN Entry" with a close button (X) in the top right corner. Inside the window, there is a light blue instruction bar that says "Please choose from either Guardians/Partners/Authorised Pickups or Other." Below this, there are two sections. The first section, "Guardians/Partners/Authorised Pickups", contains two buttons: "Gina Henderson" and "Stuart Henderson". The second section, "Other", contains a dropdown menu currently showing "Unselected". Below these sections is a "Pin" section with a text input field containing the placeholder text "Please enter your PIN". At the bottom right of the window are "Cancel" and "OK" buttons.

The PIN Entry window will display any Parent/Guardian, partner and family contact who has been given permission to sign the child in and out.

Service users (or additional family contacts) will display in the 'Other' dropdown menu.

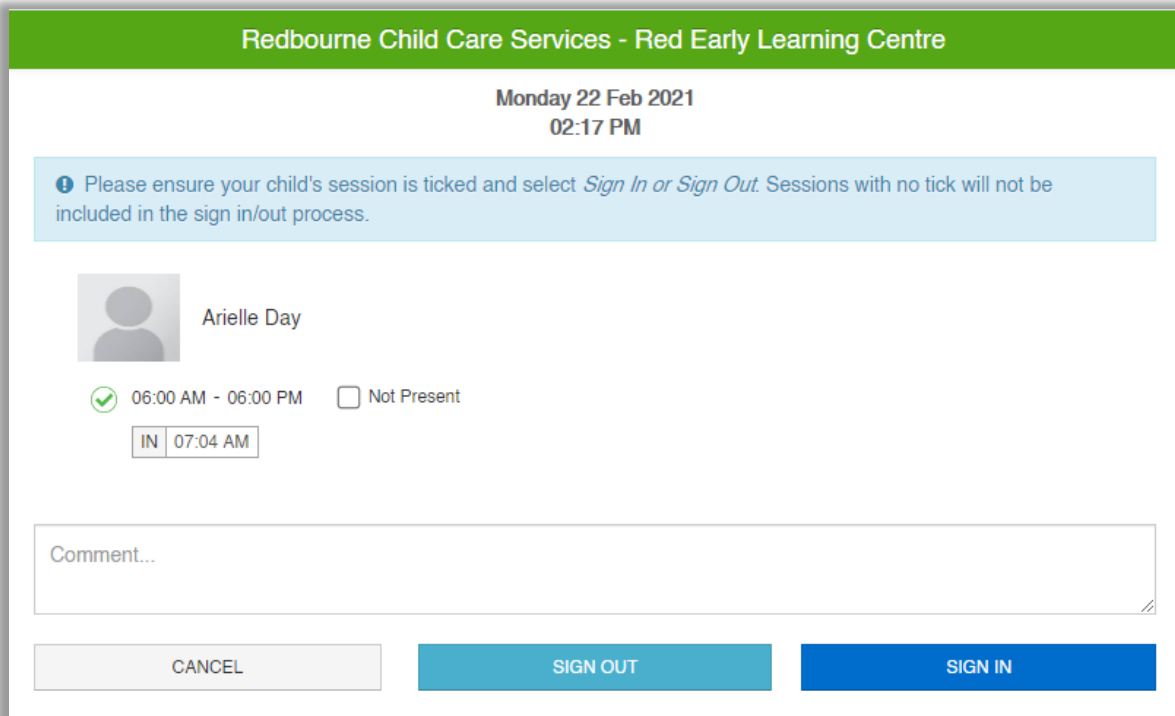
The user will need to click **their name** and enter **their PIN**:



This screenshot is identical to the previous one but includes two red arrows to highlight the required actions. One red arrow points to the "Gina Henderson" button in the "Guardians/Partners/Authorised Pickups" section. The second red arrow points to the PIN input field in the "Pin" section, which now displays five dots (•••••) instead of the placeholder text.

Detailed cont.

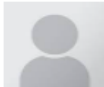
The user will then need to click the OK button and the following window will open for the user to sign the child in or out.



Redbourne Child Care Services - Red Early Learning Centre

Monday 22 Feb 2021
02:17 PM

Please ensure your child's session is ticked and select *Sign In* or *Sign Out*. Sessions with no tick will not be included in the sign in/out process.

 Arielle Day

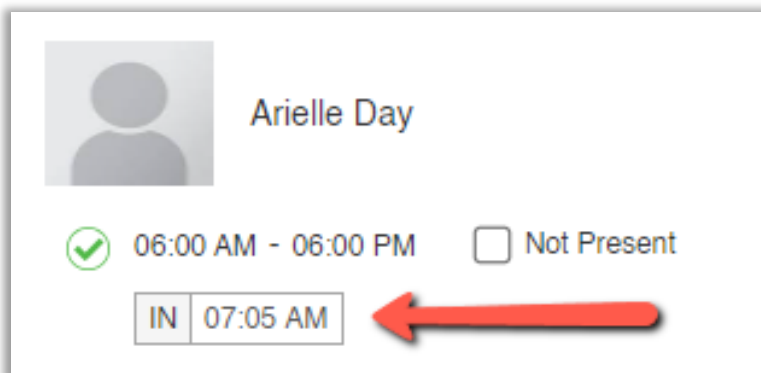
☒ 06:00 AM - 06:00 PM ☐ Not Present

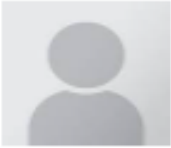
IN 07:04 AM

Comment...

CANCEL SIGN OUT SIGN IN

The child's session time will display. Underneath this, the current time will display. This is the time which will be recorded as the child's time IN:



 Arielle Day

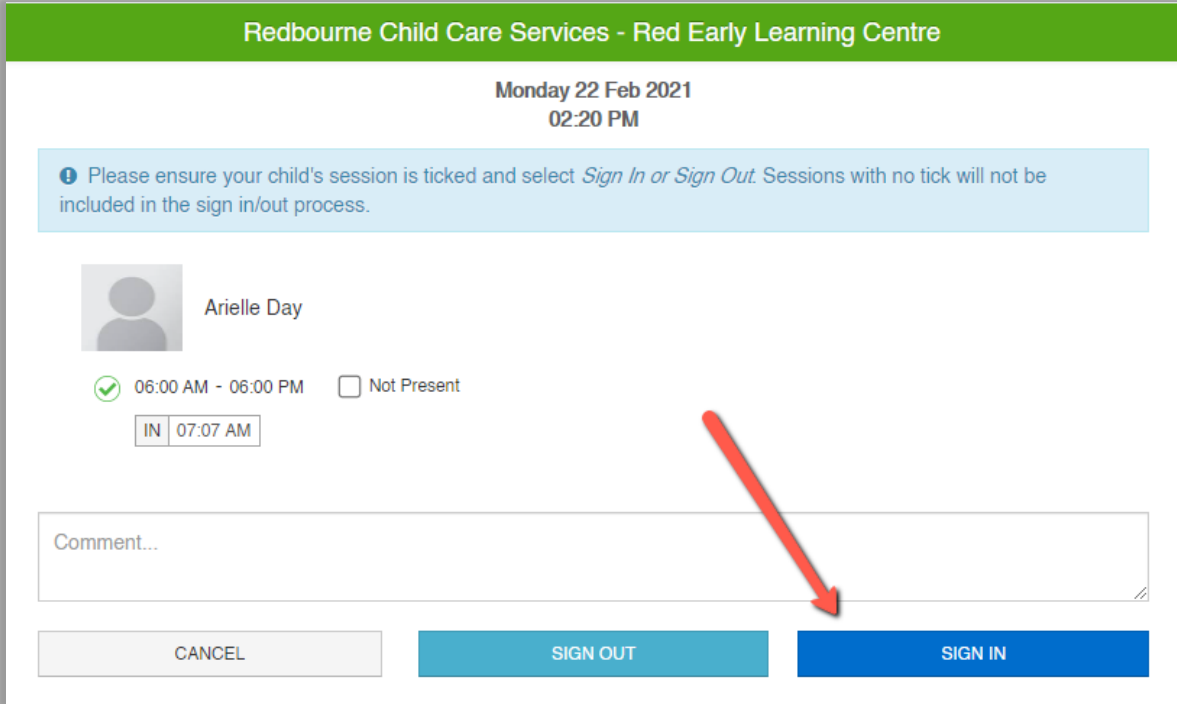
☒ 06:00 AM - 06:00 PM ☐ Not Present

IN 07:05 AM

If applicable, a comment may be recorded. This may be viewed by the service.

Click the Sign In button:


Detailed cont.



Redbourne Child Care Services - Red Early Learning Centre

Monday 22 Feb 2021
02:20 PM

i Please ensure your child's session is ticked and select *Sign In* or *Sign Out*. Sessions with no tick will not be included in the sign in/out process.

 Arielle Day

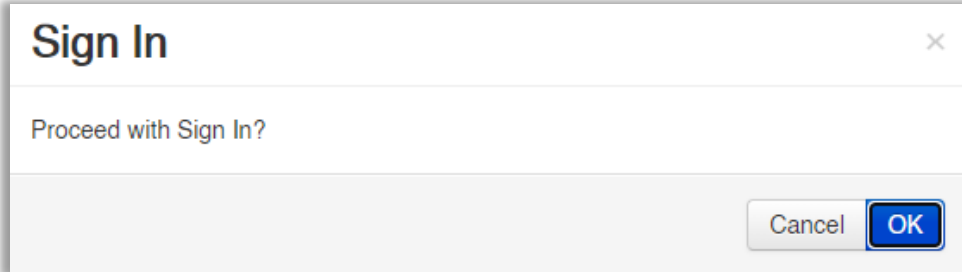
☒ 06:00 AM - 06:00 PM ☐ Not Present

IN 07:07 AM

Comment...

CANCEL SIGN OUT SIGN IN

A confirmation message will display, click OK:

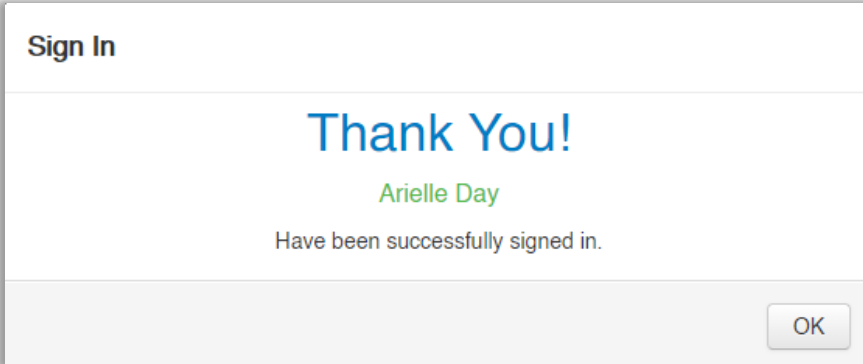


Sign In ×

Proceed with Sign In?

Cancel OK

You will receive a successful message. Click OK:



Sign In

Thank You!

Arielle Day

Have been successfully signed in.

OK

Detailed cont.

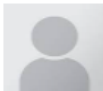
In the image below, you can see that the child has been signed in (the 'IN' displays in Green).



The same process may be followed to sign a child out.

Monday 22 Feb 2021
02:30 PM

! Please ensure your child's session is ticked and select *Sign In* or *Sign Out*. Sessions with no tick will not be included in the sign in/out process.



Arielle Day

✓ 06:00 AM - 06:00 PM

IN

07:07 AM

OUT

02:30 PM

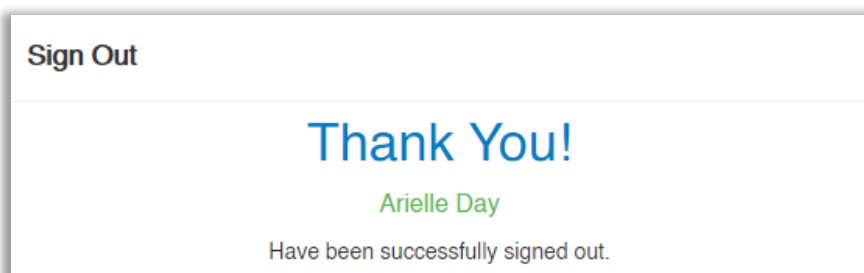
Comment...

CANCEL

SIGN OUT

SIGN IN

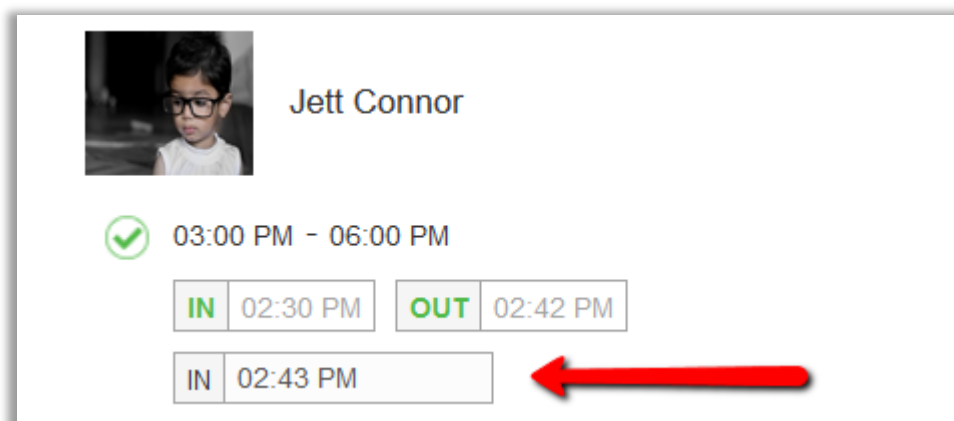
The OUT displays in black and includes the current time. Click the **Sign Out** button to sign the child out and again you will receive a successful message:



- Page 7 -

Detailed cont.

A child may signed in and out of care multiple times if required. If a child is signed out and then returned to care, a new 'IN' time will be listed underneath the previous 'IN' and 'OUT' entries:



The screenshot shows the profile for Jett Connor. It displays a green checkmark and the time range 03:00 PM - 06:00 PM. Below this, there are two rows of sign-in and sign-out times. The first row shows an 'IN' time of 02:30 PM and an 'OUT' time of 02:42 PM. The second row shows an 'IN' time of 02:43 PM, with a red arrow pointing to it from the right, indicating a new sign-in after a previous sign-out.

The same process is followed to sign the child in and out.

Absences

Where a child has not attended care, the user may check the 'Not Present' checkbox when completing the sign in process.



The diagram illustrates the process of marking a child as 'Not Present'. It shows two states of the interface for Tim Lloyd. In the first state, the 'Not Present' checkbox is unchecked, and a red arrow points to it. In the second state, the 'Not Present' checkbox is checked, and a blue arrow points from the first state to the second, indicating the transition.

This may be completed on the day of the session or via the 'OOPS' message which will display the next time the user attempts to sign in.

Detailed cont.

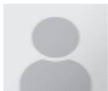
Multiple Children in Family

In the event that there is more than one child in the family, when selecting a child and continuing through the PIN entry window, the user will have the option to sign all children in or out at the same time:

Redbourne Child Care Services - Red Early Learning Centre

Monday 22 Feb 2021
03:10 PM

! Please ensure your child's session is ticked and select *Sign In or Sign Out*. Sessions with no tick will not be included in the sign in/out process.



Elsie Lloyd

☒ 07:00 AM - 09:00 AM

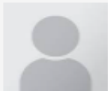
☐ Not Present

IN

07:10 AM

☐ 03:00 PM - 06:00 PM

☐ Not Present



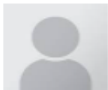
Marina Lloyd

☒ 06:00 AM - 06:00 PM

☐ Not Present

IN

07:10 AM



Tim Lloyd

☒ 06:00 AM - 06:00 PM

☐ Not Present

IN

07:10 AM

Comment...

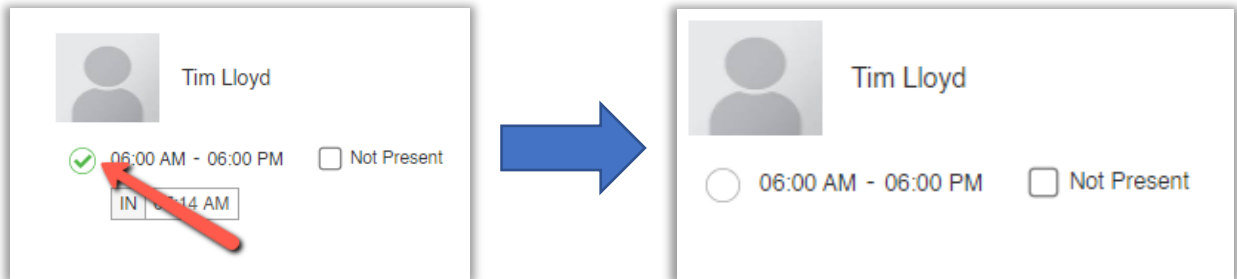
CANCEL

SIGN OUT

SIGN IN

Detailed cont.

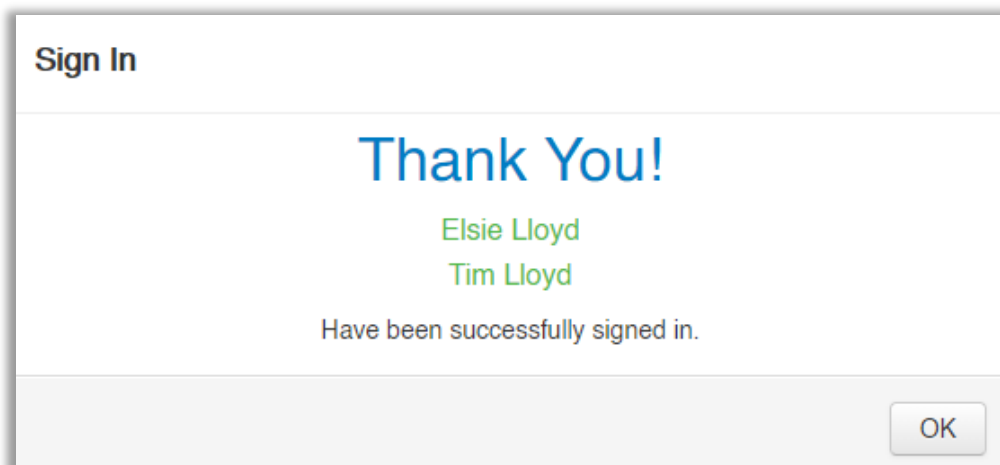
To exclude a child, unselect the green tick:



Or, check the 'Not Present' checkbox to mark the specific child as not present.



Otherwise, clicking the 'Sign In' will mark all ticked children as signed in. This is the same for signing out.



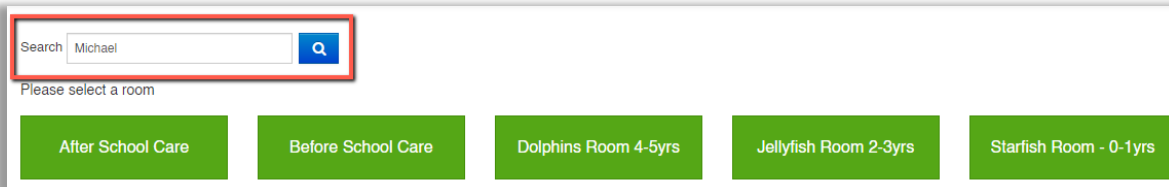
Detailed cont.

Signing In and Out for Casual Sessions

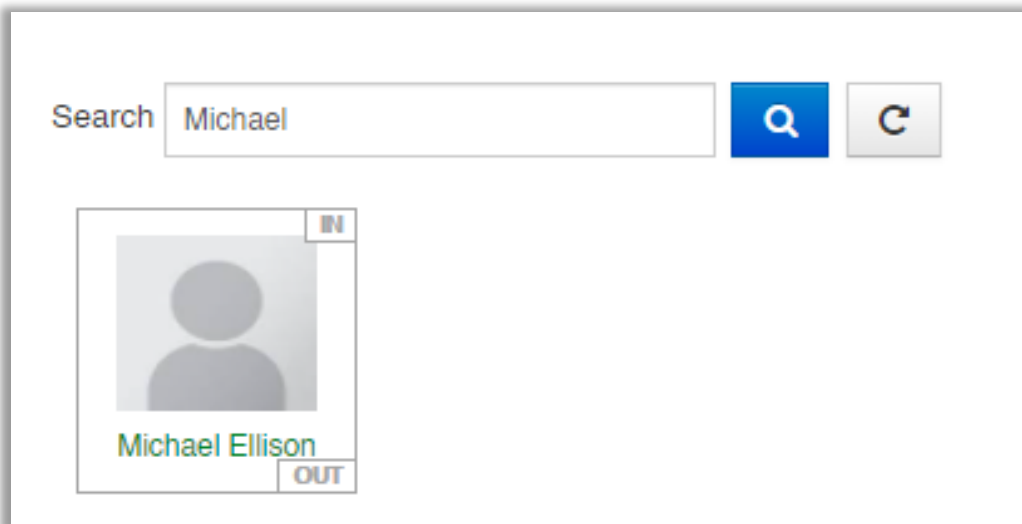
In the event that a child needs to be signed in for a session of care casually (and no daily session exists), the session may still be signed in. If a daily session is created after the Parent/Guardian has signed in and/or out, the e-Signature data will automatically be linked with the session.

Please note that if a casual daily session has been created prior to the Parent/Guardian signing in, the Parent/Guardian may sign in in the usual manner. This process is specifically for when no daily session exists.

To begin, the Parent/Guardian will need to search for their child using the search function on the e-Signature Sign In/Out page:

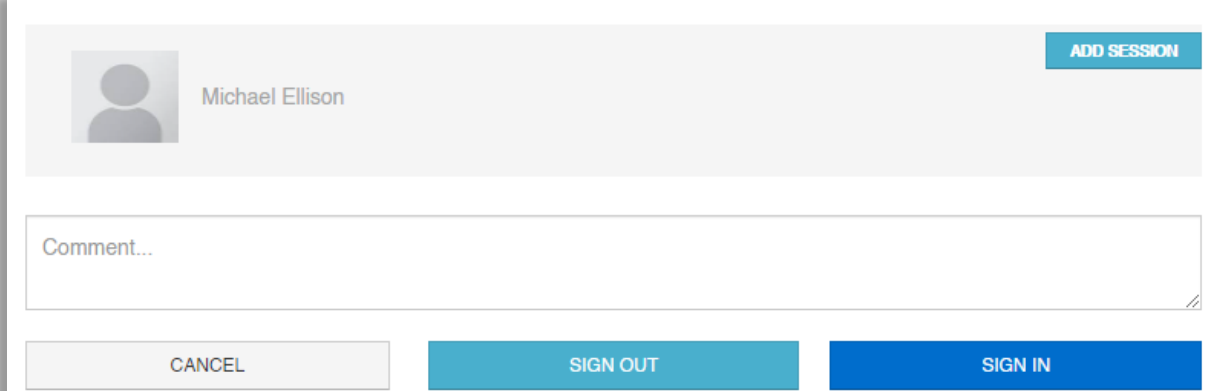


After clicking the  button and locating the child,

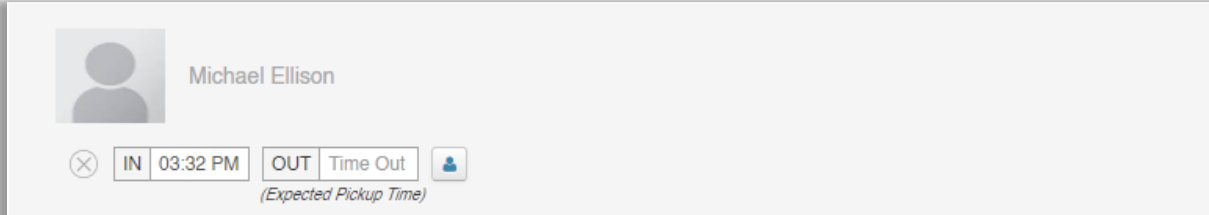


the Parent/Guardian will need to select **their name** and enter **their PIN** and proceed to the Sign In/Out page:

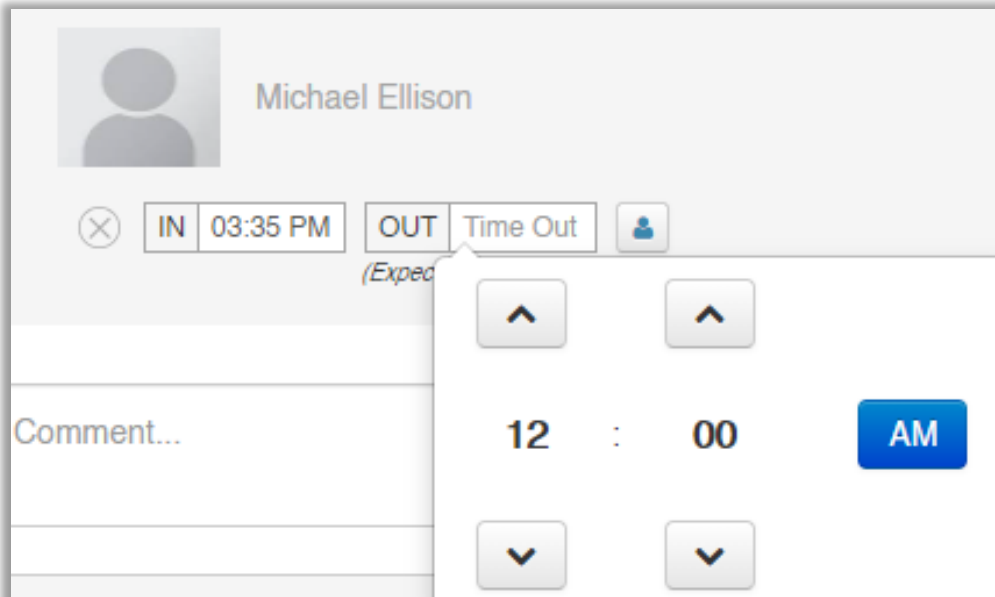
Detailed cont.



Next, the user will need to click the **Add Session** button. This will insert an 'IN' and an 'OUT' box.



The **IN** time will input the current time. The parent/guardian will also need to enter an approximate or 'expected' time **OUT**. To do this click on the Time box, and then toggle between the **hour** and **minute**.



Detailed cont.

From here you can click on the hour and minute times displaying to show more options.

e.g. below image shows more options displaying when we click on the **minutes**:

00	03	06	09
12	15	18	21
24	27	30	33
36	39	42	45
48	51	54	57

This will allow the Parent/Guardian to sign the session out later.

To complete the sign in process, the Parent/Guardian will need to click the **Sign In** button.

NOTE: For service users casually signing in a child/ren who is assigned to **more than one guardian**, a guardian must be selected prior to casually signing the session in. The guardian may be selected by clicking the button:

Jett Connor

IN 04:28 PM OUT Time Out

(Expected Pickup Time)

The guardian who the session of care is being charged to will need to be selected:

Select Guardian

-- Select --

-- Select --

Elliott Connor

Courtney Thompson

OK Cancel

Detailed cont.

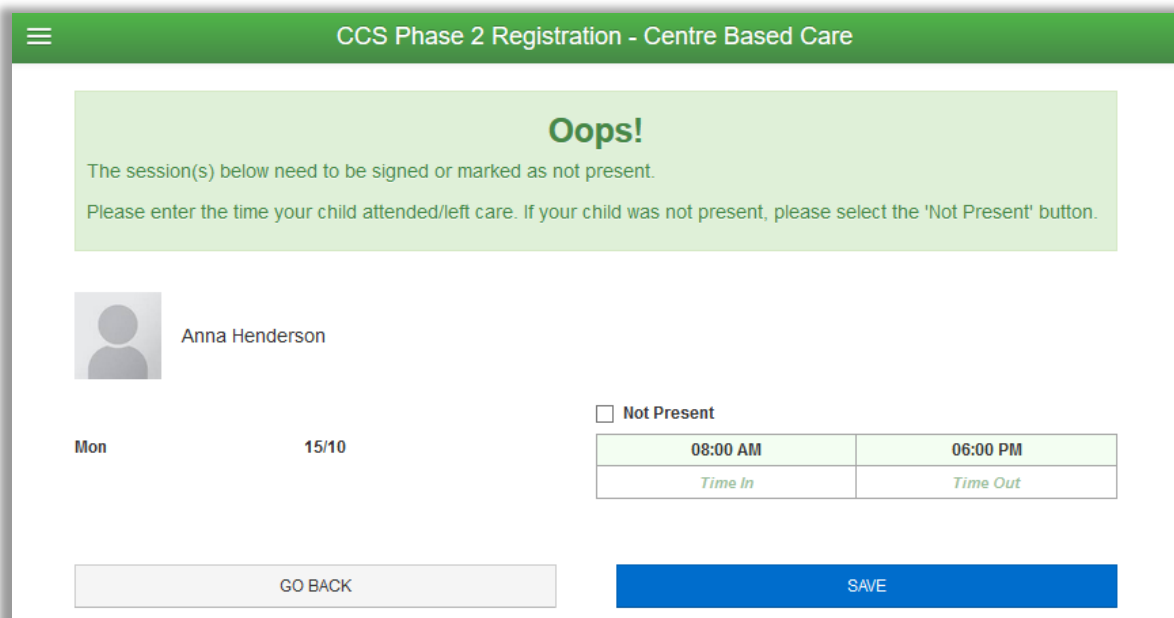
Click the OK button to proceed.

This process will not be necessary if the casual sign in time is being created by the Parent/Guardian as they will be verified and selected when entering their PIN.

OOPS Messages

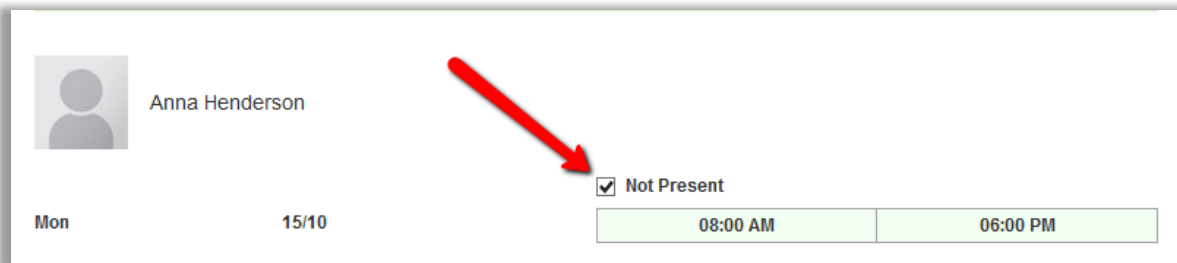
In the event that a parent/guardian does not sign a session in or out, they will be forced to rectify this prior to signing in the current session.

This will be displayed to the parent as part of an OOPS message:



The screenshot shows a web interface titled "CCS Phase 2 Registration - Centre Based Care". A green banner at the top contains the text "Oops!" and instructions: "The session(s) below need to be signed or marked as not present. Please enter the time your child attended/left care. If your child was not present, please select the 'Not Present' button." Below this, a user profile for "Anna Henderson" is shown. To the right of the profile, there is a checkbox labeled "Not Present" which is currently unchecked. Below the checkbox, there is a table with two columns: "Time In" and "Time Out". The "Time In" column shows "08:00 AM" and the "Time Out" column shows "06:00 PM". At the bottom of the interface, there are two buttons: "GO BACK" and "SAVE".

If the child was absent, the user may check the **Not Present** box:



The screenshot shows the same web interface as the previous one, but with the "Not Present" checkbox checked. A red arrow points to the checked checkbox. The "Time In" and "Time Out" fields remain the same: "08:00 AM" and "06:00 PM" respectively.

Detailed cont.

If the child attended, the user will need to click into the boxes enter in the time the child was in and out of the care for the specified date/s:

Anna Henderson

Mon 15/10

☐ Not Present

08:00 AM	06:00 PM
Time In	Time Out

GO BACK

01 : 04 PM

The arrows may be used to adjust the time. Alternatively, click the number directly to use the quick entry option:

☐ Not Present

08:00 AM	06:00 PM
01:04 PM	Time Out

01 : 04 PM

01 02 03 04
05 06 07 08
09 10 11 12

To toggle between AM/PM, click the button:

☐ Not Present

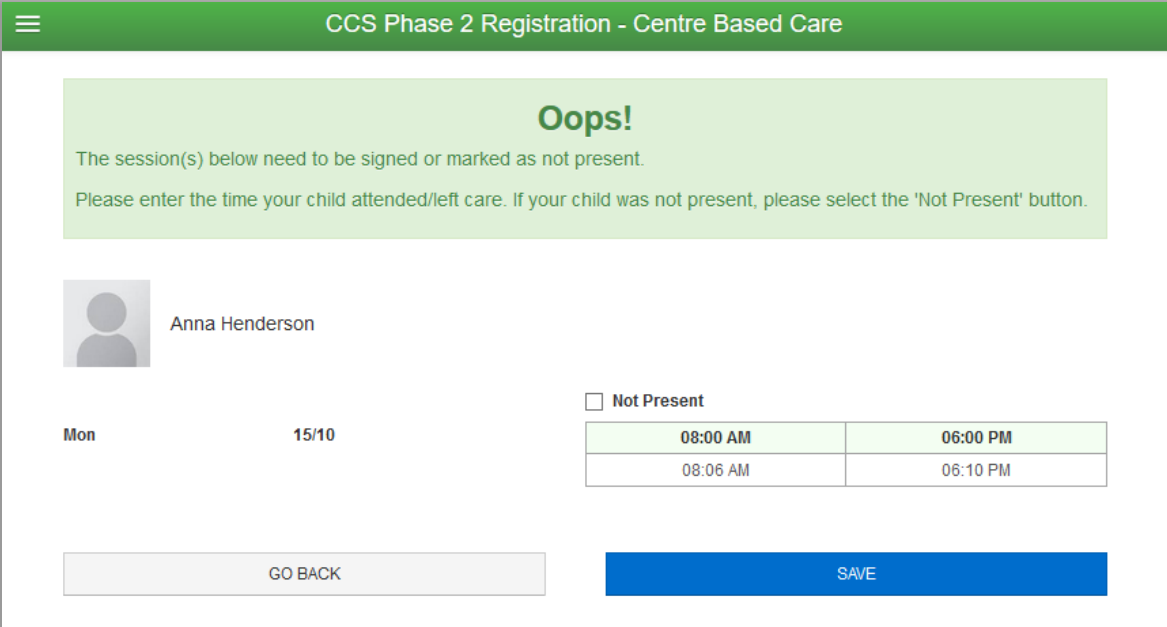
08:00 AM	06:00 PM
01:04 PM	Time Out

01 : 04 PM

PM


Detailed cont.

Ensure all sessions have been marked with 'IN' and 'OUT' times or have been marked as 'Not Present'. You may then click the **Save** button:



CCS Phase 2 Registration - Centre Based Care

Oops!
The session(s) below need to be signed or marked as not present.
Please enter the time your child attended/left care. If your child was not present, please select the 'Not Present' button.

 Anna Henderson

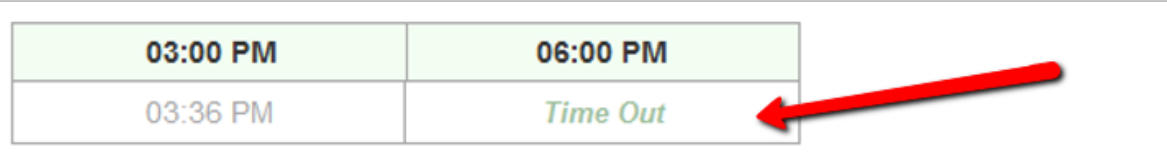
Mon **15/10**

☐ Not Present

08:00 AM	06:00 PM
08:06 AM	06:10 PM

GO BACK **SAVE**

A similar message will display in the event that the user has forgotten to sign out a session. In this case, only a time out will be required:

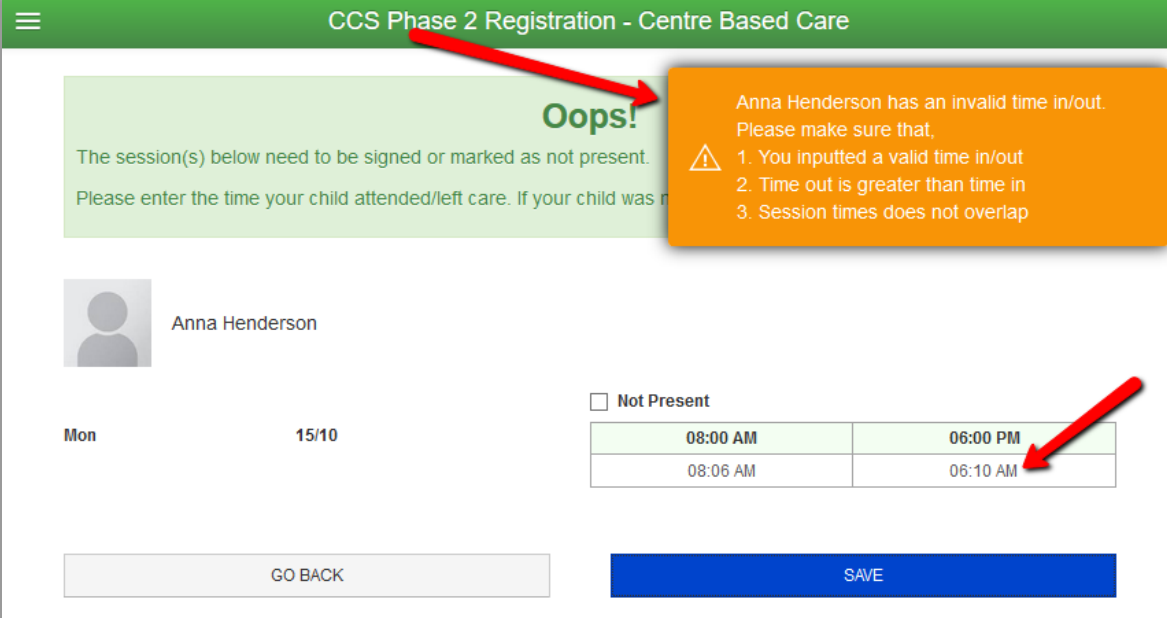


03:00 PM	06:00 PM
03:36 PM	<i>Time Out</i>

A red arrow points to the 'Time Out' text in the second row, second column.

In the event that the data has been entered incorrectly (eg the time in is greater than the time out), an error will display:

Detailed cont.



CCS Phase 2 Registration - Centre Based Care

Oops!

The session(s) below need to be signed or marked as not present.
Please enter the time your child attended/left care. If your child was not present, please select 'Not Present'.

Anna Henderson

Mon 15/10

☐ Not Present

08:00 AM	06:00 PM
08:06 AM	06:10 AM

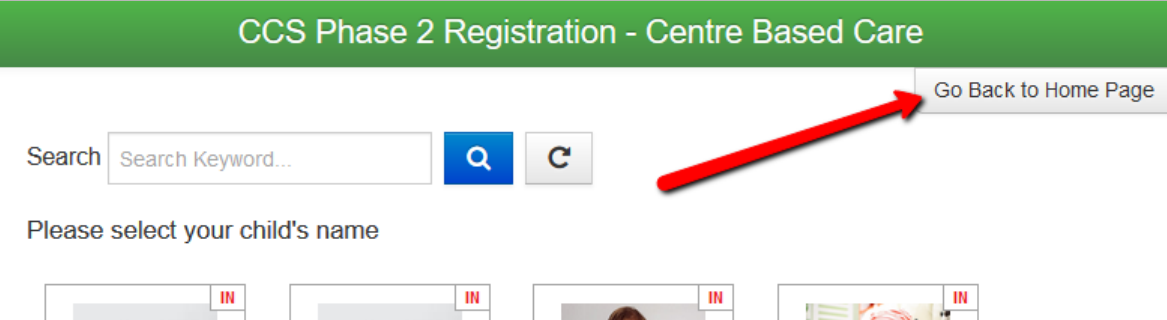
GO BACK SAVE

Error Message: Anna Henderson has an invalid time in/out. Please make sure that,
1. You inputted a valid time in/out
2. Time out is greater than time in
3. Session times does not overlap

The user will need to correct this prior to saving. Once saved, the user will be redirected to sign for today's session.



Closing the e-Signature Sign In/Out Page and Returning to Your Data

To return to your data, you will need to click the **Go Back to Home Page** button:




CCS Phase 2 Registration - Centre Based Care

Go Back to Home Page

Search  

Please select your child's name



You will be required to enter your username and password to return to your data.
Alternatively, you can close the page and reopen the software.

SIGNING IN AND OUT

Troubleshooting

Issue: What do the different IN/OUT colours on the child's place card mean?



Green: This means the child has been signed in/out.

Grey: This means the child is not due to be signed in/out yet. This may mean that their session has not yet started or ended OR it's a casual child who doesn't have a session booked in.



Red: This means the session has started/ended and the child has not yet been signed in/out.

Issue: The child has been Incorrectly signed in or out.

Resolution: If a parent has accidentally signed the child incorrectly the signature can be removed via the dashboard. Once this has been removed the child can be signed in correctly. Please see our tip sheet called **Deleting an e-Signature Entry**.

Issue: Forgot to sign in or out.

Resolution: If the parent forgot to sign in the "in" time can be taken back to a prior time. If they forgot to sign in/out for a previous booked session of care then the parent will receive an OOPS message. Please refer to the section in this document called **OOPS Messages**

Issue: Parent/Contact not showing in authorisation list

Resolution: This can be due to a couple of different reasons, please see the list below of things to check:

1. Check the parent is active

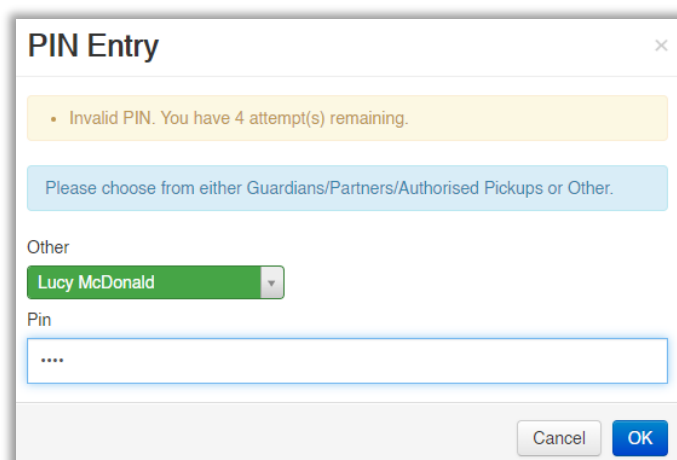
Troubleshooting cont.

2. Has the pin been generated for the parent/contact
3. Check the Start Date
4. Additional check for contacts - while they have a pin they may not have been marked as an authorised pick up.

Issue: A parent/guardian, partner or family contact, service user forget their PIN, how can I help them?

Resolution: You may issue the person a brand new PIN by clicking the **Generate** button for the parent/guardian, partner etc. The new PIN may then be used to sign in and out with. For further instructions please see the tip sheet called *Generating an e-Signature PIN*.

Issue: We are getting an invalid error when trying to sign in a child



The screenshot shows a 'PIN Entry' dialog box with a close button (X) in the top right corner. A yellow error message states: 'Invalid PIN. You have 4 attempt(s) remaining.' Below this, a blue instruction box says: 'Please choose from either Guardians/Partners/Authorised Pickups or Other.' Under the 'Other' section, a green dropdown menu is open, showing 'Lucy McDonald' as the selected option. Below the dropdown is a 'Pin' input field with four dots (****). At the bottom right are 'Cancel' and 'OK' buttons.

Resolution: The invalid message is a true error and can happen for a few reasons:

1. The internet has dropped out for a few seconds and not connected properly.
2. The person isn't selecting their own name (maybe accidentally selecting a parent/partner's name) before trying to sign in, therefore the PIN doesn't relate to the person selected.
3. User may have accidentally entered the wrong PIN. If a PIN is entered incorrectly 5 times consecutively, it will become locked and the user will receive a message stating that their PIN is now invalid. If this occurs, a new PIN may be issued by clicking the **Generate** button for the parent/guardian, partner etc.
4. Auto fill may be turned on in your web browser settings therefore prefilling a incorrect PIN. We highly recommend turning this off in your web browser.