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:
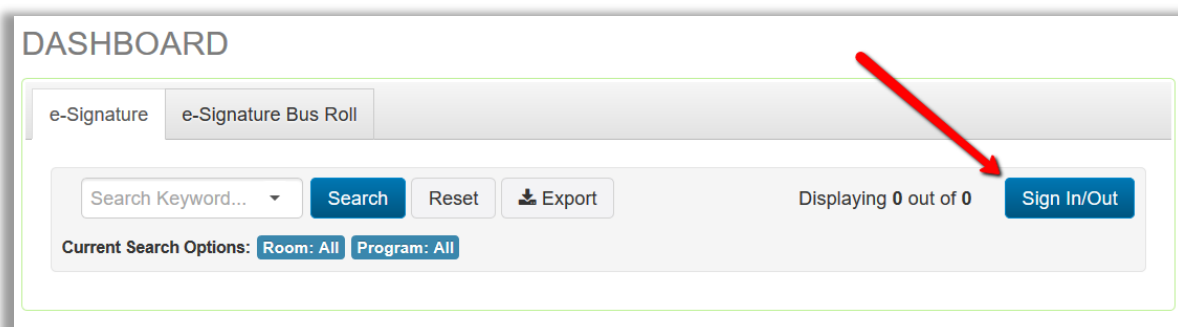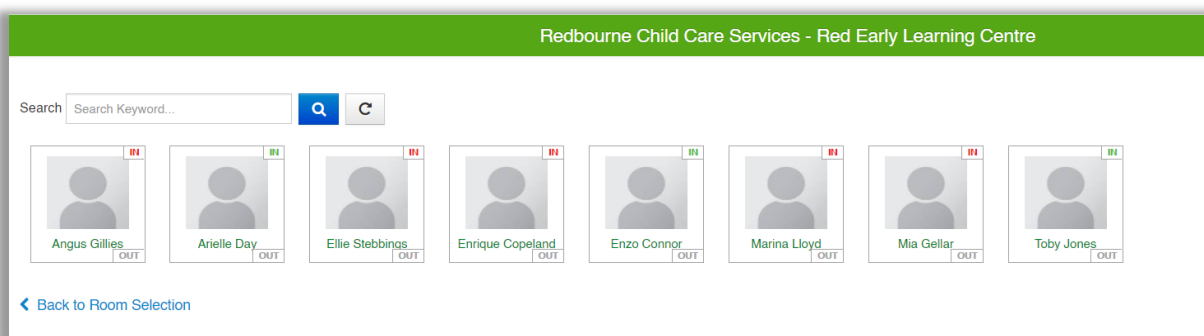

This will open the e-Signatures Sign In/Out page. This is the page you will need to have accessible to families to sign children in and out of care. This is a locked page and a password will be required to return back to your data. This ensures that your data is secure and may not be accidentally accessed.

Depending on the page setting you have selected, the user may need to select a **room** or **program** (or search for the child):
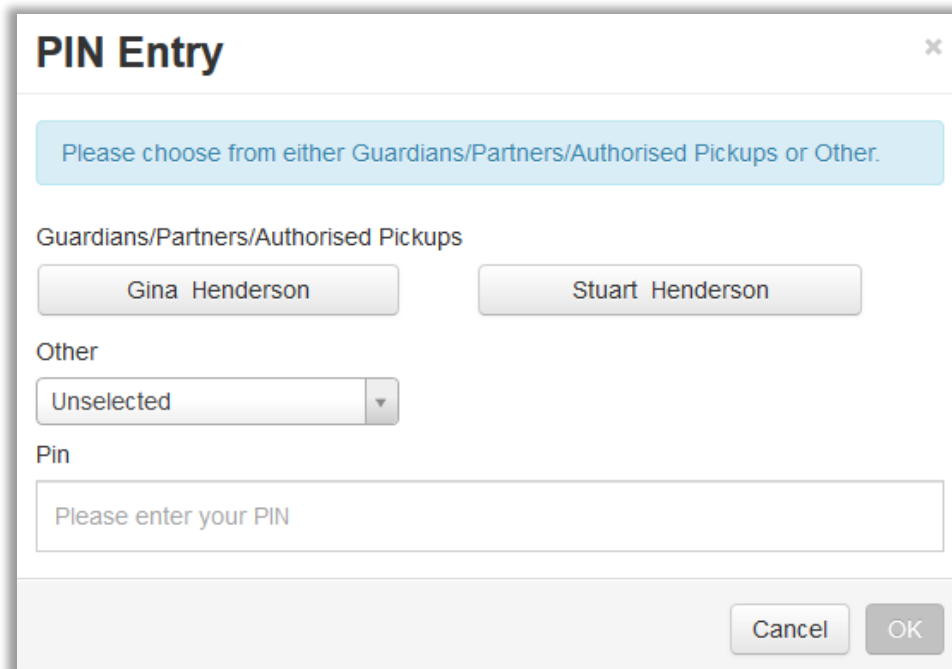
The user will need to select the **child's name placard**.

Detailed cont.

This will open the PIN Entry window:

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

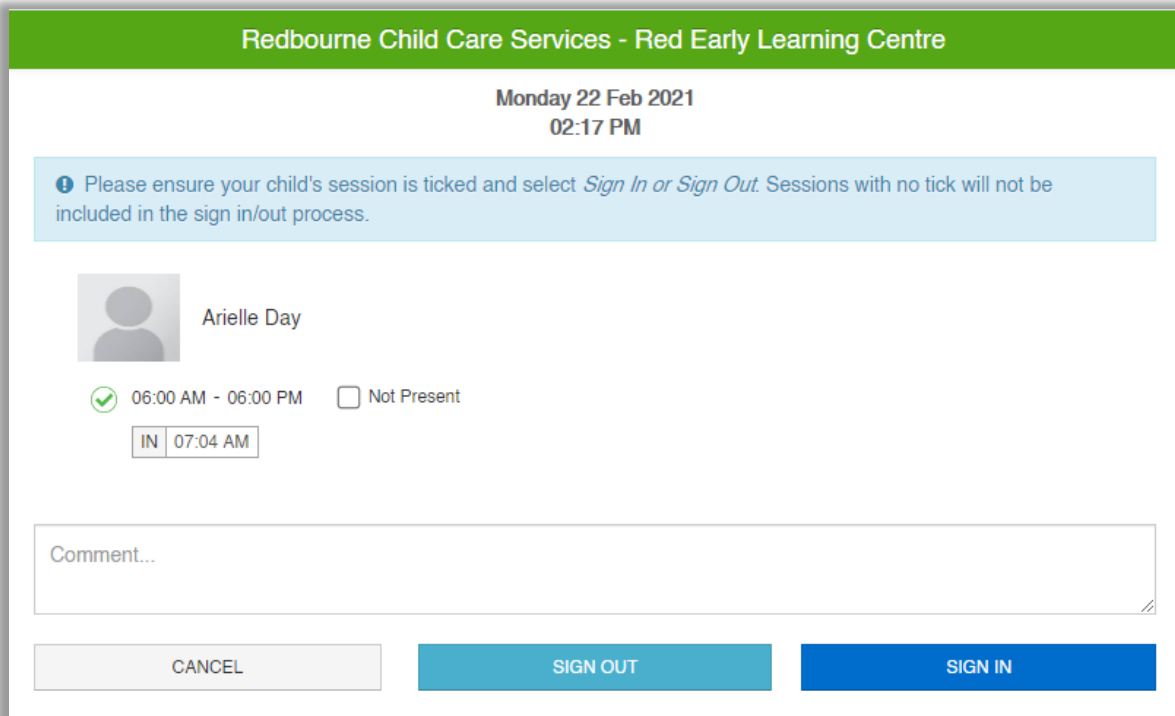Service users (or additional family contacts) will display in the 'Other' dropdown menu.

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

Detailed cont.
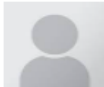
The user will then need to click the **OK** button and the following window will open for the user to sign the child in or out.
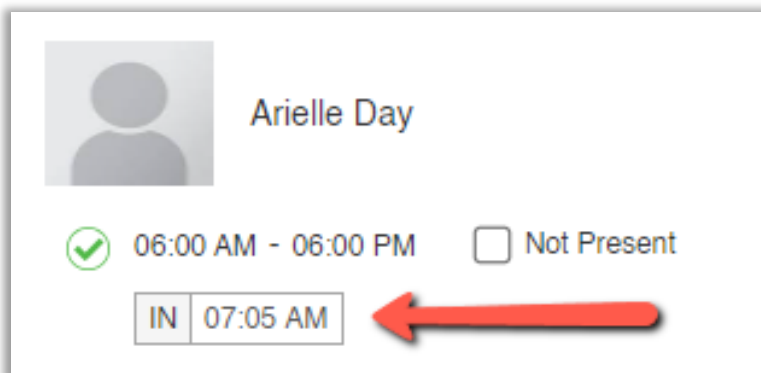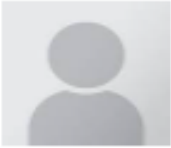
The child's session time will display. Underneath this, the current time will display. This is the time which will be recorded as the child's time IN:
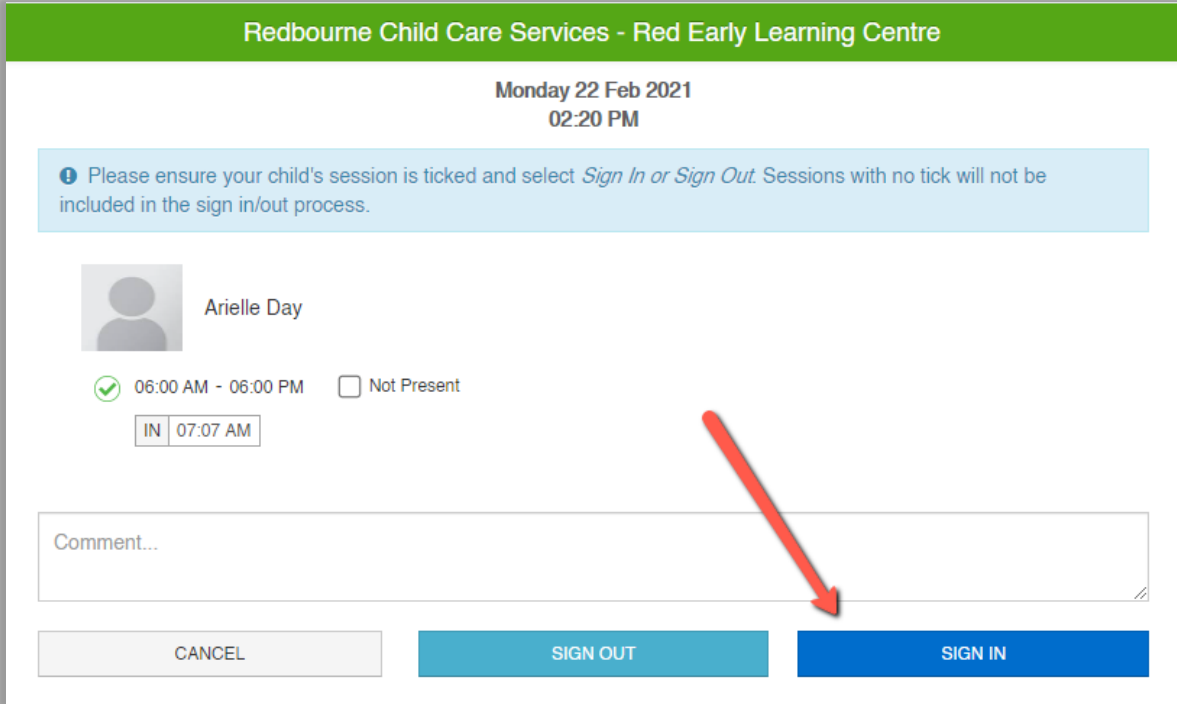

If applicable, a comment may be recorded. This may be viewed by the service.

Click the **Sign In** button:

Detailed cont.
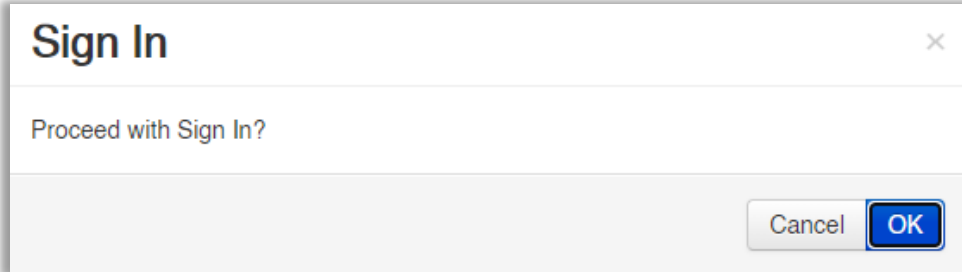
A confirmation message will display, click **OK**:
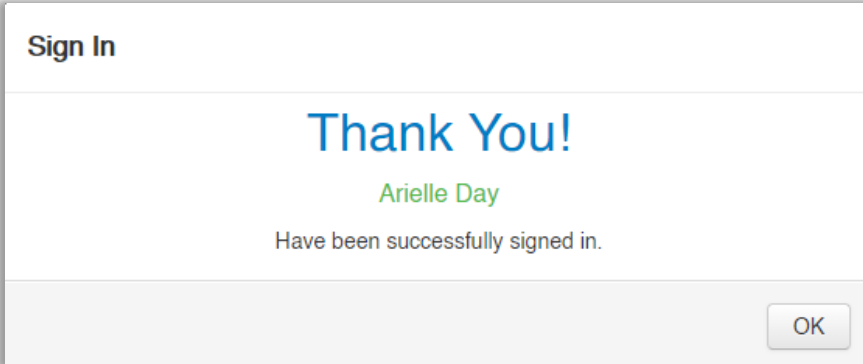
You will receive a successful message.   Click **OK**:
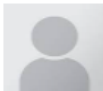
Detailed cont.

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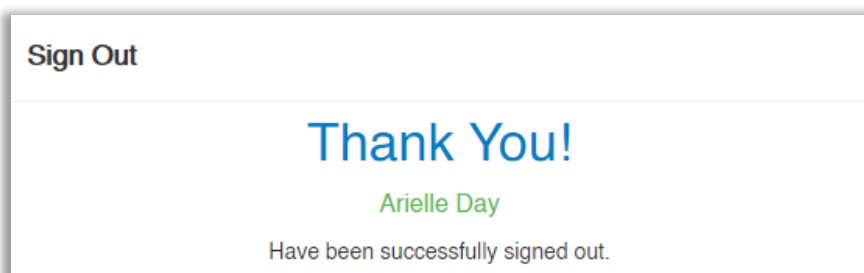

The same process may be followed to sign a child out.
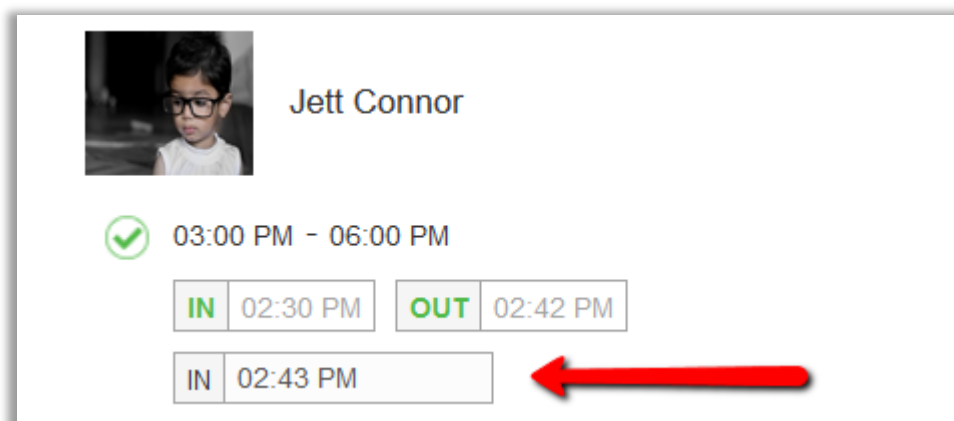

The OUT displays in black and includes the current time. Click the Sign Out button to sign the child out and again you will receive a successful message:

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 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.

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.
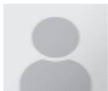
Detailed cont.

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:
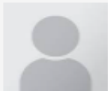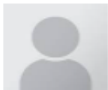
Detailed cont.

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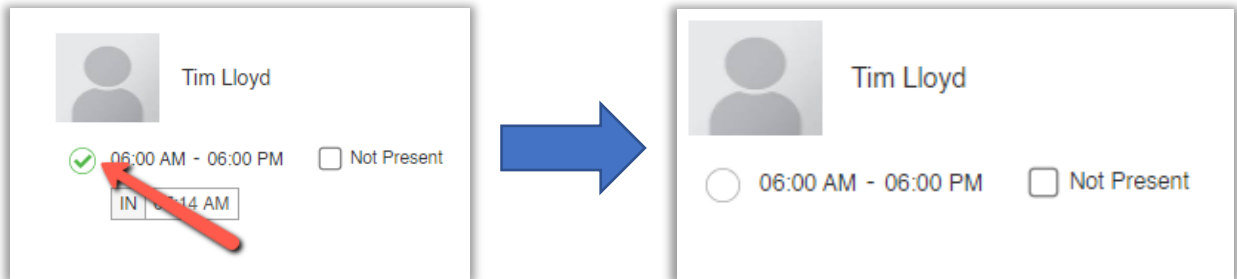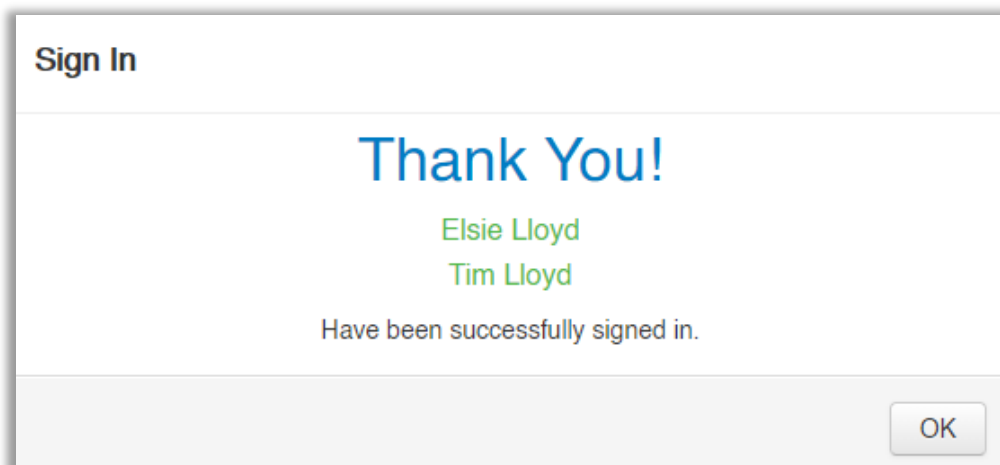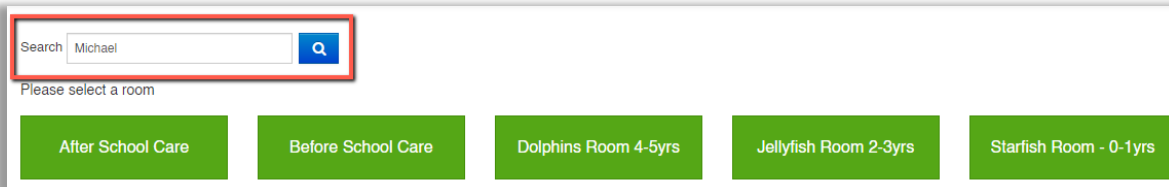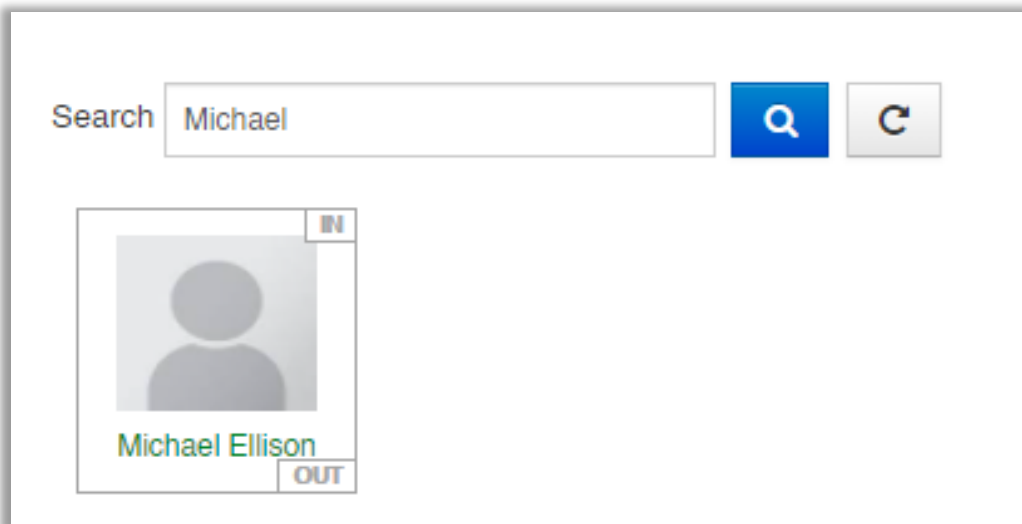
Please note that if a casual daily session has been created prior to the Parent/Guardian signing in, the Parent/Guardian may sign in in the usual manner. This process is specifically for when no daily session exists.

To begin, the Parent/Guardian will need to search for their child using the search function on the e-Signature Sign In/Out page:
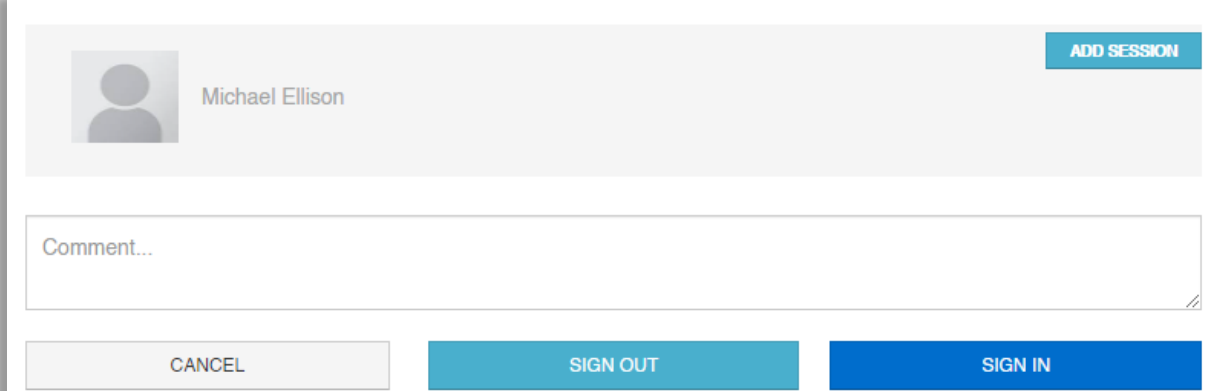
After clicking the button and locating the child,
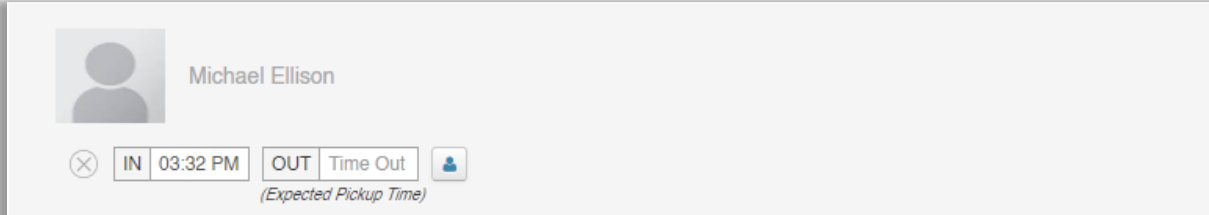
 the Parent/Guardian will need to select **their name** and enter **their PIN** and proceed to the Sign In/Out page:

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.

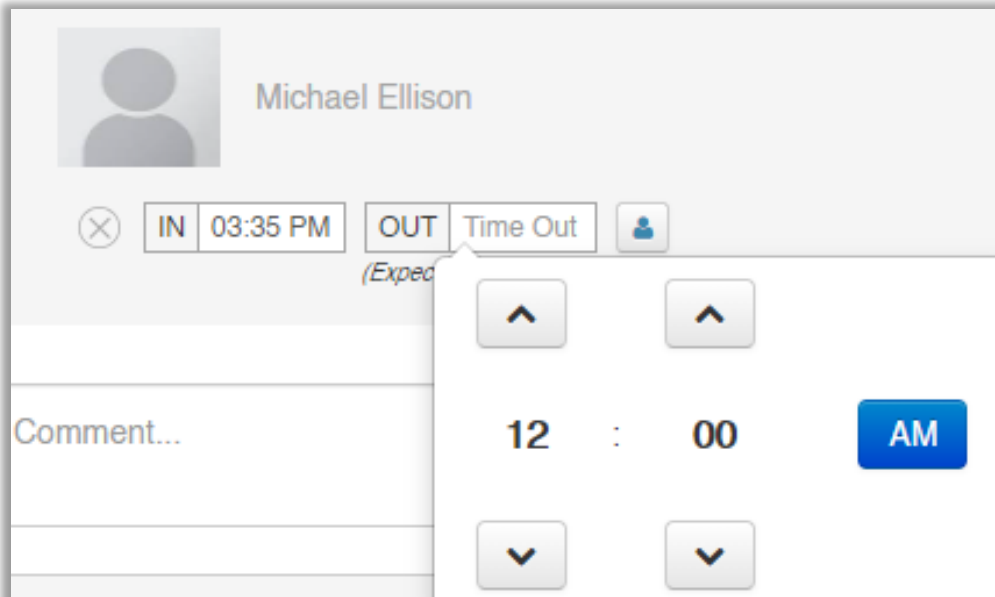From here you can click on the hour and minute times displaying to show more options.

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

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:

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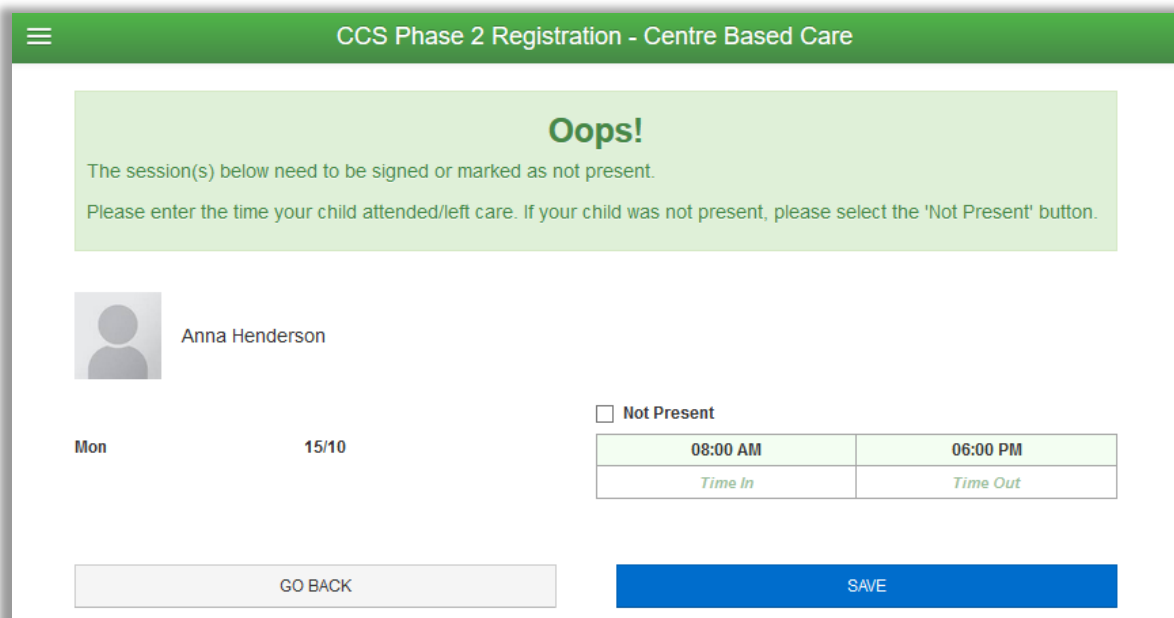
Detailed cont.

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.
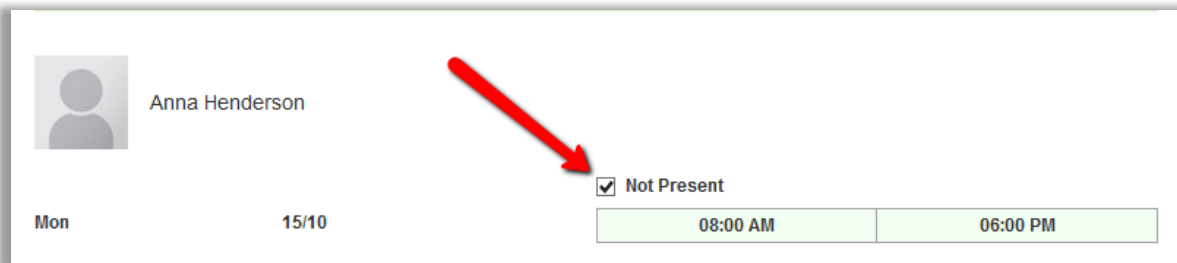
OOPS Messages

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**:

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

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:

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

To toggle between AM/PM, click the button:
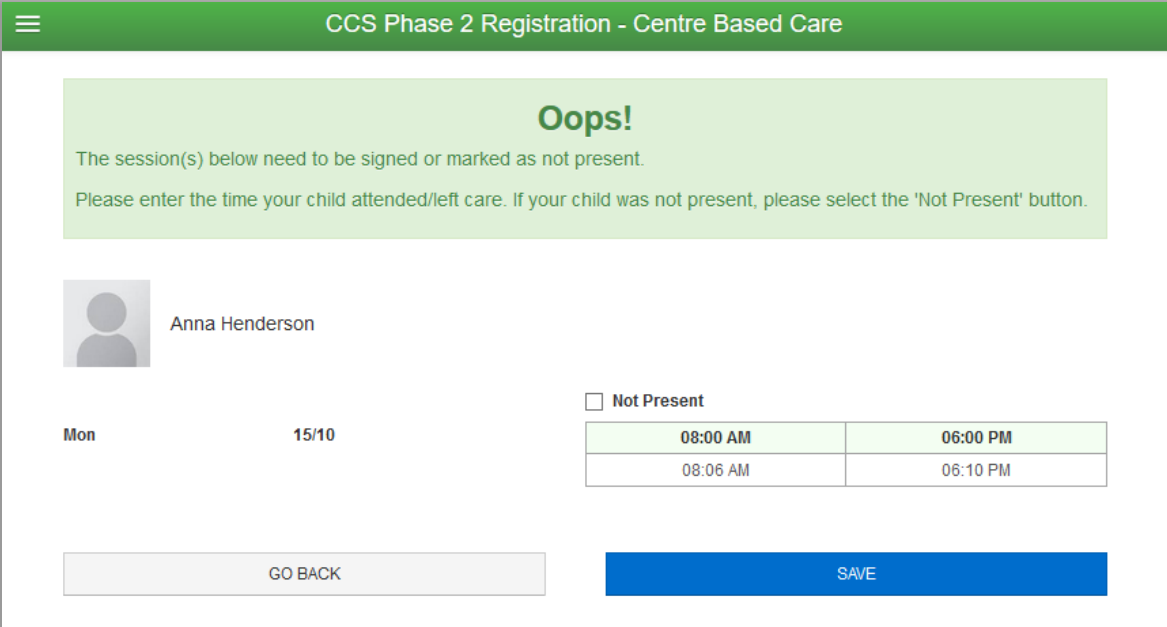
Detailed cont.

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:
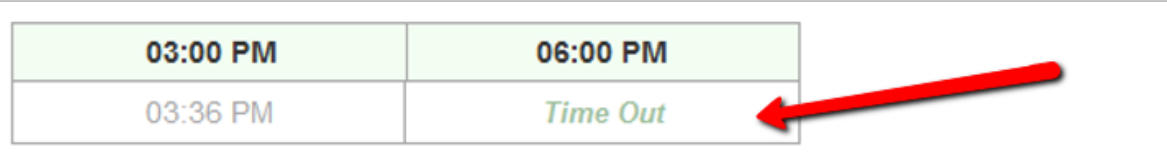
A similar message will display in the event that the user has forgotten to sign out a session. In this case, only a time out will be required:
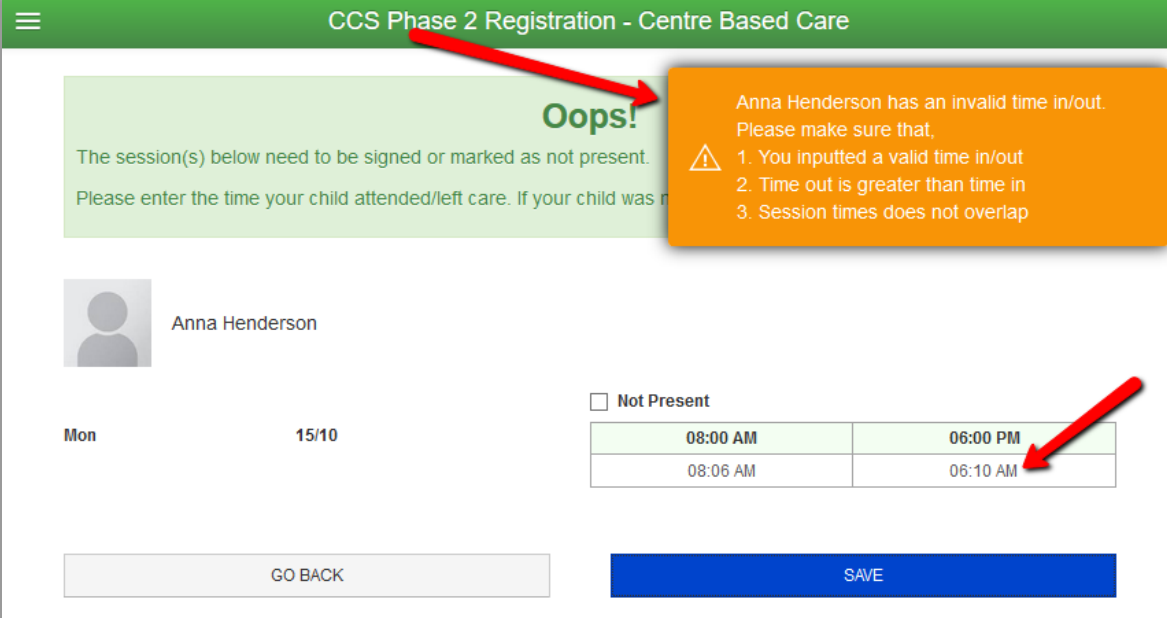
In the event that the data has been entered incorrectly (eg the time in is greater than the time out), an error will display:

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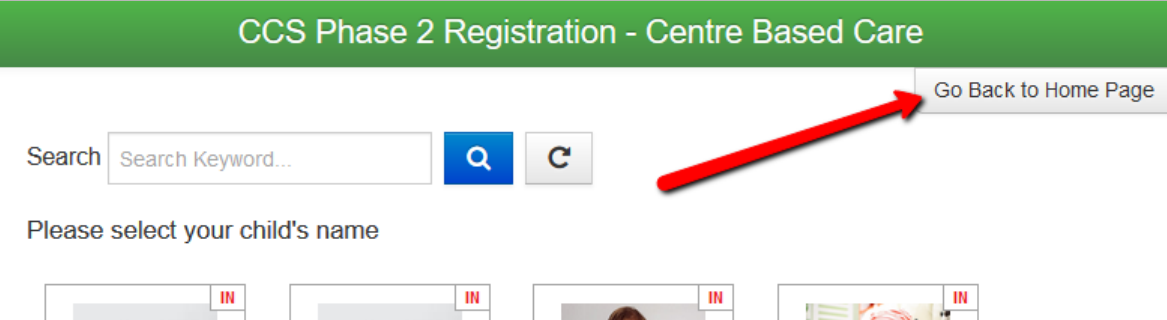
The user will need to correct this prior to saving. Once saved, the user will be redirected to sign for today's session.

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:

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 accidently 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:
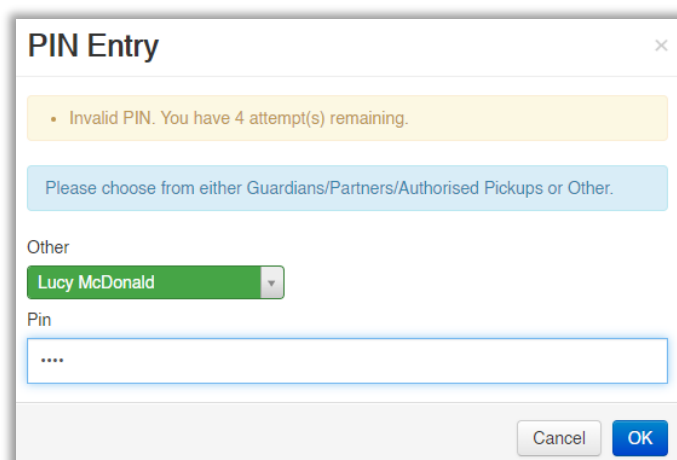
1. Check the parent is active

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

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.