

Parent Attendance Support

What you are trying to do	Task	What to do	Problem
Getting Started	Create your online account	<ul style="list-style-type: none"> Go to: https://childcare.twc.texas.gov/KinderConnect Follow the instructions to register. 	Can't create account? Contact support
Signing In/Out (Every Day)	Record your child's arrival or departure.	<ul style="list-style-type: none"> Use the tablet (KinderSign) at your child care provider's location. Enter your phone number. If it's your first time, create a PIN. 	Need help signing in? Ask your child care provider. Can't change attendance? Speak to your child care provider; they can correct it.
Reporting Absences (When Your Child Is Sick/Away)	Let the center know when your child won't be there.	<ul style="list-style-type: none"> Download the KinderSmart app on your phone. Scan the QR code from your KinderConnect account (website) to register the app. 	Can't register the app? Log into KinderConnect to find the QR code or contact support.

Common Questions and Answers

Question	Answer
What if the tablet is offline?	Sign in/out as usual. It will update automatically when the tablet reconnects.
Can I record attendance from past days?	Yes, using the tablet at the center. But you can only record for the past 6 days.
What if there is a wrong day or time?	Speak to your child care provider.
What if KinderConnect says the attendance is wrong?	You only need ONE sign-in OR sign-out time per day. Just add the missing one.

Need Help?

KinderConnect Support: *Monday - Friday, 6 AM to 9 PM (Central Time)*

- Call: 1-888-265-6461
- Email: supportTX@kindersystems.com
- Online Help: <http://tx3c.info/>

Ask your Child Care Provider: They can help with most sign-in/out and attendance related questions