IVR PARENT QUICK REFERENCE GUIDE
for the New Jersey e-Child Care System (New Jersey ECC)

This guide outlines the most common functions for the New Jersey ECC Parent IVR.
Parents and designees may contact the IVR for check-in, check-out, previous check-in, previous check-out, absence, and sick transactions. The steps for these actions are shown here.

Check-In Transaction

IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a current child check-in, press 1.	Parent presses 1, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-in this child. If you would like to check-in another child press 1. If you are finished checking in your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.

Check-Out Transaction

IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a current child check-out, press 2.	Parent presses 2, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-out this child. If you would like to check-out another child press 1. If you are finished checking out your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.

Absence and Sick Transaction

IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To record a sick day press 2. To enter an absence press 3.	From the options provided, Parent presses 2, if reporting a sick day, or 3, if entering an absence.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
For child care provider, (Facility Name), press 1. For child care provider, (Facility Name), press 2.	Parent presses the number which identifies the appropriate provider facility to apply the absence/sick day to.
Enter the 2-digit month and 2-digit day representing the date of the absence/sick day for this child.	Parent enters the 2-digit month and 2-digit day. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully recorded (an Absent day/ a Sick day). If you would like to record another (absence/sick day), press 1. If you would like to return to the main menu, press 2. To end the call, press 3.	If more absent/ sick days are to be recorded, Parent presses 1. If Parent has additional Check-In/Out entries to complete, press 2. If finished, Parent presses 3 and the system ends the call.

Previous Check-In Transaction

IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter you PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a child check-in for earlier today or a previous day, press 3.	Parent presses 3, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the date for the previous check-in. Please enter a 2-digit month and a 2-digit day.	Parent enters the 2-digit month and 2-digit day. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the hour number from 1 to 12.	Parent enters a 2-digit hour number.
Enter the minute from 0 to 59.	Parent enters a 2-digit minute number.
For AM, press 1. For PM, press 2.	Parent selects AM or PM. . The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-in this child. If you would like to check-in another child press 1. If you are finished checking in your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.

Previous Check-Out Transaction

IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a child check-out for earlier today or a previous day, press 4.	Parent presses 4, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the date for the previous check-out. Please enter a 2-digit month and a 2-digit day.	Parent enters the 2-digit month and 2-digit day. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the hour number from 1 to 12.	Parent enters a 2-digit hour number.
Enter the minute from 0 to 59.	Parent enters a 2-digit minute number.
For AM, press 1. For PM, press 2.	Parent selects AM or PM. . The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-out this child. If you would like to check-out another child press 1. If you are finished checking out your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.

eCc
E-CHILD CARE

New Jersey
ECC Parent Helpline
1-800-997-3333

This guide outlines the most common functions for the New Jersey ECC Provider IVR.
Providers may contact the IVR for attendance information, voiding transactions, and support questions.

Reporting POS Equipment Problems

IVR Response	Action
Provider e-Child Care number	1-877-516-5776
For English press 1 Para Espanol oprima 2	Provider selects language
If you are having trouble with your POS equipment, press 1 To confirm attendance information, press 2 To transfer to a customer service representative press 3	Provider presses 1 and follows troubleshooting prompts.

Confirm Attendance for Child

IVR Response	Action
Provider e-Child Care number	1-877-516-5776
For English press 1 Para espanol oprima 2	Provider selects language.
To Confirm Attendance Information Press 2	Provider presses the number 2.
Please enter the Case ID followed by the pound sign.	Provider enters the child's case ID followed by the pound sign.
Enter the 2-digit child number followed by the pound sign	Provider enters the 2-digit child number (01, 02 etc) followed by the pound (#) sign
To hear attendance for today, press 1, To hear attendance for another date, press 2	Provider selects 1 or 2 to hear the requested date.
Enter the 2-digit month and 2-digit day representing the date you wish to check.	Provider enters the date and the IVR plays back the date that was entered
If date is correct, then attendance details are given to caller followed by the menu options below:	IVR plays back child number and indicates "is recorded as present"
Menu Options: Press 1-repeat information Press 2-void all transactions for this child and for this date Press 3-Another date/same child Press 4-Another child/same case Press 5-Another child/different case Press 6-Main Menu Press 7-End Call Press 8-Repeat options	Provider can select any option from the attendance menu.

How to Void an ECC Transaction

IVR Response	Action
Provider e-Child Care number	1-877-516-5776
From the main menu press 2 for attendance information	Provider enters 2
FOLLOW THE STEPS TO CONFIRM A CHILD'S ATTENDANCE.	FOLLOW THE STEPS TO CONFIRM A CHILD'S ATTENDANCE Press 2 to VOID Transactions.
You have requested to void all attendance data for child number [##] For [this date]. This will permanently remove the attendance data from the records. To continue with voiding this attendance data, press 1. To cancel this void request, press 2	Provider presses 1 to void or 2 to cancel.
This attendance report has been successfully voided.	No action required.
To hear information for the same child for a different date, press 1. To hear information on another child with the same family case number, press 2. To hear information on another child with a different family case number, press 3. To return to the main menu, press 4. To end this call, press 5. To repeat this menu, press 6.	Provider is returned to the main menu for additional selections.

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