WHY SHOULD I USE THIS SYSTEM?

CAPS Online was designed and developed to satisfy a directive from OCFS for NYC that by October 1, 2020, ACCIS would have a program to collect time-in/time-out attendance data from childcare programs and providers that serve subsidized children. Due to the COVID-19 pandemic the timeline was extended.

The CAPS Online attendance system will help to ensure a standardized method to track the time for children when care has been authorized. The system will satisfy state requirements including that a provider eligible to care for subsidized children maintain daily attendance records including date of attendance, arrival and departure times, and notation of full day absences [18 NYCRR 415.12(a)(2)]. State social services law requires, “Such care may be provided only in cases where it is determined, under criteria established by the department, that there is a need therefore because of inability of the parents to provide care and supervision for a substantial part of the day and that such care is in the best interest of the child and parent.”

In addition to satisfying state requirements, this system will help to increase accuracy in recordkeeping as well as faster payments to you since monthly submissions are electronic. You can access the system with a computer or mobile device.
CREATE A NYC ID

The first step to accessing the CAPS Online system is to create a NYC ID.

a.) If you **do not have** a NYC ID please see Step 1 below and proceed with creating your account

b.) If you **do have** a NYC ID please skip to Step 12 below.

1. Go to the URL:  **https://a069-capsonline.nyc.gov**
2. Click on “Create Account”

3. Enter your email address.
   You must create your NYC ID with your email address. Your email address must not contain the following domain names: nyc.gov, nypd.org, queensda.org, specnarc.org, brooklynda.org, dfa.state.ny.us, trs.nyc.ny.us, nycers.org, nyccfb.info, ibo.nyc.ny.us, queenscountrypa.com, statenislandusa.com, or nychhc.org.

Create Account

- All fields are required.

**Email or Username**

- **Email Address or Username**
  user.name@gmail.com

- **Confirm Email Address or Username**
  user.name@gmail.com
4. Enter a password. *(If the password is acceptable, the message “Password Good” will display below.)*

5. Enter the password again to verify.

6. Select the dropdown and security question of your choice.

7. Enter your answer in the field below.

8. Accept the terms by selecting the checkbox.

9. Select the **Create Account** button.
10. Once the information has been submitted, an email confirmation will be sent to the email address provided. Open the email and select the link in the email to confirm your email address.

11. A confirmation page will appear. Select the **Profile** button in the upper-right hand corner. *(Note: you must complete this step before trying to log in. If you try to log into CAPS Online without updating your first and last name in the Profile section, the system will display an error message.)*
12. Log into your NYC ID account with the email address and password you created. (If you already have an existing NYC ID, log in with your email address or username at the following URL: [https://www1.nyc.gov/account/user/profile.htm?spName=capsonline](https://www1.nyc.gov/account/user/profile.htm?spName=capsonline))

13. Once logged into your NYC ID account, select the Name tab and enter the appropriate information. Then click Save Changes.
14. Select the **Email Address** tab. Your email address should display in the appropriate fields. If your email address displays in the appropriate fields, your NYC ID account has been created and you will be able to successfully log in and use the CAPS Online system. 

**If your email address does not appear, you must enter your email address into the appropriate fields, select Save Changes, and continue to step 15 below.**

15. Once the information has been submitted, an **email confirmation** will be sent to the email address provided. Open the email and **select the link in the email to confirm your email address.**

After this information has been completed, you will be able to successfully log in and use the CAPS Online system.
RECORDING TIME – ENTERING ATTENDANCE

The Attendance dropdown has choices for daily and weekly attendance entry, as well as a monthly preview.

Daily Time Entry allows you to enter attendance for one or multiple children, one day at a time. Weekly Time Entry allows you to enter an entire week’s attendance, but only for one child at a time. It is your choice to enter time-in/time-out information in the system using the Daily Time Entry or the Weekly Time Entry. Factors you will want to consider include the number of children for which you are recording time and whether you are entering information using a smartphone, tablet, or computer. Large programs with hundreds of children may make a different choice than a home-based provider serving a smaller number of children. You may choose to record your attendance data on paper as you currently do and then enter the attendance information into CAPS Online at a later time.

Time must be reflected in 15-minute increments. The decision to record time in 15-minute intervals reflects the practice in all other local social service districts in NYS. Round up or down to the closest time when recording your time.

Examples:
   a. For 9:05 arrival – input on 9:00am
   b. For 9:10 arrival – input on 9:15am
   c. For 4:05 departure – input 4:00pm
   d. For 4:10 departure – input 4:15pm

This requirement is due to multiple factors including, but not limited to:

- State requirements (laws, regulations, policies)
- Consistency with state practice
- Programming capability
- Operational requirements
- User feedback
DAILY TIME ENTRY

Clicking on Daily Time Entry in the Attendance dropdown menu takes you to the current day’s table of all the children you care for. Each column header allows you to sort the data by ascending or descending order.

UNDERSTANDING THE LEGEND

A legend appears at the top of the screen to let you know the symbol for each possible attendance status regarding a child. These symbols will appear in the Action column after the time-in/time-out has been recorded and saved. The legend appears in the Daily Time Entry, Weekly Time Entry, and Monthly Preview.

- **Absent (Purple)**: An absence has been entered for that day and child
- **Closure (Brown)**: A closure has been entered for that day
- **Not Entered (Red)**: No attendance has been entered (neither time-in/time-out nor absence) for that day and child
- **Attended (Green)**: A time-in/time-out has been entered for that day and child
- **Not Enrolled (Blue)**: The child is not enrolled on that day (this includes weekends)
- **Submitted (Black)**: Attendance for that day has been entered and that month’s attendance has been submitted for processing
The following steps illustrate how to enter attendance using the Daily Time Entry option.

1. Select the **Attendance** dropdown and select **Daily Time Entry**.

2. Daily time entry will open for the current day. You may choose a different day by clicking on the field under **Select Date** or using the arrows to move to the previous or following day.

3. Enter time in 15-minute increments in the **Time-In** and **Time-Out** columns. *(Note: time-in/time-out are recorded in military time.)* If the child was absent, select the checkbox in the **Absence** column.

4. Click **Save** at the bottom once you are finished.
In cases where you need to enter a **second time-in/time-out**, (for example, if a child needs to leave care during the day because they have a doctor’s appointment), follow the steps below to access the individual Daily Time Entry page for that child.

1. Select the 📋 icon in the Action column to view the details for a specific child.

2. Enter the second time-in time-out in the appropriate fields. Enter time in 15-minute increments. If the child was absent, select the checkbox at the bottom.

3. Select **Save** when you have completed your work.
WEEKLY TIME ENTRY

Weekly Time Entry allows you to enter attendance for one child for the entire week, with the option of entering more than one time-in/time-out per day for the same child.

1. Select the Attendance dropdown and select Weekly Time Entry.

2. When you select Weekly Time Entry, there are options to search by Case Information or Attendance Month. Select Attendance Month. (Note: The Case Information option is only used for retroactive time entry. See “Entering Attendance Retroactively” on page 21).

3. Choose the month for which you would like to enter time-in/time-out and then click Search to view the child records for that month.
4. To enter a child’s time-in/time-out for the week, select the icon in the **Action** column beside the child.

(Note: Clicking on the Child Number and Child Name column headers allows you to sort the data in ascending or descending order. If you care for more than 10 children, you will be able to filter by Age, Level of Care, or both.)

After selecting a child, the **Weekly Time Entry** screen will display for that **one child**. From here, you may record time-in/time-out and absences. If you cannot complete all at one time, you may save your work at any time and return to complete it later.

5. Enter the time-in/time-out for each day. Time must be entered using 15-minute increments in the system. *(Note: time-in/time-out is recorded in military time.)*
If you need to enter a second time-in/time-out you may do so in the appropriate fields (for example, if a child needs to leave care during the day for a doctor’s appointment and they return at a later time).

6. After entering all times or recording absences, scroll to the bottom of the page and select Save.

7. Select Submit in the confirmation popup that appears.

NOTE: CANCEL, EDIT, OR DELETE ENTRIES

In CAPS Online, an error message (see below) will appear if you try to leave the Daily Time Entry or Weekly Time Entry screens while there are unsaved entries in the roster. Before leaving the page, you must either save your entries by selecting Save, or cancel your entries by selecting Cancel. After selecting Cancel, any unsaved entries and or edits you made to your roster will be cleared.

Note that entries that have been submitted in Monthly Preview but not yet processed for invoicing cannot be edited (see “Submitting Monthly Attendance” on page 19).
MONTHLY PREVIEW

Selecting Monthly Preview in the Attendance dropdown gives you an overview of all the children cared for in that month.

This is also where you submit attendance records for processing after you have entered the full month’s attendance for the children in your roster. In the example below the Current Service Month is listed as March. This means that we are submitting child attendance records for processing and payment for the month of March.

If you care for more than 10 children, you can use the filters on the left side of the screen to filter by status and service month. You can also select the rows dropdown on the right side of the screen to display up to 50 child records per page. Clicking each column headers allows you to sort the data in ascending or descending order. The icon in the Action column allows you to see the entire month, correlating to the legend, for that child.
To view an overview of the monthly attendance for a specific child, select the icon in the Action column. This popup (pictured below) will display the entire month’s activity for that one child and correspond to the legend on the Monthly Preview screen.

In the example below, attendance has been entered for this child for six days in March (March 15-17, 22, 25, 29). The child was absent on March 18, and attendance still needs to be entered for the remaining days of the month, as shown by the red icons.

**TYPES OF RECORDS IN MONTHLY PREVIEW**

The **Status** column will tell you the status of each child record for the current service month.
The status of your attendance records is also shown in the top-left corner of the Monthly Preview page. The **Current Service Month** is the latest month that has not yet been processed for claiming and the most recent month for which attendance can be submitted in Monthly Preview.

Below is a list of descriptions for the statuses of each type of child record displayed in the Monthly Preview screen.

- **Incomplete**: A child record is “incomplete” if there is at least one day during the **Current Service Month** for which an entry is missing (i.e. a time-in/time-out, an absence or a closure). Entries must be completed for those days in Daily Time Entry or Weekly Time Entry for that child. A child record marked as **Incomplete** for the Current Service Month cannot be submitted in Monthly Preview.

- **Completed**: A child record is “completed” if there is an entry entered for every day of the **Current Service Month** for that child (i.e. a time-in/time-out, an absence or a closure), but the record has not been submitted for processing yet. The record is ready to be submitted in Monthly Preview.

- **Submitted**: A child record is “submitted” if the record has already been submitted for the Current Service Month in Monthly Preview. Entries for that child can no longer be edited in Daily Time Entry or Weekly Time Entry until the **Current Service Month** is closed for processing of the claim. Invoice processing usually takes 3-5 business days.

The remaining statuses (under **Others**) may apply to child attendance records from the current service month or from months **prior to the Current Service Month**:

- **Completed**: A child record is “completed” if the record falls in one of the two following scenarios:
  - The child record had not been submitted for a month prior to the **Current Service Month** and is ready to be submitted for that month, or;
  - The child record has already been submitted and processed for claiming for a month prior to the **Current Service Month**, however at least one daily entry has
been edited in Daily Time Entry or Weekly Time Entry since that month’s closing, and the record is now ready to be re-submitted for an adjustment of the claim for that month

- **Non Submittable**: There are several actions that will trigger an attendance record to be temporarily moved into “non-submittable” status including:
  - Enrollment modifications – dropped enrollment, modified enrollment, new enrollment;
  - Anything that updates parents’ fee – income modifications, family size modifications, fund stream modifications;
  - Closure modifications.

If any of your records display in “non-submittable” status please try to submit again on the next business day for processing.

---

**SUBMITTING MONTHLY ATTENDANCE**

All records marked as Completed for the selected month can be submitted simultaneously to be processed for claiming.

1. At the bottom of the page, read the certification message next to the checkbox below the roster and if you agree, **select the checkbox** and click the **Submit** button to submit your records for processing.
2. A popup message will ask “Are you sure you would like to submit these completed attendances?” Select **Submit** again. A confirmation message will appear at the top of the page letting you know your attendance records were submitted successfully.

**NOTE: EDITING ALREADY-SUBMITTED ATTENDANCE**

Once records are marked as “Submitted” for a given month, they must be processed by ACS for invoicing before they can be edited. Invoice processing usually takes 3-5 business days. After the invoice has been processed, you can adjust previously submitted records dating back three calendar months by editing them in Daily Time Entry or Weekly Time Entry and re-submitting them in Monthly Preview for claiming adjustments.
ENTERING ATTENDANCE RETROACTIVELY

Note that CAPS Online only allows time-in/time-out entries or edits for a period of 3 calendar months prior to the current day. Requests to enter time-in/time-out retroactively for dates that fall prior to 3 calendar months will be granted on an ad-hoc basis depending on the circumstances.

1. To request an allowance for entering time-in/time-out data for dates that fall prior to 3 calendar months to the current day, please contact the ACS Help Desk at +1 (212) 835-7610.

2. Once the ACS Help Desk has processed your request to open past attendance records for editing, you will see those records listed on the CAPS Online homepage under “Cases Allowed for Retro Time Entry”.

3. To access the records for editing, select Weekly Time Entry from the Attendance dropdown.
4. Select **Case Information**, then click on the dropdown menu under **Case Number** on the right-hand side of the screen. The children that appear in this dropdown are the only ones for whom retroactive time entry is available. Select the child for whom you would like to edit attendance and click **Search**. Clicking **search** will take you directly to the Weekly Time Entry page for the date(s) that have been opened for editing.

5. Enter time-in/time-out for the child record you selected and click **Save** at the bottom of your screen.
6. After editing and saving the time-in/time-out attendance for the child record, you must then select **Monthly Preview** from the Attendance drop down and submit the record for processing.

Note: Once you submit time-in/time-out attendance for a full service month, you must wait for the invoice to be processed before you can make edits and resubmit it for payment. Invoice processing usually takes 3-5 business days.
The placement roster shows you all the children currently enrolled in your care. If you care for more than 10 children, a filter option will appear on the left side of the screen allowing you to filter by age. Clicking each column header allows you to sort the data in ascending or descending order.

Hovering over each icon in the **Action** column will let you know what that icon does.

**Drop:** The first icon allows you to ‘drop’ or unenroll a child from your care. Clicking on it will take you to the Placement Drop page for that child (see below). You must choose a **Drop Code** (this is the reason for the unenrollment) and a **Drop Date** (last day the child attended) and then click **Save**. If you cannot drop the child, you will get a warning message. To exit the warning, select Placement Roster from the navigation bar at the top and go back to the main listing.
Daily Time Entry: The second icon allows you to enter attendance for the current day for that specific child. If the icon is red, it means the time has not yet been entered. If the icon is green, that means that the time has been successfully entered and saved for that child. Clicking on this icon will take you to the Daily Time Entry form for that child.

Weekly Time Entry: The final icon allows you to enter time for the entire week for that specific child. Clicking on this icon will take you to that child’s Weekly Time Entry page for the current week.
PROGRAM INFORMATION

The Program dropdown has two options: Program Profile and Closures. The Program Profile option allows you to view and edit information about your program. The Closures option allows you to enter business closures for specific days that you know your program will not be providing care.

PROGRAM PROFILE

1. Select the Program dropdown.
2. Select Program Profile.

All information about the program is displayed on this page. Selecting the small arrows on the right will expand or collapse that part of the window. The fields in white are editable while fields in grey are not editable. If you make any changes, scroll to the bottom and select Save.

IMPORTANT: CAPS Online is not the system of record for licensed child care programs and registered child care providers. You MUST continue to update this information with your licensing/registration agency as required by regulation.
ENTERING A CLOSURE

If your program will be closed for specific days, you must enter this information as a closure.

1. Select Closures from the Program dropdown.
2. Select Add Closure. This will load the Closure Info page.

3. Select the Start Date field. A calendar will drop down. Click on the first date of your program closure.
4. Select the **End Date** field. A calendar will drop down. Click on the last date of your closure. (*Note: if the closure is only one day, your End Date will be the same as your Start Date.*)

5. Click on the **Comments** section to add a description for the closure.
6. Select **Add** at the bottom to save the closure.
MANAGE USERS

The Manage Users option in the menu allows you to manage all of the people associated with your program who are able to access your CAPS Online system.

ADD A USER

1. To grant a new user access to the system, select the Add User button at the top of the page.

2. The User Info page will appear. Here, you can add the new user’s information. First Name, Last Name, and Contact Email are required fields. The user must create a NYC ID using the same email address added below in the user info page in order to access the system.

3. Click Save to complete.
If a user is already listed, you can manage their role, permissions/access, using the icons in the **Action** column on the left. This can be updated at any time.

There are three icons with the following functions:

- **Manage Roles:** If a user is already listed, you can manage their role, permissions/access, from the manage roles icon. For example, if you only want a user to be able to view closures but not add or edit closures, you would check the box in the “Read Only” column next to Closure. Alternatively, if you would like the user to be able to add or edit closures, you would check the box in the “Read Write” column next to Closure.
**Edit a User:** Editing a user will allow you to change their name, phone number, or email address. Program number and email address are not editable fields.

**Enable/Disable a User:** Select this icon to enable or disable the user’s access to the system.
USER PROFILE

Select the User Profile button in the top-right corner to update your personal contact information.

First Name, Last Name, and Language are required fields. You may add a telephone number if you choose. The only thing you cannot change is your email address.

Once updated, select Save.

IMPORTANT: CAPS Online is not the system of record for licensed child care programs and registered child care providers. You MUST continue to update this information with your licensing/registration agency as required by regulation.
MOBILE DEVICE

CAPS Online is mobile-friendly and accessible by using computer, laptop, tablet, or smartphone. There are some small differences in how the system will look if you access it on a smartphone.

Simply log in as you would normally from a browser window. Instead of viewing the entire navigation bar, as you would on a computer or tablet, you will view the hamburger menu in the top-right corner of the screen (highlighted below). Use this menu to navigate the system.

If you are viewing CAPS Online from a smartphone it is recommended to view your screen vertically.
Welcome

The Automated Child Care Information System, CAPS Online

Cases allowed for retro time Entry

<table>
<thead>
<tr>
<th>Child</th>
<th>Child Name</th>
<th>Case Number</th>
</tr>
</thead>
</table>