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4.0 **Help**
1.0 Introduction

This user guide provides information about the features and functionality of the New Jersey e-Child Care Provider Web Portal, commonly referred to as “the Provider Portal” or “the portal”.

The Provider Portal is an internet based application used by child care providers to research information regarding children on the e-Child Care program. The portal can be accessed from any location where you have an internet connection and know your password.

The Provider Portal provides information regarding you, as a provider, agreement information regarding the child, and parent and designee card and case information. When logged into the Provider Portal application, the user has rights to view only the provider related information associated with their User ID. No other provider’s information is accessible.

1.1 About This Guide

Purpose

This document describes the processes for accessing the Provider Web Portal for viewing the provider profile, and agreement and transaction information specific to the provider logged into the application. This user guide is intended as a resource manual when using the application.

Use of this Guide

The user guide does not provide step-by-step instructions for site navigation; however, it does provide detailed screen information and instructions for conducting inquiries. For additional assistance with the application, please contact the Provider Helpline at 1-877-516-5776.

Graphics

The graphic illustrations in this guide are screen images that show whole or partial New Jersey Provider Portal screens. The entries seen in the illustrations in this guide are not actual provider data. It is possible that the data or screens you see in the live application may vary slightly from the screen images shown in this manual. Some updates may have been completed after the time of printing of this manual. For questions on items of this nature, please also contact the Provider Helpline at 1-877-516-5776.

1.2 About the New Jersey e-Child Care Provider Web Portal

The New Jersey Provider Web Portal is primarily a “see” system, which means you will be viewing data within the application as opposed to “doing” any type of data entry. You will view specific child care data and help manage attendance through the e-Child Care program. All Portal screens use drop-down menus and point-and-click techniques to provide you with an easy-to-use method to access and view child care transaction data. You can retrieve and view data associated with:

- Your provider profile
- The list of children you have agreement for
- Viewing the attendance transactions and case reports
- Viewing the agreement report and detailed payment information
- Voiding transactions
2.0 Provider Portal Basics

This section describes basic information on accessing the New Jersey Provider Portal, logging in to the website, and other common screen information.

2.1 Accessing the Provider Portal

To access the Provider Portal, your computer must be connected to the internet. Follow the steps below:

- Open Internet Explorer.
- Type the New Jersey Provider Portal address into the address box at the top of the screen: www.echildcarenj.org. (It is recommended to set this website address as a ‘Favorite” in your browser.)
- Press the Enter key

The website opens at the Login Screen, which requires a valid login (User ID) and password. The User ID is your provider number which is included in your provider packet.

Your initial password is the 5-digit zip code of your facility. For security reasons, you are forced to change your password on your initial login. You will also have to set up a security question in case you forget your password.
2.2 Login Screen

Purpose: This screen allows you to log into the New Jersey Provider Web Portal.

General Information: You are required to have a valid User ID and password in order to access the application and you must login every time you use the portal.

The User ID is your provider number which is included in your provider packet. Your initial password is the 5-digit zip code of your facility.

The first time you login to the portal, you will automatically be directed to the Password Change screen. Follow the instructions in section 2.3 for password change.

User Actions: 1. Enter your User ID. This is your provider number which is included in your provider packet.

2. Enter your password. For initial login, this is the 5-digit zip code of your facility.

3. Click the blue Login button.
2.3 Change Password Screen

**Purpose:** This screen allows you to change your password on initial login or reset your password if you forget it.

**General Information:** You will be automatically directed to this screen the first time you access the Portal. After that, you can get to it any time by clicking **Forgot Password** on the Login Screen and then entering the answer to the security question you set up when you first visited the Portal.

The following are requirements when selecting a password.

**Required:**
- Minimum password length is four (4) characters with a maximum of eight (8) characters
- Minimum one lower case alpha character
- Minimum one number
- Minimum one upper case alpha characters
- Minimum one special characters (Ex. *, &, %)

**Other constraints**
- Passwords cannot be repeated within one (1) year after last used
- New passwords cannot be the same as the current password or the previous five (5) passwords

For security reasons, if a password is entered incorrectly three (3) times in a row, the system disables the user account and you will be locked out. If lockout occurs, click on the **Forgot Password** link underneath the blue Login button and follow the instructions in section 2.5. If you remain locked out, contact the Provider Helpdesk to have your password reset.

You will be prompted to change your password at the time of your initial login, and then again every 90 days.
User Actions

1. Enter your current password in the “Old Password” field. (Since this is your initial login, the “Old Password” is still the 5-digit zip code of the facility.)

2. After considering the password requirements, create a new password and enter it in the “New Password” field. Enter that same password again in the “Confirm Password” field and click on the Change button.

3. Upon pressing the Change button, you will be directed to the Security Question set up screen. Follow the instructions in section 2.4 to set up your security question.

2.4 Manage Security Questions Screen

Purpose: This screen assists you in setting up a security question so you can reset your password later if you forget it.

General Information: All information on this screen is required. You must select one of the questions from the drop down menu, answer it in the Security Answer box, confirm the answer in the Confirm Security Answer box, and click the Save button.

The text typed for the Security Answer and the Confirm Security Answer must match exactly. The text entered for the Security Answer and Confirm Security Answer show as colored dots rather than text for security purposes.

When logging in for the first time, you must set up your security question immediately after changing your original password.

User Actions:

1. Select a security question from the drop down menu.

2. Enter the answer in the Security Answer field and enter that same answer in the Confirm Security Answer field. You must enter the answers exactly the same.

3. Click the Save button when finished.

4. When the security question has been saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged into the website successfully.
2.5 Forgot Password - User ID Screen

**Purpose:** If you forget your password, you can enter your **User ID** to set a new password with your security question.

**General Information:** This screen is opened from the Login Page by clicking the Forgot Password? link under the blue Login button.

All information on this screen is required. You must enter your **User ID** and click the **Submit** button.

Remember: The **User ID** is your provider number which is included in your provider packet.

If you have forgotten your **User ID**, contact the Provider Helpdesk @ 1-877-516-5776 for assistance.

**User Actions:**

1. Enter your **User ID**.

2. Click the **Submit** button.

3. The system will automatically take you to the security answer screen discussed in the next section. It will prompt you to complete the security question you chose previously.
2.6  Forgot Password - Security Answer Screen

**Purpose:**
The purpose of this screen is to assist you in setting a new password, using the security question you completed previously.

**General Information:**
When a password is forgotten, the only option is to select a new password. The portal does not have the ability to email you your old password or notify you of it by some other means. You will simply set a new password.

This screen opens after you enter your **User ID** on the **Security Question User ID** page and click the **Submit** button. From there, the **User ID** will carry forward as the first field on this screen but is a field you cannot change or edit.

All information on this screen is required. The system defaults to the security question you chose previously. In this screen, the answer to the security question is NOT case-sensitive. Therefore, the answer McCloskey and MCCLOSKEY are the same.

For security purposes, the text entered for the **Security Answer** appears as colored dots, not text.

If you enter the wrong answer, the system will display an error message indicating that either the User ID or answer is incorrect.

After three (3) failed attempts to answer the **security questions** correctly, you will be locked out and the system will not start a new session. If you have been locked out or forgotten your User Id, contact the **Provider Helpline @ 877-516-5776** for assistance.

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**User Actions:**

1. Enter the answer to the security question in the **Security Answer** field.

2. Click the **Submit** button.  

3. Clicking this button takes you to the User Password Change screen shown below. At this point, you will reset your password by choosing a new one. Instructions for completing this screen are described in section 2.7.
2.7 Forgot Password - Change Password Screen

Purpose: This screen allows you to select a new password when you have forgotten your old one.

General Information: This screen is opened after you enter the answer to your Security Question and click the Submit button. All information on this screen is required. Your new password must meet the following requirements:

Required:
• Minimum password length is four (4) characters with a maximum of eight (8) characters
• Minimum one lower case alpha character
• Minimum one number
• Minimum one upper case alpha characters
• Minimum one special character (Ex. *, &, %)

Other constraints
• Passwords cannot be repeated within one (1) year after last used
• New passwords cannot be the same as the current password or the previous five (5) passwords

User Actions:
1. Following the password requirements noted above, enter your new password in the New Password field.
2. Enter the same password again in the Confirm Password field. These two entries must match.
3. Click the Change button.
4. Upon clicking the Change button, you are immediately returned to the main login screen. (Section 2.2) The User ID field will already be populated with your User ID. Enter the new password you just created and click the Login button.
5. You will be taken to the Provider Profile home screen. This is your indication you have changed the password and logged in successfully.
2.8 Common Screen Areas

Some common screen features appear on every screen in the Provider Portal. These common features are explained in this section of this manual.

**Note: These areas do not appear on the Security Question Password Reset screens.**

2.8.1 Home Area

In the top, left-hand portion of the screen is the New Jersey ECC heading area of the portal. Roll your mouse over this area, and when the cursor changes to a hand, you can click in this blue portion of the screen to take you directly back to the Main Screen.

2.8.2 Information Access Sections

The top right hand part of the screen is where you will go to access information in the portal.

Roll your mouse over Admin to open a list of the related screens you can access.

Here you will see options “Password Change” and “User Profile”. These screens do the following:

**Password Change** opens the Password Change Screen discussed in section 2.3. Using this option here, allows you to manually force a password change at any time.

**User Profile** opens the User Profile Screen discussed in section 2.8.3.
2.8.3 User Info Area
Moving the mouse pointer over USER INFO will show your user name, the time you last logged in, and the time you performed an action on the Portal.

<table>
<thead>
<tr>
<th>USER INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: JANE SMITH</td>
</tr>
<tr>
<td>Login Time: 05/17/2011 06:36:17 AM</td>
</tr>
<tr>
<td>Last Active: 05/17/2011 06:36:17 AM</td>
</tr>
</tbody>
</table>

2.8.4 Log-out Area
Clicking on the Log-out link of any screen logs you out of the Portal and returns you to the Login Screen. After clicking this, you will have to log in again in order to use the Portal.

Log-out

2.8.5 Hyperlinks
Any Portal information shown on the screen in blue type is a hyperlink or link that you can click to go to a new page that gives you more detailed information about the selected item.
2.9 Navigation and Option Buttons

Several navigation and option buttons will appear on the search result screens in the top left side of the screen. Below is an explanation of these features.

### 2.9.1 Pagination Features

![Provider Transaction Report]

<table>
<thead>
<tr>
<th>Trans Date/Time</th>
<th>Case #</th>
<th>Child Name</th>
<th>Child #</th>
<th>Trans Type</th>
<th>Entry D/T</th>
<th>Response</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/09/2012 11:00 PM</td>
<td>0123456</td>
<td>JENNIFER SMITH</td>
<td>01</td>
<td>P/OUT</td>
<td>05/14/2012 07:45 PM</td>
<td>SUCCESS/APPROVED</td>
<td>VOID</td>
</tr>
<tr>
<td>05/09/2012 03:00 PM</td>
<td>0123456</td>
<td>JENNIFER SMITH</td>
<td>01</td>
<td>P/IN</td>
<td>05/14/2012 07:44 PM</td>
<td>SUCCESS/APPROVED</td>
<td>VOID</td>
</tr>
<tr>
<td>05/09/2012 05:34 PM</td>
<td>0123456</td>
<td>JENNIFER SMITH</td>
<td>01</td>
<td>P/OUT</td>
<td>05/08/2012 06:34 PM</td>
<td>SUCCESS/APPROVED</td>
<td>VOID</td>
</tr>
<tr>
<td>05/09/2012 10:00 AM</td>
<td>0123456</td>
<td>JENNIFER SMITH</td>
<td>01</td>
<td>P/IN</td>
<td>05/08/2012 06:33 PM</td>
<td>SUCCESS/APPROVED</td>
<td>VOID</td>
</tr>
<tr>
<td>05/09/2012 16:00 PM</td>
<td>0123456</td>
<td>JENNIFER SMITH</td>
<td>01</td>
<td>P/OUT</td>
<td>05/08/2012 06:32 PM</td>
<td>SUCCESS/APPROVED</td>
<td>VOID</td>
</tr>
<tr>
<td>05/09/2012 10:00 AM</td>
<td>0123456</td>
<td>JENNIFER SMITH</td>
<td>01</td>
<td>P/IN</td>
<td>05/08/2012 06:31 PM</td>
<td>SUCCESS/APPROVED</td>
<td>VOID</td>
</tr>
</tbody>
</table>

**First page of search results**
Moves user to first record in search results

**Previous page**
Moves user back to previous page of search results

**Next page**
Moves user to the next page of search results

**Last page of search results**
Moves user to last record in search results

### 2.9.2 Display Records

This option allows the user to select how many records to display per page of search results. The options are 10, 20, 50, or 100 records per page. The default is 20 records.

To change the default, select an option from the drop down.

The user may change this option at any time.
2.9.3 Export Options

**CSV Export**
This option allows the user to export the search results to a standard .csv file. CSV is 'comma separated value', meaning the data is put in a simple text file with each data element separated by a comma. This file can then be imported into many different computer applications, including Microsoft Excel, but also many spreadsheet type programs. CSV is more of a universal file type.

Doing this type of export allows you to filter and manipulate the search results for other types of reports or spreadsheets you may be doing.

**XLS Export**
This option allows the user to export the search results to a standard .xls file. Exporting to .xls transports the data directly to a Microsoft Excel spreadsheet.

Doing this type of export allows you to manipulate the search results in a Microsoft Excel application.

2.9.4 Other Result Options

**Filter Results**
This option allows the user to filter the results based on specific criteria.

**Clear Results**
This option clears any previous search filters.
2.9.5 Column Sort

Most columns in the search results are available to sort by. Roll the cursor over the blue header of each column and if the cursor changes to a hand, that column is available for sorting. Once the column has been sorted, a white arrow will appear next to the column header.

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Auth ID</th>
<th>Child #</th>
<th>Child Name</th>
<th>Last Activity</th>
<th>Trans Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>001001234</td>
<td>10</td>
<td>01</td>
<td>JENNIFER SMITH</td>
<td>05/17/2011 17:38:27</td>
<td></td>
</tr>
<tr>
<td>001002345</td>
<td>20</td>
<td>02</td>
<td>ETHAN JONES</td>
<td>05/17/2011 17:43:22</td>
<td></td>
</tr>
<tr>
<td>001003456</td>
<td>30</td>
<td>02</td>
<td>ANDRES RODRIGUEZ</td>
<td>05/17/2011 17:49:43</td>
<td></td>
</tr>
<tr>
<td>001004567</td>
<td>40</td>
<td>03</td>
<td>BETH MILLER</td>
<td>05/17/2011 17:55:12</td>
<td></td>
</tr>
</tbody>
</table>

2.9.6 Browser Buttons

Internet Explorer has “Back” and “Forward” buttons; sometimes called, “Next” and “Previous” buttons. These functions also work within the Provider Web Portal to allow for easy navigation between screens.

For purposes of this manual, the buttons used in Internet Explorer are featured in this section.
3.0 Provider Screens

3.1 Provider Profile

**Purpose:** This screen displays your provider profile. It is often referred to as the “Home Screen.”

**General Information:** This screen contains general demographic information about your facility, i.e. facility name, address, phone number, etc. If you believe something on this screen is incorrect, contact your CCR&R representative.

**Action Buttons**

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGREEMENTS</td>
<td>This button opens the Provider Agreement Report.</td>
</tr>
<tr>
<td>TRANSACTION</td>
<td>This button opens the Provider Transaction Report.</td>
</tr>
<tr>
<td>ACTIVITY</td>
<td>This button opens the Activity Report Screen.</td>
</tr>
<tr>
<td>ADJUST</td>
<td>This button opens the Adjustment History Screen.</td>
</tr>
<tr>
<td>CLOSURE DATES</td>
<td>This button opens the provider Closure Dates Screen.</td>
</tr>
</tbody>
</table>

While most users will see the above Provider Profile Screen upon successful login, some providers that have multiple sites will see a Welcome Screen that allows them to select which site they wish to view. A sample of this screen follows.
3.2 Provider Agreement Search

Purpose: This screen allows the user to search for agreements and displays a list of children authorized at your facility.

General Information: The user enters the search dates and the results are returned beneath the search boxes. Ordering of results is as follows:

1. By Case #
2. By Child Number (#)

The Case Number and Agreement Number are system generated numbers that occur when the information comes into the child care program from the state’s eligibility system.

The Child Number is a system assigned number. At the time of conversion to eChild Care, existing children on the case are assigned a number beginning at 01, 02, 03 and so on - from youngest to oldest child on the case. New children added to the case after that, will be assigned the next number in numerical order for the case, regardless of their age within the family at that time.

EXAMPLE SHOWN ON NEXT PAGE.
3.3 Provider Transaction Search Screen

**Purpose:** This screen allows you to search for transactions performed at your facility. You can also search transaction for a specific case by entering the case number.

**General Information:** This is an inquiry screen that is available from the drop down menu on the main screen or from the Provider Profile screen. To execute a search, enter the date range you would like in the Start Date and End Date fields. The date must be entered in MM/DD/YYYY format. This means you must have a two digit number for the month and day and a 4 digit number for the year. For example: 05/02/2011 would represent May 2, 2011.

You can enter either a date range, or a case number, or both.

For example, if you'd like to retrieve a report of all transactions in the month of June, you would enter 06/01/2011 in the “Start Date” field and then 06/30/2011 in the “End Date” field and then press the Search button. You can leave the Case # field blank in this example.

Alternatively, you could leave the date fields blank and enter a case number only to retrieve a list of all transactions matching that case number.

Further actions are described below.

![Provider Transaction Search Screen](image-url)

### Action Buttons

<table>
<thead>
<tr>
<th>Action Buttons</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEARCH</td>
<td>Click the Search button when you are ready to begin the search. This executes the search and brings back the records you have requested.</td>
</tr>
<tr>
<td>RESET</td>
<td>This button clears all information entered and resets the search screen to accept new dates or a new case number.</td>
</tr>
</tbody>
</table>
3.4 Provider Transaction Report

**Purpose:** This report shows all transactions that have occurred at your facility for the specified dates.

**General Information:** Order of the results is as follows:
- Date/Time of transaction
- Case Number
- Child Name
- Child Number

Any of these columns can be sorted and reordered by clicking in the blue header area of the column as explained in Section 2.9.5.

The **Trans Type** field shows the type of activity on the card at the facility. Some possible entries are:
- IN/OUT (Check In/ Check Out)
- P/IN or P/OUT (Previous Check In or Previous Check Out)
- SAF IN or SAF OUT (Check In/Out the occurred while the device was in Store and Forward mode)

For a swipe that was done as a “Previous” transaction, the date and time the Previous In/Out swipe actually occurred is shown in the **Entry Date/Time** field.

The Response column notes the response received from the POS machine.

As a reminder, the results of this report can be exported to a .csv file or a .xls file as explained in section 2.9.3.
As a provider, you may also void transactions by clicking on the VOID button as shown above. This action will result in the following dialog box requesting confirmation of the VOID request.
Clicking on OK will return a Transaction Voided message as shown below.

![Message from webpage](image)

3.5 Provider Activity Report

**Purpose:** This screen allows the user to search for transaction activity occurring on the current day at your facility.

**General Information:** The results show all children at your facility, the date and time of the transaction as well the transaction type and the response for each transaction.
3.6 Case Inquiry Screens

**Purpose:** This screen allows the user to search for cases with agreements for your facility.

**General Information:** The results show all cases and the children in those cases. You can search cases by name and/or case number.

The following screen shows a sample of case search.

![Case Inquiry Screen](image)

![Case Search Results](image)
Clicking on “DETAILS” will direct you to the Case Profile screen and provide specific information for that case as shown below.

3.7 Agreement Inquiry Screens

**Purpose:** This screen allows you to search for agreements at your facility.

**General Information:** The fields available on this screen include name, case number, agreement number, and county allowing you to filter searches.
The following shows the results of an Agreements Search.

Clicking on the “DETAIL” button allows you to see specific information on each agreement as shown on the following screen.
3.8 Provider Closure Screen

**Purpose:** This screen provides you with a list of your closure dates that have been entered on behalf of your facility.

**General Information:** The fields available on this screen include name, case number, agreement number, allowing you to filter searches.
3.9 Provider Adjustment Screens

**Purpose:** This screen allows you to view adjustments that have been made for your facility.

**General Information:** The fields available on this screen include entry date, amount of the adjustment balance, adjustment type, the status of the adjustment and the settlement date of the adjustment amount.

**ADJUSTMENT DETAIL SCREEN:**
Selecting the detail button allows the viewer to see a description of the selected adjustment.
3.10 Provider Payment Screens

**Purpose:** The following screens allow the user to view payment information for your facility. There are several screens which provide you different payment data based on the screen selected.

**General Information:** After selecting the settlement date to search. Additional screens available include the Payment Detail Screen, Child Payment Detail Screen, Child Attendance Detail Screen, Payment Adjustment Detail Screen, and Case Payment Detail Screen.
Selecting the date of the report shown in the drop down box will result in the display of the Provider Payment Detail Screen shown on the following screen.
Clicking on the Total amount for a child will show the Child Payment Detail Screen giving you detail for that child payment shown in the following screen.

![Child Payment Detail Screen](image)

---

**Provider - Child Payment Detail**

**Facility Information**
- **Name:** JONES, JANE
- **License #:**
- **EPPIC Provider ID:** 0000123

**Contact Information**
- **Contact Name:** JANE
- **Contact Phone #:** 609-111-0000

**Address**
- **Address:** 1000 MAIN STREET
- **City:** TRENTON
- **State:** NJ
- **County:** 01-MERCER
- **Phone #:** 609-111-0000

**Case Information**
- **Case #:** 0001230
- **Case Member ID:** 123456789
- **Child Name:** JENNIFER SMITH
- **Child #:** 01
- **DOB:** 05/17/2009

**Agreement Information**
- **Agreement #:** 1234567891234567891234
- **Authorized Care:** FULL TIME
- **Auth Weekly Full Time Days:** 5
- **Adjusted Full Time Rate:** $10.67
- **Auth Weekly Part Time Days:** 0
- **Adjusted Part Time Rate:** $10.67
- **Daily Copay:** $3.53
- **Eligibility Type:** CCAP
- **Care Level Code:** 2-Pre-Sch (2.5 up to 5 yrs)

**Settlement Payment Date**
- **Rate Determination**
  - Full Time Attendance Days: 7
  - Full Time Sick Days: 0
  - Full Time Absent Days Paid: 0
  - Full Time Closure Days Paid: 0
  - Bi-Weekly Copay Amount Deducted: $0.00

  - Part Time Attendance Days: 0
  - Part Time Sick Days: 0
  - Part Time Absent Days Paid: 0
  - Part Time Closure Days Paid: 0
  - Unpaid Authorized Days: 2

- **Full Time Days in Previous Periods:** 0
- **Part Time Days in Previous Periods:** 0
By clicking on the blue links shown in the Child Payment Information box, the detail of the attendance information will be shown on the Child Attendance Detail screen in the following illustration.
This screen is accessed from the Provider Payment Detail Screen by clicking on the Case Number for any detail line item. The amount reflected on the Provider Payment Detail Screen is then detailed on this screen under the Case Payment Detail block.
This screen is accessed from the Provider Payment Detail Screen by clicking on the Case Number for any detail line item. The amount reflected on the Provider Payment Detail Screen is then detailed on this screen under the Case Payment Detail block.
3.11 Unmatched Check-In/Check-Out Report

**Purpose:** This screen allows you to view a report of all unmatched transactions for children that have checked in but have not checked out.

**General Information:** This report is useful in identifying parents that have not completed transactions for an attendance cycle.

You can select a report for either today’s transactions or a report covering the previous 20 days. A sample of this type of report is shown below.
3.12 Provider 1099 Report

**Purpose:** This screen allows you to retrieve a 1099 form for your facility.

**General Information:** The year is selected through a drop down box and clicking on search.
4. Help

- For further assistance with the NJ e-Child Care Provider Web Portal, contact your Child Care Resource & Referral Agency (CCR&R) OR;
  - Provider Help Line 1-877-516-5776