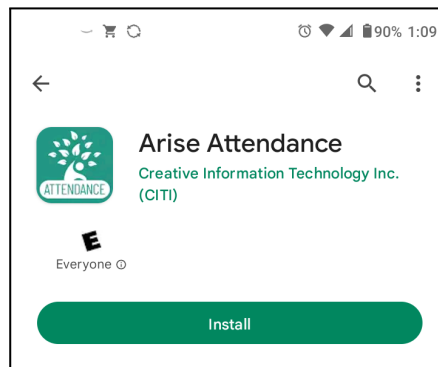


Parent User Guide for Arise Attendance Mobile App

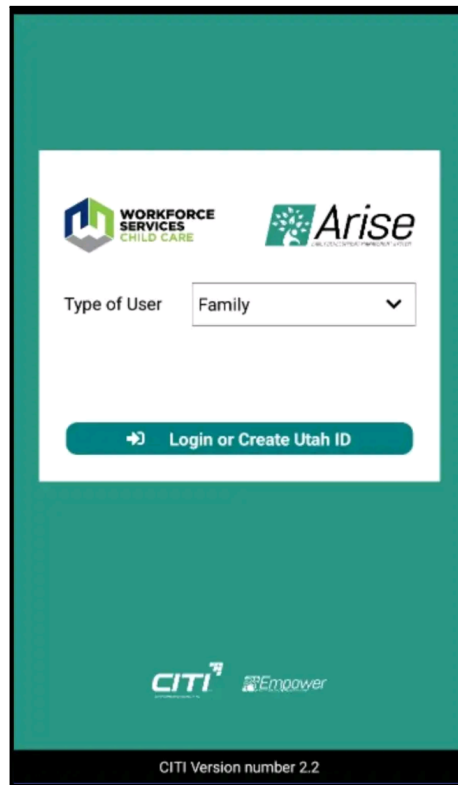
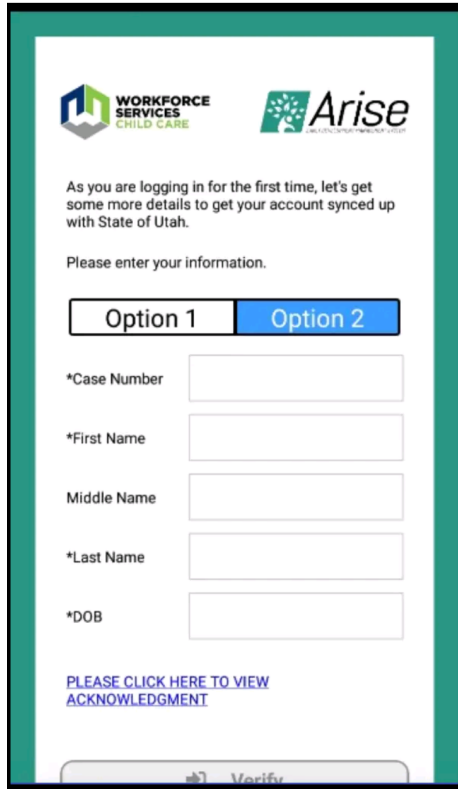
Getting Started

Save time signing your children in and out of child care using the Arise Attendance mobile app.

Use the QR code, or download the Arise Attendance app from Google or Apple App store.



Enter your information to sync your account.



To sign in to Arise:

Select Type of User: Family or Delegates. A delegate is a relative or friend you have authorized to drop off or pick up your child.

1. **Log in using your UtahID credentials and security code** (the same email and password used for My Case).
2. Click the Submit button.

Signing Children In and Out of Child Care

The Arise mobile app may be used to sign children in and out within a half mile of the child care location.

Note: The Family Profile screen is read-only and is the information shown on your DWS case. You cannot change or update information here. Contact a caseworker if your information is incorrect.

To sign children in and out, or to validate attendance:

Select **Role Call Management** from the menu.

The screenshot displays the 'Arise Attendance' interface. The top navigation bar shows 'Arise Attendance' and a user welcome message: 'Welcome: GEORGE SIMON familytarobdemo | Family Active'. The left sidebar contains a 'Main Section' with 'Messages', 'Profile', and 'Delegate Management', and an 'Attendance Section' with 'Roll Call Management' (selected) and 'Attendance Details'. The main content area is titled 'Roll Call Management' and features a date input field set to '01/18/2022', a search box 'Type the child name to search', and a green box indicating 'Attendance Period: January, 2022'. Below this are three data sections: 'Sign-In' with a table showing one entry, 'Sign-Out' with 'No Data Available', and 'Attendance Log' with 'No Data Available'. The 'Sign-In' table has columns: Child Name, Provider Name, Provider Address, Start Date, End Date, Last Present Date, Sign-In, Sign-In By (Role), and buttons for 'Sign-In' and 'Absent'. The 'Attendance Log' table has columns: Child Name, Provider Name, Provider Address, Start Date, End Date, Last Present Date, Sign-In Sign-In By (Role), Sign-In Verified-On Verified By (Role), Sign-Out Sign-Out By (Role), and Sign-Out Verified-On Verified By (Role).

On this page, you can sign your child in and out **or** validate that the date and time the provider signed your child in and out is correct. If it is incorrect, you can report a different time.

The Roll Call Management screen has three sections:

- **Sign In** - allows you to sign in or validate a child's daily attendance
 - **Click** the green Sign In or Validate Button; OR
 - **Click** the small timer icon to enter a different time.
 - **Click** the red Absent button to mark your child absent for the day.
- **Sign Out** - allows you to sign out or validate a child's daily attendance
 - **Click** the green Sign Out or Validate Button; OR
 - **Click** the small timer icon to enter a different time.
- **Attendance Log** – displays a review of the current day's attendance record.

Validating Attendance

If a child has been signed in or signed out by the provider, the family or delegate should validate the times. Validate means to look at the date and time each child was signed in and out and mark if it was correct or report a different time if it was not correct. When validation is needed, you will receive a message in the Messages center of the App, and you will see the green Validate button.

The screenshot displays the 'Roll Call Management' interface. At the top, there is a date field set to '01/18/2022' and a search box labeled 'Type the child name to search'. A green box indicates the 'Attendance Period: January, 2022'. Below this, there are three main sections:

- Sign-In:** A table with columns: Child Name, Provider Name, Provider Address, Start Date, End Date, Last Present Date, Sign-In, and Sign-In By (Role). A green 'Validate' button is visible in the bottom right of this section.
- Sign-Out:** A table with columns: Child Name, Provider Name, Provider Address, Start Date, End Date, Sign-In, Sign-Out, and Sign-Out By (Role). A green 'Sign-Out' button is visible in the bottom right of this section.
- Attendance Log:** A table with columns: Child Name, Provider Name, Provider Address, Start Date, End Date, Last Present Date, Sign-In Sign-In By(Role), Sign-In Verified-On Verified By(Role), Sign-Out Sign-Out By(Role), and Sign-Out Verified-On Verified By(Role).

A blue arrow points to the 'Validate' button in the Sign-In section.

- **Click** the green Validate button if you agree with the time posted
- **Click** the timer icon in the Validate field if you disagree with the time posted and enter the correct time.

Adding a Delegate

Delegates are people that you have authorized to sign your children in and out, such as a grandparent, other relative or friend. Parents can add up to two delegates.

To add a delegate:

- **Click** the Delegate Management option on the Navigation Pane
- **Click** the Add New Delegate button and complete all required fields (note that Delegates will need a UtahID to use Arise. Your delegate can go to <https://id.utah.gov> to create an account, if they don't already have one).
- **Click** the Save button

Frequently Asked Questions

How can I remove a delegate?

Delegates are not removed from the system. The Delegate status is changed from 'active' to 'inactive'. To set a delegate to inactive, click the hyperlink ID of the Active Delegate. Select the inactive radio button.

What is validation?

When a provider signs your child in or out, you will receive a notification. You will have 24 hours to confirm or validate that the sign in or out time is correct. If you disagree with the time entered, you must edit the sign in or sign out time and save the record. You will not be able to make changes after 24 hours.

What happens if I don't validate a record?

The accuracy of attendance records is important. It is your responsibility to help ensure the records are entered correctly. By not validating a record within 24 hours, you are still acknowledging that the sign in or out time entered by the provider is correct. If you did not validate and discover that there is an error, you will need to email occ@utah.gov.

What should I do if I can't log into the system or forget my password?

Click the Get Help link on the UtahID landing page, select the Password Reset/Recovery box. If your account is locked, please contact the Office of Child Care Provider Helpline at occ@utah.gov.