

# Provider Companion App

## Overview

This Quick Reference Guide shows Providers how to check a child in or out from a Provider facility using the Provider Companion App. The Companion Application will serve as the mobile tool Providers can use to record time and attendance data into their Provider Portal. This tool will work in conjunction with the Provider Portal so that data entered in either system is updated on the other in real-time.

## Audience

Child Care Providers using the Time and Attendance System.

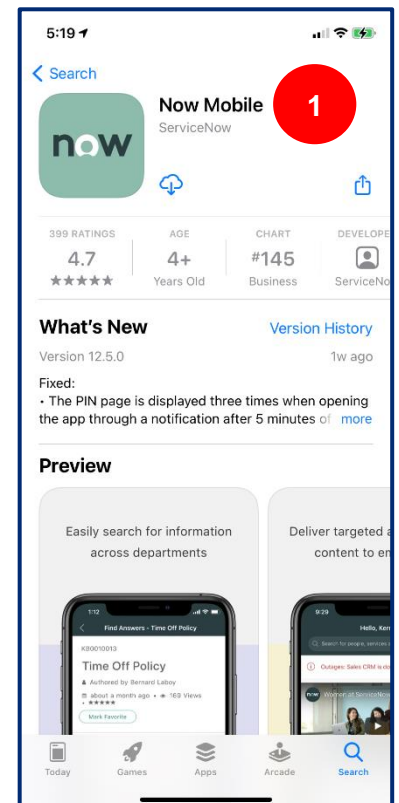
## App Login

To log into the Provider Companion Application, follow these steps:

1. Download the **NowMobile** app. This app can be downloaded from the Apple App Store or Google Play Store. The app can be downloaded through the following links:

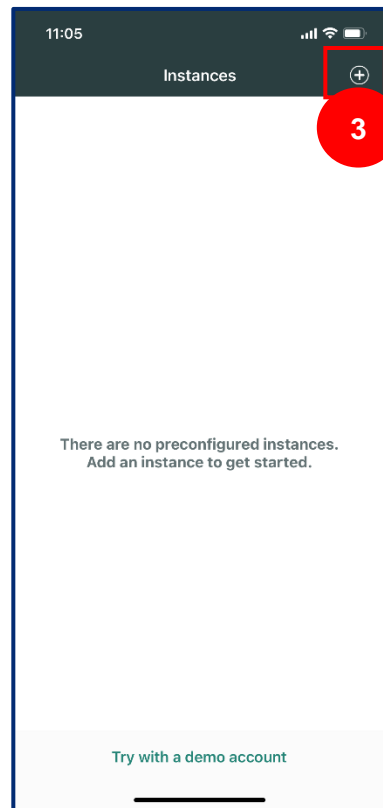
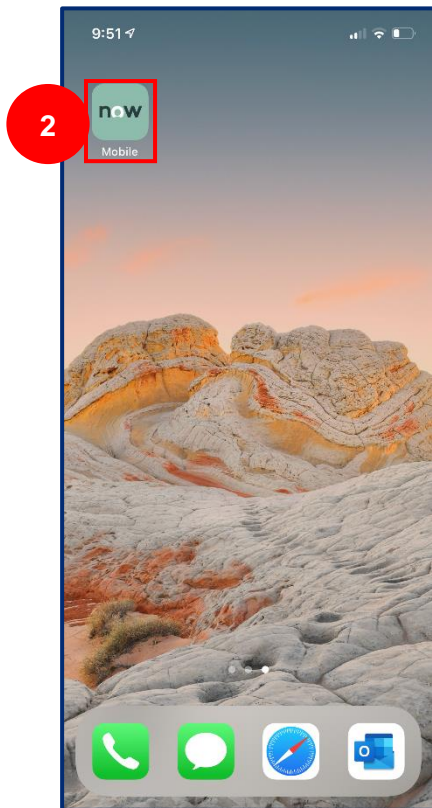
Apple App Store: <https://apps.apple.com/us/app/now-mobile/id1469616608>

Google Play Store:  
[https://play.google.com/store/apps/details?id=com.servicenow.requestor&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=com.servicenow.requestor&hl=en_US&gl=US)



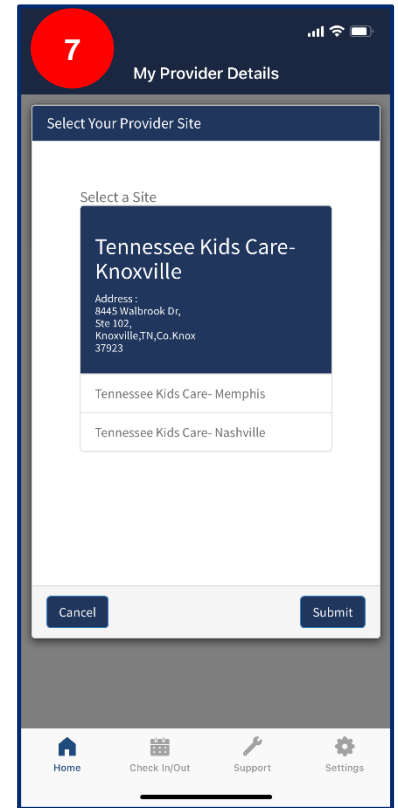
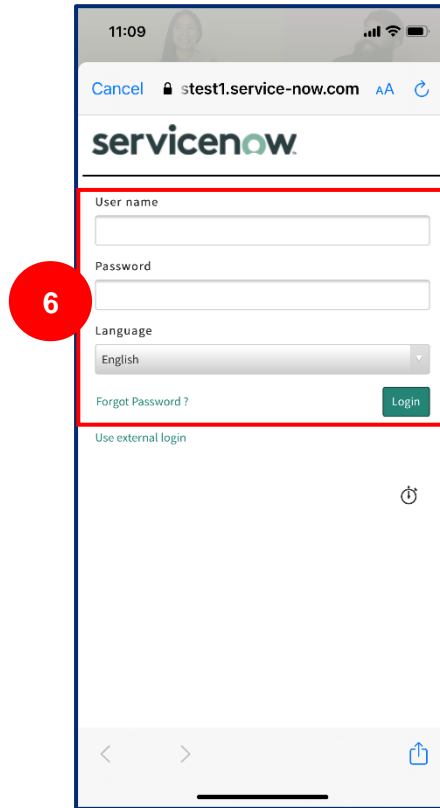
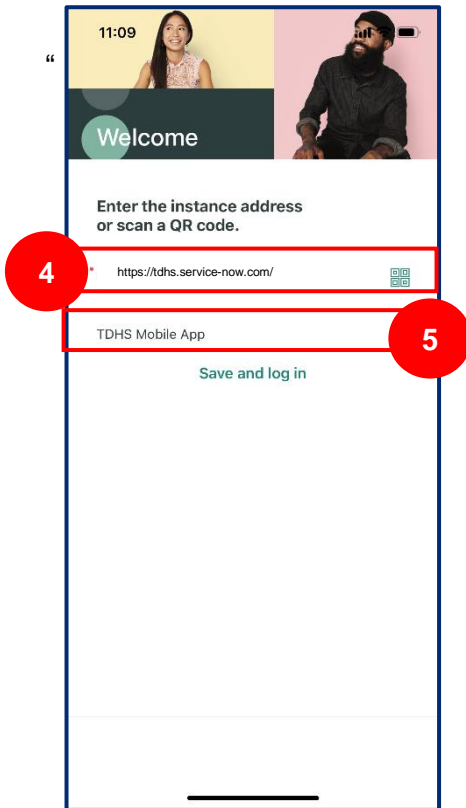
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2. Once the app has been downloaded, open the app.
3. Once the application opens, click the **plus (+)** sign to begin logging into your account. When logging in for the first time, you may automatically be taken to the screen shown in Step 4.



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4. Once the **plus sign** is selected, in the top field, enter the following text: <https://tdhs.service-now.com/>
5. If desired, create a mobile app nickname. Then, select **Save and log in**.
6. Enter your log-in credentials. Then, select **Login**.
7. You are now logged into the mobile app and can view your name, profile icon, and provider facilities.

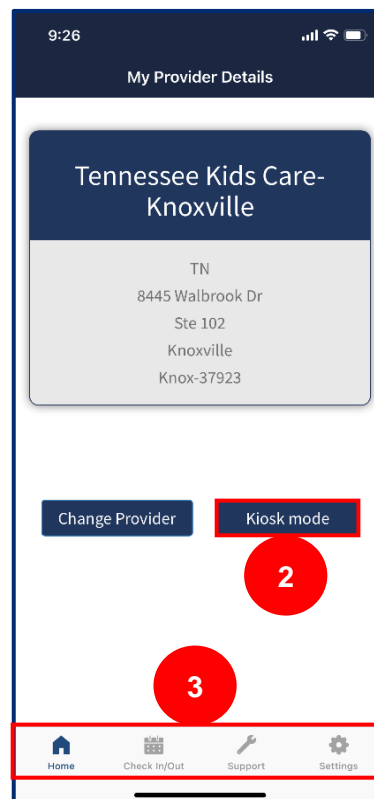
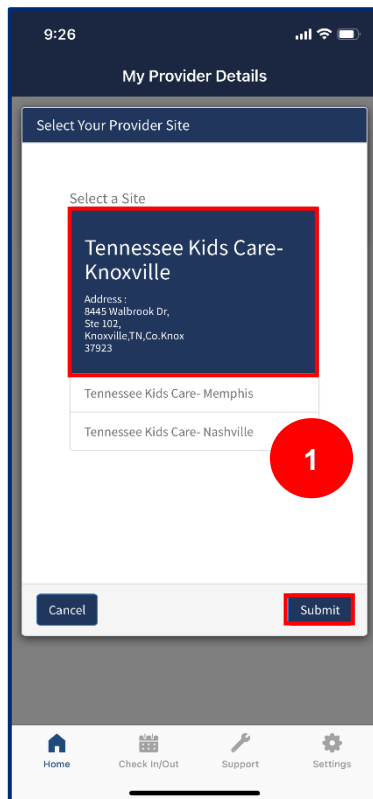


## App Navigation and Kiosk Mode

1. Upon first logging into the app, you will see a list of all facilities you manage. Begin by selecting the facility you wish to check children in or out of. Then, click **Submit**.
2. You will then be taken to the **Home** screen of the app. Upon logging in, you will see an option to enter **Kiosk Mode**. To utilize the Check In/Out features of the app, the app must be in Kiosk Mode. To enter Kiosk Mode, select the **Kiosk Mode** button. If not in Kiosk Mode, you will only be able to access the app's **Support** and **Settings** tabs.

**Note: to exit Kiosk Mode, you will need to log out of the app and log back in. Instructions on logging out of the app are in the last section of this Quick Reference Guide.**

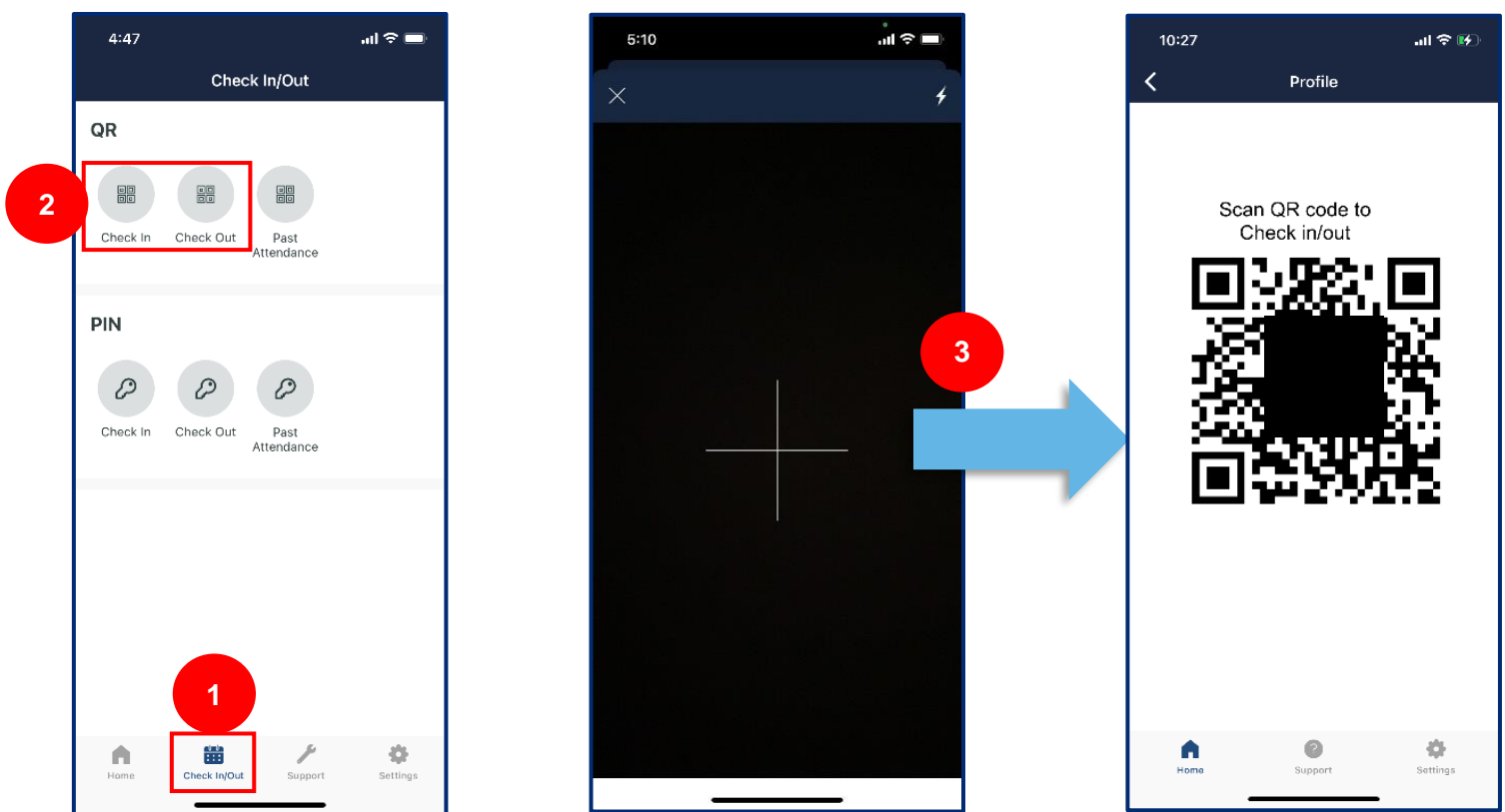
3. You can use the icons at the bottom of the screen to navigate through the app's four main screens.
  - Home
  - Check In/Out
  - Support
  - Settings



## Check-In/Out a Child Using a QR Code

To check a child in or out using a QR Code:

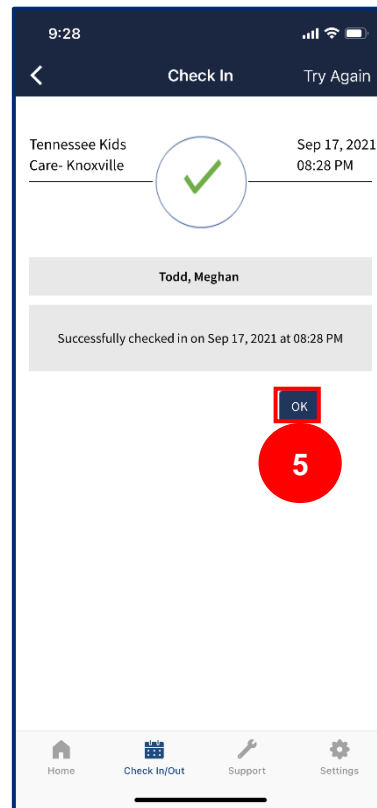
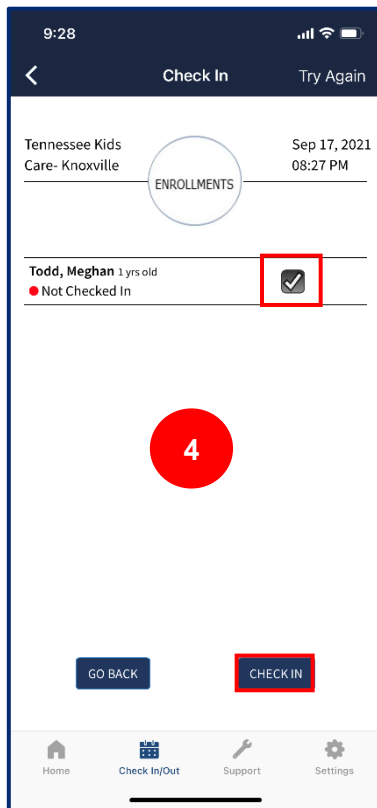
1. Click the **Check In/Out** button from any screen.
2. To check a child in or out using the QR Code method, select either the **Check In** or **Check Out** buttons listed under the QR Section. Your device's camera will open.
3. Align the plus sign of this camera with the QR Code shown on the device of an authorized parent, guardian, or individual. The Companion Application will quickly register the child as checked-in or out and mark it within the system.



**Note:** Either the QR Code or PIN Code methods can be used to check a child in or out. Authorized parents, guardians, or individuals can choose either process and switch between them.

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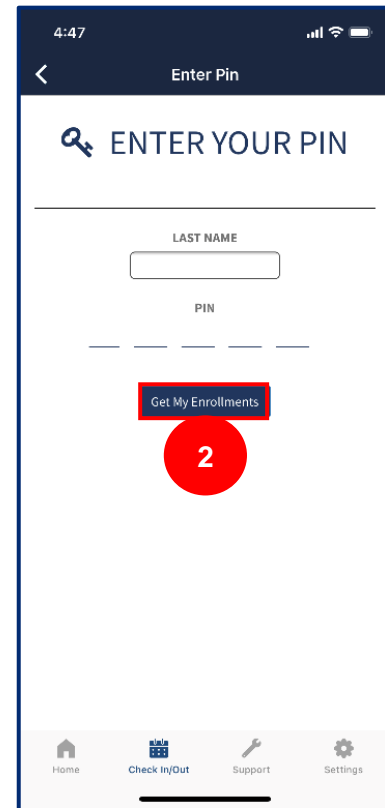
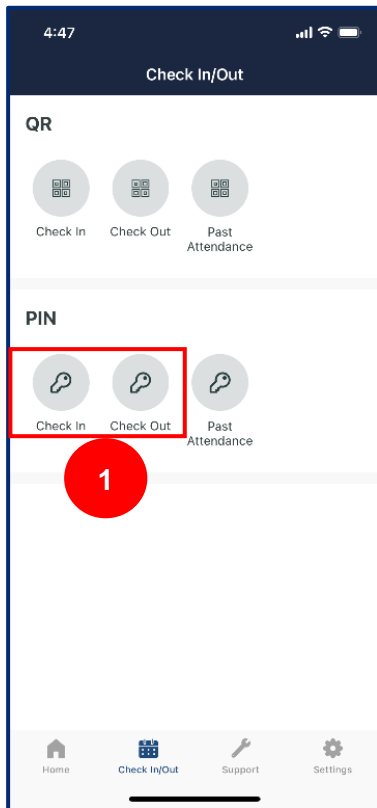
- Once the QR Code has been scanned, a list of the active enrolled children associated to that authorized parent, guardian, or individual will appear. To finalize the check-in and out process, select the desired child(ren) you wish to check in by clicking in the check box next to the child's information. Then, click **Check In**.
- A confirmation screen will appear showing the child as checked in. Select **OK** to return to the main Check In and Out screen.



## Check-In/Out a Child Using a PIN Code

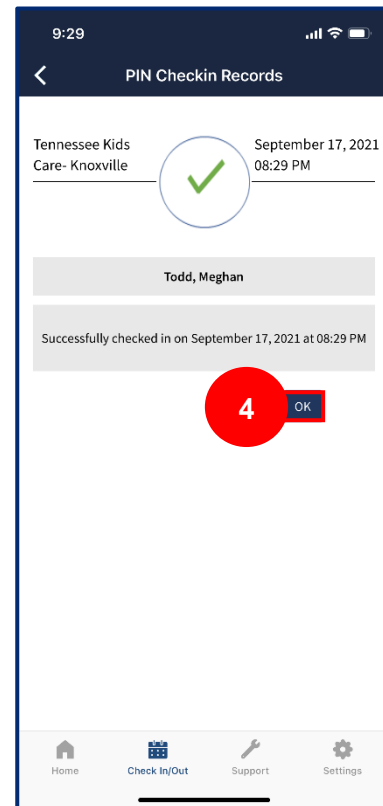
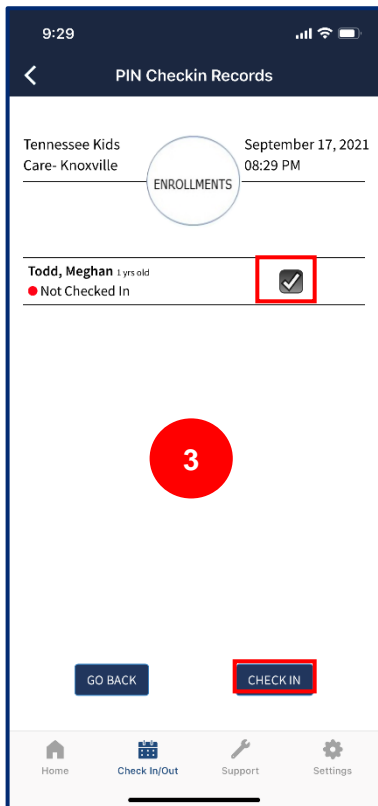
To check a child in or out using the PIN Code method:

1. Click either the **Check In** or **Check Out** buttons listed under the PIN Section.
2. Hand your device to an authorized parent, guardian, or individual to allow them to type in their child's last name and their personal PIN code. Once this information is entered by the authorized parent, guardian, or individual, click the **Get My Enrollments** button.



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3. You will see a list of all enrolled children an authorized parent, guardian, or individual can check in. Select the child(ren) you wish to check in or out by clicking the check box next to their name. Then, select **Check In**.
4. A confirmation screen will appear showing the child as checked in. Select **OK** to return to the main **Check In and Out** screen.





## Entering Past Attendance

To enter a child's past attendance using the Provider Companion App:

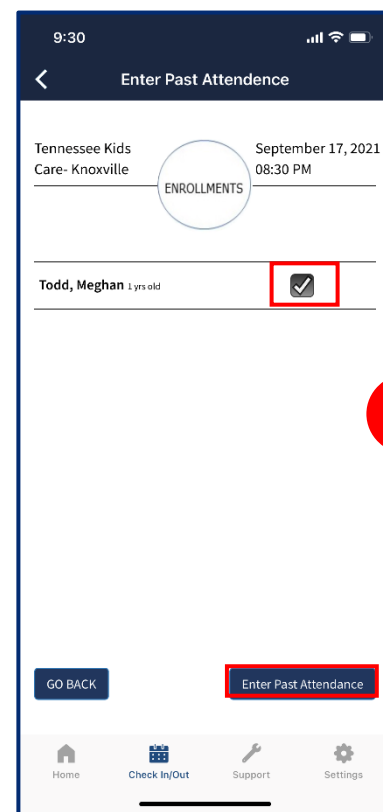
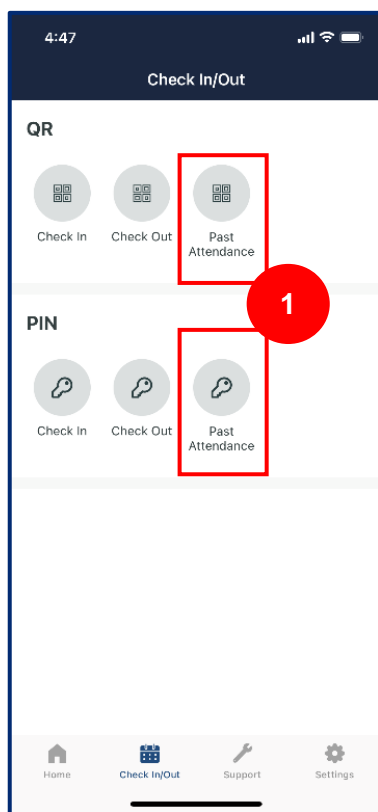
1. Select one of the two past attendance options on the **Check In and Out** screen: the QR Code **Past Attendance** button or the PIN Code **Past Attendance** button.

If you wish to use the QR Code function, scan the QR Code and follow the same process as described in the "Check-In/Out Using a QR Code" section.

If you use the PIN Code function, you will have an authorized parent, guardian, or individual enter their child's last name and PIN code following the same process as described in the "Check-In/Out Using a PIN Code" section.

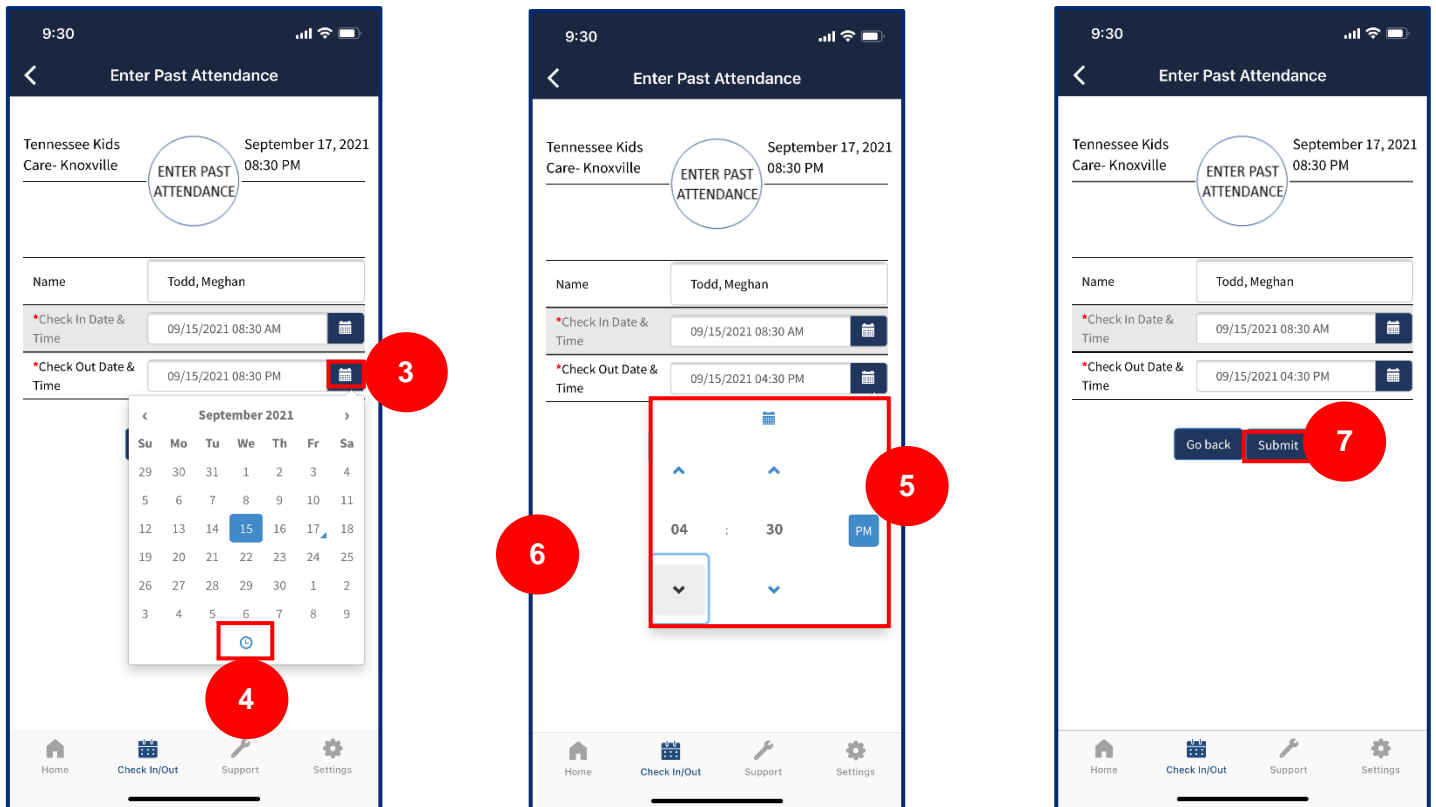
**Note: To enter past attendance in the Provider Companion Application, an authorized parent, guardian, or individual must be present. To enter past attendance without the presence of a authorized parent, guardian, or individual, use the Provider Portal to add an attendance record.**

2. Click the **check box** next to the child's name and click the **Enter Past Attendance** button in the bottom-right part of the Application.

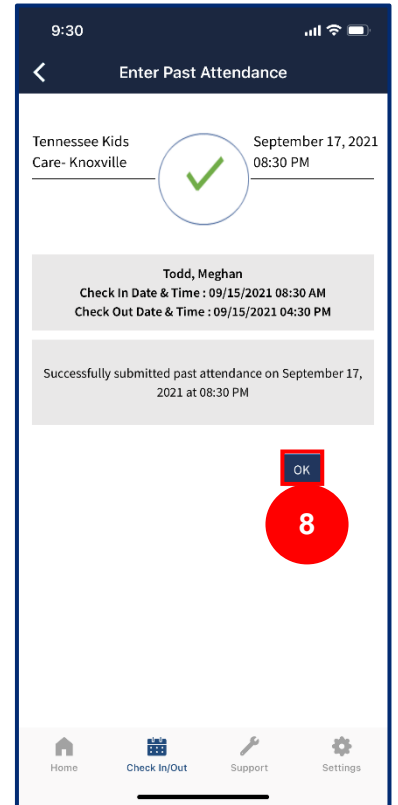


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3. Select the **Calendar Icon**. Then, select the **Check-In Date** and **Check-Out Date** by navigating the calendar window.
4. Select the **Clock Icon**.
5. Then, select the **Check-In Time** and **Check-Out Time** by navigating the time window.
6. Once the date and time have been entered, click any area outside of the date/time window to close it.
7. Review the date/time for accuracy. Then, select **Submit**.



8. A confirmation screen will appear showing the child's past attendance has been added. Select **OK** to return to the **Check In/Out** screen.



## App Support

To access the app support screen:

1. Click **Support**.
2. Click **App Tutorial** to open a How-To Video explaining the features and functions of the Provider Companion Application.

Note: Additional support resources are available within your Provider Portal.

