Attention Child Care Vendors:

Checking ATTENDANCE is EASY and helps you get TIMELY and ACCURATE PAYMENTS!

FOLLOW THESE STEPS:

1. Go to the Vendor Web Portal www.vaeccc.org/eccpw
   - Login with your USER ID and PASSWORD
     - To Reset ID/PASSWORD: Call Conduent at 1-877-918-2776

2. From the VENDOR PROFILE screen, scroll to the bottom and click the tab located at the right hand corner entitled, ATTENDANCE REPORT.

   The current month is always displayed, but ANY month can be selected.

What do the colors and letters mean?

- **Red “I”** - incomplete transaction (cardholder swiped to check-in, but DID NOT swipe to check-out, or vice versa)

- **Green “PD” or “FD”** - complete transaction (cardholder swiped to check-in and swiped to check-out)

- **Blue Boxes** – dates of authorized or approved child care

- **White Boxes** - dates of unauthorized or unapproved child care
How do I find a particular child?

- You can search by case number or the child’s last name
  Click on the first column header to choose how you would like to search

For Technical Assistance call the Conduent Vendor Help Desk: 1-877-918-2776 or the CommonHelp/Subsidy Child Care Center: 1-855-635-4370

Visit: dss.virginia.gov/family/cc/approved_subsidy_vendors.cgi for vendor user manuals and other help aids. TIP: Click on the VaECC banner.