

Virginia ECC

Vendor POS User Manual



Vendor Help Desk:

1-877-918-2776

Cardholder Call Center:

1-877-918-2322

Virginia ECC

ELECTRONIC CHILD CARE CARD



A xerox Company

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I. General Information

The Virginia Department of Social Services (VDSS) and Affiliated Computer Services (ACS) will make available the equipment you will be using for the Virginia Electronic Child Care (ECC) system. This is the system VDSS is using to record the time and attendance of children in child care facilities. Throughout this manual, the equipment is referred to as a Point-of-Service machine or by the abbreviation POS. However, you may also hear it referred to as a 'terminal'.

A child's parents and/or responsible adults must use this machine to enter time and attendance information for children receiving subsidized child care services.

It is very important the parent or secondary cardholder check their child(ren) in and out of your facility every day. For policies regarding Electronic Child Care, please refer to your local department of social services.

The POS machine will provide you with a daily receipt of the times children have checked in or out of your facility. This information is available through a link on the web site www.vaecc.org. The POS machine allows a vendor to void all transaction for a child performed on the same day.

This machine and standard 6 foot cords, and cables are made available to you at no cost. Additional customization, such as longer cords or installing telephone jacks, is the vendor's responsibility. Replacement and repair of the POS is the responsibility of ACS, or its agents unless the need for replacement or repair is due to theft, destruction of the machine or negligent handling. In these instances, you are financially responsible for the cost of the repair or replacement of the equipment. You are provided with two rolls of heat sensitive paper for the machine when it is installed. After that time, you are responsible for purchasing replacement paper.

II. Glossary

The following is a list of some of the terms and abbreviations you used in this Operations Manual.

ACS State and Local Solutions – ACS is the company under contract with the Virginia Department of Social Services (VDSS) to install and maintain the Electronic Child Care (ECC) system.

Virginia Department of Social Services (VDSS) – The agency responsible for the Electronic Child Care system.

Electronic Child Care (ECC) – The name of the system used to record child care time and attendance and deliver payment.

Point-of-Service (POS) – The equipment used at your center to check children in and out, obtain reports, or void attendance for a child.

Daily Receipt – The receipt that is printed each time a transaction is completed on the POS.

Exceptions Report – A report showing any child who has been checked in but not checked out.

Vendor Password – The vendor password for the POS terminal is set to “123456”. This password only allows the vendor to perform certain transactions that should not be performed by a parent or secondary cardholder. This password cannot be changed.

III. Call Centers

Vendor Help Line

Vendors can call 1-877-918-2776 for help with:

- Questions about the operation of the POS device
- Technical difficulties with the POS device

Cardholder Call Center (for parents and other secondary cardholders)

Parent and secondary cardholder customer services are available through the Cardholder Call Center 1-877-918-2322 for persons having problems swiping their cards through the POS or determining who the approved vendor is for their child(ren). Parents who have questions regarding their eligibility will be referred back to their local department of social services.

Vendor Help – Authorizations and Payments

If you have a question about the status of a child's authorization, payments or program policy questions, you will need to contact your local department of social services. The contact information can be found on the public VDSS web site at <http://www.dss.virginia.gov/family/cc/> or your local telephone directory.

IV. Attendance Transactions

Attendance transactions allow the parent to record the duration of the child care services by performing various types of transactions on the POS terminal. Under normal circumstances, a parent or secondary cardholder will perform a Check In transaction when the child arrives at the facility to begin recording attendance for that day. When the child leaves the facility, a Check Out transaction is performed to capture the ending time of the child care services. There are a variety of transactions that can be performed to accurately record these times. It is important to remember that while children may be dropped off and then attend school during the day and return later in the day, each attendance can be recorded with one of the four basic transactions including Check In, Check Out, Previous Check In, and Previous Check Out. In addition there are Vendor Options that allow transactions to be voided in order to remove incorrect entries. However, basic Check In and Check Out functions will be the predominant transactions performed.

The Previous Check In and Previous Check Out transactions are used in situations where the parent or secondary cardholder is not available to swipe their card at the time the child arrives or leaves the child care facility. If this occurs, the Previous Check In and Previous Check Out transactions can be performed by the cardholder to record attendance for the current day (earlier times that day) or for the 8 previous calendar days. Examples on when these transactions must be used include, but are not limited to, the following:

- The parent or secondary cardholder has forgotten to bring their card on the day the child was in care.
- The child is picked up by a bus and transported to the child care facility and a parent or secondary cardholder is not available to swipe the card through the machine.
- The child comes to the child care facility after school and a parent or secondary cardholder is not available to swipe the card through the machine.

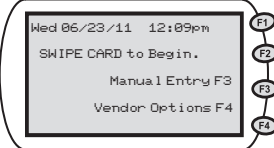
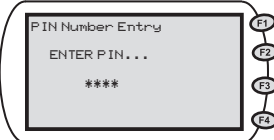
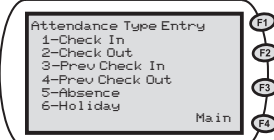
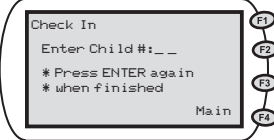

In each of the above examples, the parent or secondary cardholder must use the Previous Check In or Previous Check Out transaction the next time they are at the facility. Previous Check Ins and Check Outs must be completed within nine calendar days of the missed swipes. The nine day allowance is the current day and the previous eight calendar days, including weekends and holidays.

Child absences from a child care facility and holidays can also be reported using the POS. These transactions are described in detail in this section.

For each transaction processed, the terminal will print a receipt. For a sample of the receipt, see section DAILY ATTENDANCE REPORT later in this manual. The vendor also has the ability to reprint a receipt as described in a later section.

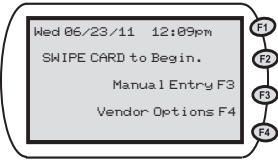
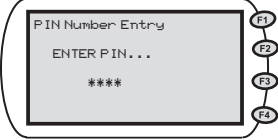
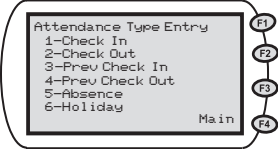
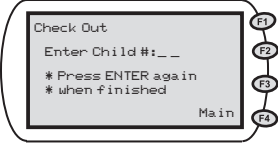

Check In

To record a child's time and attendance, the parent's or secondary cardholder's assigned card must be swiped through the POS machine. The following are the procedures for this process:

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key .
	Parent presses 1 for Check In .
	<p>Parent keys in child number and presses the green enter key.</p> <p>Note: If entering more than one child, enter the next child number and press the green enter key. When finished press enter again.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.</p> <p>When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.</p>

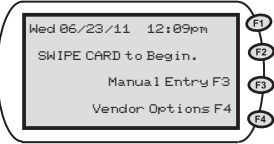
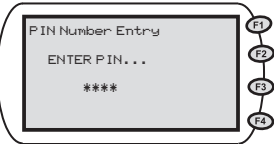
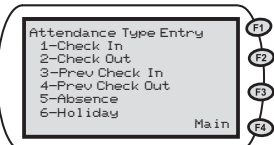
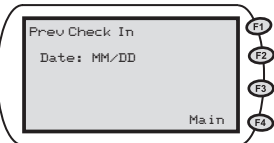
Check Out

When a child leaves the facility for the day, the parent’s assigned card must be swiped through the POS machine. The following are the procedures for this process:

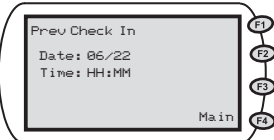
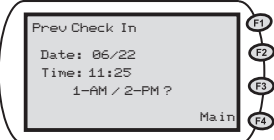
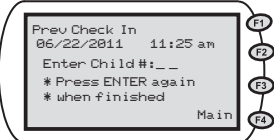

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key .
	Parent presses 2 for Check Out .
	Parent keys in child number and presses the green enter key . Note: If entering more than one child, enter the next child number and press the green enter key . When finished press enter again.
	Wait for authorization. The system displays “CONNECTING” then “SENDING” / “RECEIVING”, followed by an approved or denial message. When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.

Previous Check In

When a child is dropped off and a parent or secondary cardholder is not present to perform a Check In transaction, then the child's actual arrival time can be entered into the POS terminal using a Previous Check In. This transaction may be entered anytime within the current day or within the next eight days.. For example, if the child is picked up by a bus in the morning and the parent picks up the child in the evening, then a Previous Check In transaction can be performed in the evening followed by a regular Check Out transaction to properly record the child care hours. To perform a Previous Check In transaction, the parent performs the following steps:

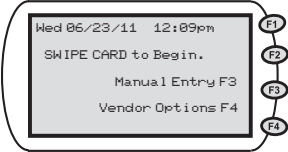

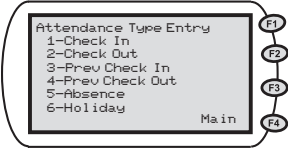

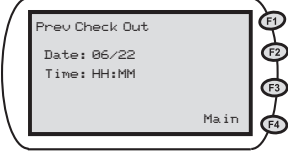
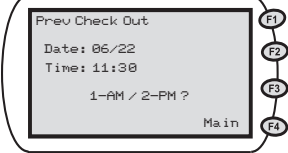
DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key .
	Parent presses 3 for Previous Check In .
	Parent keys in the date for the Previous Check In (MM/DD, Example 06/22) then presses the green enter key .

Previous Check In (cont'd)

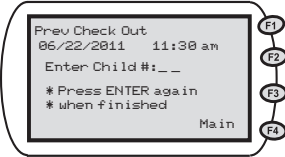

DEVICE SCREEN	ACTION
	Parent keys in the time the child arrived (HH:MM, Example 11:25) then presses the green enter key .
	Parent selects 1 for AM or 2 for PM .
	Parent keys in child number and presses the green enter key . Note: If entering more than one child, enter the next child number and press the green enter key . When finished, press enter again.
	Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message. When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.

Previous Check Out

As with the Previous Check In transaction, these steps allow a parent to record an earlier Check Out for a period of eight previous days plus the current day. Used with the other transaction types, this transaction allows the accurate recording of the child's attendance.

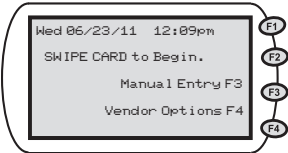

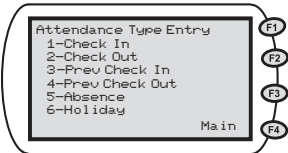
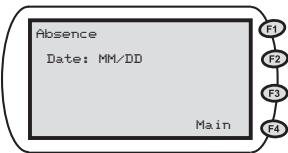
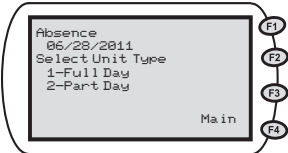
DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key.
	Parent presses 4 for Previous Check Out .
	Parent keys in the date for the Previous Check Out (MM/DD, Example 06/22) then presses the green enter key.
	Parent keys in the time the child arrived (HH:MM, Example 11:30) then presses the green enter key.
	Parent selects 1 for AM or 2 for PM .

Previous Check Out (cont'd)

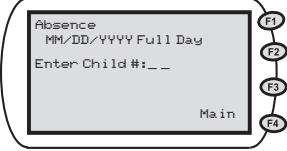
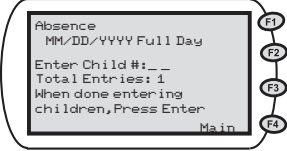

DEVICE SCREEN	ACTION
	<p>F1 Parent keys in child number and presses the green enter key.</p> <p>F2</p> <p>F3 Note: If entering more than one child, enter the next child number and press the green enter key. When finished press enter again.</p> <p>F4</p>
	<p>F1 Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.</p> <p>F2</p> <p>F3</p> <p>F4 When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.</p>

Absence or Holiday

Recording an absence or a holiday for child care services follows the same transaction steps except for the selection of the Attendance Type. For an absence, the parent selects the number five key or, for a holiday, the parent selects the number six key.

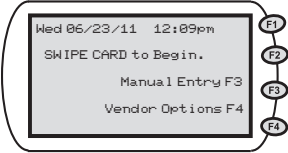
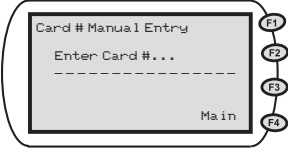

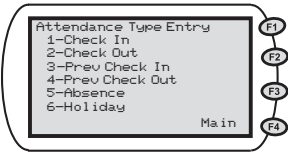
DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key .
	Parent presses 5 to report an Absence . OR Parent presses 6 to report a Holiday .
	Parent keys in the date of the Absence or the Holiday (MM/DD, Example 06/28) then presses the green enter key . Note: Absence or Holiday will display on the POS terminal depending on which key was pressed.
	Parent selects 1 for Full Day or 2 for Part Day . Note: Absence or Holiday will display on the POS terminal depending on which key was pressed.

Absence or Holiday (cont'd)

DEVICE SCREEN	ACTION
	Parent keys in child number and presses the green enter key .
	<p>Note: If entering more than one child, enter the next child number and press the green enter key. When finished press enter again.</p> <p>Note: Absence or Holiday will display on the POS terminal depending on which key was pressed.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.</p> <p>When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.</p> <p>Note: Absence or Holiday will display on the POS terminal depending on which key was pressed.</p>

V. Manual Card Entry

In the event the card swipe fails due to a defective or damaged magnetic stripe on the back of the card, the card number can be entered into the POS terminal using the Manual Entry F3 key. The following illustration shows the manual entry screen. After entering the card number on the keypad, the parent is prompted to enter their PIN number. Normal transaction processing prompts will follow the PIN entry screen. Refer to the transaction types in Section IV for the remainder of the transaction steps.

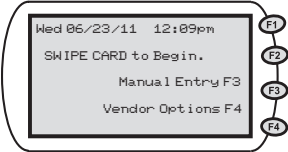
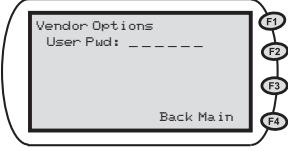
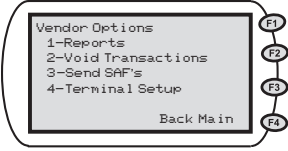
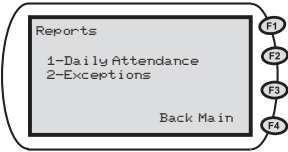
DEVICE SCREEN	ACTION
	Parent presses the F3 key to bypass the card swipe and use the keypad to enter their card number.
	Parent enters their 16 digit card number and presses the green enter key .
	Parent enters 4-digit PIN and presses the green enter key .
	Resume normal transaction steps described in Section IV.

VI. Vendor Options

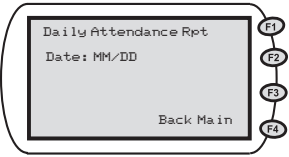
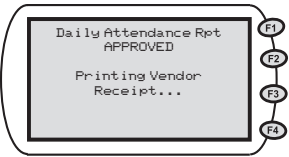
There are four additional features available under the Vendor Options selection. This menu is accessed by pressing the F4 key from the Main Menu. From this selection, the user can access reports, void transactions, and send Store and Forward (SAF) transactions. The steps to access each option are described on the following pages.

Vendor Option 1 - Reports (Daily Attendance and Exceptions Reports)

There are two types of reports available to vendors using this option. The first report is the Daily Attendance Report and the second report is the Exceptions Report. The Daily Attendance Report will print a summary of the transactions performed on the date entered into the POS terminal. The Exceptions Report will print a report of the children that have been checked in but have not been checked out on the date entered. This report is useful in identifying Check Out transactions that were not successfully processed. The following are the procedures for obtaining these two reports:

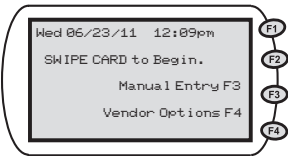
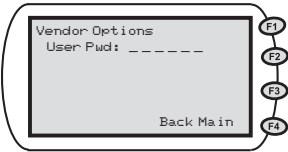
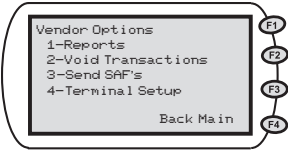
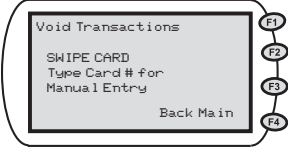
DEVICE SCREEN	ACTION
	Vendor presses the F4 key.
	Vendor enters 6-digit Password and presses the green enter key .
	Vendor presses 1 for Reports .
	Vendor presses 1 for the Daily Attendance Report OR Vendor presses 2 for the Exceptions Report .

Vendor Option 1 - Reports (Daily Attendance and Exceptions Reports)
(cont'd)


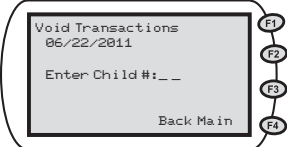

DEVICE SCREEN	ACTION
	<p>Vendor enters the date of the report (MM/DD) then presses the green enter key.</p> <p>Note: Daily Attendance Rpt or Exception Report will display on the POS terminal depending on which key was pressed.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by a Printing Report message.</p> <p>When a response is received and a report is printed, the terminal returns to the main menu for further transaction processing.</p> <p>Note: Daily Attendance Rpt or Exceptions Report will display on the POS terminal depending on which key was pressed.</p>

Vendor Option 2-Void Transactions

The vendor can void every transaction, for a single child, on a date entered. For example, if a parent entered incorrect attendance information for a child one day, the 'Void Transactions' option can remove the child's transactions that day. This allows the parent to reenter correct attendance for their child for that day, if needed. The steps to void every attendance transaction for a child on a day is detailed in the instructions below:

DEVICE SCREEN	ACTION
	Vendor presses the F4 key.
	Vendor enters 6-digit Password and presses the green enter key .
	Vendor presses 2 for Void Transactions .
	Vendor enters the card number and presses the green enter key or if the Parent is present, the Parent can swipe their card.

Vendor Option 2-Void Transactions (cont'd)

DEVICE SCREEN	ACTION
	Vendor enters the date to void all transactions for a specific child (MM/DD) then presses the green enter key .
	Vendor keys in child number and presses the green enter key
	<p>Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by a printing the void receipt.</p> <p>When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.</p>

Vendor Option 3-Send SAF's

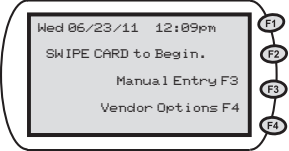
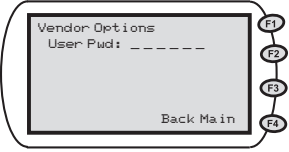
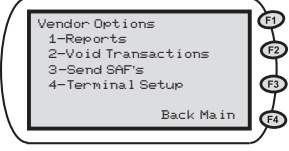
There may be times when your electricity is on but your telephone or internet service is unavailable. When this happens, the parent or secondary cardholder can still use the POS to check children in or out. The POS machine stores the information for a period of 7 days plus the current day. When telephone or internet service is restored, the terminal sends the information as soon as a connection is detected.

If your electrical service is out, it is suggested that you keep a log of the time and date children attended your facility to assist the parents in entering the correct day and time when your service is restored.

When information has been stored, your Daily Receipt report will show SAF STORED. The POS automatically attempts to send the SAF after the telephone or internet service has been restored. If it does not automatically send the SAF transactions, follow the steps below.

Please note that if your POS device is connected to a telephone line and you are currently using any form of voice mail on your telephone, the messages must be cleared in order for your POS device to work. The POS system must have a clear dial tone in order to dial out. If you happen to get SAF's because of this problem, this is a perfect opportunity to use the steps listed below to send all transactions stored on your machine.

Vendor Option 3-Send SAF's (cont'd)

DEVICE SCREEN	ACTION
	Vendor presses the F4 key.
	Vendor enters 6-digit Password and presses the green enter key .
	Vendor presses 3 for Send SAF's . The terminal will automatically transmit the stored transactions and return to the Main Menu. A receipt will print with an approval or denial message for each SAF transaction transmitted.

Vendor Option 4-Terminal Setup

This option is reserved for installation use only and should only be accessed by authorized installation technicians. The vendor is responsible for any damages resulting from entering this option and changing any setup information.

VII. Daily Receipt

Each time a daily attendance transaction is completed, the information will be printed on the Daily Receipt Report. An example of this report is shown below:

Receipt Sample

Child Care Vendor	
Street 1	
Anywhere, VA 11119	
Ph: 111-555-1234	
Term#: 55555555	2/15/10
Prov#: 5555555555	9:30:04am

Daily Transaction Receipt	
For: 2/15/2010	
Item #: 1	

10/21/2009 08:28:22pm	
CHECK IN	
F. Lastname	
Client ID: 123456789	
Case#: 111111111	Child#: 01
APPROVED	Tran#: 1001
Cumulative Duration Today: HH:MM	
Full Day Units Remaining: 25	
Part Day Units Remaining: 5	
Absences Remaining: 5	

This type of receipt is printed for each of the following transactions: Check In, Check Out, Previous Check In, Previous Check Out, Absence, and Holiday. Each of these receipts may have different information printed depending on the transaction type.

VIII. Supplies

The only item you will need to purchase for your POS is replacement paper for the printer. At the time of installation, you are provided with the name of a reputable supplier of this paper or you may purchase the paper at any office supply store. The POS machine will operate without paper.

It is very important to remember the paper used by the machine is heat sensitive paper. The machine prints on the paper without using a ribbon. The VeriFone device can use either of the following types of replacement paper:

VeriFone Part # - CRM0039 - High-grade thermal paper, 2-1/4 inch (57 mm) wide roll

VeriFone Part # - CRM0027 - Medium-grade thermal paper, 2-1/4 inch (57 mm) wide roll

IX. Frequently Asked Question (FAQ)

What is Virginia's ECC System?

- ECC stands for Electronic Child Care system. It is an automated attendance reporting and payment delivery system. This will allow the parent or responsible adult to record the child's attendance through a card reading machine (Point of Service device).

What is a Point of Service Device?

- A Point of Service Device (POS) is used to record the time and date of the child's attendance at the child care facility. It looks like a credit/debit card machine that you see in retail stores.

How do I get a POS device?

- Child care vendors will receive a packet from Affiliated Computer Services (ACS) Inc. This agreement must be filled out and returned to ACS to receive a POS device.

What type of connection do I need?

- To install and use the POS device, you will need a standard, analog landline or a high speed internet connection. The POS can share the same line with your telephone or high speed internet connection. You also need an electrical outlet to power the POS.

Do I have to pay for the POS device?

- No

How many POS device do vendors receive?

- Vendors will receive 1 POS device for every 50 children receiving subsidized care.

Who is responsible for maintenance/replacement of the POS device?

- ACS is responsible for maintenance and replacement cost of the POS device for normal wear and tear. The child care vendor is responsible for replacing the POS in cases of loss from fire, theft, damage, or abuse.

Do I have to use a POS device?

- Yes, for most vendors using the POS device is required in order to participate in the ECC System.

How does swiping work?

- The parent or secondary cardholder swipes their card through the POS device every time the child checks in or out of the child care facility. The POS will record the specific date and time the child attended the child care facility.

Can vendors swipe the ECC card for the parent or secondary cardholder?

- No, vendors are not allowed to be in possession of the ECC card. If a vendor is found with a card, the vendor may be fined and the parent or responsible adult may lose child care services.

What if there is more than one child in the family?

- Each child is assigned a specific child number formatted in two digits – 01, 02, 03 and so on. The assigned number will appear on the card mailer that the parent will receive.

Will the POS indicate whether the child is authorized?

- Yes. Once the card is swiped, the POS screen will display whether the transaction is approved or denied. The POS will print a receipt showing the transaction was approved or denied. It is also displayed on the ECC vendor web portal.

What if the parent or secondary cardholder forgets to bring the ECC card or is unable to report the child's attendance?

- The parent or secondary cardholder can catch up on missing days by using "Previous Check In/Out" process on the POS device. They have eight (8) calendar days plus the current day to record previous attendance.

How will I be paid?

- Child care vendors will be paid twice a month, around the middle and end of the month. Payments are transferred directly into the checking or savings account that you designate to ACS.

What if my payment is incorrect?

- Contact your local department of social services immediately.

Whom do I call for technical questions for the POS?

- Call the vendor help desk at 1-877-918-2776.

Whom do I call if I have policy questions?

- Call the child care worker at the local department of social services.

X. POS Device Messages

INVALID DATE! – This error is displayed when the date entered is not in the correct format.

INVALID TIME! – This error is displayed when the time entered is not in the correct format.

FUTURE DATE! – This error is displayed when a future date is entered when only current or past date is allowed.

SESSION ERROR – This error message is displayed when the session has expired, gets interrupted, or is invalid.

OUTSIDE ALLOWED RANGE – The 9-day limit for entering transactions has expired.

UNREADABLE CARD – The POS machine is unable to read the magnetic stripe on the card.

NO HOST RESPONSE – The POS machine could not receive a response from the main computer.

NO SAF'S FOUND – The system tried to complete a Store and Forward transaction but there was no information to process.

INVALID PASSWORD – The password entered is either incorrect or invalid.

WAITING FOR LINE – Internet or phone line is busy or out of service.

DIALING – The POS is dialing phone to reach the main computer.

LOST COMM W/HOST – the POS has lost the connection with the main computer and is not receiving a response. You should attempt the transaction again. If the problem persists, contact the Vendor Help Line.

XI. HOST Response Messages

The following are Error Codes that may be received:

00	SUCCESS/APPROVED
01	SUCCESS/DENIAL
12	HOLIDAY EXISTS
55	INVALID PIN
56	CARD NOT FOUND
75	or
A0	AUTH NOT FOUND
A1	NO AUTH UNITS LEFT
A4	CARD NOT ACTIVE
AA	ATTENDANCE EXISTS
AB	NO ATTENDANCE TO VOID
AD	DATE NOT A HOLIDAY
BB	OUTSIDE ALLOWED RANGE
BE	INVALID VOID DATE
D0	INVALID VENDOR
D1	UNKNOWN POS DEVICE
D3	VENDOR NOT AUTHORIZED
D6	INVALID CARD
D7	MAN ATTENDANCE EXISTS
DA	INV CLIENT ID
DC	INACTIVE VENDOR
DD	CHECK IN EXISTS MM/DD
DE	ATTENDANCE OVERLAPS
DF	AUTH SUSPENDED
E0	ABSENCE EXISTS
E1	ALREADY VOIDED
E6	CASE NOT FOUND
ED	CHECK-IN NOT FOUND
EF	ALL ABSENCES USED
95	SYSTEM ERROR-RETRY

XII. Vendor Web Portal Quick Login Guide

The following pages contain a quick login guide designed to allow easy access to the Virginia ECC Vendor Web Portal Website. Users may wish to copy these pages and keep them near their computer for quick reference.

The Vendor Website is very easy to use. This website allows you to view information about your facility, **authorizations, transactions, and reports.** After you log in, you can find a Vendor Website User Manual to assist you with using the screens and features on the web at www.dss.virginia.gov/family/cc. You may print out this manual if necessary, or simply view it online.

1. To get to the Vendor Web Portal, go to www.dss.virginia.gov/family/cc. Click on the link to the Vendor ECC Web Portal. This website will display the following login page:

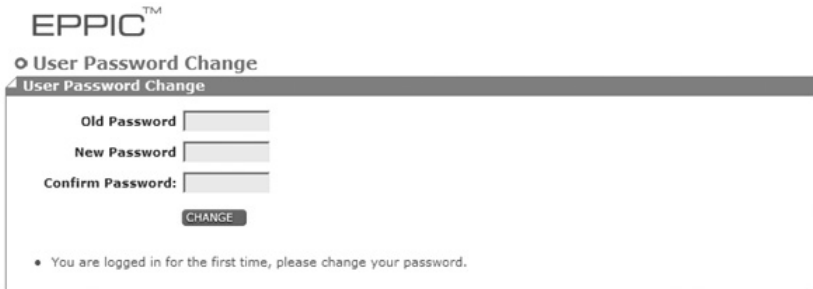
The screenshot shows the login page for the Virginia ECC system. At the top is the Virginia.gov header with navigation links: Online Services | Commonwealth Sites | Help | Governor. Below this is the Virginia Department of Social Services logo and name. A search bar is on the right. A secondary navigation bar includes links: Home, About Us, Benefits, Children, Child Support, Community Partners, Reports, Find, and Contact Us. The main content area features the 'Virginia ECC' logo and the text 'ELECTRONIC CHILD CARE CARD'. Below this is a login form with fields for 'USER ID' and 'PASSWORD', a 'DSS Only' checkbox, and a 'LOGIN' button. A 'Forgot Password?' link is also present. The footer contains the Virginia Department of Social Services contact information: 801 E. Main Street, Richmond, VA 23219-2001, and the website URL <http://www.virginia.gov>.

2. The first time you login to the Virginia Vendor Web Portal you will use the following information: The User ID is your 9-digit vendor number. The Password is the 5-digit zip code of your facility plus your 3 digit FIPS code.
3. When you login for the very first time, you will be prompted to change your password immediately. Follow the steps below to set your initial password.

Passwords must meet these requirements:

- Must be eight (8) to fourteen (14) characters long
- Must have at least one (1) lower case letter
- Must have at least one (1) upper case letter
- Must have at least one (1) number
- Special characters (such as \$ % & @ !) are allowed but not required
- Password must be changed every 90 days
- Password cannot be the same as the previous 24 passwords

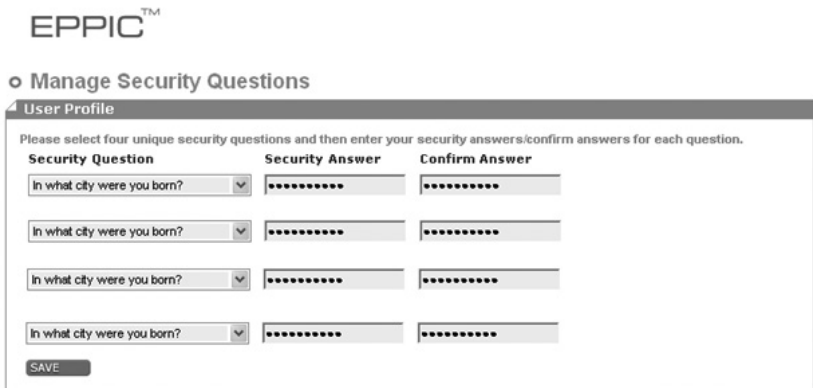
Password Change on Initial Login



The screenshot shows the EPPIC™ User Password Change interface. It features three input fields labeled "Old Password", "New Password", and "Confirm Password:". Below these fields is a "CHANGE" button. At the bottom, a message states: "• You are logged in for the first time, please change your password."

1. Enter your current password in the "Old Password" field. (Since this is your initial login, the "Old Password" is still your 5-digit zip code plus your 3 digit FIPS code.)
2. After considering the password requirements above, 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.

The screen will now look like this:



The screenshot shows the EPPIC™ Manage Security Questions interface. It is titled "User Profile" and includes the instruction: "Please select four unique security questions and then enter your security answers/confirm answers for each question." The screen contains four rows, each with a "Security Question" dropdown menu (all showing "In what city were you born?"), a "Security Answer" text field, and a "Confirm Answer" text field. At the bottom is a "SAVE" button.

The next step is to create four security questions to help you access your account, in case you forget the password. Follow the steps below.

3. Select a security question from each of the drop down menus. Enter the answer in each "Security Answer" field and enter that same answer in the "Confirm Answer" field. You must enter the answers exactly the same to confirm your answer. Click the "Save" button when finished.

When the security questions have been saved, the system will automatically take you to the Confidentiality Screen followed by the Vendor Profile screen. This is your indication you have logged into the website successfully!

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

Password Change if too many failed login attempts

If you attempt three (3) bad login ID's or passwords, you will be locked out. If this happens call the Vendor Help Desk for assistance or you can create a new password using the following steps:

1. On the main login menu, click on the "Forgot Password" link underneath the blue "Login" button.
2. Enter your 9-digit Vendor number in the Security User ID screen.



Security Question

Please enter your Login ID to retrieve your security questions.

LOGIN ID: 000000000

SUBMIT CANCEL

3. On the next screen, you will be prompted to enter answer your Security Answers for each Security Question you previously created.



The screenshot shows a web form titled "Security Question". Below the title is the instruction "Please select your security question and provide your security answer." The form contains the following elements: a "Login ID" field with the value "LISAL12"; a "Security Question" dropdown menu currently showing "What was your first pet's name?"; a "Security Answer" text input field; a status section showing "Questions Answered Correctly: 1" and "Questions Answered Incorrectly: 2"; and two buttons at the bottom, "SUBMIT" and "CANCEL".

4. After two Security Questions have been answered correctly, the Change Password Screen will display. Follow the same steps outlined above to change your password.

****NOTE:** If you have forgotten your User ID or the User ID does not seem to be working, contact the Vendor Help Line at the phone number listed on the main Vendor Website screen.

Expired Password after 90 days

You will be required to change your password every 90 days as a security measure. The screen below will automatically appear when you login after 90 days without a password change.



The screenshot shows a web form titled "User Password Change". It contains two text input fields: "New Password" and "Confirm Password". Below these fields are two buttons: "CHANGE" and "CANCEL".

1. Following the password requirements, enter a new password in the "New Password" field.
2. Enter the same password in the "Confirm Password" field and click the Change button.

When the password has been saved, the system will automatically take you

to the Vendor Profile screen. This is your indication you have logged into the website successfully!

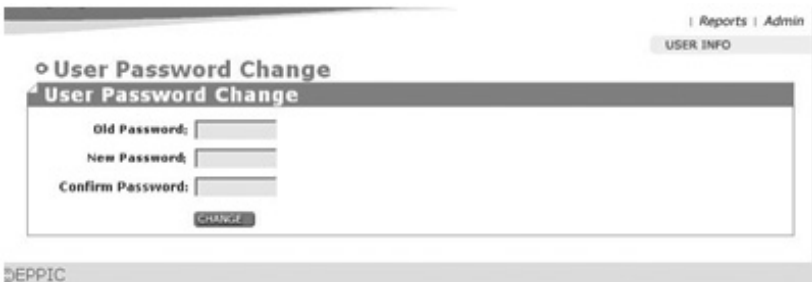
Manual Password Change

You may also change your password at any time. To change the password manually, follow the steps below.

1. Login to the website as normal.
2. Click on the Admin tab at the top of the screen. Then select the “Change Password” submenu.



3. The User Password Change screen will display. Enter the old password, a new password, and then confirm the new password. Then, click the ‘Change’ button to complete the password change.

A screenshot of the 'User Password Change' web form. The form is titled 'User Password Change' and has a sub-header 'User Password Change'. It contains three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. Each field has a corresponding text input box. Below the input fields is a 'CHANGE' button. The form is displayed within a browser window that shows the 'Reports' and 'Admin' tabs at the top right, with 'Admin' selected. The 'USER INFO' link is also visible. The 'EPPIC' logo is visible in the bottom left corner of the browser window.

4. The system will take you to the Confidentiality Screen followed by the Vendor Profile screen.

For more details on the Vendor Web Portal, download the ECC Vendor Web Portal User Manual from the DSS website.

Notes

Notes

Vendor Help Desk:
1-877-918-2776

Cardholder Call Center:
1-877-918-2322

Virginia ECC

ELECTRONIC CHILD CARE CARD



A **xerox**  Company

VA ECC POSMNL 06/11