Page **Topic**

help.kidkare.com

Log In to KidKare

1. Go to kidkare.com and click **LOG IN**. If you're on a smartphone or tablet, tap the menu icon (≡)to display the LOG IN option.
2. Enter the username and password that has been provided to you by your Sponsor.

Note: KidKare is a web-based application that works in most web browsers. There's no need to download or install any software on your computer or phone to use KidKare.

Using the Navigation Menu

All of the KidKare features are accessible from the navigation menu located on the top left under the KidKare logo.

- The navigation menu can be collapsed to provide more room in the main window. Click the ⊗ button located at the bottom of the navigation menu.
- Quickly get help by using the Help overlay. Click the ? button to turn the overlay on/off. Click the (💡) to view the quick help for an item.
- Click the ⚙ button to access application settings.

Note: When using a mobile device the navigation menu is collapsed and can be expanded by tapping the (≡) located at the top, left of the KidKare logo.

Change the language

To change the language in KidKare:

1. Login to KidKare.

2. Click/tap the ⚙ icon (above the main menu).

3. You will be directed to the "What language would you like to use?" page.

4. Below the phrase, "What language would you like to use?" click/tap the word "Languages" and you can select a language from the dropdown list. ***Please Note:*** *English and Spanish are the only languages that are usable at this time. More languages may be added in the future.*

5. The text should now be in either English or Spanish, whichever one you selected.

Enroll a Child

You can enroll a new child by going to *My Home >> My Kids*.

1. Click on the + Add Child button on the right of the screen.
2. Complete the three pages of information as follows. As a reminder, only items with an asterisk are required fields.
3. If any errors are found, you will not be able to go to the next page unless these issues have been fixed.
4. Once you have finished filling out all the necessary items, you can choose to Enroll Child or Enroll/Print

Note: On the third page of the enrollment form, you will find the "Days in Care" section. Select the first day of the week the child will be in your care and provide the in and out times. Once this is done for the first day, KidKare will automatically set this time for each following day you include.

Withdraw a Child

You can withdraw a child under *My Home >> My Kids*.

1. Check your filter settings by clicking on the gear icon (✿). You should be viewing your "active" children.
2. Find the child you need to withdraw and click their name to view the account.
3. Hit the red, "Withdraw" button under their photo.
4. Select the date of the withdrawal.
5. Click "ok" to complete the process.

Note: You can also sort children by infant or non-infant.

View Pending and Withdrawn Children

You can view a complete list of your children under *My Home >> My Kids*.

1. Click on the gear icon (✿) on the right side of the screen to change your view settings.
2. Choose the list(s) you wish to view, such as "active," "pending," and "withdrawn."

3. You may also decide to sort the children by first or last name.
4. Once you've made your selection(s), click the gear icon (⚙) to close the tab and view the list of children.

View Kids by Enrollment Status

You can view your children by enrollment status under **My Home >> My Kids**.

1. Click the gear icon (⚙) to the right of the screen.
2. Select the enrollment status you would like visible.
3. Click the gear icon (⚙) again to close the filter options.

With all the enrollment status filters selected you may need to scroll down to view all of your children.

Note: You can also sort children by infant or non-infant.

Upload Child Photos

How to upload child photos using an image already stored on your device:
1) Select the child then click the camera icon to the bottom right of the child's default image
2) Click the "choose" button and select "photo library"
3) Browse to the folder containing the photo you'd like to upload and click on the photo
4) Click the check mark at the bottom right of the child's "default image" box to complete the upload.

How to upload child photos using the camera on your device:
1) Select the child then click the camera icon to the bottom right of the child's default image
2) Click the "choose" button and select "take photo"
3) Take the child's picture and click the "use photo" option at the bottom right
4) Click the check mark at the bottom right of the child's "default image" box to complete the upload.

Sort Children by First or Last Name

To sort children by first or last name, go to *Home > My Kids*. Click the () icon. Select to sort children by first or last name, whichever is the most convenient for you. Children will be sorted in the order selected on all screens throughout the program.

How to Reactivate Withdrawn Children

If you have a food program sponsor, you will need to reach out directly to them regarding reactivating children. The below instructions are for Independent Day Care Home Providers who do not have a food program sponsor.

1. Find the child by filtering for withdrawn children. You can find instructions on filtering the My Kids page here.
2. Once you have located the child under withdrawn children, select the child.
3. Click the green button that says "Reactivate".

Add and Edit Check In and Out Times

You can view all in and out times under **Check In/Out**.

1. Select the date you want to record
2. Click the children who were present for the specified day (names will turn green when marked "in").
3. Click the children again to record their out time
4. By using the drop down arrows next to each child's name, you can individually record the in and out times or click the Expand All button.
5. You can also click the Apply enrollment times button at the top of the page to auto-fill the in and out times indicated on their enrollment forms.
6. Do the same process for children who come and go more than once per day and both sets of in/out times will be recorded.

Record a Meal

You can record meals by going to **Meals >> Enter Meal**.

1. Pick the date the meal was served.
2. Select "Non-Infants."
3. Choose the type of meal that was served from the dropdown box: breakfast, AM snack, lunch, PM snack, etc.
4. Under the "Serving 1" field, provide the meal time.
5. Using the drop down menus, select the food items you served at this meal.
6. Mark the children who were in attendance of this meal and indicate if a "Serving 2" was provided.
7. Save the meal before leaving the screen.

Enter Meal for Infants

You can record meals by going to *Meals >> Enter Meal*.

1. Find the correct date.
2. Select "Infant."
3. Choose the meal you want to record.
4. Enter a serving time if you have not already provided one.
5. Add a menu by clicking the "Menus" button to choose a reusable menu or enter each infant meal individually.
6. Hit "Save" once you have finished.

Delete a meal

To delete a meal that has been saved, open KidKare and go to:

- Meals > Enter Meal
- Select the date and meal that you wish to delete
- Hit the Delete button

Go Back and Look at Meals and Children Who Were in Attendance

To view meal and attendance information by child:

- Open KidKare and select the **Reports** option from the main menu.
- Select the **Meals and Attendance** option.
- Select the **Attendance Detail** report.
- Select a month.
- Hit the **Run** button.
- Hit the printer icon (below the "Run" button to send the report to your printer). *Hint: If printing this report, collapse the header before printing it by hitting the up arrow (on the same row as the report name and date).This will collapse that section and take up less room on your printed report.*

Menus from KIDS will transfer to KidKare

All menu templates and scheduled menus will be imported into KidKare from WebKids/Minute Menu Kids.

Create a Reusable Menu

You can create a reusable menu under *Meals >> Add/Edit Menus*.

1. Click the + Add Menu button on the right of the screen.
2. At the top of the screen, indicate the meal type for the new menu.
3. Give your menu a name.
4. Select the different food items and save it once you've finished.
5. Scroll down to view your menu or go to the top of your page to change the filter settings.

Note: You can revisit these menus at any time to make adjustments.

Select a Pre-Planned Menu

You can select a pre-planned menu by going to *Meals >> Enter Meal*.

1. Be sure the items at the top of the screen are complete: date, infants or non-infants, meal type, and time.
2. Click the Menus button.
3. A list of your pre-planned menus will appear.
4. Select the menu you want.
5. Save and you're done!

Print Scheduled Menus

To print a week of scheduled menus:

- Open KidKare and select the **Reports** option from the main menu.
- Select **Menu Planning** from the dropdown box.
- Select the **Scheduled Menus** report.
- Select a day (the report will print the entire week).
- Hit the **Run** button.
- Hit the printer icon below the "Run" button to send the report to your printer.

View and Print Recorded Menus

To print the menu of foods that you served:

- Open KidKare and select the **Reports** option from the main menu.
- Select **Meals and Attendance** from the dropdown box.
- Select the **Food Served** report.
- Hit **Run**.
- Hit the printer icon (below the "Run" button) to send the report to your printer.

Bold Meals in Scheduled Menus Calendar

When you access your Scheduled Menus Calendar, you may notice that some meals are bold and some are not. The menus that are in bold were created using a menu template. This could be any of your [MyMenus](#), or a Master Menu from your sponsor. The ones that are not bold are ones that you have entered individual food items for.

Copy and Paste a Menu from One Month to Another Month

Before you begin copying menus, please note that only Scheduled Menus can be copied from one month to the next.

1. Click on *Meals > Scheduled Menus*
2. Use the arrow on the right next to the blue "Copy Days" button to move to the month you're interested in copying (You can skip this step if you don't need to review any previous month's menus before copying).
3. Once you've found the month from which you want to copy the menus, click on the "Copy Days" button.
4. Make sure the "Multi-Day" box is selected (blue) and enter the start and end date for the days from that previous month for which you'd like the menus copied over to the current month.
5. If you have no menus on weekends, be sure and put a check mark in the "skip weekends" box.
6. In the "Begin Pasting On" box, enter the date of the current month that you'd like to begin copying menus.

For example: if you'd like to copy all weekday menus from January 2017's menu to February 2017's menu: In the From and To boxes you would enter 01/02/2017-01/29/2017 (You can

enter 01/31/2017 as the ending date - it won't hurt anything). In the "Begin Pasting On" box, enter 02/01/2017 and make sure "skip weekends" is checked if you are not open on weekends.

7. Click the OK button and spot check a few February days to make sure the menu looks accurate.

Use the child calendar

You can document children that are present on a holiday, in your care when school was out, or in your care because they were too sick to go to school.

- Go to the Calendar option from the main menu.
- Make sure the "Child" option is selected at the top
- Select a child from the drop-down box (either by typing their name or click the "+" to expand the categories)
- Drag and drop the "draggable events" onto the calendar

To delete an event that you added by mistake, just click/tap the event on the calendar and you will see a red delete button.

Use the provider calendar

You can document days that you are closed for business, open on a holiday, or doing an off-site meal using the provider calendar.

- Go to the Calendar option from the main menu.
- Make sure the "Provider" option is selected at the top
- Drag and drop the "draggable events" onto the calendar

To delete an event that you added by mistake, just click/tap the event on the calendar and you will see a red delete button.

Send my Food Program Claim to my Sponsor

You can send a claim to your sponsor by going to *Food Program >> Send to Sponsor*.

1. At the top of the report you will see a notice that reads, "**Not Sent to Sponsor**" indicating this claim has not been sent.
2. Review your report and check for any issues.

3. Once you are ready to send your claim, check the box indicating you agree to the terms and conditions.
4. Send your claim.

Note: After you send your claims, the notice at the top of the screen will change to "Sent to Sponsor" in green writing and will include the date and time you sent the claim

Print an Enrollment Form

You can print an enrollment form under *Reports*.

1. For the "Select a category" drop down box, choose "Child."
2. For the "Select a report" drop down box, choose "Child Enrollment."
3. Select the child.
4. Click or tap on the Run button.
5. The report will download. Click on the report at the bottom of your screen once it has finished downloading.
6. Review and print the report. A parent and provider signature is required at the end of the report.
7. Send the signed enrollment form to your sponsor.

Print a blank enrollment form

To print a blank enrollment form:

1. Select the **Reports** option from the main menu

2. Select the **Worksheets** category

3. Select the **Blank Enrollment Form** option

4. A PDF will be generated

Create a Shortcut Icon on my Desktop

This little trick will allow you to create a website shortcut on desktops with *most* browsers.

For Windows:

1. Access your desktop and right click.
2. Click the "New" option.
3. Click the "Shortcut" option.
4. Copy and Paste the KidKare URL (https://app.kidkare.com) into the field that states "Type the location of the item.."
5. Click the "Next" button.
6. Type "KidKare" into the field to rename the shortcut.
7. Click the "Finish" button.

For Mac:

1. Launch your default browser and navigate to your KidKare account - > https://app.kidkare.com
2. Select the entire address in the address bar at the top of the browser.
3. Click and drag the URL onto your desktop and release the mouse button. A shortcut to the web page will be created.

Create a Shortcut Icon on my Mobile Device Home Screen

For iPhones, iPads, and iPods:

- **Apple only allows this feature to be done in Safari.**
- Using your device, open Safari and go to app.kidkare.com.
- Find the Share button in the toolbar. It's the icon on the left side of the search box at the top of the screen for iPads, and bottom of the screen for iPhones.
- From the drop down box, select the option to, "Add to Home Screen."
- Name the shortcut, "KidKare."
- Go back to your home screen, and your shortcut should be available.

For Androids:

- **This feature can be done in any web browser.**
- Using your device, open a web browser and go to app.kidkare.com.
- Find the menu button at the top of the screen.
- From the drop down box, select the option to, "Add to Home Screen."
- Name the shortcut, "KidKare."
- Go back to your home screen, and your shortcut should be available.

For Windows Phones:

- **This feature can only be done in Internet Explorer.**
- Open Internet Explorer and go to app.kidkare.com.
- Find the, "More" button (...) at the bottom of the screen.

- From the drop down options, select, "Pin to Start."
- Name the shortcut, "KidKare."
- Go back to your home screen, and your shortcut should be available.

For Windows 8, 8.1, RT

- **This feature can only be done on devices, not desktops, and only done using Internet Explorer.**
- Open Internet Explorer and go to app.kidkare.com.
- Swipe up from the bottom of your screen to pull up the app bar.
- Tap on the star icon and find the pin icon.
- Name the shortcut, "KidKare" and click, "Pin to Start," when you're ready.
- Go back to your home screen, and your shortcut should be available.

Turn Off Private Mode on an iPhone or iPad

Private mode must be turned off in order to access KidKare on an iPhone. If you try to login to KidKare on an iPhone or iPad in private mode, you will get this message:

"Oops! Check your settings to ensure that you are not in local or private mode and try again!"

But don't worry, turning off private mode is easy! Just follow these steps:

1. Open Safari
2. Tap the two little squares that overlap each other (bottom right on an iPhone, top right on iPad)
3. You will then see a **Private** button highlighted in the bottom left area of the screen
4. Tap the **Private** button to deselect it.

Fix an Issue of Reports Not Generating and There's No Error Message

Need a report to print and not having any luck? One thing you can try is switching browsers. The Google Chrome browser is pretty KidKare friendly, so start with that one. If you are already using Google Chrome and you are still seeing the same issue, please try these troubleshooting steps to try to resolve the issue:

1. Open a Google Chrome browser. (KidKare does NOT have to be open to complete these steps.)

2. Click on the menu button in the upper right corner (3 lines stacked on top of each other).

3. Choose *Settings*

4. Choose *Show advanced settings..* (all the way at the bottom of the screen)

5. Select the *Clear browsing data...* button (in the Privacy section) and ensure that "Cookies and other site and plugin data", "Cached images and files", and "Hosted app data" are all selected.

6. Select to *Clear browsing data*

Once your browsing data has been cleared, open KidKare.com in Google Chrome and try running the reports again.

Login Troubleshooting Tips

If you are having problems logging into KidKare, here are some troubleshooting tips:

Refresh your web page:

Sometimes your browser may just need a hard refresh. Follow the instructions here to refresh your default browser.

"Padding is Invalid" error message:

If you get a message upon logging in that states "Padding is Invalid", close out of all open web pages and open a fresh one. You should be able to login now.

Try a different browser:

KidKare works on all browsers: Google Chrome, Internet Explorer, Microsoft Edge, Mozilla Firefox, Safari. If one of those browsers are not working for you, try logging in from a different one.

Clear your browser cache:

For iPhone -> http://bit.ly/1mF7Ees
For Android -> http://bit.ly/2nJ7Ei1

For Firefox -> https://mzl.la/2oeyouX
For Chrome -> http://bit.ly/1ncK2B9
For Internet Explorer -> http://bit.ly/2a3QHbC
For Safari -> http://bit.ly/22uj9HE
For Microsoft Edge -> http://bit.ly/2p6qTDh

Username and Password are incorrect:

If you are a new user and are on the food program, check with your food program sponsor to be sure you have the correct login information.
If you continue to receive this error, click the "I need a new password" link to reset your password.

Check your settings to ensure that you are not in local or private mode:

The Safari browser will not open KidKare when you are in private mode. Follow the instructions here to turn off private mode.

Reset password

To reset your password while logged into KidKare:

- Login to KidKare
- Go to **Home > My Site**
- Verify that your email address is correct (if it's not, hit the green **edit** button to update it)
- In the *Business Detail* section of the page, next to *Password*, hit the **click to reset** password link
- You will be logged out of KidKare and directed to the reset password page

To reset your password from the login screen:

- Go to app.kidkare.com
- Click the "**I need a new password**" link
- Enter your email address and hit the **Send Me** button
- You will receive an email with a link for resetting your password (reset links are only good one time, so if you need to reset your password multiple times, follow these instructions from the beginning each time)
- Reset your password (8 characters or fewer)
- Confirm the password
- Return to KidKare.com and login using your new password

Transferring PRO subscriptions (accounting users start here!)

Subscriptions to Minute Menu Kids PRO will continue in KidKare. Once the subscription expires, continue using the Accounting Features in KidKare for $8/month. If your Minute Menu Kids PRO account has already expired but you'd like your information to transfer, please see the Expired and Expiring PRO subscriptions help page.

Data Migration. When you click on the Accounting link in KidKare for the first time, you will be prompted to migrate your data. The migration process only takes a minute or two. It will bring over accounting data for 2016 and 2017 YTD. You may continue to *view* older data through your PRO account, although new data cannot be added.

Billing Information. KidKare will prompt you to enter your credit card information for billing purposes. But if you currently have a subscription, you will not be billed until your current subscription expires. To see when your subscription ends and view your next bill date in KidKare, go to **Home > My Site** and see the "Subscription Details" section of the page.

Accounting Features. The subscription will give you access to the Accounting Features of KidKare which includes: creating invoices, creating recurring invoices, emailing invoices to parents, recording payments, recording expenses, time-space percentage, and more!

Expect Changes. Since KidKare is a brand new program, it has a new (and updated) look that is completely different than PRO. Some of the features from PRO have *not* been added to KidKare. These features include: certificate making, daily reports, chart maker, and the resource center. New features will be added periodically and the KidKare program will continue to grow and address needs of day care providers and centers. KidKare is accessible on smart phones, tablets, and computers - which makes creating invoices and recording payments easier than ever before!

Tax Time. If it is close to tax time, we recommend you wait until after you've filed before moving over to KidKare. That gives you plenty of time to get used to KidKare before your next tax deadline.

Some Initial Setup is Necessary

Designate Payers. Before an invoice can be created for a child, at least one of the parents or guardians must be designated as a "payer" of invoices. Learn how to designate payers here.

Create Parent Accounts. You can optionally create parent accounts that allow parents to login to KidKare to view their invoices. Go to **Home > My Kids**, select a child. Hit the "edit" option next to the guardian. Either add a new guardian or select that one as the "payer." Make sure

that you have a valid email address before you proceed. Once the guardian is selected as a "payer" a "KidKare Account" button will appear. Select that button to have an email sent to the parent with a link to setup their KidKare account.

ePay Setup. When you switch to KidKare, you'll need to setup the ePay feature again (if you use it). To setup ePay, go to **Accounting > Set Up ePay**. Approval for ePay could take 1 - 3 business days. To check on the status of your ePay application go to **Home > My Site**. (Safari is NOT the best browser to use for ePay setup. When setting up ePay, if you get a blank screen please try setting up ePay on a different device or browser. Google Chrome works great for this.)

Enable ePay for Parents. If you're using ePay, you will need to enable the "ePay User" option for each parent. This can only be done once you've already been approved for ePay. To enable a parent as an ePay User, go to **Home > My Kids**, select the child, hit the "edit" option next to the guardian, and you'll see the "ePay User" button. Selecting this allows the parent to pay online from their bank account or a credit card.

Recurring Invoices. If you used the recurring invoices feature in KIDS, you'll need to setup those recurring invoices in KidKare. We apologize for the inconvenience of having to set this up again, but we hope that you'll find that the features and conveniences of KidKare are well worth the effort! Parents that use ePay and receive a recurring invoice can approve automatic payments after they receive their first invoice (they cannot approve auto-pay until the first recurring invoice is received).