Provider User Guide for Arise Attendance System
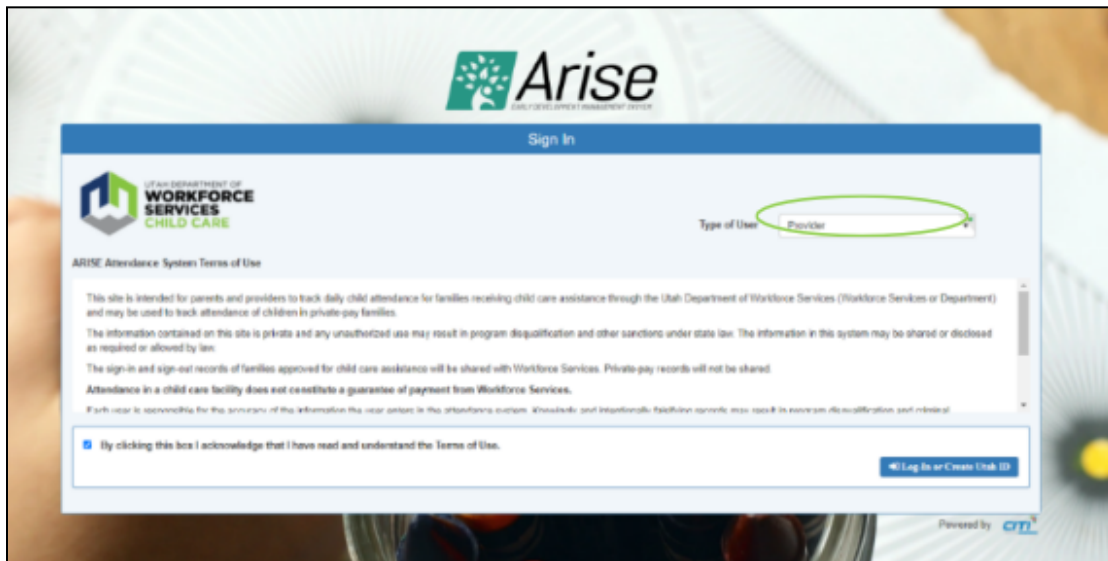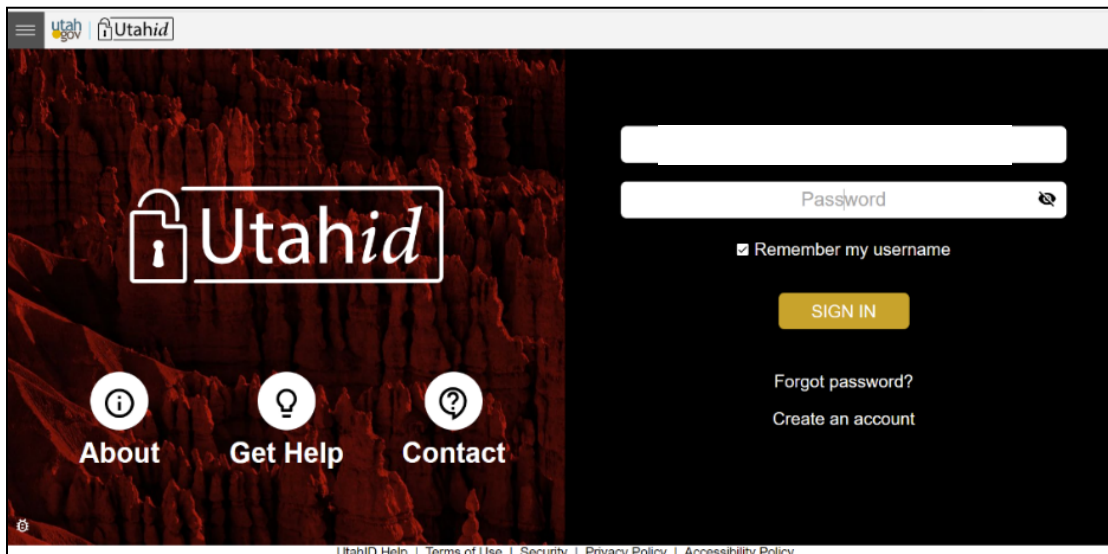
To best use the Arise Attendance System, providers should use the website: https://ut-arise-attendance-access.citi-us.com.
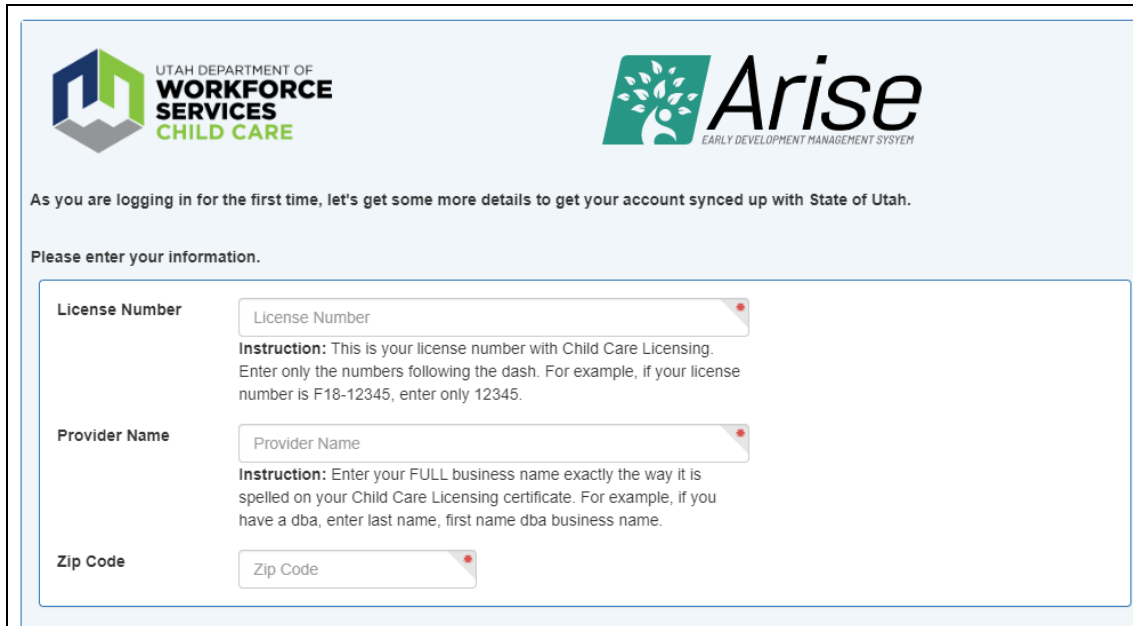
Login and Register

Select *Provider* as your User type.

Use your Utah ID email and password, and the security code received to log in.

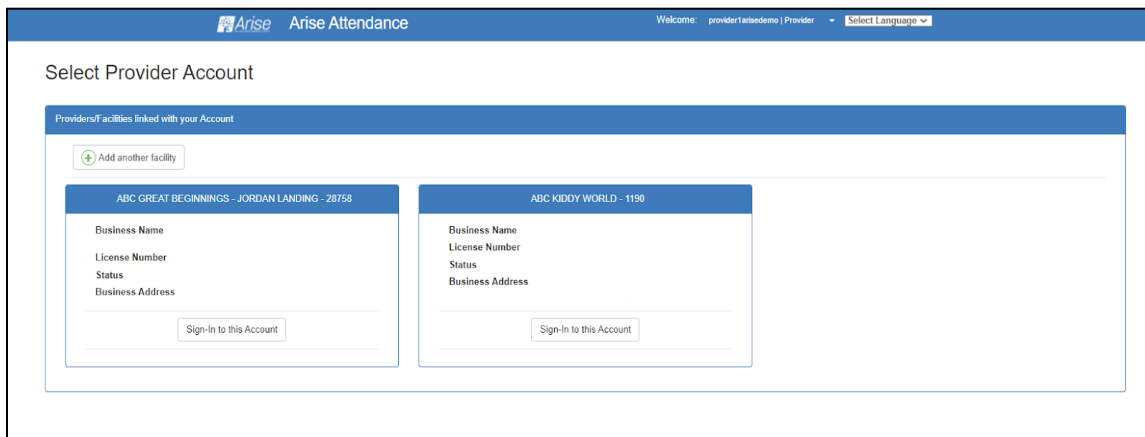First time users must register as a Provider. **You must enter your Provider Name exactly as shown on your License.**

If you have multiple sites, you will need to choose the site account you wish to view by clicking Sign in to This Account.

Main Menu Tabs

The first tab on the main menu is **Messages**. Examples of messages include to log a child out or to validate attendance.

The **Profile** section displays what location you are currently logged into and other facilities that you can switch to. The Add Facility button allows you to add another location.

The **Switch Profile** option will allow you to log in and view details or perform actions for another location.

The **Employee Management** screen allows you to review, edit and add employee records along with permissions currently granted. You can add up to 5 employees.

The **Private Pay Children** screen is your roster of children that do not currently receive DWS subsidies. The private pay children menu option will display both current and historical enrollments. You can use this page to track attendance for private pay customers and pending DWS customers. Use the Transfer Attendance tab to transfer attendance records for Private Pay children to their subsidy record.

Note: You must enter the Child and Parent information, save each field and click Submit before exiting the page.

The **Subsidy Children** screen displays a read-only roster of children currently receiving subsidy. This screen will not show any pending applications or closed cases (after the end of the current month).

All information on this screen is automatically populated from the DWS eligibility system; you cannot manually add children or take any other actions on this screen. It is a summary of your subsidy cases for your reference.

The **Roll Call Management** tab is where you will record attendance details. The Roll Call Management screen has 3 sections: Sign In, Sign out and Attendance Log.

Sign in Children

All Subsidy and Private Pay children will be listed in the Sign In section.

To **sign a child in**, find the child's name on the list shown, or by searching for them by name.

The first way to sign a child in is to simply click the green **Sign In** button on the line with the child's name. This is a time stamp and automatically posts the current date and time.

If you need to enter a different time, select the little timer icon, select the correct time, and then click the green sign in button. A child can be signed in and out up to three times a day.

To mark a child as absent, click the red absent button.

When signed in, the child will no longer be listed in the Sign in section of the screen; their name will drop down to the Sign Out section.

Sign Out Children

Signing a child out functions the same way as the Sign in. Click the green **Sign Out** button on the line with the child's name to automatically post the current date and time. To enter a different time, select the timer icon, select the correct time, and then click the green sign in button.

Attendance Log

The **Attendance Log** shows a daily summary of each child's sign in and out record, including who signed them in and out. The green **Validate** button will show on this screen if a parent signed the child in or out.

To validate, click the green validate button if you agree with the time posted. If you disagree with the time posted, click the timer icon in the validate field and enter the correct time. The validate options will only appear on your screen when a parent or delegate has signed a child in or out, not if you or an employee signed them in and out. Providers have 72 hours to validate the attendance posted by a parent. If you choose not to validate, you are also acknowledging that the record is accurate.

The **Attendance Details** tab shows a historical record for a month at a time. Click on a specific child's name to review further details. Edits to the recorded time may be made if needed by clicking on the clock icon next to the time stamp.Edits should be limited and ideally completed within 72 hours.

The **Transfer Attendance** tab is used to transfer attendance records for Private Pay children to their subsidy record.

Additional Items to Note

If you want subsidy parents to sign their children in and out using your device, they must log in as themselves; they would select family or delegate (authorized relative or friend) and sign in with their own UtahID so that they can **only** see their family's record. This will also record the parent or delegate as the person signing the child in or out. Families receiving DWS child care subsidies also have the option to download the Arise Attendance mobile app to their phone to sign their children in and out on their own device.

Providers must sign in and out children of private pay families. Private pay families do not have the ability to create their own account.

Remember, the Arise Attendance system does not replace any existing DWS processes. Providers will still report start dates by email or by phone if contacted by a worker. Providers will still need to report changes timely in the portal or by email and providers will still need to certify in the portal between the 25th and the last day of each month.

If you have additional questions or need further assistance, please contact OCC@utah.gov.

For Utah ID questions or assistance, please see https://idhelp.utah.gov/.