New Jersey e-Child Care (ECC) Interactive Voice Response (IVR) Parent Quick Reference Guide

This guide outlines the most common functions for the New Jersey ECC Parent IVR. You will use the IVR to check-in/out your child or care and to call in previous check-in/out, sick days and absences.

Check-In/Check-Out Call Prompts

Call 1-800-997-3333

Select your preferred language
• For English, press 1.
• Para Espanol, oprima 2.

When prompted, select 2 for child care (ECC).

Please enter your 16-digit card Families First card number.

Enter your PIN.

If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.

For child care provider, [Facility Name], press 1.
For child care provider, [Facility Name], press 2.

If this is a current child check-in, press 1.
If this is a current child check-out, press 2.

Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

After you have successfully checked-in/out, this child, if you need to check-in/out another child press 1. The system will ask for another 2-digit child number and you will repeat the check-in process.

If you are finished checking in/out all your children, press 2 to finish and end the call.

To Change Your PIN Call Prompts

Call 1-800-997-3333

Select your preferred language
• For English, press 1.
• Para Espanol, oprima 2.

When prompted, select 2 for child care (ECC).

Please enter your 16-digit card Families First card number.

Enter your PIN followed by #.

To change your PIN, press 4.

You will be prompted to enter the 2-digit month, 2-digit day and 4-digit year of birth of the card holder. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

Enter a new 4 digit PIN.

You will be asked to verify and renter the new PIN.

After you have successfully changed your PIN, press 1 to return to the main menu, or press 2 to end the call.

Previous (Back-Swipe) Check-In/Out Call Prompts

Call 1-800-997-3333

Select your preferred language
• For English, press 1.
• Para Espanol, oprima 2.

When prompted, select 2 for child care (ECC).

Please enter your 16-digit card Families First card number.

Enter your PIN.

If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.

For child care provider, [Facility Name], press 1.
For child care provider, [Facility Name], press 2.

If this is a previous child check-in for earlier on the same day or a previous day, press 3.

If this is a previous child check-out for earlier on the same day or a previous day, press 4.

Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

Enter the date for the previous check-in/out. Please enter a 2-digit month and a 2-digit day. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

Enter a 2-digit hour number from 01 to 12. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

Enter a 2-digit minute from 00 to 59. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

For AM, press 1.
For PM, press 2.
The system plays back the entry. If correct press 1, if incorrect press 2 to change.

After you have successfully checked-in/out this child, if you need to check-in/out another child press 1. The system will ask for another 2-digit child number and you will repeat the check-out process.

If you are finished checking out all your children, press 2 to finish and end the call.

Sick Day or Absences Call Prompts

Call 1-800-997-3333

Select your preferred language
• For English, press 1.
• Para Espanol, oprima 2.

When prompted, select 2 for child care (ECC).

Please enter your 16-digit card Families First card number.

Enter your PIN.

To record a sick day, press 2.
To record an absence, press 3.

Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.

For child care provider, [Facility Name], press 1.
For child care provider, [Facility Name], press 2.

Enter a 2-digit month and a 2-digit day to record the sick day/absence. The system plays back the entry. If correct press 1, if incorrect press 2 to change.

After you have successfully recorded the sick day/absence for this child, if you need to record a sick day/absence for another child press 1. The system will ask for another 2-digit child number and you will repeat the check-out process.

If you would like to return to the main menu, press 2. If you are done and would like to end the call, press 3.