TN Department of
Human Services

Customer Account Creation, Enrollment Linkage, and Mobile App Check-In and Out

Overview

This Quick Reference Guide outlines how to create a Customer Portal account and how to check a child in or out of a Child Care facility. It also explains how to link the enrollment record of a child receiving payment assistance to your Customer Portal account and Mobile Apps.

Important things to note:

1. *Customers without a smart device can still check their children in and out of care using this new system. Simply set a PIN code in your Customer Portal when you create it and you can use this code each time you check-in/out a child. You can set a PIN code by following the steps listed in the "Updating Your PIN Code" section below.*

2. *If the child you wish to check-in/out of care receives Child Care Payment Assistance, you must link their enrollment to your Customer Portal account, following the steps outlined in the "Linking Your Child Care Enrollment Details" section before you can use the Customer Mobile App or PIN code to check a child in/out of care.*

3. *If the child you wish to check-in/out of care is paying for care privately, <u>please disregard the steps outlined in the "Linking your Child Care Enrollment Details" section</u>.*

4. *If you are the parent/guardian of a child in foster care, <u>please disregard the steps outlined in the "Linking your Child Care Enrollment Details" section</u>. Additionally, please confirm that your Provider has already added you as an "Authorized Parent/Guardian" in their Provider Portal using the exact first name, last name, and email address you will use to register for this account with.*

Audience

Parents/Guardians/Authorized Individuals of children enrolled in facilities using the Customer Portal and/or Mobile Apps.
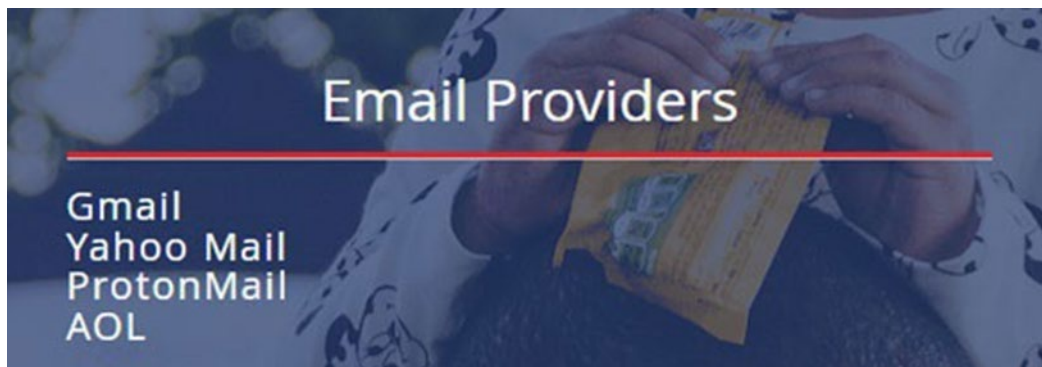
Creating an Email Account

To gain access to the Customer Mobile App, you must create a Customer Portal account. To do so, you will need an email address.

Note: If you already have an email account you can skip this section and move on to the 'Creating a Customer Portal Account,' section. If you do not already have an active email account, you can initiate the email account creation process directly from the Create an Account screen.

From this screen, you will see the following message in the left-hand informational panel: *Before You Begin. If you need an Email address, please see the list of free email account providers.*
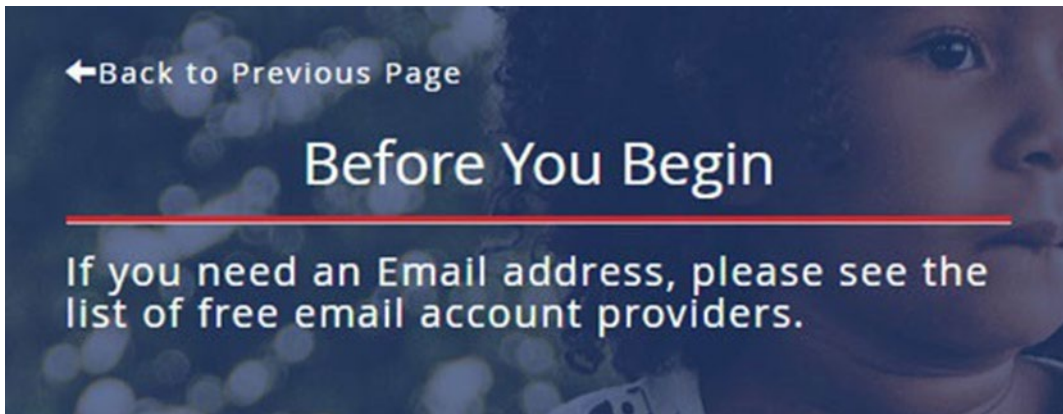
Below this message, there are four email account providers whose titles are hyperlinks. These hyperlinks navigate you to that provider's email account creation homepage. Follow the directions on the screen to successfully complete the email account creation process.


Once your new email account is created and validated, you will be able to continue the **Customer Portal Account Creation and Registration** process.

Creating a Customer Service Portal Account

To register for a Customer Service Portal Account:

1. Open your internet browser and type in the web address for the **Customer Service Portal Website**, **ONE DHS**, https://onedhs.tn.gov/csp, then click enter.
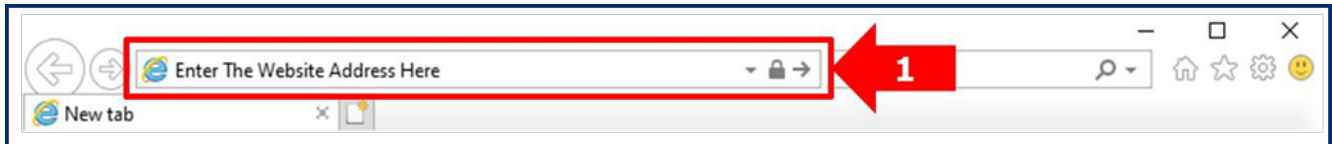
2. Upon clicking enter, you will be directed to the **ONE DHS** Home Screen. From the home screen, click **Create one here!** to begin the account creation process.
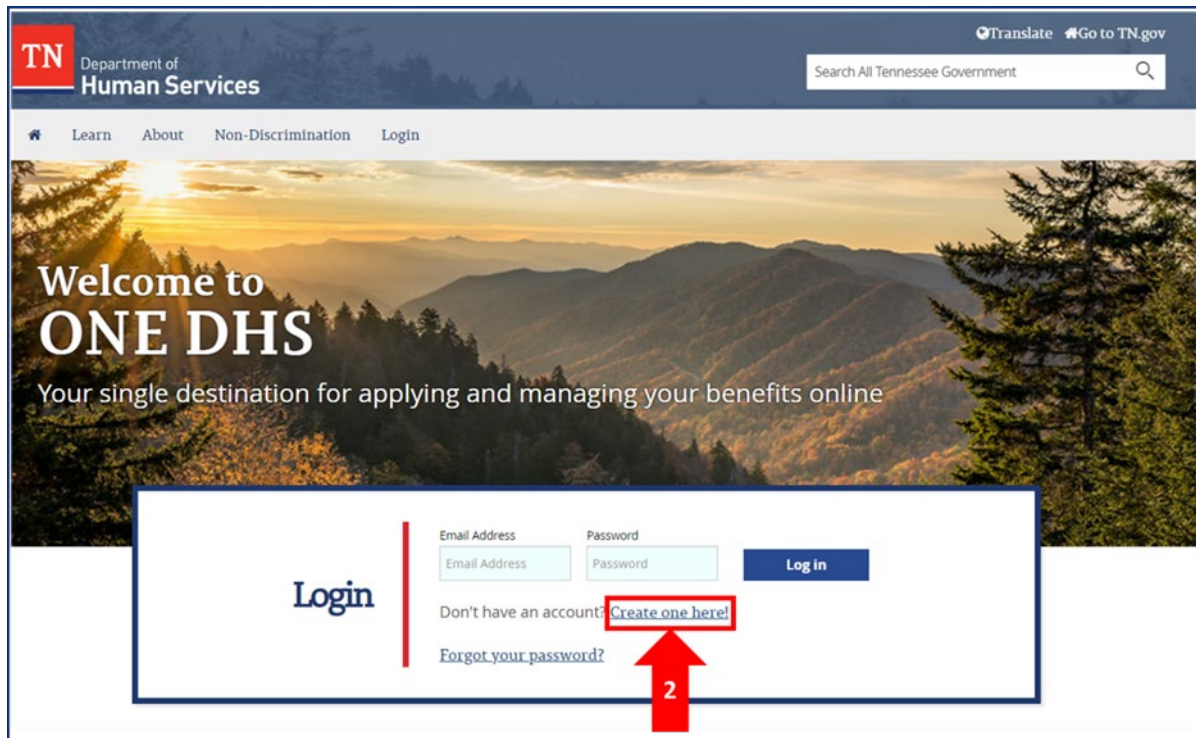
3. Enter all required information in the applicable fields throughout the entire **Create an Account** Screen.

 Personal Information:

• First Name

• Last Name

• Email Address

• Phone number (Recommended)

• Password

• Confirm Password

• *I agree to the TDHS Customer Service Terms and Conditions* checkbox

• *I'm not a robot* reCAPTCHA box

4. Click **Next**.

Create an Account

Personal Information

* First Name

* Last Name

* Email Address

3

Phone number (Recommended)

XXX-XXX-XXXX

* Password

* Confirm Password

Password Guidelines

- Must be between 8-40 characters in length

- Must include at least one upper case letter (A-Z)

- Must include at least one lower case letter (a-z)

- Must include at least one number (0-9)

- Must include at least one special character

3

☐ *** I agree to the TDHS Customer Service Terms and Conditions**

☐ I'm not a robot   reCAPTCHA
Privacy - Terms

NEXT   **4**

5. The **Access Account** screen informs you that a "Customer Portal Registration Confirmation" email has been sent to the email email address you provided. From the email, click the click here **hyperlink** to confirm your identity and validate your email address.
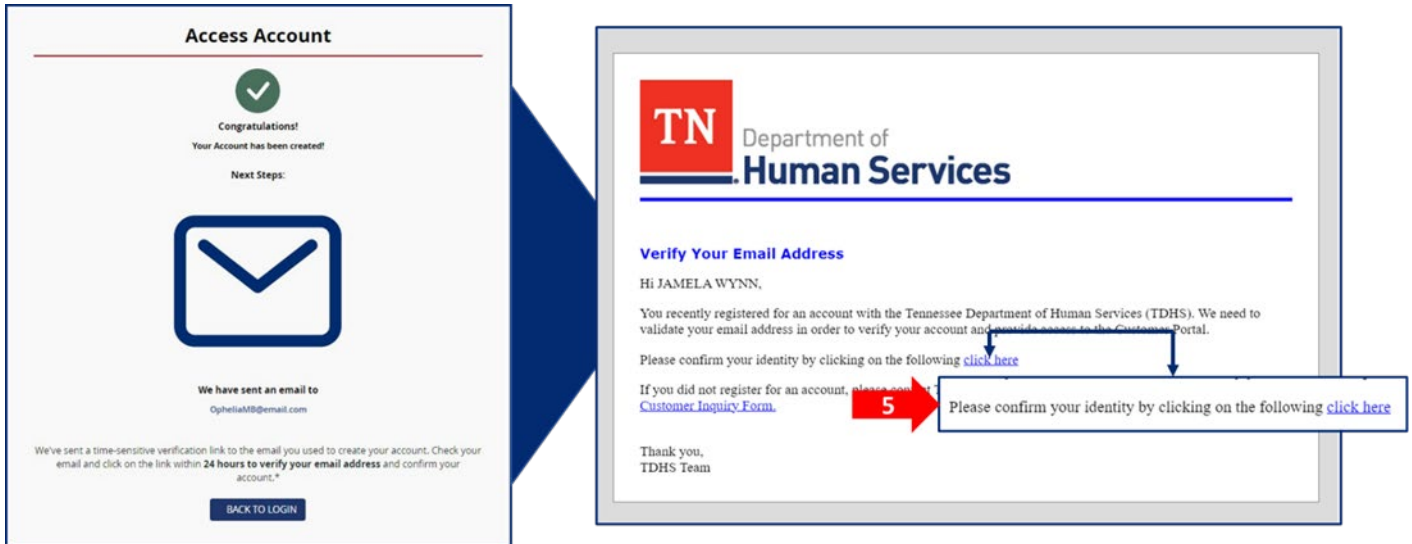
Note: Before you can log into your new account, you must verify the email address provided during account creation

6. Now that you have verified your email address, Click **LOGIN** to be redirected to the login screen.
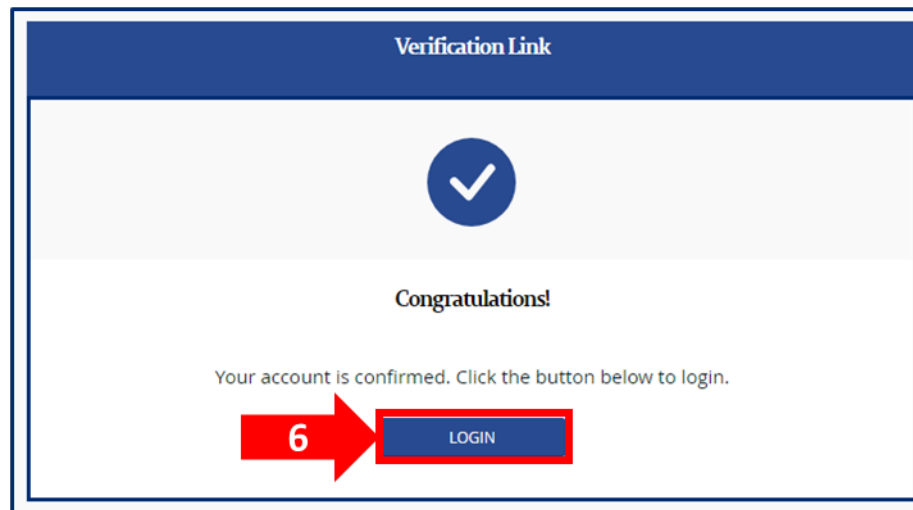
7. Enter in your *Email Address* and *Password*, then click **Login**.


8. Once logged in, you will be asked to verify your identity from the **Identity Verification** Screens. At the bottom of each screen and after you have completed each question, remember to double- check your answers, and then click **NEXT**.

9. Upon completing your identification verification successfully, you will see a pop-up window that says "**Congratulations! You have successfully verified your identity**." Click the **CONTINUE** button.
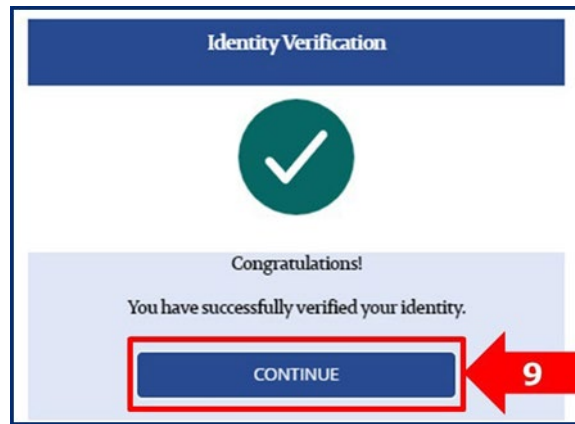
10. You will be redirected to your account's Childcare and Family Assistance Dashboard. On this screen, you may proceed to Link Your Enrollment, Set-up a PIN, and view other information related to your Child Care Case.
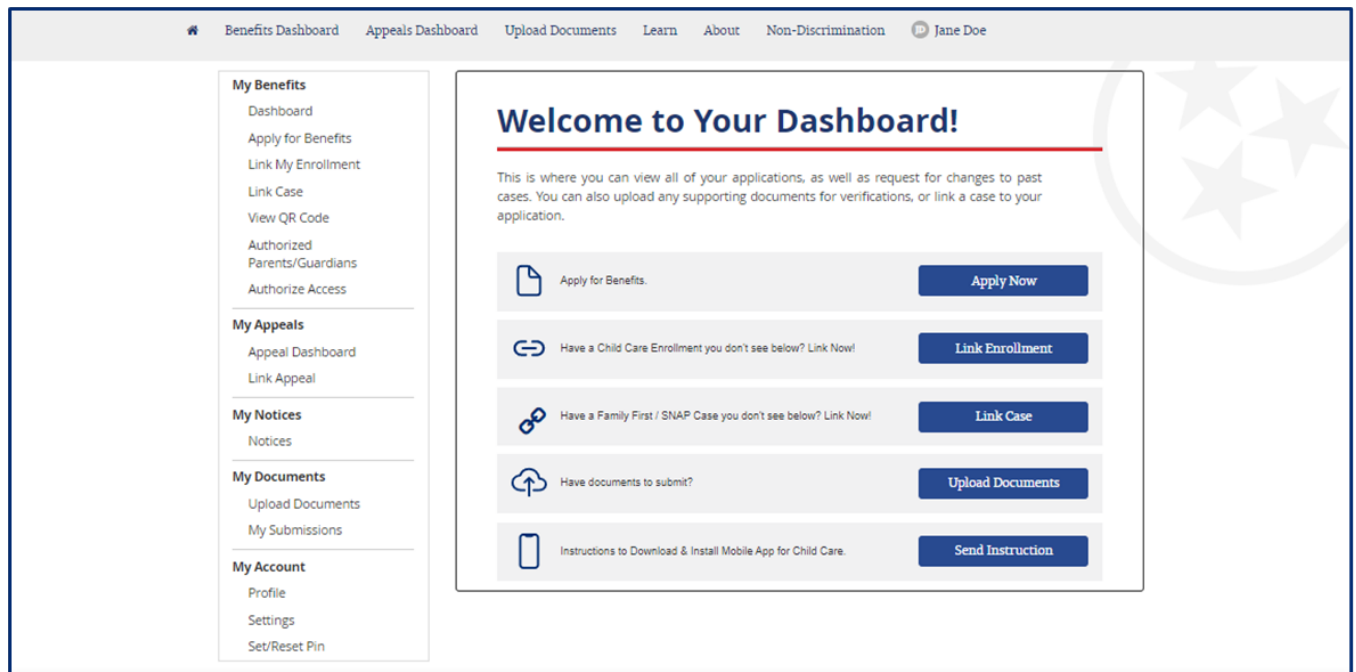
Linking Your Child Care Enrollment Details

Please follow the steps below <u>if the child you wish to check-in/out of care is receiving Child Care Payment Assistance.</u>

Please disregard the steps listed below if the child you wish to check-in/out of care is paying for care privately, or you are the foster parent/guardian of a child receiving payment assistance.

To link your Child Care Enrollment to your Customer Portal Account you must set up your QR Code and unique PIN.

Setting Up Your QR Code

As a user of the Customer Portal, you will have a unique QR Code that is associated with your account. Follow the steps below to set up your QR Code, so that you can use it to check-in/out a child.

1. Select the **Link Enrollment** button from your Dashboard options.
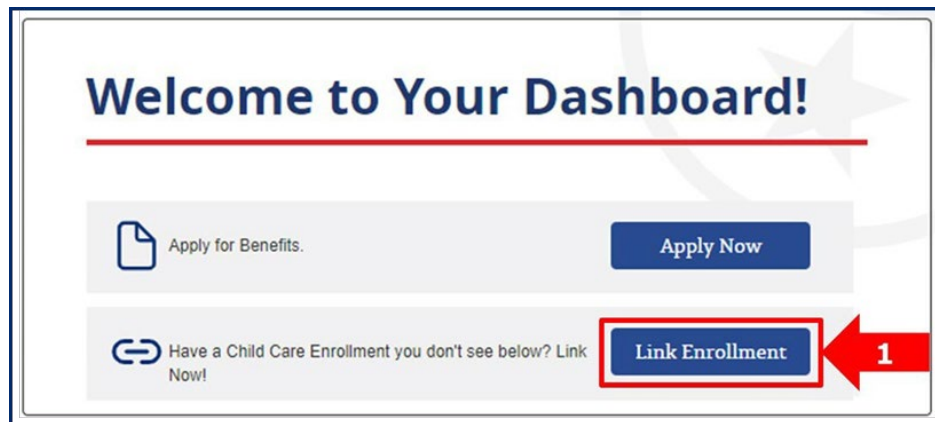
2. Enter the required linkage details in their associated fields: **Case #** or **Child's First Name**, **Child's Date of Birth**, and the **last four (4) digits** of the Authorized Individual's **Social Security Number's.**
3. Then click **Link Enrollment**.

4. After clicking the Link Enrollment button, a pop-up indicates if you were able to successfully link your Child Care Enrollment information or if you need to try the linkage steps again.

If you were successful in linking your Child Care Enrollment, navigate back to your dashboard by clicking the **OKAY** button. If unsuccessful, select the **TRY AGAIN** button and repeat these steps.
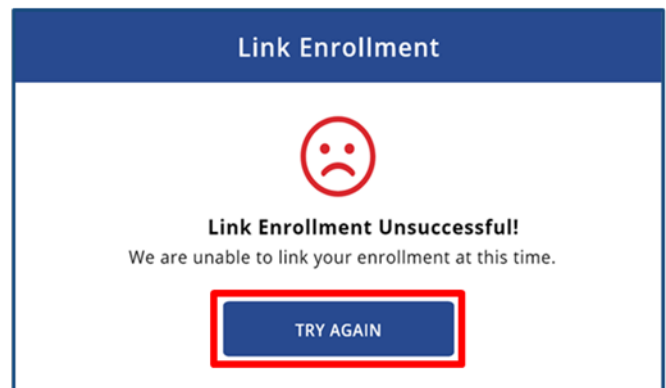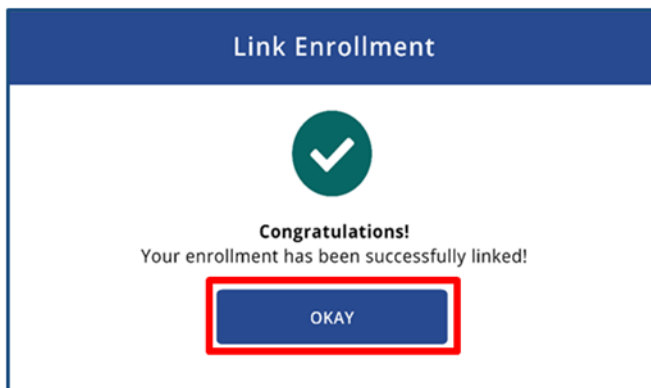
5. Once you have completed linking your Child Care enrollment information, you can access Child Care Certificate features in the Customer Portal including:

    a. **View QR Code**: This provides you a web view of the QR Code associated with your Customer Portal account.


    b. **Authorized Parent/Guardians**: This shows the list of your approved authorized individuals.

Setting Up Your PIN Code

In addition to your QR Code, your Personal Identification Number, or PIN, is a unique code that is associated with your account. To use the PIN code option for checking-in/out a child, you will need to set-up the PIN using your Customer Portal or the Now Mobile App.

After registering, you will receive an identify verification email that contains steps to set-up your PIN code for check-in/out. Verify your identify by clicking on the **link** provided in the email and following the subsequent steps.
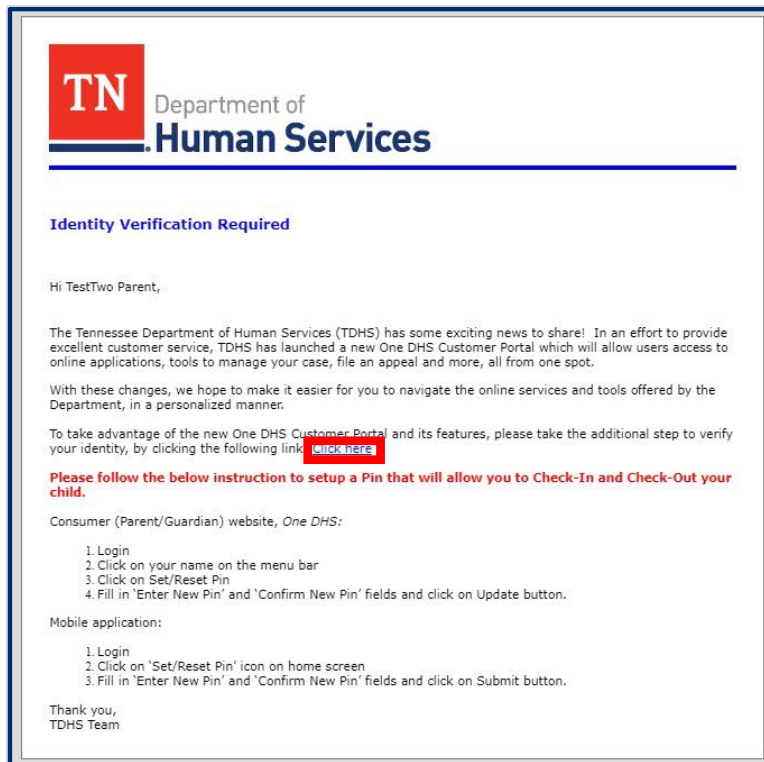
After you have verified your identify, follow the instructions to setup a PIN that will allow you to check your child in or out.
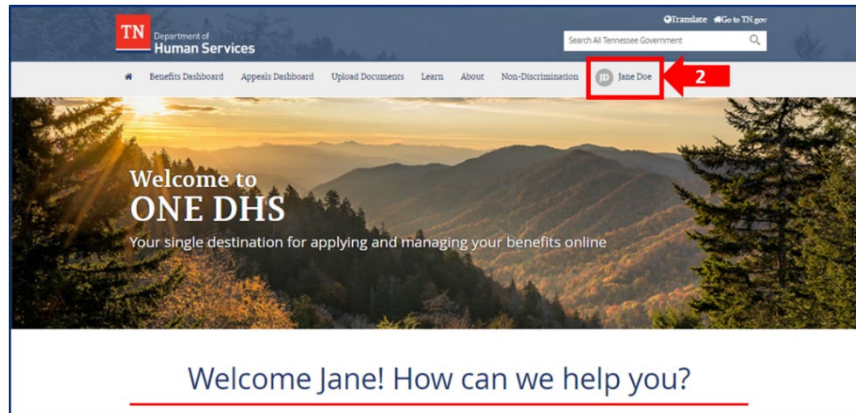
To setup a PIN using the Consumer Website:

1. Login to the Consumer Website, *One DHS*.
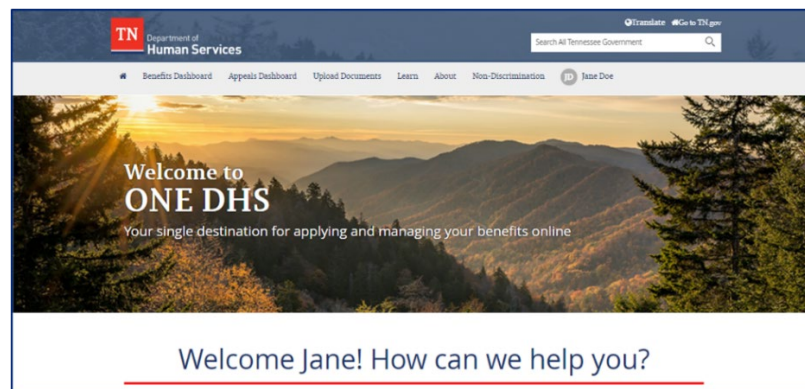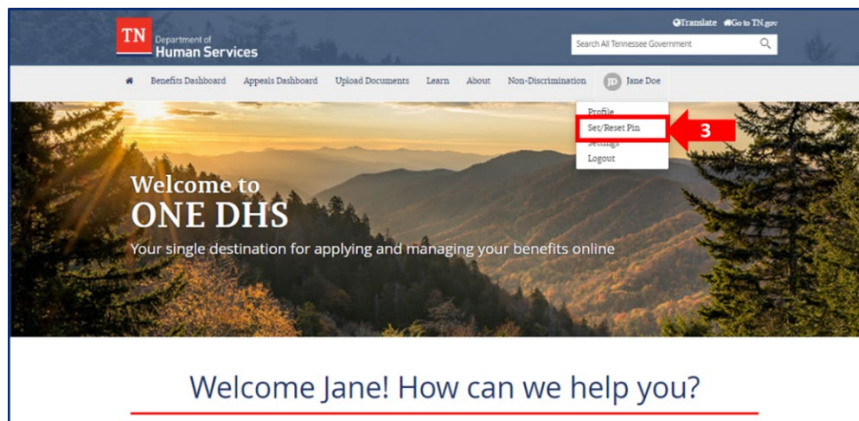
2. Click your name on the menu bar.

3. Click **Set/Reset Pin**.

4. This will bring you to the **Set/Reset Your Pin** screen. Type a new pin number inside the *Enter New Pin* field and confirm it in the *Confirm New Pin* field.

To setup a PIN using the Mobile Application:

1. Log in to the Now Mobile App. If you have not yet downloaded and set-up your app, refer to the 'Download the Now Mobile App' section in this guide for assistance.

2. Select **Home**

3. Select **Set/Reset Pin**

4. Select the *Enter New Pin* field and type your new PIN number. Re-enter your PIN in the *Confirm New Pin* box. Select **Submit**.

    Note: Your PIN number must be 5 numeric digits. Members of the same household can not have the same PIN.
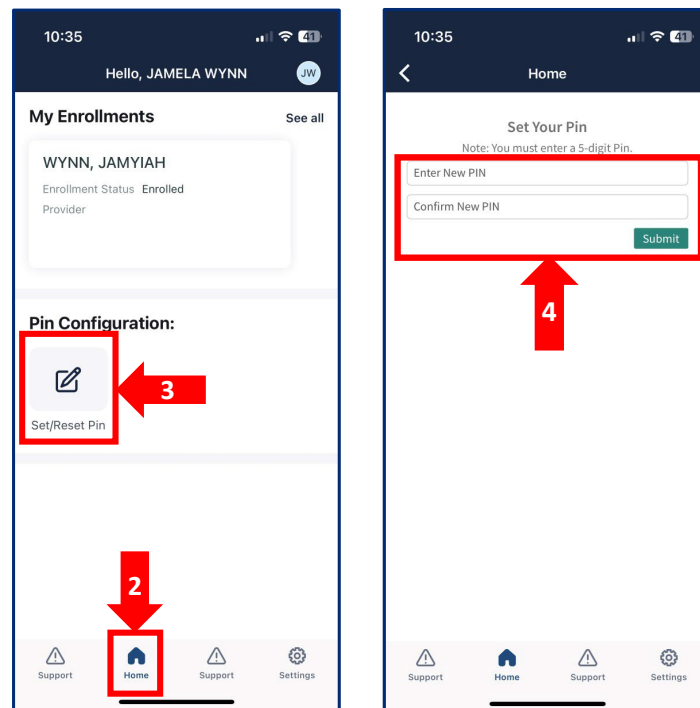
Important Note: By setting your PIN code online, you will not need to have a smart device to check a child in and out of care. Simply remember your PIN and you will be able to use it at your Provider's facility to check a child in/out of care.

Navigating the Now Mobile App

Before you download the Now Mobile app you must register an account in the Customer Portal and complete your enrollment linkage. If you have not done this, refer to the 'Creating a Customer Portal Account,' section of this guide.

To log into the Customer Mobile Application, follow these steps:

1. Download the **Now Mobile** app. This app can be downloaded from the Apple App Store or Google Play Store. The app can be downloaded through the following links:

   Apple App Store: https://apps.apple.com/us/app/now-mobile/id1469616608

   Google Play Store: https://play.google.com/store/apps/details?id=com.servicenow.requestor&hl=en_US

2. Once the app has been downloaded, open the app on your mobile device.

3. Once the app opens, select the **plus (+)** sign to begin logging into your account. When logging in for the first time, you may automatically be taken to the screen shown in Step 4.

4. Once the plus sign is selected, in the top field, enter the following link: https://tdhs.service-now.com/

5. If desired, create a mobile app nickname. Then, select **Save and log in**. For example, you can have this app listed as the "TDHS Mobile App" within Now Mobile.

6. Enter your log-in credentials. Then, select **Login**.
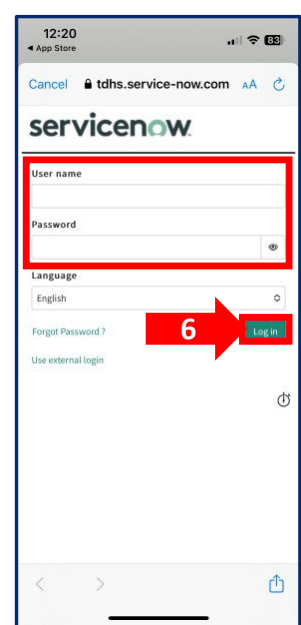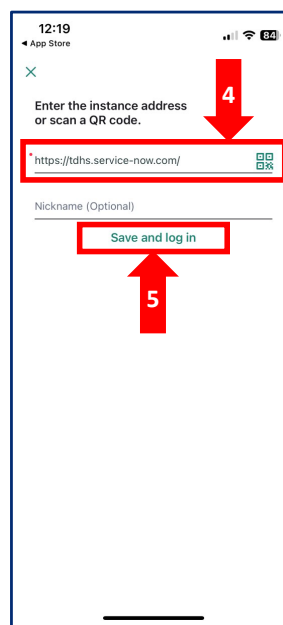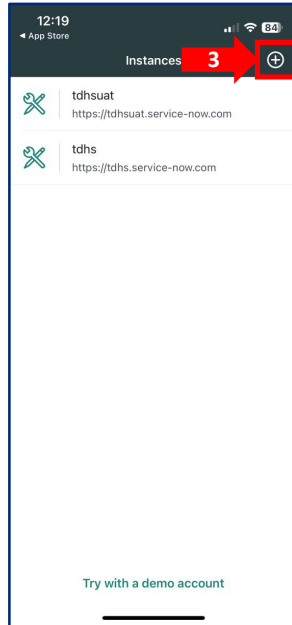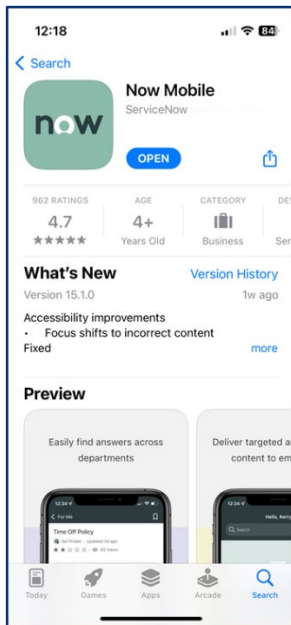
Note: Every parent/guardian/authorized individual will have their own username and password to the Mobile Application. Accounts may not be shared between individuals.

7. You are now logged into the mobile app and can view your name, profile icon, and enrolled children.

Viewing Enrollments and Attendance

To open a Child's Profile:

1. Click on the Name of the child.

2. On the Child Enrollments screen, you can view a child's:

   - Enrollment Status

   - Provider Address

   - Enrolled Days (number of days the child has attended)

   - Enrollment start and end dates

   - If participating in the Certificate Program, weekly co-pays and base rates will appear.

   - Schedule (if a child is attending care full-time or part-time)

   - Contact Phone Number

Note: You must scroll down your screen to view all this information. The screenshot shown on the right below is viewable after scrolling down from the middle screenshot.
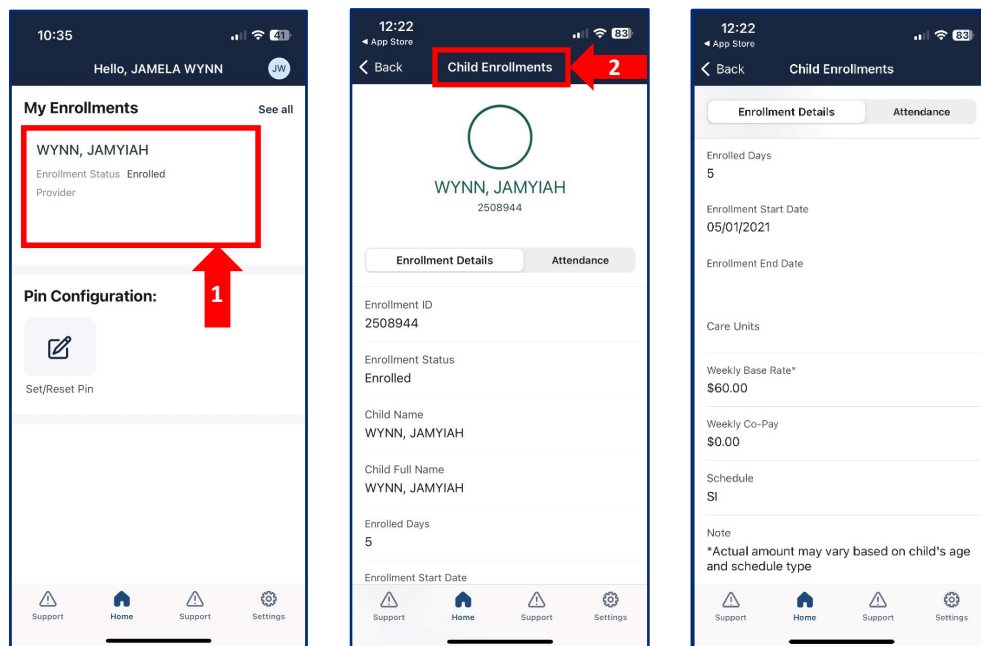
3. To view attendance details, select **Attendance**.

4. Select **Child Attendance List** to open a list of past attendance records.

5. Upon selecting this option, the **Child Attendance List** screen will appear. It displays a child's recent attendance details.
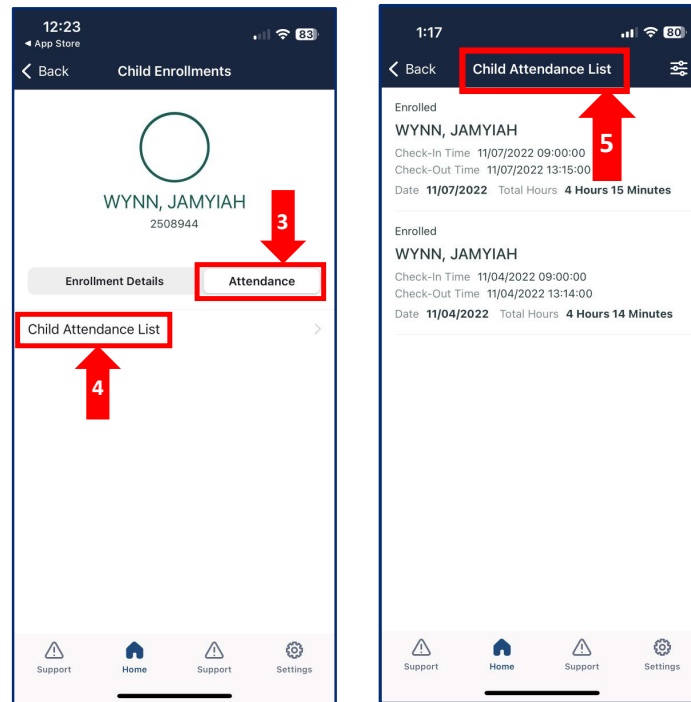
Using Your QR Code to Check-In/Out a Child

To check in a child using a QR Code:

1. Regardless of where you are in the app, access the app home screen by clicking the **Home** button in the bottom left corner.

2. Click your **Profile Icon** in the top-right-hand corner of the app.

3. Click the **Show QR Code** button on the lower left-hand side of the app.

4. Following your Provider's instructions, use your QR code to check your child in.
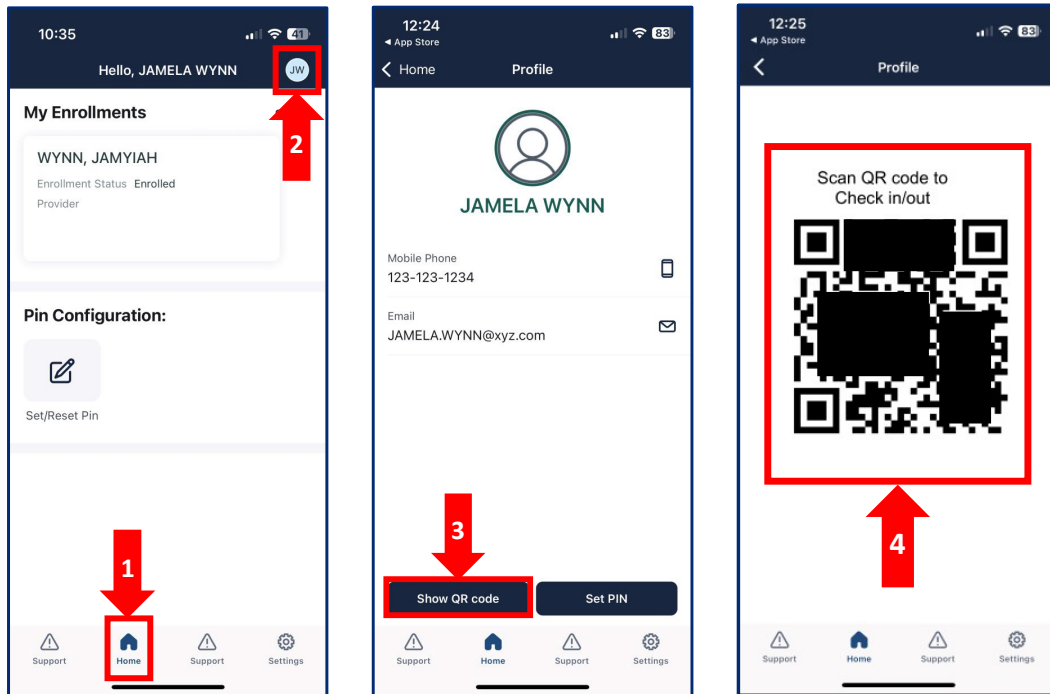
Using Your Pin Code to Check-In/Out a Child

To check a child in or out of a facility, follow your Provider's instructions to enter your child's last name and your PIN code into their system.

Note: If you forget your PIN code, you can follow the steps below to reset it.

Updating Your PIN Code

In addition to your QR Code, your Personal Identification Number, or PIN, is a unique code that is associated with your account. If this code needs to be updated or changed for any reason, you can do so from your Customer Portal or the Now Mobile App.

To update your PIN using the Customer Portal:

1. From the Homepage, click **Access Child Care & Family Assistance Dashboard**.
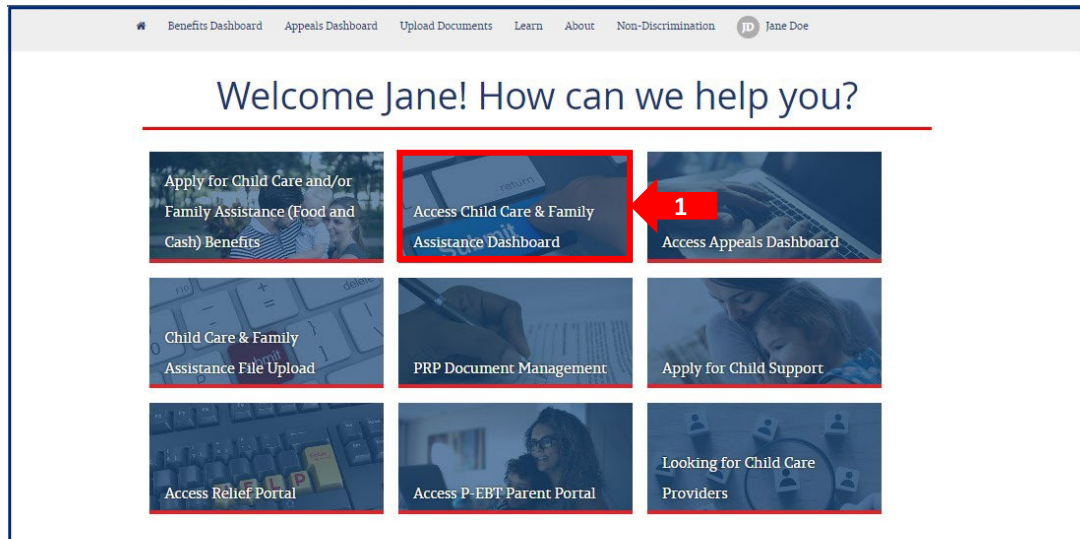
2. From your Dashboard screen, click the **Set/Reset Pin** button below the <u>**My Account**</u> header in the left-hand panel.
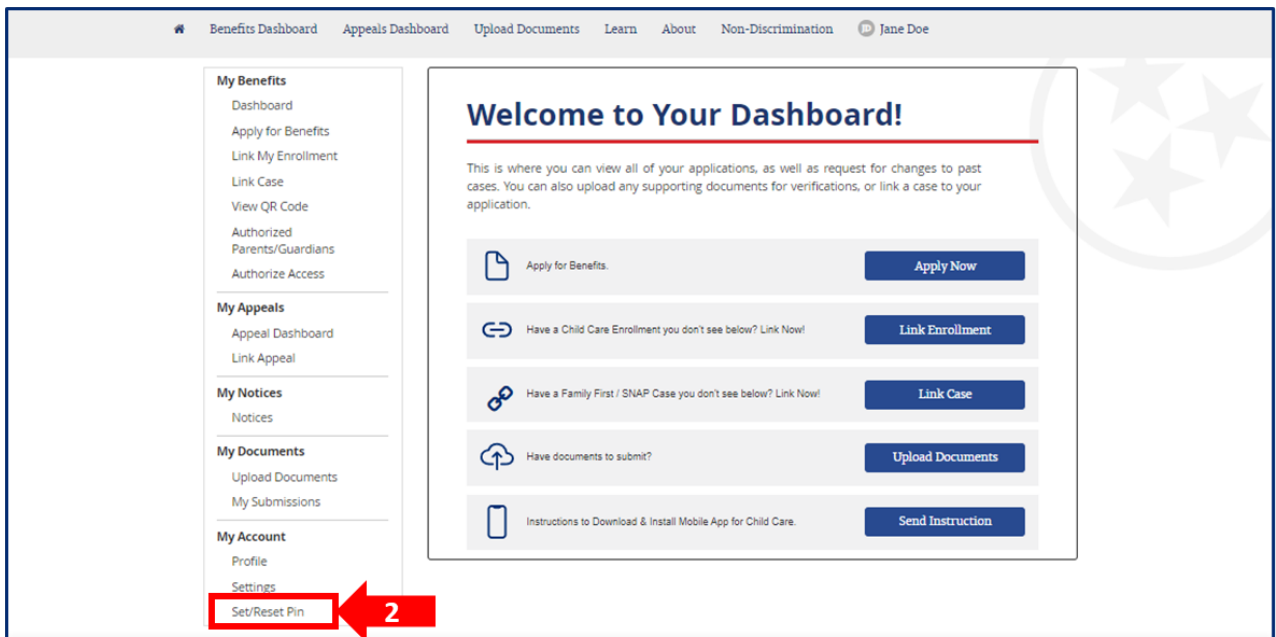
3. This will bring you to the **Set/Reset Your Pin** screen. Type a new pin number inside the *Enter New Pin*

field and confirm it in the *Confirm New Pin* field.

4. Clicking **Update** will update your pin number and display a Successful Message at the top of your screen.

Set/Reset Your Pin

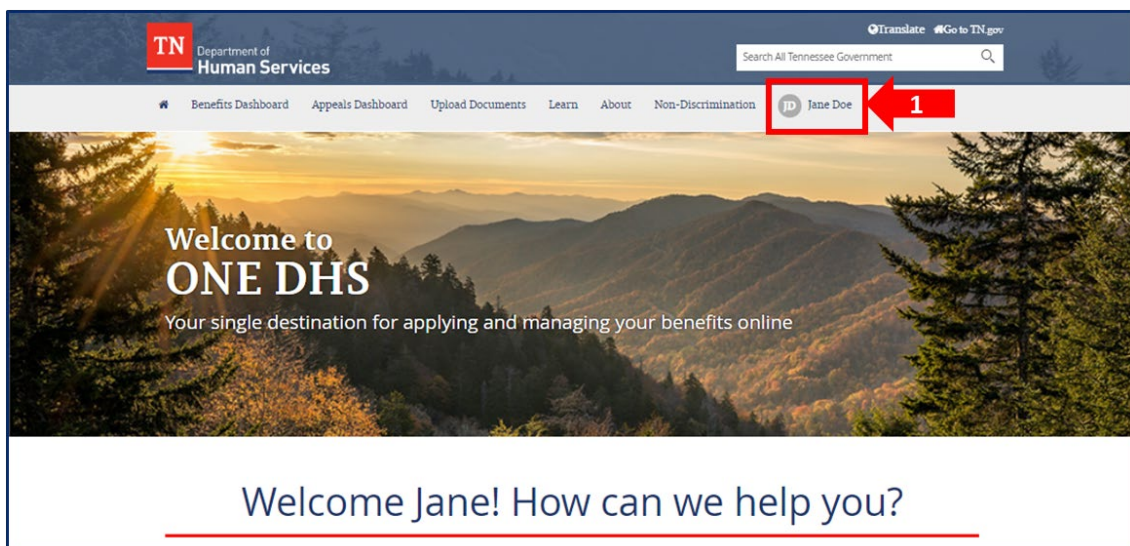Note: You must enter a 5-digit Pin

* Enter New Pin

* Confirm New Pin

3

UPDATE **4**

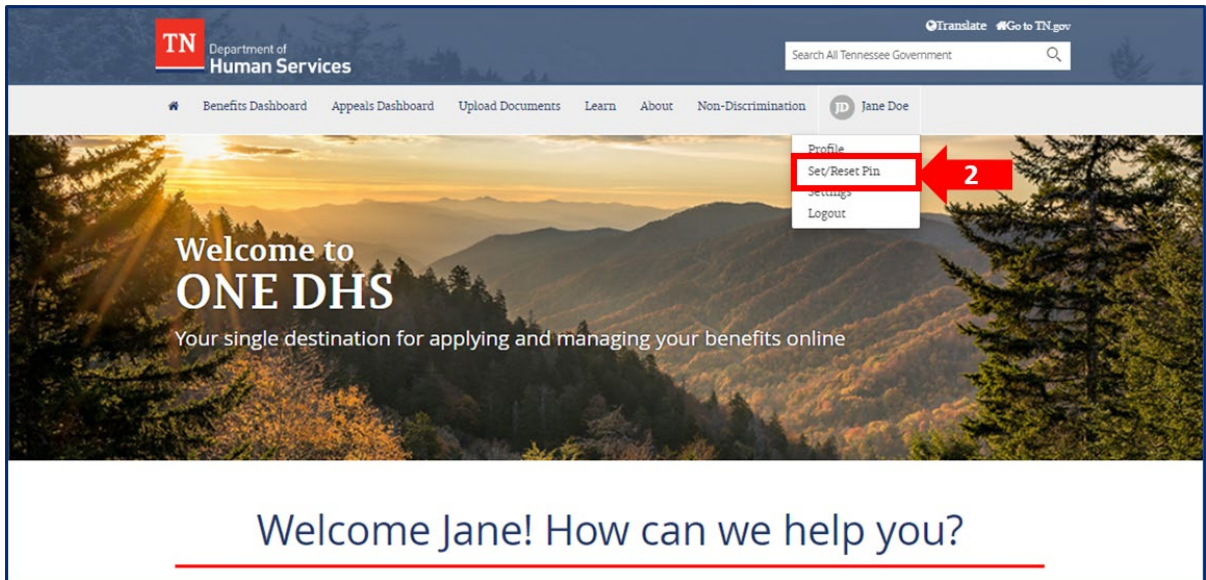✓ Your pin have been successfully updated.

You are now ready to download the mobile app and log in!

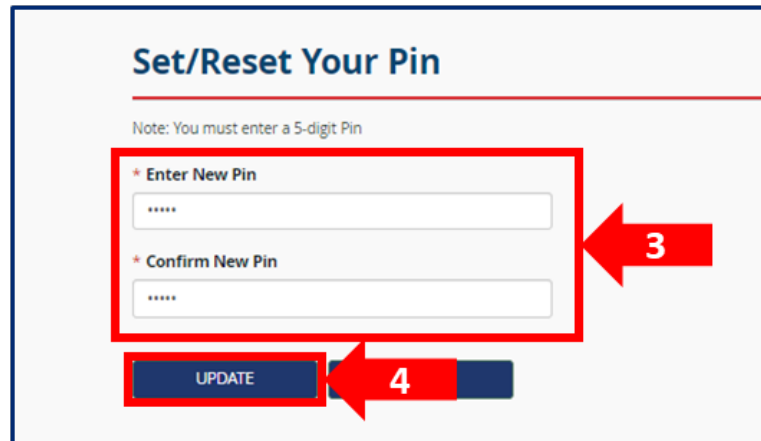**To update your PIN from anywhere in the Customer Portal:**

1. Click your **name** in the menu bar.

Welcome to
ONE DHS
Your single destination for applying and managing your benefits online

Welcome Jane! How can we help you?

2. Select **Set/Reset Pin**.

3. This will bring you to the **Set/Reset Your Pin** screen. Type a new pin number inside the *Enter New Pin* field and confirm it in the *Confirm New Pin* field.

4. Clicking **Update** will update your pin number and display a Successful Message at the top of your screen.

To update your PIN using the Now Mobile App:

1. Log in to the Now Mobile App. If you have not yet downloaded and set-up your app, refer to the 'Download the Now Mobile App' section in this guide for assistance.

2. Select Home

3. Select Set/Reset Pin

4. Select the *Enter New Pin* field and type your new PIN number. Re-enter your PIN in the *Confirm New Pin* box. Select **Submit**.

   Note: Your PIN number must be 5 numeric digits. Members of the same household can not have the same PIN.
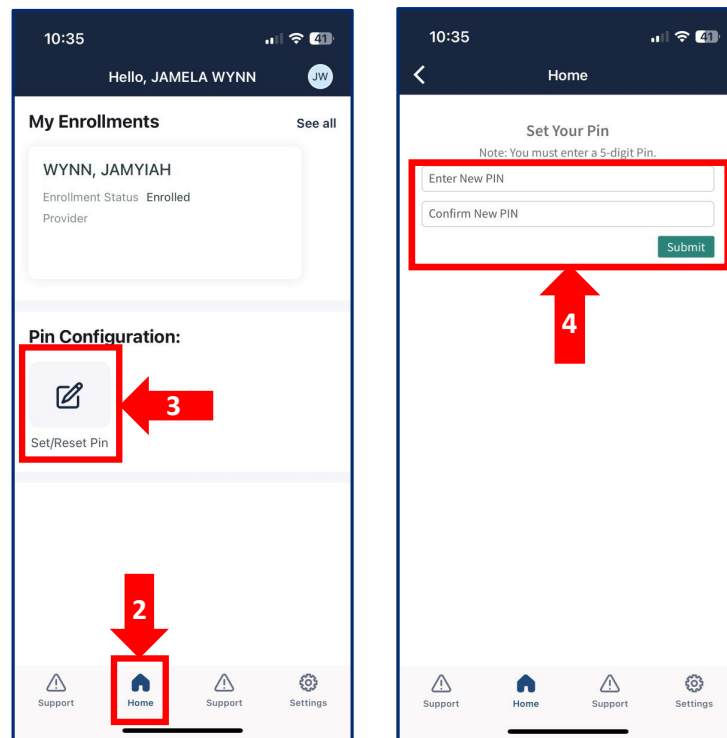
App Support

The **Support** section of the app contains important information that will help you learn how to use the app and access key TDHS Resources.

To access app support:

1. Select the Support button.

2. Upon doing so, you will see three options appear:

   - A link to view the **App Tutorial**

   - A link to view TDHS' **Reimbursable Rate Chart**

   - A link to **Contact Us** (The Tennessee Department of Human Services)