

# **CSIS on the Web**

Recording and Submitting  
Attendance

# Introduction

- Children's Services uses a computer system to support the management of childcare services in the City of Toronto. This system is the Children's Services Information System or CSIS for short.
- Children's Services launched a project to make parts of CSIS available to you. This is CSIS on the Web. Now you can use the internet to conduct transactions and get reports from CSIS.
- CSIS on the Web is secure, private, accessible and easy to use. We chose web technologies used by major banks, and our project is supported by a strong team of privacy, security, design and systems operations experts.

- There are two functions of CSIS on the Web. One function includes the tracking of attendance and printing reports. The second function includes the tracking of budgets and registry.
- The attendance and report functions will allow you to:
  - submit anytime attendance
  - submit month end attendance claims
  - report anytime attendance and placement problems
  - request reports anytime

- The budget and registry functions will allow you to
  - produce a budget submission work flow
  - access information from the previous year
  - update public registry information including program descriptions and vacancies

# Course Objectives

This course will:

- Increase the efficiency of attendance reporting and submitting for operators
- Increase the accuracy of attendance reporting and submitting for operators
- Increase the timeliness of payments to operators
- Decrease waste by reducing paper transactions

# What is Your Role?

Your role is to record or submit attendance for your organization. In some cases you may be required to complete both tasks. To ensure prompt payment to your centre be accurate when recording attendance.

## Terms of Use

- When you use CSIS on the Web for the first time you will be asked to read and accept CSIS on the Web "Terms Of Use"
- The "Terms of Use" reviews the conditions that govern your use of CSIS on the Web. You cannot use the system if you have not read, understood and accepted the "Terms of Use".
- The City of Toronto may terminate your access to CSIS on the Web or your centre's access if you use the system contrary to these terms.

## Safeguarding Personal Information

- When you use CSIS on the Web be careful to safeguard personal information
- Keep your username and pass phrase for CSIS on the Web secure. Store them in a locked cabinet or drawer that is only accessible to you.
- Do not place username or pass phrase information on your desk, under your keyboard or any other place that is easily accessible by others
- Store reports that identify the names of clients in locked storage. This should only be accessible to staff who need to know this information to perform their duties.

# Privacy Breach

- A privacy breach is when an institution, intentionally or unintentionally, discloses personal information or records containing personal information without permission or consent
- Examples of privacy breaches include but are not limited to lost or misplaced files, lost or stolen laptop that contains client files or personal information, unauthorized access to personal information contained in electronic or paper files and misdirected faxes or emails
- If a privacy breach occurs steps must be taken to contain the breach. Contact the Serious Occurrence line immediately.

## Summary

- Your role is to record or submit attendance for your organization
- You must read and accept the "Terms of Use" for CSIS on the web before you begin to use the system
- Your access may be terminated if the system is used inappropriately
- Safeguard personal information by storing your username and pass phrase for accessing CSIS on the Web securely
- If a privacy breach occurs at your centre call the Serious Occurrence line immediately

# Logging into your Account

- You will be given an account and temporary pass phrase by the Administrative User for your organization. You will use this account and temporary pass phrase to log into your account for the very first time.
- To log into your account browse to the main application URL

username:87654321; password:testing

# CSIS ON THE WEB



UserID :

Password :

Login

Level A

- Enter the user name and pass phrase the Administrative User gave you.
- If you receive an error message, enter the information again correctly.
- If you receive three error messages the system will disable your account. If this happens, call your Administrative User.

- After you have logged in successfully for the first time you will see the "Terms of Use" for CSIS on the Web.
- Read carefully and accept. If you decline you will not have access to the system.
- Set your security questions when you have accepted the Terms of Use

Please read this page before proceeding.

The Terms of Use, set out below, contains the terms and conditions which govern your use of the City of Toronto's Children's Services Information System on behalf of the organization or agency on whose behalf you are using the System.

Agreeing to the Terms of Use is required for further use of, and access to, the System. By clicking the "*I AGREE*" button below, you acknowledge having read, understood and accepted the Terms of Use.

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## Terms of Use

### Children's Services Information System

#### 1. General

By using the on-line Children's Services Information System (the System) on behalf of an organization or agency (the Agency), you agree to the current version of these Terms of Use (the Terms). The City of Toronto (the City) may change the Terms at any time without notice. The changed Terms will be posted and you should read them before using the System. The City may immediately terminate your use of the System, and your Agency's use, if you use it in any way contrary to these Terms or the law or in any way that disrupts the System.

#### 2. Copyright

The text, images and data on the web site housing the System (the Content), other than what is submitted by you or the Agency, are protected by the Canadian *Copyright Act*. The City grants you a personal non-exclusive license to read, download and print copies of the Content. You may reproduce the Content exclusively for the purposes of carrying out the Agency's business purposes under its agreement with the City for the provisions of services to the City. If the Content refers to another person's or organization's copyright, you must get written permission from the owner of that copyright before making use of that Content. You do not gain any ownership rights to any of the Content you gain access to through the System.

#### 4. Non-transferability and Passwords

To use the System, you need a password. You are responsible for maintaining the confidentiality of the password and are responsible for all activities that occur under that password. You agree to notify immediately the person administering use of the System on behalf of the Agency of any unauthorized use of your password or any other breach of security regarding the System, and to ensure that you logout at the end of each session. The City will not be liable

## Summary

- You will be given a temporary user name and pass phrase to log into your account for the first time
- If you receive three error messages your account will be disabled. Call your Administrative User for support.
- Once you have accepted the "Terms of Use" you will be able to set your security questions

# Setting Security Questions

After accepting the "Terms Of Use" you will see a page to enter three security questions and answers

City of Toronto: Lobbyist Registry - Register Voluntary lobbyist - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://pandora.inet.toronto.ca/lrs1b/lobbyistRegister1.do

Google

**Lobbyist Registry - Register a Voluntary lobbyist**

You are not in a secure site.

**Create password for:**

Name: **Matthew Ma**, Voluntary lobbyist

Email: mma2@toronto.ca

**Please enter three security questions and answers**

This will help verify your identity in case you forget your password. For security reasons, please enter questions that only you can answer (e.g. mother's maiden name, name of first pet or name of grade school attended). Do not enter personal information (e.g. your middle name or current address).

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

**Create your password**

Be sure to select a password you can easily remember

Password:

Repeat password:

Continue

Done

Novell GroupWise - Mailbox planunit

City of Toronto: Lobbyist R

2008-12-23 11:10 am

# Selecting Good Security Questions

Good security questions have four common characteristics. The answer to a good security question:

- ✓ cannot be easily guessed or researched (safe),
- ✓ doesn't change over time (stable),
- ✓ is memorable
- ✓ is definitive

## Safe

- A good security question does not compromise what it is trying to protect
- A good security question has answers that cannot be found through research
- The probability of guessing the correct answer is low and answers are unlikely to be known by others such as a family members, friends or significant others

Example:      What was your dream job as a child?

## Stable

The answer to a good security question doesn't change over time and should be easy to remember

Example: What is the name of your favorite childhood friend?

## Memorable

The answer to a good security question should be easy to remember but not available to others. You should immediately know the answer to your question without doing research.

Example: What is your favorite prime number?

## Definitive

The question should be asked so the answer is specific, has an obvious format and is NOT case sensitive

Example: What is your oldest sibling's birth year?

Answer: 1974

instead of

What is your oldest sibling's birthday?

Answer: May 26, 1974

05/26/74 or

may2674

## Summary

- Answers to security questions should be safe, stable, memorable and definitive
- Choose a question that only you know the answer
- Pick a question that cannot be answered through research
- Make sure your answer is memorable but not easy to guess

# Selecting a New Pass Phrase

- The next step is to change your pass phrase
- Your pass phrase should be 6-12 characters and must include at least one number and one character
- Do not use the same pass phrase twice. When you change your pass phrase, use one that is completely different from the previous pass phrase.
- CSIS on the Web will require you to change your pass phrase every 60 days

- Pass phrases should not be obvious or easy to guess
- Obvious or trivial pass phrases include names, days of the week, months, common words or a previously used pass phrase that was only slightly changed

Examples of bad pass phrases:

Password  
123456  
AAAAAA  
Your name, example: laurie1, laurie2  
DogCatDog  
Secret123  
P@ssw0rd  
Your child name  
Your pet's name  
Your spouse's name

## Selecting a Good Pass Phrase

Think of a sentence that's easy to remember. This can be the basis of your strong pass phrase. Take the first letter of each word of the sentence that you've thought of to form a nonsensical word.

Example:

Your sentence is: **"My son Joseph is three years old today"**

Your pass phrase is: **MsJi3yot**

Some examples of strong pass phrases are:

- Power12 Flowers
  - It?sa# 2 list
  - 10Ways 2Leave
- 
- Change your pass phrase immediately if you suspect that someone else knows it. Notify your supervisor and call the Serious Occurrence Line immediately.

## Summary

- Use a combination of letters and numbers to form your pass phrase
- Keep pass phrases between 6-12 characters
- Passwords should be kept confidential and never shared with anyone else
- Never use the same pass phrase twice
- Store pass phrases securely in locked storage
- Passwords should not be trivial, predictable or obvious

# Forgot Your Pass Phrase?

- If you don't log into CSIS on the Web regularly you may forget your pass phrase to enter the system
- If this happens click on the "Forgotten Pass Phrase" link located on the login page of CSIS on the Web
- The system will respond with one of your three security questions. Enter the correct answer and select continue.

- Use the pass phrase guidelines to form a strong pass phrase
- Enter and confirm a new pass phrase
- If the answer you enter in response to the security question does not match you will be prompted to check your answer and try again
- If you fail to answer all three of your security questions the system will lock you out. Call your Administrative User for assistance.

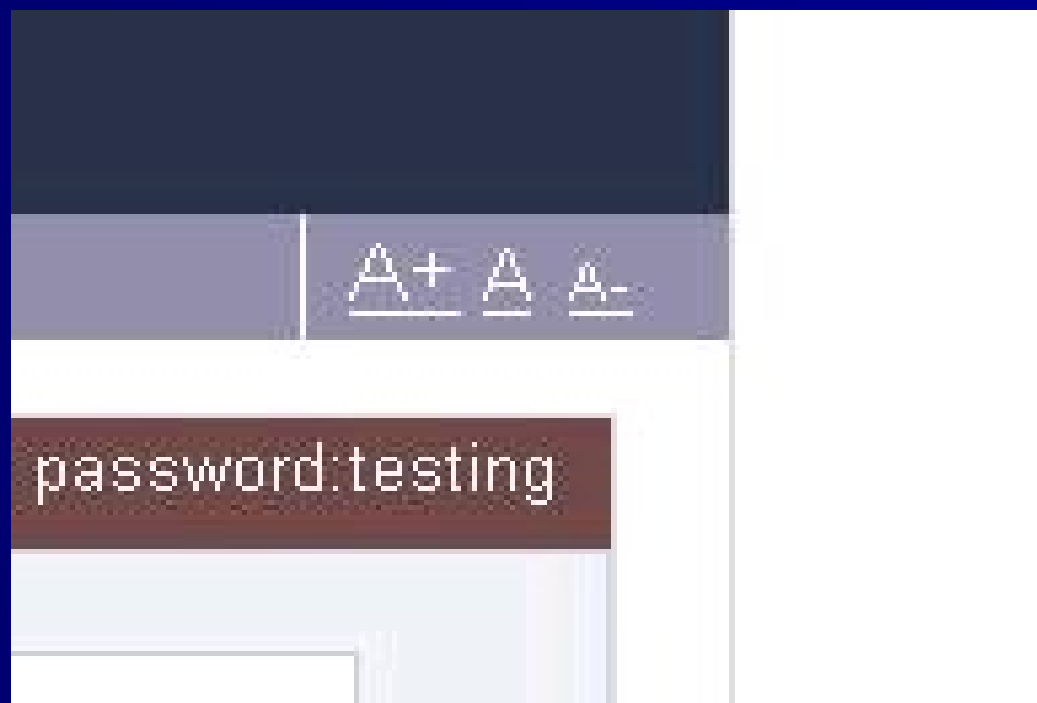
# Forgot Your User ID

- If you cannot remember your user id call your Administrative User. They will assign you a new login id.

# Setting Preferences

- You can change the settings of CSIS on the Web to suit your needs.
- To change preference settings, select "Preferences".
- The system will display a screen that allows you to select English or French. Choose the language that suits your needs.

- You can also select weekly or monthly attendance views
- The viewing size can be changed to suit your preference
- Navigate to the upper right corner of the login screen
- To make the screen larger select the "A+". To make the screen smaller select "A-". To return to the preset screen select "A".



## Summary

- To change your preference settings, select "Preferences"
- You can change your language to English or French
- You can select monthly or weekly views
- You can change the viewing size by selecting the "A" in the top right corner. A+ makes the screen larger, A- makes the screen smaller

# Recording Attendance

- After you log in a list of centres you can record attendance is presented
- Select your location by clicking on it once
- Your location name will bold and turn black and you will see red text beside it saying "current selection". The id number for your site will appear.

Please Choose Your Location

**BIRDS AND THE BEES DAY CARE CENTRE ( current selection ID: 1520)**

SANDBOX DAY CARE CENTRE (ID: 1205)

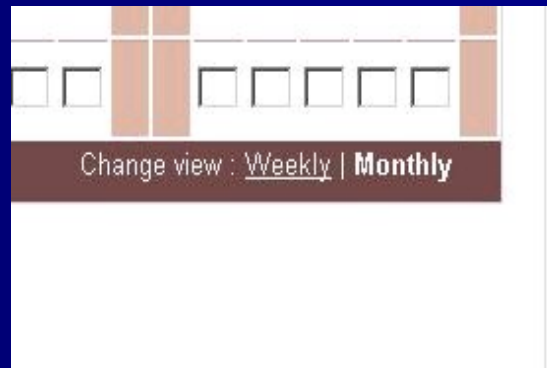
- Navigate to "Attendance" and click on it once
- When you do this you will see a new screen that will permit you to record attendance. The screen will look like this:



- The household id number is under the child's last name
- The child id is under the child's first name
- The minimum days (allowed days remaining) are beside the child's name
- The maximum days (allowed days used) are beside the child id number
- You will also see the menu items: Submission Checklist, Review Attendance Problems and Reports

To change your view to monthly or weekly:

- Navigate to the change view option at the bottom right of the page



A weekly view looks like this:

[Group Centre](#)  
 [Submission Checklist](#)  
 [Submit Problem](#)  
 [Track Problems](#)  
 [Reports](#)

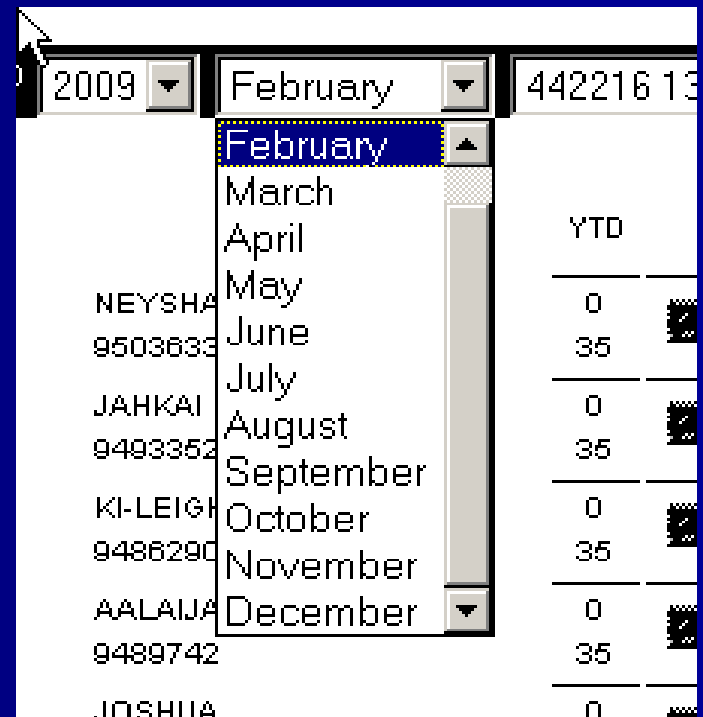
ALPHA BITS ( ID: 1520 )  
 2009  
 February  
 442216 1320 TODDLER FULL DAY  
 GO

← Week 6 →

Last Name	First Name	YTD	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Notes from CSIS
Household Id	Child Id		01	02	03	04	05	06	07	
AUCOIN-BODINGTON	NEYSHAWN	0 35	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1031415	9503633									
BROWN	JAHKAI	0 35	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1058757	9493352									
GOLWALA	KI-LEIGH MARIE	0 35	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1053473	9486290									
LOGAN	AALAIJAH	0 35	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1033018	9489742									
MAMO	JOSHUA	0 35	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1032791	9473115									

[Save](#)  
 [Print](#)
Change view : [Weekly](#) | [Month](#)

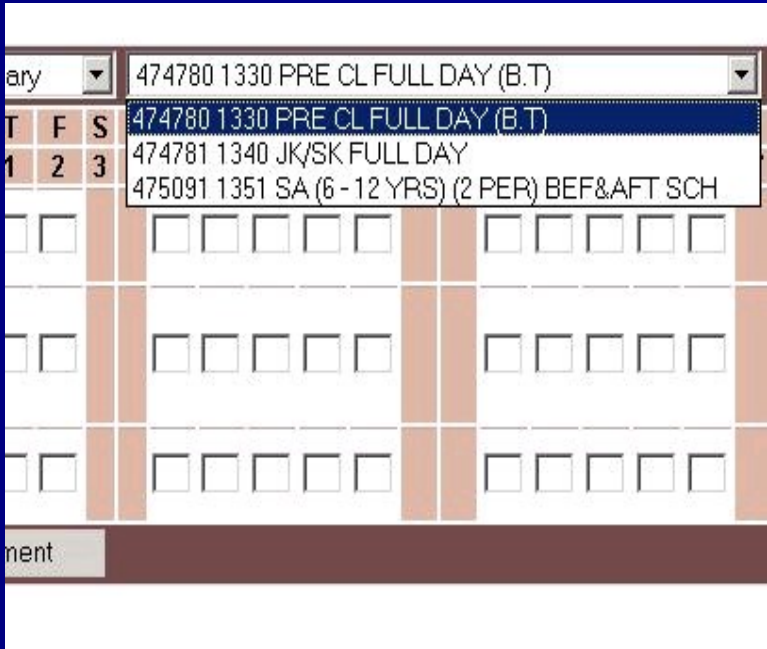
Select the month you are recording attendance for by choosing the appropriate one from the pick list.



The screenshot shows a software interface with a dropdown menu for selecting a month. The dropdown is currently open, showing a list of months from February to December. The background shows a table with employee names and attendance data.

	2009	February	442216 13
		February	
		March	
		April	YTD
		May	
NEYSHA		June	0
9503633		July	35
JAHKAI		August	0
9493352		September	35
KI-LEIGH		October	0
9486290		November	35
AALAJA		December	0
9489742			35
JOSHUA			0

Navigate to the pick list for classrooms to select the room you are recording attendance for.





- Record attendance with the following legend

<b>P</b>	child was present on the day indicated
<b>A</b>	child was absent on the day indicated
<b>N</b>	no notice withdrawal
<b>U</b>	unpaid

- Mark the appropriate letter in the box corresponding with the child and the date you are entering information for
- Navigate to the correct box, click on the empty box and type the appropriate letter.
- You can use the tab key to navigate between boxes

- To replace a box you have already marked, highlight it and enter the new letter
- When you have finished entering the required information, navigate to the save button and click it once
- Use the weekly view to enter attendance quickly. Ensure you capture all exceptions to the child being present.
- Remember to save your work often and also before you shift between weekly and monthly views.
- You will lose all the information you entered if you forget to save!

# Rules

There are rules that you will need to remember when you input information in to the system.

## Stat Holidays:

- You will not be able to enter information on a stat holiday.

## Non Placement:

- If a child has not been placed for the date indicated the box will be grayed out and you will not be able to enter information

## Absences:

- Entries are not allowed for a child who has reached their maximum allowable days. Their name will turn red. Call your Service Facilitator to request for more days if necessary.
- Names of children who are approaching the maximum (75% to 99% of the allowed days) will turn yellow. Have a conversation with the parent.
- **You cannot save or submit attendance with blank boxes or attendance violations. These must be resolved before saving or submitting.**

# Summary

- To record attendance select your location and click attendance
- To enter information for a classroom, select the classroom, the month you are recording attendance for and select "Go"
- Mark the appropriate letter in the box for each child
- Remember to save your work when switching between monthly and weekly views
- You will not be able to enter information for children who are not placed for a particular date, on stat holidays or if the child has more than 35 absences
- You cannot save or submit attendance with blank boxes or attendance violations.

# Reporting Attendance Problems

- Problems may occur during the reporting and submitting of attendance that will prevent you from completing the attendance register
- If you are unable to enter the attendance for a child in the service offering and date you wish to claim, there may be an error about the child's subsidy placement plan.
- In cases like this you must report an attendance problem

- Problems can be resolved quickly and easily by submitting the necessary information to Children's Services.
- Problems you submit are immediately assigned to your Service Facilitator. They will work on resolving your problem.
- To submit an attendance problem you must select your centre and then select Attendance.
- Select Report Attendance Problem. The system responds by displaying the Attendance Problem Form which looks like this:

BLESSED TRINITY

## Submit Problem

Attendance Month

\* Problem Type

### Child Information

\* Child Id

Child's Name

Household Id

### Required Information

\* Problem Details

## Problem Types

To submit a problem, first select a problem type from the pick list. These are the problems types:

- Child Appears on Two Centre Sheets
- Withdrawal Date Missing
- Placement date incorrect
- Withdrawal date incorrect
- Placement Missing
- Transfer/Flip Date Incorrect
- Service Offering Incorrect
- No Notice Withdrawal

<b>PROBLEM</b>	<b>DEFINITION</b>
Child Appears on Two Centre Sheets	Child appears on more than one service offering register. You only want to submit attendance for one but cannot submit blanks for the other. Check to see if the child has flipped and the dates are incorrect
Placement missing	You are not able to locate a child on any service offering register
Service Offering Incorrect	There is a child on the wrong service offering register. Check that the dates are correct.
No Notice Withdrawal	The child is on the correct form but they have been absent for many days and you would like to claim withdrawal
Transfer/Flip Date Incorrect	Child is in the correct service offering but was flipped on the wrong date
Withdrawal Date Missing	The child is in the correct service offering register but the withdrawal date is missing. Check to see if you should claim a no notice withdrawal.
Placement Date Incorrect	The child is in the correct service offering register but the start date is incorrect
Withdrawal Date Incorrect	The child is in the correct service offering register but the withdrawal date is incorrect. Check to see if you should claim a notice withdrawal

- Select a problem type then enter the Child ID number. Press the Tab button. The child's first name, last name and household ID should automatically fill in. Confirm that you have identified the correct child.
- If you do not know the Child ID enter the child's last and first name instead
- Enter a description for the problem in the problem detail field
- If there is a problem with dates, enter the current date in the "Incorrect Date" field. Enter the date it should be in the "Correct date Field"

- If the problem is the service offering, select the current service offering from the list in the "Incorrect Service Offering" field. Select what it should be in the "Correct Service Offering" field.
- Include any information that will help the Service Facilitator verify the claim and resolve the problem
- When all fields have been completed you can submit the problem by clicking the "Submit Problem" button

- It is **VERY** important that you select the correct problem type
- If you need guidance to select the correct problem type, go to the Help Menu. Choose submitting problems and then problem types.
- Please double check and verify all information before submitting the problem

# Review Attendance Problems

- You can check the status or update the problems that have been reported already
- Select Review Attendance Problems
- Select your centre and then select attendance
- Next select Review Attendance problems
- Select the month that you wish to review
- The system will display all filed problems for the selected month

## Editing or Deleting a Problem

- Edit or delete a problem if you get new information or you realize that there really was no problem.
- Edit or delete only if an investigation has not started. If an investigation has started you will see a investigate date on the screen.
- Call your Service Facilitator if the investigation has begun but you have new information that would be useful.
- You can find the Service Facilitator's phone number on your Registry Report.

- To edit or delete a problem select your location and select attendance.
- Once the system changes the screen you can select Track Problems.
- Check to see if the investigation has begun. There will be a date under the column "Date Investigated". If there is no date you may proceed.
- To delete a problem, click the checkbox left of the problem record. Next select the "delete" button at the bottom of the form.

- To edit a problem, click on the Problem ID number on the left of the problem record.
- The original form will open and you can change information.
- When you have completed your changes click the "Submit Problem" button to resubmit the new information
- You can check the status or update the problems that have been reported already

# Summary

- To submit a problem select a problem type from the pick list
- Enter the Child ID number. Complete the problem detail field.
- Include any information that will help the Service Facilitator verify the claim and resolve the problem
- It is **VERY** important that you select the correct problem type
- If you need guidance to select the correct problem type, go to the Help Menu
- Edit or delete a problem if you get new information or you realize that there really was no problem

# Submitting Attendance

- After recording attendance for the entire classroom you can submit the saved information for payment
- The attendance submitter designated for your agency must review the attendance of the reporting period and submit for payment
- You can submit current month's attendance only on or after the first of the month
- Payments are issued when attendance for all your service offerings are submitted. Payments are issued in the order they are received.

- To begin select Attendance and then Group Centre Attendance.
- To see the attendance you would like to submit, select the attendance month.
- Next select the location and then select the service offering

- Now you will see a list of children who are placed in the service offering you selected.
- Review the attendance claims by comparing them to room attendance documents. If you find errors make the required changes. Ensure all fields are complete.
- When your changes are complete, click the save button. This will ensure that changes are recorded.
- When you are satisfied with the register, click on the Submit for Payment button. The system will respond by changing the register status to "Attendance Submitted" and date/time stamping the transaction.

- Payment processing does not commence until all service offerings with children enrolled are submitted for payment
- To ensure that all service offerings have been submitted click on the "Submission Checklist" menu item at the top of the screen
- Locations that are not submitted are red
- When all registers have been submitted the system time stamps the payment status and sets the status to Attendance Received

# Summary

- The attendance submitter must review the attendance of the reporting period before submitting it for payment
- The attendance submitter will check the attendance recorded on CSIS on the Web with room attendance documents
- To ensure that all service offerings have been submitted click on the "Submission Checklist" menu item at the top of the screen
- Payment processing does not commence until all service offerings have been submitted for payment
- Submit current month's attendance on after the first of the next month

# Reports

- You can print all the reports you used to get in the mail from Children's Services. You will need to load your printer with legal size paper.
- Children's Services will no longer send reports in the month end mail outs.
- The following reports are available to you:

**Report Name****Report Description**

Enrollment Register

Alphabetical listing by service offering of all children enrolled your location

Program Registry

Information summary about your location

Enrollment Summary

Report of alphabetical listing by parent surname of all children currently enrolled at your location at your location after attendance has been captured

Waiting List by Location

Lists by service offering and in date order all children who are waiting for a spot at your location

Impending Program Flips

List of all children at the location where scheduled to move up in the next two months

Processed Program Flips

List of children at the location who are scheduled to move up next month

- Print the **Group Centre Attendance Report** each month for each service offering at your center
- This is required to meet financial criteria guidelines
- The Group Centre Attendance Report looks like this:



# Wrapping it Up

- If you are not sure what to do access the help menu or call your administrative user
- Do your best to keep information secure by using strong security questions and pass phrases
- In the event of a Privacy Breach call the Serious Occurrence Line