

District of Nipissing EarlyON Child & Family Centres

# **Event Registration & Attendance Manager (ERAM) Provider Manual**

Presented by:

District of Nipissing Social Service Administration Board – Children’s Services

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District of Nipissing  
Social Services  
Administration Board



Conseil d'administration  
des services sociaux  
du district de Nipissing

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## Introduction

### Purpose of ERAM

ERAM (Event Registration & Attendance Manager) is a web-based information and data collection system, which administers attendance and registration information for the EarlyON Child & Family Centres in the District of Nipissing.

The system records the attendance of parents/caregivers and children who use EarlyON Centres. Information collected during registration is stored in a central registration system, which can be accessed by the DNSSAB and authorized practitioners and staff at the EarlyON centres that they operate.

The use of the centralized, web-based information and data collection system database ensures participants attending EarlyON programs only tell their story/information once, meaning they only need to register one time no matter which EarlyON centre they attend within the district. ERAM also has the ability to track when, where and the type of programs and services parents/caregivers and their children are attending.

**The information and data collected is used for statistical requirements, research purposes and for community information about the use of EarlyON centres, which can help with service system planning and enhance programs and services offered. Only aggregate, non-identifying, information will be shared with the community partners that operate each centre.**

Parents/caregivers register their attendance at an EarlyON Centre by using a 'snap card'. The snap card contains a QR barcode and a unique number, which is associated with a specific adult. Parents/caregivers scan the card when they arrive at the EarlyON centre and verify who is in attendance that day (including children and spouse, if applicable). **Every adult receives a card:** therefore, a family unit may have more than one snap card.

## Security & Privacy Policy

Information and data collected is protected through privacy legislation. Only authorized users have access to the information and data contained in the ERAM database. The purpose of ERAM is to assist in the administration of providing programs and services for children and their caregivers in the District of Nipissing.

**The information and data collected is used for statistical requirements, research purposes and for community information about the use of EarlyON centres. Only aggregate, non-identifying, information will be shared with community partners.**

If there are any questions or concerns about the privacy of the information and data collected in ERAM, please contact your appropriate manager or supervisor.

**Never agree to allow the computer to automatically save or remember any log in or password information you use for ERAM. This ensures individuals who are not authorized to access ERAM, do not gain access inadvertently.**

## Definitions

### *Parent/Guardian vs. Childcare*

**Parent/Guardian** – a parent or legal guardian. It also includes a relative or friend with whom the parent or legal guardian has entrusted the care and well-being of a child for a specified amount of time.

**Childcare** – any paid childcare provider OR paid professional OR volunteer who is working with a child, who is not the child's parent or guardian.

These definitions are important for accurate record keeping and to ensure when registering attendance, adults only see the children with whom they have a pre-established relationship.

## *Parents/Caregivers*

The term 'Parents/caregivers' is used interchangeably with adults throughout the manual. Statistical requirements refer to parents/caregivers and ERAM refers to adults. Any information you enter into ERAM for an adult should only be information pertaining to a parent/caregiver (or expected parent/caregiver) that meets the definition of guardian or childcare above.

**DO NOT** create an adult profile for adults who include, but are not limited to, guests, visitors, staff etc. These adults will be entered separately and do not need a profile.

**Please Note:** For adults who have attended an EarlyON centre in a parent/caregiver role (i.e. they have a snap card) but are in attendance for a role not related to a parent/caregiver, the adult **MUST NOT** use their snap card to register their attendance. Instead, they should be processed in the same manner as professionals, guests, visitors, staff etc.

## *Visitors/Guests*

This category includes the following, and is counted under 'Other' when numerically entering attendance:

- Supervisors/staff from EarlyON Centres who are not directly participating in the program
- People who come to observe the program
- Children/adults who are visiting your site from outside of the region and are not expected to return to the EarlyON centre. For example, a cousin from outside the region, a grandparent from outside the region. However, if the visitors will be using the centre multiple time (i.e. they are here visiting for the summer and will attend multiple times during the summer), they should be issued a card.

## *Professionals*

This category includes the following, and is counted under 'Professionals' when numerically entering attendance:

- Staff and representatives from community partners who are providing support or services (e.g. Health Unit)
- Paid caregivers, teachers and students who are borrowing items from a library (toy or literature) for their professional development/education

## *Students and Volunteers*

Volunteers are those who are directly involved in the EarlyON programming, but are not paid employees of the EarlyON centre.

Students include those who are completing an educational placement at the EarlyON centre.

## **Deleting Information**

**Do not delete any information without speaking to and obtaining authorization from an administrator.**

## **Administrator Contact Information**

Any questions, concerns, problems or enquiries should be directed to:

Jennifer Roussy, Children's Services Data Coordinator  
District of Nipissing Social Services Administration Board  
Email: [jennifer.roussy@dnssab.ca](mailto:jennifer.roussy@dnssab.ca)  
Telephone: 705-474-2151 ext. 3321

## Accessing the Website

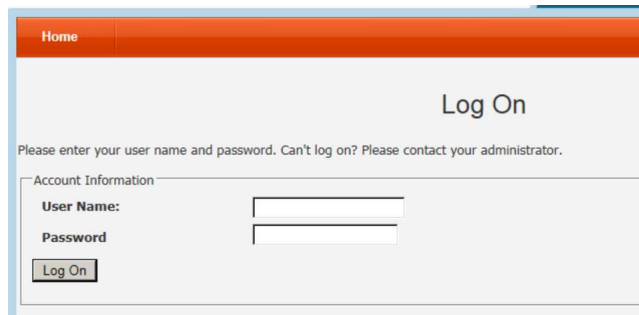
In order to access the main ERAM site, visit <https://onehsn.com/ERAM/Nipissing>.

**Please note:** the system works best using either Firefox or Chrome. Please ensure you have one of those browsers available on your device before beginning.

The administrator will have provided you with a username and password which you will use to log into the system. If you forget or misplace your login name or password, please contact the administrator for support.

### Login

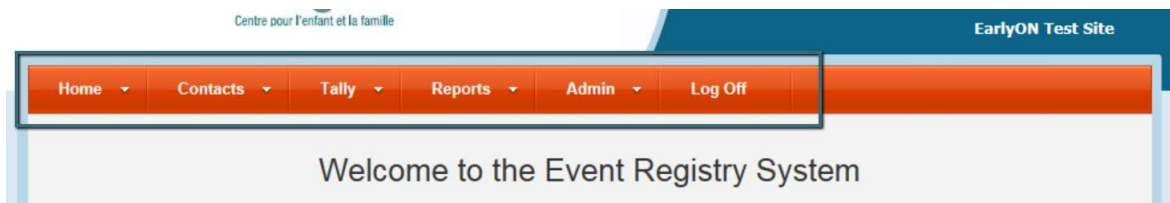
Enter the username and password provided to you by the administrator, and click 'Log On'.



### ERAM Home Screen

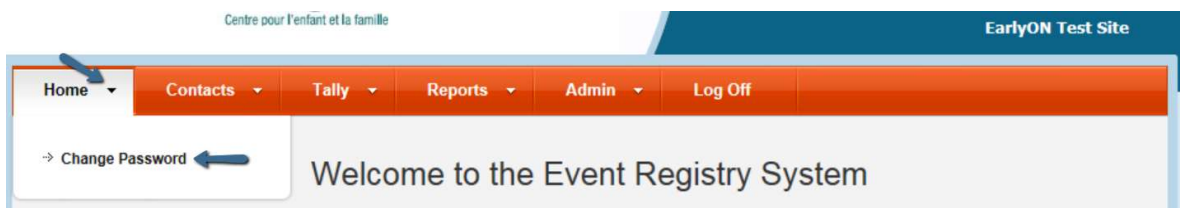
Below is a snapshot of the ERAM home page. All navigation will be completed here using the top menu bar. **Please Note:** this is the homepage for users with administrative privileges; the menu options will be less for those without those privileges. **To change settings, menu items or defaults, you must contact an administrator.**

The ERAM home page is only accessible to staff who have the appropriate access rights. Parents/caregivers **should not** access or be permitted to see this page and the pages connected to it. The only page(s) the parent/caregiver will/should see are those related to the Kiosk mode.



## Changing Your Password

When you first log into the system, it is recommended that you change your password to something that you will remember. Choose a password that is easy for you to remember, but difficult for others to guess. To change your password, click on 'Home' and then 'Change Password'.

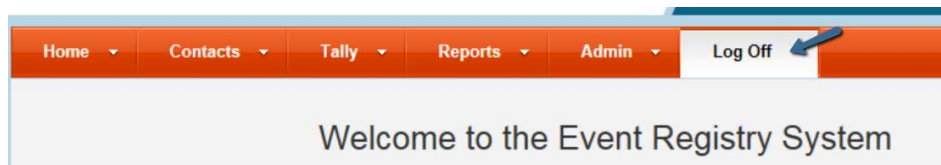


Next, enter your old password and then your new password and click 'Change Password'. You have now changed your password.

A screenshot of the ERAM Change Password form. The form is titled "Change Password" and includes the instruction: "Use the form below to change your password. New passwords are required to be a minimum of 8 characters in length." The form contains three input fields: "Current password", "New Password", and "Confirm new password". Each field has a password mask (dots). Below the input fields is a "Change Password" button with a blue arrow pointing to it.

## Logging Out

You must **always log out** of the system once you are done. To log out, click on 'Log Off' from the top menu. You will then be directed to the main login page.



## Tracking Attendance & Registering users

### Program Attendance

In order to track attendance for your programs, you first need to create a Program Attendance sheet for that program. To view the Program Attendance sheet section, click on 'Tally' and then 'Program Attendance'.



On the next screen, you will see a history of previous Program Attendance sheets. From here, you are able to create a new Program Attendance sheet, edit a previous Program Attendance sheet, enter attendance manually, duplicate a Program Attendance sheet, and enter the Kiosk Mode to take attendance and registration information during your programs.

You can filter the list of previous Program Attendance sheets by centre, program name, and also by date.

Program Attendance Search

Centre: Select  
 Program: Select  
 Filter: None  
 Clear  
 Today  
 Within 3 Days  
 Last 10 Days

New KIOSK Mode

Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--	1
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		1		Select	Duplicate

## Creating a New Program Attendance Sheet

Each program, service or drop-in session offered requires a new Program Attendance sheet to be created. To do so, click on 'New' and the 'Add a Tally Sheet' screen will open.

Program Attendance Search

Centre: Select  
 Program: Select  
 Filter: None  
 Clear

New KIOSK Mode

Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--	1
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		1		Select	Duplicate

This is where you will enter the details of your program or event. The sections that are highlighted are mandatory fields to complete for all tally sheets. All other fields are optional.

If the program is a virtual event, please ensure you check the box to indicate that it is a virtual session, as noted in the picture below. If you are tracking the kits that are being pick up as part of your virtual programs, please type 'Kits' or 'Kit Pick-Up' in the Name of Event box.

Once you have entered all of your information, click on 'Save'.

### Add a Tally Sheet

**Centre:** EarlyON Test Site ▼

**Event Location:** Select ▼

**Event Location (Other):**

**Event Date:** 02/22/2021

**Single Day Event** ☒ **Multi Day Event** ☐

Date	Time Of Day	Start Time	End Time	Duration
02/22/2021	<span style="border: 1px solid #ccc; padding: 2px;">Select ▼</span>	HH ▼ : MM ▼ AM ▼	HH ▼ : MM ▼ AM ▼	

**Automatically end kiosk?** ☐

**Program:** Select ▼

**Name of Event:**

**Language Delivered In:** Select ▼

**Virtual Session? :** ☐

**Child Minding Provided? :** ☐

**Volunteer or Student Placements? :** ☐

**Organizations:** Select ▼ **Facilitators:** Select ▼

**Hosted By:** Select ▼

**Kiosk Message:**

### Summary of Participants

	Number of		First Time Served	Language						Gender		Child Ages	#
	Visits	Auto		Auto	Eng.	Fr.	Ab.	Bil.	Other	F	M		
Child	<input type="checkbox"/>	0	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Infant(0-18mo.):	<input type="checkbox"/>
Parent	<input type="checkbox"/>	0	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toddler(19-30mo.):	<input type="checkbox"/>
Caregiver	<input type="checkbox"/>	0	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Preschool(3-5yrs.):	<input type="checkbox"/>
Parent & Caregiver	<input type="checkbox"/>	0	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(6 yrs.):	<input type="checkbox"/>
Professional	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0-6(<7):	<input type="checkbox"/>
Families	<input type="checkbox"/>											7-12(7+):	<input type="checkbox"/>
<b>Total # to this Event</b> <div style="display: flex; justify-content: space-between;"> <span>Comments</span> <span><span style="border: 1px solid #ccc; padding: 2px;"></span></span> </div>													

Back to List
Save

You will now see that tally sheet in the list with all other tally sheets. If this program or event is recurring with the same details, you can use the 'duplicate' feature to create multiple tally sheets on different dates with the same details. To do so, click on 'duplicate'.

### Program Attendance Search

Centre: Select

Program: Select

Filter: None

Clear

New

KIOSK Mode

Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--	
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		1		Select	Duplicate

From here, you can select all the dates that this program will be occurring; you can also edit any of the fields that are listed. To duplicate your tally sheet, simply click on the days in the calendar that you would like to create a tally sheet for, and you will see those days highlighted and the list will also appear under the calendar. Once you are done selecting your days, click on 'Save'.

### Duplicate a Tally Sheet

Centre: EarlyON Test Site

Event Location: Select

Event Location (Other):

Event Dates:

Please select the Date(s) you want this event created for.

February 2021

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

Date:	Time Of Day	Start Time	End Time	Duration
Fri. Feb 26 2021	<span style="border: 1px solid #ccc; padding: 2px;">Select</span>	HH : MM AM	HH : MM AM	
Sun. Feb 28 2021	<span style="border: 1px solid #ccc; padding: 2px;">Select</span>	HH : MM AM	HH : MM AM	

Automatically end kiosk? ☐

Program: Early Learning Program

Name of Event:

Language Delivered In: Select

Virtual Session? : ☐

Child Minding Provided? : ☐

Volunteer or Student Placements? : ☐

Organizations: Select Facilitators: Select

Hosted By: EarlyON

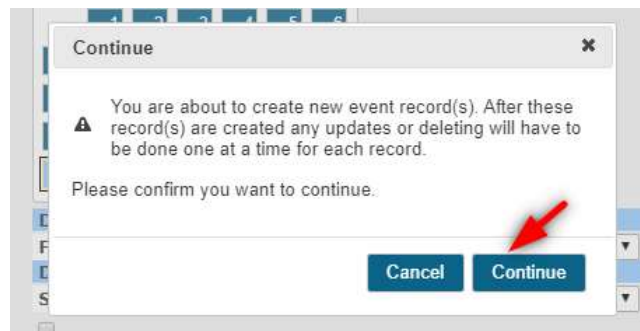
Kiosk Message:

Comments:

Back to List

Save

A pop-up box will appear with a warning to inform you that any changes that are required to these tally sheets after the duplicates have been created will have to be made individually in each tally sheet. For that reason, we do not recommend creating too many tally sheets in advance if you are unsure if the settings will be the same. Click on 'Continue' to complete the duplication process.



You will now see all of your duplications in the list of tally sheets for your agency.

**Program Attendance Search**

Centre:  Program:  Filter:

Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--	1
EarlyON Test Site	Sun Feb 28, 2021	Early Learning Program		0		Select Duplicate Delete Cancel	
EarlyON Test Site	Fri Feb 26, 2021	Early Learning Program		0		Select Duplicate Delete Cancel	
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		1		Select Duplicate	

### *Special/Simultaneous Programs or Non-Core Programming*

If a specific program (i.e. baby group) takes place during a drop-in time, or when there is more than one program taking place simultaneously, you **MUST** select 'Other' from the Hosted By drop down box. This is to ensure that parents/caregivers and children who are attending both the regular drop-in program and the specific program do not get double counted.

### Edit a Tally Sheet

Centre: EarlyON Test Site ▼

Event Location: Select ▼

Event Location (Other):

Event Date: 02/28/2021

Automatically end kiosk? ☐

Program: Early Learning Program ▼

Name of Event:

Language Delivered In: Select ▼

Virtual Session? : ☐

Child Minding Provided? : ☐

Volunteer or Student Placements? : ☐

Organizations: Select ▼ Facilitators: Select ▼

Hosted By: Other ▼

Kiosk Message:

Single Day Event ☒ Multi Day Event ☐

Date	Time Of Day	Start Time	End Time	Duration
02/28/2021	<span>Select ▼</span>	HH ▼ : MM ▼ AM ▼	HH ▼ : MM ▼ AM ▼	

Hosted By: Other ▼

Kiosk Message:


Summary of Participants

In addition, any programs for which you would like to collect attendance information but that are not considered core programming (e.g. touch a truck event, booth at a fair, etc.) should also be collected under 'Other' for the Hosted by drop box.

If you are unsure whether your event or program would be considered under core programming, you can contact a DNSSAB Children's Services Quality Assurance Specialist at [quality@dnssab.ca](mailto:quality@dnssab.ca) to discuss.

### *Students/Volunteers*

Student placements and volunteers can also be recorded in ERAM in the Tally Sheet. To record a student or volunteer, click on the check box beside that field.

**Program:** Early Learning Program ▾  
**Name of Event:**   
**Language Delivered In:** Select ▾  
**Virtual Session? :** ☐  
**Child Minding Provided? :** ☐  
**Volunteer or Student Placements? :** ☐   
**Organizations:** Select ▾ **Facilitators:** Select ▾  
**Hosted By:** Other ▾  
**Kiosk Message:**

Once you do so, a menu box will open and you can enter the number of students and/or volunteers, along with the number of hours that they were at the program and click 'Save'.

**Child Minding Provided? :** ☐  
**Volunteer or Student Placements? :** ☒

	#	New	Hours
Volunteers	<input type="text"/>	<input type="text"/>	<input type="text"/>
Students	1	<input type="text"/>	1

**Organizations:** Select ▾ **Facilitators:** Select ▾  
**Hosted By:** Other ▾

## Entering Kiosk Mode

Now that you have a tally sheet created for your program, you are ready to enter the Kiosk Mode to start taking attendance and registration information. To do so, click on 'Kiosk Mode'.

**Program Attendance Search**

**Centre:** Select ▾  
**Program:** Select ▾  
**Filter:** None ▾



Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option-- ▾
EarlyON Test Site	Sun Feb 28, 2021	Early Learning Program		0		Select Duplicate Delete Cancel

On the next screen, you will select the tally sheet for the program that you are currently running in order to track attendance. Click on the box to select it, and then click 'Continue'. **Please note:** only the tally sheets for programs that are occurring on that day will be in the list to choose from.

Tally Kiosk Mode

Select the events for Kiosk Mode:

Centre: Select

Centre	Start Time	Program	Event Name	Event Location
EarlyON Test Site	: AM	Early Learning Program		<input checked="" type="checkbox"/>

Back to List Continue

The Kiosk Mode is now open and ready to take attendance and registration information.

EarlyON TRAINING

EarlyON ON y va

Welcome To EarlyON Test Site

Kiosk Message

Wishing everyone a Merry Christmas and all the best in the New Year!

Attendance Count: 0

Place your ID card in front of the Scanner OR enter your card number:

Sign In

Forgot card number or first time attendee?

Admin

When the Kiosk Mode is activated, an kiosk password is required to allow new registrations and to ensure that only authorized individuals have access to the admin side of the ERAM site. The kiosk password is pre-set under the Admin tab → Manage Agency Info. Only those staff with administrative privileges in the system will be able to see the admin tab. Contact your supervisor if you don't remember the password.

## Sign In and/or Registration in the Kiosk Mode

There are a variety of scenarios that you will encounter as parents and caregivers sign-in or register in the system depending on whether they are an existing adult in the system or whether they are brand new and need to complete the registration process. Each of these scenarios will be reviewed below.

### *Existing adult with EarlyON card*

For existing adults who already have an EarlyON card, they can simply scan their card using the barcode scanner and their information will appear on the screen. Alternatively, they can also type in their card number and click 'Sign In' and their information will appear on the screen.

The screenshot displays the 'Welcome To EarlyON Test Site' kiosk interface. At the top, a blue header contains the title. Below it, a yellow banner displays a 'Kiosk Message' about Christmas. The main area features a sign-in section with a blue header that reads 'Place your ID card in front of the Scanner OR enter your card number:'. A text input field contains the card number '209500'. To the right of the input field is a blue arrow pointing to a yellow 'Sign In' button. Below the sign-in section is a yellow button labeled 'Forgot card number or first time attendee?'. In the bottom right corner, there is a yellow 'Admin' button. The top right corner of the main area shows 'Attendance Count 0'.

On the next screen, they would simply select those that are attending with them that day and then click 'Done'.

**Welcome Back Data**

Please make sure you let staff know of any allergies your children have.

These are the Adults associated with your Family:

Data Coordinator Data Coordinator2

These are the Children associated with your Family:

Test Child Add a child that is attending with you?

I need to fill out or modify my registration information

View QR Code Done

You will now see the attendance count on the main Kiosk page change based on the number of people who have signed in. This will give you a quick view of how many people have registered or signed in to your program. The Kiosk is now ready for the next person to sign in or register.

Attendance Count 2

Place your ID card in front of the Scanner OR enter your card number:

Sign In

Forgot card number or first time attendee?

Admin

If an existing adult who already has a card has forgotten their card and doesn't know their number, they can still sign in by clicking 'Forgot card number or first time attendee?'.

Welcome To EarlyON Test Site

Kiosk Message

Wishing everyone a Merry Christmas and all the best in the New Year!

Attendance Count 2

Place your ID card in front of the Scanner OR enter your card number:

Sign In

[Forgot card number or first time attendee?](#)

Admin

On the next screen, they need to input their first name, last name and date of birth, and then click 'Search' to find their name in the system.

Please enter your information and then click on the Search option.

First Name

Data

Last Name

Coordinator

Date of Birth (mm/dd/yyyy)

07/20/1982

Email

\* Required

Cancel Search

If they are already in the system, their name should appear in the yellow box beside the search criteria. At this point, click on 'Keep Card #' and follow the same procedures as above to indicate who is attending.

Please enter your information and then click on the Search option.

First Name	
Last Name	
Date of Birth (mm/dd/yyyy)	
Email	

\* Required

Cancel Search

**Search Results**

If your name is listed, please identify if you want to keep your existing card number, or if you need a new card number.

Data Coordinator	Jul 20, 1982	209500	Keep Card #	Need Card #
------------------	--------------	--------	-------------	-------------

If you see the person you are looking in the list above, click on their name to add them.

New

**Please Note:** if there is an adult that you know is in the system but their name is not populating, it is possible that their birthdate was never inputted into the system and that's why they don't show up. In this case, please write down the full name and date of birth of that adult, and you will have to add them manually to the attendance sheet after your session and edit their info in the Adult Information section to add their date of birth (see pg. 39).

### Existing adult without an EarlyON Card

If there is an existing adult in the system but they don't yet have an EarlyON card, you need to assign them one. Click on 'Forgot card number or first time attendee?' and search using the first name, last name and date of birth. Once their name comes up under search results, click on 'New Card #'.

Please enter your information and then click on the Search option.

First Name	
Last Name	
Date of Birth (mm/dd/yyyy)	

\* Required

Cancel Search

**Search Results**

If your name is listed, please identify if you want to keep your existing card number, or if you need a new card number.

Data Coordinator2	Jan 01, 1980	Need Card #
-------------------	--------------	-------------

If you see the person you are looking in the list above, click on their name to add them.

New

At this point, an EarlyON practitioner is required to put in the kiosk password in order to continue. Once you input the password, click 'register with Above Name and Da...' button.

First Name  
Last Name  
Date of Birth (mm/dd/yyyy)  
Email  
To continue, please ask a staff member for assistance.  
Password

Data  
Coordinator2  
Jan 01, 1980

.....

Cancel Register with Above Name and Da...

Next, scan the new EarlyON card (or manually enter the new card number) and click 'Save'.

Scan a card to register this adult with that card number.

First Name  
Data

Last Name  
Coordinator2

Card Number:  
300109

Cancel Save

From here, the process is the same as with all other registrations. Simply click on the names of those attending with the adult, and click 'Done'.

**Welcome Back Data**

Please make sure you let staff know of any allergies your children have.

These are the Adults associated with your Family:

Data Coordinator2    Data Coordinator

These are the Children associated with your Family:

Test Child    Add a child that is attending with you?

I need to fill out or modify my registration information

View QR Code    Done

## New Registration

For an adult who is not yet in the system, click on 'Forgot card number or first time attendee?' and then complete the search fields to ensure they are not already in the system. When the search results indicate the adult is not in the system, click on 'New' to start the registration process. **It is always a good practice to ask the adult if they've been to any EarlyON centre in the district as confirmation prior to adding a new profile.**

Please enter your information and then click on the Search option.

First Name  
Data

Last Name  
Analyst

Date of Birth (mm/dd/yyyy)  
01/01/1980

Email

\* Required

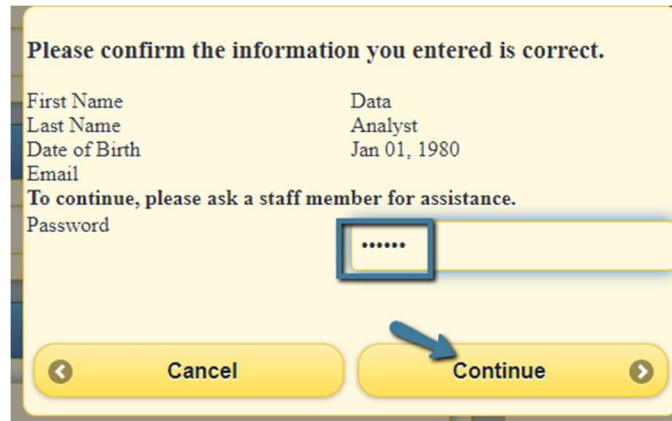
Cancel    Search

**Search Results**  
No matches found.

If you see the person you are looking in the list above, click on their name to add them.

New

At this point, you will need to add the kiosk password and then click 'Continue'.



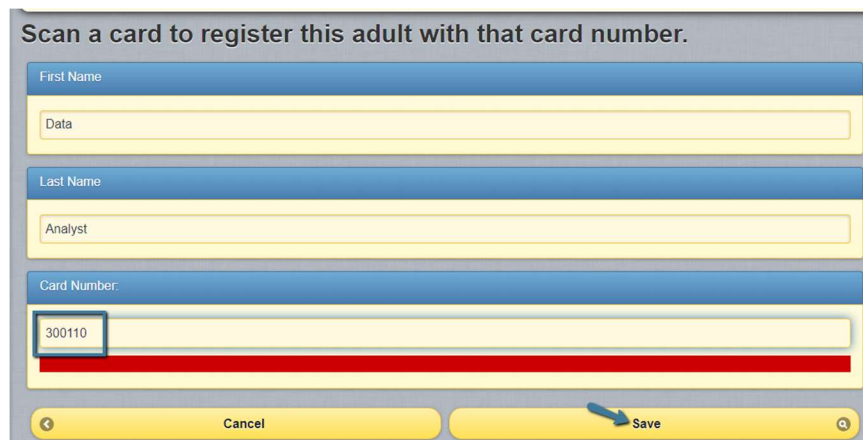
Please confirm the information you entered is correct.

First Name	Data
Last Name	Analyst
Date of Birth	Jan 01, 1980
Email	

To continue, please ask a staff member for assistance.

Password

Next, issue an EarlyON card by scanning the new card number into the system or you can type it in manually, then click 'Save'.



Scan a card to register this adult with that card number.

First Name

Last Name

Card Number:

A consent form will then be displayed for the adult to review and provide consent to continue with the registration process. If they do not provide consent, they will not be able to register in the system. In this case, you would need to numerically count their attendance and input it into the attendance sheet at a later time.

Once the adult has read through the consent form, they will click on 'give consent' and then 'Accept' to continue with the process. **Please note:** the 'Accept' button only appears after the person has selected 'give consent'.

Consent

Decline Accept

District of Nipissing EarlyON Child & Family Centres Consent

I, Data Analyst, 1/1/1980

☒ give consent ☐ decline consent

understand that personal information about my family is being collected under the legal authority of the Municipal Act, 2001, the District Social Services Administration Boards Act, R.S.O. 1990, c. D.15 and the Child Care and Early Years Act, 2014 for the purpose of attending programs and services at an EarlyON Child & Family Centre in the District of Nipissing.

I acknowledge that in attending programs and services, the information provided will be shared with each program and/or agency that I attend. I also understand and consent that this personal information be viewed or used for the purposes of:

(a) administering my registration;

(b) providing customer support services;

(c) assisting the District of Nipissing Social Services Administration Board (DNSSAB) and/or agency delivering EarlyON programs and services with research, planning, reporting, evaluation and accountability purposes.

I understand that One Human Service Network (OneHSN), as a contractor to the DNSSAB, will provide some of the services set out above, and accordingly, will have access to the personal information. The collection, use and disclosure of personal information will be limited

The adult will then see their main sign in screen and from here will be able to add children and another adult that is associated with the family. To add a child, click on 'Add a child that is attending with you?'

Welcome Back Data

Please make sure you let staff know of any allergies your children have.

These are the Adults associated with your Family:

Data Analyst Press Here to Add Another Adult

These are the Children associated with your Family:

Add a child that is attending with you?

I need to fill out or modify my registration information

View QR Code Done

Prior to adding a new child, you need to do a search to ensure that the child is not already in the system. In order to search, you need to enter the child's first name, last name and date of birth then click 'Search'. If the child is not in the system, you can click on 'New'.

Search for your Child to ensure they are not already registered.

First Name

Data

Last Name

Child

Date of Birth (mm/dd/yyyy)

05/05/2015

Cancel Search

Search Results

No matches found.

If you see the person you are looking for in the list above, click on their name to add them. Otherwise click on new to add.

New

The system will then ask you to indicate whether you are a parent/guardian, or a caregiver/childcare worker for this child. Select the appropriate relationship and click 'Continue'.

Please confirm the child information entered is correct and select the relationship type.

First Name	Data
Last Name	Child
Date of Birth	May 05, 2015

Please select the child relationship type between you and the child. If you are the parent or legal guardian of the child select the Parent/Guardian option. If you are a relative / friend of the family / childcare provider for the child select the Caregiver/Childcare option.

Child Relationship Type

☒ Parent/Guardian

☐ Caregiver/Childcare

The adult will then need to complete a consent form for the child's information to be stored in the system. Once they click 'give consent', the 'Accept' button will appear and they should click on it to continue.

Consent

District of Nipissing EarlyON Child & Family Centres Consent

I, **Data Analyst, 1/1/1980**

I understand that personal information about my family is being collected under the legal authority of the Municipal Act, 2001, the District Social Services Administration Boards Act, R.S.O. 1990, c. D.15 and the Child Care and Early Years Act, 2014 for the purpose of attending programs and services at an EarlyON Child and Family Centre in the District of Nipissing.

I acknowledge that in attending programs and services, the information provided will be shared with each program and/or agency that I attend. I also understand and consent that this personal information be viewed or used for the purposes of:

- (a) administering my registration;
- (b) providing customer support services;
- (c) assisting the District of Nipissing Social Services Administration Board (DNSSAB) and/or agency delivering EarlyON programs and services with research, planning, reporting, evaluation and accountability purposes.

I understand that One Human Service Network (OneHSN), as a contractor to the DNSSAB, will provide some of the services set out above, and accordingly, will have access to the personal information. The collection, use and disclosure of personal information will be limited

You will now see that both the adult and the child have a checkmark beside their name. If the adult has another child attending with them, they can complete the same process as above for the other child. The same process can be done for adding another adult to the account. **Please note:** consent must be obtained for each new person added to the account.

In order to complete the registration information, the adult would click on 'I need to fill out / modify my registration information'. If you are only using one device for

sign in and registration, clicking on this option will take the adult directly to the registration information page.

The screenshot shows a registration interface titled 'Welcome Back Data'. At the top, a red text prompt reads: 'Please make sure you let staff know of any allergies your children have.' Below this, there are two main sections. The first section, 'These are the Adults associated with your Family:', contains a yellow bar with 'Data Analyst' on the left, a small square icon in the center, and 'Press Here to Add Another Adult' on the right. The second section, 'These are the Children associated with your Family:', contains a yellow bar with 'Data Child' on the left, a small square icon in the center, and 'Add a child that is attending with you?' on the right. Below these sections, there is a yellow bar with a blue arrow pointing to the text 'I need to fill out or modify my registration information'. At the bottom, there are two yellow buttons: 'View QR Code' and 'Done'.

The adult simply has to follow the on-screen prompts to complete the registration information for all adults and children associated with them, then click 'Done' and the system will return to the main kiosk screen.

The screenshot shows a registration completion screen. At the top, it says 'Please complete the registration information for yourself, your partner and all the children associated to you' and 'Your registration is complete.' Below this, there are two sections: 'Adults' and 'Children'. The 'Adults' section has a button 'Touch Here to Edit Personal Information (Data Analyst)'. The 'Children' section has a button 'Touch Here to Edit Data Child Information'. At the bottom, there is a button 'Touch Here to View Your Bar Code' and a 'Done' button with a blue arrow pointing to it.

If you are using a second device to complete registration information, ensure your second tablet is set up and ready to go (Setting up the Registration Device, p.26).

### *Adding a new child or adult with an already existing adult*

In some cases, you may have an adult attending with a new child for the first time. In this case, you can add another child during the sign process. To do so, start by having the primary adult scan their card into the system and click on the 'Add a child that is attending with you' button.

You will first need to conduct a search to ensure that the child is not already in the system. Enter the child's first and last name as well as their date of birth, and then click on Search. If the child is not already in the system, click on 'New'.

At this time, the adult is asked whether they are the Parent/Guardian or a Caregiver/Childcare. Once they make their selection, they should click on 'Continue'.

**Please confirm the child information entered is correct and select the relationship type.**

First Name	Data
Last Name	Test Child
Date of Birth	May 05, 2015

**Please select the child relationship type between you and the child. If you are the parent or legal guardian of the child select the Parent/Guardian option. If you are a relative / friend of the family / childcare provider for the child select the Caregiver/Childcare option.**

Child Relationship Type

☒ Parent/Guardian

☐ Caregiver/Childcare

The next screen displays the consent form. Once the adult has read through the consent form, they should click on 'give consent' and then the 'Accept' button should appear; click that to continue.

**Welcome**

**Consent**

I, **Data Analyst**, give permission to the District of Nipissing Social Services Administration Board (DNSSAB), Early Years and Childcare Division to collect and maintain personal information for the following children (check the box to indicate consent or decline):

☒ **Data Test Child, 5/5/2015** ☒ give consent ☐ decline consent

I understand that personal information about my family is being collected under the legal authority of the Municipal Act, 2001, the District Social Services Administration Boards Act, R.S.O. 1990, c. D.15 and the Child Care and Early Years Act, 2014 for the purpose of attending programs and services at an EarlyON Child and Family Centre in the District of Nipissing.

I acknowledge that in attending programs and services, the information provided will be shared with each program and/or agency that I attend. I also understand and consent that this personal information be viewed or used for the purposes of:

(a) administering my registration;

(b) providing customer support services;

(c) assisting the District of Nipissing Social Services Administration Board (DNSSAB) and/or agency delivering EarlyON programs and services with research, planning, reporting, evaluation and accountability purposes.

I understand that One Human Service Network (OneHSN), as a contractor to the DNSSAB, will provide some of the services set out above, and accordingly, will have access to the personal information. The collection, use and disclosure of personal information will be limited to the minimum amount necessary to carry out the purposes set out above and will be subject to applicable privacy legislation. I acknowledge that the DNSSAB, OneHSN as an agent of the DNSSAB, and participating EarlyON agencies are governed by and required to adhere to the freedom of information and protection of privacy legislation including the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Personal Information Protection and Electronic Documents Act (PIPEDA) and the Personal Health Information

You will then see that new child's name added to the screen with a checkmark beside their name to indicate that they are in attendance today.

**Welcome Back Data**

These are the Adults associated with your Family:

Data Analyst ● Press Here to Add Another Adult ●

These are the Children associated with your Family:

Test Child ● Data Test Child ●

Add a child that is attending with you? ●

I need to fill out or modify my registration information

View QR Code Done

If the child was already in the system, their name will appear on the right hand side of the screen. If this is the correct child, click on their name to add them to the attendance sheet.

**Search for your Child to ensure they are not already registered.**

First Name  
test

Last Name  
childcare

Date of Birth (mm/dd/yyyy)  
05/05/2015

Cancel Search

**Search Results**

Test Childcare ➔  
Date of Birth (mm/dd/yyyy): May 05, 2015

If you see the person you are looking for in the list above, click on their name to add them. Otherwise click on new to add.

New ➔

You will be prompted to indicate whether you are a parent or caregiver, then click 'Continue'.

**Please confirm the child information entered is correct and select the relationship type.**

First Name	Data
Last Name	Test Child
Date of Birth	May 05, 2015

Please select the child relationship type between you and the child. If you are the parent or legal guardian of the child select the Parent/Guardian option. If you are a relative / friend of the family / childcare provider for the child select the Caregiver/Childcare option.

Child Relationship Type

☒ Parent/Guardian  
☐ Caregiver/Childcare

Cancel
Continue

If you indicate that you are a caregiver, the system will ask you whether or not this child should be added to any additional adults that are associated with the main account holder. Click on the down arrow to view the options and choose the one that best fits, then click 'Save'. In most cases, the second adult would be 'not related'.

Welcome To

**Adults associated with Data Analyst**

Adult: Data Analyst  
Please indicate the relationship to Test Childcare, if any, for each of the adults associated with Data Analyst

Data Spouse

Not Related

☒ Not Related  
☐ Parent/Guardian  
☐ Caregiver/Childcare

Save

You will now see that new child added to your attendance screen.

**Welcome Back Data**

These are the Adults associated with your Family:

Data Analyst	Data Spouse
--------------	-------------

These are the Children associated with your Family:

Test Child	Test Childcare
Data Test Child	Add a child that is attending with you?

I need to fill out or modify my registration information

View QR Code Done

The same process would be used for adding an adult to the account. Click on 'Press Here to Add Another Adult'.

**Welcome Back Data**

These are the Adults associated with your Family:

Data Analyst	Press Here to Add Another Adult
--------------	---------------------------------

These are the Children associated with your Family:

Test Child	Data Test Child
Add a child that is attending with you?	

I need to fill out or modify my registration information

View QR Code Done

You will need to conduct a search of the adult to make sure they are not already in the system. If they are already in the system, simply click on their name and they will be added to your screen. If they are not in the system, click on 'New' and follow the same steps to input the new adult's information.

**Search for your Adult to ensure they are not already registered.**

First Name	Data
Last Name	Spouse
Date of Birth (mm/dd/yyyy)	01/01/1980

**Search Results**

No matches found.

If you see the person you are looking for in the list above, click on their name to add them.

Next, the adult should confirm the information is correct. If there is an error, click 'Cancel' to go back and edit the information. If it is correct, click 'Continue'.

**Create Adult with the following Information:**

First Name	Data
Last Name	Spouse
Date of Birth (mm/dd/yyyy)	Jan 01, 1980

The system will then ask to confirm that the other adult is with you. The reason the system prompt this question is because the second adult needs to give their consent for their information to be collected as well. Click 'Yes' to continue.

**Confirm Adult Attendance**

Is the adult you're adding present with you?

The consent form will appear again for the second adult to review and give their consent. They should click on 'give consent' and then 'Accept' to continue.

Welcome

Consent

Decline Accept

District of Nipissing EarlyON Child & Family Centres Consent  
 Data Spouse, 1/1/1980

☒ give consent ☐ decline consent

I understand that personal information about my family is being collected under the legal authority of the Municipal Act, 2001, the District Social Services Administration Boards Act, R.S.O. 1990, c. D.15 and the Child Care and Early Years Act, 2014 for the purpose of attending programs and services at an EarlyON Child and Family Centre in the District of Nipissing.

I acknowledge that in providing personal information, the information provided will be shared with such persons and/or agencies that I attend. I also understand and consent that this personal information has been shared for the purposes of:

You will now see the second adult added to the screen and a check mark beside their name to indicate that they are in attendance today.

Welcome Back Data

These are the Adults associated with your Family:

Data Analyst Data Spouse

These are the Children associated with your Family:

Test Child Data Test Child

Add a child that is attending with you?

I need to fill out or modify my registration information

View QR Code Done

If for some reason the second adult is not in attendance, you can click on the check to remove it.

Welcome Back Data

These are the Adults associated with your Family:

Data Analyst Data Spouse

These are the Children associated with your Family:

Test Child Data Test Child

Add a child that is attending with you?

I need to fill out or modify my registration information

View QR Code Done

Once everyone who is attending with the adult has been added, they can click on 'Done' to exit the screen, and it will be redirected to the main Kiosk screen.

Welcome To EarlyON Test Site

Attendance Count 2

Place your ID card in front of the Scanner OR enter your card number:

Sign In

Forgot card number or first time attendee?

Admin

**Please note:** If the adult does not consent to their or their child's information being in the system and they click decline, they will be returned to the previous sign-in screen and the new child will not be added to the system. In this case, you would need to numerically add this child to your attendance count on the admin side of the website after your session.

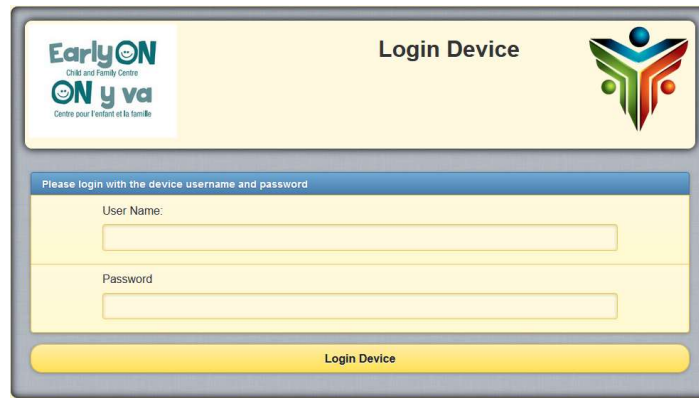
## Setting up the Registration Device

If you are using a second device for parents to complete the registration information, you need to ensure that it is set up and ready to accept transfers from the main kiosk system **prior to** parents/caregivers arriving for the session.

### *Accessing the Device Registration Website*

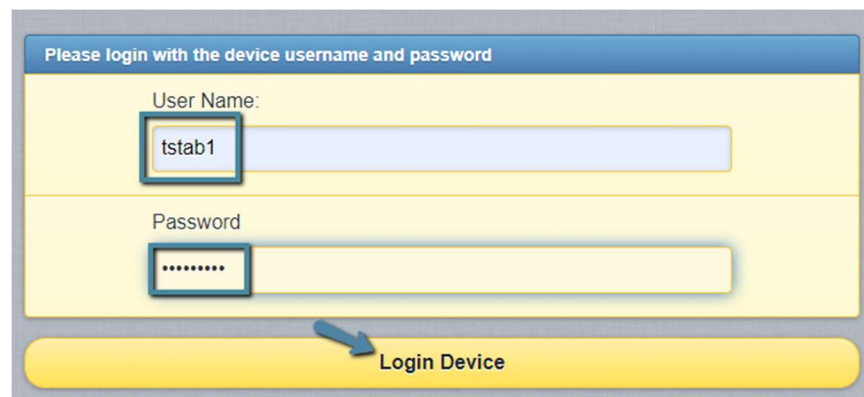
The website used for the second device used for registration only utilizes a different website than the main ERAM system. To access the device registration website, please visit <https://onehsn.com/eram/nipissing/devices/register>.

The browser will load with the following page.

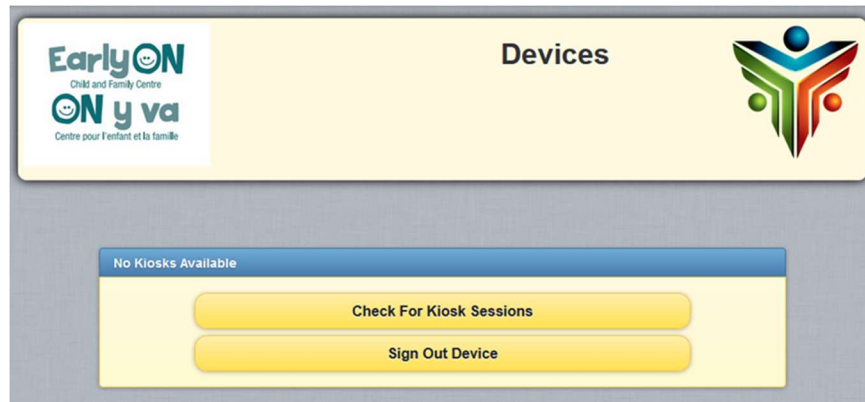


### *Logging in to the 2nd Device*

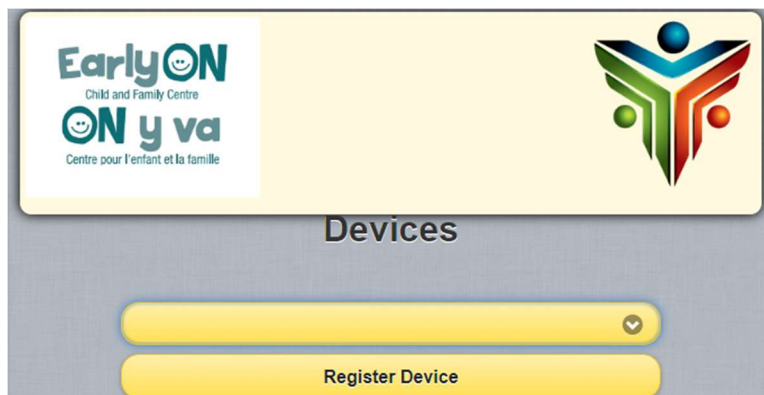
Enter the username and password and click on 'Login Device'. From here, depending on your kiosk setup, you will see either one of two screens.



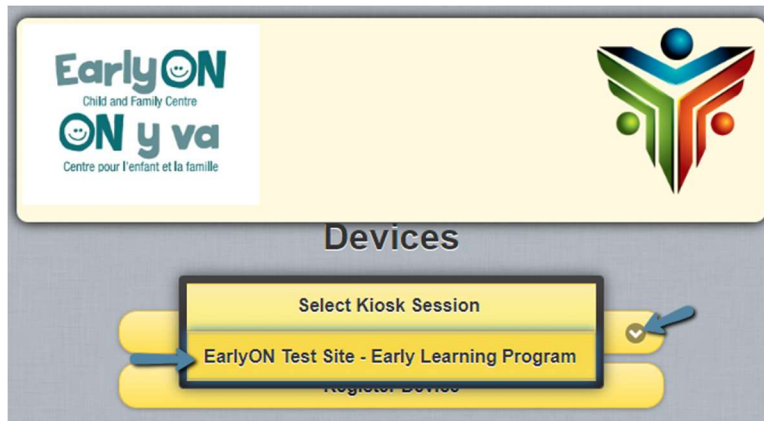
If you do not have a Kiosk session opened for today, you will see this screen. In this case, you will need to ensure that the Kiosk mode is open on your main device to continue. Once you open the kiosk session on your main device, click 'Check for Kiosk Sessions' and follow the steps below.



If there is a kiosk session open, you will see a drop-down menu to choose the session that you wish to connect to in order to complete the registration information.



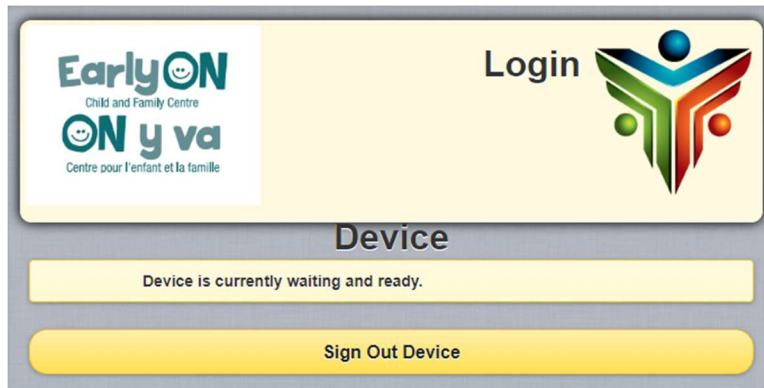
Click on the name of the session and program that you would like to connect to.



Then, click on 'Register Device'.

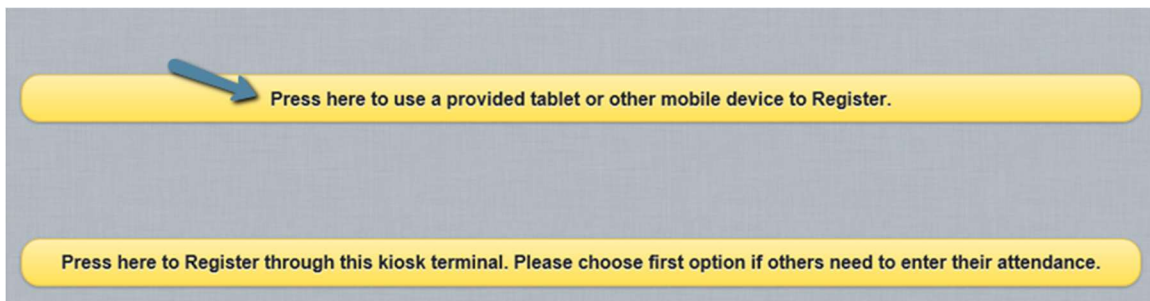


At this point, your screen should look like the picture below. This indicates that the device is now ready and waiting to receive a transfer from the main kiosk system for registration.



### *Transferring Registration to the 2nd Device*

On the main device which is running the kiosk mode, when parents/caregivers click on 'I need to modify or complete my registration information', they will be directed to the following screen. To transfer the registration to the 2<sup>nd</sup> device, the parent/caregiver should select 'Press here to use a provided tablet or other mobile device to Register'.



The system will now pass the control over to the second device to allow the parent/caregiver to complete their registration on it. Once the system passes over control, the display on the second device will display the 'Begin Registration' option.



The system will then display the registration screen with the Adult and Children's names.

**TRAINING**

Please complete the registration information for yourself, your partner and all the children associated to you

Your registration is incomplete.  
Items which require additional information are identified by orange text.

**Adults**

**Touch Here to Edit Personal Information (Tammy Reed)** ➤

**Touch Here to Edit Jack Reed"** ➤

**Children**

**Touch Here to Edit Johnny Reed Information** ➤

**Touch Here to Edit Peter Moore Information** ➤

**Relationships - Set or update the relationships between the other adult and the children related to you.**

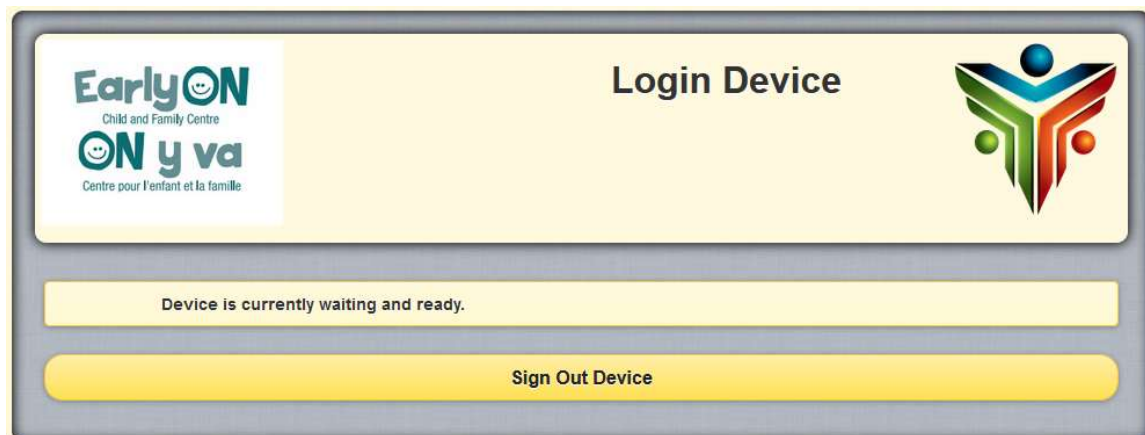
**Touch Here to Edit Adult / Child relationships** ➤

● **Touch Here to View Your Bar Code**

**Done**


The adult is now free to take the tablet or device and complete the registration information. They will click on each name and go through each screen to complete the information that is being collected.

After they have completed their registration, they can click 'Done', and the device will return to the waiting mode and they can return the device to a staff member.



At the end of the session, click on 'Sign Out Device' to exit the device from the registration session.

The system will prompt for a password. Enter the kiosk password and click 'Unlock'. The system will return to the Login Device screen.



## Exit Kiosk/Kiosk Admin Functions

In order to exit the kiosk mode or access the admin functions, you need to click on 'Admin' and then you will have the option to either exit the kiosk mode (unlock) or view a list of the attendees who have signed in.

Prior to making a selection, you will need to enter your kiosk password and then click on the option that you would like.

## View List of Attendees

It may be helpful to view the list of attendees prior to the end of your session to ensure that everyone has signed-in. The Attendance Count on the main Kiosk page will give you an idea of how many people signed in and may indicate that someone hasn't signed in (i.e. there are more people in the room than the attendance count displays). In this case, enter your kiosk password and click 'View Attendees'.

Welcome To EarlyON Test Site

Unlock Admin

Please ask a staff member for assistance.

\*\*\*\*\*

Unlock

View Attendees

Cancel

This will provide you with a list of who has already signed in so that you can determine who has forgotten to sign in. Once you know who hasn't signed in, you can approach them and ask them to ensure they sign-in to the system. Click 'Done' to return to the main kiosk page.

Attendance

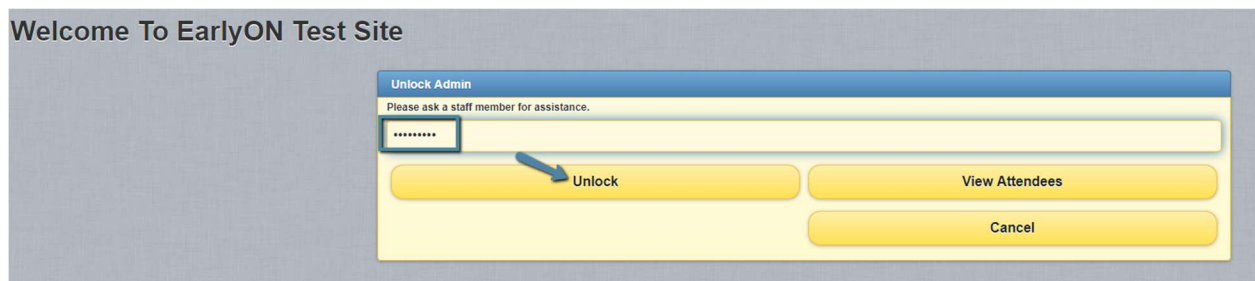
Totals+:  
Adults+: 1      Adults (manual)+: 0  
Children+: 2      Children (manual)+: 0  
Total Attendance+: 3

Registration Complete	Count	Attendee(s)	Children
Yes	3	Data Analyst - 300111	Data Test Child Test Childcare
3			

Done

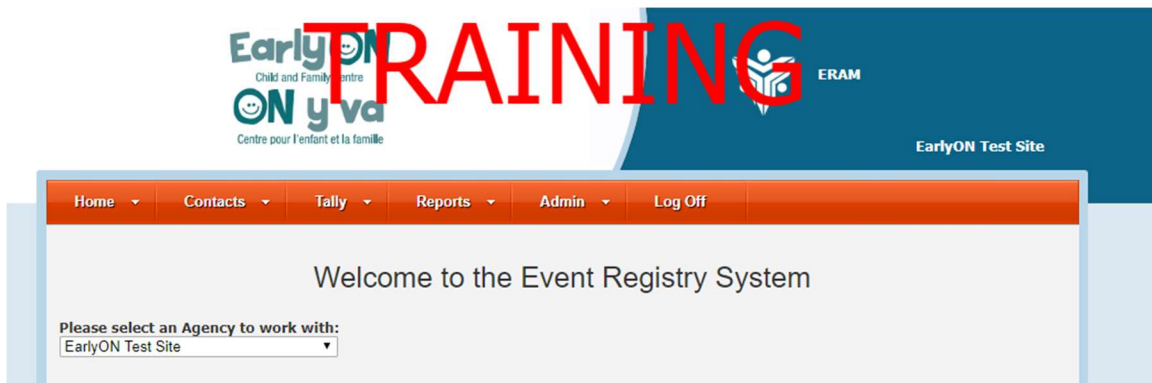
## Exit Kiosk Mode

To exit the Kiosk Mode at the end of your session, click on 'Admin', enter your kiosk password, and then click 'Unlock'.



The screenshot shows a 'Welcome To EarlyON Test Site' header. Below it is a 'Unlock Admin' dialog box. The dialog box has a title bar 'Unlock Admin' and a message 'Please ask a staff member for assistance.' Below the message is a password input field with a blue border and a blue arrow pointing to it. Below the password field are three buttons: 'Unlock', 'View Attendees', and 'Cancel'.

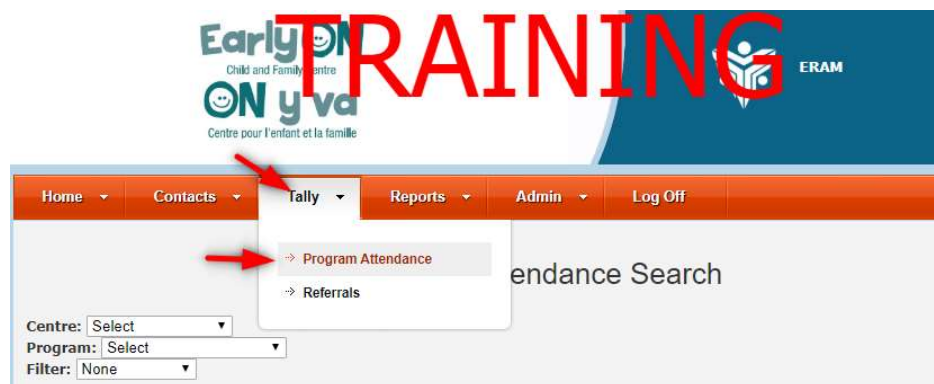
You will then be redirected to the administrative side of the ERAM system.



The screenshot shows the ERAM administrative interface. At the top, there is a large red 'TRAINING' watermark. Below the watermark, there is a header with the 'EarlyON yva' logo and the 'ERAM' logo. The 'EarlyON yva' logo includes the text 'Child and Family Centre' and 'Centre pour l'enfant et la famille'. The 'ERAM' logo includes the text 'EarlyON Test Site'. Below the header is a navigation bar with the following links: Home, Contacts, Tally, Reports, Admin, and Log Off. Below the navigation bar is a main content area with the text 'Welcome to the Event Registry System'. Below this text is a dropdown menu with the label 'Please select an Agency to work with:' and the selected option 'EarlyON Test Site'.

## Checking the Attendance Sheet

At this time, you may want to double check your attendance sheet. Click on 'Tally' and then on 'Program Attendance'.



Find the Tally Sheet for the program that you want to review, and click on the number under the 'Attendees' column.

Program Attendance Search

Centre:   
 Program:   
 Filter:

Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--
EarlyON Test Site	Fri Feb 26, 2021	Early Learning Program		0		Select Duplicate Delete Cancel
EarlyON Test Site	Mon Feb 22, 2021	Early Learning Program		0		Select Duplicate Delete Cancel
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		1		Select Duplicate

Here is where you will review the list of those who are listed as attending and can make any changes or additions necessary.

### *Manually Adding Adults & Children to the Attendance Sheet*

If in reviewing your attendance sheet, you note that a parent who attended the program forgot to sign in, you can add them manually by clicking on 'Add an Adult'.

Home Contacts Tally Reports Admin Log Off

## Tally Sheet - Attendance - 11/10/2020

EarlyON Test Site - Early Learning Program

**Totals:**  
 Adult(s): 1 Adults (manual): 0  
 Children: 0 Children (manual): 0  
 Total Attendance: 1

Date: 11/10/2020

[Add an Adult](#)

Count	Attendee(s)	Children	
1	Samantha Lefebvre - NIP00025		<a href="#">Edit</a> <a href="#">Remove</a>
1			

[Back to List](#)

To add an adult, enter their first and/or last name into the search bar and then click 'Search'. Find their name in the list and click on it, and you will see them added to the list of attendees.

Home Contacts Tally Reports Admin Log Off

## Tally Sheet - Add an Adult

Search for Existing Adults below. Click the Adult's Name to add to the Tally Sheet.

Name: Data [Search](#) [Clear](#)

[Back to List](#)

Home Contacts Tally Reports Admin Log Off

## Tally Sheet - Add an Adult

Search for Existing Adults below. Click the Adult's Name to add to the Tally Sheet.

Name: Data [Search](#) [Clear](#)

[Back to List](#)

Name  
Analyst, Data

### Tally Sheet - Attendance - 11/10/2020

**EarlyON Test Site - Early Learning Program**

**Totals:**  
 Adult(s): 2      Adults (manual): 0  
 Children: 0      Children (manual): 0  
 Total Attendance: 2

---

Date: **11/10/2020**

[Add an Adult](#)

Count	Attendee(s)	Children
1	Data Analyst -	<a href="#">Edit</a> <a href="#">Remove</a>
1	Samantha Lefebvre - NIP00025	<a href="#">Edit</a> <a href="#">Remove</a>
2		

[Back to List](#)

Next, you need to add any children who attended with that adult. To do so, click on 'Edit' in the tally sheet attendance list next to their name.

### Tally Sheet - Attendance - 11/10/2020

**EarlyON Test Site - Early Learning Program**

**Totals:**  
 Adult(s): 2      Adults (manual): 0  
 Children: 0      Children (manual): 0  
 Total Attendance: 2

---

Date: **11/10/2020**

[Add an Adult](#)

Count	Attendee(s)	Children
1	Data Analyst -	<a href="#">Edit</a> <a href="#">Remove</a>
1	Samantha Lefebvre - NIP00025	<a href="#">Edit</a> <a href="#">Remove</a>
2		

[Back to List](#)

Click in the box beside the name of the child that you need to add, and then click 'Done'.

Home Contacts Tally Reports Admin Log Off

Attendance for **Nov 10, 2020**

Welcome, **Data Analyst**

**Children**

Child Test ☒

Done Cancel

You will now see the child added to the attendance sheet as well.

Tally Sheet - Attendance - 11/10/2020

EarlyON Test Site - Early Learning Program

**Totals:**  
 Adult(s): 2      Adults (manual): 0  
 Children: 1      Children (manual): 0  
 Total Attendance: 3

Date: **11/10/2020**      Add an Adult

Count	Attendee(s)	Children	Edit	Remove
2	Data Analyst -	Child Test	Edit	Remove
1	Samantha Lefebvre - NIP00025		Edit	Remove
3				

Back to List

Once the attendance sheet looks correct, you can either click on 'Back to List' to go back to the list of tally sheets, or click on any menu option from the top menu.

## Numerical Attendance

The ERAM system also allows you to enter numerical attendance manually. **This option should only be used if you have a parent/caregiver who refuses the consent and cannot be inputted into the system through the kiosk mode, or for professionals, guests, volunteers, or students.** Otherwise, all attendees should be recorded through the kiosk mode. Although the number of parents/caregivers and children who are entered numerically will count toward

your visit totals, they will not be counted towards the unique numbers served. Therefore, it's important to ensure that all parents/caregivers and children who are registered in the system are added to the tally sheet either through the kiosk mode, or through the method listed above for adding parents/caregivers and children to the tally sheet.

To enter numerical attendance, click on the tally sheet that you want to modify, and then click 'Select'.

**Program Attendance Search**

Centre:  Program:  Filter:

Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--	1
EarlyON Test Site	Fri Feb 26, 2021	Early Learning Program		0		Select Duplicate Delete Cancel	
EarlyON Test Site	Mon Feb 22, 2021	Early Learning Program		0		Select Duplicate Delete Cancel	
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		3		Select Duplicate	

The tally sheet will appear and at the bottom of the screen, you will see a tally of the number of people who attended the session using the kiosk mode.

Organizations:  Facilitators:

Hosted By:  Kiosk Message:

**Summary of Participants**

These are the totals from the kiosk mode

	Number of		First Time Served	Language		Child Ages	#
	Visits	Auto		Auto	Eng.		
Child	<input type="checkbox"/>	1	<input type="checkbox"/>	1	<input type="checkbox"/>	Infant(0-18mo.):	<input type="checkbox"/>
Parent	<input type="checkbox"/>	2	<input type="checkbox"/>	2	<input type="checkbox"/>	Toddler(19-30mo.):	<input type="checkbox"/>
Caregiver	<input type="checkbox"/>	0	<input type="checkbox"/>	0	<input type="checkbox"/>	Preschool(3-5yrs.):	<input type="checkbox"/>
Parent & Caregiver	<input type="checkbox"/>	0	<input type="checkbox"/>	0	<input type="checkbox"/>	(6 yrs.):	<input type="checkbox"/>
Professional	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
Other	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	0-6(<7):	<input type="checkbox"/>
Families	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	7-12(7+):	<input type="checkbox"/>
<b>Total # to this Event</b>		3		3			

These are the unique counts of first time served from the kiosk mode

Comments:

From this screen, you can enter numerically the number of parents, caregivers, children, professionals, guests and visitors (other) who attended the event but are not in the system, into the first column. If any of the parents/caregivers or children are visiting for the first time, please indicate the number in the third column. The system will automatically add those numbers to the total # count. When you have completed the entries, click 'Save'.

### Summary of Participants

	Number of			Language							Gender		Child Ages	#
	Visits	Auto	First Time Served	Auto	Eng.	Fr.	Ab.	Bil.	Other	F	M			
Child	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value=""/>	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Infant(0-18mo.):	<input type="checkbox"/>	
Parent	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toddler(19-30mo.):	<input type="checkbox"/>	
Caregiver	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Preschool(3-5yrs.):	<input type="checkbox"/>	
Parent & Caregiver	<input type="text" value=""/>	<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(6 yrs.):	<input type="checkbox"/>	
Professional	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Other	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0-6(<7):	<input type="checkbox"/>	
Families	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7-12(7+):	<input type="checkbox"/>	
Total # to this Event	<input type="text" value="5"/>	<input type="text" value="4"/>	<input type="text" value=""/>	<input type="text" value=""/>										
Comments <input type="text"/>														

[Back to List](#)
[Save](#)

You will then see the new totals listed in the list of program attendance sheets.

### Program Attendance Search

Centre:   
 Program:   
 Filter:

[Clear](#)
[New](#)
[KIOSK Mode](#)

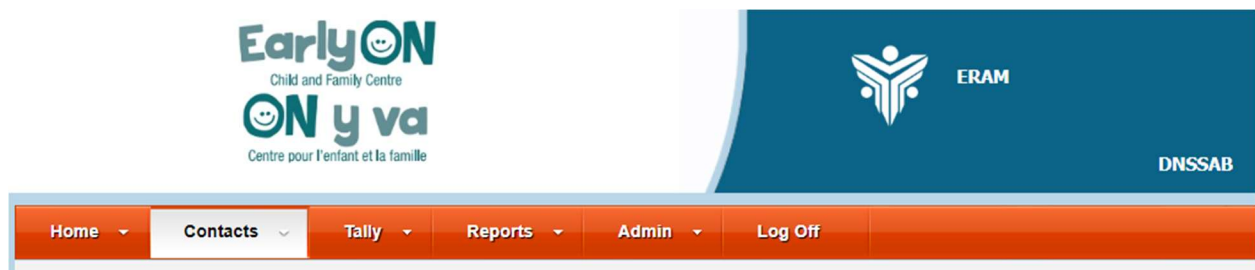
Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--
EarlyON Test Site	Fri Feb 26, 2021	Early Learning Program		0		Select Duplicate Delete Cancel
EarlyON Test Site	Mon Feb 22, 2021	Early Learning Program		0		Select Duplicate Delete Cancel
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		5		Select Duplicate

## Contacts

### Contacts

Under the contacts menu you can:

- Search for contact information for a parent/caregiver or child
- Modify a parent/caregiver or child's registration information
- Edit a parent/caregiver or child's contact information
- Associate/disassociate or change the relationship between a parent/caregiver and a child
- See a visit history
- Upload documents



### Working with an Adult's Information

The following section will review the options from the Adult search menu. However, please note that the same processes are used for the Child Search features and therefore they will not be repeated in this document.

#### *Searching for an Adult*

To search for an adult in the system, click on 'Contacts' and 'Adult Search'.



In the next screen, you can search by any of the fields listed, or even use a partial first or last name. Once you've entered the information you wish to search by, click on 'Search'.

The system will populate a list of adults that match your search criteria. From here, you can either click 'Select' to view or edit the adult's information, 'Relationships' to see their associations, 'View History' to see what programs that have attended, and 'Documents' to view or upload documents to their file.

## View/Edit an Adult's Information

Once you've searched and found the adult you are looking for in the system, click on 'Select'.

Adult Search

First Name:

Last Name:

Postal Code:

Date Of Birth:

Card Number:

Name	Select	Relationships
Analyst, Data		Documents <a href="#">ViewHistory</a>

1

The next screen will display the adult's information. Here, you can view any of their information or make changes. If you've made a change, make sure to click on 'Save'. If you haven't made any changes to the profile, you can click on 'Back to List'.

Edit an Adult

Card Number:

First Name:

Last Name:

Title:

Date of Birth (mm/dd/yyyy):

Gender:

Language:

Aboriginal:

Marital Status:

Francophone: ☐

Education Level:

Employment Status:

Annual Household Income:

Address Line 1:

Address Line 2:

City:

Province:

Postal Code:

Phone Number:

Phone Other:

Email:

Collect & Maintain Information Consent: ☒

## Adding/Editing Relationships

Creating relationships (or associations) is necessary for accurate and easier attendance recording. When recording attendance in kiosk modes, children and adults associated with the main account holder will appear on the screen, allowing for a quick check system to include those that are attending with that adult on that day.

A child may have multiple adult associations – e.g. parent, child care provider, grandparent, etc. Please see definitions listed on page 3 for the different relationship types.

To view relationships associated with the adult, click on 'Relationships'.

Adult Search

First Name:

Last Name:

Postal Code:

Date Of Birth:

Card Number:

Name	Select	Relationships	Documents
Analyst, Data	<input type="button" value="New"/>	<input type="button" value="ViewHistory"/>	

From this screen, you will see a list of names that the adult is associated with, both for Child Associations and Adult Associations. In this case, the adult does not have any associations so you will need to create them in the system.

Data Analyst

Child Associations

Last Name: First Name: Relationship Type

New Child Relation Search:

Adult Associations

Last Name: First Name:

New Adult Relation Search:

To create a new relationship, you must search for the child or adult's name. Type in a full or partial name into the search box, and a list of possible matches will appear. Choose the correct option to add

Data Analyst

Child Associations      Adult Associations

Last Name: First Name: Relationship Type      Last Name: First Name:

New Child Relation Search:      New Adult Relation Search:

test     

Test, Child     

Back to List     

The next screen will prompt you to indicate the type of relationship. Select the appropriate option and click 'Save'.

AddRelationship

Please indicate the relationship of each related adult

Data Analyst:      Parent/Guardian      Save

Back to List      Parent/Guardian     

Caregiver/Childcare     

You will now see that child listed under Child Associations. There is also an option here to 'Edit' the relationship, or to remove the relationship. You would simply click on either of those options and follow the on-screen prompts.

Data Analyst

Child Associations      Adult Associations

Last Name: First Name: Relationship Type      Last Name: First Name:

Test Child Parent/Guardian Edit Remove      New Adult Relation Search:

New Child Relation Search:     

Back to List

The same process is used to add an adult association. However, you do not need to select a relationship type. Once you click on the adult's name, it will automatically be added to the association list.

**Data Analyst**

**Child Associations**

Last Name:	First Name:	Relationship Type		
Test	Child	Parent/Guardian	Edit	Remove

New Child Relation Search:

[Back to List](#)

**Adult Associations**

Last Name:	First Name:
New Adult Relation Search:	
<input type="text" value="dal"/>	
Spouse, Data (Jan 01, 1980)	

**Data Analyst**

**Child Associations**

Last Name:	First Name:	Relationship Type		
Test	Child	Parent/Guardian	Edit	Remove

New Child Relation Search:

[Back to List](#)

**Adult Associations**

Last Name:	First Name:			
Spouse	Data	Children	Edit	Remove

As with the child association, you can also edit the adult association from this screen by clicking 'Edit' or 'Remove'. **Please note:** when adding an adult association in this way, they will automatically be assigned the children that are listed under the main account. In a situation where a parent uses their account when they attend with their own children and a partner **AND** they use their account as a childcare provider, you will need to ensure the children that are part of the childcare are not listed under the partner's name.

## Documents

To upload a document, click on the 'Documents' menu option and you will see a list of documents that have been uploaded for that particular adult.

Adult Search

First Name:

Last Name:

Postal Code:

Date Of Birth:

Card Number:

Name	New	
Analyst, Data		

[Select Relationships](#) [Documents](#) [ViewHistory](#)

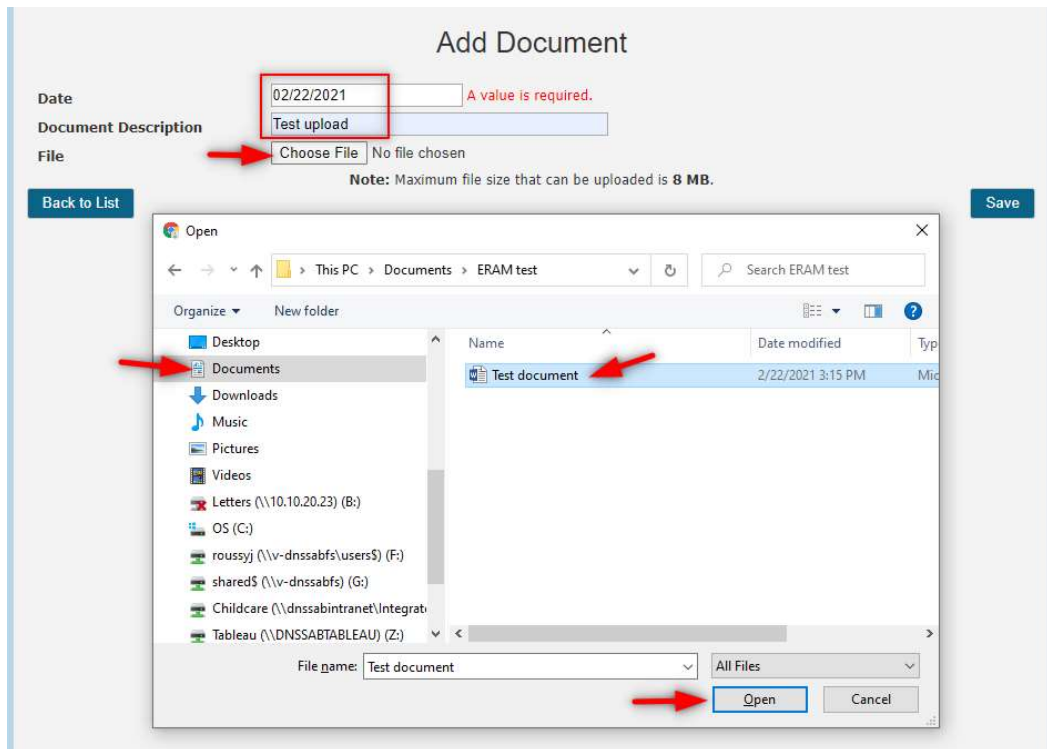
To add a new document, click on 'Add Document'.

Home Contacts Tally Reports Admin Log Off

Documents

Date	Document Description	Uploaded By	Add Document	
------	----------------------	-------------	--------------	--

From here, you will enter the date you are uploading the document (or the date that the document was signed, depending on your needs) and a document description. Next, click on 'Choose File' and use the pop up window to select the document that you would like to upload. Once the document has been selected, click on 'Open'.



The document is now ready to be uploaded; click 'Save' to complete the upload.



You will now see the document in the list. From here, you can download, edit or delete the document. **Please note:** editing the document only allows you to make a change to the document description box; it does not allow you to change or re-upload a new document.

## Documents

Date	Document Description	Uploaded By	Add Document	1 ▼
Feb 22, 2021	Test upload	Jennifer Roussy	11.521kb	Download Edit Delete

## Viewing the History

The visit history allows you to view all recorded visits for the child/adult. To view the history of visits, click on 'View History'.

### Adult Search

First Name:

Data

Last Name:

Postal Code:

Date Of Birth:

Card Number:

Clear

Search

Name

Analyst, Data

New

Select Relationships Documents **View History**

The Visit History window will appear which lists all the programs and services that the adult or children attended. You can sort by Centre, Date, or Program. There may also be multiple pages of information; click on the down arrow to view other pages.

### View History for Roussy, Jennifer

-- Filter by Centre -- ▼

Date

-- Filter by Program -- ▼

Page: 1 ▼

EarlyON Chippewa	Jun 26, 2014	Early Learning Program
EarlyON Saints-Ange	Jun 25, 2014	Early Learning Program
EarlyON Chippewa	Jun 19, 2014	Let's Go To School
EarlyON Chippewa	Jun 12, 2014	Early Learning Program
EarlyON Chippewa	Jun 06, 2014	Special Event
EarlyON Chippewa	May 22, 2014	Early Learning Program
EarlyON Chippewa	May 08, 2014	Early Learning Program
Ecole Heritage	May 05, 2014	Early Learning Program
EarlyON Chippewa	May 01, 2014	Early Learning Program
EarlyON Chippewa	Apr 17, 2014	Early Learning Program

Back to List

## Deleting a Profile

An adult or child profile can only be deleted if they have never attended an EarlyON centre in the past and they have no relationship associations with other adults or children. **Only the administrator should delete adults or children**; if you have a profile that needs to be deleted, please contact the administrator.

## Adding a New Adult

Prior to adding a new adult into the system, you must perform a search to confirm that the adult is not already in the database. This is an important part of data integrity and ensuring we do not have duplication in the system!

From the Adult Search window, enter the search criteria and click 'Search'. If the search is returned with 'No Matches Found', you may now proceed to add the new adult information. Again, you can search with either a partial or a full name. If you try the full name and do not see any results, I would also attempt a partial name to ensure that it wasn't misspelled in the system before. See example below using 'Data Analyst' as the new adult.

The screenshot displays the 'Adult Search' interface. On the left, there are labels for 'First Name:', 'Last Name:', 'Postal Code', 'Date Of Birth:', and 'Card Number:'. To the right of these labels are input fields. The 'First Name' field contains 'Data' and the 'Last Name' field contains 'Coordinator'. Below these fields are empty input fields for 'Postal Code', 'Date Of Birth', and 'Card Number'. A 'Clear' button is located below the 'Card Number' field. To the right of the input fields is a 'Search' button, which is highlighted with a red arrow. Below the input fields, there is a table with a header row containing 'Name' and 'New'. The table body shows 'No matches found.' in the 'Name' column. The 'New' column has a dropdown menu showing '1'.

### Adult Search

First Name:

Last Name:

Postal Code:

Date Of Birth:

Card Number:

Name	New
Analyst, Data	<a href="#">Select Relationships</a> <a href="#">Documents</a> <a href="#">ViewHistory</a>
Spouse, Data	<a href="#">Select Relationships</a> <a href="#">Documents</a> <a href="#">ViewHistory</a>

With the second search, you can be sure that there is no 'Data Analyst' is in the system, so you can go ahead and click on 'New' to create the new adult.

Enter the adult's information into the next screen, and click 'Save'.

### Edit an Adult

Card Number:

First Name:

Last Name:

Title:

Date of Birth (mm/dd/yyyy):

Gender:

Language:

Aboriginal:

Marital Status:

Francophone: ☐

Education Level:

Employment Status:

Annual Household Income:

Address Line 1:

Address Line 2:

City:

Province:

Postal Code:

Phone Number:

Phone Other:

Email:

Collect & Maintain Information Consent: ☒

You will now see that adult in the system and will have all of the same option in terms of editing, adding relationships, viewing/uploading documents, and viewing history as listed above. You should select 'Relationships' and follow the steps listed previously to add child and/or adult associations with this adult. **Please note:** If the child you are adding is a new child, you will need to add the child to the system first, and then edit the relationships.

The screenshot shows the 'Adult Search' interface. At the top, there's a title 'Adult Search'. Below it, there are input fields for 'First Name:', 'Last Name:', 'PostalCode', 'Date Of Birth:', and 'Card Number:'. Each field has a placeholder text 'Data'. There are 'Clear' and 'Search' buttons. Below the search fields, there's a table with a header 'Name' and a 'New' button. The table lists three entries: 'Analyst, Data', 'Coordinator, Data', and 'Spouse, Data'. To the right of the table, there's a context menu with options: 'Select Relationships', 'Documents ViewHistory', 'Delete', and 'Documents ViewHistory'. The 'Coordinator, Data' row is highlighted with a red box.

## Adding a New Child

To add a new child, you must first search the system prior to creating a new profile. Click on 'Contacts' and then 'Child Search'.

The screenshot shows the 'Child Search' interface. At the top, there's a navigation menu with 'Home', 'Contacts', 'Tally', 'Reports', 'Admin', and 'Log Off'. The 'Contacts' menu is open, showing 'Adult Search' and 'Child Search'. A red arrow points to 'Child Search'. Below the navigation menu, there's a title 'Child Search'. Below it, there are input fields for 'First Name:', 'Last Name:', and 'Date Of Birth:'. Each field has a placeholder text 'Data'. There are 'Clear' and 'Search' buttons.

Enter the child's first or last name (or use a partial name) and click 'Search'. If no matches are found, then you can proceed to click 'New' to add the child's information into the system.

Child Search

First Name:  Data

Last Name:

Date Of Birth:

Clear

Search

Name	DOB	Site Attendance	New
No matches found.			1

On the next screen, you will be prompted to enter the child's general information. There is also the ability to check whether or not the parent/caregiver has provided consent for videos, photos, or for the Inclusion Support Program (ISP). The ERAM system does not request these consents; these are agency specific consents and you should only check these off if you have a signed consent from the parent/caregiver for these specific items.

Consent Given for Videos

☐

Consent Given for Photos

☐

Consent Given for ISP

☐

Complete the child's information and then click 'Save'.

### Add a Child

First Name:

Last Name:

Preferred Name:

Date of Birth (mm/dd/yyyy):

Gender:

Aboriginal Status:

Francophone: ☐

Special Need Type:

Allergies/Medications:

Allergies:

- ☐ Citrus
- ☐ Eggs
- ☐ Fish/Shellfish
- ☐ Gluten
- ☐ Milk/Dairy
- ☐ Multiple
- ☐ Nuts
- ☐ Other
- ☐ Penicillin
- ☐ Soya
- ☐ Strawberries
- ☐ Unidentified
- ☐ Wheat

Notes:

Collect & Maintain Information Consent: ☒

Address Line 1:

Address Line 2:

City:

Province:

Postal Code:

Phone Number:

Emergency Contact Name:

Emergency Contact Number:

Consent Given for Videos: ☐

Consent Given for Photos: ☐

Consent Given for ISP: ☐

Back to List
Save

You will now see that child in the list of children. All of the same options are available as with the adults.

### Child Search

First Name:

Last Name:

Date Of Birth:

Name	DOB	Site Attendance	
Child, Data	May 05, 2015		<a href="#">Select Relationships</a> <a href="#">Delete Documents</a> <a href="#">ViewHistory</a>

New 1

At this time, you should select 'Relationships' and ensure the child is associated with any adult that they should be associated with.

## Referrals

Referral information is collected in the ERAM system. Referrals should be entered after programming/events are completed.

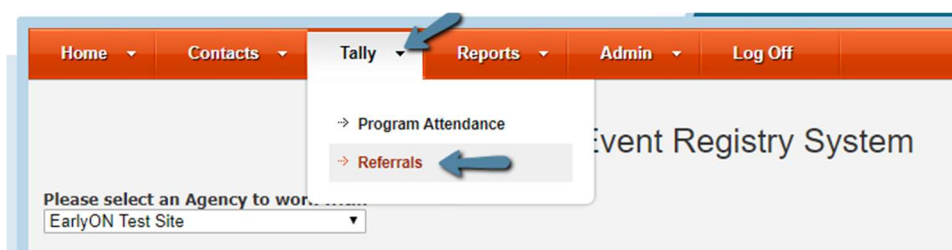
### What is a Referral?

For the purpose of our data collection, we are looking specifically for referrals made to other organizations that provide services to our families. For example, referring a family to contact One Kids Place for a speech assessment would be considered a referral. Mentioning a service or program to everyone in a group does not count as a referral; the need must be specific to the individual you are speaking with.

**Be careful not to confuse referrals with resources.** Referrals are directed towards organizations with specific services, while providing resources falls under general information gathering. Please do not count directing families towards a website for general information as a referral. If you are unsure whether or not something would count as a referral, check with your supervisor first. If the supervisor is unsure, contact the administrator for support.

### Adding a New Referral

To add a new referral, click on 'Tally' and then 'Referrals' in the top menu bar.



The next screen will list all of the agency's referrals. You can filter to search for a particular referral by EarlyON Centre, and by start and end dates. To create a new referral, click 'New'.

Use the drop-down menus to select the EarlyON Centre and facilitator who made the referral, and whether the referral was hosted by 'EarlyON' (core programming) or 'Other' (non-core programming). The start date will automatically be set to today's date; you can modify it by clicking in the box and choosing another date.

Next, use the drop down menus to select the Organization and Type of Service that you are referring to.

Centre:

Facilitator:

Start Date:

End Date:

Hosted By:

Organization	Type of Service
Select	Select
Select	
Audiology Clinic	
Autism Ontario	
Children's Aid Society (CAS)	
City of North Bay	
DNSSAB	
Food Bank	
HANDS	
Health Unit	
Jumpstart	
KidSport	
LIPI	
Multicultural Centre	
NDDDS Website	
Nipissing Legal Clinic	
Nurse Practitioner	

Add a Referral

Type of Service	Nur Ref
-- Select --	0
-- Select --	
Child Care Subsidy	
Housing (Subsidised)	
Other (Please Specify)	
Social Assistance (Ontario Works)	

Next, enter the number of referrals that were made to this same organization and service during your session and the amount of time spent on the referral (i.e. talking with the parent), then click 'Save'.

Add a Referral

Centre:

Facilitator:

Start Date:

End Date:

Hosted By:

Organization	Type of Service	Number of Referrals	Time (Minutes)	Other Service Name
DNSSAB	Child Care Subsidy	2	10	

[Back to List](#) [Save](#)


**Please note:** do not use 'Other Service Name'; if there is a service that is not in the drop-down menu that you believe should be added, please contact the administrator for support.

To add additional referrals, click on 'Add Referral Detail Record' and complete the same steps as above.

### Edit a Referral

Centre: EarlyON Test Site  
 Facilitator: Staff ▾  
 Start Date: 01/09/2020  
 End Date:   
 Hosted By: OEYC ▾

Organization	Type of Service	Number of Referrals	Time (Minutes)	Other Service Name
[X] DNSSAB ▾	Child Care Subsidy ▾	2	10	

Add Referral Detail Record 



Back to List Save


Complete the same steps as above and click 'Save'.

### Edit a Referral

Centre: EarlyON Test Site  
 Facilitator: Staff ▾  
 Start Date: 01/09/2020  
 End Date:   
 Hosted By: OEYC ▾

Organization	Type of Service	Number of Referrals	Time (Minutes)	Other Service Name
[X] DNSSAB ▾	Child Care Subsidy ▾	2	10	
[X] Select ▾	Select ▾	0	0	

Add Referral Detail Record  

Back to List  Save

## Deleting a Referral

To delete a referral, click on the little 'X' beside the referral and it will be removed from the list.

### Edit a Referral

Centre: EarlyON Test Site  
 Facilitator: Staff ▾  
 Start Date: 01/09/2020  
 End Date:   
 Hosted By: OEYC ▾

Organization	Type of Service	Number of Referrals	Time (Minutes)	Other Service Name
[X] DNSSAB ▾	Child Care Subsidy ▾	2	10	
[X] Select ▾	Select ▾	0	0	

[Add Referral Detail Record](#)

[Back to List](#) [Save](#)

### Edit a Referral

Centre: EarlyON Test Site  
 Facilitator: Staff ▾  
 Start Date: 01/09/2020  
 End Date:   
 Hosted By: OEYC ▾

Organization	Type of Service	Number of Referrals	Time (Minutes)	Other Service Name
[X] DNSSAB ▾	Child Care Subsidy ▾	2	10	

[Add Referral Detail Record](#)

[Back to List](#) [Save](#)

## Procedures if ERAM is not Accessible

If ERAM is not accessible due to internet issues or if the ERAM system is down (i.e. receiving a system error), adults attending your programs must complete the manual sign in sheet with clearly written first and last names for the adults and the children.

**This manual attendance should only be used as a last resort**, as we are working towards a paperless registration and attendance system. If you continue to experience issues with accessing the internet from your site, please speak with your supervisor.

**If you get a system error, please take a screen shot of the error message and email it, along with a description of what you were doing at the time, to the administrator as soon as possible.**

If you've had to use the manual sign in sheet, please ensure you create a tally sheet for the program and enter all names using the attendance mode (see pg. 33 for details) as soon as possible once the system is accessible.

Centre	Event Date	Program	Event Name	Attendees	Reservations	--Sort Option--
EarlyON Test Site	Fri Feb 26, 2021	Early Learning Program		0		Select Duplicate Delete Cancel
EarlyON Test Site	Mon Feb 22, 2021	Early Learning Program		0		Select Duplicate Delete Cancel
EarlyON Test Site	Tue Nov 10, 2020	Early Learning Program		5		Select Duplicate

## Common Questions & Concerns

### Help! My kiosk password is not working and I can't log out of kiosk mode.

There are a number of reasons why your kiosk password may not be working:

- Check to ensure that caps lock is not on
- Ensure the kiosk password is typed correctly (i.e. it is case sensitive)
- Make sure you are entering the kiosk password and not your own login password

## Invalid card? What does that mean?

This could mean one of 2 things:

- The card was not read correctly – try again. If it still does not work, try typing in the number manually. If the card is old, the QR code may be distorted and unreadable. In this case, you can issue the adult a new card.
- The snap card is not assigned. You may need to assign the card to the adult using the 'Forgot card or first time attendee' functions.

## I am getting a system error message! What do I do?

If you get a system error message, please take a screen shot of the message and send it to the administrator, along with a description of what you were doing at the time the error occurred.

## I can't get the scanner to pair with my device!

Depending on the type of device you are using, the pairing steps may be a little different.

For tablets (either iPad or Android):

- Ensure that the scanner is off before beginning; if the scanner is already on, use the cheat sheet card provided and scan the code to turn it off (i.e. sleep immediately setting).
- Ensure your tablet is on and you are in the Bluetooth settings menu
- Turn on the scanner by pressing and holding the trigger for 8 seconds, or until you hear the second beep. You will hear an initial beep as it turns on – **don't let go of the trigger until you hear the second beep!!!!** You should then see the scanner in the list of Bluetooth devices – click on BarcodeScanner to pair the scanner with your tablet

- The scanner is now ready and waiting. Use the QR code cheat sheet provided to adjust the settings for the scanner.

For a computer or laptop:

- Press the button on the scanner to turn it on
- Plus in the dongle to the USB port on your computer and scan the 'Match' QR code within 30 seconds
- Unplug the dongle and then plug it in again
- When buzzer sounds twice and light turn blue, pairing is successful. Your scanner should be ready to use in the kiosk mode.

If you are still having difficulty pairing your scanner, please contact the administrator.

### **My scanner keeps turning off!**

Ensure that you use the cheat sheet provided to set up the scanner. If you do not set the sleep settings, the scanner will turn off after 2 minutes (default setting). You may need to set the scanner settings daily.

### **My scanner won't turn on!**

The scanner is run by battery and like most of your devices, it needs to be charged. Ensure to charge your scanner at least once per week by plugging in the USB cable to the bottom of the handle. It can be charged either using a computer or by using a USB wall adapter.

### **The search function in kiosk mode will not find an adult that I know is in the system - what do I do?**

There may be a few reasons why this is occurring:


- **The name in the system is spelled incorrectly so it won't find the adult.** In this case, take down the first and last name of the adult and children and you will need to enter them manually after your session. On the admin side of the website, you should also update the adult's name to the correct spelling.
- **The adult's birthdate is not in the system.** In the previous system, adults were not required to include their birthdate, but it is a necessary component of the search in ERAM, therefore if the adult's birthdate is not in the system, it won't find them. In this case, take down the first and last name of the adult and children, as well as the adult's birthdate, and you will need to enter them manually after your session. On the admin side of the website, you should also add the adult's birthdate into the system so that they can be searched the next time they attend

**It is best practice to always use the snap card to sign in at the kiosk.**

Regardless of changes to the names of individuals or whether birthdates are included, the snap card would prevent any of those issues from occurring! If adults don't always have their cards or don't carry around a wallet, there are other options. The adults are able to take a picture of their snap card and use that with the scanner to sign in (it will read from a phone), or they have the ability to view their QR code in the kiosk and take a picture of that with their phone to use for later sign in.

**I'm having another issue that isn't listed here – what should I do?**

If you are experiencing an issue with ERAM, please take a screen grab or picture of what is happening and send it along with a description of what you were doing to the administrator for support. If you need immediate assistance, you can also contact the administrator by telephone.



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