

## IVR PARENT QUICK REFERENCE GUIDE for the New Jersey e-Child Care System (New Jersey ECC)

This guide outlines the most common functions for the New Jersey ECC Parent IVR.  
Parents and designees may contact the IVR for check-in, check-out, previous check-in, previous check-out, absence, and sick transactions. The steps for these actions are shown here.

Check-In Transaction	
IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1 • Para Español, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a current child check-in, press 1.	Parent presses 1, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-in this child. If you would like to check-in another child press 1. If you are finished checking in your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.

Check-Out Transaction	
IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1 • Para Español, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a current child check-out, press 2.	Parent presses 2, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-out this child. If you would like to check-out another child press 1. If you are finished checking out your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.

Absence and Sick Transaction	
IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1 • Para Español, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To record a sick day press 2. To enter an absence press 3.	From the options provided, Parent presses 2, if reporting a sick day, or 3, if entering an absence.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
For child care provider, (Facility Name), press 1. For child care provider, (Facility Name), press 2.	Parent presses the number which identifies the appropriate provider facility to apply the absence/sick day to.
Enter the 2-digit month and 2-digit day representing the date of the absence/sick day for this child.	Parent enters the 2-digit month and 2-digit day. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully recorded (an Absent day/ a Sick day). If you would like to record another (absence/sick day), press 1. If you would like to return to the main menu, press 2. To end the call, press 3.	If more absent/ sick days are to be recorded, Parent presses 1. If Parent has additional Check-In/Out entries to complete, press 2. If finished, Parent presses 3 and the system ends the call.

Previous Check-In Transaction	
IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1 • Para Español, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a child check-in for earlier today or a previous day, press 3.	Parent presses 3, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the date for the previous check-in. Please enter a 2-digit month and a 2-digit day.	Parent enters the 2-digit month and 2-digit day. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the hour number from 1 to 12.	Parent enters a 2-digit hour number.
Enter the minute from 0 to 59.	Parent enters a 2-digit minute number.
For AM, press 1. For PM, press 2.	Parent selects AM or PM. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-in this child. If you would like to check-in another child press 1. If you are finished checking in your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.

Previous Check-Out Transaction	
IVR Response	Action
Parent e-Child Care number.	1-800-997-3333
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1 • Para Español, oprima 2 • For EBT, press 1 for ECC, press 2	Parent selects language.
Please enter your 16-digit card number.	Parent enters card number.
Please enter your PIN.	Parent enters PIN.
To check your child in or out of this Child Facility, press 1.	Parent presses 1, from the 5 options available.
If this is a child check-out for earlier today or a previous day, press 4.	Parent presses 4, from the 4 options available.
Enter the 2-digit child number, followed by the pound sign.	Parent enters the 2-digit child number (01, 02 etc), followed by the pound (#) sign. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the date for the previous check-out. Please enter a 2-digit month and a 2-digit day.	Parent enters the 2-digit month and 2-digit day. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
Enter the hour number from 1 to 12.	Parent enters a 2-digit hour number.
Enter the minute from 0 to 59.	Parent enters a 2-digit minute number.
For AM, press 1. For PM, press 2.	Parent selects AM or PM. The system plays back the entry. Parent presses 1 if correct, 2 if incorrect.
You have successfully checked-out this child. If you would like to check-out another child press 1. If you are finished checking out your children for today, press 2.	If more children, Parent presses 1 and the system will ask for another 2-digit child number. If finished, Parent presses 2 and the system ends the call.



**New Jersey  
ECC Parent Helpline  
1-800-997-3333**