



NORTH CAROLINA
SEEK
Subsidized Early Education for Kids



NC SEEK Phase 1 Provider Refresher



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Agenda

- Welcome and Introductions
- POS Device
- Provider Web Portal
- Getting Help
- Questions

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Welcome to the Phase 1 provider training. Today we are going to cover everything you ever wanted to know about Phase 1 of the SEEK program – from using your POS device to logging into the provider web portal to getting additional help. And if we don't cover it in the presentation, we'll get to it in the question/answer session at the end. This is your time to get all your questions answered!



Welcome and Introductions

- Chris Peterson
- Xerox/ACS

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My name is Chris Peterson and I'm with ACS – the company contracting with DCDEE to roll out the SEEK program. You will also see the Xerox name in emails from me and other communications from the company. Xerox acquired ACS and is currently in the process of changing everything over to Xerox. So, don't be thrown if you see ACS or Xerox!



Getting Started

- **Return completed Provider Agreement**
 - USPS to Austin, TX
 - Secure Fax: 855-443-1789
 - Email: christina.peterson@xerox.com
- **Provider record in SEEK**
- **Active authorization**

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If there is anyone here who does not already have a POS device, there are three things that must be in place before one can be issued to you.

First, we will need the completed provider packet that includes a signed W9 and your banking information. Your packet can be mailed back to us at the Austin, TX address referenced on the banking form. Or, you can fax it to us via our secure fax line at 855-443-1789. Or you can scan the entire packet and email it to me and I will forward to the correct group for processing.

Once we have your completed packet, we will need a record for you in the SEEK system. Your LPA will send this information to us once you are approved to receive subsidy children.

Lastly, we will need an active authorization for your location before we can issue the POS device. Again, your contracting LPA will send this information.

Once all of this is in place, someone from our depot will contact you and confirm whether you want an analog or IP device and the address where it will be shipped. So, if you have received a message from us, please return the call with that information!

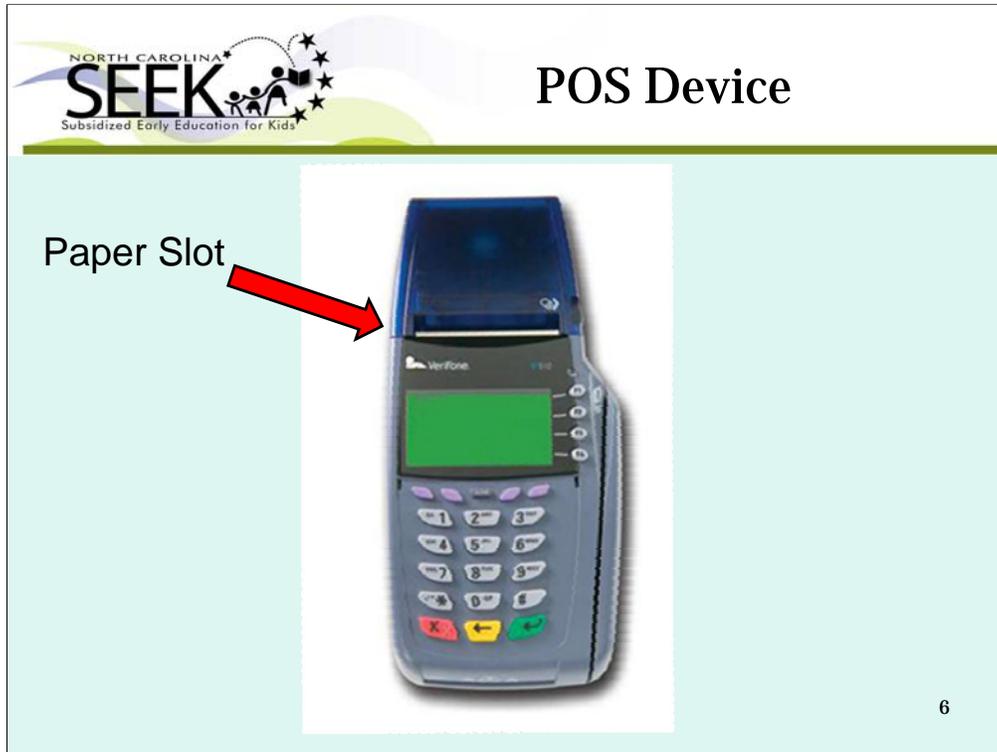
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POS Device



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Let's start with the POS device. You should have a device that looks something like this one in the picture. Depending on the model you requested, you'll either get one that plugs into your phone line or one that plugs into your internet line.



A few comments on the different parts of the POS device. This is the paper slot, where the receipts will come out of the machine. While we are on the subject, let's address the issue of using paper right off the bat. When you receive your machine, you will also receive 2 rolls of paper. After you use those 2 rolls, you are responsible for purchasing additional paper. It is thermal, heat-sensitive paper, available at any office supply store. The specific model number for the paper is listed in the POS user guide that comes with the device. There has been much discussion about the use of paper in the machines. YES, you can use the machine without paper. It works just fine. BUT there are several considerations to keep in mind.

If you choose not to use paper, you will not have a record of the transaction number for each swipe. This is important if you ever need to void a transaction for any reason. Currently, the receipt is the only access you have to the transaction number. If needed, you can contact your local DSS office and they can pull the transaction number from the Administrative Terminal. When we roll out Phase 2, you will have access to the transaction number in the provider web portal. So, this is a short term issue.

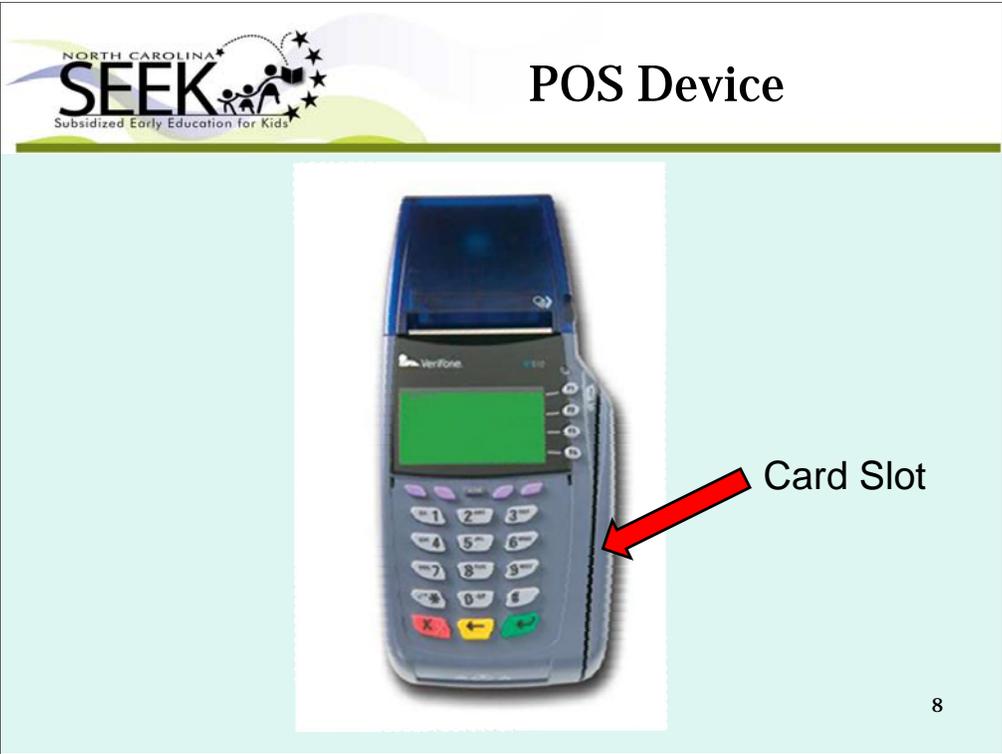
The second consideration, should you choose not to use paper, is that the device currently stores all of the swipes in it's memory since the swipes are not printing. Eventually, the memory fills and the device stops accepting swipes. If that happens, you either need to load paper so it can print all of the swipes or you will need to call the provider help desk to open a ticket to have the memory cleared. Again, this is a short term issue as we are including new functionality with Phase 2 that will allow you to turn off the "print to memory" function. In other words, you will be able to use the machine without paper and the memory will not fill.

Last consideration on the topic of using paper, when Phase 2 rolls out, the state and county offices will have the option to send broadcast messages to providers. These messages are only viewable via the printed receipt. If there is no paper, you have no way to receive the broadcast message.

Any questions on using paper in the machines?



Continuing with the overview of the parts of the POS machine. This is the screen where you or the cardholder will see the prompts for checking in and checking out.



This is the card slot where the card is swiped – just like at a POS machine in a retail store.

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POS Device



Number Key Pad

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The image shows a Verifone POS device, which is a handheld terminal used for processing payments. It features a small screen at the top, a numeric keypad in the middle, and several function keys at the bottom. A red arrow points to the numeric keypad, which is labeled 'Number Key Pad'. The device is set against a light blue background.

These are the number keys where the user will enter child number, dates, etc.

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POS Device



Cancel, Back,
Enter keys

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These three keys at the bottom are used to cancel a step (red button), enter a step (green button) or backspace (yellow button)

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POS Device



Function Keys

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On the right side of the screen are the function keys. Generally, the provider is the only one to use these keys. We'll talk about the provider functions a little later in the presentation.



Swipe Cards

- **Parents receive a magnetic stripe card, similar to a card used in a credit or debit card reader. Each card has:**
 - A unique card number
 - The cardholder's name



- **Cardholders must:**
 - Activate their card using the toll-free number provided with their card mailer
 - Select a 4-digit PIN
 - Maintain control of their card at all times

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If you haven't already seen one, this is what the SEEK card looks like. Each card has a unique number and the cardholder's name embossed on the card. Only the person assigned the card should be using the card.

When the cardholder first receives the card, they need to call the 800 number on the back of the card and select a 4-digit PIN number for the card. They cannot use the card until this is accomplished.

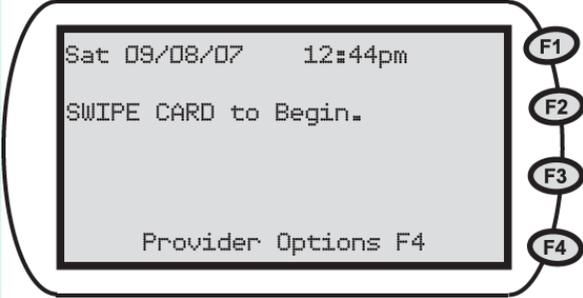
The cardholder will also need the 2-digit child number for each child on the authorization. These numbers are printed on the card mailer that the card is attached to when it is mailed to the cardholder. If the cardholder does not know the child number, he/she will need to contact the cardholder call center or the local DSS office to obtain the child number. You also have the ability to access the child number from the provider web portal.

Please do not take possession of the SEEK card for any reason. If a cardholder accidentally leaves one at your location or drops it in the parking lot, please put the card in a sealed envelop with the cardholders name on the outside. It is considered fraud for anyone other than the assigned cardholder to use the SEEK card.

Responsible adults must use their SEEK card and the POS device to record attendance. If they are not already, your cardholders need to start tracking attendance via the POS now. Do not wait – even if they receive the message that their authorization is not found. Cardholders need to get into the habit of swiping regularly NOW. This information will be used to validate against the paper attendance reports.

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POS – Check In Swipe Card



Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

F1
F2
F3
F4

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Now we are going to look at how each of the swipes is performed by the cardholder. We'll start with a basic Check-In. When not otherwise in use, the default screen always says "Swipe card to begin" The cardholder should run the card through the card slot on the side of the machine.

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Enter 4-digit PIN



The screenshot shows a terminal window with the following text:
PIN Number Required
Please ENTER PIN...

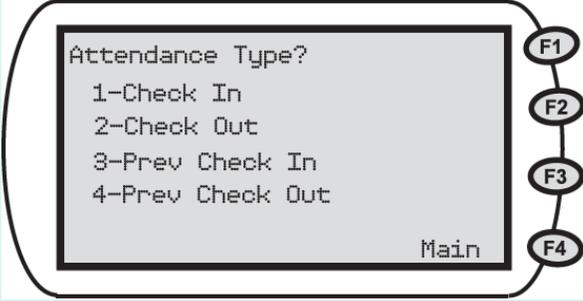
[X] - Exit

Four function keys are labeled on the right side of the terminal window:
F1
F2
F3
F4

The user will be asked to enter his/her 4 digit PIN number and press the green enter key.

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Select Attendance Type



The screenshot shows a terminal window with a grey background. The text inside the window is as follows:

```
Attendance Type?  
1-Check In  
2-Check Out  
3-Prev Check In  
4-Prev Check Out  
Main
```

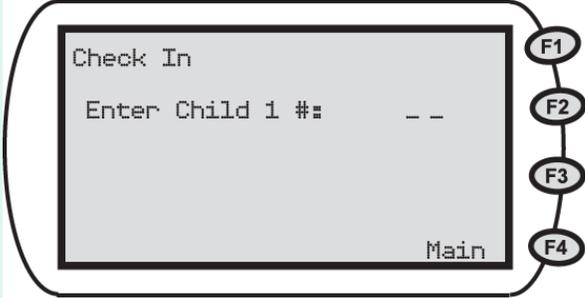
On the right side of the terminal window, there are four circular function key labels: F1, F2, F3, and F4, arranged vertically and connected by a thin line.

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The user will be prompted to select the type of attendance transaction they want to perform – check in, check out, previous check in, previous check out. They do this by selecting the number of their choice on the number key pad.

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Enter 2-digit Child Number



The screenshot shows a terminal-style interface. At the top left, it says "Check In". Below that, it prompts "Enter Child 1 #: --". At the bottom right of the screen area, there is a button labeled "Main". To the right of the screen area, there are four circular function keys labeled F1, F2, F3, and F4, arranged vertically and connected by a line.

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Parent keys in child number and presses the **green enter key**.

Note: If entering more than one child, enter the next child number and press the **green enter key**. When finished press **enter** again.

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Receive response from SEEK



Check In
APPROVED

Printing Complete.

<< Press Any Key >>

F1
F2
F3
F4

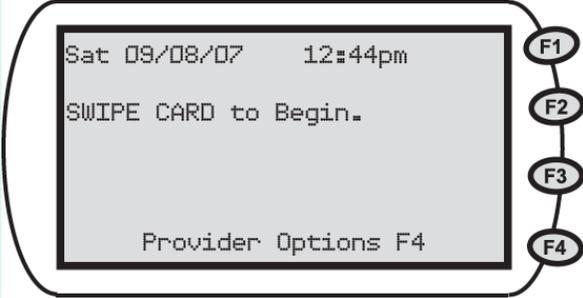
17

Wait for authorization. The system displays “CONNECTING” then “PROCESSING”, followed by an approved or denial message.

If the machine is not plugged into a data source – phone line or internet connection, or the phone line is in use or the data line is otherwise busy, the device will STORE the swipe and try to access a connection every 30 seconds until it successfully sends the transaction.

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POS – Check Out Swipe Card



Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

F1
F2
F3
F4

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To check out, the screen starts out the same way – Swipe card to begin.

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Enter 4-digit PIN



PIN Number Required
Please ENTER PIN...

[X] - Exit

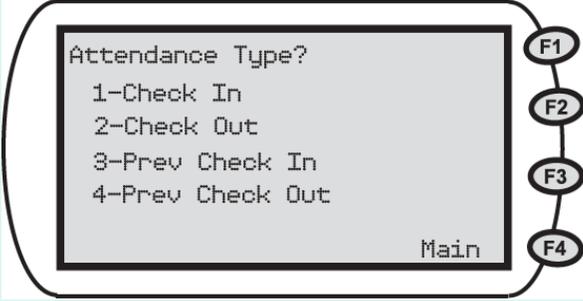
F1
F2
F3
F4

19

You'll note that the process is basically the same for each type of attendance transaction. Enter the 4 digit PIN number and hit the green enter key.

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Select Attendance Type



Attendance Type?
1-Check In
2-Check Out
3-Prev Check In
4-Prev Check Out
Main

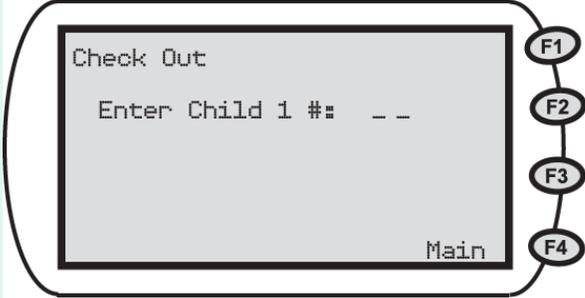
F1
F2
F3
F4

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Select 2 for Check Out

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Enter 2-digit Child Number



The image shows a terminal window with a light gray background. The text inside the window reads "Check Out" at the top, followed by "Enter Child 1 #: --" on the next line. In the bottom right corner of the window, the word "Main" is displayed. To the right of the terminal window, there are four circular buttons labeled F1, F2, F3, and F4, arranged vertically and connected by a vertical line. A large, rounded rectangular outline surrounds the terminal window and the function keys.

21

Parent keys in child number and presses the **green enter key**.

Note: If entering more than one child, enter the next child number and press the **green enter key**. When finished press **enter** again.

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Receive Response from SEEK



Check Out
APPROVED

Printing Complete.

<< Press Any Key >>

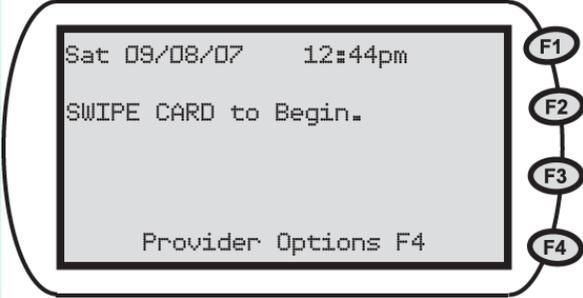
F1
F2
F3
F4

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Wait for authorization. The system displays “CONNECTING” then “PROCESSING”, followed by an approved or denial message.

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POS – Previous Check In Swipe Card



Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

F1
F2
F3
F4

23

Now, let's look at a previous check in. There are many instances when a previous check in would be used. If the child is bused to your location, the responsible adult will use a previous check in when the child is picked up. If someone other than the responsible adult drops off the child, the cardholder will use a previous check in next time he/she is in the facility. Cardholders have FIVE days to perform a previous check-in or check-out.

If you have children who are bused to and from your facility, the responsible adult will need to come in once every five days to perform previous check-ins and check-outs. Otherwise, attendance will not be recorded.

To perform a previous check in, the cardholder swipes the SEEK card.

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Enter 4-digit PIN



The screenshot shows a terminal window with the following text:
PIN Number Required
Please ENTER PIN...

[X] - Exit

Four function keys are indicated on the right side of the terminal window:
F1
F2
F3
F4

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Enter the 4 digit PIN and hit the green enter key

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Select Attendance Type

Attendance Type?
1-Check In
2-Check Out
3-Prev Check In
4-Prev Check Out
Main

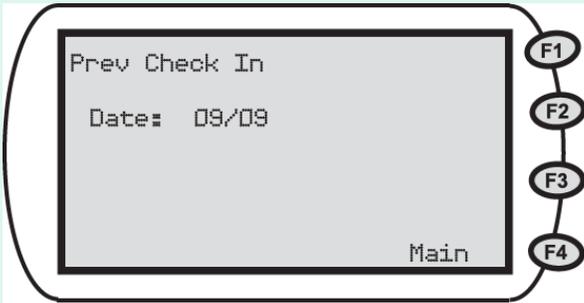
F1
F2
F3
F4

25

Select 3 for previous check in

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Enter date



The image shows a handheld device screen with a light gray background. The text on the screen reads "Prev Check In" at the top, followed by "Date: 09/09" in the middle, and "Main" at the bottom right. To the right of the screen are four circular function keys labeled F1, F2, F3, and F4, arranged vertically and connected by a thin line. The entire screen and keys are enclosed in a rounded rectangular border.

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Parent keys in the **date** for the **Previous Check-in** (MM/DD, Example 09/09) using the number key pad then presses the **green enter key**.

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Enter Time

Prev Check In
Date: 09/09
Time: 08:30
Main

F1
F2
F3
F4

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Parent keys in the time the child arrived (HH:MM, Example 08:30) then presses the **green enter key**. This does not have to be an exact time down to the minute, but something reasonably close.

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Select AM/PM

Prev Check In
Date: 05/07
Time: 08:30
1-AM / 2-PM
Main

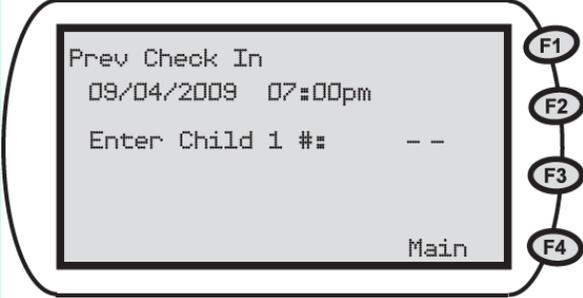
F1
F2
F3
F4

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Parent selects **1** for **AM** or **2** for **PM**.

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Enter Child Number



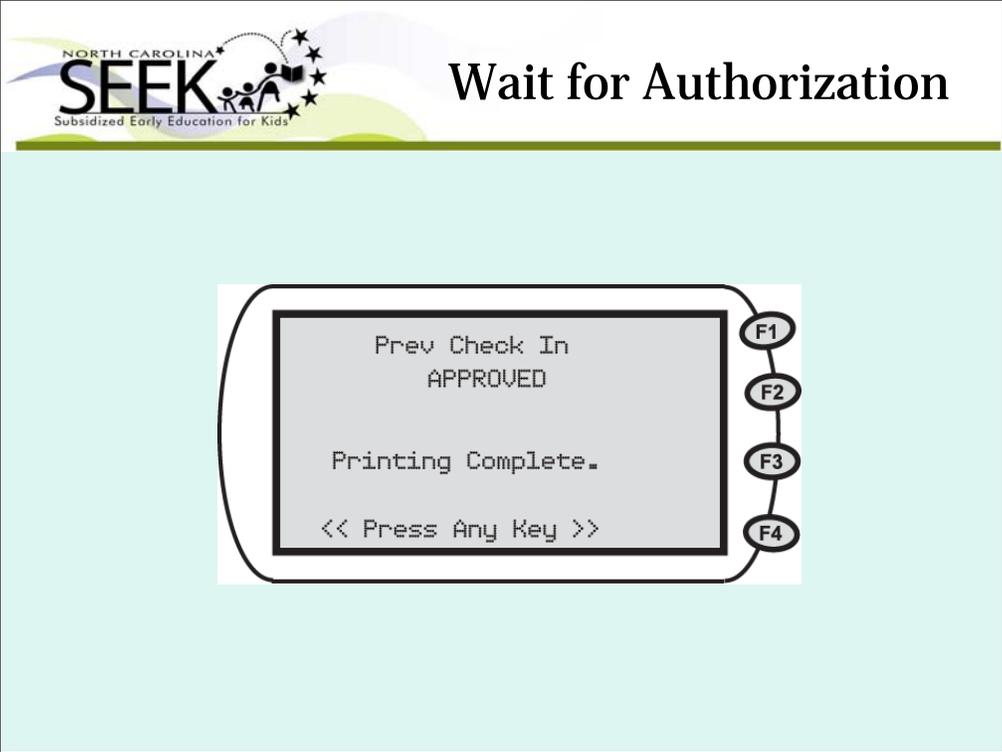
The screenshot shows a terminal window with the following text:
Prev Check In
09/04/2009 07:00pm
Enter Child 1 #: --
Main

Four function keys are labeled on the right side of the terminal window: F1, F2, F3, and F4.

29

Parent keys in child number and the presses the **green enter key**.

Note: If entering more than one child, enter the next child number and press the **green enter key**. **When finished press enter again.**



Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approved or denied message.



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POS – Provider Options Select F4

Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

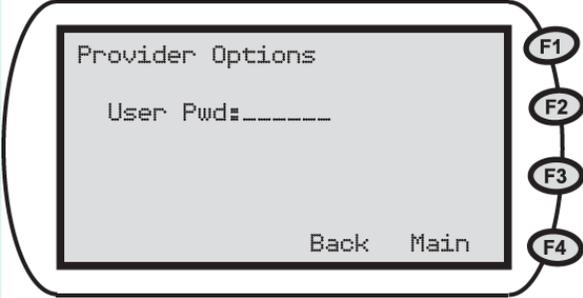
F1
F2
F3
F4

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To access the provider options, you will select f4 from the side function keys.

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Enter 6-digit user password



The screenshot shows a terminal window with the following text:
Provider Options
User Pwd:_____
Back Main

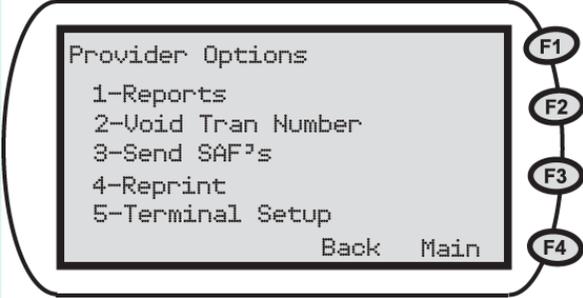
Four function key callouts (F1, F2, F3, F4) are positioned to the right of the terminal window, connected by a vertical line.

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You will key your password using the number keys. The password is the same for everyone – 123456.

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Provider Options Menu



The screenshot shows a terminal window titled "Provider Options" with the following menu items: 1-Reports, 2-Void Tran Number, 3-Send SAF's, 4-Reprint, and 5-Terminal Setup. At the bottom of the terminal window are the options "Back" and "Main". To the right of the terminal window, four circular callouts labeled F1, F2, F3, and F4 are connected by a vertical line, pointing to the top, second, third, and bottom options of the menu respectively.

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This takes you to the Provider Options menu where you can select from

- Reports
- Void Transaction Number
- Send SAF's
- Reprint
- Terminal Setup

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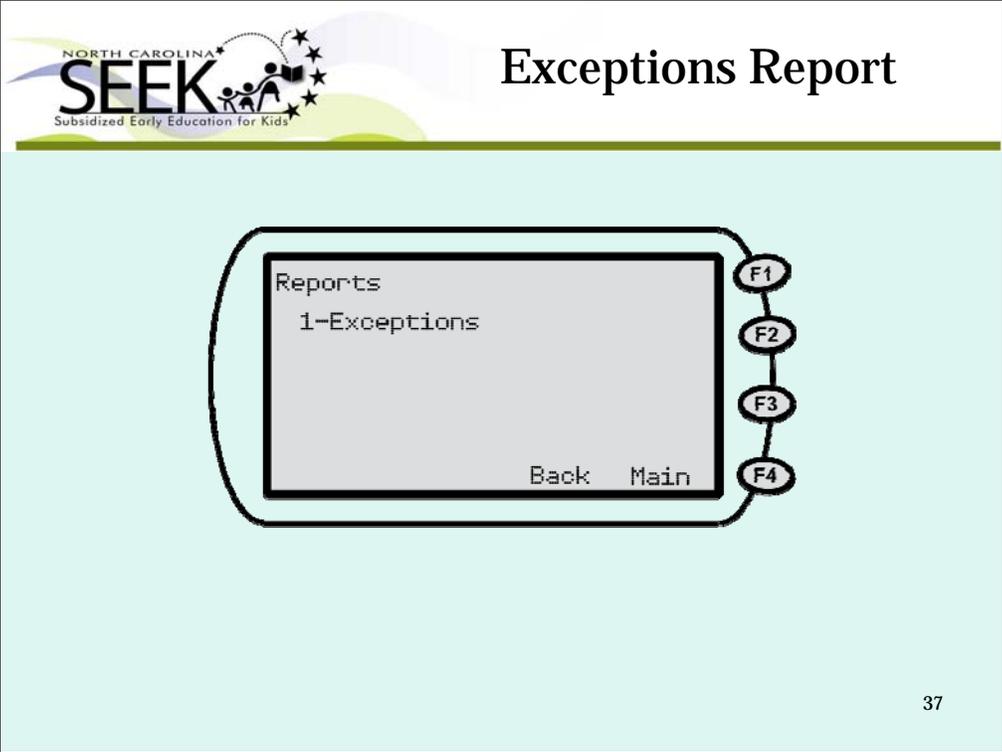
Provider Options Reports

Provider Options
1-Reports
2-Void Tran Number
3-Send SAF's
4-Reprint
5-Terminal Setup
Back Main

F1
F2
F3
F4

36

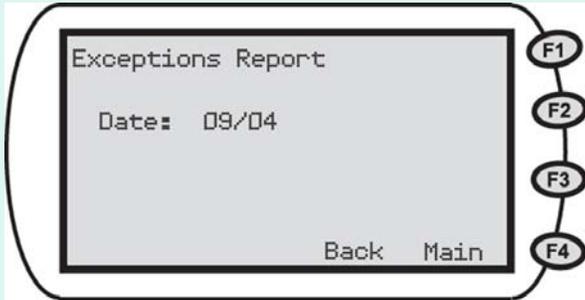
Option 1 allows the user to print reports. Select 1 on the number key pad.



The only report option in the POS device is to print an Exceptions Report. The Exceptions Report shows a listing of all unmatched swipes for a specified date. An unmatched swipe is a check in without a check out. Printing this nightly will allow you to ensure cardholders catch up on their swipes the next morning when they drop off their child. To print the report, select 1 on the number key pad.

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Exceptions Report Enter Date



Exceptions Report

Date: 09/04

Back Main

F1
F2
F3
F4

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Enter the desired date as mm/yy and hit the green enter key.

The image shows a terminal window with a light blue background. The window contains the following text:
Exceptions Report
APPROVED

Keep provider receipt
for records.

<< Press Any Key >>

On the right side of the terminal window, there are four circular buttons labeled F1, F2, F3, and F4, arranged vertically and connected by a vertical line.

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Exceptions Report Response

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Machine will connect with SEEK and screen will show “connecting” then “processing” followed by an approved or denied message. You will need to have paper in the machine to receive the report.

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Provider Options Send SAF's

Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

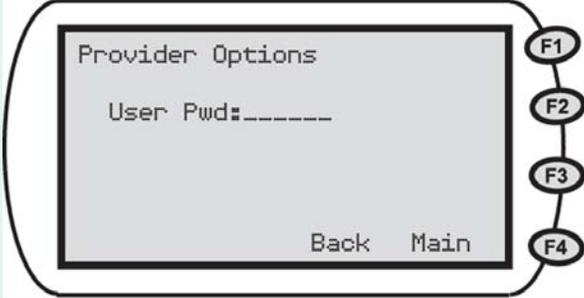
F1
F2
F3
F4

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We'll start with Send SAF's as that is likely the most used Provider Option. As with all Provider Options, select F4 to enter the Provider Options.

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Enter 6-digit User Password



Provider Options

User Pwd:_____

Back Main

F1
F2
F3
F4

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Enter your 6-digit password 123456.

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**Press 3 for
Send SAF's**

Provider Options
1-Reports
2-Void Tran Number
3-Send SAF's
4-Reprint
5-Terminal Setup
Back Main

F1
F2
F3
F4

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Swipes are stored when there is no data connection either through the phone line or the internet line. This could be due to someone using the phone or the internet connection is down for any reason. You may also choose to have all swipes go to SAF. If, for example, your children are checking in or out at a location where there is no data connection such as a cafeteria or gym. At the end of the day, you can take the machine and plug it into a data connection, select the Provider Options and select 3 for Send SAF's. Please note that cardholders will NOT receive an approved or denied message when the device is in SAF.

Swipes will stay stored in the device for 5 days – which is the backswipe period. After that, your machine will disable. If this happens, you will need to contact the provider help desk to open a ticket to have your machine reset.

You will know you have swipes stored because a bold SAF will appear in the upper right corner of the screen.

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Wait for Confirmation



The screenshot shows a device screen with a grey background. The text on the screen is as follows:
Send SAF's
Successful

Printing Complete.

<< Press Any Key >>

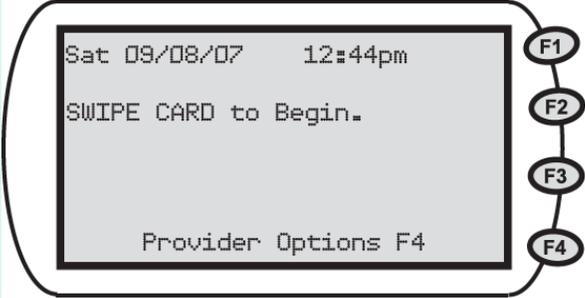
On the right side of the screen, there are four circular function keys labeled F1, F2, F3, and F4, arranged vertically and connected by a line.

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Wait for confirmation of a successful send. The system displays “connecting” the “processing” followed by an approved or denied message. If there is paper, the device will also print a receipt for all of the stored swipes showing if they were approved or denied.

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Provider Options Void Transaction



Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

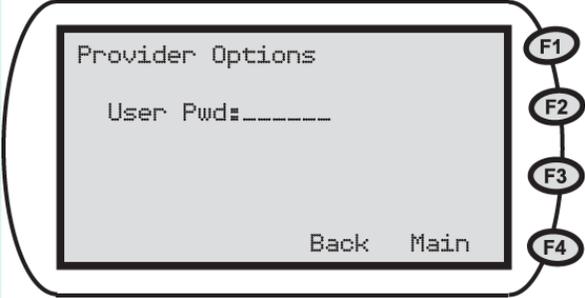
F1
F2
F3
F4

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The next most used provider option is probably the Void Transaction. You begin the same way by selecting F4 from the function keys.

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Enter 6-digit User Password



The screenshot shows a terminal window with the following text:
Provider Options
User Pwd:_____
Back Main

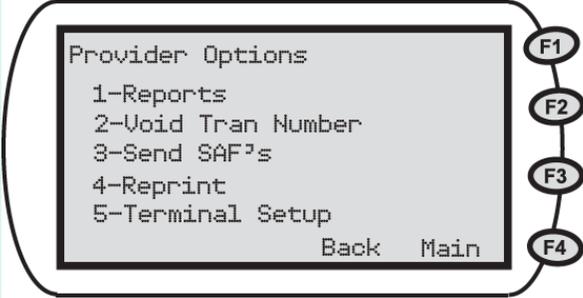
Four function keys are indicated on the right side of the terminal window:
F1
F2
F3
F4

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Key in your 6-digit user password (123456). Press green enter key.

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Press 2 for Void Transaction Number



Provider Options
1-Reports
2-Void Tran Number
3-Send SAF's
4-Reprint
5-Terminal Setup
Back Main

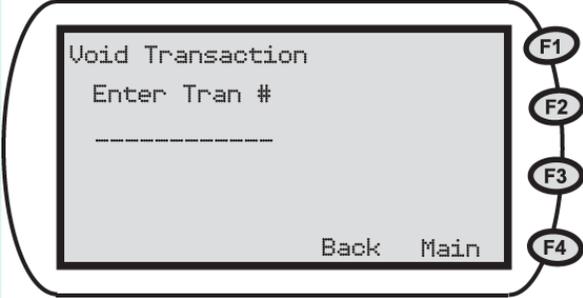
F1
F2
F3
F4

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Press 2 for Void Transaction Number.

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Key in Transaction Number



The screenshot shows a terminal window with the following text:
Void Transaction
Enter Tran #

Back Main

Four function keys are indicated on the right side of the terminal window:
F1
F2
F3
F4

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Key in up to 12 digit transaction number. Press green enter key. Remember that the transaction number may be found on the receipt.

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Key in Transaction Number



Void Transaction
VOID APPROVED

Printing Complete.

<< Press Any Key >>

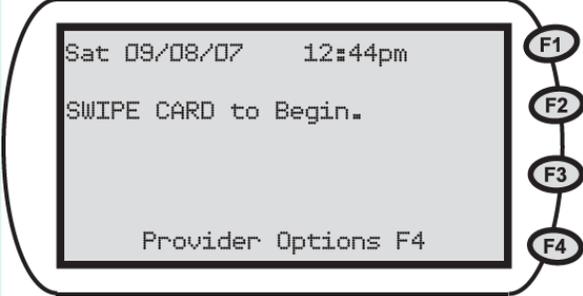
F1
F2
F3
F4

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Wait for confirmation. The system displays “CONNECTING” then “PROCESSING” followed by an approved or denied message. If paper is being used, a receipt will print.

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Provider Options Reprint Daily Transaction Receipt



Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

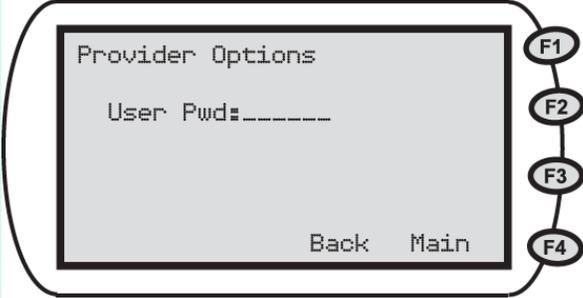
F1
F2
F3
F4

50

If needed, you can print all of your daily transaction receipts. You will need paper for this function. If you ever lose a receipt and need the transaction number, this is a good way to retrieve it. As with the other provider options, you will start by selecting F4.

NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Enter 6-digit User Password



The screenshot shows a terminal window with the following text:
Provider Options
User Pwd:_____
Back Main

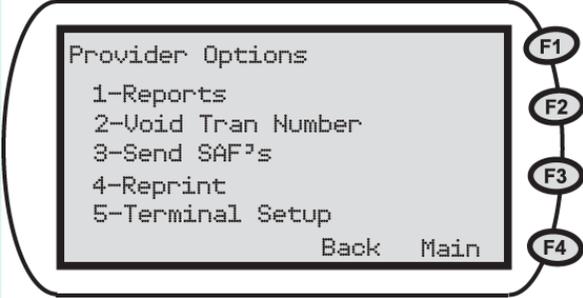
Four function keys are indicated on the right side of the terminal window:
F1
F2
F3
F4

51

Key in your 6-digit user password (123456). Press green enter key.

NORTH CAROLINA
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Press 4 for Reprint



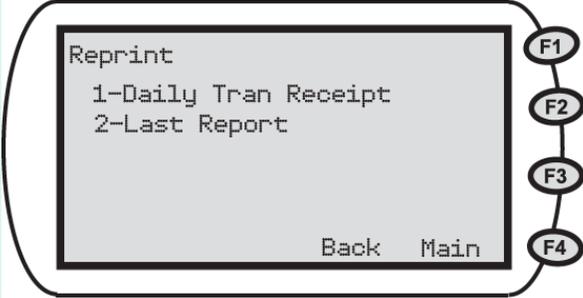
The screenshot shows a terminal window titled "Provider Options" with the following menu items: 1-Reports, 2-Void Tran Number, 3-Send SAF's, 4-Reprint, and 5-Terminal Setup. At the bottom of the menu are the options "Back" and "Main". To the right of the terminal window, four function keys are listed vertically: F1, F2, F3, and F4, each enclosed in a circle and connected to the terminal window by a vertical line.

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Press 4 for Reprint.

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Subsidized Early Education for Kids

Press 1 for Daily Tran Receipt



Reprint
1-Daily Tran Receipt
2-Last Report
Back Main

F1
F2
F3
F4

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The image shows a computer screen with a menu. The menu text is: 'Reprint', '1-Daily Tran Receipt', '2-Last Report', and 'Back Main'. To the right of the screen, four function keys are labeled: F1, F2, F3, and F4, connected by a vertical line. The background of the screen is light blue.

Press 1 for Daily Tran Receipt.

NORTH CAROLINA
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Subsidized Early Education for Kids

Key In Beginning Item Number

Daily Tran Receipt
4/21/11: 9 Items

Start Item # : _ _ _ _ _
(Blank=First)

Back Main

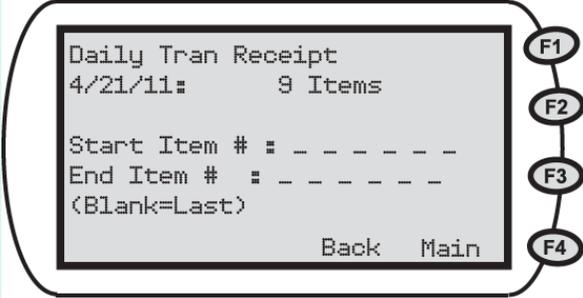
F1
F2
F3
F4

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The display screen indicates how many “items” or receipts there are for that day. Key in the beginning Item number and press the green enter key or just press green enter key for the first item.

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Key In Ending Item Number



Daily Tran Receipt
4/21/11: 9 Items

Start Item # : _ _ _ _ _
End Item # : _ _ _ _ _
(Blank=Last)

Back Main

F1
F2
F3
F4

55

Key in the ending Item number and press green enter key or just press the green enter key for the last item.

NORTH CAROLINA
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A copy of the requested receipts print

Daily Tran Receipt
Printing Receipt
Back Main

F1
F2
F3
F4

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The POS machine prints a copy of the receipts requested.

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Provider Options Reprint Last Report

Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

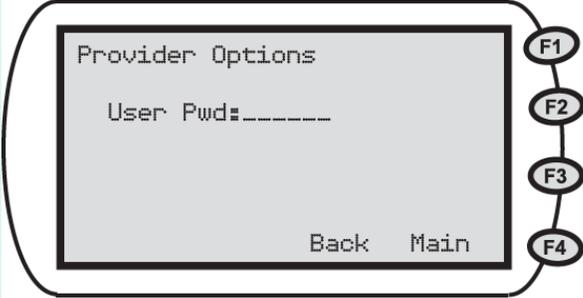
F1
F2
F3
F4

57

If needed, you can print the last report you printed. You will need paper for this function. As with the other provider options, you will start by selecting F4.

NORTH CAROLINA
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Key in 6-digit User Password



Provider Options

User Pwd:_____

Back Main

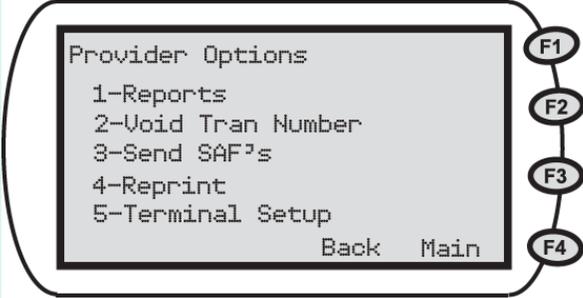
F1
F2
F3
F4

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Key in your 6-digit user password (123456). Press green enter key.

NORTH CAROLINA
SEEK
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Press 4 for Reprint



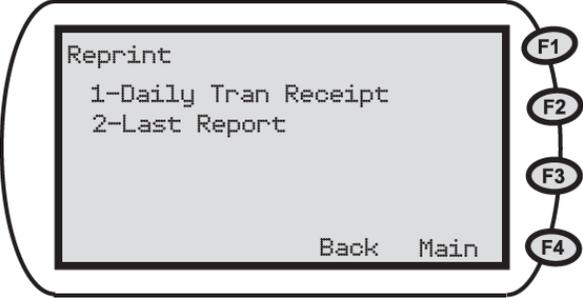
The screenshot shows a terminal window titled "Provider Options" with the following menu items: 1-Reports, 2-Void Tran Number, 3-Send SAF's, 4-Reprint, and 5-Terminal Setup. At the bottom of the menu are the options "Back" and "Main". To the right of the terminal window, four function keys are listed vertically: F1, F2, F3, and F4, each enclosed in a circle and connected by a vertical line. A curved line also connects the top and bottom of the terminal window to the F1 and F4 keys respectively.

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Press 4 for Reprint.

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Press 2 for Last Report



The screenshot shows a menu with the following text:
Reprint
1-Daily Tran Receipt
2-Last Report
Back Main

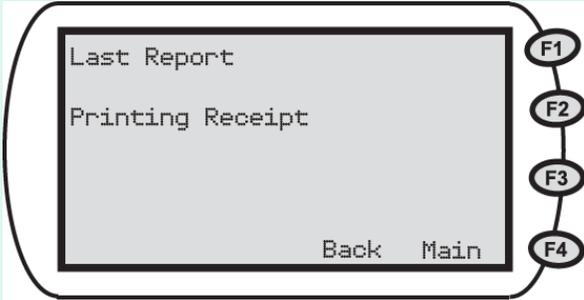
Function key shortcuts are indicated on the right side of the menu:
F1
F2
F3
F4

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Press 2 for Last Report.

NORTH CAROLINA
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POS prints last Exceptions Report



Last Report
Printing Receipt
Back Main

F1
F2
F3
F4

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The POS prints a copy of the last Exceptions Report.

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Provider Options Communication Test



Sat 09/08/07 12:44pm
SWIPE CARD to Begin.
Provider Options F4

F1
F2
F3
F4

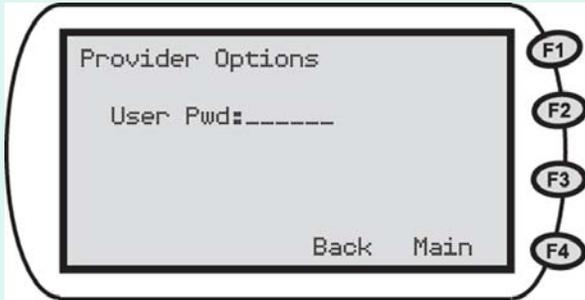
62

One final transaction you may want to perform when you first receive your device – running a communication test. This will ensure your phone line or internet connection is working correctly.

Select F4 for Provider Options

NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Key in 6-digit User Password



Provider Options

User Pwd:_____

Back Main

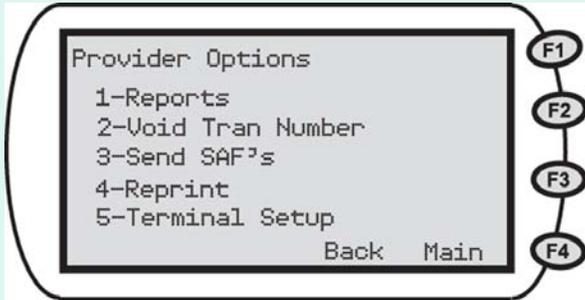
F1
F2
F3
F4

63

Enter provider password 123456. Press green enter key.

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Option 5 – Terminal Setup



The screenshot shows a terminal window titled "Provider Options" with the following menu items: 1-Reports, 2-Void Tran Number, 3-Send SAF's, 4-Reprint, and 5-Terminal Setup. At the bottom of the menu are the options "Back" and "Main". To the right of the terminal window, four function keys are indicated: F1, F2, F3, and F4, each in a circle and connected to the terminal window by a vertical line.

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Select option 5 for Terminal Setup. Press green enter key.



Communication Test

- **Select Option 3 for Communication Test**
- **Success: “Communication Test Successful”**
- **Unsuccessful: “Communication Test Failed”**

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On the next screen (for which there is no screen print), select Option 3 for Communication Test

You will receive a successful response if the device is setup correctly and the communication line is working properly. If the receipt reads “communication test, failed”, the POS did not communicate and you will need to perform the troubleshooting tips that came in the box with the device.

If you are still having problems getting a successful communication test, contact the provider help desk for additional troubleshooting.

All of these instructions are included in the box with your POS device.



POS Messages

- **Error Messages**
 - No SAF to settle
 - No host response
- **POS Error Codes**
 - A8 Check in exists
 - DD Check in not found
- **Communication Messages**
 - Waiting for line
 - Dialing

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The POS device tries to let you know what is happening at all times through a series of messages.

Error message typically mean you have tried to do something the device can't do such as trying to send store and forward swipes that don't exist (No SAF to settle) or if there is no connection to SEEK, you will see No Host Response.

POS Error codes are explanations for why a swipe is denied such as Check in exists. This error typically occurs when a user has forgotten to check out the previous evening and needs to perform a previous check-out before checking in for the current day. Check in not found occurs when the user is trying to check out and there is not a matching check in. The user needs to perform a previous check in before performing a check out. The two digit code in front of the error message is not really significant and do not show up on the POS device, but you will see those codes in the Provider Web Portal in front of the description.

The device will also give you informative messages such as the Communication Messages to let you know what is happening. For example, if your device shares a line with your phone, when the phone is in use and the device cannot send a swipe, you will see Waiting for Line. Or, if someone swipes and the device is sending the information, you will see Dialing as the device is establishing a connection.

For a list of all of the different error codes and communication messages, please refer to your POS User Guide.



Getting Help

Provider Help Line

1-877-606-2776

Depot

800-797-7474 x2407

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The Provider Call Center will offer troubleshooting for the POS device. The IVR will step the caller through the troubleshooting steps. If there are still problems, the caller can opt out to speak with a live person to further troubleshoot or have a new device shipped.

If you are a new provider or were recently shipped your POS device and need additional help with setting up your device, you can contact the depot at this number. There are instructions included in the box with your device on performing a communications test and troubleshooting. This document also includes the contact information for the depot.

If you are not sure who to call, start with the Provider Help Line.



When to ask for help!

- Questions about POS set up
- Unsuccessful communication test
- POS device seems to be malfunctioning
- Swipes are no longer accepted
- POS device is disabled

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When should you contact the help line? Just about any time you have a question, but specifically

- if you have questions about how to set up your device
- you can't complete a successful communication test
- your working POS device is suddenly malfunctioning
- swipes that were previously accepted are no longer accepted
- your POS device is disabled

or if you have problems accessing the Provider Web Portal.



NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Quick Reference Guide Parents



NC SEEK QUICK REFERENCE GUIDE FOR POINT OF SERVICE (POS) DEVICE

The Quick Reference Guide outlines instructions to parents and responsible adults on how to "check in" and "check out" children through the SEEK Point of Service device.

CHECK IN		CHECK OUT	
POS Screen Display	Cardholder Action	POS Screen Display	Cardholder Action
SWIPE CARD to Begin	Swipe Card	SWIPE CARD to Begin	Swipe Card
Please ENTER PIN	Enter PIN on POS Press Enter	Please ENTER PIN	Enter PIN on POS Press Enter
Attendance Type?	Press "1"	Attendance Type?	Press "2"
Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)	Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)
	Wait for Authorization		Wait for Authorization

PREVIOUS CHECK IN		PREVIOUS CHECK OUT	
POS Screen Display	Cardholder Action	POS Screen Display	Cardholder Action
SWIPE CARD to Begin	Swipe Card	SWIPE CARD to Begin	Swipe Card
Please ENTER PIN	Enter PIN on POS Press Enter	Please ENTER PIN	Enter PIN on POS Press Enter
Attendance Type?	Press "3"	Attendance Type?	Press "4"
Date: MM/DD	Enter MM/DD (12/31) Press Enter	Date: MM/DD	Enter MM/DD (12/31) Press Enter
Time: HH MM	Enter HH:MM (08:00) Press Enter	Time: HH MM	Enter HH:MM (08:00) Press Enter
1-AM / 2-PM	Enter "1" for AM or "2" for PM	1-AM / 2-PM	Enter "1" for AM or "2" for PM
Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)	Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)
	Wait for Authorization		Wait for Authorization

State of North Carolina
Department of Health and Human Services
Division of Child Development
Subsidized Early Education for Kids



**ACS Cardholder Call Center for
Parents and Responsible Adults
1-877-766-2322**

IMPORTANT REMINDERS

- * NOTE: If you are recording the same action for more than one child, enter in the next child # and press ENTER. When all children have been recorded, press ENTER again.
- * Do not leave your swipe card with your provider.
- * If you lose your card, you must call the ACS Cardholder Call Center for a replacement.
- * You must use your SEEK card to report all time and attendance each day.

With your POS device, you should have received a laminated Quick Reference Guide. This is a great tool to keep near the POS device at all times. One side is geared towards the Parents/Responsible Adults. The guide shows the user step by step how to perform a check in, check out, previous check in and previous check out. It also references the cardholder call center number if there are any problems.



NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Quick Reference Guide Providers



NC SEEK QUICK REFERENCE GUIDE FOR POINT OF SERVICE (POS) DEVICE

This Guide outlines the most common provider actions on the Point of Service device. Below are instructions for child care providers on how to access reports, void parent errors, and store and forward information on the POS when the telephone line or internet connection is not working.

EXCEPTIONS REPORT	
POS Screen Display	Provider Action
SWIPE CARD to Begin	Press F4 Button
User Pwd:	Enter Password (ex: 123456)
Provider Options	Press *1* for Reports
Reports	Press *1* for Exceptions

PRINT DAILY TRANSACTION RECEIPTS	
POS Screen Display	Provider Action
SWIPE CARD to Begin	Press F4 Button
User Pwd:	Enter Password (ex: 123456)
Provider Options	Press *4* for Reprint
Reprint	Press *1* for Daily Tran Receipt
Daily Tran Receipt Start Item	Leave Blank and Press Enter
Daily Tran Receipt End Item	Leave Blank and Press Enter
	Wait for Receipt to Print
Printing Complete	

VOID "ONLY" ERROR TRANSACTIONS	
POS Screen Display	Provider Action
SWIPE CARD to Begin	Press F4 Button
User Pwd:	Enter Password (ex: 123456)
Provider Options	Press *2* for Void Transactions
Enter Tran #	Enter Transaction Number
	Press Enter Button
	Wait for Authorization
Printing Complete	
NOTE: You only have seven (7) days to void error transactions.	

STORE AND FORWARD	
POS Screen Display	Provider Action
SWIPE CARD to Begin	Press F4 Button
User Pwd:	Enter Password (ex: 123456)
Provider Options	Press *3* for Send SAF's
The stored transactions will transmit and clear the device.	

State of North Carolina
Department of Health and Human Services
Division of Child Development
Subsidized Early Education for Kids

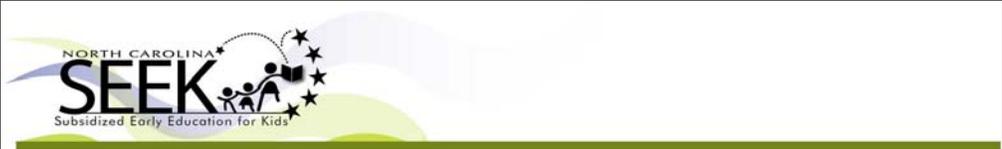



Provider Call Center
1-877-606-2776




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NC DHHS has paid for this publication through a contract with 70

On the reverse side is the quick reference for providers. This shows the user how to print an exceptions report and daily transaction receipts, how to void a transaction and how to send stored swipes. This side also references the provider call center number.



Provider Web Portal

NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Provider Web Portal

www.ncseek.nc.gov

Welcome to the North Carolina Provider Web Portal

SEEK

User ID

Password

State and LPA Staff Only

LOGIN

Forgot Password?

Provider Help Line
1-877-668-2776

dcd

SEEK

The North Carolina Subsidized Early Education for Kids (SEEK) Provider Web Portal gives child care providers the ability to view authorizations and attendance information. To login to your secure account, enter your user ID and Password.



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The URL for the provider web portal is www.ncseek.nc.gov.

The user ID is your license number.

Your initial password is your facility's zip code.

The screenshot shows the EPPIC™ user interface for changing a password. At the top left is the logo for North Carolina SEEK (Subsidized Early Education for Kids). The main heading is "Create new password". The interface includes a "User Password Change" section with three input fields: "Old Password", "New Password", and "Confirm Password:". A blue "CHANGE" button is located below the fields. A message at the bottom of the form states: "• You are logged in for the first time, please change your password." The page number "73" is visible in the bottom right corner of the screenshot.

On your first log in, you will be prompted to change your password.

The new password must be 8 characters with at least 1 lower case letter and one number.

Password must be changed every 90 days.

NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Select security question

EPPIC™
User Profile

User Profile

Security Question	Security Answer	Confirm Security Answer
<input type="text" value="In what city were you born?"/>	<input type="text"/>	<input type="text"/>

- You do not have a security question. Please select a question and an answer.
- Successfully changed password.

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You will also be asked to select a security question from the drop down menu and provide the answer.

This will be used if you forget your password and it needs to be reset.

NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Forgot Password

User ID

Password

State and LPA Staff Only

LOGIN 

[Forgot Password?](#)

Provider Help Line
1-877-606-2776



The North Carolina Subsidized Early Education for Kids (SEEK) system provides providers with the ability to view authorizations and attendance information. To access this information, you must enter your User ID and Password.



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The “forgot password” link is below the login button on the home page.

The screenshot shows the EPPIC™ Security interface. At the top left is the logo for NORTH CAROLINA SEEK Subsidized Early Education for Kids. The main heading is "Enter User ID". The EPPIC™ logo is displayed above the "Security" section. A blue bar with the word "Security" is visible. Below this, the text reads "Please enter your User ID to retrieve your security question." There is a text input field labeled "User ID" and two buttons: "SUBMIT" and "CANCEL".

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When you select “forgot password”, you are taken to a screen to enter your user ID (again – license number or facility ID)

NORTH CAROLINA
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Subsidized Early Education for Kids

Answer security question

EPPIC™
Security Question

Security Question

Please select your security question and provide your security answer.

User ID 02000056

Security Question What high school did you attend? ▼

Security Answer

SUBMIT **CANCEL**

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Then you will answer your security question.

NORTH CAROLINA
SEEK
Subsidized Early Education for Kids

Create new password

EPPIC™
User Password Change

User Password Change

New Password:

Confirm Password:

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You are then prompted to enter a new password.

NC SEEK Log-out

| Admin

USER INFO

Provider - Profile

Provider Profile

Provider Information		Location Address	
Facility Name:	ABC COMMUNITY OUTREACH CHILDCARE CENTER	Address:	123 MAIN STREET
Facility ID:	J1912345	City:	PITTSBORO
Corporate ID:	191234	State:	NC
Facility Level/Type:	11	Zip:	27312
Director Name:	MARY SMITH	County:	019 - CHATHAM
Facility Phone:	919-555-1234		
Email Address:			
Capacity:	18/0/0		
License Number:	19012345		
License Expiration Date:			
Mailing Address			
Address:	123 MAIN STREET		
City:	PITTSBORO		
State:	NC		
Zip:	27312		

AUTHORIZATIONS **TRANSACTION**

When you log into the portal, you are immediately taken to the Provider Profile screen that shows all of the facility information. From here, you can view authorizations or transactions by using the action buttons at the bottom of the screen.

NORTH CAROLINA SEEK
Subsidized Early Education for Kids

Admin Menu

NC SEEK Log-out

Admin

- Password Change
- User Profile
- User Manual

Provider - Profile

Provider Profile

Provider Information		Location Address	
Facility Name:	ABC COMMUNITY OUTREACH CHILDCARE CENTER	Address:	123 MAIN STREET
Facility ID:	J1912345	City:	PITTSBORO
Corporate ID:	190123	State:	NC
Facility Level/Type:	11	Zip:	27312
Director Name:	MARY SMITH	County:	019 - CHATHAM
Facility Phone:	919-555-1234		
Email Address:			
Capacity:	18/0/0		
License Number:	19012345		
License Expiration Date:			
Mailing Address			
Address:	123 MAIN STREET		
City:	PITTSBORO		
State:	NC		
Zip:	27312		

[AUTHORIZATIONS](#) [TRANSACTION](#) 80

In the upper right corner of the screen, you will find an Admin drop-down menu. At this menu, you can change your password, review your user profile, or, most importantly, you can access the Provider Web Portal user manual at any time. In phase 2, this menu will be updated to include the POS user manual as well.

NORTH CAROLINA SEEK
Subsidized Early Education for Kids

View Authorizations

NC SEEK Log-out Admin USER INFO

Provider - Profile

Provider Profile

Provider Information		Location Address	
Facility Name:	ABC COMMUNITY OUTREACH CHILDCARE CENTER	Address:	123 MAIN STREET
Facility ID:	J1912345	City:	PITTSBORO
Corporate ID:	191234	State:	NC
Facility Level/Type:	11	Zip:	27312
Director Name:	MARY SMITH	County:	019 - CHATHAM
Facility Phone:	919-555-1234		
Email Address:			
Capacity:	18/0/0		
License Number:	19012345		
License Expiration Date:			
Mailing Address			
Address:	123 MAIN STREET		
City:	PITTSBORO		
State:	NC		
Zip:			

AUTHORIZATIONS **TRANSACTION**

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Looking now at the action buttons at the bottom of the screen, let's start with viewing Authorizations. You will click on the Authorizations action button.



Authorization Report

Provider Information			
Provider Information		Location Address	
Facility Name:	ABC COMMUNITY OUTREACH CHILDCARE CENTER	Address:	123 MAIN STREET
Facility ID:	J1912345	City:	PITTSBORO
Facility Level/Type:	11	State:	NC
Director Name:	MARY SMITH	Zip:	27312
Facility Phone:	919-555-1234	County:	019 - CHATHAM

Authorization Report					
					
Case ID	Auth. ID	Child #	Child Name	Last Activity	Trans Type
019001111	123451	01	ADAM PAGE	05/10/2012 08:12 PM	---
019002222	123452	01	BART HOPEWELL	05/10/2012 08:11 PM	---
019003333	123453	01	THOMAS JONES	05/10/2012 08:11 PM	---
019004444	123454	01	CHRIS NICKERSON	05/10/2012 08:11 PM	---
019005555	123455	01	MARIA SANCHEZ	05/10/2012 08:12 PM	---
019006666	123456	01	WILLIAM JOHNSON	05/10/2012 08:11 PM	---
019007777	123457	01	BLAKE EDWARDS	05/10/2012 08:12 PM	---
Results 1 - 7 of 7.					
DETAILS TRANSACTION					

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This will take you to the Provider Authorizations Report. Here you will see the Case ID, Authorization ID, child #, and child name for every authorization assigned to your facility. You will also see the last activity date. Last activity could be an attendance swipe or an update to the authorization record sent over by the state. The Trans Type tells you, if it was an attendance swipe, whether it was a check in, check out, previous check-in or previous check-out.

A couple of navigation notes. If you have multiple pages of authorizations, you can use the arrows to move forward/back one page or move forward to the last page or back to the first page. You can select how many records you see on each page from the drop down menu. You can also export your authorizations to Excel or in a csv format (which is a generic spreadsheet format).

Notice the gray boxes at the top of each column. You can use these boxes to search for a specific character string. For example, if you have multiple pages of authorizations and you only want to see those with the last name Baker, you can type Baker in the gray box above Child Name and SEEK will filter out everyone whose name does not include BAKER.



Select Child Name

Provider Information

Provider Information		Location Address	
Facility Name:	ABC COMMUNITY OUTREACH CHILDCARE CENTER	Address:	123 MAIN STREET
Facility ID:	J1912345	City:	PITTSBORO
Facility Level/Type:	11	State:	NC
Director Name:	MARY SMITH	Zip:	27312
Facility Phone:	919-555-1234	County:	019 - CHATHAM

Authorization Report

⏪ ⏩ | 20 | 📄 🔍 🔄

Case ID	Auth. ID	Child #	Child Name	Last Activity	Trans Type
019001111	123451	01	ADAM PAGE	05/10/2012 08:12 PM	---
019002222	123452	01	BART HOPEWELL	05/10/2012 08:11 PM	---
019003333	123453	01	THOMAS JONES	05/10/2012 08:11 PM	---
019004444	123454	01	CHRIS NICKERSON	05/10/2012 08:11 PM	---
019005555	123455	01	MARIA SANCHEZ	05/10/2012 08:12 PM	---
019006666	123456	01	WILLIAM JOHNSON	05/10/2012 08:11 PM	---
019007777	123457	01	BLAKE EDWARDS	05/10/2012 08:12 PM	---

Results 1 - 7 of 7.

DETAILS
TRANSACTION
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When you move your mouse over a Child Name, you will see that your mouse becomes a pointing finger. This indicates that you can click on that child's name to be taken to the Child Authorization Profile screen.

Child Authorization Profile

NC SEEK | Log-out | Admin

USER INFO

Child Authorization Profile

Authorization Information

Person Information		Address Information	
Case ID:	019001111	Address:	12865 ELM BRANCH ROAD
Child # :	01	City:	MONCURE
Child ID :	20061900555	State:	NC
Child Name:	ADAM PAGE	Zip:	27559
DOB:	04/15/2007	LPA:	019 - CHATHAM
Protective Custody Flag:	N - No	Primary Phone:	919-703-1234

15028 | STATUS **Active** | BEGIN DATE 06/14/2010 | END DATE 06/10/2012

Authorization Information		Provider Information	
Authorization ID:	15028	Address:	123 MAIN STREET
Level of Care:	100 - 32-55 hrs	City:	PITTSBORO
Begin Date:	06/14/2010	State:	NC
End Date:	06/10/2012	Zip:	27312
Facility Name:	ABC COMMUNITY OUTREACH CHILDCARE CENTER	County:	019 - CHATHAM
Facility ID:	J1912345	Facility Phone:	919-555-1234

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DETAILS | **TRANSACTION**

The Child Authorization Profile contains all of the pertinent information about the selected profile.

The blue bar in the middle of the screen shows the authorization ID, the status of the authorization and the begin and end date of the authorization.

From this screen or any other screen, you can search for attendance transactions by selecting the transaction action button at the bottom of the screen.



Transaction Search

Facility ID: J1912345	City: PITTSBORO
Corporate ID: 190123	State: NC
Facility Level/Type: 11	Zip: 27312
Director Name: MARY SMITH	County: 019 - CHATHAM
Facility Phone: 919-555-1234	
Email Address:	
Capacity: 18/0/0	
License Number: 19012345	
License Expiration Date:	
Mailing Address	
Address: 123 MAIN STREET	
City: PITTSBORO	
State: NC	
Zip: 27312	

Provider Transaction Search

Report on dates between: / / - / / (Month/Day/Year)

Start Date End Date

Case#:

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When you click on the transaction button, SEEK displays the Provider Transaction Search screen.



Transaction Search

Provider Information		Location Address	
Facility Name:	ABC COMMUNITY OUTREACH CHILDCARE CENTER	Address:	123 MAIN STREET
Facility ID:	J1912345	City:	PITTSBORO
Corporate ID:	190123	State:	NC
Facility Level/Type:	11	Zip:	27312
Director Name:	MARY SMITH	County:	019 - CHATHAM
Facility Phone:	919-555-1234		
Email Address:			
Capacity:	18/0/0		
License Number:	19012345		
License Expiration Date:			
Mailing Address			
Address:	123 MAIN STREET		
City:	PITTSBORO		
State:	NC		
Zip:	27312		

Provider Transaction Search

Report on dates between: - (Month/Day/Year)

Start Date End Date

Case#:

[AUTHORIZATIONS](#)
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You can enter a date range from one day up to three months in the past. You also have the option to see transactions for a specific case by entering a case number in the Case # box. Or, you can leave it blank and view all attendance transactions for all authorized children.



Transaction Search Results

Provider Transaction Search

Report on dates between: -

(Month/Day/Year) Start Date End Date

Case#:

Provider Transaction Report

Transaction Date/Time	Case ID	Child Name	Child #	Trans Type	Entry Date/Time	Response
05/16/2012 09:34 AM	019003232		01	IN		(DB) Auth Not Found
04/30/2012 07:20 AM	019003232		01	P/IN	04/30/2012 03:03 PM	(DB) Auth Not Found
04/17/2012 08:59 AM	019003232		01	IN		(DB) Auth Not Found
04/16/2012 09:30 AM	019003232		01	P/IN	04/16/2012 02:47 PM	(DB) Auth Not Found
04/13/2012 07:30 AM	019003232		01	P/IN	04/16/2012 02:46 PM	(DB) Auth Not Found
04/13/2012 07:26 AM	019003232		01	IN		(DB) Auth Not Found
04/04/2012 05:01 PM	019004444	CHRIS NICKERSON	01	OUT		(DD) Check-In Not Found
04/04/2012 05:00 PM	019004444	CHRIS NICKERSON	01	OUT		(DD) Check-In Not Found
04/04/2012 07:52 AM	019006015	AMY WILLIAMS	01	IN		(A8) Check-In Exists

Results 1 - 9 of 9.

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When you click the search button, you will receive the search results. On this results screen, you see several swipes where the authorization was not found. There are two check-out swipes for Chris Nickerson that were denied because a check-in does not exist. In this instance, the cardholder needs to perform a previous check-in before performing a check out. There is one transaction that was denied because a check-in already exists. In this case, the cardholder may have missed checking out the previous evening and may need to perform a previous check out.

Note also the Transaction date/time column and the Entry date/time column. When the cardholder performs either a previous check in or a previous check out, the system records the time of the transaction is actually entered (Entry date/time) and the time the check in or check out should have been recorded (Transaction date/time).

You can see on the second transaction, it is a previous check in. The swipe actually occurred on 4/30 at 3:03 pm for a check in that occurred on 4/30 at 7:20am.



**Thank you for viewing the
Phase I Provider Training on
the POS and Provider Web
Portal**

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