



Participant Guide

Tiempo – Home Childcare Provider Guide for HCPs

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(S) (NS) (CANADA) Edition

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Introduction

This guide is intended for HCPs using the Tiempo platform to enter the data to be transmitted to their Coordinating Office.

Before getting started

Add the Tiempo icon to the home screen

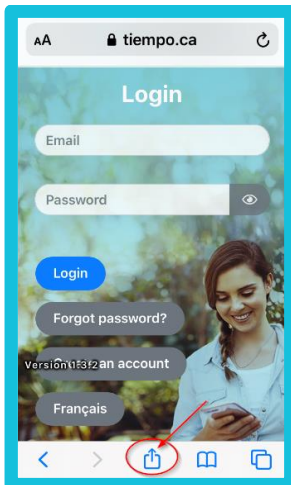
Here is how to add the **Tiempo** icon to your mobile phone or tablet.

iPhone or iPad procedure

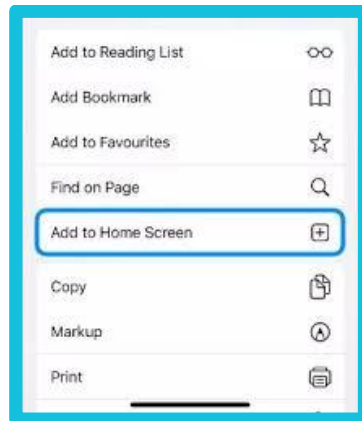
**acceo
childcare services**

and go to www.tiempo.ca.

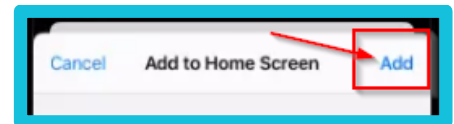
2- Click the **share** icon at the bottom of the screen.



3- Scroll down and click **Add to Home Screen**.



4- Click **Add** to confirm.

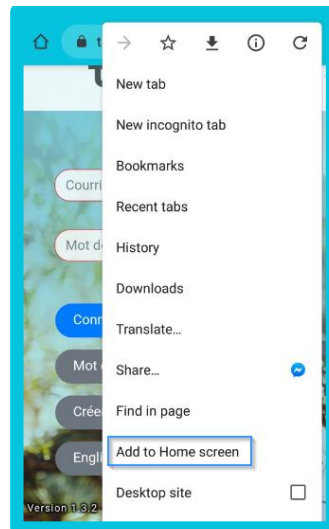
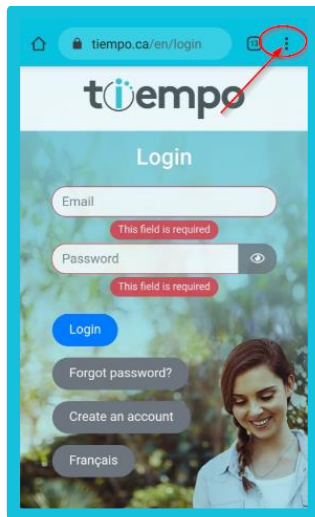


5- You can now access **Tiempo** using the icon on your device screen.



Android procedure

- 1- Open the **Google Chrome** browser from your Android phone or tablet and go to www.tiempo.ca.
- 2- Click the **three dots** at the top of the screen.
- 3- Scroll down and click **Add to Home screen**.

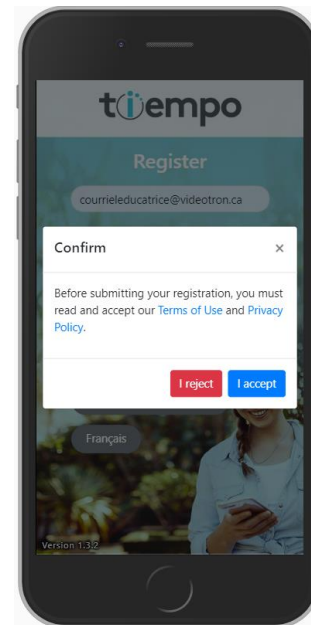
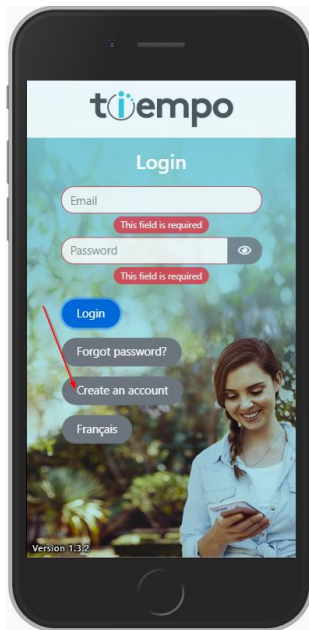


- 4- Click **Add** to confirm.
- 5- You can now access **Tiempo** using the icon on your device screen.

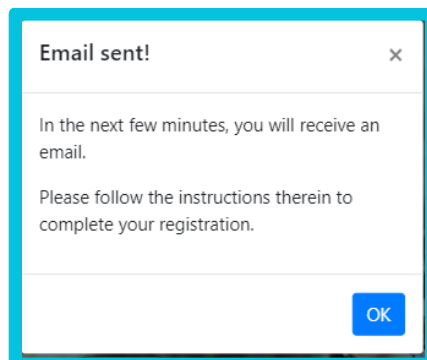
Steps to register in Tiempo

Here is how you can register in **Tiempo** as an employee:

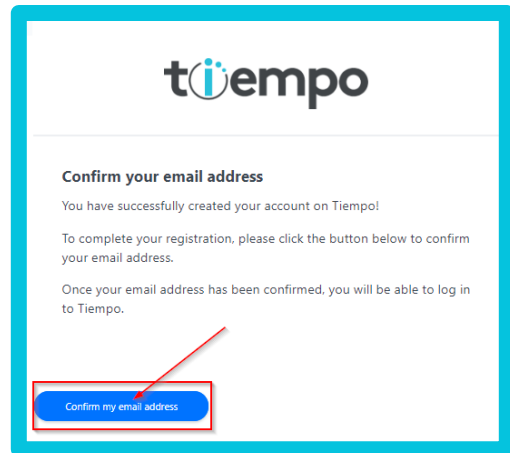
- 1) Go to www.tiempo.ca and follow the steps below:
- 2) Click **Create an account.**
- 3) Enter your email address and your password twice. Click **Register.**
- 4) A message will display to prompt you to accept the **Terms of Use** and the **Privacy Policy.**



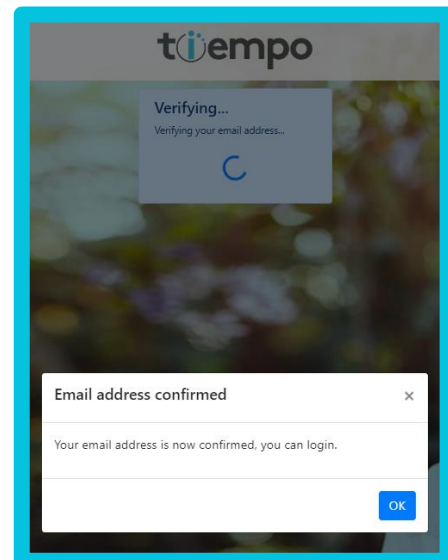
- 5) A message will display confirming that an email has been sent and that you will receive it shortly.



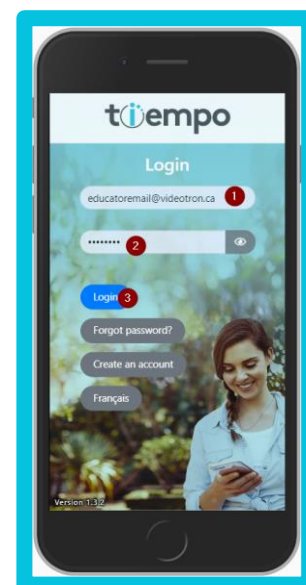
- 6) When you receive the email, you must click the **Confirm my email address** button.



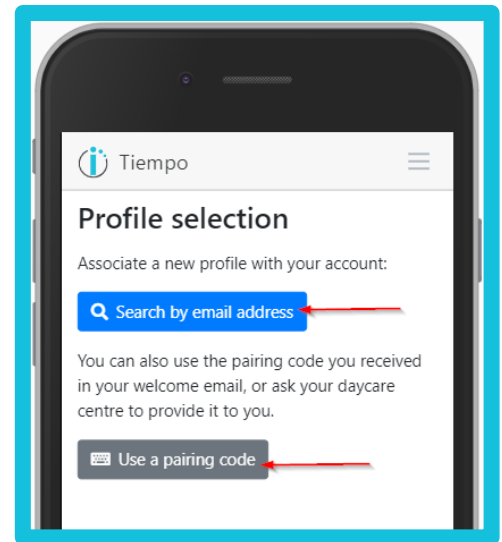
- 7) A message will display and confirm that you can now connect to **Tiempo**:



- 8) You can then sign in using your email address and password:

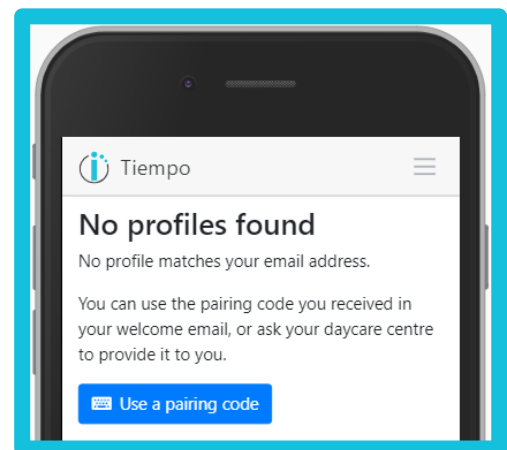


- 9) Next, you can associate your HCP profile by searching your **email address** or using the **pairing code** that you received from your daycare.

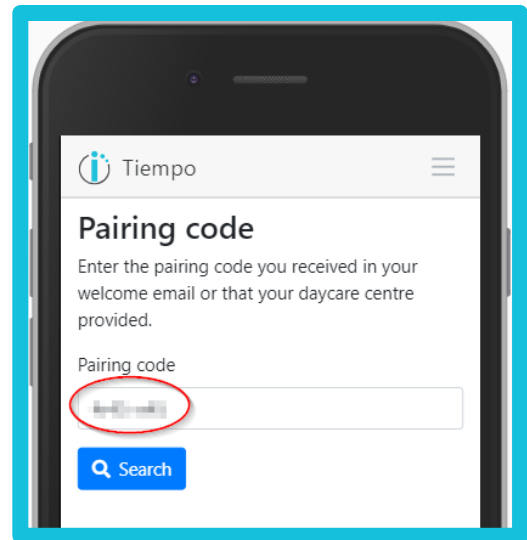


- 10) If no profile was found when searching by email address, the message **No profiles found** will display.

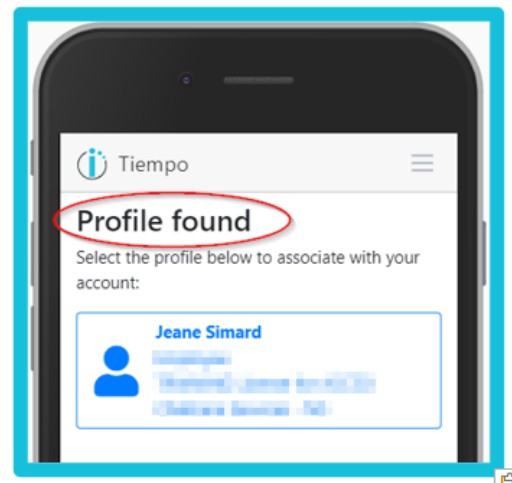
This indicates that your coordinating office has not yet entered the email address in **Tiempo**. Your coordinating office must then register the email and send you the pairing code or you will receive it by email.



11) When you receive the pairing code, click **Use a pairing code**, enter the code, and click **Search**:



12) A message will display indicating that the profile has been found. You can then access your complete profile.

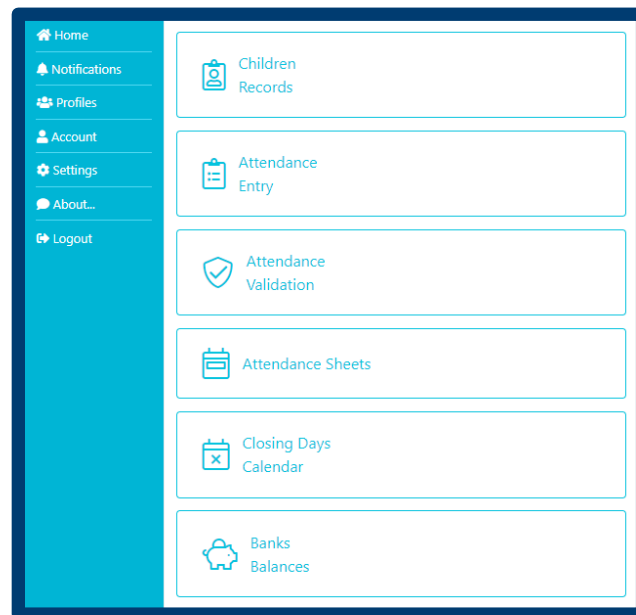


If your coordinating office, using its management software, has already added your HCP file to Tiempo before you register, you will automatically access your complete profile. Therefore, you will not need to enter a pairing code or search by email address, as the link will already have been established.

Tiempo once registered - Home

Once you have registered in Tiempo, you can access all the features.

When you log in to your Tiempo account, you are directed to the home page, where you can access several sections:



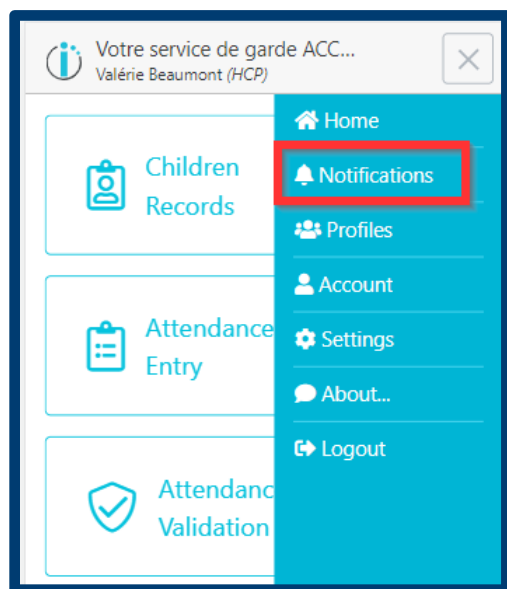
To see how these different sections work, please click the icon below to view the training video (approx. 30 minutes, in French only):



Tiempo menu

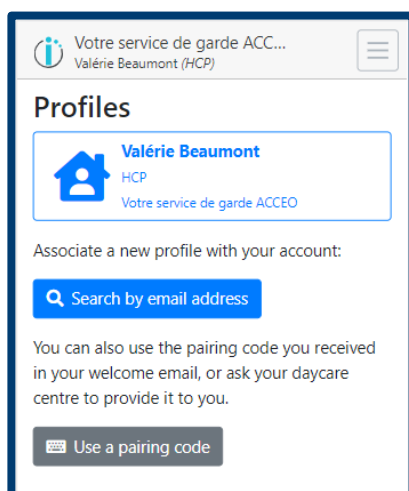
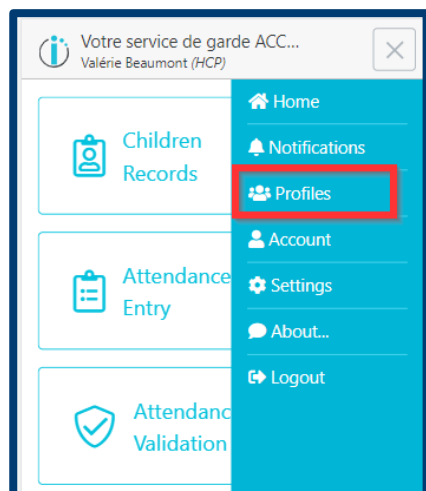
Notifications

The **Notifications** section enables you to view all notifications sent to you:



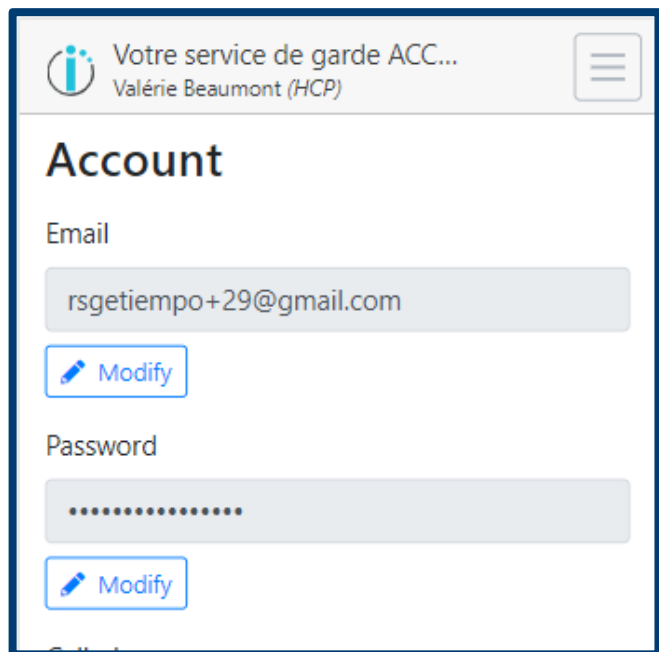
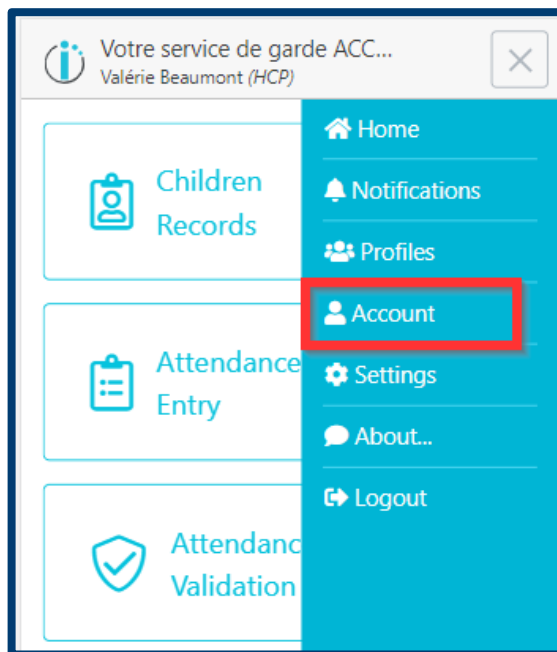
Profiles

In the **Profiles** section, you can view your profile(s) (if you work with more than one coordinating office using Tiempo). You can then choose the profile you want or create a new profile.



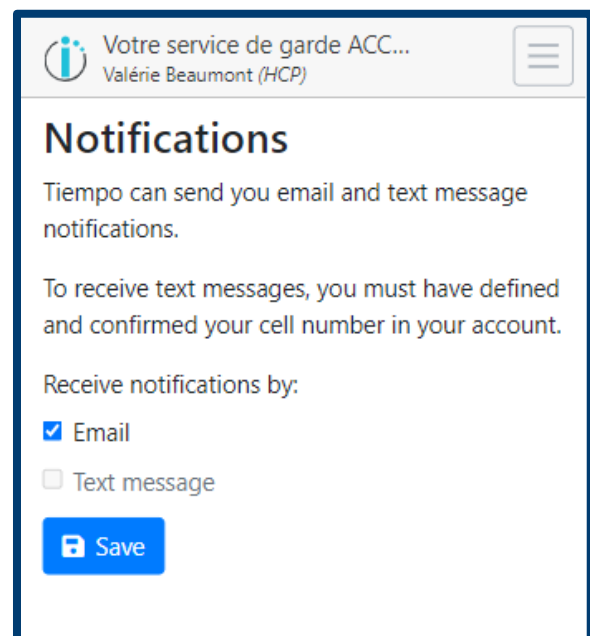
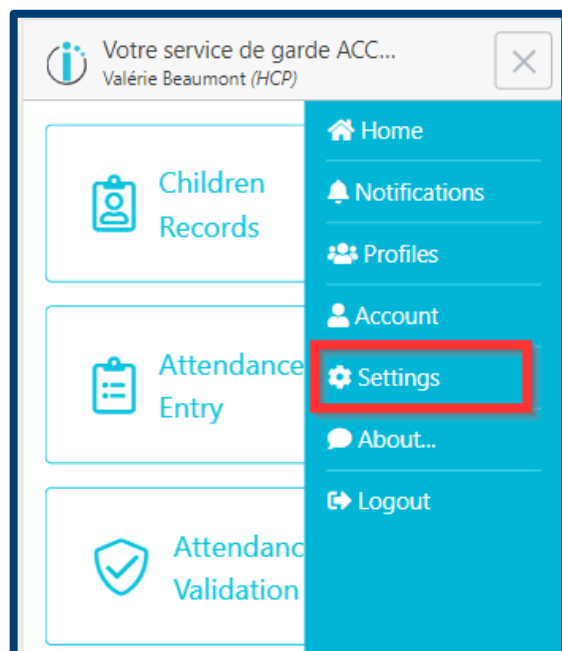
Account

In the **Account** section, you can change your password.



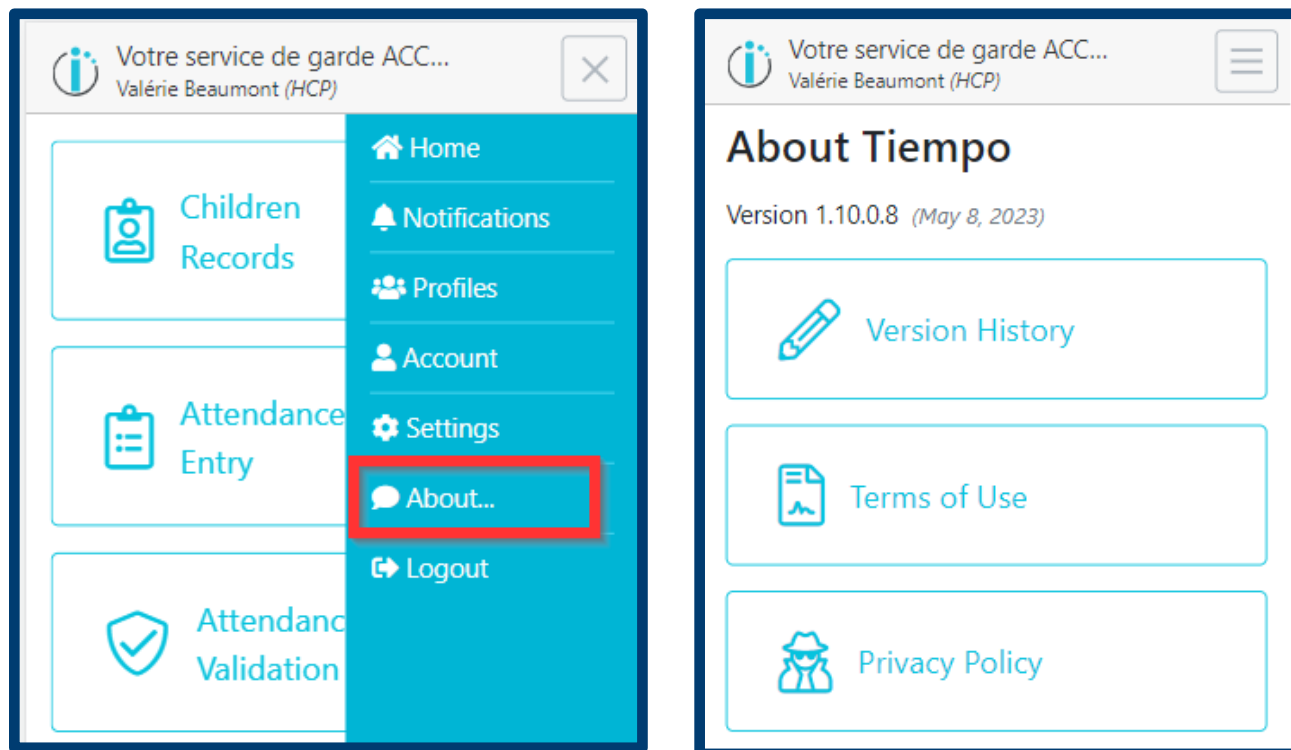
Settings

In the **Settings** section you can indicate how you prefer to receive notifications (email and/or text message). Your mobile phone number must previously have been entered in the **Account** section, otherwise the **Text message** section will be greyed out and not selectable.



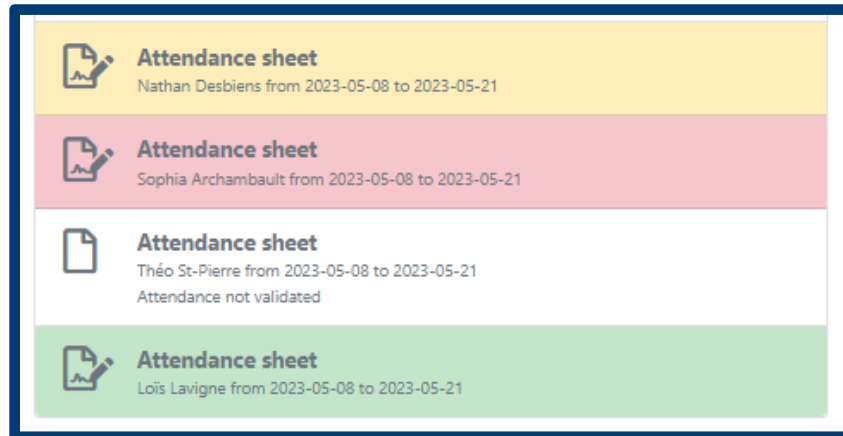
About

The **About** section enables you to view the **Version history** (new features and improvements in **Tiempo**), as well as the **Terms of Use** and the **Privacy Policy**.



F.A.Q.

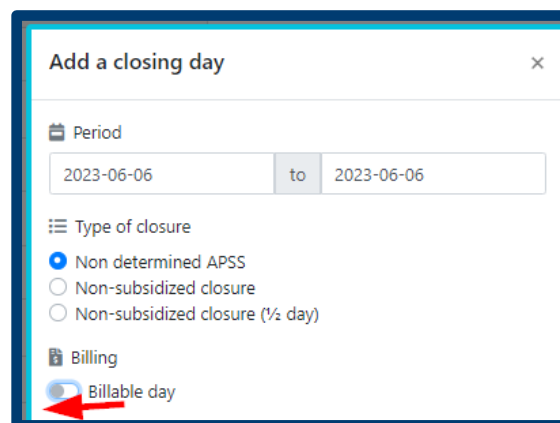
Q: When I go to the **Attendance sheet** section, some sheets are highlighted in white, some in yellow, some in green, and some in red. What does each colour mean?



A: **White:** Attendance not validated, no parent profile authorized for signature, or sheet not signed by HCP
Yellow: Sheet has been signed by the HCP and sent to parent for signature
Green: Sheet has been signed by HCP and by parent; information then sent to your coordinating office
Red: Sheet has been refused by parent

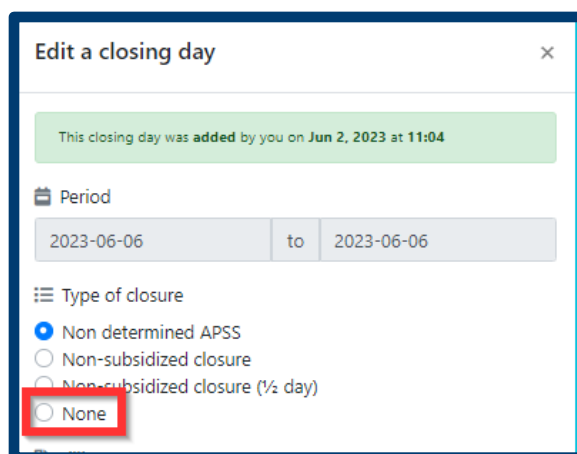
Q: As an HCP, there are **specific closing days that I do not bill parents for**. How do I enter this in the system?

A: When you enter your closing day in the calendar, deactivate the toggle on the left of **Billable day** so that the description changes to **Non-billable day**. This day will not be included in the parent's billable balance:



Q: I entered a closing day in the **Closing Days Calendar** section. However, the childcare centre will now be open on that day. How can I remove the closing day?

A: Return to the calendar, select **NONE** and click **Save**.



Edit a closing day

This closing day was added by you on Jun 2, 2023 at 11:04

Period

2023-06-06 to 2023-06-06

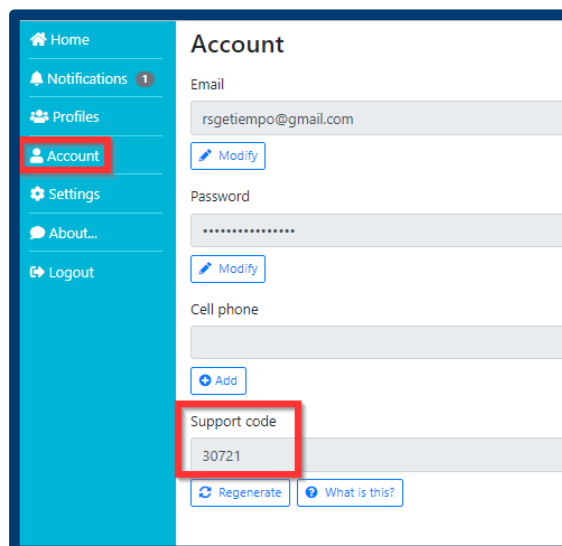
Type of closure

- ☒ Non determined APSS
- ☐ Non-subsidized closure
- ☐ Non-subsidized closure (½ day)
- ☐ **None**

Q: I am getting an **error message on Tiempo**, or I am having a **problem with Tiempo**. What should I do?

A: Inform your coordinating office and provide them with as many details as possible regarding the problem. You can also send your CO the **Support code** found in the **Account** option in your Tiempo account menu. This code will allow the Tiempo support department to test your Tiempo account without having to request your password:

Note: Please do not contact the Tiempo team directly. Your coordinating office will contact Tiempo technical support as needed.



Home

- Notifications 1
- Profiles
- Account**
- Settings
- About...
- Logout

Account

Email: rsgetiempo@gmail.com

Modify

Password:

Modify

Cell phone:

Add

Support code: 30721

Regenerate What is this?

Q: A parent has paid for the next 4 weeks. When I enter the payment in **Attendance Validation**, should I enter what was actually paid or the amount that covers only the attendance week?

A: Tiempo currently **does not manage amounts collected in advance**. Enter the amount that covers only the attendance week.

Q: When I go to the **Children Records** section, I only see 5 children, whereas I should be seeing a total of 6. What should I do?

A: Your children records originate from the management tool used by your coordinating office. If you are missing children records, you must notify your coordinating office who will then take the necessary steps.

Q: I would like to add the father to an existing child record where the mother is already entered. How can I do this?

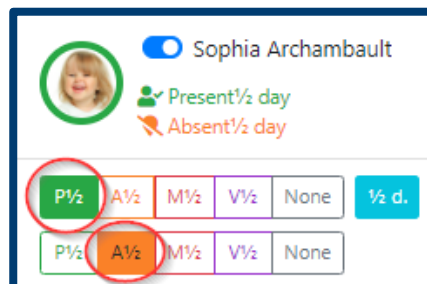
A: For now, you must request this modification from your coordinating office. They will add the file into their system, so that it is then created in your Tiempo account. You can then make modifications as needed.

Q: If two parents (e.g., mother and father) have been entered in a child's record, is the attendance sheet sent to both, if each parent has an email address?

A: Yes. If one parent signs the attendance sheet, the other will no longer be able to sign it (and will see that it has already been signed by their spouse). However, both parents will be able to see the document for signature in their Tiempo account, as long as neither has signed it.

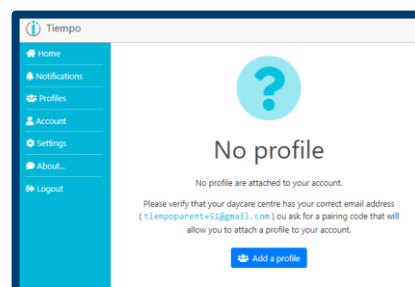
Q: I entered a child's attendance under code **P½** to indicate that they were present for only a half-day. Do I also need to enter code **A½** for the other part of the day?

A: Yes. It is very important that attendance reflects the agreement. If the child is to be present all day, it is essential to code the entire day. Therefore, you must make 2 entries for half a day using the correct codes, otherwise only half the subsidy will be calculated.



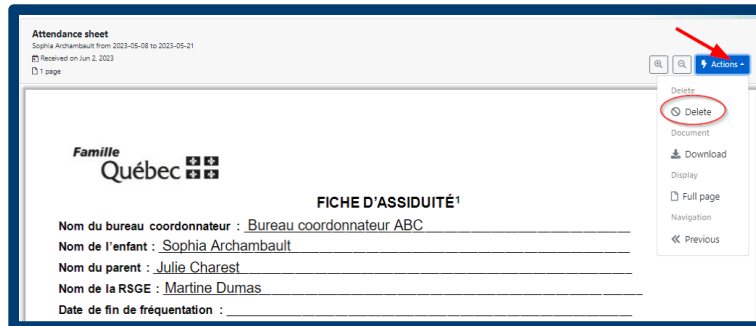
Q: A parent reports that **they have not received the email from Tiempo to register for Tiempo**. What should they do?

A: Parents should check their **Junk** mail folder first. If they still cannot find the email, they can go directly to www.tiempo.ca and create an account with the same email address they gave you. If this produces a **NO PROFILE** page, they can click **Add a profile**, then click **Search by email address**. Once the profile has been **found automatically**, the parent clicks the profile to associate it to their account.

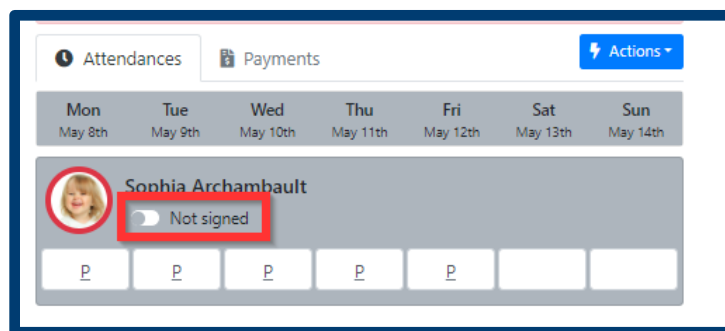


Q: I have to make a correction on a child's attendance for a specific week, after their parent refused to sign the attendance sheet. What do I need to do to correct the attendance and get a new attendance sheet?

A: **Step 1:** Delete the erroneous attendance sheet.



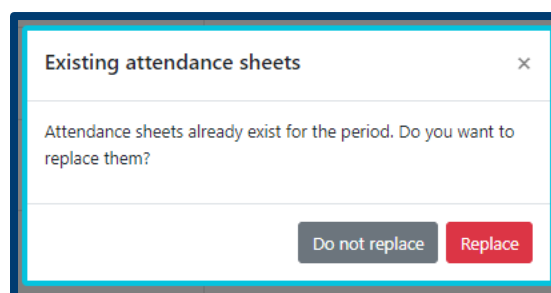
Step 2: Go to the **Attendance Validation** section and deactivate the signature validation toggle for the relevant child and week.



Step 3: Go to the **Attendance Entry** section and correct the relevant child's attendance.

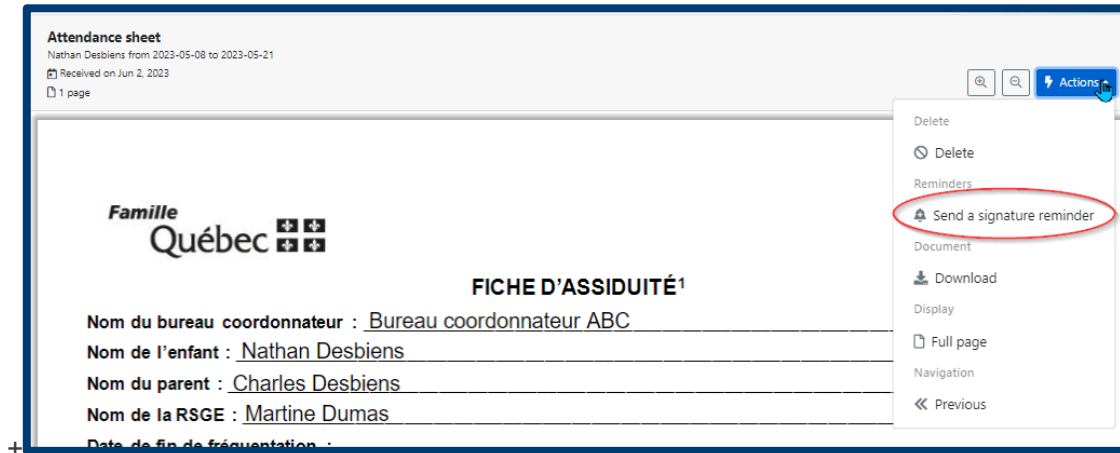
Step 4: Go back to the **Attendance Validation** section to revalidate the attendance.

Step 5: Go to the **Attendance sheet** section and generate the attendance sheet. When this prompt displays: Attendance sheets already exist for the period. Do you want to replace them? Select **Do not replace** to save the corrected attendance sheet.



Step 6: Sign the newly created attendance sheet. The parent will receive a notification informing that a new document is available for their signature.

Q: I would like to send a signature reminder to a parent. However, the **Send a signature reminder** option does not appear in the **Actions** menu. Why is that?



A: This situation occurs when the parent does not yet have a Tiempo profile. Make sure that the parent has previously taken the necessary steps to ensure that their Tiempo account is associated to the correct profile. Also, the reminder option will not appear if the attendance sheet has not yet been signed by the HCP or if the parent has already signed it.