

ABSENCE RESOURCE GUIDE

TWC Will Enforce All Child Care Attendance Requirements Starting August 4th, 2025.

The [TX3C information site](#) and help desk support, are available to help child care sponsors and providers use the new child care automated tracking system.

KINDER SUPPORT

WorkForce Solutions
Capital Area



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<https://tx3c.info>



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Absences

Absences for all children will be reset to zero on **August 3rd**. Beginning **August 4th**, we'll begin tracking absences again. If your child has more than **40** absences within a **12-month eligibility period**, they may lose their child care scholarship. We'll notify you when your child reaches **15** and **30** absences to help you keep track. Caregivers can submit documentation for absences related to chronic illness or court-ordered custody/visitation to have them credited.



What You're Doing	How To Do It	Need Help?
Getting Started	<u>Go to: TWC Child Care website</u> Follow on-screen registration steps	Trouble registering? Contact support
Signing In/Out (Daily)	Use the KinderSign tablet at your provider's location by entering your phone number; first-time users will need to set up a PIN.	Can't sign in or out? Ask your child care provider
Reporting Absences	Download the KinderSmart app Use QR code from your KinderConnect account to register	Can't register app? Log in to KinderConnect or contact support

Note for Families:

If your child care provider uses their own Child Care Management (CCM) software (such as BrightWheel), you do not need to use KinderSign or KinderSmart. You will continue using the provider's system to record attendance, and the information will be automatically shared with the state system.

KinderSystem Tools

The new system allows parents and caregivers (referred to as "sponsors") to report child care attendance through the following KinderSystems tools:

KinderConnect:



A web-based portal for providers to track and share attendance data with state or local Workforce Solutions staff.

KinderSign



An app for iPads and Android tablets that helps sponsors log a child's attendance at the provider location.

KinderSmart



A mobile app for smartphones (iOS/Android) that allows sponsors to record attendance on their personal devices.