

# CHILDWARE - SOFTWARE UPDATES 04.22.13

## User Managed Accounts

Effective April 22, 2013, ChildWare users will be able to self-manage their accounts. This document provides step-by-step instructions for managing your account in the new system.

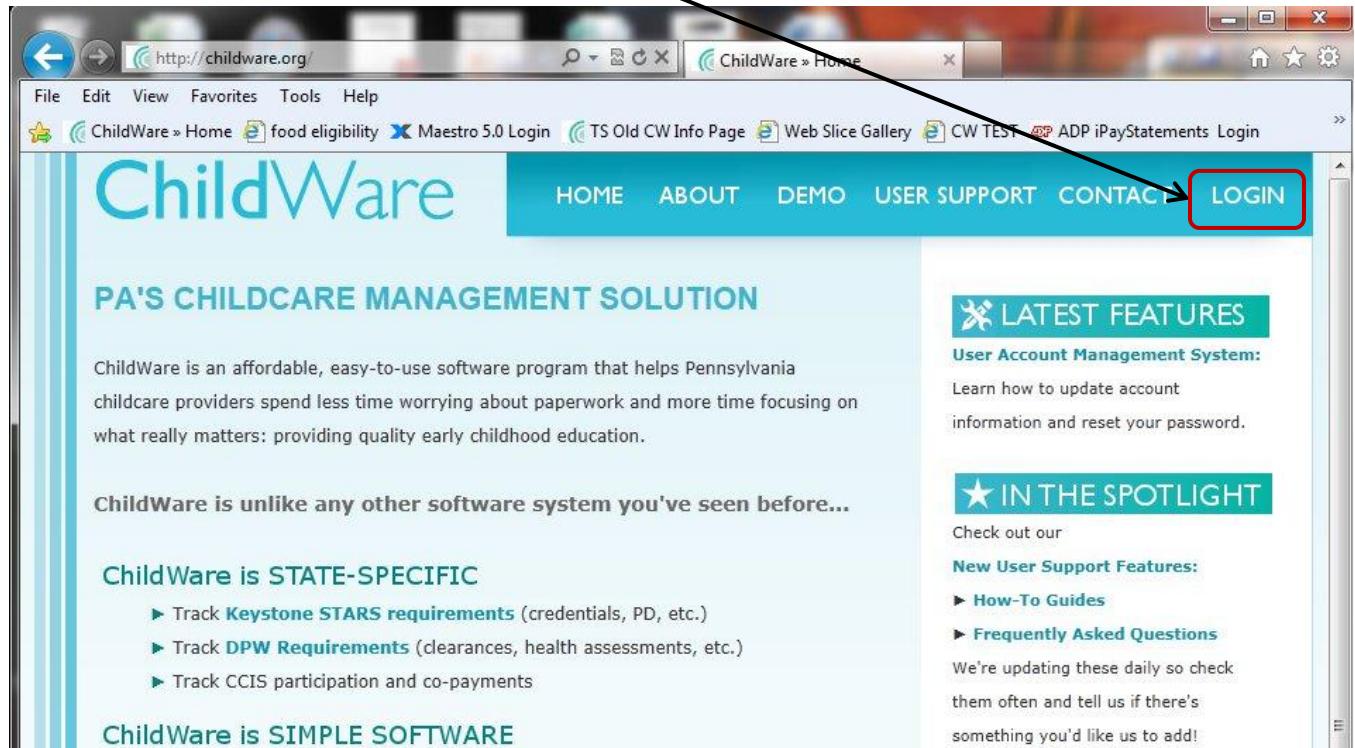
You recently received communication about registering your current user account for this new system. If you have not registered your account as of April 22<sup>nd</sup>, you may do so via the new log in screen. Section 1 outlines this process.

1. New Login Screen
2. Updating Account Information
3. Resetting Your Password
4. What To Do If You Forget Your User Name
5. What To Do If You Forget the Answer to Your Security Question
6. What To Do If You Get Locked Out of Your Account

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## New Login Screen

1. Log in by visiting [www.childware.org](http://www.childware.org) and clicking 'Login' at the top right hand corner of the page.



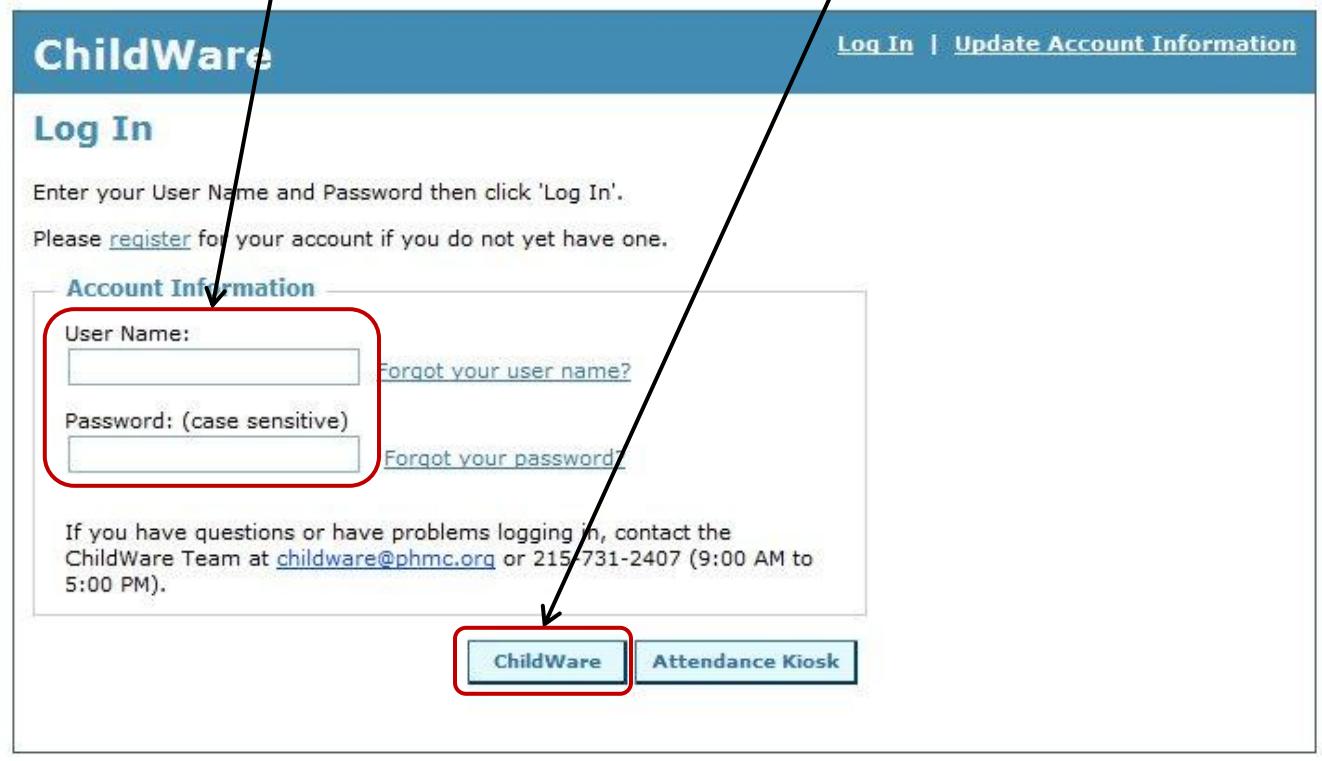
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## New Login Screen

You will be directed to the screen displayed below.

2. Enter your user name and password.

3. Click 'ChildWare' to log in.



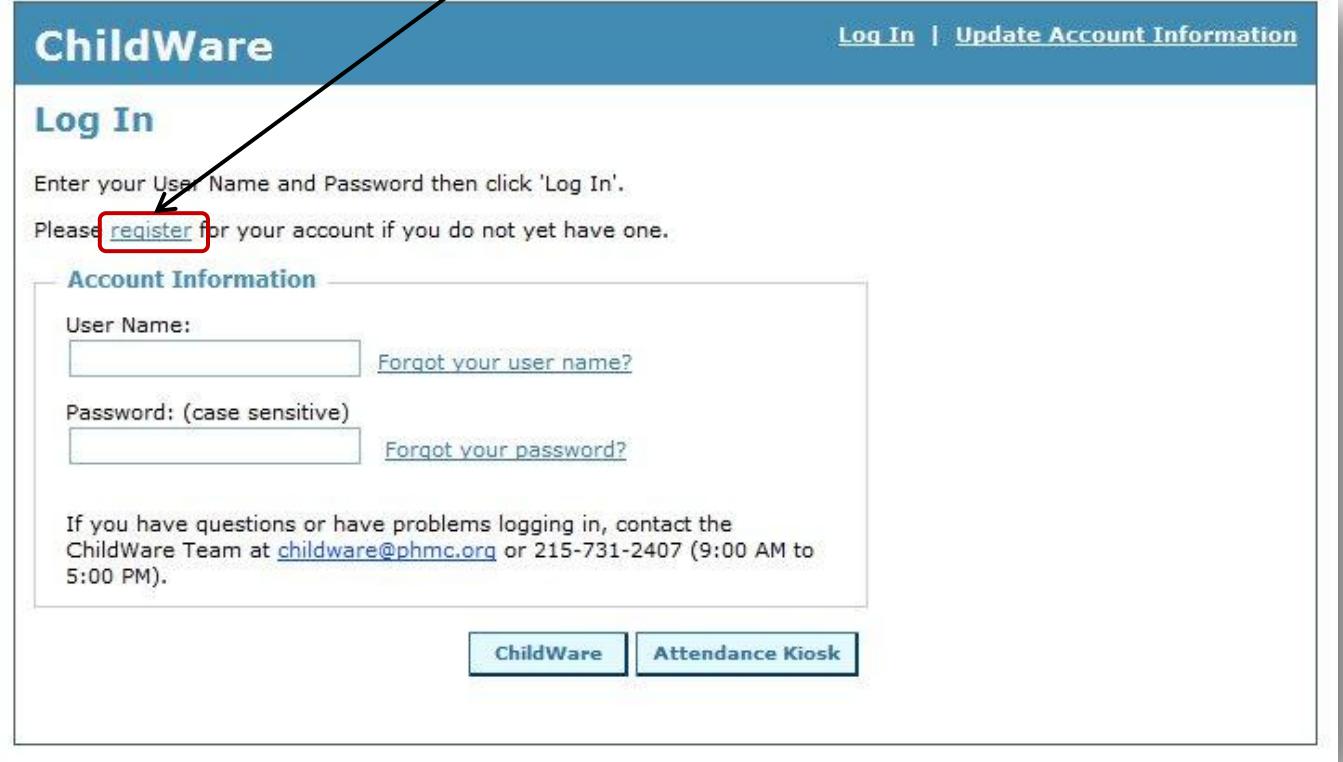
The image shows the ChildWare login screen. At the top, there is a blue header bar with the 'ChildWare' logo on the left and 'Log In | Update Account Information' on the right. Below the header, the word 'Log In' is displayed in blue. A text instruction says 'Enter your User Name and Password then click 'Log In''. Below this, a note says 'Please [register](#) for your account if you do not yet have one.' The 'Account Information' section contains two input fields: 'User Name:' and 'Password: (case sensitive)'. Both fields are enclosed in a red rounded rectangle. To the right of the 'User Name:' field is a link 'Forgot your user name?'. To the right of the 'Password:' field is a link 'Forgot your password?'. Below the input fields, a note says 'If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM).'. At the bottom, there are two blue buttons: 'ChildWare' (which is highlighted with a red border) and 'Attendance Kiosk'.

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## New Login Screen

If you have not registered for the new account management system as of 8:30 AM on Monday, April 22<sup>nd</sup>, you may do so from the new login screen. **You will not be able to access ChildWare until you register.** If you have already registered, please continue to the next section of this document.

Click the 'register' link and follow the prompts on the screen to register. Please note that if you do not enter your name and user name exactly as it is listed in ChildWare, you will not be able to register. If you do not remember this information, call or email the ChildWare Team ([childware@phmc.org](mailto:childware@phmc.org); 215-731-2407).



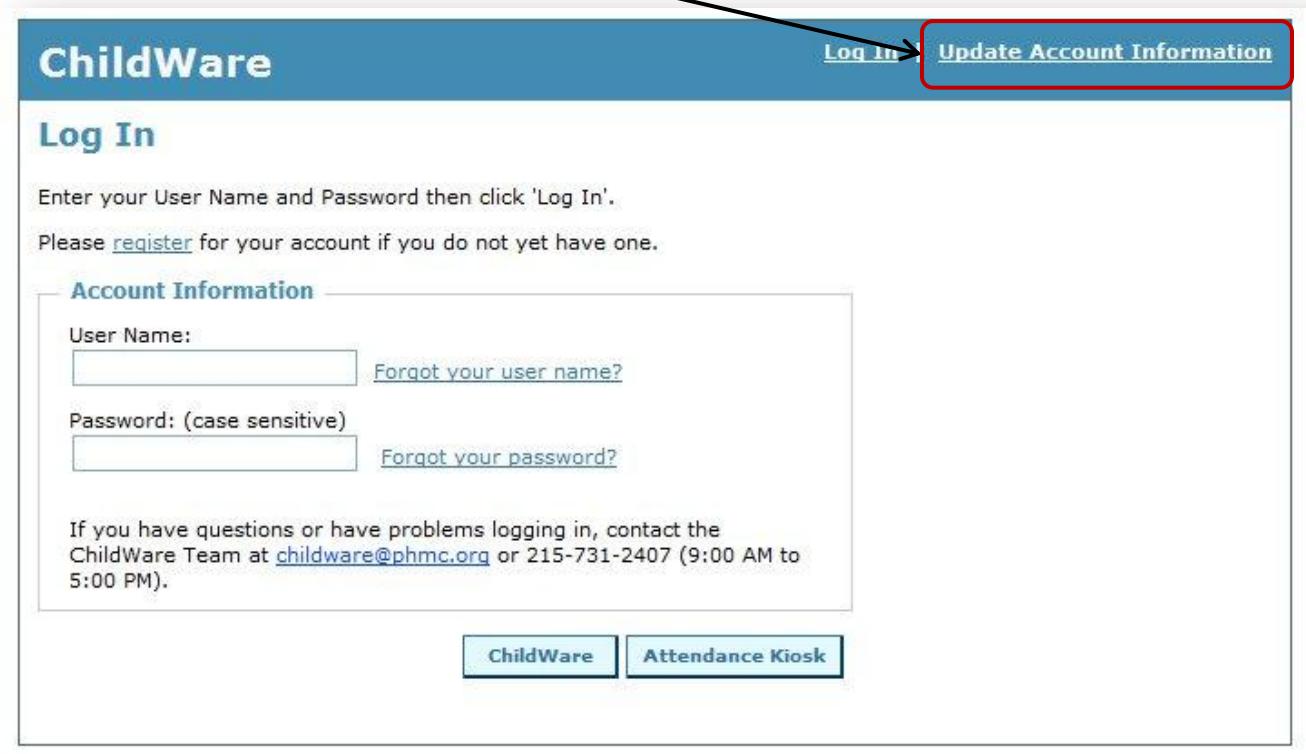
The screenshot shows the ChildWare login page. At the top, there is a blue header bar with the ChildWare logo on the left and 'Log In' and 'Update Account Information' links on the right. Below the header, the page title 'Log In' is displayed in a large, bold, blue font. A sub-instruction 'Enter your User Name and Password then click 'Log In''. follows. Below this, a message 'Please [register](#) for your account if you do not yet have one.' is shown, with the 'register' link highlighted by a red box and an arrow pointing to it from the text above. The main form area is titled 'Account Information' and contains fields for 'User Name' and 'Password'. Each field has a 'Forgot your user name?' or 'Forgot your password?' link next to it. At the bottom of the form, a note reads: 'If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM).'. At the very bottom of the page are two blue buttons: 'ChildWare' and 'Attendance Kiosk'.

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## Updating Account Information

You have the option to update your password and / or security question at any time.

1. From the Log In screen, click 'Update Account Information.'



The screenshot shows the ChildWare Log In page. At the top, there is a blue header with the 'ChildWare' logo on the left and 'Log In' and 'Update Account Information' buttons on the right. The 'Update Account Information' button is highlighted with a red box and an arrow points from the list item above to this button. Below the header, the page title 'Log In' is displayed in blue. A text instruction says 'Enter your User Name and Password then click 'Log In''. Below this, a note says 'Please [register](#) for your account if you do not yet have one.' The main form area is titled 'Account Information' and contains fields for 'User Name' and 'Password'. Each field has a 'Forgot your user name?' or 'Forgot your password?' link next to it. At the bottom of the form area, there is a note: 'If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM).'. At the very bottom of the page, there are two buttons: 'ChildWare' and 'Attendance Kiosk'.

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## Updating Account Information

2. Enter your user name and current password.

3. Then create a new password. Be sure to meet the character requirements as indicated above the fields.

**ChildWare** [Log In](#) | [Update Account Information](#)

**Update Account Information**

Please enter your current and requested login information.

**Account Information**

User Name:

Current Password:

**Change Password**

New passwords must be a minimum of 6 characters and contain at least one upper case letter, one lower case letter and at least one digit.

New Password:

Confirm New Password:

**Change Security Question (optional)**

Question:

Answer:

**Cancel** **Update Account Information**

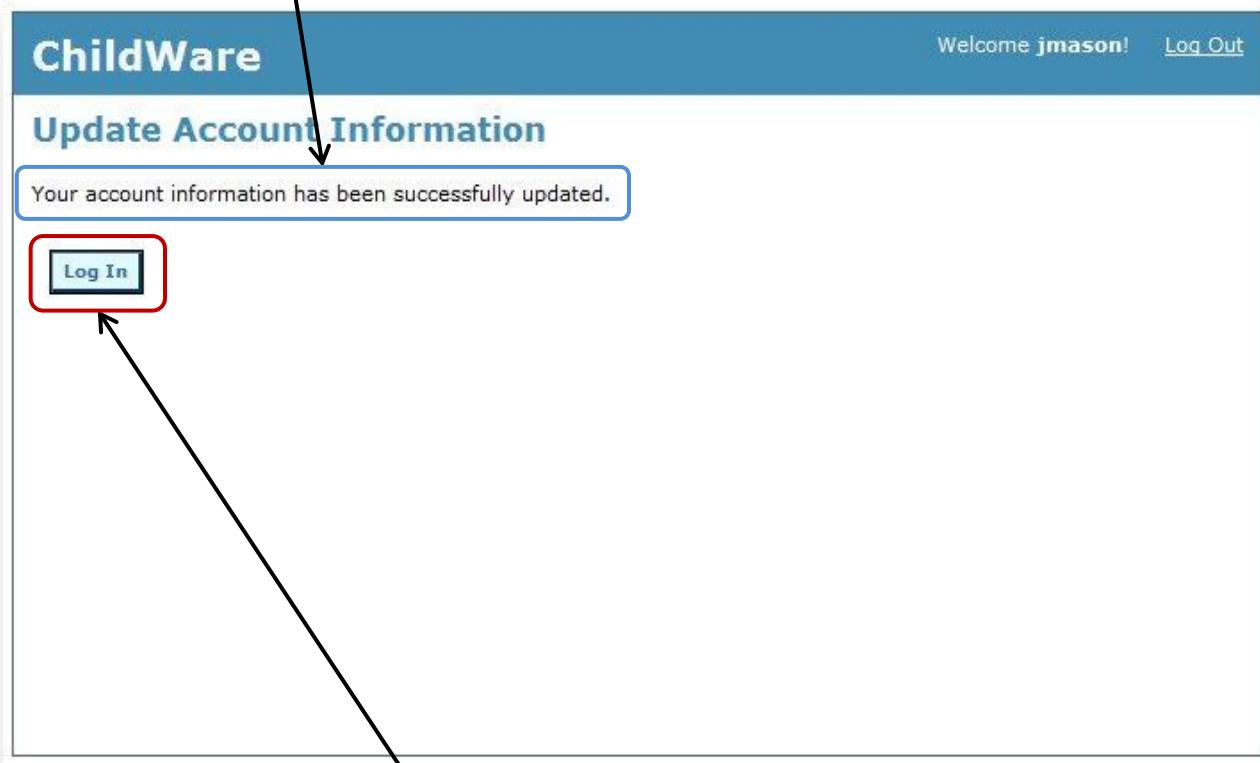
4. You have the option to update your security question and answer. If you wish to keep your current one, leave these fields blank.

5. Click 'Update Account Information.'

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## Updating Account Information

6. You will receive confirmation that your account information has been updated.



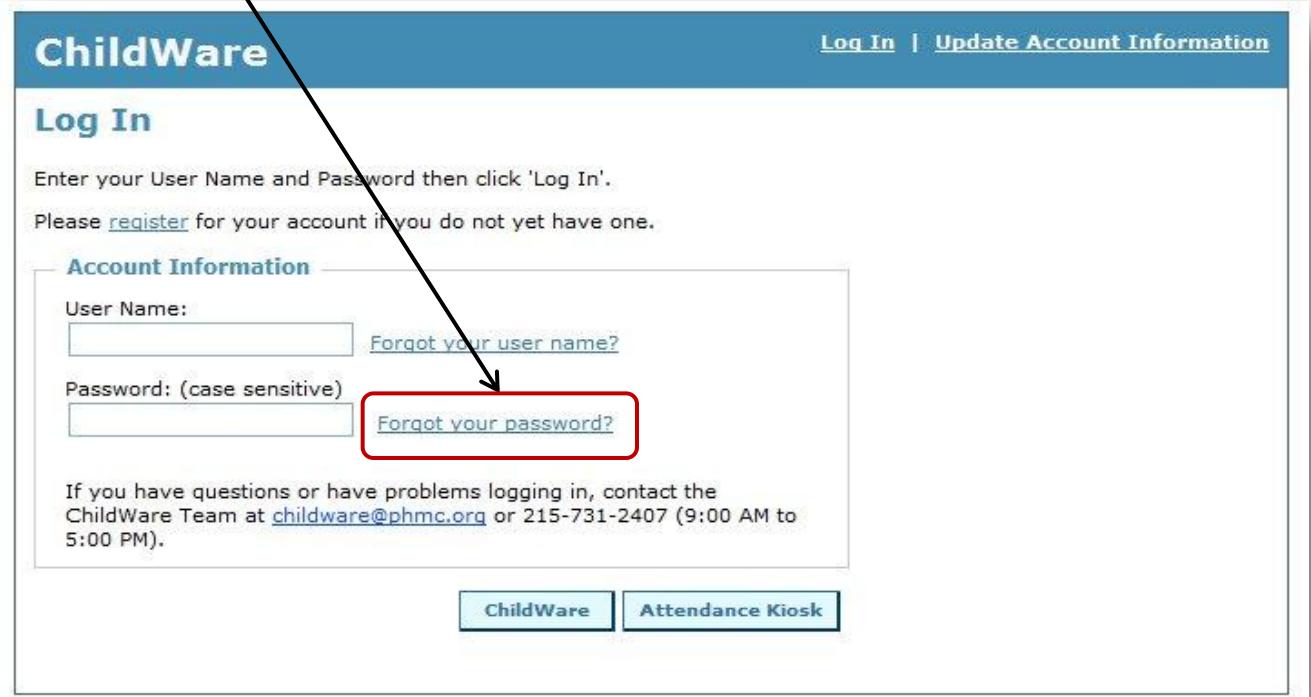
7. Click 'Log In' to return to the Log In screen. You will be required to re-enter this information to access ChildWare.

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## Resetting Your Password

If you cannot remember your password, follow these instructions to reset it.

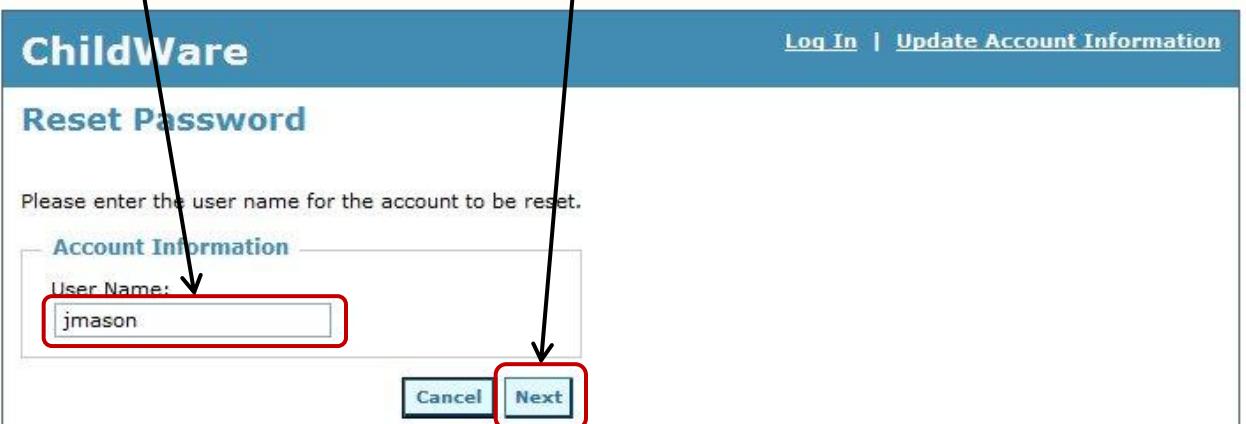
1. Click 'Forgot your password?'



The image shows the ChildWare Log In page. At the top, there is a blue header bar with the ChildWare logo on the left and 'Log In | Update Account Information' on the right. Below the header, the page title 'Log In' is displayed in a large, bold, blue font. A sub-instruction says 'Enter your User Name and Password then click 'Log In''. Below that, a note says 'Please [register](#) for your account if you do not yet have one.' The main form area is titled 'Account Information'. It contains two text input fields: 'User Name:' and 'Password: (case sensitive)'. To the right of the 'User Name:' field is a link 'Forgot your user name?'. Below the password field is a link 'Forgot your password?' which is highlighted with a red box and a black arrow points to it from the text above. At the bottom of the form, a note says 'If you have questions or have problems logging in, contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM).'. At the very bottom of the page are two buttons: 'ChildWare' and 'Attendance Kiosk'.

2. Enter your user name.

3. Click 'Next.'



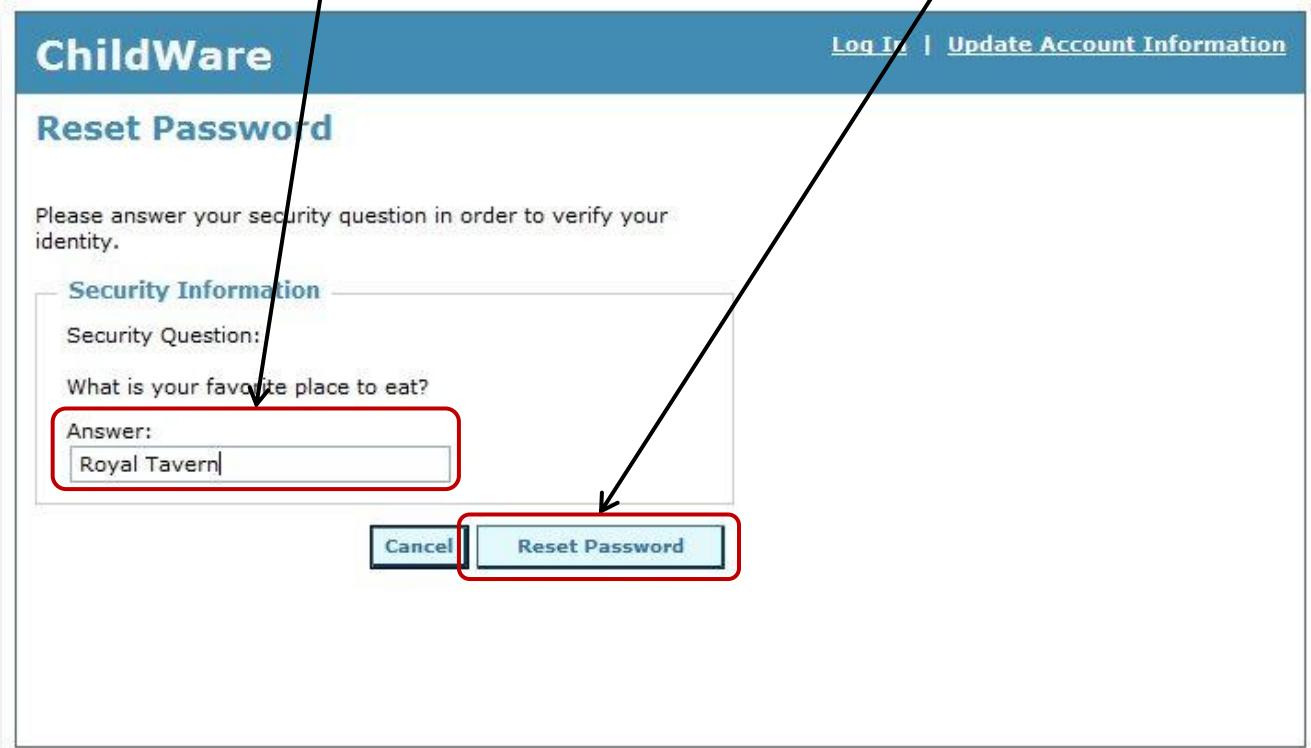
The image shows the ChildWare Reset Password page. At the top, there is a blue header bar with the ChildWare logo on the left and 'Log In | Update Account Information' on the right. Below the header, the page title 'Reset Password' is displayed in a large, bold, blue font. A sub-instruction says 'Please enter the user name for the account to be reset.' The main form area is titled 'Account Information'. It contains a text input field 'User Name:' with the value 'jmason' entered. Below the input field is a 'Cancel' button and a 'Next' button. The 'User Name:' field and the 'Next' button are both highlighted with red boxes and black arrows point to them from the text above.

## Resetting Your Password

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4. Enter the answer to your security question.

5. Click 'Reset Password.'



ChildWare

Reset Password

Please answer your security question in order to verify your identity.

**Security Information**

Security Question:

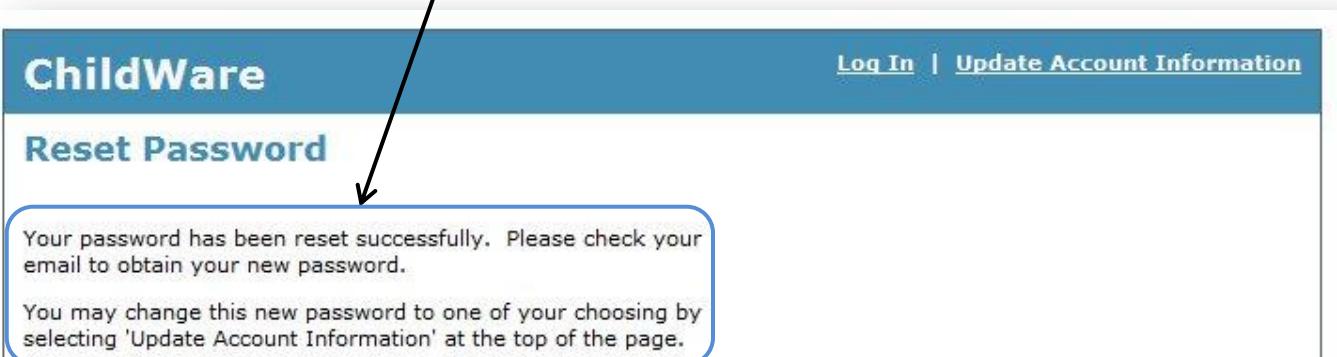
What is your favorite place to eat?

Answer:

Royal Tavern

Cancel Reset Password

6. ChildWare will send you an email with a temporary password.



ChildWare

Reset Password

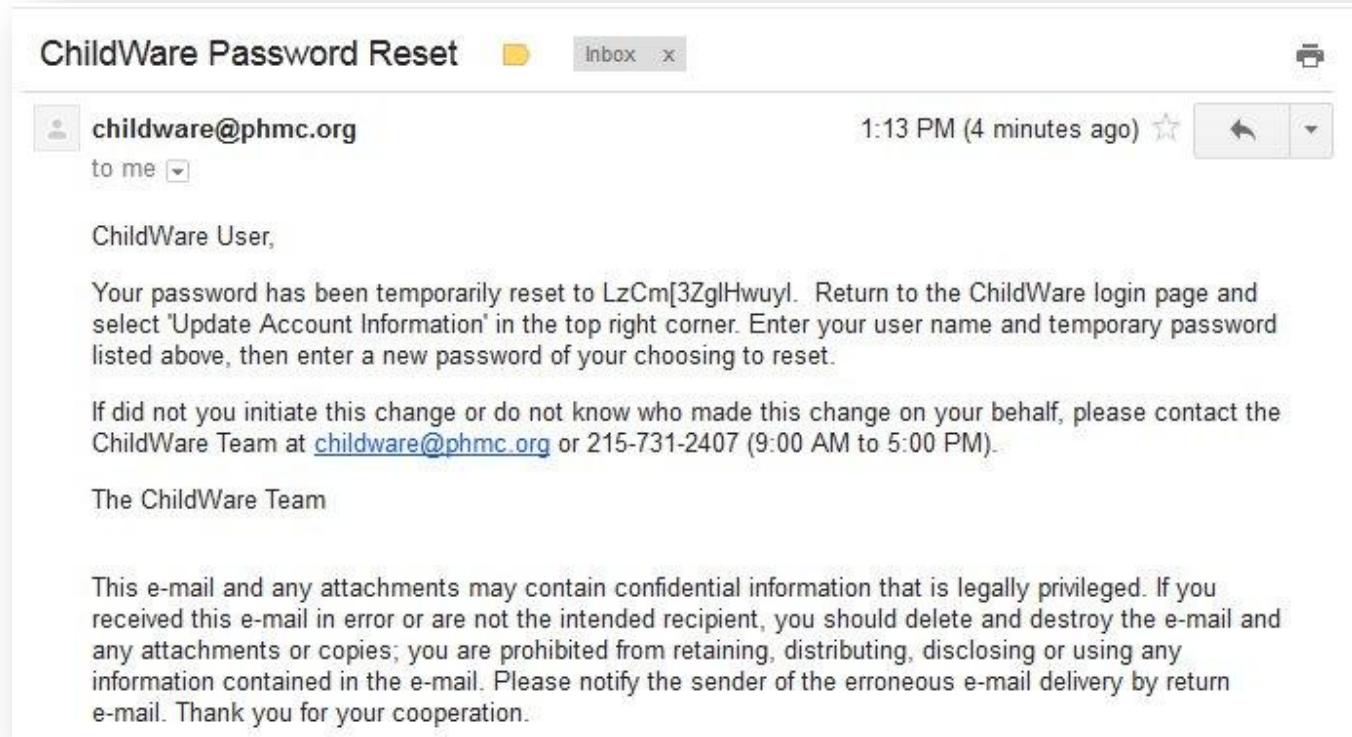
Your password has been reset successfully. Please check your email to obtain your new password.

You may change this new password to one of your choosing by selecting 'Update Account Information' at the top of the page.

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## Resetting Your Password

You will receive an email from the ChildWare Team which includes a temporary password and instructions for updating your account.



**ChildWare Password Reset**

childware@phmc.org to me 1:13 PM (4 minutes ago)

ChildWare User,

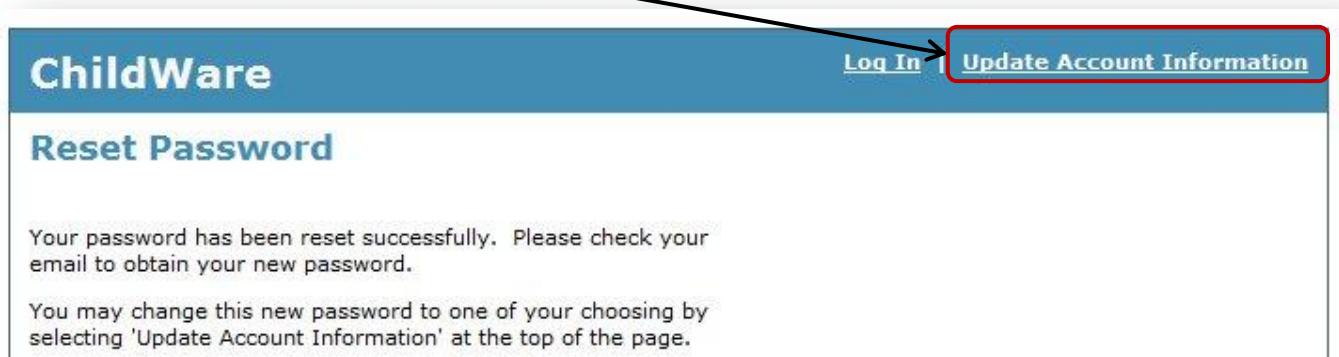
Your password has been temporarily reset to LzCm[3ZglHwuyl. Return to the ChildWare login page and select 'Update Account Information' in the top right corner. Enter your user name and temporary password listed above, then enter a new password of your choosing to reset.

If did not you initiate this change or do not know who made this change on your behalf, please contact the ChildWare Team at [childware@phmc.org](mailto:childware@phmc.org) or 215-731-2407 (9:00 AM to 5:00 PM).

The ChildWare Team

This e-mail and any attachments may contain confidential information that is legally privileged. If you received this e-mail in error or are not the intended recipient, you should delete and destroy the e-mail and any attachments or copies; you are prohibited from retaining, distributing, disclosing or using any information contained in the e-mail. Please notify the sender of the erroneous e-mail delivery by return e-mail. Thank you for your cooperation.

7. Once you have received the temporary password in your email, select "Update Account Information."



**ChildWare**

**Reset Password**

Your password has been reset successfully. Please check your email to obtain your new password.

You may change this new password to one of your choosing by selecting 'Update Account Information' at the top of the page.

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## Resetting Your Password

8. Enter your user name and the temporary password that was emailed to you.

9. Then create a new password. Be sure to meet the minimum formatting requirements as indicated above the fields.

**ChildWare** [Log In](#) | [Update Account Information](#)

### Update Account Information

Please enter your current and requested login information.

**Account Information**

User Name:  (Red Box)

Current Password:  (Red Box)

**Change Password**

New passwords must be a minimum of 6 characters and contain at least one upper case letter, one lower case letter and at least one digit.

New Password:  (Red Box)

Confirm New Password:  (Red Box)

**Change Security Question (optional)**

Question:  (Red Box)

Answer:  (Red Box)

[Cancel](#) [Update Account Information](#) (Red Box)

10. You have the option to also update your security question and answer. If you wish to keep your current one, leave these fields blank.

11. Click 'Update Account Information.'

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## What To Do If You Forget Your User Name

If you do not remember your user name, we ask that you first contact your supervisor or staff person that manages ChildWare accounts. If you are unable to reach an internal staff contact, you may contact the ChildWare Team.

## What To Do If You Forget the Answer to Your Security Question

If you do not remember the answer to your security question, contact the ChildWare Team. Your account will be reset and you will be asked to re-register your ChildWare account. An email with instructions will be sent to you.

## What To Do If You Get Locked Out of Your Account

If you try an incorrect password or answer to your security question more than 5 consecutive times, your account will automatically lock. This is to ensure security on our site. The ChildWare Team is automatically notified that the account is locked. Contact the ChildWare Team to verify your identity.

## Contact Us

The ChildWare Team

[childware@phmc.org](mailto:childware@phmc.org)

215-731-2407

Live phone assistance is available Monday through Friday between the hours of 9:00 AM and 5:00 PM (excluding observed holidays). Please allow up to one business day for us to respond to your inquiry.