

# IVR SYSTEM

PROVIDER

TRAINING SESSION



The New Jersey Department of Human Services' Division of Family Development (DFD) will be utilizing the IVR call-in system which will be replacing POS (swipe machine) at child care centers effective 2/1/21. Through the convenience of a telephone system known as e-Child Care Interactive Voice Response (IVR), parents and guardians are electronically reporting attendance. Information will be provided in this 30 minute training session so that parents and providers can effectively utilize the IVR system.

## DAY SESSIONS 1:00 PM

*January 26, 2021*

*January 28, 2021*

*February 1, 2021*

*February 8, 2021*

## NIGHT SESSIONS 6:00 PM

*January 22, 2021*

**Feel free to log onto a Parent Session if those time slots are more convenient for you. The material is very similar.**

Join Zoom Meeting

<https://us02web.zoom.us/j/9777819575?pwd=SGVGRzhuWUtOTXRtZmlVUDhIVDBYQT09>

Meeting ID: 977 781 9575

Passcode: 0hcz0e