

Electronic Attendance System Updates – August 2020

What's New?

Updates are coming to the state electronic attendance system effective August 27, 2020.

KinderConnect

If your account is locked due to too many incorrect login attempts, you can unlock your account yourself if you have an email address on file.

HOW IT WORKS

If your KinderConnect account locks, the message “Your account is locked” displays on the screen along with a link to unlock it.

Welcome to
The DCYF Electronic Attendance System
Version 23.3.20
Type in your user name and password and click the **Logon** button.
Logon
Username:
Password:
Logon
Your account is locked. [Click here to unlock your account](#)
[Click here if you do not have an account](#)
[Click here if you forgot your password](#)

Once you click on the link, KinderConnect will ask you for the answer to your secret question. When you submit the answer, you will receive an email with a link to unlock your account.

Unlock Account
Please answer your secret question and click the **Validate Secret Question** button.
Secret Question
What is the first name of your spouse's father?
Validate Secret Question

If you did not receive the email, you can click the “resend email” link on the KinderConnect screen. If you still do not receive the email after clicking “resend email,” contact the Electronic Attendance System Service Desk at 1-844-704-6777 or eas.servicedesk@dcyf.wa.gov.

Unlock Account
An email has been sent to the address on record. Please follow the instructions in the email to finish unlocking your account.
If you have not received an email to unlock your account press **Resend Email** to generate a new one otherwise press **Close** to return to the login screen.
Resend Email **Close**



Once you receive the email, click on the link provided. You will be redirected to the KinderConnect reset password page. This process will unlock your account.

Reset Password

Please enter your new password and click the **Reset Password** button to change your password.

Password length must be between 7 and 15 characters long.
Password must contain the required amount of digits: 1

Reset Password

Password

Verify Password

Secret Question

Secret Answer

Reset Password

A message displays confirming the successful password reset. Press close to return to the login page.

Password Reset

Your password has been updated.
Please click the **Close** button to return to the logon screen.

Close

Why Can't I Unlock My Account?

The most common reasons you are unable to unlock the account yourself include:

- You do not have an email address on file.
- You have an old email on file you no longer use or have access to.
- You go over the number of allowed tries to correctly answer your secret question.
- You do not receive an email after clicking the “resend email” link.

You will need to call the Electronic Attendance Service Desk for help in these cases.

Questions or Need Help?

Contact the Electronic Attendance System Service Desk at 1-844-704-6777 or eas.servicedesk@dcyf.wa.gov.