

December 2022 CAPS ONLINE Update

CAPS Online is an online platform for child care providers to record and submit “time in and time out” (TITO) attendance for each child.

If you haven’t begun using CAPS Online, please do so immediately to avoid payment delays – <https://a069-capsonline.nyc.gov>.

If you cannot use CAPS Online, please contact the Voucher Payment Unit (VPU) at 1-212-835-7610, press 1 for English, 2 for Spanish and press #.

Improvements to CAPS Online are in the works!

- Child care providers with large enrollments will soon see new features that make it easier to enter “time in and time out” attendance in **CAPS Online**.
- The **CAPS Online** Helpdesk will offer training sessions and materials on all new features.
- Stay tuned for more information in 2023.

Important Reminders

- The ACS-1 for time entry has been discontinued. If you have been using ACS-1s and have not yet converted to CAPS Online, please call the CAPS Online Helpdesk at 1-212-835-7610, press 1 for English, 2 for Spanish and then press *.
- CAPS IVR is no longer available. If you have been using CAPS IVR and have not yet converted to CAPS Online, please call the CAPS Online Helpdesk at 1-212-835-7610, press 1 for English, 2 for Spanish and then press *.

Help & Support

For help with CAPS Online, contact the CAPS Online Helpdesk 1-212-835-7610, press 1 for English and 2 for Spanish and press * or email capsonline@earlychildhoodny.org

Register for **CAPS Online Training** at <https://earlychildhoodny.org/capsonline/>.
Materials are available in English, Spanish, Arabic, Haitian Creole, Russian, Simplified Chinese, and Yiddish

For answers to Frequently Asked Questions (FAQs), please visit our FAQs page at <https://www1.nyc.gov/site/acs/early-care/timeandattendance.page>

Maintenance Notice: Due to necessary maintenance, CAPS Online attendance submission may be unavailable for a short time on weekday mornings. If you are unable to submit your attendance during this time, please try submitting again after 12 PM. Please note, attendance can still be entered and saved at this time. Only attendance submission for payment will be affected.