

## **I. GENERAL INFORMATION**

### **A. What is the Subsidized Child Care Reimbursement System?**

The Subsidized Child Care Reimbursement System is an on-line transaction processing system that allows users to view, add, update, and correct payment data. In addition, users are allowed query access to Approval Notice files, Provider files, and Child Payment files. This system contains built-in formulas that calculate payment amounts and compute totals for facilities, providers and purchasers.

### **B. Security**

The Department of Health and Human Services (DHHS) utilizes the Resource Access Control Facility (RACF) to prevent unauthorized access to data stored in the computer files maintained by the NC Office of Information Technology Services (ITS).

The Subsidized Child Care Reimbursement System requires the use of a RACF User ID and Password. **ALL USER IDS AND PASSWORDS MUST BE KEPT CONFIDENTIAL.**

- **DO NOT** display your User ID or Password on your terminal or write them down where someone else can see them.
- **DO NOT** leave the terminal unless you sign off the system you are using.
- Contact your Security Control Officer to obtain or reset your RACF User ID and Password.

### **C. Confidentiality**

All information contained on an input form, printed on any output documents, and/or keyed into the system is considered to be confidential.

### **D. Contacts**

#### **1. Equipment Problems**

You should contact your local systems administrator, manufacturer or Internet Service Provider anytime you have a problem with your equipment.

#### **2. Security Requests**

When you need to add, update or delete a user ID or reset a password, the Security Control Officer should contact the DHHS Division of Information and Resource Management (DIRM) Customer Support (Help Desk) at (919) 855-3200, option 2, or by email at [dhhs.customer.support@ncmail.net](mailto:dhhs.customer.support@ncmail.net).

### 3. Technical Problems or Data Entry Error Messages

The Help Desk should be contacted when the following occur:

- a. Highlighted errors or messages appear on the screen while keying.
- b. An application locks and a clock is displayed.
- c. **ABEND** message appears. A message is displayed on the screen when someone has initiated a function that cannot be performed because of an error condition in the data. This causes that function to come to an abnormal end, forcing the program to stop. Do not clear the screen unless absolutely necessary. If the screen must be cleared, screen print the ABEND message and indicate on the screen print what function (such as adding a new facility, adding a form to an existing facility, updating information to an existing form) was being performed at the time of the ABEND.

Users should contact the DHHS Division of Information and Resource Management (DIRM) Customer Support (Help Desk) at (919) 855-3200, option 2, or by email at [dhhs.customer.support@ncmail.net](mailto:dhhs.customer.support@ncmail.net).

### 4. System Support and Other Questions

Contact the Division of Child Development (DCD) at (919) 662-4499 or toll free at 800-859-0829 (in-state only) when you have questions about the Subsidized Child Care Reimbursement System or need additional support. Please state the county you are calling from and that your call is regarding the reimbursement system.

## E. Use of Equipment

Refer to the equipment guides that come with your terminal and printer for general operating information. Since there are different kinds of keyboards, it is important that you refer to your manufacturer's instructions regarding the functional use of different keys.

## F. System Availability

The Subsidized Child Care Reimbursement System is available as follows:

Monday - Friday	7:00 a.m. - 5:30 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	12:00 p.m. - 5:30 p.m.

## G. Frequently Used Keys

### 1. ENTER

The **ENTER** key is usually located on the lower right portion of the numeric keyboard. The **RETURN** key, also known as an **ENTER** key, is located on the right side of the main keyboard below the backspace key and is defined with an arrow pointing down and to the left.

The **ENTER** key typically “finishes” an entry and prompts the system to edit or process the data keyed. It also activates a selected or keyed option.

### 2. PRINT

The **PRINT** function prints only what is on the screen at the time you perform the screen print. To do this, use the CTRL and Print Screen keys on your keyboard. The only print function is the screen print.

### 3. TAB

The **TAB** key moves from the current cursor position to the next field to the right.

### 4. TAB + SHIFT

The **TAB and SHIFT** keys move the cursor to the previous field to the left.

### 5. ARROW

The **ARROW** keys move the cursor in the direction of the arrow one space at a time.

### 6. BACKSPACE

The **BACKSPACE** key moves the cursor backwards one space at a time.

### 7. SHIFT

The **SHIFT** key, when pressed simultaneously with a letter key, causes the letter to appear in upper case. Also, it causes the upper symbol to be typed when used simultaneously with a number or symbol key.

### 8. F Keys

**F Keys** are Programmed Function (PF) keys. Each key is a programmed shortcut or command which performs a specific action within the system when it is pressed. Appropriate F Keys and their functions appear at the bottom of most system screens.