

September 2022 CAPS ONLINE Update

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

The deadline for migrating to CAPS Online was September 1, 2022. If you missed the deadline, you will receive your September payment, but it will be delayed.

- Avoid additional payment delays and migrate to CAPS Online today at <https://a069-capsonline.nyc.gov>.
- Register for **CAPS Online** training at <https://earlychildhoodny.org/capsonline/> to learn how to use the system. Materials are available in English, Spanish, Arabic, Haitian Creole, Russian, Simplified Chinese, and Yiddish.

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.
- August attendance is the last service month that can be processed on the CAPS IVR phone system. Effective October 1, 2022, CAPS IVR will no longer be available. If you have been using the CAPS IVR and have not yet converted to CAPS Online, please call the CAPS Online Helpdesk at 1-212-835-7610.
- If you cannot use CAPS Online, please read our CAPS Online FAQs on *What If I Have no Electronic Capabilities* or contact the Voucher Payment Unit (VPU) at 1-212-835-7610, press #.

CONTACT Information

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

For answers to Frequently Asked Questions, 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.