

CareConnect - How can I undo my Attendance Submission?

Question: If I accidentally submit an incorrect attendance, can I undo the submission?

Answer: In the event that a mistake is made during your Subsidy Digital Invoice Submission, you can withdraw the submission as long as the status is in "Ready for Parent"; ie the parent has not signed it yet. If the submission is in "Submitted" status, you will need to contact your childcare agency directly.

A. Withdrawing the submission using CareConnect web:

1. First, head into your **Claim & Time Sheet** menu where you see a list of all your attendance submissions with their statuses.

2. From the list, locate the claim with a "Ready for Parent" that can have the submission withdrawn --> Click on the **Action** menu --> Choose **Withdraw Attendance**.

The screenshot shows the CareConnect web interface. The top navigation bar includes 'Dashboard', 'Students', 'Attendance', 'Subsidies', and 'Admin'. The main content area is titled 'Claim & Time Sheet'. On the left, a sidebar menu has 'Claim & Time Sheet' highlighted with a red box. Below the sidebar, there are buttons for 'DOWNLOAD', 'SUBMIT', and 'VIDEO TUTORIAL'. The main table lists claims with columns for Student, Claim, Claim Status, Agency / Sites, Amount, Submission Status, Attendance, Invoice / Family Fee, and Action. The 'Turner, Jessica' claim (status: Ready for Parent) has its 'Action' menu open, with 'Withdraw Attendance' highlighted in a red box.

3. A prompt will display, ensuring that you meant to Withdraw the Attendance from the submission.

4. When you withdraw attendance, the parent or guardian will be unable to sign until you complete the beginning steps of the [Digital Invoicing Submission](#) again.

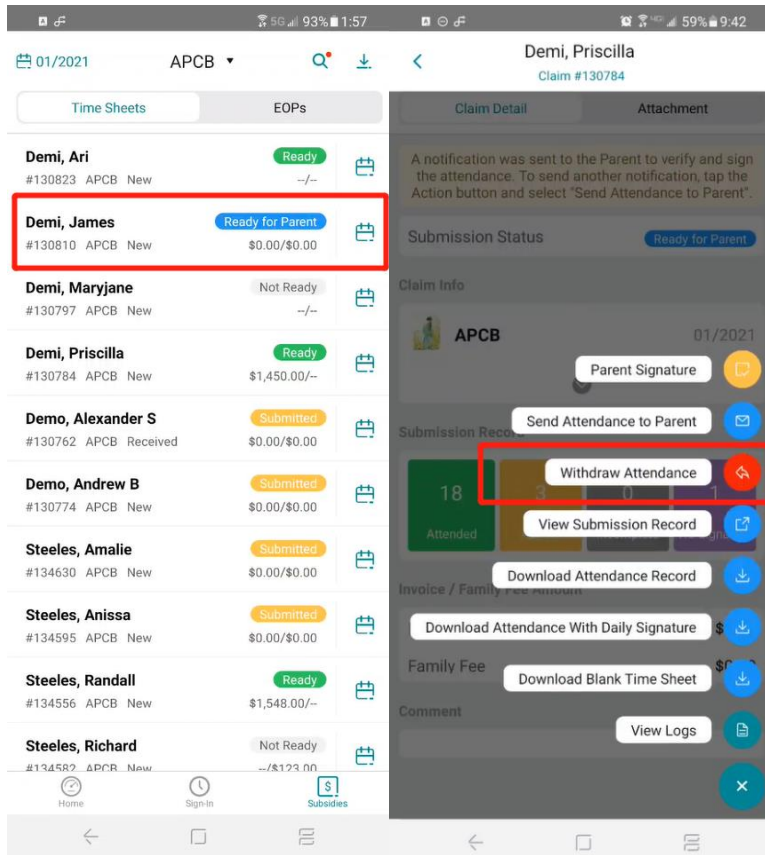
The screenshot shows the same CareConnect web interface as above, but with a modal dialog box open. The dialog box is titled 'Withdraw Attendance' and contains the text: 'Are you sure you want to withdraw the submission? You can resubmit the attendance after withdrawing.' Below the text are two buttons: 'YES' and 'NO'.

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B. Withdrawing the submission using CareConnect mobile:

1. First, head into your **Claim & Time Sheet** menu where you see a list of all your attendance submissions with their statuses.

2. From the list, locate the claim with a "Ready for Parent" that can have the submission withdrawn --> Tap on the child's name to view the details --> Click on the **Action** menu --> Choose **Withdraw Attendance**.



3. A prompt will display, ensuring that you meant to Withdraw the Attendance from the submission.

4. When you withdraw attendance, the parent or guardian will be unable to sign until you complete the beginning steps of the [Digital Invoicing Submission](#) again.