Need Help with Your PIN?

Check your inbox for emails titled “Set PIN for CDHS Child Care Attendance System.” Please take the following steps if you did not receive this email:

- Check your junk mail folder. If you find the email in this folder, please mark it as safe so future ATS emails arrive in your email inbox.
- Confirm your email address with your County CCCAP Case Worker.
  - Contact your County CCCAP Case Worker to make sure they have the right email address on file. We only send emails to the address you provided to your County Case Worker.
  - Once your Case Worker has updated your email address, you can select “Forgot PIN” on the ATS kiosk at your child care facility. You will receive an email with a link to set up your PIN.
- Email us at CDHS_ATS_HelpDesk@state.co.us with your full name, email address, and your CCCAP case number to help reset your pin.

If you receive an error when you set up or reset your PIN, remember:

- PINs cannot begin with the number zero (0).
- PINs are unique to each CCCAP caregiver. If another parent or caregiver has used the number you entered, you will receive an error. Please select a different PIN number.
- The email link to set your PIN is only valid for 24 hours. If you click on the link after 24 hours, you will not be able to set your PIN.

REMEMBER: Do not share your PIN with anyone, including your child care provider.

Check-in/out EVERY DAY Your Child Receives Care

- You must use the ATS parent kiosk at your child care facility to check-in/out of care. There is not a separate parent website or mobile application at this time.
- Confirm check-in/out times every time you pick up your child by accessing the Confirmations screen from the ATS parent kiosk.
- Use the Alerts screen to identify any transactions missing a check-in or check-out time, or to identify transactions that require your approval. Review the oldest records first to make sure care is approved within the required 9-day timeline.

For More Information or Assistance:

- Contact your county department of human services for questions about your CCCAP case or to update your email address for ATS.
- Contact the ATS Help Desk at 1.844.447.4441 (option 3) or cdhs_ats_helpdesk@state.co.us