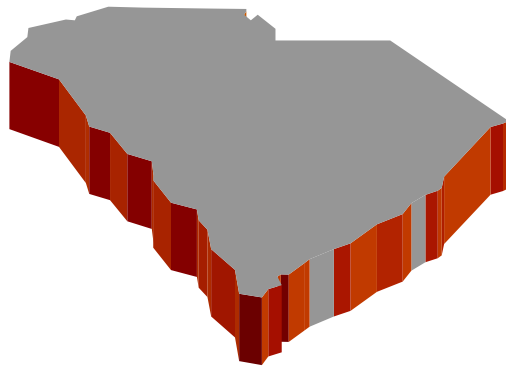


**The South Carolina
ABC Child Care Program**



**On-Line Service Voucher Log
User Guide**

Welcome to the On-line Service Voucher Log!

We are excited that you have chosen to participate in the On-Line Service Voucher Log (SVL) process that is now available to all enrolled ABC Child Care Providers. This user guide is a tool to be used to assist you with the processes related to the On-Line SVL, help you with the navigation through the system, and provide you with general information regarding each section of the On-line SVL. Should you have questions about the On-line SVL or need assistance with completing your On-line SVL, please call the ABC Child Care Program at 1-800-262-4416.

Introduction

The On-line Service Voucher Log (SVL) is an electronic version of the paper SVL that is used to request reimbursement of child care services provided to eligible children participating in the ABC Child Care Program. Like the paper version, the On-Line SVL is a pre-populated document that lists the children for whom payment is due, any applicable registration fees, and the weekly reimbursement rate per child.

As the provider, you are required to verify that you served the children on your SVL, record the actual hours attended (total hours) per day, record any absences and select the correct absence code, and insert a drop/transfer and pay until date if a child no longer attends your facility.

Benefits of Using the On-Line SVL

There are many benefits of choosing to participate with the On-line SVL system. You will receive your SVL faster since it will be sent electronically to your computer instead of through the mail. You will be able to designate specific security roles for each of your staff, and the roles may be changed as often as needed. The On-line SVL system has pre-coded absences codes which ensures proper coding of absences. The on-line SVL has space to enter the date a child drops or transfers from your facility and a date that you last expect payment for a child if they have dropped or transferred. You will be able to submit your SVL electronically and receive email confirmation when DSS receives your SVL. The system will also prevent your SVL from being submitted prior to the ending date of the SVL which will alleviate the need for returns. And you will also be able to view and print copies of SVL's and remittance advices.

What to Do Before You Can Access the On-Line SVL System

To access the On-Line SVL system, you must be an active, enrolled child care provider in the ABC Child Care Program and you must call the ABC Child Care Program Control Center at 1-800-262-4416 to request the change from the paper SVL to the on-line SVL. If you have not already done so, you must establish a password with the ABC Program. This password will be used when registering your facility(ties) on-line. Once the change is made from paper to on-line and an ABC password is established, you must wait 24 hours before you will be able to register on-line. However, you will not have an SVL available in the On-line SVL system until any outstanding SVL's are submitted for payment.

Creating a DSS User Account

All users of the On-line SVL system must first create a DSS User Account. The DSS User Account is specific to each user, and the user name and password will be used at each sign on. To create a DSS User Account, go to dss.sc.gov and click the "sign in" button. Then select "create an account now". The system will prompt you to enter your first name, last name and email account. The email account is the email address that you want all electronic notifications sent to regarding your on-line SVL.

The screenshot shows a web browser window titled "DSS: Create a DSS Account - Windows Internet Explorer". The address bar shows the URL: <https://167.7.60.242/registration.aspx?AppCode=DSS>. The main content area contains a registration form with the following fields and instructions:

To register a DSS user account, please complete the following form. You must fill in all of the fields to complete the registration.

First Name:

Last Name:

E-mail Address:

User Name (EX: Steve1):

Password (EX: @bC123):

Confirm Password:

Buttons:

Why Should I Register?
Registration may be needed for several reasons.

The right sidebar contains the following sections:

- Hotlines**
 - ▶ County Offices – To Report Child or Adult Abuse and Neglect or Client Fraud:
 - ▶ **Financial Fraud - Non-Client**
Toll-Free: (800) 694-8518
Columbia: (803) 898-0172
 - ▶ More Hotlines
- News**
 - ▶ [DSS to Work with State Budget Office to Address Expected Shortfall \(10/8/2010\)](#)
 - ▶ [Bank Account Transparency and Accountability Report \(FY 2009-10\) \(10/1/2010\)](#)
 - ▶ [CFS Project Executive Committee Meeting \(9/21/2010\)](#)
 - ▶ [DSS Challenges - 2010 \(8/2/2010\)](#)
 - ▶ [CFS Project Executive Committee Meeting \(7/9/2010\)](#)
 - ▶ More News
- Site Features**
 - ▶ [Popup](#)
 - ▶ [Federal Stimulus Tracking](#)
 - ▶ [Resource Library](#)
 - ▶ [Reports, Research & Data](#)
 - ▶ [ePay Debit Card](#)

You must then create a user name and password. Choose a user name and password that you can remember easily. Please do not share your user name or password with others. Once you have chosen a user name and password, click "create my account". The system will redirect you to the DSS home page. In the right column, under Other DSS Websites, select On-Line Service Voucher Logs. The link will take you to the page where you will register your facility. See Child Care Provider Registration.

Child Care Provider Registration

The registration of your facility is done only once. After the initial registration, you will be able to enter your on-line SVL by signing in with your DSS User name and password. You will be able to select the number of facilities you wish to register. You will need to enter your ABC provider number (FEIN or SSN) and suffix (site 01, 02, etc.) and your ABC Child Care Password.

ABC Child Care Provider Registration | SVLs Online - SC Department of Social Services - Windows Internet Explorer

http://167.7.60.242/svl/providers/registration.aspx

- Receive your Service Voucher Logs Online
- View, edit and submit your Service Voucher Logs and Attendance Logs for payment
- View previously submitted and processed Service Voucher Logs and Remittance Advice (up to 90 days)
- Receive messages from the Department of Social Services' ABC Program

If you are the Owner/Administrator of a ABC Child Care Provider and wish to add the Online Service Voucher Log System to your DSS Website Account, fill out the form below and click continue. If you are Owner/Administrator of multiple facilities, you may register up to 20 providers at a time.

Step 1 of 2

Number of providers you wish to register at this time:

ABC Child Care Provider Number ?	ABC Child Care Provider Password ?	Check Result
<input type="text"/> - <input type="text"/> (Ex. 000111222-33)	<input type="text"/> (Ex. 12!kmv\$u!98)	

>>

Cancel and continue registration later

If you are not the Owner/Administrator, but are **an employee**, you should ask the Owner/Administrator to login to their account, and add your DSS Website Account to the Online Service Voucher Log System.

If you are the Owner/Administrator but have not yet set up an ABC Child Care Provider Password, please call the Control Center at: **1-800-262-4416** to create one. Once you have given your ABC Child Care Provider Password to the Control Center, it may take up to 24 hours for the password to be applied to your account. You will not be able to continue the registration until the process is complete.

If you already have an ABC Child Care Provider Password but have forgotten it, you will have to contact the Control Center at: **1-800-262-4416** to retrieve it.

You will need to select if your facility is open on the weekends (yes or no box) and will have the ability to add users at the initial registration or you may wait until a later time to add additional users.

ABC Child Care Provider Registration | SVLs Online - SC Department of Social Services - Windows Internet Explorer

http://167.7.60.242/svl/providers/registration.aspx

- Receive your Service Voucher Logs Online
- View, edit and submit your Service Voucher Logs and Attendance Logs for payment
- View previously submitted and processed Service Voucher Logs and Remittance Advice (up to 90 days)
- Receive messages from the Department of Social Services' ABC Program

If you are the Owner/Administrator of a ABC Child Care Provider and wish to add the Online Service Voucher Log System to your DSS Website Account, fill out the form below and click continue. If you are Owner/Administrator of multiple facilities, you may register up to 20 providers at a time.

Step 2 of 2 << Start over

Number of providers you wish to register at this time:

ABC Child Care Provider/Password	Open on Weekends ?	Setup Staff & Roles Now ?
<input type="text" value="/ ***519"/> ✓	<input checked="" type="radio"/> No <input type="radio"/> Yes	<input checked="" type="radio"/> No <input type="radio"/> Yes

>>

Cancel and continue registration later

If you are not the Owner/Administrator, but are **an employee**, you should ask the Owner/Administrator to login to their account, and add your DSS Website Account to the Online Service Voucher Log System.

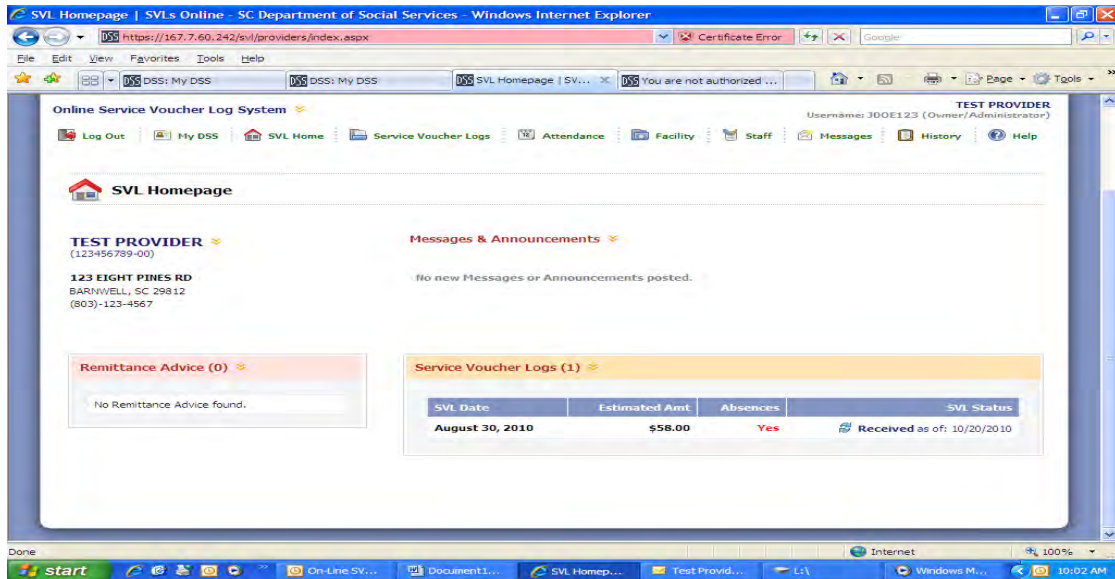
If you are the Owner/Administrator but have not yet set up an ABC Child Care Provider Password, please call the Control Center at: **1-800-262-4416** to create one. Once you have given your ABC Child Care Provider Password to the Control Center, it may take up to 24 hours for the password to be applied to your account. You will not be able to continue the registration until the process is complete.

If you already have an ABC Child Care Provider Password but have forgotten it, you will have to contact the Control Center at: **1-800-262-4416** to retrieve it.

Click Complete Registration link to access your SVL On-line.

The On-Line SVL System

The first screen upon entering the On-Line SVL is the SVL Home Page. There is basic information regarding the facility, tabs across the top of the page, information regarding any available remittance advice forms, a section for messages and announcements when applicable and the available SVL.



Explanation of the Tabs in the On-Line SVL System

Tab Name	Explanation
Log Out	This tab allows you to exit the On-Line SVL system.
My DSS	This tab takes you back to the page that allows you to re-enter the SVL, change your password, or update your account information.
SVL Home	This is the first page you see when you sign on. This page displays basic information regarding the facility, available tabs across the top of the page, information regarding any available remittance advice forms, a section for messages and announcements when applicable and the available SVL.
Service Voucher Logs	This tab allows you to select the current SVL to work or past SVL's to view by date.
Attendance	This tab allows you to select current SVL's to key attendance or to view past SVL's.
Facility	This tab allows you to view your facility information, to select yes or no for open on weekends, and to register or unregister additional facilities. If you have multiple facilities enrolled, you may move between facilities on this page.
Staff	This page allows you to view, add, edit, or delete users of your On-line SVL.
Messages	This tab allows you to view any private or public announcements.
History	This tab allows you to view all actions taken on your SVL, the date and time of the actions, and the user who performed the action.
Help	This tab will provide help and answers to frequently asked questions about the On-Line SVL.

How to Add Additional Facilities

You may add additional enrolled ABC facilities at any time. You may do this initially at the first registration or you may add them at a later time. To add a facility after the initial registration process, you will need to sign onto the On-line SVL system and click the "Facility" tab. Click "Register a New Facility" and you will be taken to the registration page. You will need to enter your ABC provider number (FEIN or SSN) and suffix (site 01, 02, etc.) and your ABC Child Care Password for the new site you are registering. You will be able to select if your facility is open on the weekends (yes or no-box) and will have the ability to add users at the initial registration or you may wait until a later time to add additional users.

Online Service Voucher Log System

Log Out My DSS SVL Home Service Voucher Logs Attendance Facility Staff Messages History Help

TEST PROVIDER
User Name: JDDE123 (Owner/Administrator)

ABC Child Care Provider Registration

Step 1 of 2

Number of providers you wish to register at this time:

ABC Child Care Provider Number ?	ABC Child Care Provider Password ?	Check Result
<input type="text" value=""/> (Ex. 000111222-33)	<input type="text" value=""/> (Ex. 121kmv/Su/98)	

Click Complete Registration link to access your SVL On-line

Security Roles and Functionalities

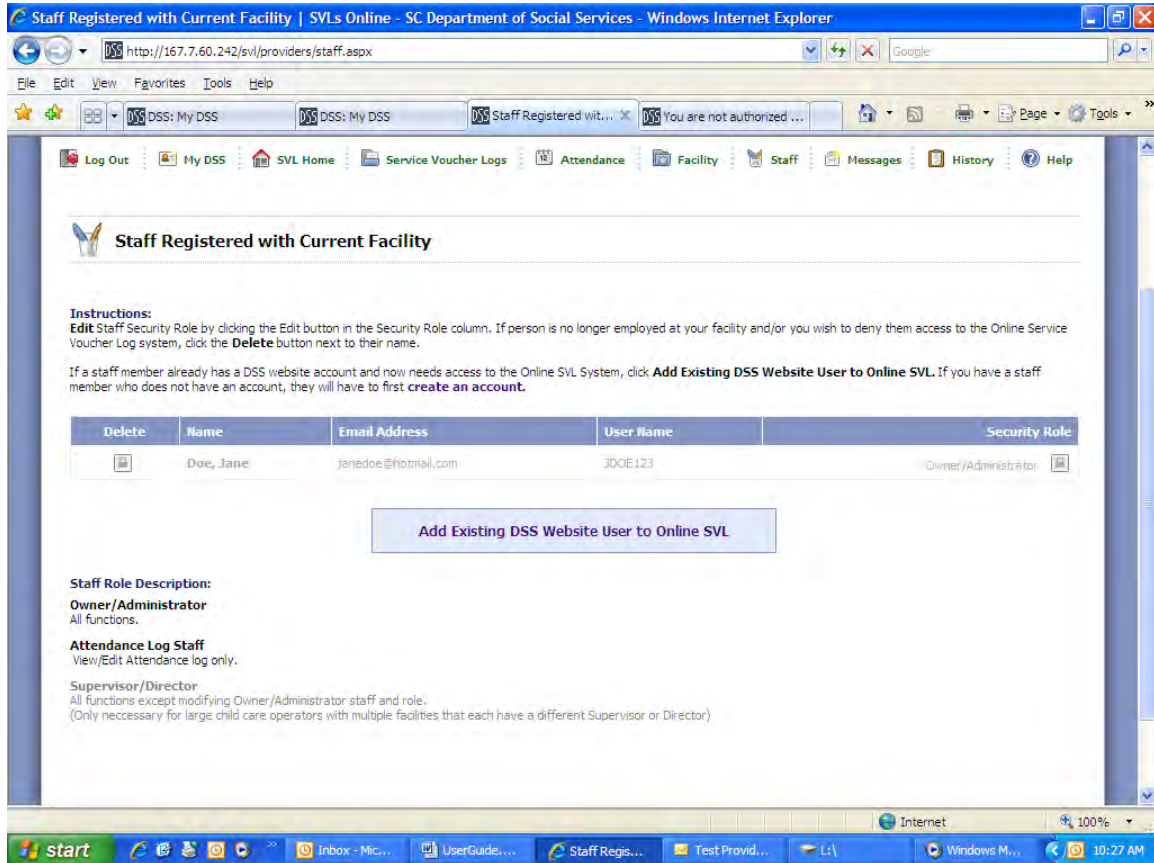
There are three different security levels in the On-Line SVL system; owner/administrator, director/supervisor, and attendance log staff. It is the sole discretion of the owner/administrator to assign roles for staff.

The owner/administrator has full access to all of the functions of the On-line SVL. They can view all information, key attendance, add, edit and delete user roles, and submit the SVL. The director/supervisor has the same functions of the owner/administrator except they cannot add, edit or delete user roles or change the facility information. The attendance log staff can key only attendance and have no other access.

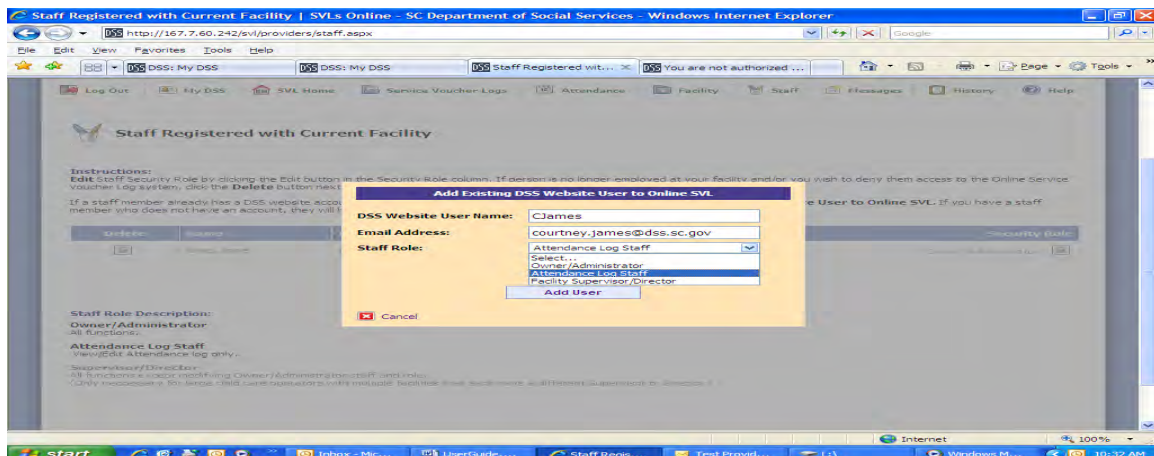
How to Add a User from the On-Line System

Only the owner/administrator may add, edit or delete a user of the On-line SVL. In order to add a user, select the "Staff" tab and click "Add existing DSS Website User to the On-Line SVL".

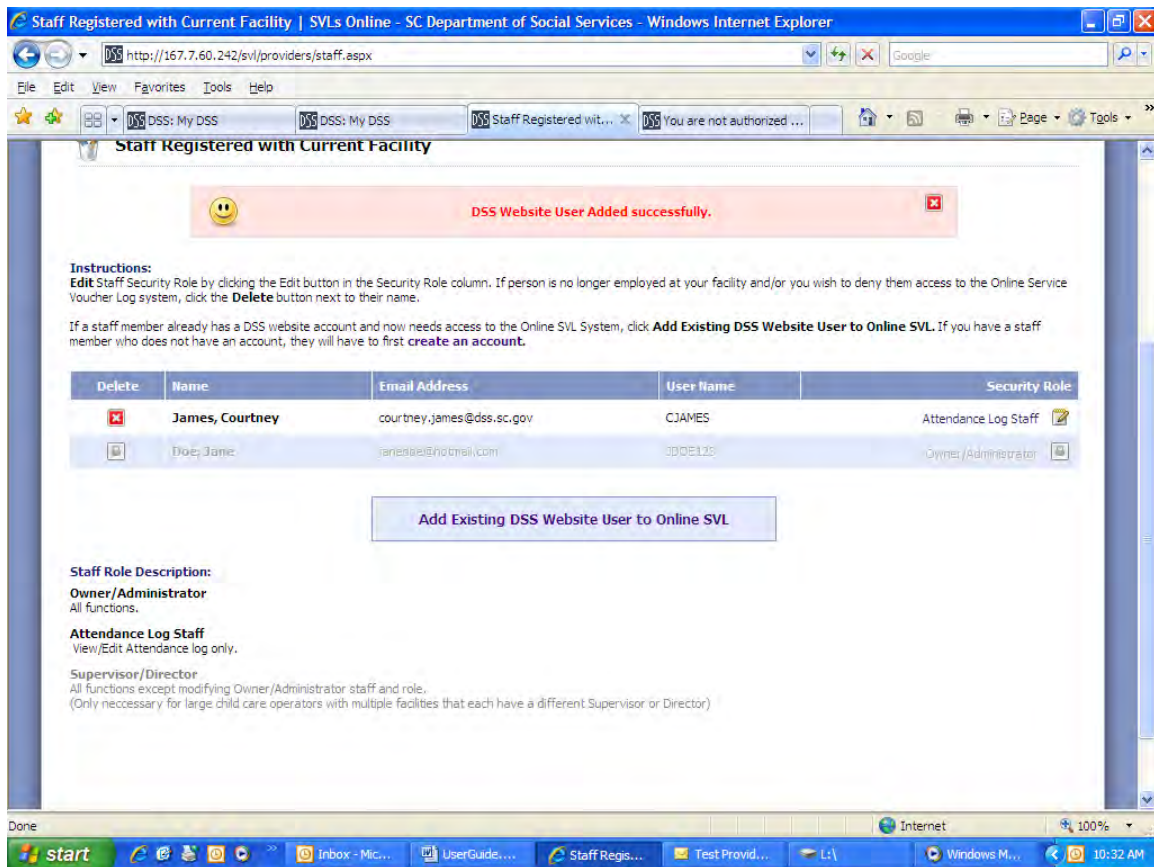
REMINDER: Before you can add the user to the On-line SVL system, the user must have first created a DSS User Account. (See Creating a DSS User Account)



The system will prompt you to enter the DSS User Name for the staff you are adding, along with the email address that they registered. You will then be prompted to select a user role.



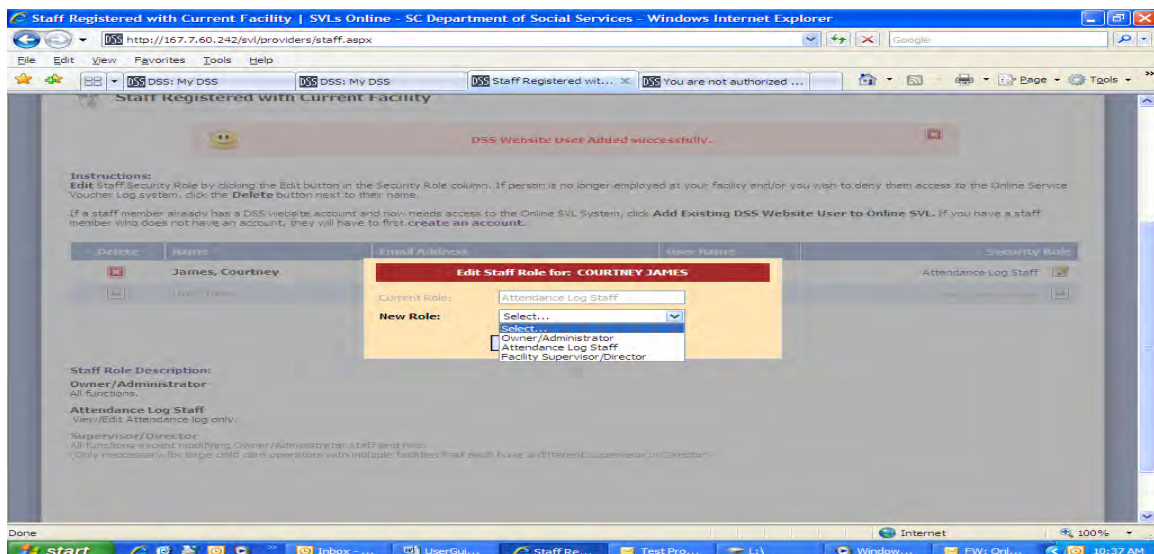
Once the user role has been selected, select "Add User".



You will then be able to see that the user has been added, the email and user name and the security role assigned. The new role is effective immediately and email confirmation will be sent to the owner/administrator and the staff to confirm the new role.

How to Edit a User from the On-Line System

Once you have added a user to your On-line SVL, you may change their role at anytime. To edit a role, select the "Staff" tab and click the icon at the end of the security role of the staff you wish to edit.



Select the new security role you want for the staff and select ok. The new role is effective immediately and email confirmation will be sent to the owner/administrator and the staff to confirm the new role.

How to Delete a User from the On-Line System

To delete a role, select the "Staff" tab and click the delete icon for the staff you wish to delete. You will get a pop up box to confirm you want to delete that user. Select yes if you want to delete them or no if you do not. The deletion is effective immediately and email confirmation will be sent to the owner/administrator and the staff to confirm the deletion.

The screenshot shows a web browser window titled "Staff Registered with Current Facility | SVLs Online - SC Department of Social Services - Windows Internet Explorer". The address bar shows the URL "http://167.7.60.242/svl/providers/staff.aspx". The browser tabs include "DSS: My DSS", "DSS: My DSS", "Staff Registered with...", and "You are not authorized...".

The main content area displays the "Online Service Voucher Log System" interface. At the top right, there are navigation links for "PARENTS", "PROVIDERS", and "PARTNERS". Below these, the user is identified as "TEST PROVIDER" with the username "J0DE125 (Director/Administrator)". A navigation menu includes "Log Out", "My DSS", "SVL Home", "Service Voucher Logs", "Attendance", "Facility", "Staff", "Messages", "History", and "Help".

The main heading is "Staff Registered with Current Facility". A central yellow dialog box with a warning icon asks: "Are you sure you want to remove this Staff Account? COURTNEY JAMES will no longer be able to access TEST PROVIDER in the Online SVL System." Below the dialog are "Yes" and "No" buttons.

Below the dialog, there are instructions: "Instructions: Edit Staff Security Role by clicking the Edit button. Voucher Log system, click the Delete button next to the staff member you wish to deny them access to the Online Service Voucher Log system." Below this, a note states: "If a staff member already has a DSS website account and now needs access to the Online SVL System, click 'Add Existing DSS Website User to Online SVL'. If you have a staff member who does not have an account, they will have to first create an account."

A table lists staff members with columns for "Delete", "Name", "Email Address", "User Name", and "Security Role". The first row shows "James, Courtney" with email "courtney.james@dss.sc.gov" and user name "CJAMES". The second row is partially obscured.

At the bottom of the table area, there is a button labeled "Add Existing DSS Website User to Online SVL".

The Windows taskbar at the bottom shows the start button, several application icons, and the system tray with the time "10:41 AM".

Keying Attendance and Absences

To enter attendance and/or absences you must enter the attendance section of the SVL. You may access the attendance portion of the SVL by clicking the SVL on the SVL Home page, through the Service Voucher Log tab, or through the Attendance tab. Once the SVL has been selected, you should click "Launch Attendance Tracker".

Service Voucher Logs | SVLs Online - SC Department of Social Services - Windows Internet Explorer

Reason: jljajajkajkjlklj

Service Voucher Log Date: August 30, 2010 Print Copy of SVL

Service Voucher Log: August 30, 2010 (Returned)

TEST PROVIDER (123456789-00)
Service Voucher Log #: 20100830123456789-00

Estimated Payment Amount
\$58.00
(Actual Payment Amount may differ)

Service Voucher Log status: RETURNED as of 10/21/2010. Please make the necessary corrections and resubmit the SVL.

Records WITH Absences Records: 3

Client Name	Client ID	Child Name	Child #	Absences	Drop/Transfer	Payment Period	Pay Amount
T. CLIENT	***9999	ANDREW CLIENT	01	3 days	On: 8/25/2010 Pay Until: 8/26/2010	08/23/2010 - 08/29/2010	\$13.00
T. CLIENT	***9999	ANDREW CLIENT	01	5 days	On: 8/25/2010 Pay Until: 8/26/2010	08/30/2010 - 09/05/2010	\$13.00
T. CLIENT	***9999	MATTHEW CLIENT	02	3 days		08/23/2010 - 08/29/2010	\$8.00

[Launch Attendance Tracker](#)

This will take you to the first child on the SVL for whom you need to enter attendance. You will enter attendance by child by day. You will enter the total number of hours a child attended each day. This is not a to and from time.

Attendance Log | SVLs Online - SC Department of Social Services - Windows Internet Explorer

JOSHUA CLIENT
Child of T. CLIENT (***9999)

Instructions:
Enter the number of hours each child was present each day in the Hours Attended field. If a child was absent, put 0 hours attended, and select a Reason for Absence from the drop down list. If a child has transferred, will transfer, or has dropped or will drop, you MUST enter the actual drop/transfer date in the Drop/Transfer field, select a reason from the Drop/Transfer Reason drop down list and will be required to enter a pay until date. The pay until date is the last date you expect payment for the child; note: if the child no longer attends you MUST enter the date the child no longer attends in the Drop/Transfer field and will be required to enter a pay until date. All days past the drop/transfer date entered will be disabled and automatically coded with the Drop/Transfer Reason. When you are finished, click the Save Attendance button.

Drop/Transfer Date: (Ex: 10/25/2002) Drop/Transfer Reason: n/a

Pay Until Date: (Ex: 10/25/2002)

Date	Hours Attended / Reason for Absence
Monday - August 23, 2010	8 <input type="text"/> n/a <input type="text"/>
Tuesday - August 24, 2010	8 <input type="text"/> n/a <input type="text"/>
Wednesday - August 25, 2010	8 <input type="text"/> n/a <input type="text"/>
Thursday - August 26, 2010	8 <input type="text"/> n/a <input type="text"/>
Friday - August 27, 2010	8 <input type="text"/> n/a <input type="text"/>
Saturday - August 28, 2010	<input type="text"/> n/a <input type="text"/>
Sunday - August 29, 2010	<input type="text"/> n/a <input type="text"/>

If the child did not attend, a zero must be entered and the system will prompt you to select an absence code.

The screenshot shows a web browser window titled "Attendance Log | SVLs Online - SC Department of Social Services - Windows Internet Explorer". The address bar shows the URL "http://167.7.60.242/svl/providers/attendanceByChild.aspx". The browser tabs include "DSS: My DSS", "DSS: My DSS", "Attendance Log | S...", and "You are not authorized...". The main content area displays the name "MATTHEW CLIENT" and "Child of T. CLIENT (**#9999)". Below this, there are instructions for entering attendance data. A form includes fields for "Drop/Transfer Date" (with an example "10/25/2002"), "Drop/Transfer Reason" (set to "n/a"), and "Pay Until Date" (with an example "10/25/2002"). A table with columns "Date" and "Hours Attended / Reason for Absence" is shown. The table rows are for dates from Monday, August 23, 2010, to Sunday, August 29, 2010. The "Hours Attended" values are 0, 5, 0, 0, 8, and empty for the weekend. A dropdown menu for "Reason for Absence" is open, showing options: "n/a", "Sickness", "Vacation", "Serious Illness/Injury/Hospital Stay", "Court-Ordered Visitation", "Funeral Leave", "Facility Closed", and "Not A Service Day". The Windows taskbar at the bottom shows the start button, several open applications, and the system clock at 11:12 AM on 11/01/10.

Instructions:
Enter the number of hours each child was present each day in the Hours Attended field. If a child was absent, put 0 hours attended, and select a Reason for Absence from the drop down list. If a child has transferred, will transfer, or has dropped or will drop, you MUST enter the actual drop/transfer date in the Drop/Transfer field, select a reason from the Drop/Transfer Reason drop down list and will be required to enter a pay until date. The pay until date is the last date you expect payment for the child. Note: If the child no longer attends you MUST enter the date the child no longer attends in the Drop/Transfer field and will be required to enter a pay until date. All days past the drop/transfer date entered will be disabled and automatically coded with the Drop/Transfer Reason. When you are finished, click the Save Attendance button.

Drop/Transfer Date: (Ex. 10/25/2002) Drop/Transfer Reason: n/a
Pay Until Date: (Ex. 10/25/2002)

Date	Hours Attended / Reason for Absence
Monday - August 23, 2010	0 Sickness
Tuesday - August 24, 2010	5 n/a
Wednesday - August 25, 2010	0 Sickness
Thursday - August 26, 2010	0 Vacation
Friday - August 27, 2010	8 Serious Illness/Injury/Hospital Stay
Saturday - August 28, 2010	n/a Court-Ordered Visitation
Sunday - August 29, 2010	n/a Funeral Leave

Attendance cannot be entered for future dates. Therefore, you will be able to enter attendance only through the current date. Also, when entering attendance, **you must save each page of attendance for each child.** Failure to save will require you to re-enter the attendance.

What to do if a Child Drops or Transfers from your Facility

If a child drops or transfers from your facility, you should enter the actual drop or transfer date in the box labeled drop/transfer. The drop/transfer date is the last date the child attended or will attend your facility. The system will also require you to enter a pay until date. This date is the date through which you want to be paid by ABC. The date cannot exceed 2 weeks from the drop date and may change based on the circumstances of each individual family. If a drop/transfer date and pay until date are entered, the system will require you to enter a drop/transfer reason. Once a date and reason are selected, all dates past the drop/transfer date will be grayed out so you will not be required to record attendance.

The screenshot shows a web browser window titled "Attendance Log | SVLs Online - SC Department of Social Services - Windows Internet Explorer". The address bar shows the URL "http://167.7.60.242/svl/providers/attendanceByChild.aspx". The browser tabs include "DSS: My DSS", "DSS: My DSS", "Attendance Log | S...", and "You are not authorized...".

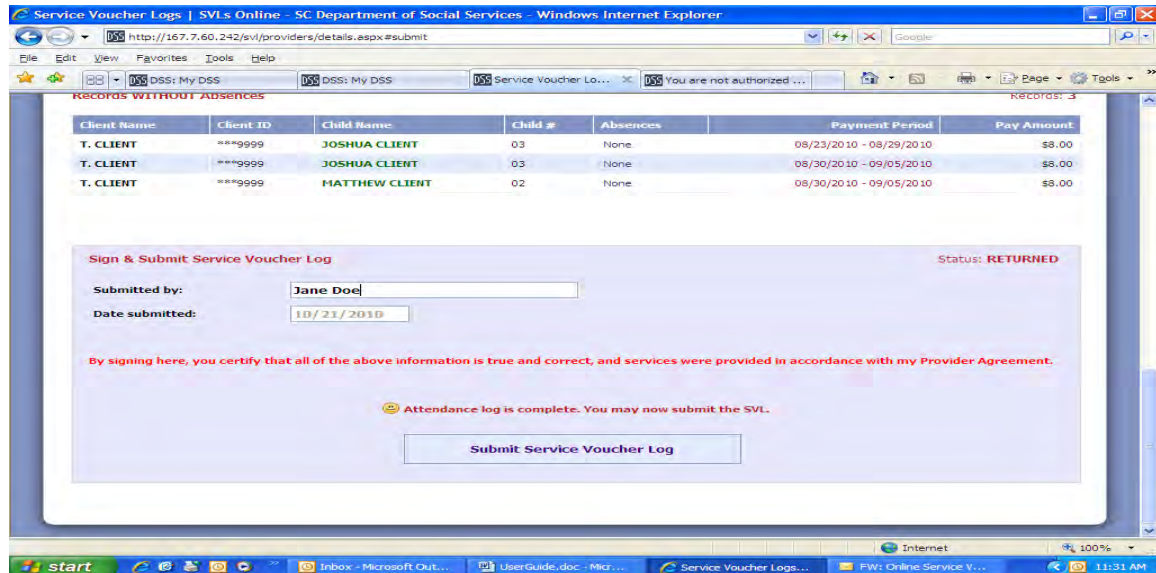
The main content area displays the name "ANDREW CLIENT" and "Child of T. CLIENT (***9999)". Below this, there are instructions for recording attendance. The form includes fields for "Drop/Transfer Date" (08/25/2010) and "Pay Until Date" (08/26/2010). A "Drop/Transfer Reason" dropdown menu is open, showing options: "Moved Out of State/County", "n/a", "Never Started", "Moved Out of State/County", "Deceased", and "No Longer Attends This Facility".

Date	Hours Attended	Reason for Absence
Monday - August 23, 2010	8	n/a
Tuesday - August 24, 2010	8	n/a
Wednesday - August 25, 2010	0	Sickness
Thursday - August 26, 2010	0	Moved Out of State/County
Friday - August 27, 2010	0	Moved Out of State/County
Saturday - August 28, 2010		n/a
Sunday - August 29, 2010		n/a

The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time "11:18 AM".

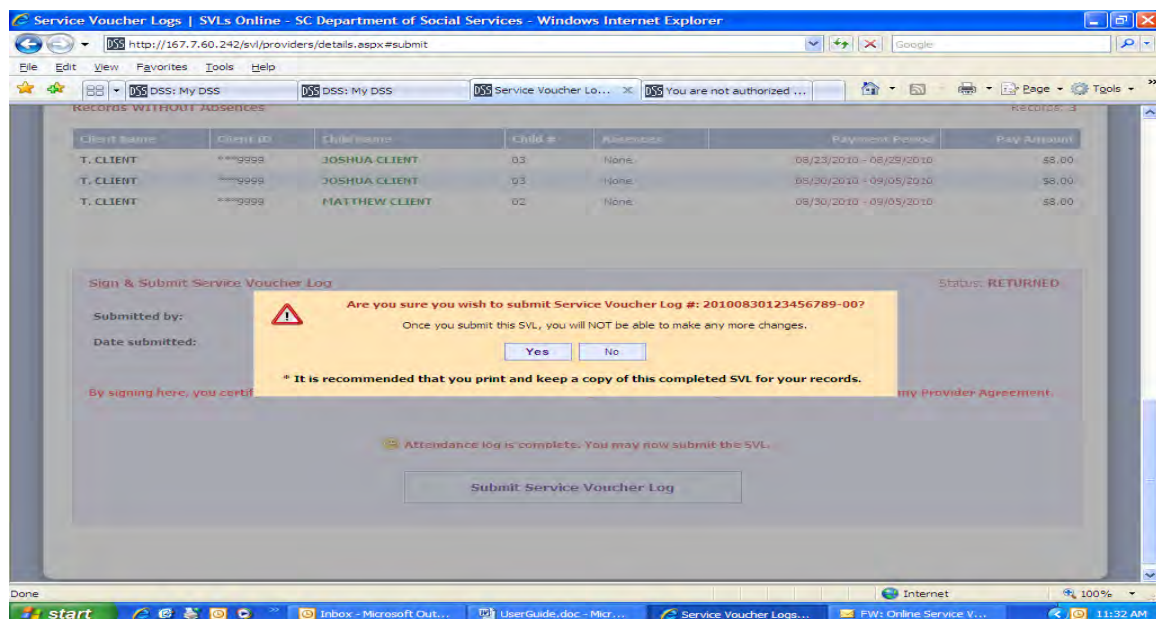
Submission of your SVL for Payment

There is an edit in the system to prevent submission of your SVL prior to the ending date of the SVL. Once you have entered all attendance on your SVL and the SVL is complete, you will be able to submit your SVL. There will be a message and link at the top and bottom of your SVL indicating that the SVL is complete and that you may submit the SVL. By clicking that link, you will be directed to the SVL signature page. Type your name in the Submitted By box and click Submit Servicer Voucher Log.



You will get a pop-up message confirming that you are about to submit your SVL. If you want to submit your SVL, select yes. If you do not want to submit your SVL at that time, select no.

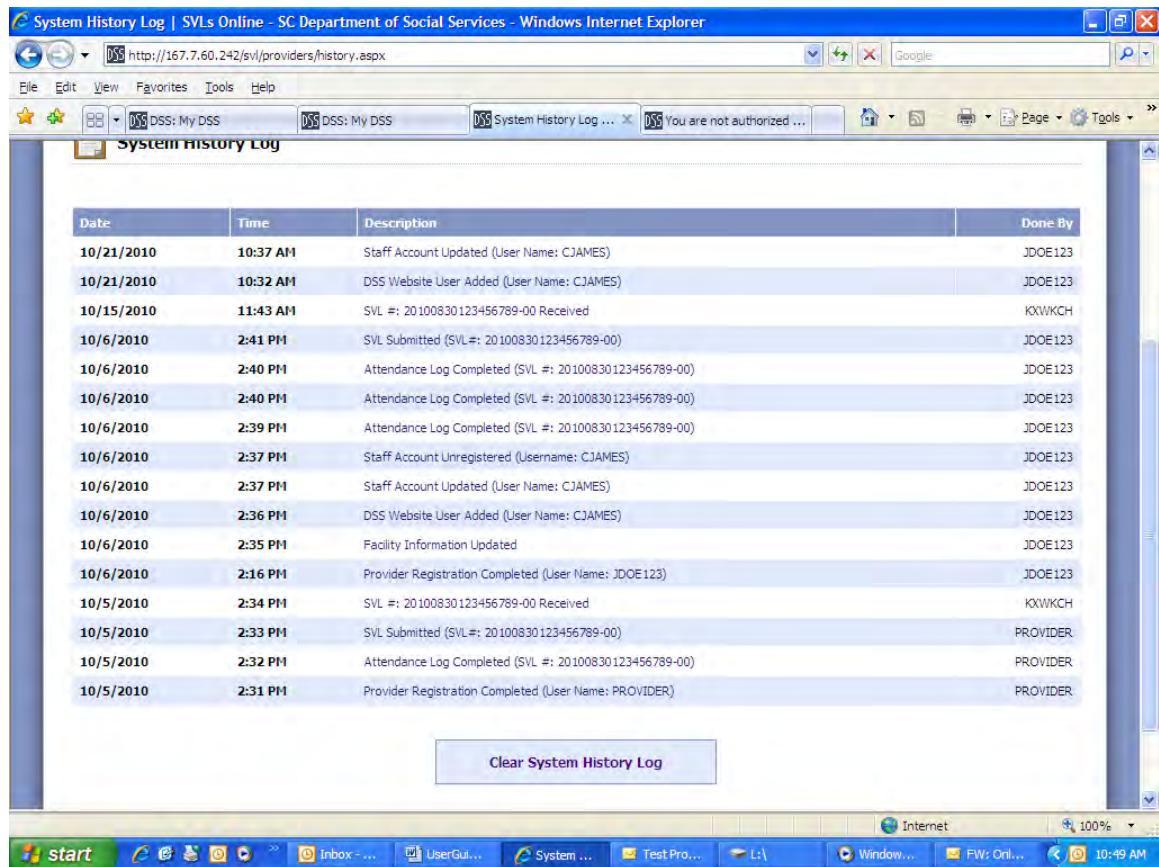
Note: Once your SVL is submitted, you will no longer be able to make changes.



After you have submitted your SVL, you may enter the On-line SVL system at any point to check the status of your SVL. To see the status of your SVL, click on the History Log.

History Log

The On-Line SVL system will track all actions performed on your SVL, the date and time of the action, and the user performing the action. To access the system history log, select the "History" tab.



Keeping a Copy of Your SVL

You are required to print and retain a copy of your submitted SVL for a period of three years or longer if in an audit. Although you may print a copy of your SVL at any point, you must keep a copy of the submitted version of the SVL in order to comply with ABC Child Care Policies and Procedures.

Messages and Announcements

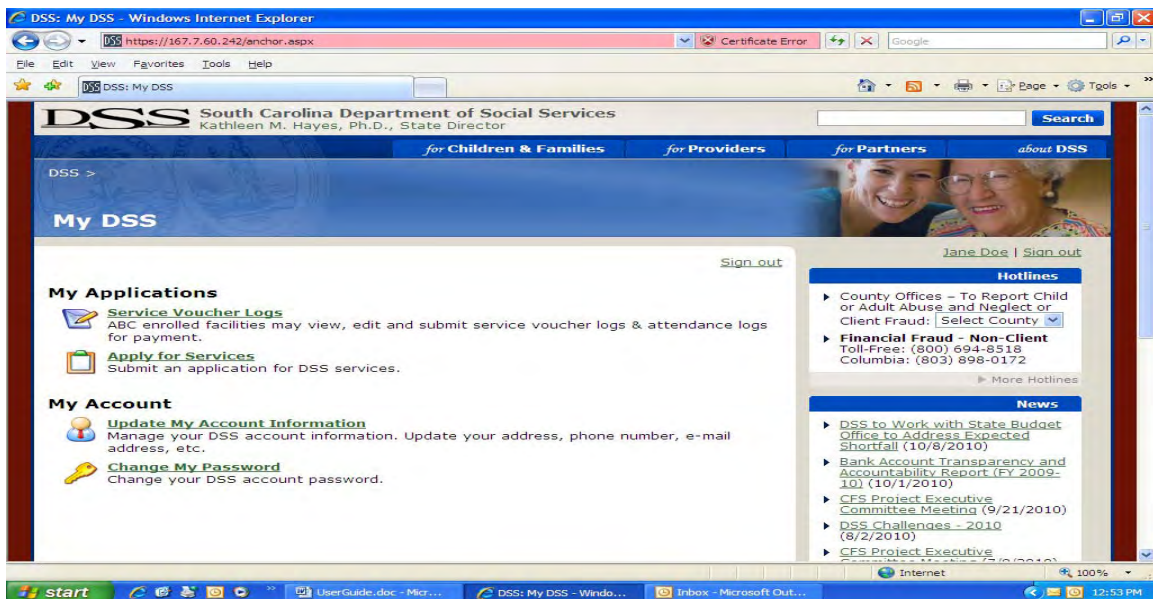
You will be able to view any private or public messages sent to you by the ABC Child Care Program. Private messages will be able to be viewed only by you. Public messages are messages sent to all On-line SVL providers.

Email Notifications

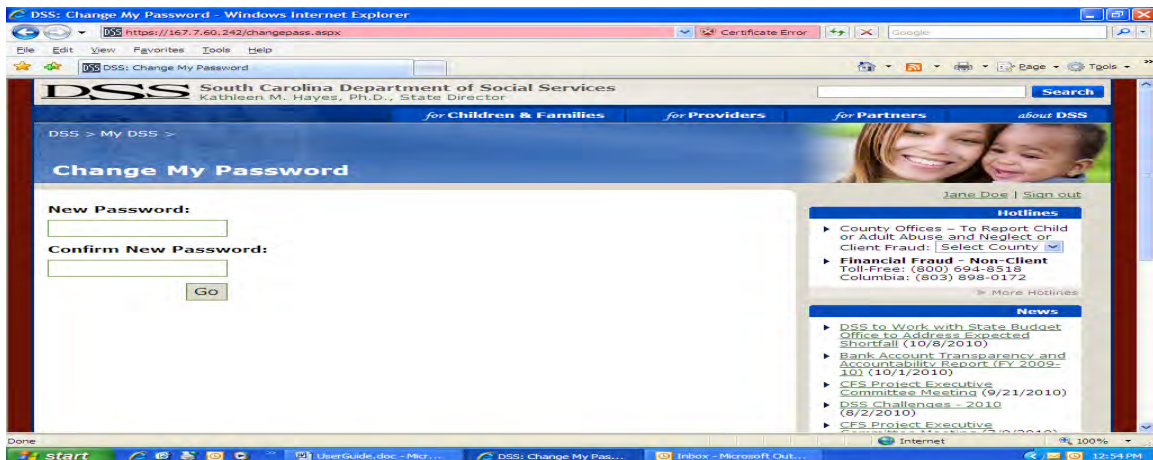
You will receive email confirmation when you register your facility, add, edit, or delete user roles, when DSS receives your submitted SVL, and when your new SVL is available.

Changing Your DSS Account User Password

To change your DSS Account User password, log into the On-line SVL and go to My DSS and click "Change My Password".

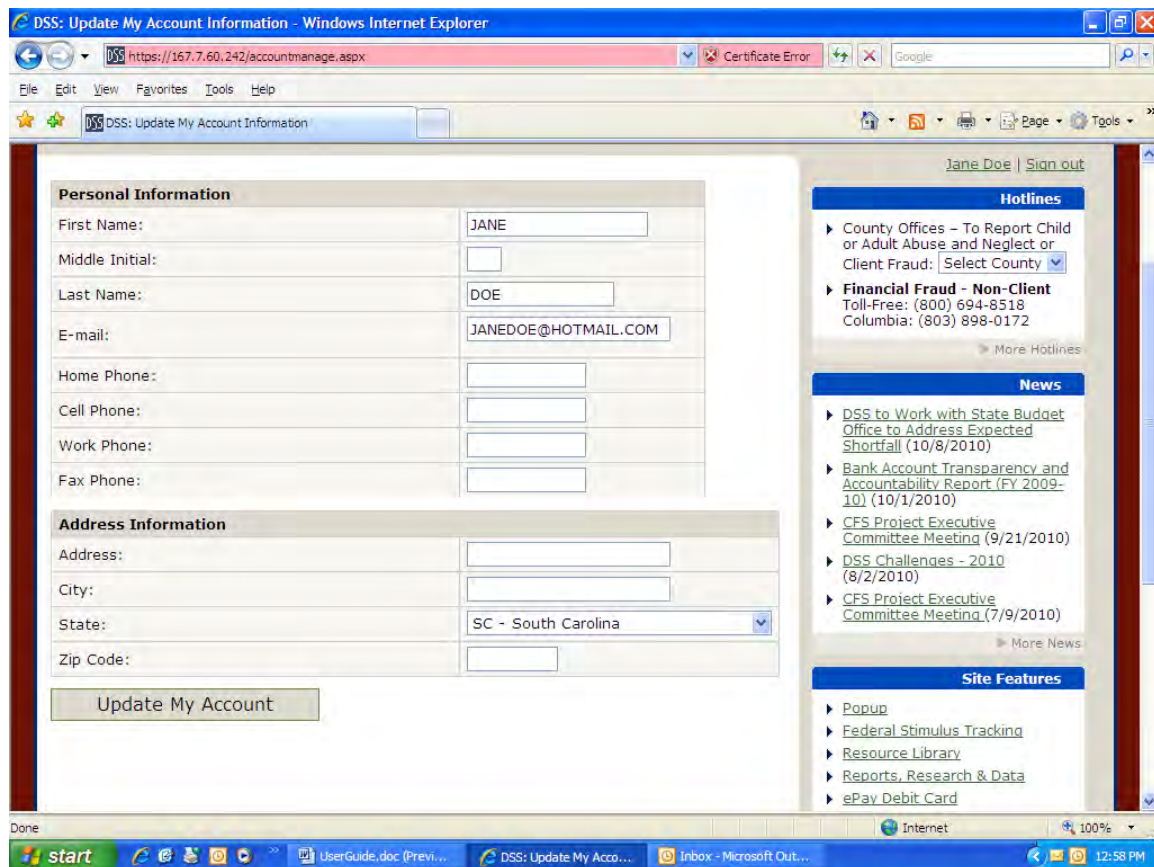


The system will prompt you to enter a new password and confirm the new password. The change is effective immediately.



Updating Account Information

At any point, you may update your account information by going to My DSS and selecting Update My Account Information.



The screenshot shows a web browser window titled "DSS: Update My Account Information - Windows Internet Explorer". The address bar shows the URL "https://167.7.60.242/accountmanage.aspx". The page content is divided into several sections:

- Personal Information:** Fields for First Name (JANE), Middle Initial (empty), Last Name (DOE), E-mail (JANEDOE@HOTMAIL.COM), Home Phone, Cell Phone, Work Phone, and Fax Phone.
- Address Information:** Fields for Address, City, State (SC - South Carolina), and Zip Code.
- Update My Account:** A button at the bottom of the form.
- Hotlines:** A section with links for "County Offices - To Report Child or Adult Abuse and Neglect or Client Fraud" and "Financial Fraud - Non-Client".
- News:** A section with several news items, including "DSS to Work with State Budget Office to Address Expected Shortfall (10/8/2010)", "Bank Account Transparency and Accountability Report (FY 2009-10) (10/1/2010)", "CFS Project Executive Committee Meeting (9/21/2010)", "DSS Challenges - 2010 (8/2/2010)", and "CFS Project Executive Committee Meeting (7/9/2010)".
- Site Features:** A section with links for "Popup", "Federal Stimulus Tracking", "Resource Library", "Reports, Research & Data", and "ePay Debit Card".

The browser's taskbar at the bottom shows the Windows Start button, several open applications (UserGuide.doc, DSS: Update My Account, Inbox - Microsoft Outlook), and the system clock showing 12:58 PM on 11/01/10.

When you have made the changes, select Update My Account and the changes will be saved.

For general information on The ABC Child Care Program and access to On-line SVL Training materials please visit the child care website at childcare.sc.gov. There will also be training material and a help and frequently asked questions section in the On-line SVL system.

If you have questions about any information in this user guide, need assistance with working your On-line SVL, or have other ABC Child Care policy and procedure questions, please call the ABC Child Care Program at 1-800-262-4416 for assistance.