

KinderBridge User Guide

CuePilot integration with KinderConnect

October 2026

1. What KinderBridge does

CuePilot sends the school's attendance records to KinderConnect so subsidy claims are filed.

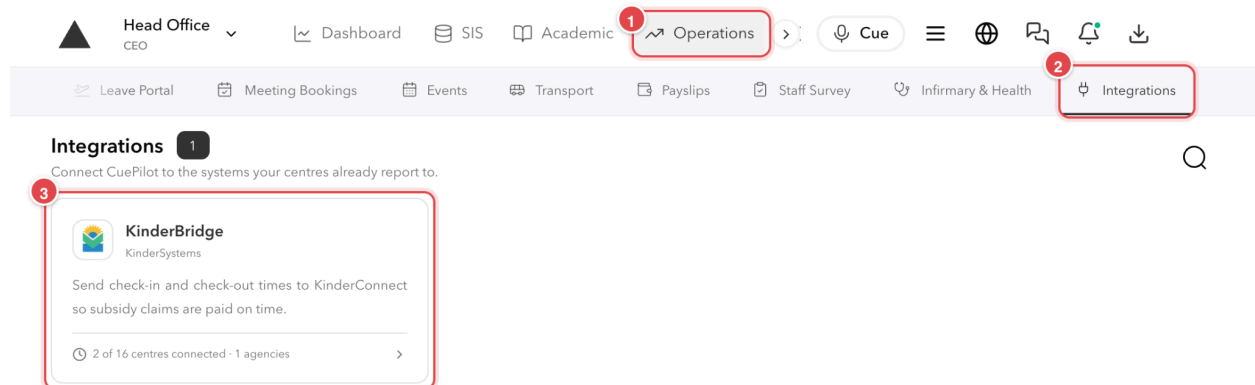
- **Imports** the children the state has authorised and matches them to CuePilot students.
- **Submits** check-in and check-out times, absences, holidays and closures for the 30 days ending yesterday, once per funding agency.
- **Reports** every submission with row-level results and KinderConnect's reason for any rejection.

You need the KinderSystems **group code** and the **KinderConnect management** permission in CuePilot.

2. Connect KinderBridge

Done once by a Head Office administrator.

1. **Open KinderBridge.** Go to **Operations > Integrations** and click the **KinderBridge** card.



2. **Enter the group code** and click **Continue**. CuePilot reads your providers and funding agencies from KinderSystems.

Integrations

Set up KinderBridge
Not connected
Head Office · Sample Organisation

One group code brings in every centre and agency KinderSystems has for your organisation.

1

1
Provider group
Enter your group code

2
Link centres
Match providers to CuePilot centres

3
Link agencies
Match to subsidy agencies

Your provider group code

KinderSystems issues one code per organisation. It brings in the list of your providers and the agencies funding them – nothing is sent or changed.

2
Group code * ⓘ

wvB2UHBx

3
Continue

3. Link each provider to a centre. Centres matched by name are marked **auto**. If a provider's password shows **Manual**, enter the password the state issued.

Integrations

Set up KinderBridge
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One group code brings in every centre and agency KinderSystems has for your organisation.

✓
Provider group
Enter your group code

2
Link centres
Match providers to CuePilot centres

3
Link agencies
Match to subsidy agencies

Link each KinderConnect provider to a CuePilot centre

We matched on name. Confirm the suggestions and pick a centre for anything we could not place. A provider you leave unlinked is simply skipped.

• Providers from KinderConnect 3 of 4 linked

KinderConnect provider	ID	Password	CuePilot centre	
Domlur Early Learning Center 1450 Harbor Dr, San Diego CA 92101	1042	✓ Supplied	Domlur	From group code
Akshay Nagar Kids Academy 88 Palm Ave, Chula Vista CA 91910	1043	✓ Supplied	Akshay Nagar	From group code
Educators Preschool 2201 Market St, San Diego CA 92102	1044	Manual	Educators	Provider password
Sunrise CDC - Main St 500 Main St, El Cajon CA 92020	1045	✓ Supplied	Not linked	From group code

Sunrise CDC - Main St (1045) did not match automatically – KinderConnect abbreviates the name. Pick the centre from the dropdown.

KinderSystems did not supply a password for Educators Preschool – enter the provider password the state issued, or unlink the provider for now.

Back

5
Continue with 3 centres

4. Link agencies (optional) and finish. You can link each KinderConnect agency to a CuePilot subsidy agency now or later from **Settings**. Click **Finish setup**. CuePilot imports children for the centres you linked in step 3.

Set up KinderBridge

Not connected

Head Office - Sample Organisation

One group code brings in every centre and agency KinderSystems has for your organisation.

- ✓ **Provider group**
Enter your group code
- ✓ **Link centres**
Match providers to CuePilot centres
- ③ **Link agencies**
Match to subsidy agencies

Link each agency to a CuePilot subsidy agency

KinderConnect only gives us an agency ID and a name. Link it to the matching subsidy agency in Fees > Subsidies so attendance is filed against the right contract. You can finish without linking and do it later from Settings.

• Agencies funding your providers: 0 of 2 linked

Agency ID	Agency name (KinderConnect)	CuePilot subsidy agency
28145	Metro County CCAP	1 Choose a subsidy agency
38218	State Early Learning Division	Choose a subsidy agency

① Linking an agency does not authorise any child. A student's subsidy authorisation is created from their contract in Fees > Subsidies. This link only tells us which CuePilot agency a KinderConnect agency corresponds to.

Back

2 ✓ Finish setup

3. Match children

Only students linked to a KinderConnect ChildID are submitted.

Import. An import reads the children the state has authorised and links each **exact match on first name, middle initial, last name and date of birth**. Start an import from any of these:

- **Centres** tab: the **Import children** icon in the centre's **Actions** column.
- **Children** tab: **Refresh from KinderConnect**.
- **Unmatched** tab: **Re-check KinderConnect**.

Import complete

61 children found at Palm Avenue Center

58 matched to students 3 not in CuePilot

Metro County CCAP – 46 children, 43 linked State Early Learning Division – 15 children, 15 linked

1

Found

61

Across 2 agencies

Matched

58

Exact name + date of birth

Not in CuePilot

3

Attach from Unmatched

2

Close

Review 3 unmatched

Check links. The **Children** tab shows each student's link status:

Change KinderConnect link

Pick which KinderConnect child Sophia Nguyen is. Only children at Market Street Center that no student holds are listed.

⚠ Several children matched. More than one KinderConnect child in the agency matched this student; the first was kept. Confirm it, or unlink and link the right child.

1

Suggested matches ⓘ

Sophia L Nguyen · Jul 21, 2022 · KC-418852

Middle initial differs

Sofia Nguyen · Jul 21, 2022 · KC-418877

Last name and date of birth match

KinderConnect child * ⓘ

Sophia Nguyen · Jul 21, 2022 · KC-418852

2

CuePilot student

First nameSophia

Last nameNguyen

Date of birthJul 21, 2022

Current ChildIDKC-418852

→

KinderConnect child

First nameSophia

Last nameNguyen

Date of birthJul 21, 2022

ChildIDKC-418852

AgencyMetro County CCAP (20145)

ⓘ Linking stores the ChildID against the student. It does **not** create a subsidy authorisation – that comes from the student's contract in Fees > Subsidies.

3

Cancel

✓ Confirm link

KinderConnect children with no matching student are listed on the **Unmatched** tab, where you can **Attach a student**.

4. Record attendance in CuePilot

KinderBridge sends the attendance already recorded in CuePilot. Record each case like this:

Case	How to record it
Check-in and check-out by different people	Each person scans in the parent app or enters their kiosk PIN. Both people are sent with the visit.
Absence	Staff: mark the child Absent in class attendance, and add a note if needed. Parent: request an excusal with a reason in the parent app; the reason is sent as the note.
More than one visit in a day	Parent: after checking out, scan again and tap Check in again . Staff: add another visit in the child's time cell on Daily Attendance. Each visit is sent separately.
Holiday or closure	Mark it in CuePilot as usual. It is sent only when all of the child's classes are closed that day.

More than one visit in a day. On **Attendance > Daily Attendance**, each visit shows as its own check-in and check-out line. Click **Add visit** to record another one.

Rose Buds A

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Tue Oct 13, 2026

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Excusals

▼

Daily Attendance

	Entry	Dispersal	Notes
☐ All Students 5 ≡ 👤 👤*	1 🕒 08:10 AM 🕒 01:15 PM	🕒 12:00 PM 🕒 05:30 PM + Add visit	Select a reason ▼
☐ AM Ava Martinez Present ✎			
☐ LJ Liam Johnson Present ✎	🕒 08:25 AM	🕒 04:45 PM + Add visit	Select a reason ▼
☐ NW Noah Williams Present ✎	🕒 08:40 AM 🕒 02:00 PM	🕒 12:30 PM 🕒 05:15 PM + Add visit	Select a reason ▼
☐ OB Olivia Brown Absent ✎	🕒 --:--	🕒 --:--	Select a reason ▼
☐ SN Sophia Nguyen Present ✎	🕒 09:05 AM	🕒 05:00 PM + Add visit	Select a reason ▼

Enter the **Check-in** and **Check-out** times and click **Save**.

Add a visit ×

Liam Johnson. Attendance and fees are not affected.

1

Check-in Check-out

⌚ --:-- -- ⌚ --:-- --

Cancel Save

2

5. Submit attendance

1. Start the submission:
 - **Head Office:** on the **Centres** tab, click the **Submit attendance** icon in the centre's **Actions** column.
 - **Centre view:** click **Submit attendance** at the top right.
2. Click **Build preview**. The preview covers the 30 days ending yesterday. Rows KinderConnect would reject, such as days the child is not authorised for, are listed under **Rows we are holding back** and are not sent.
3. To send only some children or days, tick their rows.
4. Click **Send n rows** (or **Send n selected**).

Preview – Sep 12 - Oct 11, 2026

×

Nothing has been sent yet. Review, then send.

1

Going in this call

238

Attendance rows

Children

14

Linked to a KinderConnect ID

Held back

4

Would be rejected as they are

• What this run sends 1 upload

Period	Agency
Sep 12 - Oct 11, 2026	1 Metro County CCAP
Children	Rows
14 linked · every one has a KinderConnect ID	238 attendance rows
If a row fails	Already submitted days
The good rows still land	Come back as -19 and are not failures

2

• Rows we are holding back 4 skipped

3

Not authorised on that day

The child's KinderConnect schedule does not cover this date – KinderConnect would reject the row with -21. Ask the agency to confirm the authorisation.

1

Checked in but never checked out

Fix the dispersal time in Attendance and send again.

Not sent	Ethan Garcia	Not authorised on that day	Sep 19, Sep 26, Oct 03
Not sent	Mia Thompson	Checked in but never checked out	Oct 08

Children with no KinderConnect ID never reach this stage – the run only reads attendance for linked children. See the unmatched

3

Back

Send 238 rows

Every row shows the child's **ChildID**, the attendance type and who signed the child in and out.

Rows to send 238 rows

1	Child	ChildID	Date	2	Type	Time in	3	Signed in by	Time out	Signed out by
☒	Ava Martinez	KC-418833	Oct 05, 26		TimelnOut	08:05 AM		Dana Whitfi... PU	04:02 PM	Parent of Ava
☒	Liam Johnson	KC-418840	Oct 05, 26		TimelnOut	08:12 AM		Parent of Liam S	04:13 PM	Parent of Liar
☒	Noah Williams	KC-520117	Oct 05, 26		TimelnOut	08:19 AM		Parent of Noah S	04:24 PM	Parent of Noa
☐	Olivia Brown	KC-418874	Oct 05, 26		TimelnOut	08:26 AM		Dana Whitfi... PU	04:35 PM	Parent of Oliv
☐	Ava Martinez	KC-418833	Oct 06, 26		TimelnOut	08:33 AM		Parent of Ava S	04:46 PM	Parent of Ava
☐	Liam Johnson	KC-418840	Oct 06, 26		Absent	-		-	-	-
☐	Noah Williams	KC-520117	Oct 06, 26		TimelnOut	08:47 AM		Dana Whitfi... PU	04:13 PM	Parent of Noa
☐	Olivia Brown	KC-418874	Oct 06, 26		TimelnOut	08:54 AM		Parent of Olivia S	04:24 PM	Parent of Oliv
☐	Ava Martinez	KC-418833	Oct 07, 26		TimelnOut	08:11 AM		Parent of Ava S	04:35 PM	Parent of Ava
☐	Liam Johnson	KC-418840	Oct 07, 26		TimelnOut	08:18 AM		Dana Whitfi... PU	04:46 PM	Parent of Liar
☐	Noah Williams	KC-520117	Oct 07, 26		TimelnOut	08:25 AM		Parent of Noah S	04:02 PM	Parent of Noa
☐	Olivia Brown	KC-418874	Oct 07, 26		TimelnOut	08:32 AM		Parent of Olivia S	04:13 PM	Parent of Oliv

Showing 12 of 238

Load more

Both people are recorded – who signed the child in and who signed them out. S sponsor · PU provider staff · PA provider admin.

Back Send 3 selected

Who is sent with each record:

Code	Who
S	Parent, guardian or authorised pickup. Also an absence the parent excused in the app.
PA	Staff in a role set as Provider Administrator (PA) (KinderBridge Settings > User types).
PU	All other staff (Provider User (PU)).

- A visit side with no guardian is sent with the staff member who recorded that time.
- An absence nobody marked is sent with the staff member who clicked Send.
- Holiday and Closure rows are sent without a person.

6. Check results

The **Submissions** tab lists each run, one row per centre and agency.

Status	Meaning
Success	Every row was accepted.
Partial	The run finished and one or more rows were rejected (this includes a run where every row was rejected).
Failed	The run could not finish, for example a credential or connection error.
Queued	The run is waiting or still running.

← Integrations

KinderBridge

Connected

Head Office - Sample Organisation

Attendance for subsidy billing - KinderSystems - 2 funding agencies

SettingsSubmit attendance

CentresChildrenUnmatchedSubmissionsSchedule

Period	Centre	Agency	Records	Sent	Failed	Submitted by	Submitted	Status	Actions
Sep 12 - Oct 11, 2026	Harbor View Center	Metro County CCAP	226	212	–	Scheduler Scheduled	Mon, Oct 12, 1:00 AM	Success	👁
	Palm Avenue Center	Metro County CCAP	168	156	6	Scheduler Scheduled	Mon, Oct 12, 1:00 AM	Partial	👁 ↺
		State Early Learning Division	87	84	–	Scheduler Scheduled	Mon, Oct 12, 1:00 AM	Success	👁
Sep 11 - Oct 10, 2026	Market Street Center	State Early Learning Division	151	151	–	Dana Whitfield Manual	Sun, Oct 11, 10:20 AM	Success	👁
Sep 05 - Oct 04, 2026	Harbor View Center	Metro County CCAP	219	205	–	Scheduler Scheduled	Mon, Oct 5, 1:00 AM	Success	👁
	Palm Avenue Center	Metro County CCAP	0	–	–	Scheduler Scheduled	Mon, Oct 5, 1:00 AM	Failed	👁 ↺

25 per pagePage 1 of 1

View detail shows every row with its ChildID. A rejected row shows KinderConnect’s reason, which names the ChildID, the date and the KinderConnect code (for example, *ChildID 361 for 2026-09-22 400-21 Child is not scheduled to attend*). Use **Failed** to show only rejected rows.

Sep 12 - Oct 11, 2026

Palm Avenue Center · Metro County CCAP (20145)



Submitted by Scheduler
Scheduled

Records
168
34 children

Sent
162
Recorded by the state

Failed
3
Need a decision

Already held
3
0.0s · Mon, Oct 12, 1:00 AM

Why rows failed

3 · -1 KinderConnect code -1

Rows 3 shown

ChildID	Date	Type	Time in	Signed in by					
KC-418861	Sep 19, 26	TimeInOut	08:20 AM	Parent of Ethan	S	04:10 PM	Parent of Ethan	S	-1 · ChildI...
KC-418861	Sep 26, 26	TimeInOut	08:20 AM	Parent of Ethan	S	04:10 PM	Parent of Ethan	S	-1 · ChildI...
KC-418899	Oct 03, 26	TimeInOut	08:20 AM	Parent of Mia	S	04:10 PM	Parent of Mia	S	-1 · ChildI...

Close
Send this agency again

Code in the reason	Meaning	Fix
-21 (for example 400-21)	Child not scheduled to attend	Ask the agency to confirm the authorisation.
-17	Invalid ChildID	Re-link the student to the correct child.
-19	Already submitted	No action. Shown as Already submitted , not as a failure.

Send this agency again appears on runs with rejected rows or failures. It resends the agency's whole 30-day window for that centre, not only the rejected rows. If a run for that centre is already queued, that run is used instead of starting a new one.

Clear a day. In **View detail**, tick the accepted days and click **Clear n days at KinderConnect**. The days are sent as **Unscheduled**, which removes them at KinderConnect. CuePilot's own records do not change, so the next full send puts the day back unless the attendance is also corrected in CuePilot.

● Rows 11 shown

AllFailed

Child	ChildID	Date	Type	Time in	Signed in by		Time out	Signed out by
Ethan Garcia	KC-418861	Sep 19, 26	TimeInOut	08:20 AM	Parent of Ethan	S	04:10 PM	Parent of Ethan
Ethan Garcia	KC-418861	Sep 26, 26	TimeInOut	08:20 AM	Parent of Ethan	S	04:10 PM	Parent of Ethan
Mia Thompson	KC-418899	Oct 03, 26	TimeInOut	08:20 AM	Parent of Mia	S	04:10 PM	Parent of Mia
☒ Ava Martinez	KC-418833	Oct 05, 26	TimeInOut	08:05 AM	Dana Whitfi...	PU	04:02 PM	Parent of Ava
☒ Liam Johnson	KC-418840	Oct 05, 26	TimeInOut	08:12 AM	Parent of Liam	S	04:13 PM	Parent of Liam
☐ Noah Williams	KC-520117	Oct 05, 26	TimeInOut	08:19 AM	Parent of Noah	S	04:24 PM	Parent of Noah
☐ Olivia Brown	KC-418874	Oct 05, 26	TimeInOut	08:26 AM	Dana Whitfi...	PU	04:35 PM	Parent of Olivia
☐ Ava Martinez	KC-418833	Oct 06, 26	TimeInOut	08:33 AM	Parent of Ava	S	04:46 PM	Parent of Ava
☐ Liam Johnson	KC-418840	Oct 06, 26	Absent	—	—	—	—	—
☐ Noah Williams	KC-520117	Oct 06, 26	TimeInOut	08:47 AM	Dana Whitfi...	PU	04:13 PM	Parent of Noah
☐ Olivia Brown	KC-418874	Oct 06, 26	TimeInOut	08:54 AM	Parent of Olivia	S	04:24 PM	Parent of Olivia

2

Clear 2 days at KinderConnect