Updated 2024

Frequently Asked Questions:

I did not receive my 2Factor code that said it was sent to my email after I entered my password and clicked log in?

The 2Factor code is a selection of random numbers that you will be sent immediately after you have entered your login information and clicked on login. On occasion, the email with the code may take a few minutes. If you don't receive it within 3-4 minutes, try first refreshing your email account.

OR

Your IT Department or Agency email policies may have some restrictions. Contact your IT Dept or Agency personnel to have the email address for ECE Reporter whitelisted.

OR

Check your spam or junk folders, if still don't see it try refreshing these folders after a few minutes.

If you still have not received a code and have been able to previously log in successfully, please request a Helpdesk Ticket with OEC. If this is your first time logging into ECE Reporter please note that in the Helpdesk Ticket request.

Why does the system log me off when I am in ECE Reporter?

Since the data within the ECE Reporter system is confidential, as a security measure we have created an automatic time-out feature that will occur after 25 minutes of no activity.

What does it mean when I get a message that says please confirm your roster?

Prior to the next monthly reporting period, a reminder email will be sent to remind you to confirm your roster. If there were any changes to your enrollment or funding, for example, you will want to update the roster before you click on confirm. If there were no changes to your roster you will still need to click on the *confirm* button.

I am a new user; how do I access the ECE Reporter System? https://ece-reporter.oec.ct.gov/

If you are a Provider, then you will need to ask the person (if it is not you) who oversees and is responsible for program oversight to send a helpdesk ticket requesting Provider-level access. If you are a SR liaison, Contractor, or Subcontractor you will also need to complete a helpdesk ticket and identify which role type you are asking for and the programs and/or organizations you are overseeing. For all requests, confirmation of the person and their role type will be done by OEC staff and if approved will be able to access the system. A confirmation email will be sent with instructions and the ECE Reporter link.

What happens if I have two roles, one as a Contractor and one as a SR liaison?

You will need to complete a helpdesk ticket identifying the programs and/or organizations associated with each role type. Once the helpdesk ticket is received, your request will be confirmed by OEC staff, and if approved a confirmation email will be sent with instructions and the ECE Reporter link.

I am getting a message to confirm my roster, why?

Near the end of every month, a reminder will be sent asking that you confirm your roster. This NEEDS to be done before submitting a monthly report. This ensures that the user has reviewed their roster for accuracy and made any necessary changes such as adding or inactivating a child who has left the program or even if no changes were needed. Once you click on *confirm roster* the system will allow you to create a new monthly report.

I accidentally deleted my monthly report, how can I fix this?

If this occurs, click on *create a monthly report* and make sure to use the dates/reporting period of the monthly report that was deleted. The information should populate automatically. You are also able to delete a monthly report when there are errors found, for example, with enrollment information when the total number of funding and/or space type and the number of children enrolled do not match.

I can't add a new child's address, it prefills the wrong one, why?

When you are manually adding a child to your roster, the address page has been designed to ensure validity by matching with the United States Postal Service. As you begin to enter information such as a zip code or town/city, the system will identify the appropriate information. As you enter the street address, the system will find and validate the correct information. When you see that information pop up you can then click on the pop up and it will automatically enter the information for you. However, if you are entering the information and the system does not provide a pop up, then that means the address could not be confirmed with the USPS and thus you will need to then click on the top tab for manual entry. Using the manual entry tab will not provide any pop up or autofill the information for you. This feature may be necessary, especially for apartment or floor numbers that are included in the address location.

How do I transfer a child from one program site to another in the system?

You will need to go into the program site where the child was initially enrolled. In the roster you will then search for the child using the filter by name or date of birth. Once you find the identified child you will click on funding/space type and that is where you will see the option in the last column to add an end date. This is where you would put the date the child left that program site. You will then go back to the organization page, click on the program site that the child is now attending, add child to roster.