

ECE REPORTER

Frequently Asked Questions:

Updated 7/2025

I need to give a new staff access to ECE Reporter, what do I do? As the Owner/Director/Administrator who oversees the program you are able to submit a helpdesk ticket requesting access for a new staff by going to [OEC Helpdesk](#) and requesting access. This information will be verified by OEC staff prior to approval. There is a limit of 3 users per program site. If you are requesting additional approved users, add this to the information in the ticket. If you are replacing a new staff with a current user, please provide the name of the user you would like to have removed.

I am a new user, how do I access the ECE Reporter System? If your Administrator has requested for you to have access via the helpdesk ticket and approval was given, you can go to <https://ece-reporter.oec.ct.gov/> put in the email that was provided in the helpdesk ticket and then click on forgot password. An email will be sent for you to reset/create a password. If you do not receive an email within 15mins, please check your spam or junk emails.

I have 18 new child records I need to add into ECE Reporter, do I have to enter each one manually? If you are adding more than 15 child records, you can use the import roster template available in ECE Reporter (located under resources on the welcome page and also on the roster main page). This template will have a drop down of which site you are wanting to add children too. You will need to complete all mandatory fields (indicated in darker blue) for each child. Once you have entered all of the required information you can follow the instructions in ECE Reporter regarding uploading the roster. A new template will be required every time you are needing to upload more than 15 children.

I have submitted my monthly report, what happens next? If your report does not need approval, then it will show a submitted status. For those who need to have their reports approved then an email is sent alerting your Approver that a report has been submitted. The Approver can log into ECE Reporter and will be able to view the monthly report and either approve or send back for edits/corrections.

I am enrolling a new child into my program but am getting an error message that the child is already enrolled, what do I do?

You will need to submit a helpdesk ticket as this is an indicator that the child's previous program had not ended the enrollment correctly. Once your helpdesk ticket has been submitted an OEC staff person will assist and provide you with the next steps in order to complete the enrollment process.

If I make changes/updates/edits to a child's record AFTER I already started a monthly report is there anything I need to do?

Yes, you will need to delete that report in either draft form or submitted form. Once you have made all of the changes in the children(s) records then you can start a new report and it will reflect all of the newly updated information.

I need to make changes to my monthly report that has been already submitted and approved, what do I do? If you submitted the report less than 30 days prior, you have the ability to go in and delete that

report and start a new report. If you need to make changes and it has been over 30 days since you submitted that report, you will have to complete a helpdesk ticket and request that the report be unlocked. An OEC staff member will reach out and provide additional instructions/guidance.

A child has left the program, how do I remove them from the roster in ECE Reporter? When a child is no longer attending your program, you will go to that child's record in ECE Reporter and go to the Enrollment and Funding page. This is where you can add an end enrollment and add a funding end date. There is also an additional pop-up box to include the reason for withdrawal.

I accidentally ended a child's enrollment what do I do?

If a child's enrollment was ended by mistake, please submit a helpdesk ticket to have the incorrect "previous enrollment" removed from their record. Do not attempt to re-enroll the child until the incorrect enrollment has been deleted to ensure the record is accurate.

I have 2 children that I would like to share a full-time space, how do I do that? You will go to your roster main page and click on the shared spaces button. Once you click on the shared spaces a pop up box will appear you will enter the program site, the age group and the care level and a list will appear of children. You will then click on the toggle button next to both of the children for shared spaces and the weekly hours each of the children will be attending. ***The total number of hours combined must be between 35-50hrs a week in order to qualify for a full-time shared space.*** After you enter the hours you should be able to click on the shared spaces and see that children you just entered as sharing a space. If you make any errors a pop up message will appear explaining what the error is.