



## **Unlock Procedures for KidKare**

- Providers are responsible for recording meal and attendance information daily by 11:59 pm. If meals are not recorded by 11:59pm you are subject to meal disallowances and/or corrective action plan.
- If you are unable to record meals by 11:59 pm ***due to technical difficulties*** (computer/internet issues) you must record all meals and attendance on the Temporary Claim Form and ***immediately call the hotline for your county. Do not wait until the next day!***

### **FOOD PROGRAM HOMES HOTLINE**

**Broward: (954) 724-7554**

**Miami Dade: (786) 363-5120**

**Palm Beach: (561) 514-3390**

- Once you are unlocked you may need to hit the REFRESH button or log completely out in order to see if you are unlocked. Providers may not necessarily be called to let them know they have been unlocked.
- If you are experiencing longer term computer/internet access problems, please e-mail the Family Central food program at::

**[foodprogramhomesdocs@familycentral.org](mailto:foodprogramhomesdocs@familycentral.org)**

- Providers must report all KidKare related technical issues to Minute Menu Provider Support for resolution at 972-671-5211. Please take note of any error messages received prior to contacting.
- When unlocked you may only record meals for the approved day(s) as applicable. **DO NOT MAKE CHANGES TO ANY OTHER DAYS**
- Providers are responsible to verify that all meals were recorded for the previous day.