This document comprises a list of frequently asked questions about the Kindergarten Information Management system (KIM). If you have a question that is not addressed in the list, please contact:

* The Health and Early Learning Practitioners (HELP) Helpdesk for technical questions – Phone: 1800 614 810 or email: HELP.helpdesk@edumail.vic.gov.au
* Your [Department regional office](http://www.education.vic.gov.au/about/contact/Pages/regions.aspx) for kindergarten funding policy questions.

Click on a topic below to navigate to its questions and answers.

#### [Log In - Page 2](#_Log_In)

#### Teachers and Other [Educators - Page 3](#_Educators)

#### [Program - Page 4](#_Program)

#### [Enrolments - Page 5](#_Enrolments_-_Page)

#### [General - Page 6](#_General)

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| **Log In** |
| Q | *How do I access KIM?* |
| A | To access KIM, you need an eduPass account. Your Organisation Administrator can invite you to register for and activate an eduPass account. For more information about accessing eduPass and KIM:* Organisation Administrators should refer to the [Quick Reference Guide: *How Organisation Administrators add a User*](http://www.education.vic.gov.au/Documents/childhood/providers/funding/qrg3adduser.doc)
* Users should refer to the [Quick Reference Guide: *How to register for eduPass and access KIM*](http://www.education.vic.gov.au/Documents/childhood/providers/funding/qrg1edupasskim.doc)
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| Q | *What is an Organisation Administrator and can service providers have more than one?* |
| A | Each service provider has an Organisation Administrator who is responsible for providing users within their organisation with access to KIM. A Service Provider can have more than one Organisation Administrator if required. |
| Q | *I don’t have an Organisation Administrator or my Organisation Administrator has left.* |
| A | Contact your local Department [Regional office](http://www.education.vic.gov.au/about/contact/Pages/regions.aspx) who will forward you an eduPass Registration form. |
| Q | *I can’t log in to KIM.* |
| A | The [Quick Reference Guide: *How to register for eduPass and access KIM*](http://www.education.vic.gov.au/Documents/childhood/providers/funding/qrg1edupasskim.doc)provides step-by-step instructions. If required, service providers can contact the Helpdesk on 1800 614 810 for assistance with logging in. |
| Q | *I have forgotten my eduPass password.* |
| A | Contact your Organisation Administrator who can reset your password for you OR follow these steps:* Copy and paste this link into your internet browser <https://edupass.education.vic.gov.au/community/welcome/ForgottenPassword.aspx>
* When prompted, enter your email address or UserID and the code that is displayed on the screen, and click **Submit**
* You will be prompted to answer a secret question.
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| Q | *I have forgotten my eduPass User ID.* |
| A | Please follow the steps:* Copy and paste this link into your internet browser <https://edupass.education.vic.gov.au/community/welcome/ForgottenUserID.aspx>
* Enter the email address which was used for your eduPass registration and enter the code displayed on the screen. Click **Submit**.
* You will receive an email with your User ID.
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| **Teachers and Other Educators** |
| Q | *Where do I upload the qualifications of other educators who are assisting in the delivery of the funded kindergarten program?* |
| A | The Department does not require a copy of the qualifications of other educators who are assisting in the delivery of the funded kindergarten program. |
| Q | *What do I do in KIM if the qualified early childhood teacher who delivers the funded kindergarten program in the year before school leaves my service?* |
| A | If you replace a qualified early childhood teacher with another qualified early childhood teacher, follow the Quick Reference Guide: *How to Add, Edit or Remove a Teacher* to remove the teacher who is leaving and to add the new teacher. **If you are unable to replace a leaving teacher with a qualified early childhood teacher, you are required to contact your** [**Department Regional office.**](http://www.education.vic.gov.au/about/contact/Pages/regions.aspx) |
| *Q* | *How can I complete the confirmed data collection if my service does not currently have a qualified early childhood teacher?* |
| A | Please contact your local [Department Regional office](http://www.education.vic.gov.au/about/contact/Pages/regions.aspx) for further advice. |
| *Q* | *How do I upload more than one qualification for an early childhood teacher?* |
| A | If you have more than one qualification document, you will need to scan and collate the documents into a single PDF or Word file. This file can then be uploaded to KIM. |

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| **Program** |
| Q | *How do I enter rotational groups?* |
| A | You must first indicate that your service uses a rotational model to deliver the kindergarten progam. Go to the Programs tab and click **Edit** under the text “This service currently delivers the kindergarten program as”.Indicate that the service uses a rotational model to deliver the kindergarten program and click Save. Consequently, when you add or edit a sessional group you will be required to add and select the rooms in which each kindergarten session is delivered. Refer to the *Quick Reference Guide – How to provide and update program details* for detailed instructions.  |

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| **Enrolments** |
| Q | *I am adding enrolments in the funded kindergarten program in the year before school and I am not able to upload my spreadsheet of enrolments.* |
| A | Please ensure that you are using the template provided in KIM and that the file is saved as a .csv file.Refer to the Quick Reference Guide: *How to Create a Spreadsheet to Upload Multiple Enrolments for MULTIPLE SERVICES* or *How to Create a Spreadsheet to Upload Multiple Enrolments for SINGLE SERVICE* for further guidance*.* |
| Q | *The date of birth and/or date commenced is showing as #### in the spreadsheet.* |
| A | The ##s indicate that the column width is too narrow for the content. You will need to increase the column width in order to see the dates correctly. Please note that the information will still upload in KIM if the content shows as ##s. |

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| **General** |
| Q | *I made a mistake in a funding application but I have already submitted it for approval. Is there a way of editing the submitted application?* |
| A | Funding applications are ‘read only’ until they are approved. Please contact your local [Department Regional office](http://www.education.vic.gov.au/about/contact/Pages/regions.aspx) for advice.  |
| Q | *I need instructions on entering and updating information and funding applications in KIM.* |
| A | Go to the **Home** screen, select **Support** from the main menu and then select **Support** from the sub-menu**.** Download the appropriate Quick Reference Guide.  |