Observe Sites

Observer Mode gives sponsors the ability to login to **KidKare** and observe each provider in a "view only" mode. This feature can be used to help with the following:

- Train site staff

- Troubleshoot with your providers

- See the last time providers logged in

- See last claim date

- See last review date

- Check in on provider usage as needed.

For sponsors who are currently using **MinuteMenuHX**, you can login to **KidKare** using your HX credentials.

How to use Observer Mode

When you log in to **KidKare** you will see **Observer Mode** as an option on your main menu. In order to access this feature, follow the steps below.

1. From the menu to the left, click **Observer Mode**.
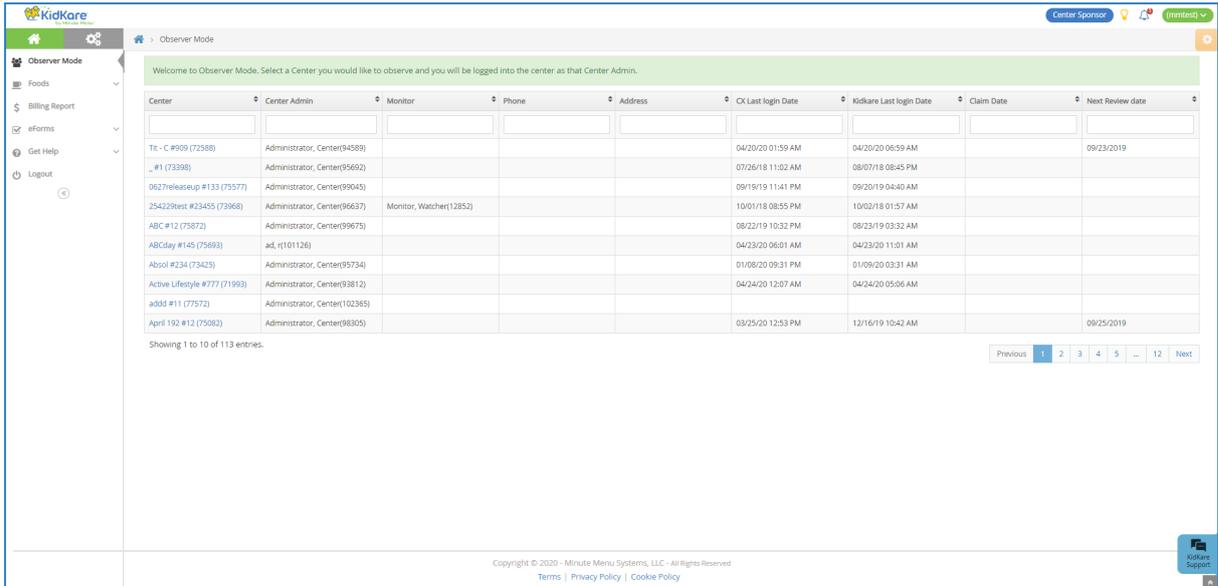
2. Click **Filters** in the top-right corner to set filters and customize the page display. You can change the following settings:

   ○ **Filter By:** Filter the listed centers by status: Pending, Active, Withdrawn, or eForms Access.

   ○ **Monitors:** View centers assigned to all monitors or just to you.

   ○ **Columns:** Select the columns to include in the center list.
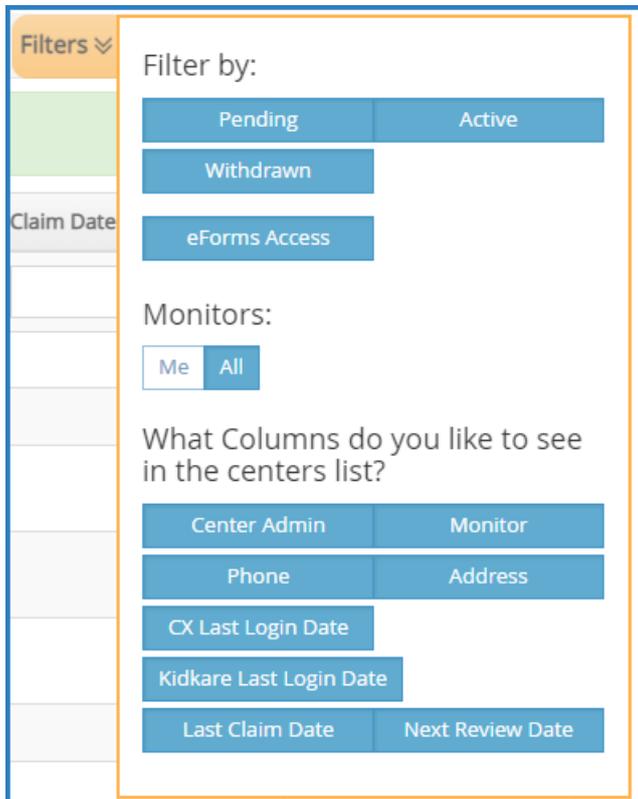
3. Use the blank boxes at the top of each column to search for a specific center. For example, click the Center box and begin typing a center's name. The list filters automatically.

4. Click the **Center**, **Center Admin**, **Monitor**, **Phone**, **Address**, **CX Last Login Date**, **KidKare Last Login Date**, and **Claim Date** columns to sort information in ascending or descending order.

5. Click a **center's name** to view that center's KidKare account as a center administrator. The account opens. A banner listing the center's name displays at the top of the page.
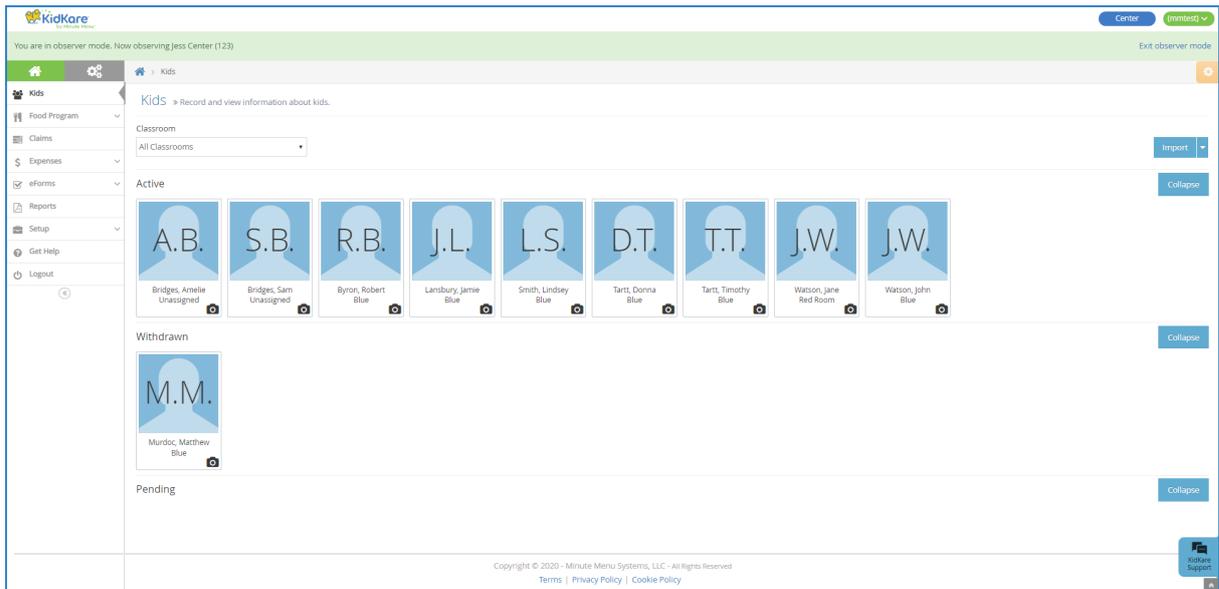
6. When finished, click **Exit Observer Mode** to return to your sponsor account.