



## Frequently Asked Questions:

- Up to 12 months of your Child Care Management System Software (CCMS) license paid for by the State of Iowa
  - Stipulations:
    - Must connect with a Financial Management Consultant (FMC) on an ongoing basis via email, phone, virtual and/or face-to-face. (see FMC Application and Agreement [HERE](#)) Communications are to determine the use of CCMS and Iron Triangle metrics and how these align to strengthen your child care business practices; leading to increased revenues, costs that cover costs per child, full fee collection (receiving payments on time).
- What is the price of the software after the 12 months are up?
  - It varies based on the CCMS. The prices are also subject to change due to market conditions, etc. It is best to contact the vendor directly for more information.
  - After 12 months you will be the best judge if the full use of the CCMS is saving you time and money.
- What if I currently use brightwheel or Playground (CCMS vendors)?
  - Complete the FMC application [Link HERE](#)
  - There is no need to contact brightwheel or Playground directly. The FMCs and CCMS vendors will work together to transfer your account.
  - To receive up to 12 months paid license: Must connect with an FMC on an ongoing basis via email, phone, virtual and/or face-to-face. (see FMC Application and Agreement [HERE](#)) Communications are to determine the use of CCMS and Iron Triangle metrics and how these align to strengthen your child care business practices; leading to increased revenues, costs that cover costs per child, full fee collection (receiving payments on time).
- Who do I contact if I have questions about software features?

<a href="https://www.tryplayground.com/iowa">https://www.tryplayground.com/iowa</a>	<a href="https://info.mybrightwheel.com/iowa">https://info.mybrightwheel.com/iowa</a>
 <b>playground</b>	 <b>brightwheel</b>

- I currently use a different CCMS product, will it be a hassle to switch?
  - No. Both Playground and brightwheel customer service can easily help you transfer your data/information from one product to theirs. In some cases, it is as simple as exporting and importing the data with the help of customer service.

- How do I avoid lost payments as I switch from one CCMS product to another?
  - By taking advantage of the free 12-month subscription you can keep both products active. Keep your current CCMS where your payments are being automated while setting up the new CCMS through brightwheel or Playground. Once the new one is established, simply cancel the old subscription with the previous provider and you won't miss a payment.
  
- What if I sign up for one of the vendors but then realize I want to go with the other one? Can I switch?
  - Yes. The customer service of both brightwheel and Playground will help you through the process. In many cases, it is as simple as exporting and importing the data from one to the other with the help of customer service.
  
- Can I just apply for the technology grant?
  - No. The technology grant is part of the Financial Management Consulting package that includes: 12 months of paid CCMS subscription to either brightwheel or Playground, business consulting and support, and up to \$1,000 technology grant/support. Provider participation is required.