

MVCDC Support

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ChildPlus Attendance App Won't Update [RESOLVED]

2024-02-20 - Richard Woolf - [Database](#)

UPDATE 2:

The issue with the ChildPlus Attendance app not updating has been resolved. You should now see the ChildPlus Attendance app on your iPad again (for those who had it deleted) and will be able to login as usual. Remember the Agency ID is **MiamiValley**.

If you do not see the ChildPlus Attendance app on your iPad. Go to App Catalog and request that it be installed. After a few minutes the app should be loaded onto your device again.

NOTE: You may need to reboot your iPad. And you should follow instructions below on how to update the IOS (operating system) on the iPad.

UPDATE 1:

The issue with the **ChildPlus Attendance App** not updating to the current version appears to be with the software managing the iPads. We are working with Apple and AT&T to find the solution needed to fix this issue. Until then, please take attendance and meal counts on paper, the way it was done in the past, and then enter the data into ChildPlus by the end of each day.



Some users are currently experiencing issues using the ChildPlus Attendance app. They are receiving an error message that says, "LOGIN FAILED. This version of the mobile app is no longer supported." We are working on resolving this issue.

Until then, you will need to take attendance and meal counts using the old PAPER method.

Also, it is very important to ensure that your iPad is running the most current IOS version. To check this, do the following:

1. Click into the IT SUPPORT folder
2. Click on the SETTINGS icon

3. Scroll down the left side until you see GENERAL, then click on GENERAL
4. Click on SOFTWARE UPDATE
5. If an update is available, click on the button to download and update the version of IOS. You may need to enter the 5664 code. It will take some time for the new version to download and install.



Once your iPad is running the most current version of IOS (currently 17.3.1), then you will need to go into the APP CATALOG app and check to see if the ChildPlus Attendance app needs to be updated.

1. Scroll to the main apps page
2. Click on the APP CATALOG icon
3. Click on the UPDATE tab at the bottom left of the screen
4. Scroll down and look for the CHILDPPLUS ATTENDANCE app
5. If in the list, click on UPDATE next to the CHILDPPLUS ATTENDANCE app
6. Click OK
7. You may get an APP INSTALLATION pop up window asking you to sign in to your Apple ID. Click Cancel (as we are not using Apple IDs on these iPads).

Please note that it is possible the CHILDPPLUS ATTENDANCE app will not update. This is a known issue that is being looked into. Please refer back to this article for updates.

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