The Children’s Administration first announced the release of our new mobile application (OurKids) available for download to your mobile phones last spring. This app is available for Foster Parents and relative caregivers who have dependent child placed in their care through Children’s Administration.

OurKids provides caregivers access to information documented in the State’s case management system, specific to the child(ren) placed in their care. It will initially provide caregivers with anytime access to:

• Basic medical, educational and legal information for children placed in their home.

• Contact information for each child’s assigned Worker and Supervisor.

• License information and contact information for your assigned licensor.

• Authorized services and payments made in the last 30 days.

We have partnered with IBM MaaS360 to ensure the privacy of children’s information on your phone. You will need to register at the OurKids Connection website in order to download MaaS360 and the OurKids app.

In order to register and download the application, you will need the following:

• An iPhone running version 8.0 or higher OR

• An Android phone, running version 5.0 or higher,

• The email address you have on file with us,

• Your Zip Code,

• Your Provider Number: NNNNNN

Please be sure to follow the installation guide for your phone:

iPhone:  [https://fortress.wa.gov/dshs/caportal/ourkidsportal/training/Maas360/IOS/IOS Installation.pdf](https://fortress.wa.gov/dshs/caportal/ourkidsportal/training/Maas360/IOS/IOS%20Installation.pdf)

Android:  [https://fortress.wa.gov/dshs/caportal/ourkidsportal/training/Maas360/Andriod/Android install process.pdf](https://fortress.wa.gov/dshs/caportal/ourkidsportal/training/Maas360/Andriod/Android%20install%20process.pdf)

***If you need assistance with OurKids Connection and/or the OurKids mobile application, please provide the following information:***

1. Your name.

2. Your email address.

3. The best phone number to contact you.

4. A detailed description of your problem. Attach any screenshots from your Android or iPhone.

If you can answer any of the following, so that technical support staff are better able to assist you.

1. Are you using an iPhone or an Android phone?

2. Is your phone’s operating system up-to-date?

3. Are you connecting via cellular service or Wi-Fi? (Users are more successful installing MaaS360 when on Wi-Fi.)

4. Did you use an installation guide? If so, what is the last step that you successfully completed?

**The Children’s Administration help desk is staffed Monday through Friday from 8am to 5pm. It can be reached via email at** [**help300@dshs.wa.gov**](mailto:help300@dshs.wa.gov) **or by calling (360) 725-4357.**