

Random Moment Time Study Frequently Asked Questions for Time Study Participants

How do I get my log-in and password?

An email will be sent from schoolbasedclaiming@umassmed.edu with your user ID, a temporary password and a link to the website.

What if I forget my password?

If you can access the website, click on 'Forgot Password' or you may email schoolbasedclaiming@umassmed.edu for a password reset. If you know your User ID, access the website www.chcf.net and select School- Based Claiming.

If I am not scheduled to work or am not in the school during my moment, do I still need to complete it?

Yes, it is necessary that you complete your moment and code it accordingly even if it is a non-work time or travel time. You do not have to be on a computer during the moment. But you do need to complete your moment within the grace period. If you are not scheduled to work select 'Sick, personal or vacation time - paid time off' or 'Not scheduled to work - non paid time off' for the first answer then 'Not Applicable' for the next two.

If I was with a student, do I need to tell you if the student is on an IEP?

Yes, but please do not tell us the student's name.

Do I need to indicate what type of meeting/discussion or administrative duties I am conducting?

Yes, indicate if it was health-related (emotional, physical, behavioral or mental health) or educational.

I can't find an option that matches my answer?

Remember to use the scroll bar to review all the options you may select. If none of the options fit your activity, please use the text box to provide your answer.

How long is a moment?

A moment = 1 minute. Indicate only what you were doing for that 1 minute, not for the time before or after the moment. If you are traveling to a school during that moment, please indicate what activity you are going to perform once you get to your destination. If you are traveling home, then indicate this time as 'not scheduled to work...'

How long is the grace period?

The grace period is five calendar days (120 hours); this includes weekends and holidays. For example if your moment is January 9 at 1:23 pm then your grace period ends on January 14 at 1:23 pm.

Will I get reminder emails about my moment?

Yes, you will receive reminder emails three days prior, one day prior, and at the time of the moment. Additionally, if the moment is not completed you will receive a reminder email two hours after, 24 hours after and 48 hours after the moment.

I don't know how to complete my random moment, what should I do?

There is an online training module available at www.chcf.net to provide a step-by-step guide to the process. Login and click 'Online Trainings' then select "MA-Completing RMTS".