



# PARENT APP GUIDE

## 1 Download the App

The PikMyKid app is available for download on your smartphone's app store (Google-Play, Apple Store). Each user will need to download and register on their own smartphone.

Scan below to download!



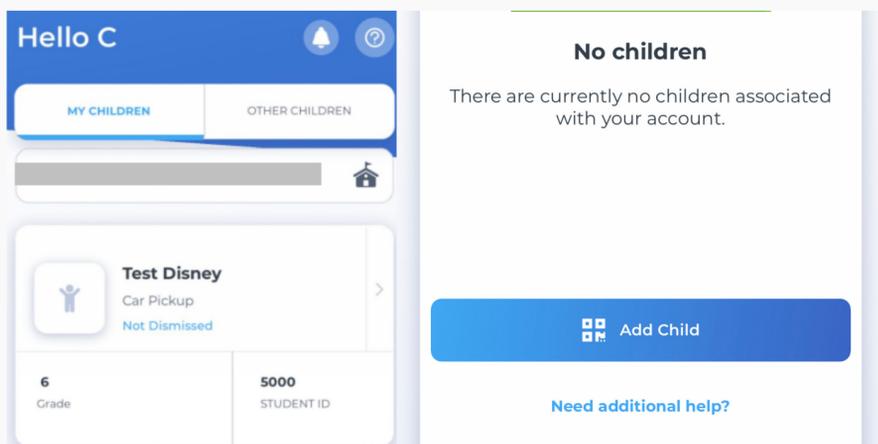
iOS



Android

## 3 How to add a child?

Schools might connect your children automatically! If you see the "No Children" on screen and the school gave **one time** QR code, then select "Add Child" to scan the code and add one child at a time, else tap on "Need additional help?" to reach our support desk.



## 2 Registration

Select "Register a New Account" and follow the prompts to sign up. You will verify your email address and phone number to complete registration.

The registration process consists of four steps:

- What's your name?**: Enter full name (First Name and Last Name). Includes a "Need help?" link, "NEXT" button, and "Cancel" link.
- What's your cell phone number?**: Enter country code (USA +1) and phone number. Includes a "Need help?" link and "NEXT" button.
- Your email address**: Enter email address. Includes a "Need help?" link.
- Set a strong password**: Enter a strong password and confirm it. Includes "Need help?" link.



## Secure Way of connecting

\*Parents can use our website also - [parentapp.pikmykid.com](http://parentapp.pikmykid.com) to register and make pick-up changes, report student Absence or checkins

Note: Announcement is only available through the parent phone app.

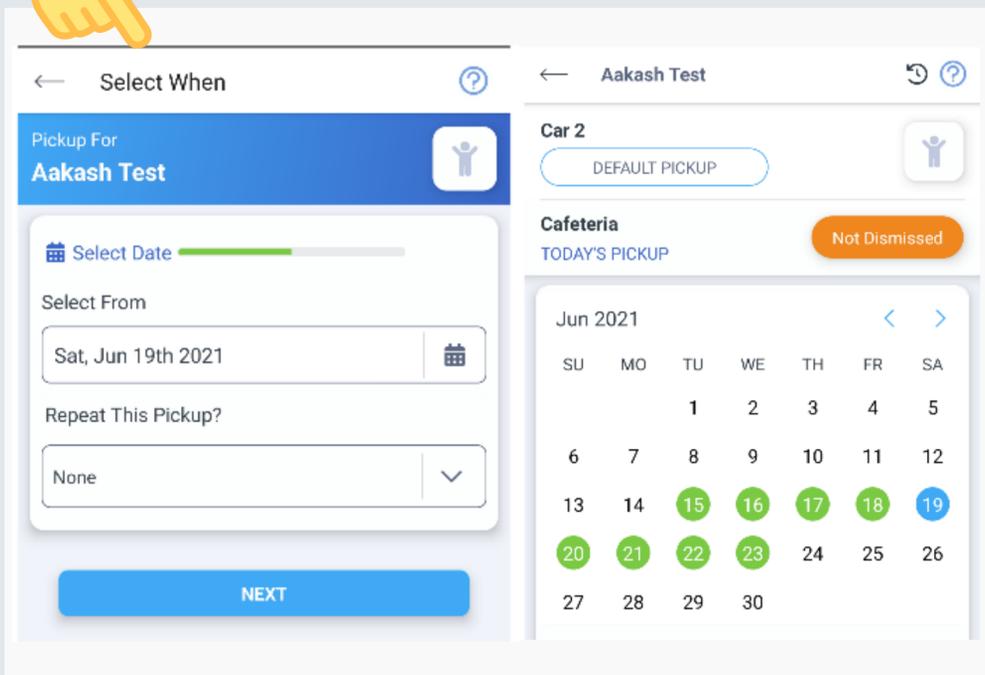
### Need Help?

Email [support@pikmykid.com](mailto:support@pikmykid.com)

Be sure to include the name of the school, the child's name, the **dismissal ID**, and your mobile number, with your questions.

## 4 Schedule Pickup Changes

Choose the Child from the Children's tab, and choose the date to change the pickup. You will be able to make single or recurring changes



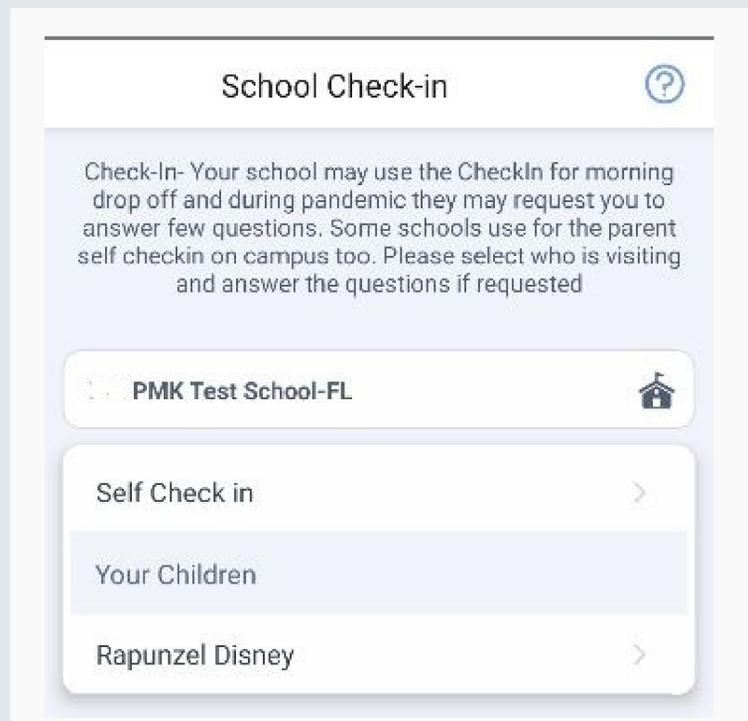
## 5 Change Default pick-up

Select Default PickUp from this screen to change your child's default pick-up mode. If the button is grayed out, the schools may have restricted this.



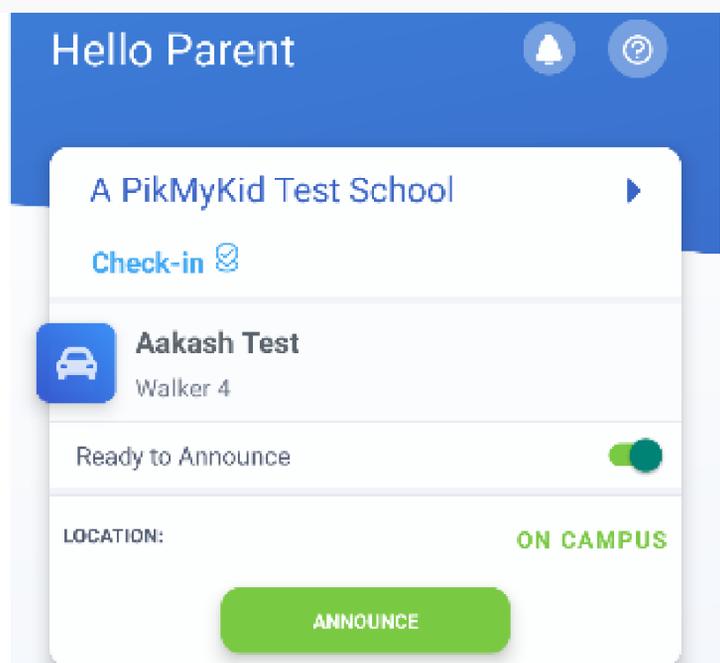
## 6 Check-in

On Checkin tab, you will be able to complete the check-in for you or your children. Contact App Support if the Check-in tab is not available for you



## 7 Announce your Arrival

The app's Pickup tab allows you to see your children, view their pickup mode, and announce your arrival.



### App Support

Go to the Account page (at the bottom of your home screen), and then select "Contact Support".

Fill out and submit the form to be connected with a friendly customer service human or email [support@pikmykid.com](mailto:support@pikmykid.com)



## PARENT APP GUIDE

### Q How do I add a change to my child's dismissal schedule?

- 1) Select your child's name from the "Children" tab
- 2) Choose the applicable calendar date when you want the change to start OR Select More Actions on your bottom right corner
- 3) Select Change Pickup on the box below the calendar OR Create Pickup if using More actions
  - a. Select "Next" if the change is for one day only OR
  - b. Select one of the options to repeat the change, choose the last day and days included in the change, then "Next"
- 4) Select the desired pickup option from the drop-down. Then select who is picking up.
- 5) Confirm Change to save your selection-You will see a green notification on the top of the screen with the confirmation of the changes.

### Q How do I announce my arrival to the school?

- 1) Parents can only announce at school, during the **set dismissal hours**, if the school has the Announce feature enabled on the school portal.
- 2) Make sure your phone's location services are enabled on both your phone and your PikMyKid parent app.
- 3) Stop at the stop sign and select the GREEN ANNOUNCE button on your Pick Up tab.

### Q How do I manage my delegates?

- 1) Select Account at the bottom of your screen, then select Manage Approved Contacts
- 2) Select the Create Contact icon (person with a plus sign) to create a new contact. You can also Edit, Delete, or Deactivate delegates as needed by selecting their names. \*Inactive delegates will be grayed out and they won't be visible on your list when adding a Delegation to your child's calendar.

Note: Delegates are not able to see your child on their app until you assign them to your child's calendar for specific dates.



# PIKMYKID APP DELEGATES QUICK GUIDE

## Get Started

The PikMyKid app is available for download on your smartphone's app store (Google-Play, App Store or Windows).

Scan below to download!



iOS



Android

## Registration

Once you have downloaded the PikMyKid phone app, select "Register a New Account" and follow the prompts to sign up. You will verify your email address and phone number before completing your registration. Each delegate will need to register on their own smartphone with their own information.

### Need Help?

If you are unable to see the student's name on your "Children" tab, please send us an email at

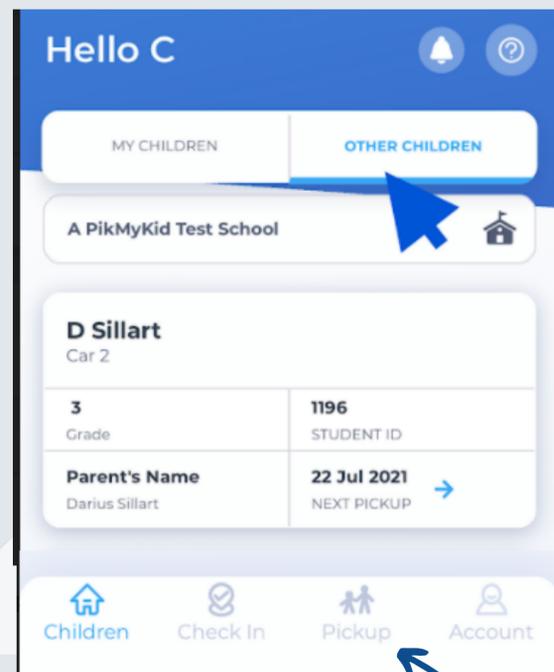
[support@pikmykid.com](mailto:support@pikmykid.com).

Make sure to include the name of the school, and the name of the child.

## How to see a child?

In order to see a student on your "Children"/ Home page, make sure the enrolled parent has added your name and phone number to one or more days on the student's calendar.

Select the "OTHER Children" to view students you have been delegated for pickup. Click on the date to see any additional details about the delegation.



On the assigned day, the child will show on your "Pickup" tab. Select the "Announce" green button to announce your arrival.

**Note:** "Announce" is only available on the assigned days, while at the school campus, and once the dismissal has started.