



## How Miquon uses the Pikmykid App

- Families will use the app for dismissal only. You do not need to use it in the morning for arrival.
- To do: Sometime **between August 14 - 31, please set-up your child's default dismissal mode** (i.e., bus, van, you will pick them up, someone you delegate will pick them up). Instructions are in the PMK User Guide attached to this document.
- Unless it is for an early dismissal (see below for different instructions\*\*), all changes to your child's dismissal schedule must be made in the Pikmykid app. This applies to both one-off and recurring changes and helps to avoid confusion for your child, staff, and bus drivers, and also keeps our car line running more smoothly (i.e., buses don't block the flow of traffic while we're trying to figure out who should be boarding).
- **IMPORTANT NOTE: Miquon staff follow whatever your instructions are in the app.** If the app says your child should be on the bus, we are putting them on the bus - no exceptions, so please be sure to keep the app up-to-date.

## How to Make Changes in the App

- **IMPORTANT NOTE REGARDING "DAY OF" CHANGES:** You can make changes any day before the day of change. However, **if you need to make a last minute change on the day of the change, you must do it in the app between the hours of 9am and 2:30pm.** If after 2:30, please call the office at 610-828-1231 and we will try to accommodate you. Unfortunately, the Pikmykid platform cannot accept "day of" changes between the hours of 12 am and 9 am.
- **To delegate someone else to pick up your child**

- In the app, select child's name>>tap the date of the change>>more actions>>create pickup>>confirm date of change and repeat pickup>>next>>select pick up mode>>car line 1>>change selection>>open phone book or create contacts>>choose who will pick up your child>>scroll down to confirm change.
- Note: phone numbers should not be preceded by a #1 in your PMK contacts list.
- **To change your child's dismissal mode (i.e., from bus to car pick-up)**
  - Select child's name>>tap the date of the change>>more actions>>>create pick up>>confirm date and repeat pickup>>next>>select new pickup mode and confirm bus or delegate info>>confirm change
- **To make changes to your child's After Care plan**
  - Select child's name>>tap date of the change>>more actions>>create pick up>>confirm date and repeat pickup>>next>>pick up mode>>select After School and designate who will pick your child up from After School Care>> confirm change

### **\*\*Early Dismissals (i.e., doctor's appointment)**

We do not use PMK's Early Dismissal Function. Instead, please email

[frontdesk@miquon.org](mailto:frontdesk@miquon.org) as well as your child's teachers to let us know the date, time, and who will do the pick up. On the day of the early dismissal, families should come to the office to pick up their child.



# 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!



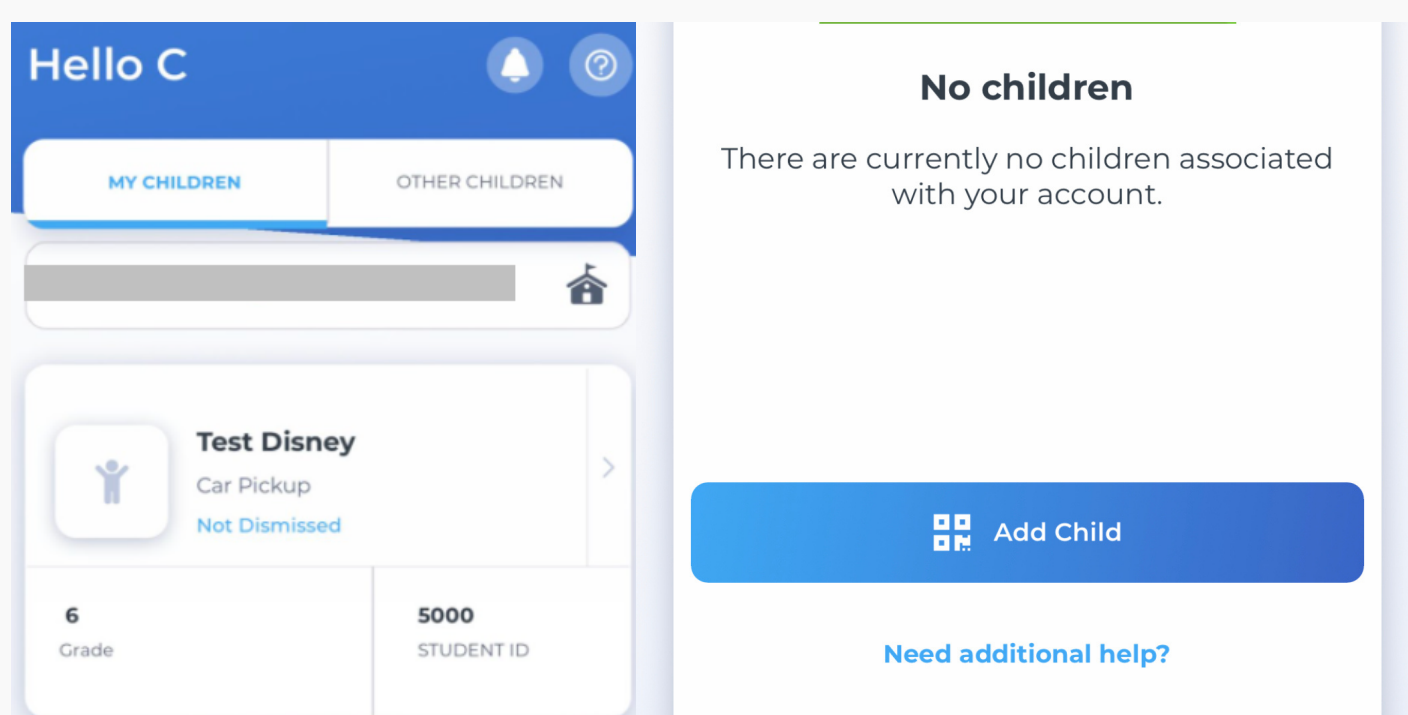
iOS



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.



## Secure Way of connecting

\*Parents can use our website also - [parentapp.pikmykid.com](https://parentapp.pikmykid.com) to register and make pick-up changes, report student, or checkins. **Note: Miquon does not use the Absence function; and announcement is only available through the 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.



# PARENT APP GUIDE

## 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



← Select When

Pickup For Aakash Test

Select Date

Select From

Sat, Jun 19th 2021

Repeat This Pickup?

None

NEXT

Car 2

DEFAULT PICKUP

Cafeteria

TODAY'S PICKUP

Not Dismissed

Jun 2021

SU	MO	TU	WE	TH	FR	SA
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## 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

School Check-in

Check-In- Your school may use the CheckIn for morning drop off and during pandemic they may request you to answer few questions. Some schools use for the parent self checkin on campus too. Please select who is visiting and answer the questions if requested

PMK Test School-FL

Self Check in

Your Children

Rapunzel Disney

## 7 Announce your Arrival

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

Hello Parent

A PikMyKid Test School

Check-in

Aakash Test

Walker 4

Ready to Announce

LOCATION: ON CAMPUS

ANNOUNCE

### 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)





# 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

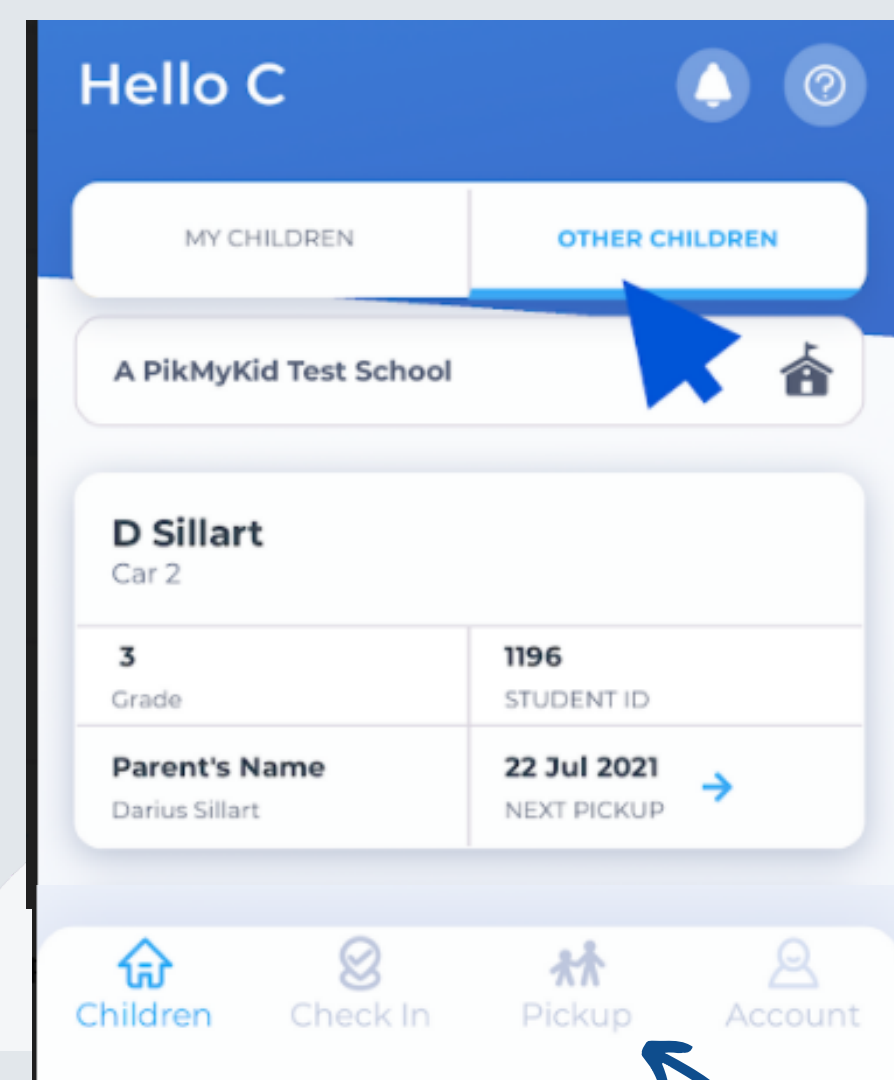
**support@pikmykid.com.**

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.



# 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.