



# 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!



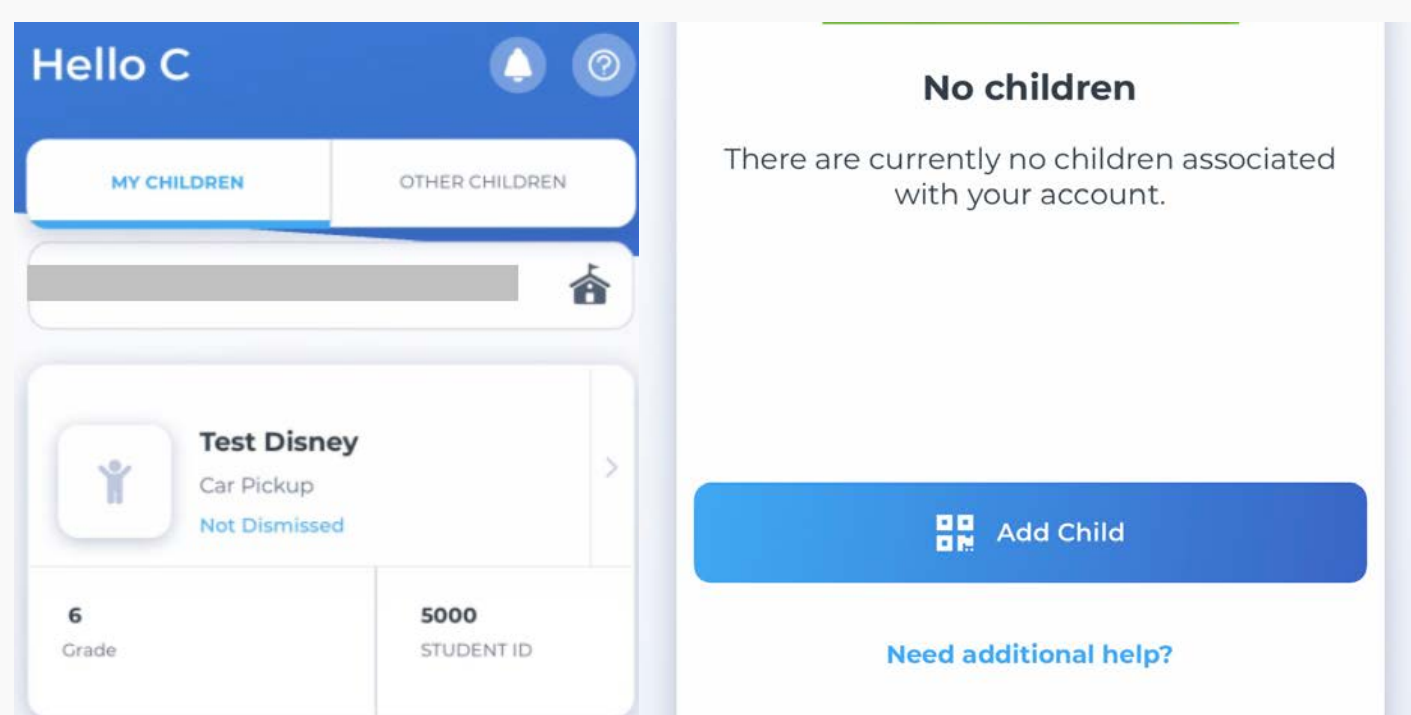
iOS



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?**: Fields for First Name and Last Name. Includes a "Need help?" link, "NEXT" button, and "Cancel" link.
- What's your cell phone number?**: Fields for Country Code (USA +1) and Phone number. Includes a "Need help?" link, "NEXT" button, and "Cancel" link.
- Your email address**: Field for Email address. Includes a "Need help?" link.
- Set a strong password**: Fields for Enter Password and Confirm password. Includes a "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.

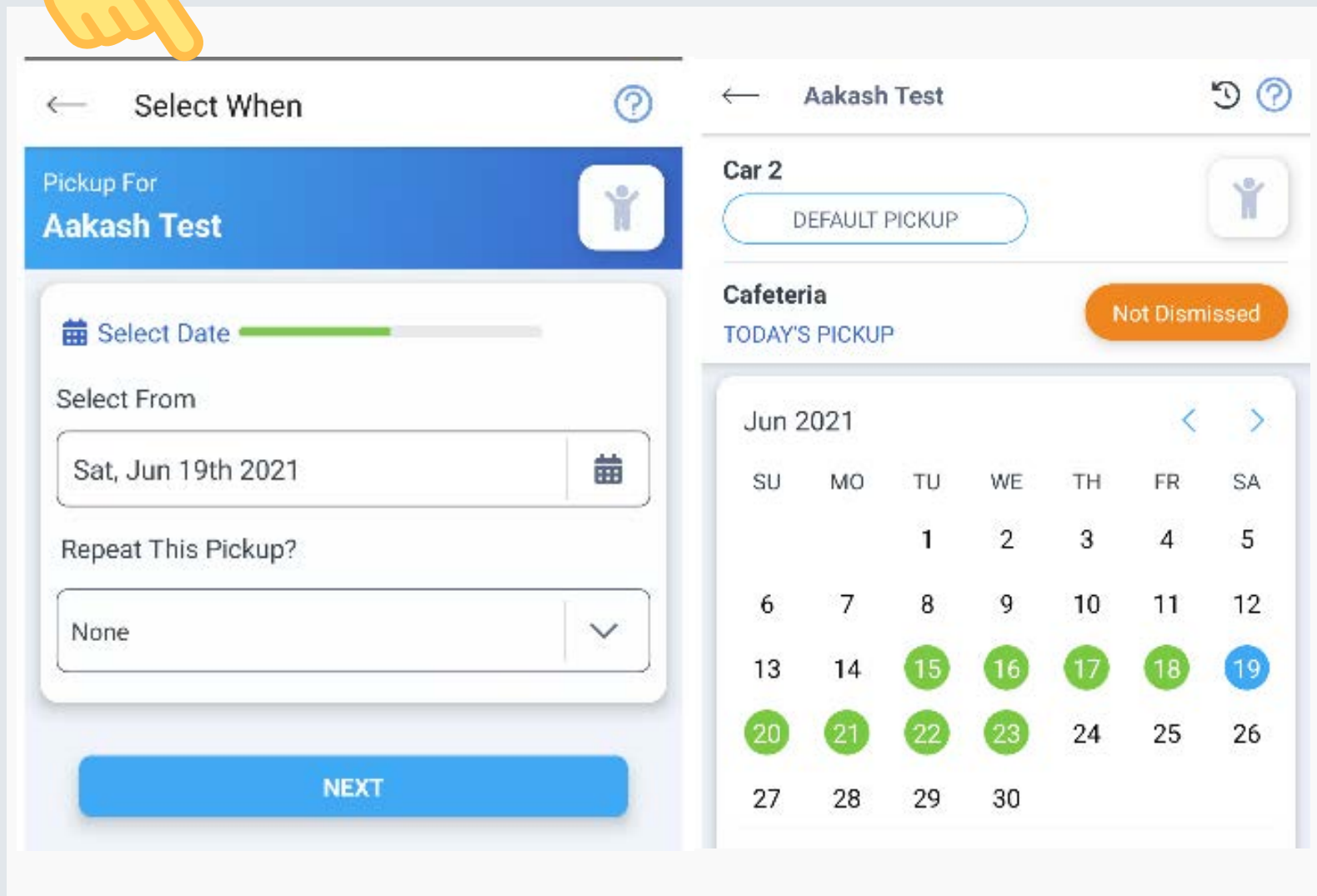
### Need Help?

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



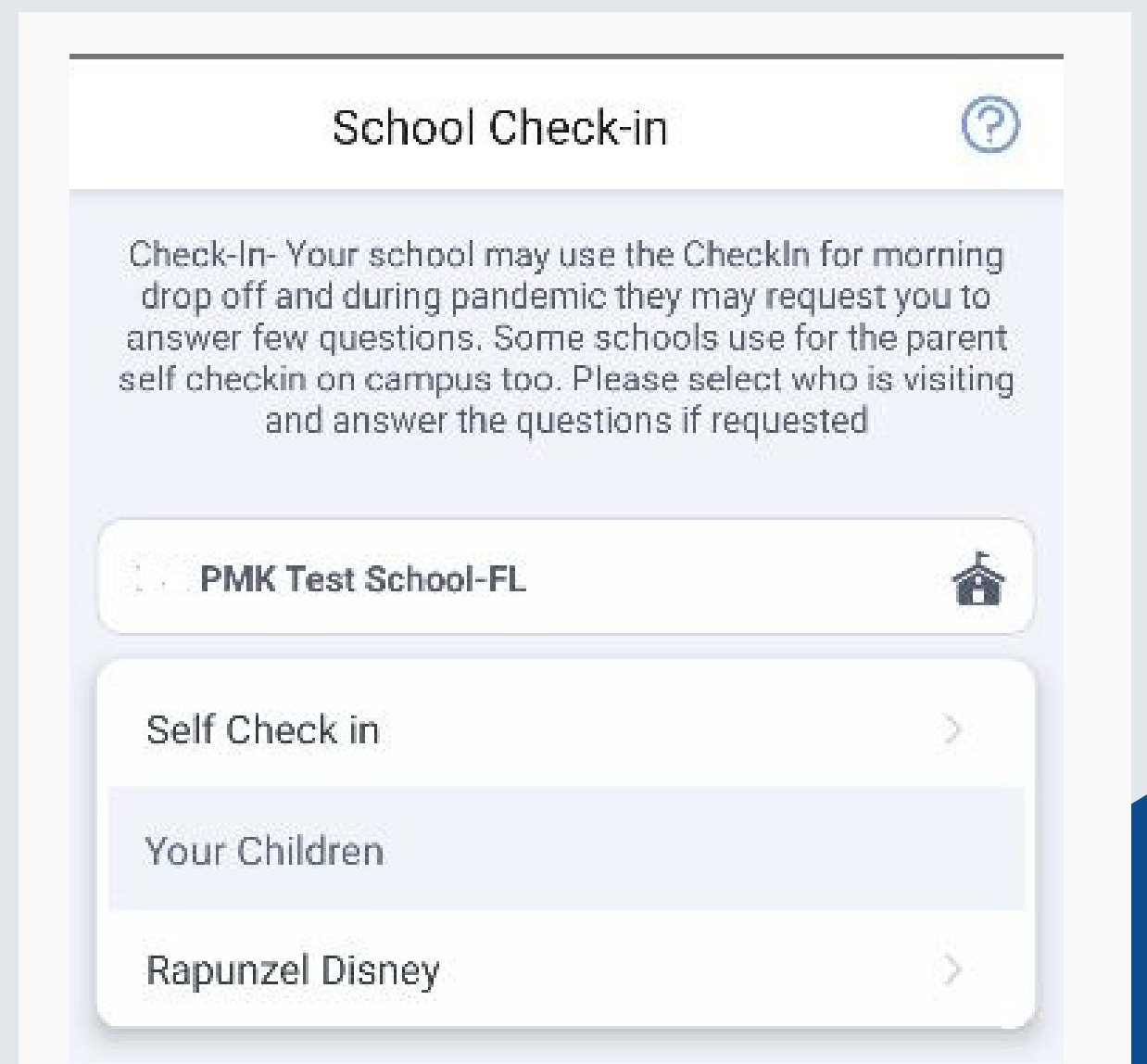
## 5 Change Default pick-up

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)



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### 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.