

## PARENT APP USER GUIDE

#### **Get Started**

The app is available for download. Search "Pikmykid" on your smartphone's app store (Google-Play, Windows or iTunes).

#### Registration

Once you have downloaded the PikMyKid phone app, you will press the "Sign Up" button and fill out the form.

#### **OTP Code**

After you press submit, you will be sent an OTP code by text message. Please enter this code into the next screen. This will complete your registration process!

#### Don't see your child?

If you are a parent/guardian and see a blank screen, please contact support@pikmykid.com to correct the issue. It is likely that the school did not have your mobile number on file.

Each parent & user will need to register on their own smartphone with their own information.



### Questions? Email support@pikmykid.com

Be sure to include the name of your child's school, the child's name, and your mobile number - as well as outline any questions (i.e. Blank Screen, OTP code missing)



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### How do I change my child's Pick Up Mode?

- 1. Open the Pikmykid app and click the pencil icon next to the school name. Then select the blue edit button next to your child's name. A new calendar page with student information will then be visible. Choose the date on the calendar, select "Change Pick Up Mode" and continue.
- 2. Select your child's new pick up mode from the drop down menu and decide if it is a recurring change—if so, for how long and how often (weekly, daily, monthly etc).
- 3. Press Done! You and the school will now be able to see the change on your child's calendar!

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## How do I allow someone else to pick up my child?

- 1. Open the Pikmykid app and click the pencil icon next to the school name. Then select the blue edit button next to your child's name. A new calendar page with student information will then be visible. Choose the date on the calendar, select "Delegate" and continue.
- 2. Enter the person's name and mobile number from your contact list. From the drop down menu select how they will be picking up your child and decide if it is a recurring change—if so, for how long and how often (weekly, daily, monthly etc).
- 3. Press Done! You and the school will now be able to see the change on your child's calendar!



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

- 1. Parents can only announce during your school's **set dismissal hours** for **car riders or walk ups**.
- 2.Make sure your phone's location services are **on** and the toggle switch next to your student's name is **green**.
- 3. Stop at the stop sign and click the GREEN ANNOUNCE button.

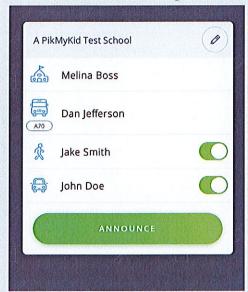
#### **App Support**

From the menu (\(\equiv)\) in the top right corner of the app , select "Support". Fill out and submit the form to be connected with a friendly customer service human.



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### **Announcing**



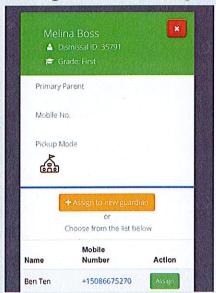
The app's home screen allows you to see your children, view their pickup mode, and announce your arrival.

#### **Pickup Changes**



From this screen, you will be able to change the way your child will go home. You can also make this a recurring change.

## **Delegation Changes**



To change who your child goes home with, you'll use this menu by entering the mobile number of the delegate.

#### **App Support**

From the menu (=) in the top right corner of the app, select "Support".

Fill out and submit the form to be connected with a friendly customer service human.