Pikmykid

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.

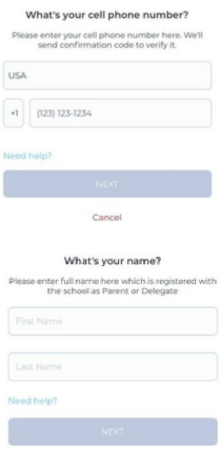
App Store Download Links

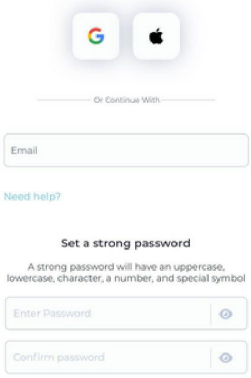
iOS

Android

2 Register

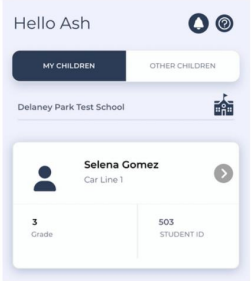
Select "Create Account" or use your Google/Apple account. Follow the prompts to sign up. You will verify your email address and phone number to complete registration.

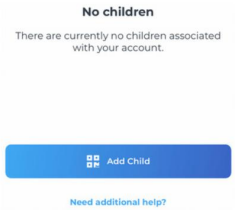




3 How To Add A Child

Schools might connect your children automatically! If you see the "No Children" on screen & the school gave one time Parent Connection 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.





Secure Way To Connect

Parents can use our website also – **parentapp.pikmykid.com** to register and make pick-up changes, report student absences or checkins.

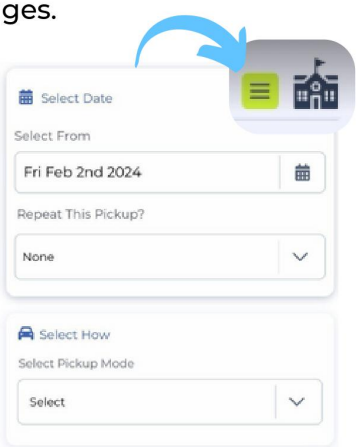
Note: Announcement is only available through the parent phone app.

Need Help?

Email **support@pikmykid.com**.
Be sure to include the name of the school, the child's name, the dismissal ID, and your mobile phone number, with your questions.

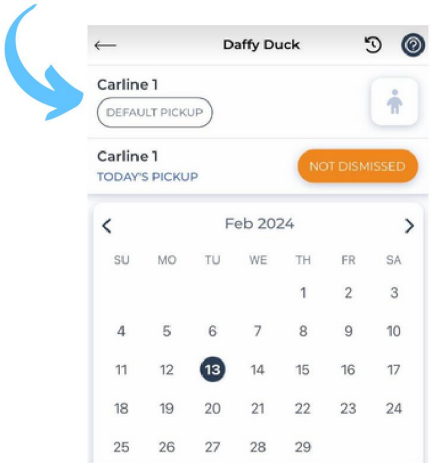
4 Schedule Pickup Changes

Choose the child from the children's tab (tap the green icon next to your school's name to make changes for multiple students). Choose the date or select the three-dot icon. You will be able to make single or recurring changes.



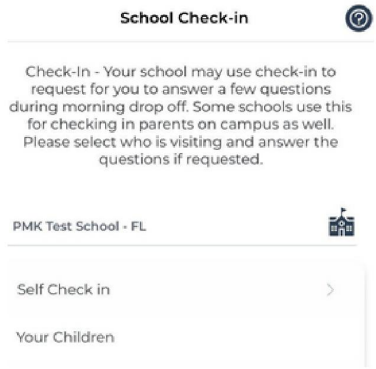
5 Change Default Pickup

Select Default Pickup from this screen to change your child(ren) default pickup mode. The app will prompt a message if the schools have restricted this.



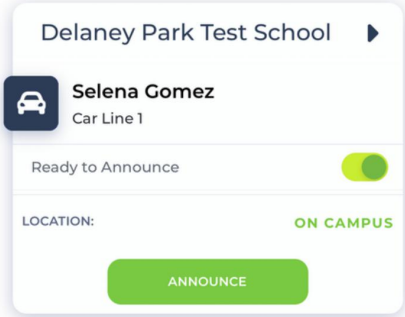
6 Check In

On Check In 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**.

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

1. Choose the child from the children's tab (tap the green icon next to your school's name to make changes for multiple students).
2. Choose the applicable calendar date when you want the change to start OR select the three-dot icon on your bottom right corner.
3. Select Change Pickup.
   a. Confirm the start date is correct.
   b. Select one of the options to repeat the change if applicable and choose the last applicable day to be included.
   c. Select the desired pickup option from the drop-down. Then select who is picking up.
4. Review the Pickup Summary and Confirm Change to save your selection – you will see a green notification on the top of the screen with the confirmation of the changes.

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.

*** If your school is using the hands-free announcement feature, review the option is enabled on the Account tab and that you have granted the correct location permissions.**

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.
3. When editing a contact, you can add photos to delegates, mark them as emergency contacts and select their relationship to each child in your app.

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