



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?

We connect your children automatically! If you see the "No Children" on screen please complete this form: <https://bit.ly/bwpikhelp>

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:

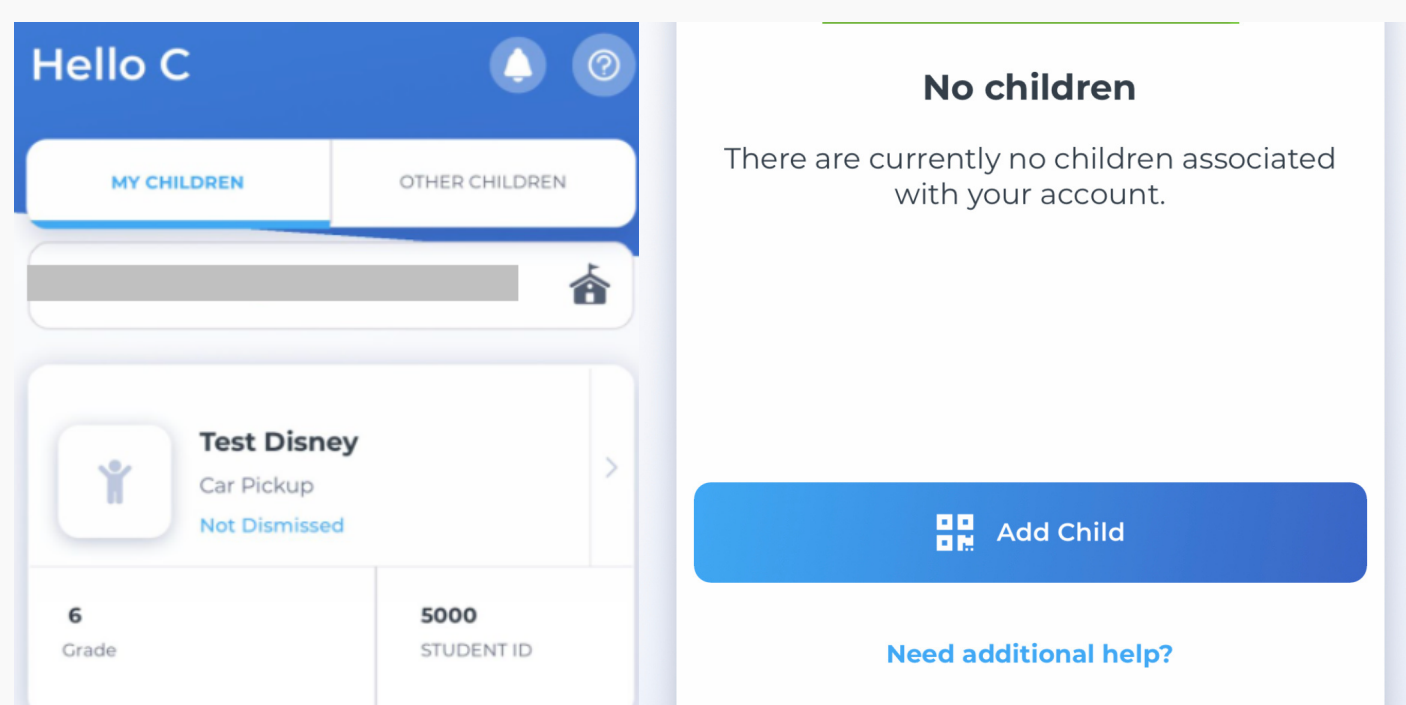
- What's your name?**: Fields for First Name and Last Name. Includes a "Need help?" link, "NEXT" button, and "Cancel" link.
- What's your cell phone number?**: Fields for country code (USA +1) and Phone number. Includes a "Need help?" link, "NEXT" button, and "Cancel" link.
- Your email address**: Field 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 to register and make pick-up changes.

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



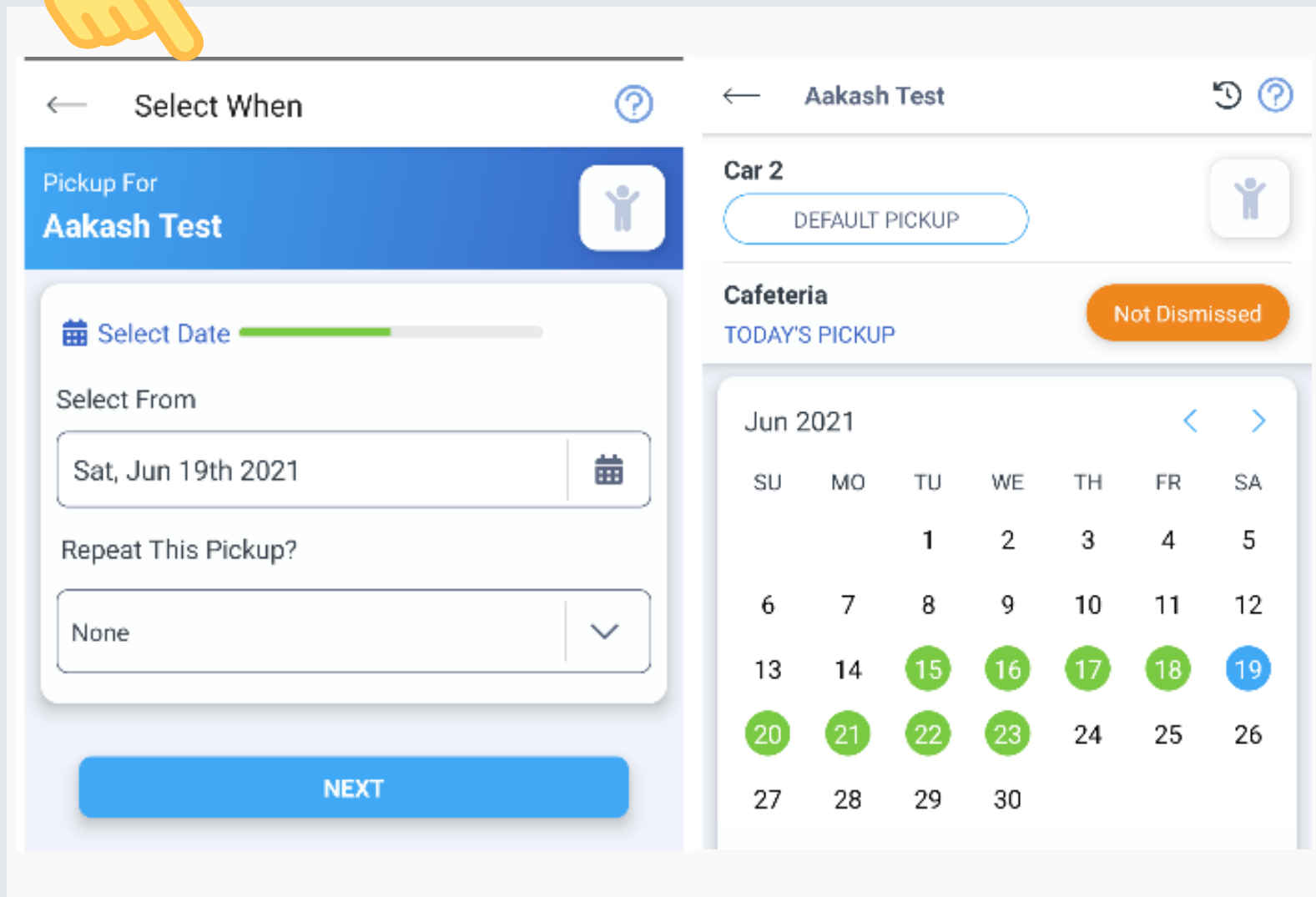
Need Help?

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.



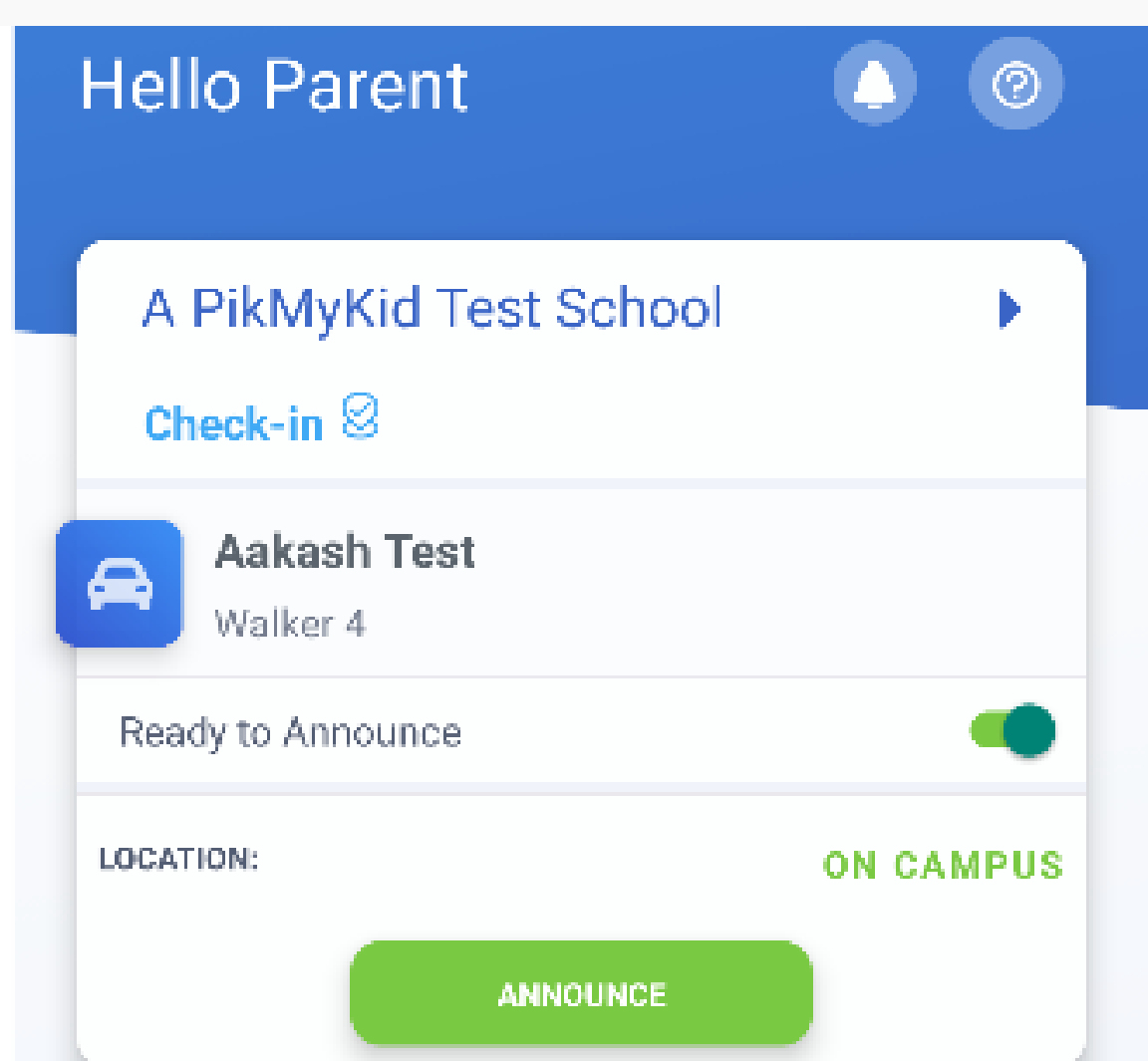
6 Delegation

To allow someone else to pick up your child, you must add them to your approved contacts. Click on Account, then Manage Approved Contacts. See the next page for more information about delegation.

The delegate will only see your child when you assign them to a day AND when the school approves the change.

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 or fill out this form: <https://bit.ly/bwpikhelp>.



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 and the school approves the request.