



SCHOOLPASS

SchoolPass FAQ

What is SchoolPass?

SchoolPass is a system we are implementing that will increase security and safety on our campus. It uses software to monitor traffic, visitors and attendance.

How does it work?

SchoolPass works from an app for parents to interface with the school for all attendance notifications, dismissal for elementary students and traffic monitoring of the whole school community on campus with vehicle registration. You can download the app from the app store on your device.

Do I have to download the app?

Yes. All custodial parents and guardians of students JK-12 grade must download the app.

Can students download the app too?

No, students do not have access to download the app because of attendance reporting purposes.

How do I login to the app?

You will receive a Welcome Email from noreply-@schoolpass.com

This will include your temporary password to login to the app as a parent. If you did not receive this email please contact office@cvcs.org

What can I do in the app?

Register your vehicle information in your Profile.

Add any authorized drivers that are **NOT** parents or families already at CVCS.

Record attendance changes, carpool, dismissal, activities.

Why do I have to register my vehicle information?

The cameras purpose is to pick up a license plate and identify who is on and off of our campus. We are monitoring all school community traffic and dismissal. This helps with security purposes 24 hours a day in the parking lot of any unknown vehicles.

Do I have to upload my vehicle information?

Yes. Under your profile in the app please add your own vehicle or vehicles you may be driving.

How come I can't add a vehicle license plate number in my profile or under an authorized driver?

SchoolPass only allows you to put in one license plate. If you are unable to add it, it means someone has already added the vehicle. It is best to put your own vehicle under your own name but you are able to add multiple vehicles if you happen to use another car, a rental or another family member's car.

What is the difference between carpool and authorized drivers?

Carpool is to be used within the school community. You can use the carpool tool to search for a current CVCS family to use for your carpool on a regular basis or day to day changes.

Authorized Drivers are added for anyone that may pick up your student(s) during the school year like a babysitter, grandparent or neighbor that is NOT a current family attending CVCS.

Why can't I make any changes to an Authorized Driver?

Only one parent is deemed the Primary Parent to be able to make those changes to add or delete an authorized driver.

Why do I have old information on my authorized drivers that was moved over from FACTS?

The integration of FACTS is currently being cleaned up. Please make sure that all the information in SchoolPass is correct AND login to your family portal in FACTS and update the information to be the same if it is different.



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SchoolPass FAQ Continued

How do I record attendance and activity changes?

In the middle of your home screen on your app is a + button to add and make changes for activities, carpool, report absences, late arrivals and early dismissal's. This will alleviate calling or emailing the front office.

What is the Digital ID?

The Digital ID works with SchoolPass as a faster more expedited way to check in/out at the front desk iPad kiosks. It is a QR code sent to you through email or text message from SchoolPass. You can save it to your phone wallet or take a screenshot. It is not located in your app, but sent as a text or email QR code.

Can my student get a Digital ID?

Yes, if the student has an up to date cell phone number in SchoolPass, they can receive a Digital ID. If your student needs to update their cell phone number from FACTS, please send them to the front office to add their information.

How and when do I use the Digital ID?

You will only use your Digital ID to scan in person at the front desk kiosks to sign your student in or out or to become a visitor/parent onto campus during school hours. Junior high and High School students will use their Digital ID to sign in/out for certain activities as necessary.

Can I still sign in/out if I don't have a Digital ID?

Yes. If you have a FACTS ID number, you may enter that manually, scan a school ID card with the barcode, or sign in as a guest where an ID number will be assigned to you.

What do I have to do for dismissal?

Nothing. The cameras installed at the entrance and exit will automatically recognize your license plate and reference your student(s) with it.

What if I need to pick up my student early or drop them off late?

You will need to park your car and check your student in/out in the front office using the kiosks.

Do I still need a yellow pick up card for my elementary student at dismissal?

Yes. It will be used as backup for manual entry if needed.

How do the cameras know my license plate is me?

It is required to add your license plate information to the SchoolPass app. Any car you will drive on campus can be entered into your Profile in the app.

My students are older or drive themselves, do I still need to put vehicle information in if we are not using it for dismissal?

YES! The purpose of monitoring all campus traffic is to ensure who belongs on our campus for security reasons that distinguishable from our school community.

Do I put my student's vehicle information in my parent profile?

We will be sending a google form out to high school student's who are student driver's and it will be added to their own profile so we can monitor who is a student and who is a parent.

What if I need someone else to pick up my student?

If you need a current CVCS family to pick up your student, add them to your **carpool** activity in the app. This will send a notification to your requested carpool and to your student's teacher and the front office. If you need someone to pick up your student that is NOT a current CVCS family, please add their name and license plate to your **authorized driver's** list on the app.