

# Pickup Patrol Parent Guide



## PARENT REGISTRATION

PickUp Patrol eliminates the need to write notes or make phone calls when changing your student's dismissal plans.

1

### REGISTER

When its time to sign up, you'll receive a registration email. Use the provided link to create a password.

2

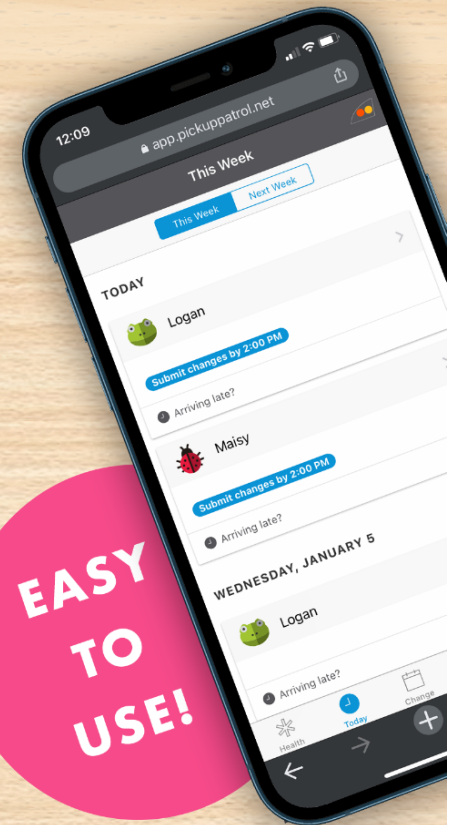
### GET THE APP

For easy access, add [app.pickuppatrol.net/parents](http://app.pickuppatrol.net/parents) to your phone's home screen.  
(Need help? See Page 4)

3

### CONFIRM DEFAULT PLANS

A Default Plan is the regular dismissal plan your child follows. For Example:  
Log in now to confirm your child's dismissal plan so they can be accurately dismissed.



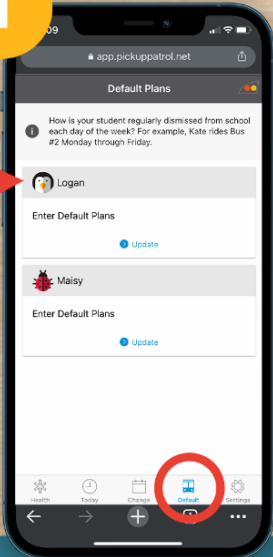
Logan rides Bus #2 every day

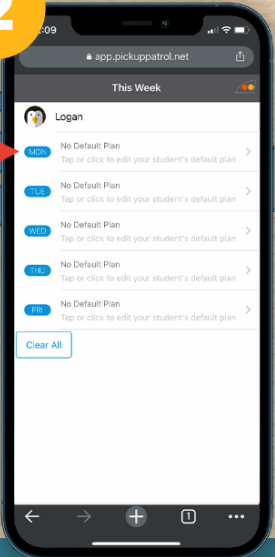
Maisy goes to Aftercare M W F and is a Pickup every T H

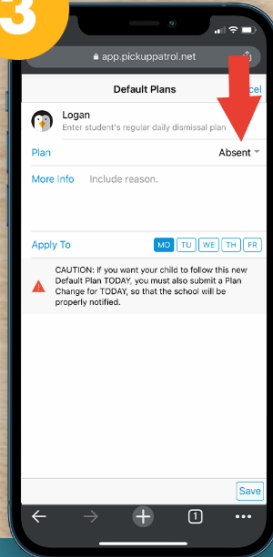


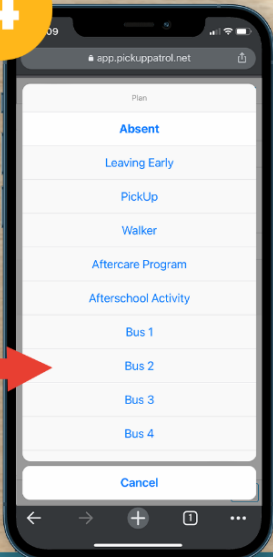
# HOW TO SET A DEFAULT PLAN

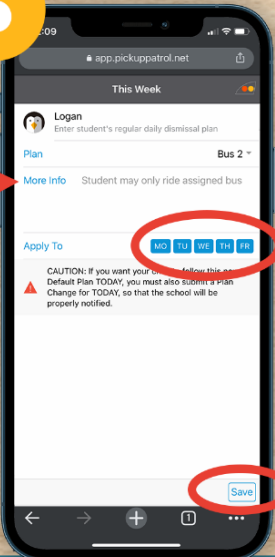
If default plans are not mentioned in your registration email you can skip this step.

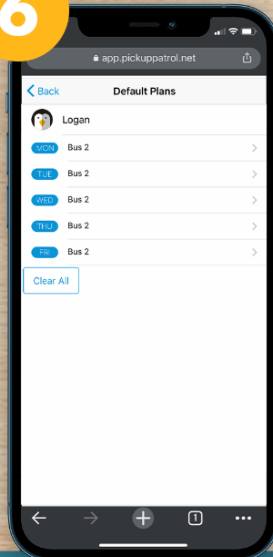
- 

Tap "Default" and select your child
- 

Select "Monday"
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Tap to select a Dismissal Option
- 

Choose a Dismissal Option
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Select the appropriate days & save. Repeat for other dismissal options, if needed
- 

This is how your child will be dismissed on a regular day

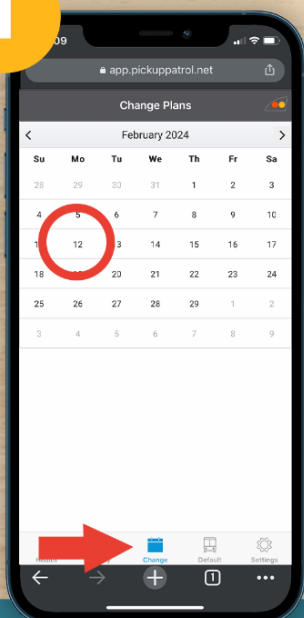
Repeat steps for any additional children



# HOW TO MAKE A PLAN CHANGE

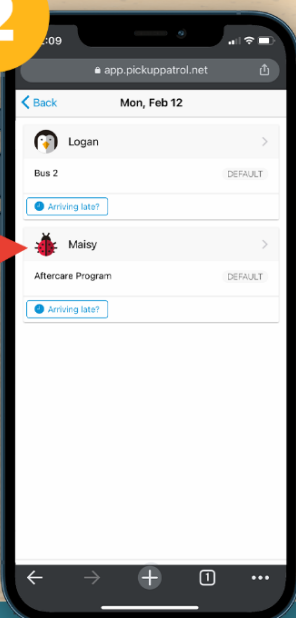


1



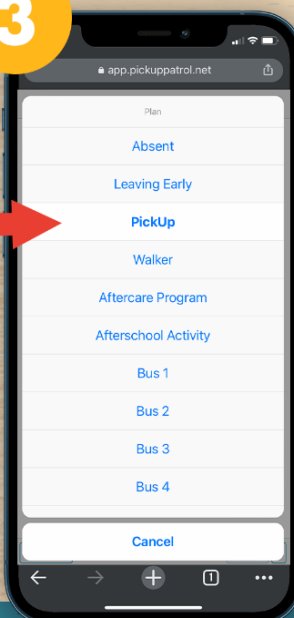
Tap "Change" and select a date

2



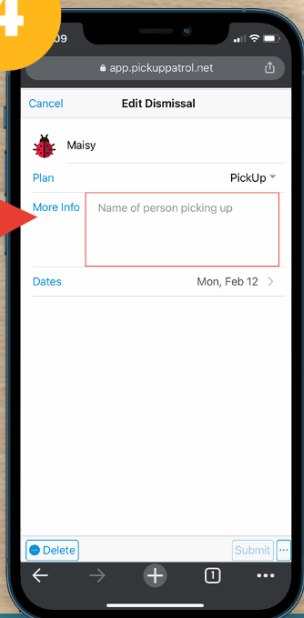
Tap to select your child

3



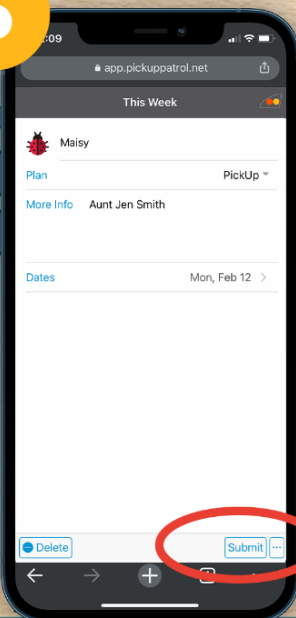
Choose a Dismissal Option

4



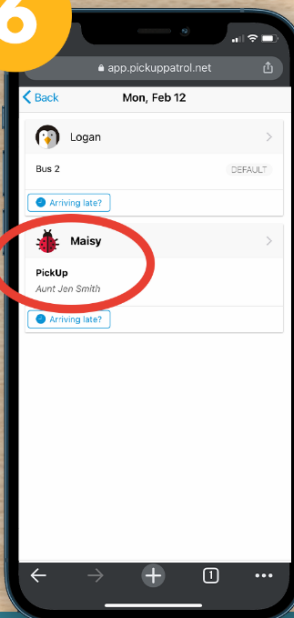
Enter additional information if needed

5



Tap "Submit" to notify the school office

6



On the day of the change the teacher will inform your child of their plan change

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# Add PickUp Patrol to your phone

PickUp Patrol is not downloaded from an app store. Instead, add it to your phone's home screen following these instructions:

**Read:** [Add PickUp Patrol to your Home Screen](#) (En Español)

**Watch:** [Adding PickUp Patrol to your Home Screen Video](#)

You can also log in from the website: [www.pickuppatrol.net](http://www.pickuppatrol.net)

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## FAQ

### What is PickUp Patrol?

PickUp Patrol is an online platform that manages dismissal time more efficiently and safely. Parents conveniently submit plan changes for their children using the free app. The school efficiently tracks absence, early dismissals and end-of-day plans. The system also helps speed up dismissal time and adds a layer of security for your children. If you would like to learn more go to [www.pickuppatrol.net](http://www.pickuppatrol.net).

### How do I register?

Your school will send you a registration email with instructions to sign up. If your school sent them out and you did not receive one, check your spam folder. If it's not there, contact your school to confirm that they have your correct email address.

### My registration link is expired:

Registration links are active for 24 hours and can only be used once. If your link has expired, please contact your school or [support@pickuppatrol.net](mailto:support@pickuppatrol.net).

### Is PickUp Patrol free for parents?



Yes! You can access it on a smartphone, tablet or computer.

### What's the difference between a Default Plan and a Plan Change?

**Default Plan:** Your child's regular way of getting home from school each day. Example: Kate rides Bus #2 on MWF and is a Pickup on TTH.

**Plan Change:** When your child's dismissal plan deviates from the Default Plan. Example: Kate is leaving early to go to the dentist on Monday or Kate is riding home with a friend on Tuesday.

### One of my children is not listed, how can I add them?

Your school office manages all student information. Contact them to confirm the email address on file for each of your children.

### How do I change my email address in PickUp Patrol?

Contact your school office and ask them to update their records. Once updated they will send you a new registration email so that you can reset your password.

### My child's default plan alternates each week. How do I enter it?

Contact [support@pickuppatrol.net](mailto:support@pickuppatrol.net) for assistance.

### I already registered but now I can't log in

If you have already registered, here are a few things to try:

- Use one of these recommended browsers: Safari, Chrome, Firefox, or Edge (PickUp Patrol does not work with Internet Explorer).
- Close out any active sessions of PickUp Patrol and login again.
- Reset your password using the password reset button.
- Reboot your phone.
- Check with your school to see if the email address you are using to log in is the same one they have on file for you.

### **I tried to reset my password, but didn't get the reset email:**

Sometimes it can take a few minutes to receive the password reset email. If you still do not receive it, try checking your email spam folder.

### **Login error message: *Couldn't find your PickUp Patrol Account...***

If you have already registered, but are now unable to log in, contact your school to verify the email address they have on file for you. Schools update this information periodically and the email address you previously used with PickUp Patrol may not be the one they currently have on file.