

Adding Emergency Contacts and Authorized Pickups

Adding a family member or relationship to your Eleyo account allows you to set them as emergency contact, or as an authorized pickup.

Emergency contacts are persons listed on file to contact in case of an emergency. This contact information applies to all district courses and care. Authorized pickups in Eleyo are persons that are able to pick a child up from child care.

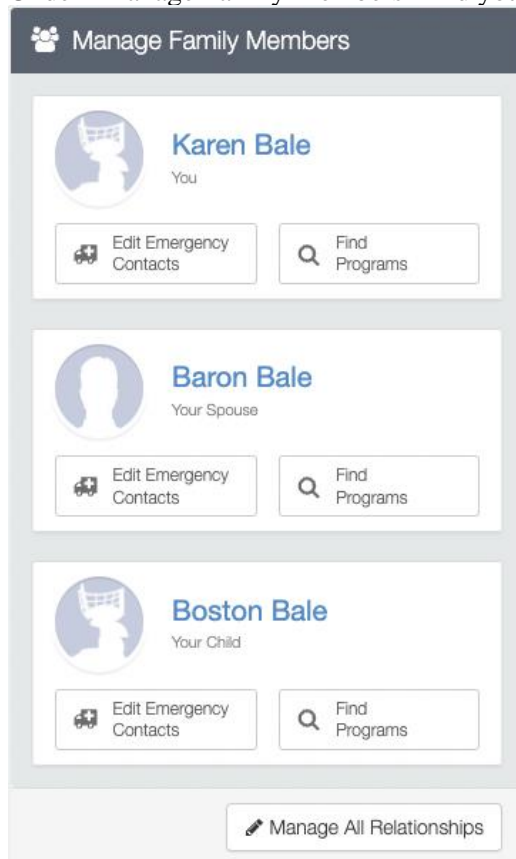
Each of these options are different but both can be added to the same relationship.

By default, emergency contacts are not listed as authorized pickups in the Eleyo Child Care Attendance app and can not sign children out through the kiosk. They need to be added as an authorized pickup before sites can release the child to them.

Adding an Emergency Contact

Emergency Contacts for a child may be added or updated during the Child Care registration process for a new Season (School Year or Summer). If you need to update Emergency Contacts for a child before or after completing a registration, use these steps:

1. Navigate to your program's Eleyo site and click **Sign In**. *The Sign In page is displayed.*
2. Sign into your account. *Your Dashboard is displayed.*
3. Under "Manage Family Members" find your child and click **Edit Emergency Contacts**.





4. Click **Add Emergency Contact** or **Create New Emergency Contact**.

If you have already created the family member/relationship in Eleyo, click **Add Emergency Contact** and select them from the list that is presented or click **Choose**.

If you have not created the family member/relationship, click **Create New Emergency Contact**. Complete all required fields and click **Create Emergency Contact**.

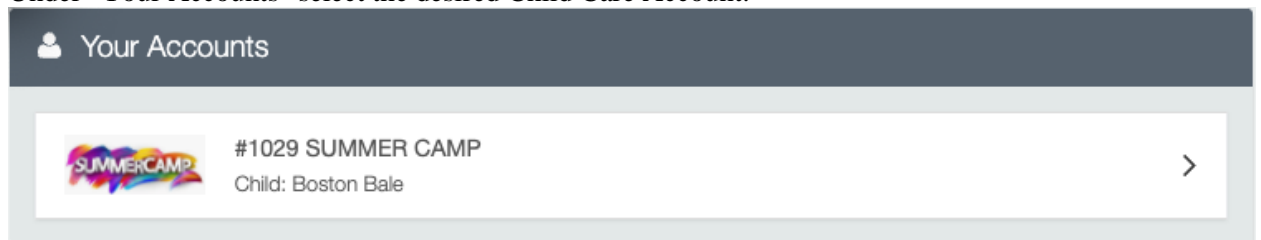
NOTE: Emergency contacts must be added for each child separately.

You can use the Edit pencil icon  to update an existing contact person or use the red Remove icon  to delete a contact person.

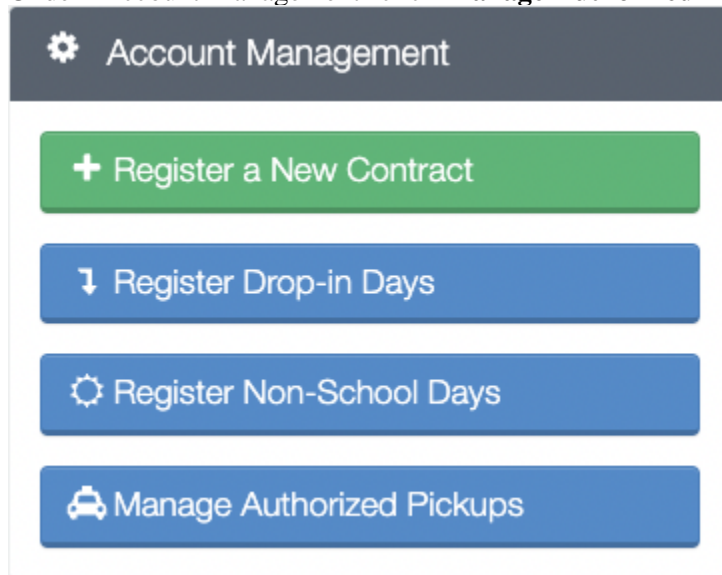
Adding an Authorized Pickup

In Eleyo, any user account listed as a parent of the child will automatically be listed as an authorized pickup. To add additional family members/relationships as an authorized pickup for your child in Eleyo, use these steps:

1. Navigate to your program's Eleyo site and click **Sign In**. *The Sign In page is displayed.*
2. Sign into your account. *Your Dashboard is displayed.*
3. Under "Your Accounts" select the desired Child Care Account.



4. Under "Account Management" click **Manage Authorized Pickups**.






5. Click **Add Authorized Pickup**.

If you have already created the family member/relationship in Eleyo, click the "Person" drop-down and select them from the list that is presented. Enter or update the person's phone number, then click **Save Authorized Pickups**.

If you have not created the family member/relationship, click the "Person" drop-down and select Other. Enter the person's name, phone number, and optionally add a note to describe the person (such as uncle, grandparent, or friend), then click **Save Authorized Pickups**.


📌 Pickups for Jada Bale

Person	Phone Number	Description or Note	
<input type="text" value="Karen Bale"/>	<input type="text" value="(651) 867-5309"/> <input type="text" value="Cell"/>	<input type="text"/>	
<input type="text" value="Jacob Bale"/>	<input type="text" value="(651) 867-5309"/> <input type="text" value="Cell"/>	<input type="text"/>	
<input type="text" value="Other"/>	<input type="text"/> <input type="text" value="Home"/>	<input type="text"/>	

[+ Add Authorized Pickup](#)

[Save Authorized Pickups](#) or [cancel](#)

NOTE: Authorized pickups must be added for each child separately.

You can remove an authorized person at any time by clicking the red Remove icon  and clicking **Save Authorized Pickups**.