

Parent Quick Reference Guide for the App



School Dismissal Manager has native apps for both [Apple](#) and [Android](#). Search your device's Play Store for **School Dismissal Manager** or use the links below to download the app.

You will receive a Welcome Email from School Dismissal Manager (SDM). If you are new to SDM, it will show your Username and a Temporary Password at the **top**. Your first login can be done from a desktop/laptop or from the app.

Follow these first three steps to get started using SDM:

1. **Understanding a Default vs. an Exception...** a *default* dismissal is the way your child goes home most days and is considered the standard dismissal (a single default can be assigned for everyday of the week or a different one for each day of the week depending on needs); an *exception* is a temporary (single-day or recurring) change to that default.
2. **To login...** once downloaded, click on the app icon to open the login screen.
 - a. **If you are new to SDM...** use your Username and Password from the Welcome Email, you will be required to change your password immediately before proceeding.
 - b. **If you are a returning user and your email address has not changed...** you may continue using the same username and password that you have used in the past.
 - c. **If you have forgotten your password...** after the first incorrect entry, you will see a "Login Failed..." message just above the Login button, click "password recovery" within that message to reset your password.
3. **To set Default Dismissal...** Click on the hamburger menu in the top left corner of your screen (☰):
 - a. **If you see *Default Dismissals* as an option...** click on it and in the pop-up window, change your child's default dismissal instruction. There are two buttons for each child. If you only need to set one default for the whole week, click on **Update Default Dismissal**. If you need to set a different default for each day of the week, please click **Update Weekday Default Dismissals**. You should set both of these, understanding that the Default Dismissal is the base and setting a Weekday Default will override the base for that day of the week.
 - b. **If you do not see *Default Dismissals* as an option...** your school has turned off this feature for parents. Keeping in mind your school's policies, call or email the school office to request a default change.

Below, are additional steps to take as needed when they occur:

4. **To create a single-day exception...** in your two-week calendar, click on the day that you wish to create an exception (for future dates click the Future Date link just below the red bar displaying the cut-off time). Below the child you are creating an exception for, select the exception from the dropdown options and then click **Update Schedule**; a note may be required. **Note:** You may select an exception for each of your children before clicking on **Update Schedule** to create the exception(s).
5. **To Cancel an exception...** click on the day you are cancelling an exception. Out to the right is a red **Cancel Exception** button, click it, confirm that you want to cancel, and then scroll to the bottom to return to the calendar.
6. **To Create a Recurring Exception...** (example: one that occurs every Monday and Wednesday for six weeks), click on **Recurring Dismissals** in the menu. Select the student's name and then select the dismissal instruction from the dropdown options. Next, select which days of the week the dismissal instruction will occur (you may select up to three days) and set the date range for the length of time the recurring set will occur. Last, give this recurring set a name and then click **Click Here to Save Recurring Dismissal Instructions**. **Note:** You can only create recurring dismissals for one child at a time.
7. **To Cancel Recurring Exceptions...** click on **Recurring Dismissals** in the menu and select the student's name. Then scroll to the bottom and click on **Remove Dismissals By Set** and select the set you need to cancel or click on **Remove All Existing Recurring Dismissal Instructions and reset to default** to cancel all sets.

For additional assistance:

- Remember to reference the **Frequently Asked Questions** (Parent FAQ) link next to the login area on the website for quick answers to your questions.
- To view this guide any time, click on **Quick Start Guide** in your app menu or if you would prefer to view a video, click on Quick Start Video in your app menu.
- If you cannot find the answer to your questions in our documentation or videos, click on **Get Help** in the app menu to send an email directly to the school office staff. **REMEMBER:** each school sets its own parameters, policies, and procedures for using SDM and as such, you must contact your school, not SDM, for additional assistance.