



PARENT GUIDE

St. Gabriel Catholic School



What is School-Pass™?

Online technology used to:

- *Set up a transportation plan for your child*
- *Manage and report arrival and dismissal changes to the school*
- *Automatically notify the correct staff, teachers, and other parents when changes are reported*
- *Account for students arriving/leaving the school*
- *Allow parents to self-manage authorized driver lists and pickup schedules*
- *Help the school prepare for and run a safer, faster, and more organized dismissal process*



Glossary / Terms

- ***Carpool*** – Refers to all of the authorized drivers and students in your family, or in a multi-family carpool
- ***Arrival/Dismissal Defaults*** – Reflect your child’s “usual” routine; changes after the first few weeks of school must be requested through the school administrator
- ***Move to bus*** – Allows you to let the school know that your child will be on a MACS bus for one or more days. Assumes you are registered with MACS
- ***Move to activity*** – Allows you to move your child to an after-school activity (such as ASEP or Girls on the Run) for one or more days
- ***Change notification*** – when a change is made to your child’s transportation plan, a notification email is automatically generated to you, the school administrator, your child’s teacher, and the other parent (if you used Move to Student)

How do I... *change my child's pickup destination?*

If you are not sending your child home with another student, here are other changes you can make...

- ***Move to carpool*** – use this feature if you want to pickup your child directly from school (assuming your child's default is not carpool) or if you want another family at the school to pickup your child
- ***Move to activity*** – use this feature to move your child to an after-school activity (leaving school on foot is classified as an activity)
- ***Move to bus*** – use this feature to move your child to a MACS bus (if your child is not on a bus by default). You must be registered with MACS
- ***Report an absence*** – use this feature to report your child's absence for one or more days
- ***Schedule an early pickup*** – use this feature to inform the school that you will be picking up your child early (tip: you have the option to indicate that your child will be returning the same day prior to dismissal)

How do I... *report an absence?*

On the website



- On the home page, click **Report Absence** on the MAKE CHANGES menu
- Select your child by clicking the pencil to the left of his/her name
- Fields to enter...
 - Frequency: how often
 - Period: range of absence
 - Days: specific applicable days
 - Reason/notes for the absence
- Optional - upload any document (PDF) to support the absence
- Click OK
- *The school administrator, your child's teacher, and the drivers in your family carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students*

On the app



- Click **Changes** from the home menu
- Click **Report Absence**
- Select your child (one or more)
- Select the start and end dates (period) and the day(s)
- Optionally select the frequency
- Enter notes and click Save
 - *The school administrator, your child's teacher, and the drivers in your family carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students*

How do I... *arrange to pick my child up early?*

On the website



- On the home page, click **Schedule early pickup** on the MAKE CHANGES menu
- Select your child by clicking the pencil
- Fields to enter...
 - Pickup person and time
 - Click “Will return to school” if your child will be back at school for afternoon dismissal
 - Frequency: how often
 - Period: range of days
 - Days: specific days that apply
 - Reason/notes for the early pickup
- Click OK
 - *The school administrator, your child’s teacher, and the drivers in your family carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students unless your child will return that day*

On the app



- Click **Changes** from the home menu
- Click **Schedule Early Pickup**
- Select your child (one or more)
- Select the Pickup person
- Select the start and end dates (period)
- Enter the Pickup Time
- Select the day(s)
- Optionally select the frequency
- Indicate whether the child will be back for dismissal
- Enter notes/reason for the early pickup
 - *The school administrator, your child’s teacher, and the drivers in your family carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students unless your child will return that day*

How do I... *verify my changes were accepted?*

On the website



- The student calendar on your homepage will show you defaults and changes by day
- If you have multiple students at the school, select a different **Student** from the dropdown list
- Click on **AM or PM Default** to view your child's arrival/dismissal default instructions for any date in the next two weeks
- Move through the calendar by clicking the Previous or Next arrow buttons
- Any changes you or the school made on your behalf will be displayed on the date of the change
- *Please contact the school administrator if you do not see changes reflected*

On the app



- Click **View Calendar** from the home menu
- Select your **Child/student**
- Move through the calendar by clicking the Previous or Next arrow buttons
- Click on the specific date to view defaults and changes
- If there are changes on specific days, the day on the calendar will be shaded red to indicate a change
- Any changes you or the school made on your behalf will be displayed on the date of the change
- Please contact the school administrator if you do not see changes reflected

How do I... *view my list of change requests?*

On the website



- On the left navigation menu, click **Changes**, then **Student**
- Select the student using the pencil icon
- Past and future changes will be listed under the **LIST of ALL CHANGES** section
- View the change detail by clicking the pencil
- Each change has a “Series” or “header” section and a list of days the change occurs on (*change occurrences*)
- You can:
 - **Cancel** a recurring change or series, or a single occurrence
 - **Update Notes** for a recurring change or series, or a single occurrence

On the app



- Click **Changes** from the home menu
- Click **View Changes**
- Upcoming changes will be displayed for all students in your family/carpool
- You can search for changes by child and start/end dates (period)
- Any changes you or the school made on your behalf will be displayed on the date of the change
 - Please contact the school administrator if you do not see changes reflected

How do I... *add another user or driver to my account?*

On the website

- On the home page, click **Add/Delete Drivers** on the MAKE CHANGES menu
- Click the blue **Add** button
- Entering driver information
 - *Login*: enter a valid email address if you want this new driver/person to be able to log into School-Pass, make changes, and receive change notifications. Leaving this blank will simply add the driver to your carpool's authorized list
 - *Picture*: we recommend you add a picture of the driver to enhance student safety
- Click **Add**
- If you entered a valid email address, the new driver/user will receive an automated welcome email from School-Pass, which will include a temporary password

Note: the ability to Add and Delete Drivers is only available to the **primary parent** to whom the School-Pass account was assigned by the school administrator. Changes to the primary parent must be processed by the school. If you are joined in School-Pass in a multi-family carpool, you don't need to add the other family's drivers as authorized drivers.



This feature is not available on the app and can only be changed on the website



How do I... *update my child's transportation defaults?*

On the website

- **Arrival and dismissal defaults can only be changed by users during the “open window” period at the start of each school year**
- **Once that period has ended, contact the school administrator to make a default change**
- During the open window period, users can update or view defaults by clicking on the [View Arrival/Dismissal Defaults](#) link on the STUDENT(S) section on the bottom of the home page
- By default, **Dismissal Defaults** by day are displayed
- Click on **Arrival Defaults** link to view arrival defaults by day

What the default options mean:

- Carpool = dropped off or picked up by an authorized driver
- Bus = selected route and stop
- Other = an after-school activity or alternate method of arrival/dismissal such as Walkers/Bicycle



This feature is not available on the app and can only be changed on the website

How do I... *get help to log in or general support?*

On the website



- Make sure you are on the correct school website: <https://stgabriel.school-pass.net>
- Help options on the login page:
 - **Trouble logging in?** Send a help request email via the help panel. The school administrator and support@school-pass.com will be notified
 - **Create a temporary password.** Request a new/temporary password using your email address and security question/answer

On the app



- Help options on the login page:
 - **Need help?** Send a help request email via the help panel. School-Pass support will be notified
 - **Forgot your password?** Request a new/temporary password using your email address and security question/answer