



Fairview Elementary School Dismissal Manager (SDM) FAQ's

I didn't receive a letter with my login credentials. Where is it?

Check your spam/junk folder. The email should be sent with the title "Fairview Elementary School" and the sender "info@schooldismissalmanager.com".

How do I access School Dismissal Manager (SDM)?

- The website is www.schooldismissalmanager.com.
- The app is available for download from www.schooldismissalmanager.com at the bottom of the page.

Where do I find the app?

The app is available on the Apple & Android apps stores. You can also find the link to download the app on the bottom of the website - www.schooldismissalmanager.com.

I'm trying to change my child's dismissal for today, but it's not letting me. Why?

The cutoff for a full day is 2:30PM. Early dismissal cutoff is 11 AM. If you are trying to make a change for the current day after these times, you will need to call the office - 412-963-9315.

I need to change my child's default, but it won't let me. Why?

For safety/emergency reasons, the default will always be the transportation provided by the District (assigned bus). Instead of changing the default, please use the "Weekday Dismissal" or "Recurring Dismissal Instructions" tab to update a date range.

How do I set up my child if they are dismissing every day or frequently in a way other than the bus?

Choose the "Weekday Dismissal" or "Recurring Dismissal" options. Using this will allow you to choose an alternate dismissal plan for a time frame or specific days of the week.

For example, if your child will be a car rider every Tuesday, set up a Weekday Dismissal for all Tuesdays as a Car Rider. You could repeat this for each day of the week if they will be a daily car rider.

How do I add a nanny, grandparent, or someone besides a parent to pick up my child?

If someone is authorized by you to pick up your student and doesn't have a student that attends Fairview, please set them up as a "View Only Parent" within Car Rider. They will not have the ability to change your child's dismissal plans, but they will be provided an account so they can log in to see the child's dismissal plan and check into the car rider line.

Do I have to set up another parent as "View Only Parent" for my student to be a Car Rider with them? How do I show my child as a Car Rider going home with another student's parent?

If they already have a student that attends Fairview, you do not need to set them up as a "View Only Parent". Choose "Car Rider". When it asks who will be picking up, instead of choosing "Yourself" - choose "Someone Else". It will then ask if this person has a student that attends this school. Answer yes and enter the student's name. It will then allow you to choose from the list of parents assigned to that student.