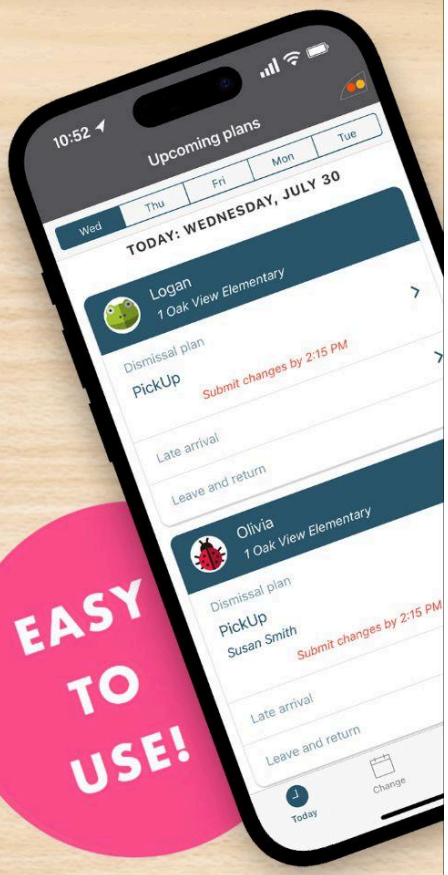
PickUpPatrol™

PARENT REGISTRATION

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



EASY TO USE!

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** 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:

- James rides Bus #1 every day
- Olivia goes to Aftercare M W F and is a Pickup every T H

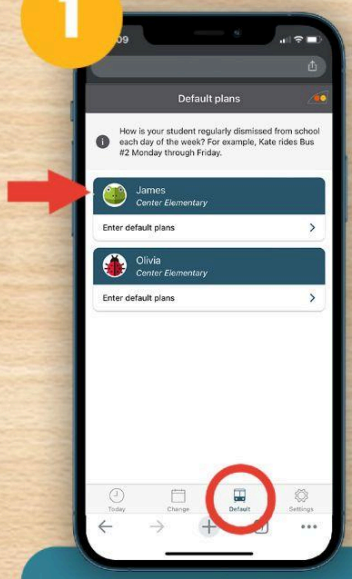
Log in now to confirm your child's dismissal plan so they can be accurately dismissed.

PickUp PATROL

HOW TO SET A DEFAULT PLAN

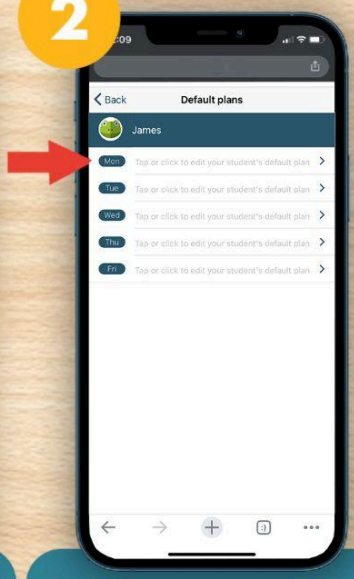
If default plans are not mentioned in your registration email you can skip this step.

1



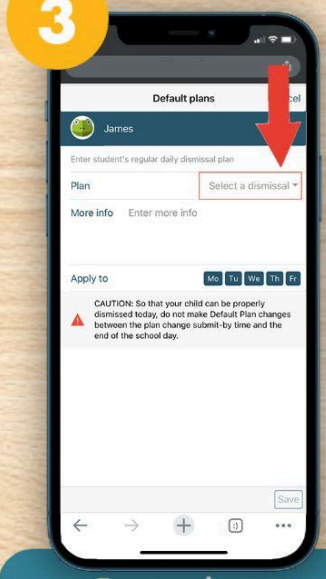
Tap "Default" and select your child

2



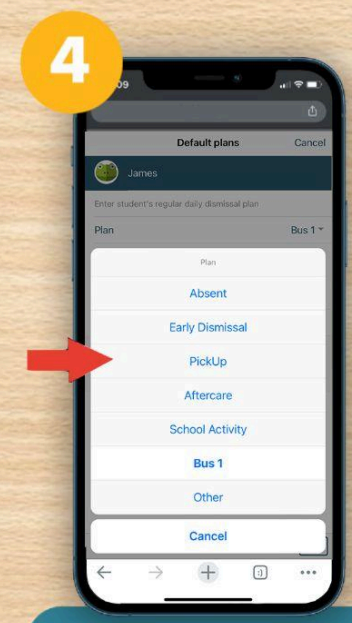
Select "Monday"

3



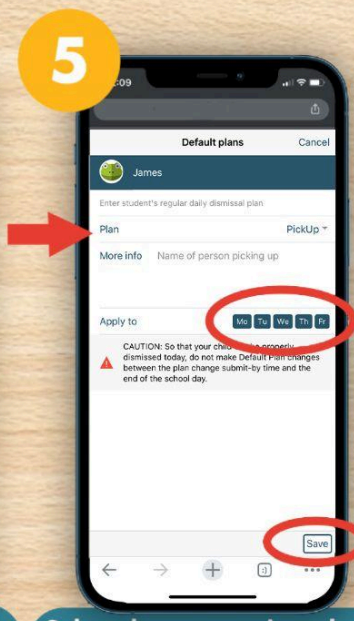
Tap to select a Dismissal Option

4



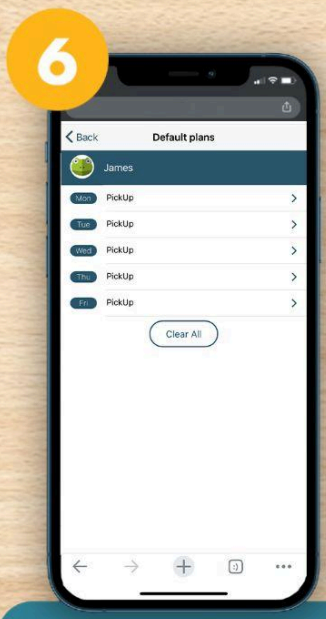
Choose a Dismissal Option

5



Select the appropriate days & save. Repeat for other dismissal options, if needed

6



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

Repeat steps for any additional children

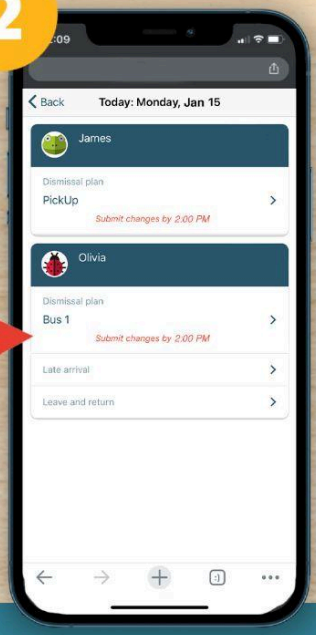
HOW TO MAKE A PLAN CHANGE

PickUp PATROL

1

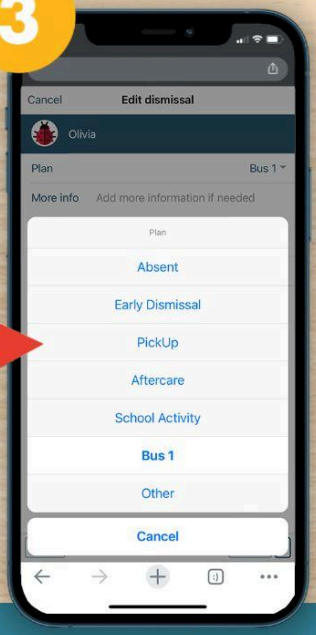
Tap "Change" & select a date

2



Select the plan type

3



Click the Plan dropdown and select a dismissal plan

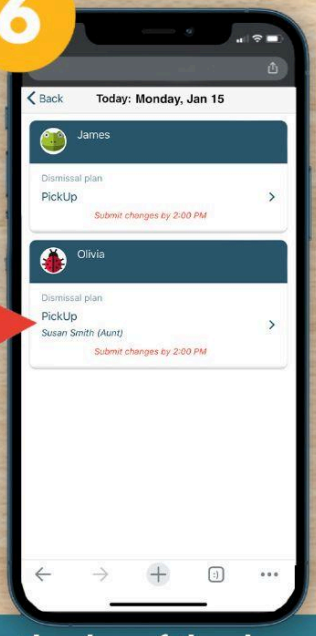
4

Enter addtional information & dates if needed

5

Tap "Submit" to notify the office

6



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

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:

IPHONE/SAFARI (iOS 13 OR LATER)

Open https://app.pickuppatrol.net/parents in Safari.
Tap the "share/send" icon on the bottom menu bar (square with an "up" arrow).
Tap "Add to Home" (you may need to scroll further down to see this icon).
Tap ADD in the top right corner.

IPHONE/SAFARI (iOS 12 OR EARLIER)

Open https://app.pickuppatrol.net/parents in Safari.
Tap the "share/send" icon on the bottom menu bar (square with an "up" arrow).
At the bottom of your screen you'll see a list of gray icons. Scroll to the right until you see "Add to Home Screen"
Tap "Add to Home Screen"
Tap ADD in the top right corner.

IPHONE/CHROME

PUP works in Chrome, but Chrome does not offer a way to add a web page to your Home Screen. So we recommend you use Safari to add PUP to your home screen.

ANDROID/CHROME

Open https://app.pickuppatrol.net/parents in Chrome.
Tap the 3 dots on the top right.
Scroll down and tap on "Add to Home Screen".

ANDROID/MICROSOFT EDGE

Open https://app.pickuppatrol.net/parents in Edge.
Tap the 3 dots at the bottom of your screen.
Tap the "Add to Screen"icon.
Select "Add" and "Add" again following the prompts.

ANDROID/FIREFOX

Open https://app.pickuppatrol.net/parents in Firefox.
Tap the 3 dots on your screen
Then select "Add to Home screen".
Follow the prompts to tap "Add" and "Add" again.

You can also log in from the website**: www.pickuppatrol.net**

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 through the web app. The school can easily track absences, early dismissals and end-of-day plans. The system helps speed up dismissal time and adds a layer of security for your children. Learn more at www.pickuppatrol.net.

How do I register?

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

My registration link is expired:

If your link has expired, please contact your school or support@pickuppatrol.net for a new one.

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 dismissal plan. Ex: 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. Ex: 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?

Contact your school office to confirm that they have the same email address on file for each of your children.

How do I change my email address in PickUp Patrol?

Contact your school and ask them to update their records. Once updated they can send you a new registration email..

My child's default plan alternates each week. How do I enter it? Contact support@pickuppatrol.net for assistance.

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

If you've 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.

I already registered, but now I can't log in. Try this:

- Use one of the recommended browsers: Safari, Chrome, Firefox, or Edge.
- Close out any active sessions of PickUp Patrol and log in again.
- Reset your password using the password reset button.
- Reboot your phone.
- Check with your school to see if the email 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 reset email. Also check your spam folder. If you find the email there, but it doesn't have a reset link, mark the email Not Spam and access it from your inbox.

Need help with something else? Contact support@pickuppatrol.net for assistance. rev.7/24