STEM SCHOOL
HIGHLANDS RANCH

STEM PIKMYKID GUIDE

Welcome to STEM's Pikmykid Guide!

This guide will help you understand how to use the Pikmykid app for daily driveline dismissal at STEM School Highlands Ranch. Whether you're new to driveline or using the app for the first time, this step-by-step document will show you how to set up your account, update pick-up changes, announce your arrival, and safely manage who picks up your child. For the Pick-up process to work smoothly on campus, the app needs permission to use Location Services on your smartphone.

Also Review "Drop-off and Pick-up Instructions"

To ensure a smooth and effective pick-up process, please review this guide along with the Pick-up Instructions found in the "Drop-off and Pick-Up Instructions" section under Elementary School on the Parents Page of the STEM website.

Do you have both Elementary and Secondary students at STEM?

Please note that Pikmykid is mandatory for picking up Elementary students. While Secondary pickup does not require Pikmykid or a placard, it's important that families with students in both grade levels are fully prepared.

Even if you're already familiar with the driveline process for older students, you'll still need to download the Pikmykid app, set up your account, and be ready to use it on day one for your Elementary child. This ensures a safe, smooth, and efficient pickup experience for everyone.

What Is the Pikmykid App and Why Do We Use It?

Pikmykid is an app that lets you manage how your child gets home each day. STEM uses it to keep children safe and organized during dismissal. **Why STEM uses it:**

- Keeps students safe
- Helps staff know exactly who is picking up each child
- Reduces confusion and makes dismissal faster

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Pikmykid Uses A Delegate System

It's very important to know that this app implements a "Delegate System."

What is a Delegate System? Within the Pikmykid app, a delegate is someone you trust such as a grandparent, babysitter, neighbor, or family friend who is allowed to pick up your child from school when you cannot. In the Pikmykid app, you can add these people as delegates and assign specific dates when they are allowed to pick up your child.

Very Important Step for Delegates: Delegates ***must*** also download the Pikmykid app and create their own account, with their own information, using their own personal phone.

Set-Up Account Online

Instead of creating your account through the app, parents can use a browser on their computer to register and make pick-up changes, report student absences or check-ins here: *parentapp.pikmykid.com*

However, the Announce feature, which lets you or a delegate alert the school when you arrive in the driveline or for walkup pickup, **can only be used through the Pikmykid app on a smartphone.** If you register online using a browser on your computer, you must still download the app on your phone and sign in to use this required feature pickup.

Video tutorials are available through the Pikmykid website.

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Set-Up Directions

In this section, you'll learn how to download the Pikmykid app, create your account, connect your child, and assign delegates so you're ready for daily dismissal.

Step 1: Download the Pikmykid App

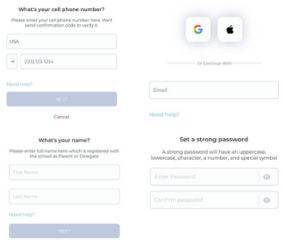
- Search for "Pikmykid" in your phone's app store (Apple or Android)
- Or scan the QR codes below
- Download the app for free

iOS Android

Step 2: Create Your Account

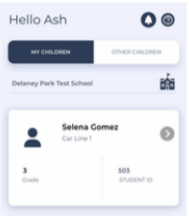
- Select "Create Account" or use your Google/Apple account
- Follow the prompts to sign up
- You will verify your email address and phone number to complete registration

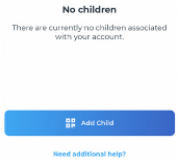
Reminder: Each parent or adult must use their own smartphone and make their own account.



Step 3: Add Your Child

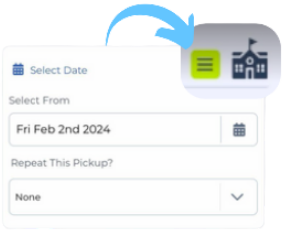
- STEM will add your children automatically
- If you see “No Children” on the screen, please fill out this form: [Pikmykid STEM Support Form]





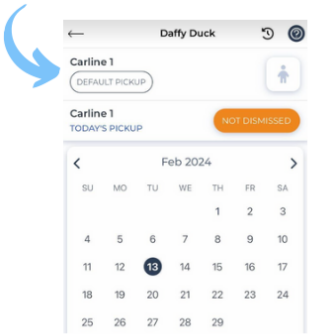
Step 4: Make Your Default Schedule

- Choose your child from the children’s tab
- If making changes for multiple children, tap the green icon next to your school’s name
- Choose the date or select the three-dot icon
- You will be able to make single or recurring changes



Step 5: Change the Default Pickup Mode

- Select Default Pickup from this screen to change your child(ren) default pickup mode
- The app will prompt a message if the school has restricted your chosen option



Pick-Up Modes are Defined as:

- **Driveline:** For when you are using your vehicle only during driveline. This will be called in the app: West Driveline Pick-Up
- **Walkers**: For when you park, exit your vehicle and walk up to pick-up your child, this will be called in the app the East Elementary School Doors.
    - Walkers will only be permitted to pick-up their child from these doors and no other doors on the school property.

Important Process to Remember: Detailed Pick-Up Instructions using the app for day-of Driveline or Walkers can be found later in this document.

For 3rd - 5th Grade STEM Parents: For families who would like their 3rd-5th grade child to walk on their own off campus, STEM must have a Dismissal Authorization Form on file. The child should then be designated as a “Walker” in the PikMyKid App. Why this is required: This gives STEM permission to release your child without an adult present.

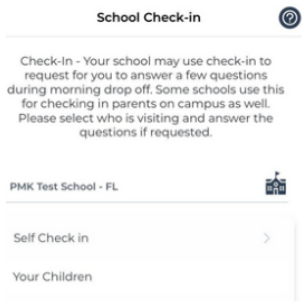
For K-2nd Grade STEM Parents: STEM must have a Dismissal Authorization Form on file to allow these children to walk off with older siblings.

Dismissal Authorization Form is only for driveline. This document does not apply for children to be dismissed in the middle of the day.

Step 6: Check-In

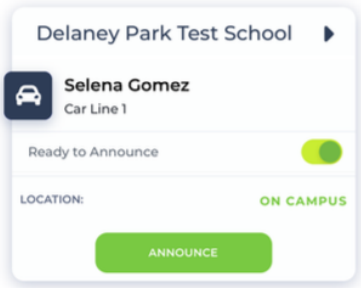
- In the Check-In tab, you will be able to complete the check-in for you or your children.

Don't see the Check-In tab? Contact App Support if the Check-In tab is not available for you.



Step 7: Review The Pick-Up Tab

- The app's Pick-Up tab allows you to see your children, view their pickup mode, and announce your arrival.



Step 8: Designate a Delegate

In this section, you'll learn how to designate a delegate in the app. A delegate is someone you trust such as a grandparent, babysitter, neighbor, or family friend who is allowed to pick up your child from school when you cannot. Delegates ***must*** download the Pikmykid app and create their own account, with their own information using their own personal phone.

Does a Delegate need a QR code? Delegates do not need any QR Code or ID to add/see any delegated child.

Steps For STEM Parent:

- Step 1: Ask your delegate to download Pikmykid and "Register a New Account"
- Step 2: After your delegate is registered, you will follow the steps below to add their phone number to one or more days on your child's dismissal calendar. Delegates will not be able to see your child until they have been assigned for pick up for one or more days.
- Step 3: To add a pick-up mode/delegation change to your child's calendar:
    - Select the child's name from your "Children" tab
    - Choose the applicable calendar date when you want the change to start OR Select More Actions on your bottom right corner
    - Select Change Pick-Up on the box below the calendar OR Create Pick-Up if using More actions
- Step 4: On the next screen:
    - Select "Next" if the change is for one day only OR Select one of the options to repeat the change, choose the last day and days included in the change, then "Next"
    - Select the desired pickup option from the drop-down.
    - Select who is picking up (yourself or someone from your contacts)
    - Confirm change to save your selection.
        - Dates marked in orange indicate a pickup change is already scheduled. Tap to unselect if you don't want to overwrite existing changes.
- Step 5: You will see a green notification on the top of the screen with the confirmation of the changes.

Important Information: If you do not see the desired Pick-Up Mode in your drop-down menu, please contact STEM through the Pikmykid STEM Support Form to enable this option for your child. Only STEM can make these updates for you.

Tip: You can select the date on the calendar to display the schedule for the day.

Steps For Delegate:

- Step 1: In order to see a child on your “Children”/ Home page, make sure the enrolled STEM parent has added your name and phone number to one or more days on the child’s calendar.
- Step 2: Select the "OTHER Children" to view children you have been delegated for
- pickup.
- Step 3: Click on the date to see any additional details about the delegation.
- Step 4: On the assigned day, the child will show on your “Pick-Up” tab.
- Step 5: Select the "Announce" green button to announce your arrival.
- Note: "Announce" is only available on the assigned days, while at the school campus, and once the dismissal has started.
- Tip: For the Pick-Up process to work smoothly, make sure the app has permission to use Location Services on your smartphone.

Need Help? At the end of this document is a section for help if your delegate is having issues with registering.

Step 9: Now That You’re Setup, It’s Time To Use Pikmykid at STEM!

At STEM School Highlands Ranch, the Pikmykid app is a required part of the pick-up process for all families. This section will explain how STEM specifically uses Pikmykid during dismissal. If needed, you'll learn how to make a schedule change by **1:45 PM** each day and how to announce that you’ve arrived at the school during dismissal. Understanding these STEM-specific procedures will help you feel confident and prepared each day you arrive for pick-up.

Change My Child's Dismissal Schedule

Important: Changes to your child's dismissal schedule must be made no later than 1:45 PM in the Pikmykid App. If you have to make a dismissal change after 1:45 PM, please contact the school's front office.

Follow the steps below to make the changes to your child's dismissal schedule.

- Step 1: Select the pencil icon in the corner next to the school name.
    - Select the Edit button next to the child's name.
    - Select "OK" on the next screen to display your child's calendar.
    - Choose the date for the change.
- Step 2: Select either "Change Pick-Up Mode", "Delegate to Another Person" or "After-School Programs" and follow the instructions on the screen depending on the choice of dismissal. Decide if it is a recurring change. If so, for how long and how often (weekly, daily, monthly, etc.)
- Step 3: Select "Save Pick-Up Change" to submit. You and the school will be able to see the changes to your child's calendar.

Important Delegate Note: If you did not select the delegate to pick up on a certain day, the delegate will not be able to "Announce" they are there for pick-up on that day.

Announce You've Arrived!

Directions for West Driveline Pick-Up (Cars Only)

- Step 1: Enter the Driveline at your West Driveline Entrance Time, found below.
- Step 2: Once you've come to a complete stop in line, open the PikMyKid App and click the green "Announce" button that you've arrived.
- Step 3: Driveline volunteers will move your car into position.
    - The first 24 cars are designated as our "Active Line" and are the cars that will be loaded first.
    - Any cars after the first 24, will be organized into the "Next Line" so that when the first set of 24 cars have been dismissed, they will fill into the Loading Zone and become the "Active Line."
- Step 4: While this is happening, teachers are monitoring the PikMyKid Dismissal

Dispatcher tool in their classrooms and will only release children that are in the "Active Line." Please do not call your child to come down. This creates confusion for teachers and volunteers.

- Step 5: Driveline volunteers will "Dismiss" children in the App, once they've been loaded into their cars.

Important Note: The app needs permission to use Location Services on your smartphone. Parents can only announce at the school, during the set dismissal hours.

West Driveline Entrance TIme			
Entrance TIme	**Pick-up Time Window**	**Placard Color**	**West Elementary Loop**
2:50 PM	3:00-3:10 PM	Green	Kinder – 1st
3:05 PM	3:10 -3:30 PM	Orange	2nd – 5th K-1 with ES siblings
3:30 PM	3:30-3:40 PM	N/A	K-5th with MH/HS siblings

VERY IMPORTANT: Please only come at your designated pick-up time; no parking or standing on Barrons Blvd (it is against the law).

Directions for Walkers (Parents walking up to pick up their child(ren))

- Step 1: Once you've announced that you are at the EAST Elementary School Doors, teachers will release the children to be dismissed.
- Step 2: A Driveline Volunteer will be there to help get your child(ren) to you.
- Step 3; You may be asked to show your "Announced" screen to the volunteer for verification.
- Step 4: The Driveline Volunteer will "Dismiss" your child from the App.

Late Pick-Up Policy is outlined in the Student / Parent Handbook

Step 10: Need Support?

If you are a parent/guardian and do not see your child, it is likely that your mobile number is not matching the student record that was uploaded by the school into PikMyKid. If you are the primary or secondary contact for your child and are having difficulty with using PikMyKid please complete this form to have STEM assist you.

If you need assistance from PikMyKid, you can email support@pikmykid.com or call 813.864.7627. When you reach out, please include the name of the school, the child's name, the dismissal ID (if you have it) and your mobile number.