



BROWNSBURG COMMUNITY SCHOOL CORPORATION

TECHNOLOGY SERVICES



What is Qustodio?

Qustodio is a tool that helps parents better understand and manage how their child uses their school-issued laptop **after-hours**.

By connecting your free parent account to your child's school account, you can view information such as the websites and apps your child uses, screen time, online searches, and other device activity during non-school time. On NON-SCHOOL days (weekends and break periods) and on SCHOOL DAYS (between 5PM and 7AM) you can also set some screen-time and internet rules for the school device.

You can also use Qustodio to monitor and manage your child's other personal devices, as well as the personal devices of any other BCSC children you have. **BCSC will **not** gain access to any activity on personal devices.**

Qustodio can be accessed from a computer or through the **Qustodio Parent App** on your phone.

Getting Started

To **create your account**, go to qustodio.com/my-school.

1. Enter the **same email address your school has on file for you in PowerSchool**, then click **Continue**.
2. Enter your name and create a password.
3. Qustodio will send a **verification code** to your email. Enter the code and click **Verify**. If you don't see the email, check your spam or junk folder.
4. Review your child's school account information and click **Connect**.
5. You may be asked to select your child's birth year. This step is optional and is used to provide age-appropriate online safety information.

Once your account is connected, your child's school-issued device will automatically appear in Qustodio. **You do not need to install anything on the school-issued device.**

After signing in, select your child to view their dashboard, activity, and the settings available to you.

Need Help?

Qustodio parent accounts are supported directly by **Qustodio Support**, not by your child's school.

For help creating or accessing your account, viewing reports, changing settings, or troubleshooting Qustodio:

- **Email:** myschool@qustodio.com
- **Help Center:** www.qustodio.com/help
- **Brownsburg Online Safety Hub:** <http://brownsburg.onlinesafetyhub.io/>

Please do not contact your child's school for Qustodio account or app support. School staff do not have access to your Qustodio parent account, settings, or rules.



Need help with Qustodio?

Our school has partnered with Qustodio to help you keep your child safe online. The Qustodio Parent App provides insights and lets you manage your child's school device and add your child's personal devices.

Qustodio Support Team

Qustodio has a dedicated support team to help you at every stage of your journey. As a personal family tool, only you and the Qustodio Support team can access your account details and rules. This keeps your settings private and ensures you get the fastest, most accurate help with setup or troubleshooting.

When to contact Qustodio

Contact Qustodio directly if you need assistance with:

- ✓ Troubleshooting setup or logging issues
- ✓ Adjusting screen time limits or web filtering rules
- ✓ Understanding alerts or reports in the Parents App



Direct Email Support:

myschool@qustodio.com

Please include your child's school name and your email address, and add as much detail about the issue or problem you are seeking to solve. It is helpful to include screenshots or examples of when the issue occurred.

What are other ways to get help?



Submit a Contact Form: www.qustodio.com/en/help-contact-form

Share your details in the online form, and a specialist will reply via email. Remember to include as much detail as possible; this helps our Support Team with troubleshooting.



Qustodio Help Center: www.qustodio.com/help

Search for answers to common questions, view tutorials, and find troubleshooting tips instantly.



Your school's Online Safety Hub: <http://brownsburg.onlinesafetyhub.io>

Browse step-by-step guides to installing Qustodio and solving common issues.

Pro Tip: Bookmark these links and keep this guide handy for quick access to support throughout the school year.

