



PARENT APP USER GUIDE

Get Started

The PikMyKid app is available for download on your smartphone's app store (Google-Play, App Store or Windows).

Scan below to download!



iOS



Android

Each parent & user will need to register on their own smartphone with their own information.

The registration process consists of four steps:

- What's your name?**: A form with fields for "First Name" and "Last Name". Below the fields are links for "Need help?", a "NEXT" button, and a "Cancel" link.
- What's your cell phone number?**: A form with a dropdown for "USA +1", a "Phone number" field, a "Need help?" link, and a "NEXT" button.
- Your email address**: A form with an "Email address" field, a "Need help?" link, and a "NEXT" button.
- Set a strong password**: A form with "Enter Password" and "Confirm password" fields, each with a visibility toggle icon. A note above the fields states: "A strong password will have an uppercase, lowercase, character, a number, and special symbol".

Registration

Once you have downloaded the PikMyKid phone app, select "Register a New Account" and follow the prompts to sign up. You will verify your email address and phone number before completing your registration.

*Parents can use our website parentapp.pikmykid.com to register and make dismissal changes.

Note: Announcement is only available through the parent phone app.

Need Help?

Email support@pikmykid.com

Be sure to include the name of the school, the child's name, the **dismissal ID**, and your mobile number, with your questions.

For support, parents can call (813)-649-8028



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Q How do I add a change to my child's dismissal schedule?

- 1) Select your child's name from the "Children" tab
- 2) Choose the applicable calendar date when you want the change to start OR Select More Actions on your bottom right corner
- 3) Select Change Pickup on the box below the calendar OR Create Pickup if using More actions
 - a. Select "Next" if the change is for one day only OR
 - b. Select one of the options to repeat the change, choose the last day and days included in the change, then "Next"
- 4) Select the PickUp Mode as Car Line. Then select who is picking up (click on Select Contact and your list of contacts available for pickup will appear).
- 5) Confirm Change to save your selection-You will see a green notification on the top of the screen with the confirmation of the changes.

Q How do I announce my arrival to the school?

- 1) Parents can only announce at school, during the **set dismissal hours**, if the school has the Announce feature enabled on the school portal.
- 2) Make sure your phone's location services are enabled on both your phone and your PikMyKid parent app.
- 3) Stop at the stop sign and select the GREEN ANNOUNCE button on your Pick Up tab.

Q How do I manage my delegates?

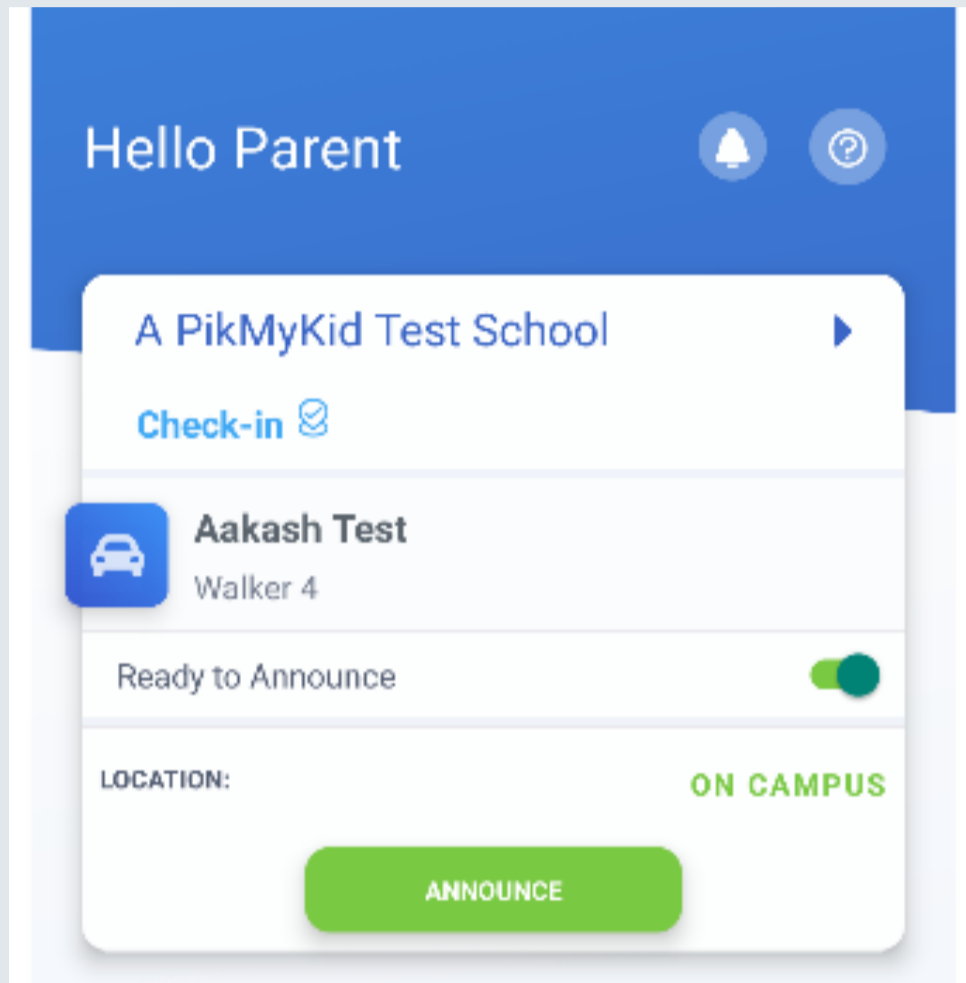
- 1) Select Account at the bottom of your screen, then select Manage Approved Contacts
- 2) Select the Create Contact icon (person with a plus sign) to create a new contact. You can also Edit, Delete, or Deactivate delegates as needed by selecting their names. *Inactive delegates will be grayed out and they won't be visible on your list when adding a Delegation to your child's calendar.

Note: Delegates are not able to see your child on their app until you assign them to your child's calendar for specific dates.



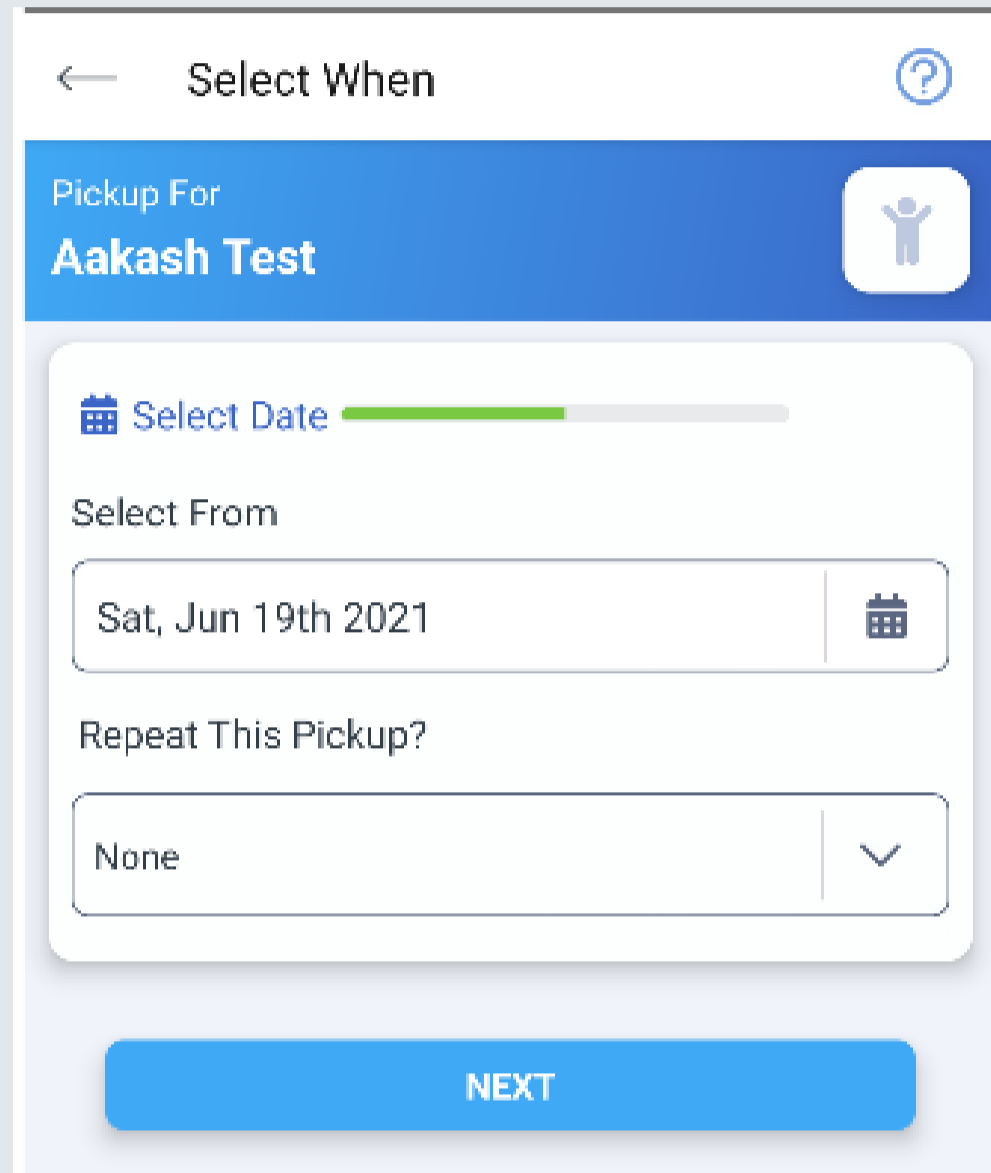
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Announcing



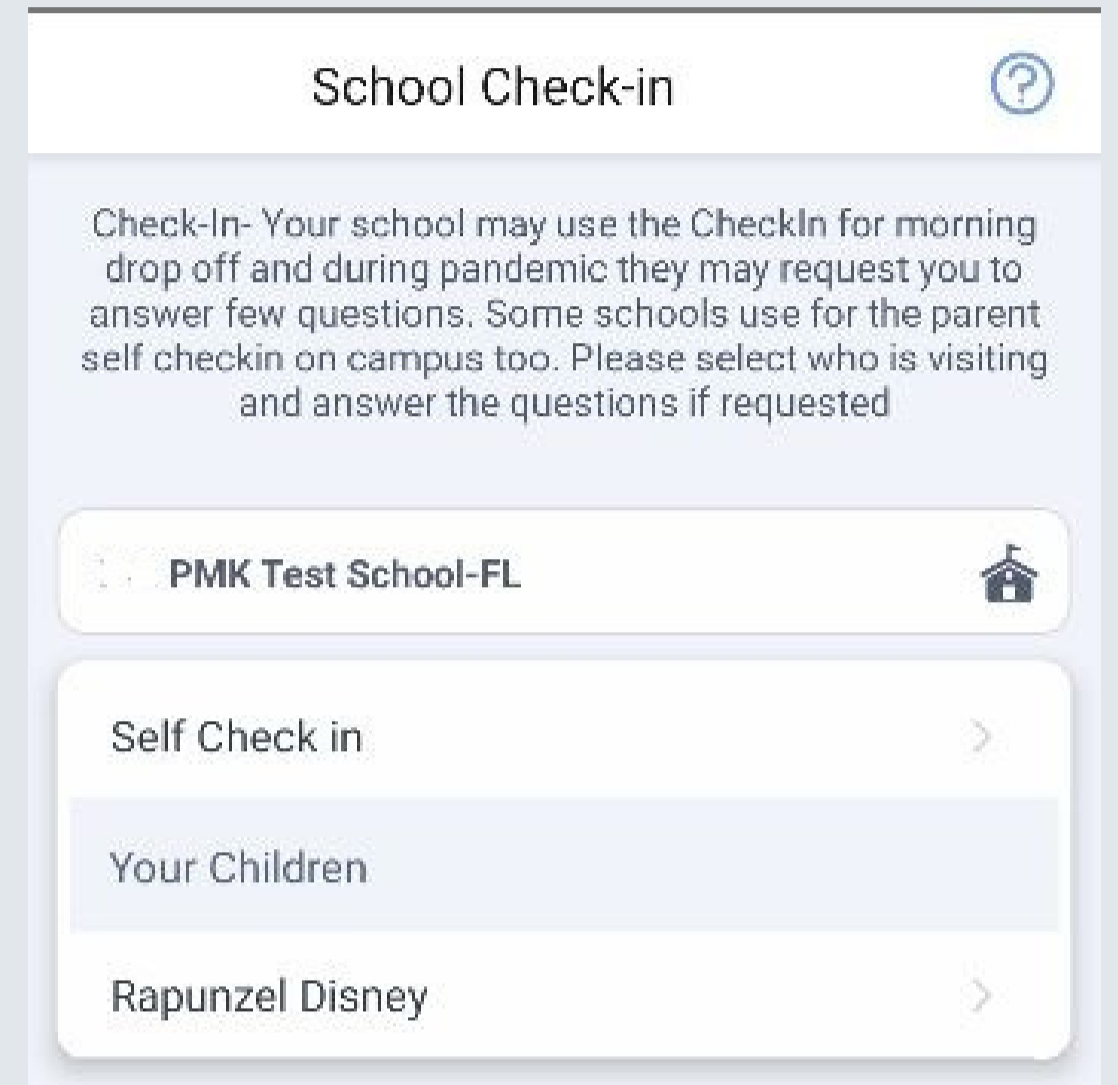
The app's Pickup tab allows you to see your children, view their pickup mode, and announce your arrival.

Pickup Changes



From this screen, you will be able to change the way your child will go home. You can also make this a recurring change.

Check-in



From this screen, you will be able to complete the check-in for you or your children. At this time The Schenck School is not using this feature.

App Support

From the Settings page (at the bottom of your home screen), select "Contact Support".

Fill out and submit the form to be connected with a friendly customer service human.