



# PARENT APP USER GUIDE

## Get Started

The app is available for download. Search "Pikmykid" on your smartphone's app store (Google-Play, Windows or iTunes).

## Registration

Once you have downloaded the PikMyKid phone app, you will press the "Register" button and follow the prompts to sign up

## OTP Code

After you press "Submit", you will be sent an OTP code by text message. Please enter this code into the next screen. This will complete your registration process!

## Don't see your child?

If you are a parent/guardian and do not see your student, it is likely that the school does not have your mobile number or the information on file is incomplete.

For support, parents can call **(813)-864-7627**

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

The registration process consists of four sequential screens:

- Screen 1:** "What is your name?" with input fields for "First" and "Last", and a "Next" button.
- Screen 2:** "What is your email?" with an "Email" input field and a "Next" button.
- Screen 3:** "What is your phone number?" with a dropdown menu for "USA or Canada (+1)", a "Mobile Number" input field, and a "Next" button.
- Screen 4:** "Password" with "Password" and "Confirm Password" input fields, and a "Next" button.

### Blank Screen? Missing OTP code?

Email [support@pikmykid.com](mailto:support@pikmykid.com)

Be sure to include the name of your child's school, the child's name, **dismissal ID**, and your mobile number - as well as outline any questions.



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## Q How do I change my child's Pick Up Mode?

1. Open the Pikmykid app and click the pencil icon next to the school name. Then select the blue edit button next to your child's name. A new calendar page with student information will then be visible. Choose the date on the calendar, select "Change Pick Up Mode" and continue.
2. Select your child's new pick up mode from the drop down menu and decide if it is a recurring change—if so, for how long and how often (weekly, daily, monthly etc).
3. Press Done! You and the school will now be able to see the change on your child's calendar!

## Q How do I allow someone else to pick up my child?

1. Open the Pikmykid app and click the pencil icon next to the school name. Then select the blue edit button next to your child's name. A new calendar page with student information will then be visible. Choose the date on the calendar, select "Delegate" and continue.
2. Enter the person's name and mobile number from your contact list. From the drop down menu select how they will be picking up your child and decide if it is a recurring change—if so, for how long and how often (weekly, daily, monthly etc).
3. Press Done! You and the school will now be able to see the change on your child's calendar!

## Q How do I announce my arrival to the school?

1. Parents can only announce during your school's **set dismissal hours for car riders or walk ups**.
2. Make sure your phone's location services are **on** and the toggle switch next to your student's name is **green**.
3. Stop at the stop sign and click the **GREEN ANNOUNCE** button.

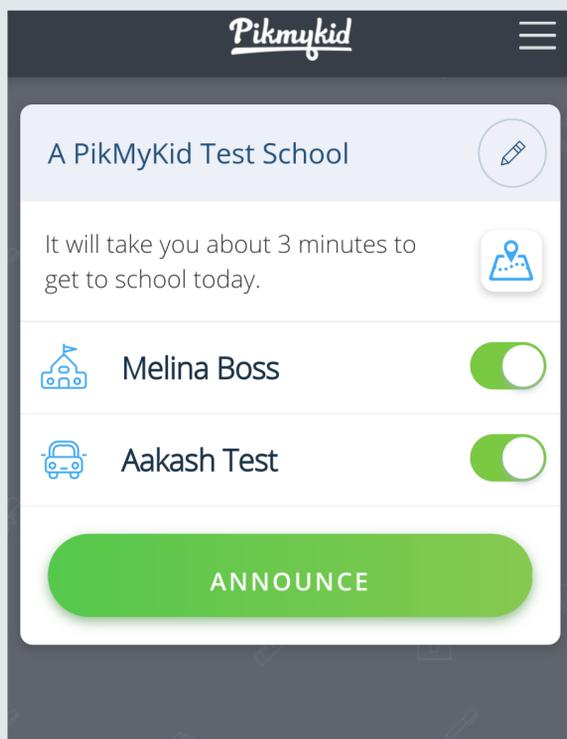
### App Support

From the menu (≡) in the top right corner of the app, select "Support". Fill out and submit the form to be connected with a friendly customer service human.



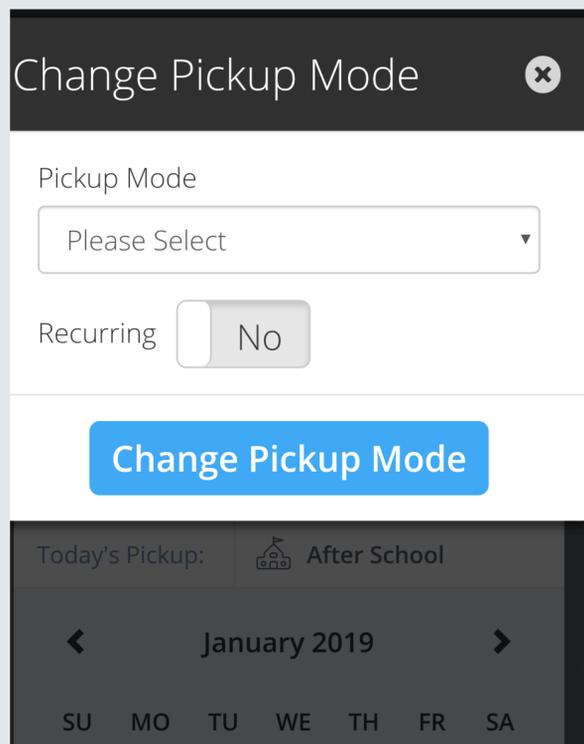
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## Announcing



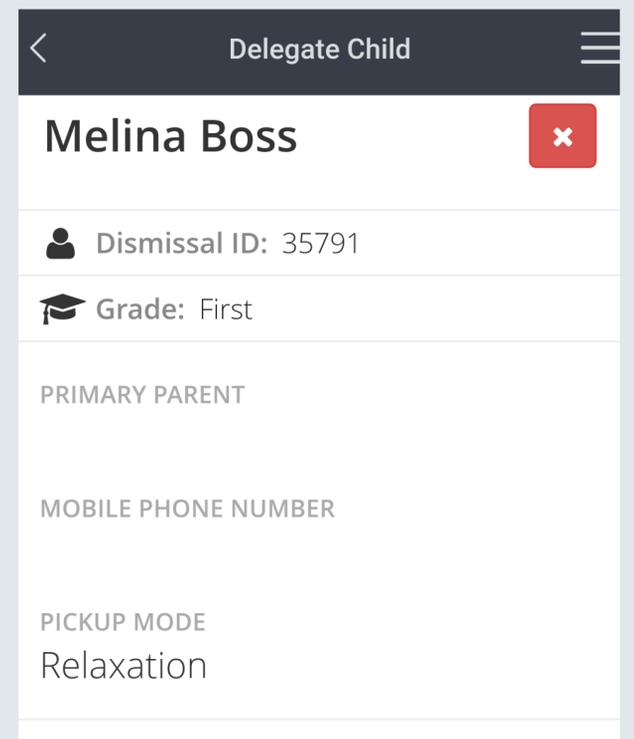
The app's home screen allows you to see your children, view their pickup mode, and announce your arrival.

## 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.

## Delegation Changes



To change who your child goes home with, you'll use this menu by entering the mobile number of the delegate.

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