



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 "Sign Up" button and fill out the form.

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 see a blank screen, please contact support@pikmykid.com to correct the issue. It is likely that the school did not have your mobile number on file.

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

A smartphone screen displaying the "Sign Up" form. The form includes fields for First Name, Last Name, Email, Country (USA or Canada (+1)), Mobile Number, Password, and Confirm Password. There is a checkbox for "I accept terms and conditions" and a yellow "Sign Up" button at the bottom.

Questions?

Email support@pikmykid.com

Be sure to include the name of your child's school, the child's name, and your mobile number - as well as outline any questions (i.e. Blank Screen, OTP code missing)



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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.