



# PARENT APP USER GUIDE

## Get Started

The PikMyKid app is available for download on your smartphone's app store (Google-Play 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.

\*Parents can use our website [parentapp.pikmykid.com](http://parentapp.pikmykid.com) to register and make dismissal changes.

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

Blank Screen? Missing OTP code?  
Email **[support@pikmykid.com](mailto: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.



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

- 1) Select the pencil icon in the corner next to the school name --> Select the Edit button next to child's name. Select OK on the next screen to display your child's calendar--> choose the date for the change
- 2) Select "Change Pickup Mode", "Delegate to Another Person", or "After - School Programs" and follow 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).
- 3) Select "Save Pickup Change" to submit. You and the school will be able to see the changes on your child's calendar!

## 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.

## Q How do I manage my delegates?

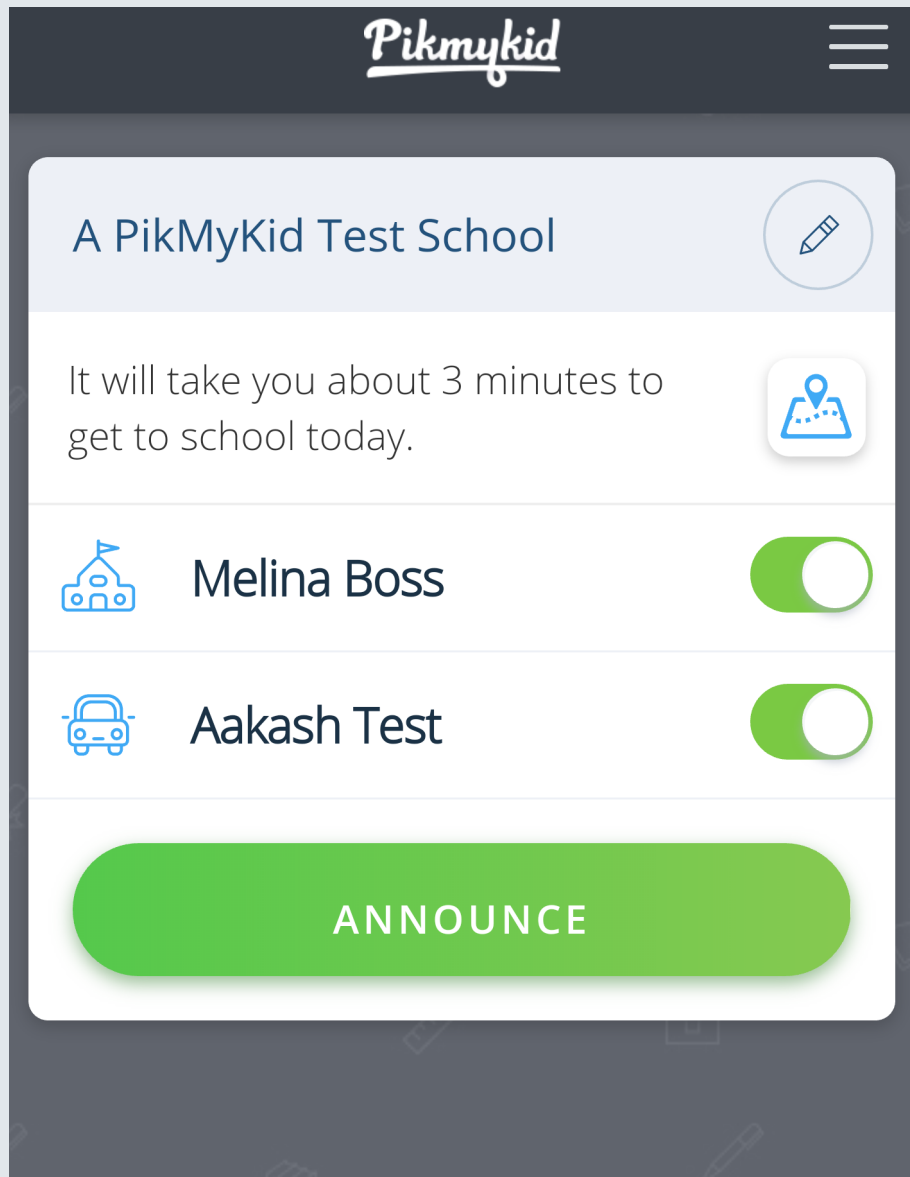
- 1) Select the three bars at the top right corner to access your app menu, then select Manage Delegates.
- 2) Select **Add Delegate** to create a new contact. You can also Edit, Delete or Block delegates as needed. \*Blocked delegates will still be on your contacts but they won't be visible on your 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.



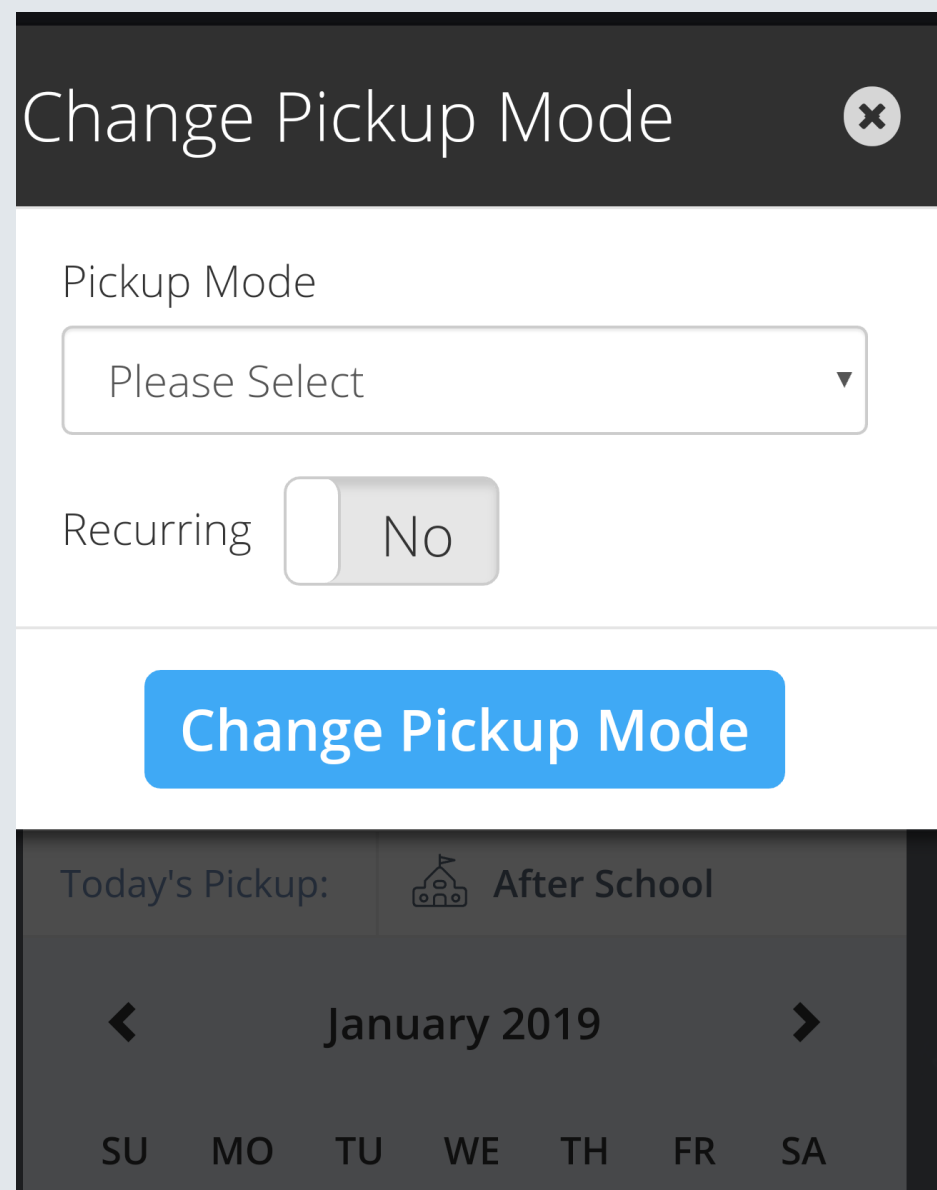
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## Announcing



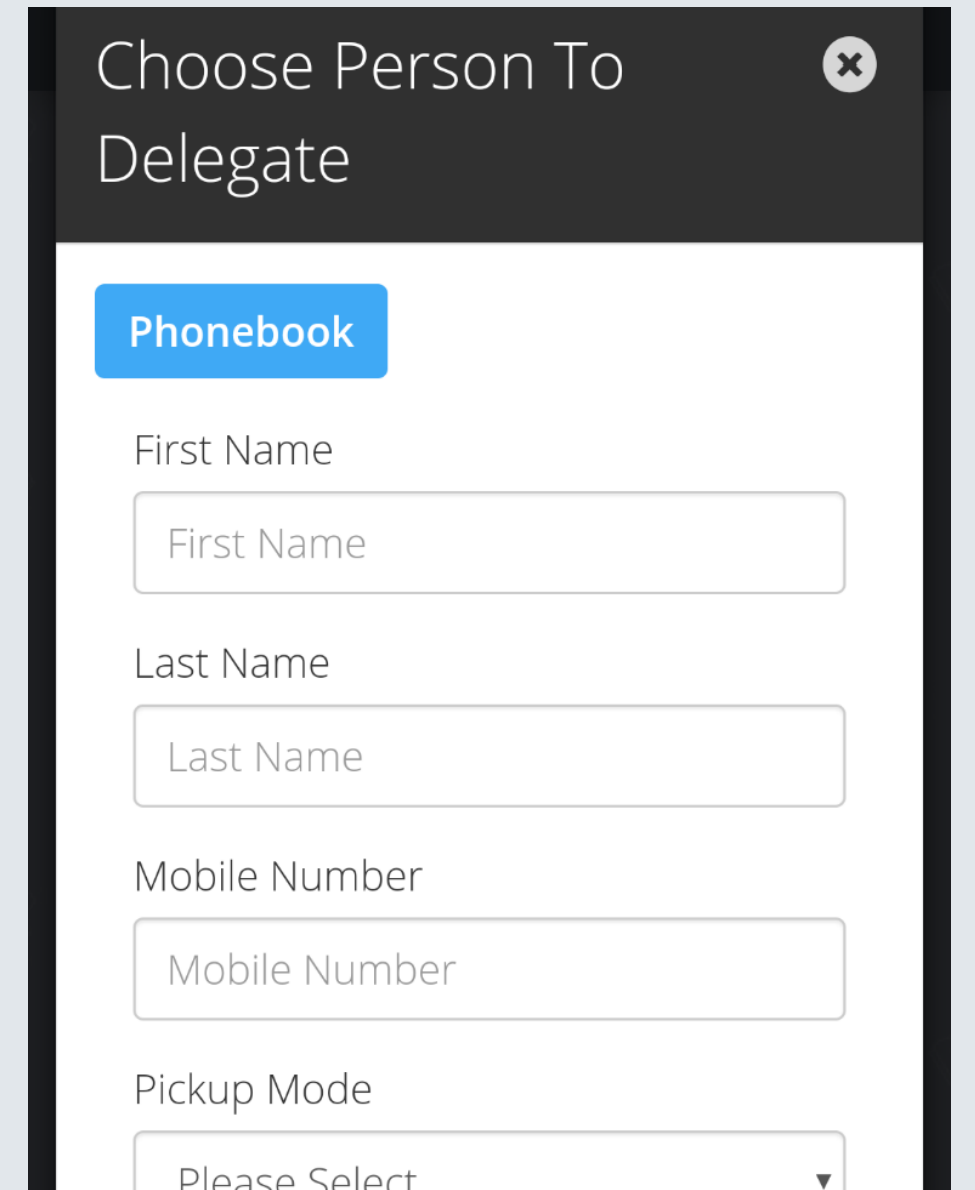
The app's home screen allows you to see your children, view their pickup mode, and announce your arrival.

## Pickup Changes



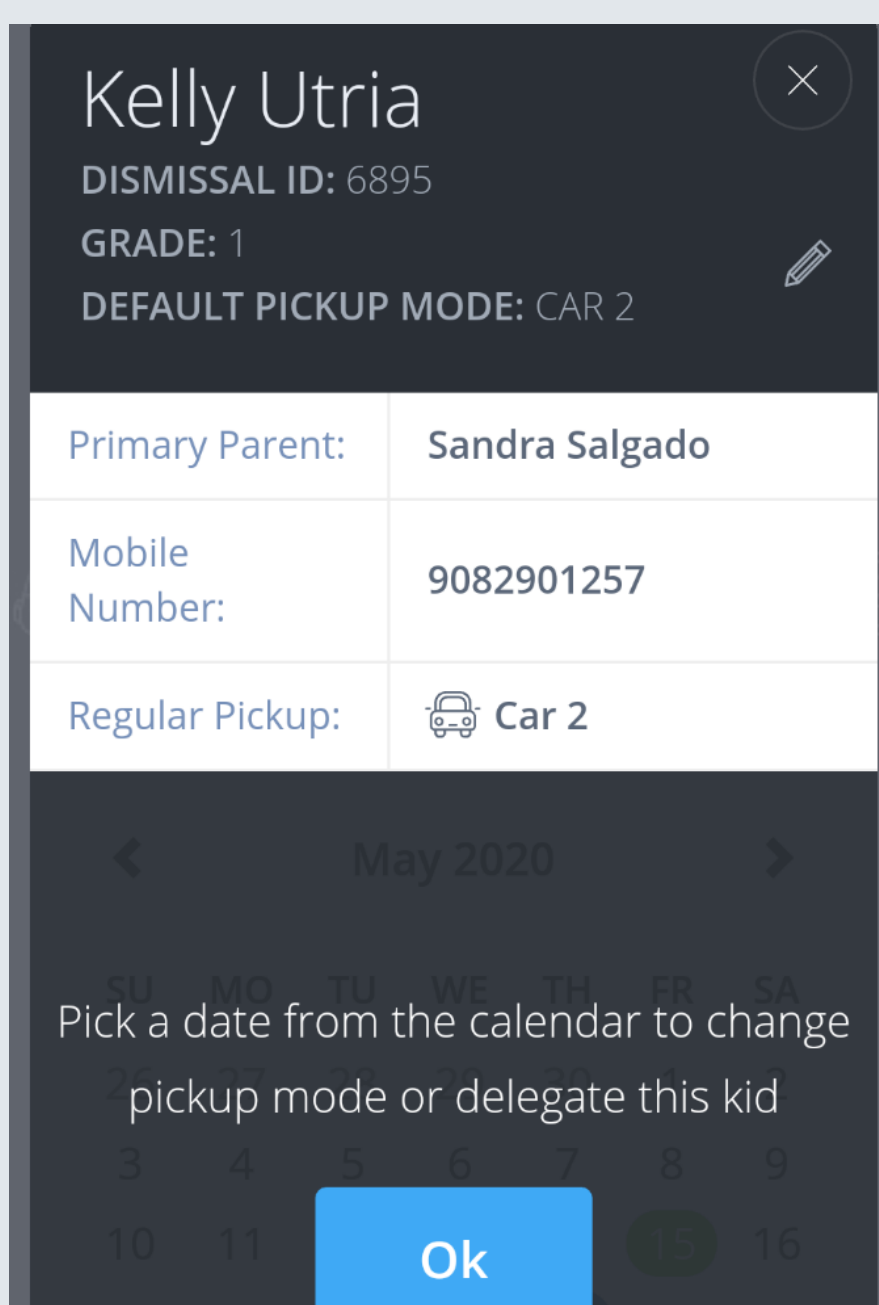
From this screen, you will be able to change the way your child will go home. You can also make this a recurring change.

## Delegation Changes



To change who your child goes home with, you'll use this screen to enter the delegate's information.

## Default pick-up



Select the pencil from this screen to change your child's default pick-up mode. If you don't see the pencil, contact your App Support

## 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.