

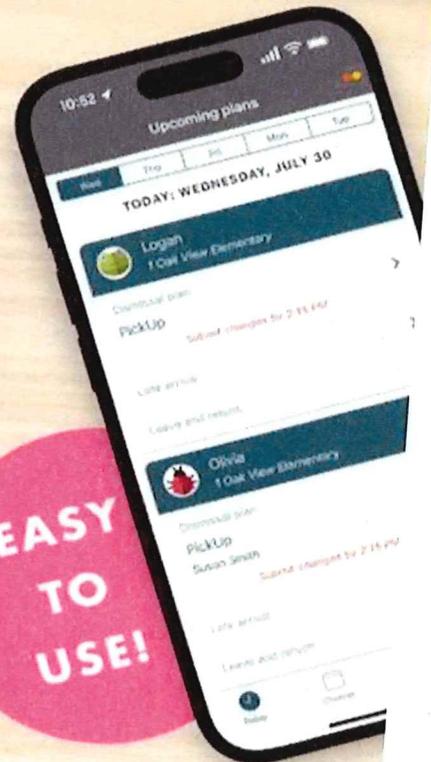
Pickup Patrol Parent Guide

(Traducción Española / Tradução Portuguesa)



PARENT REGISTRATION

PickUp Patrol eliminates the need to write notes or make phone calls when changing your student's dismissal plans.



1

REGISTER

When its time to sign up, you'll receive a registration email. Use the provided link to create a password.

GET THE APP

EASY TO USE!

3

CONFIRM DEFAULT PLANS

A Default Plan is the regular dismissal plan your child follows. For Example: Log in now to confirm your child's dismissal plan so they can be accurately dismissed.

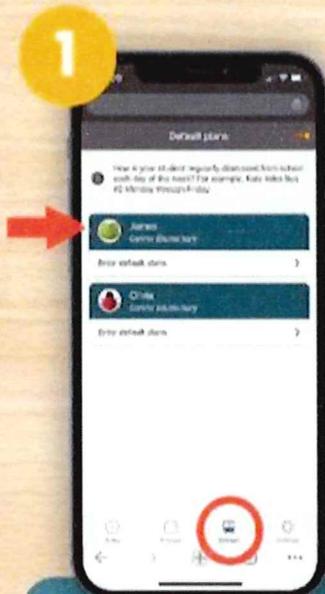
James rides Bus #1 every day

Olivia goes to Aftercare M W F and is a Pickup every T H

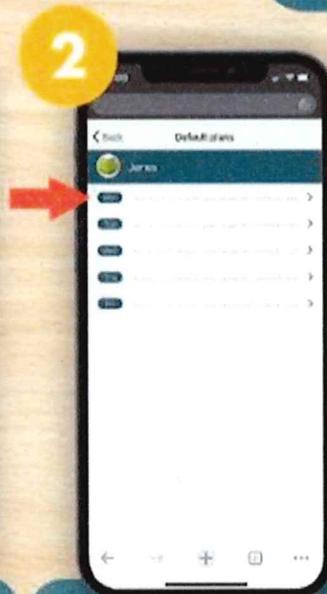


HOW TO SET A DEFAULT PLAN

If default plans are not mentioned in your registration email you can skip this step.



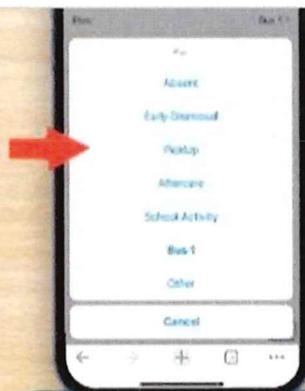
Tap "Default" and select your child



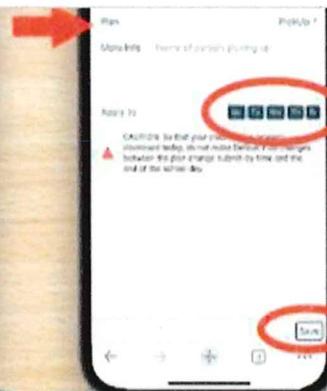
Select "Monday"



Tap to select a Dismissal Option



Choose a Dismissal Option



Select the appropriate days & save. Repeat for other dismissal options, if needed



This is how your child will be dismissed on a regular day

Repeat steps for any additional children

Add PickUp Patrol to Your Phone

PickUp Patrol is not downloaded from an app store. Instead, add it to your phone's home screen following these instructions:

Read: [Add PickUp Patrol to your Home Screen](#) (En Español)

Watch: [Adding PickUp Patrol to your Home Screen Video](#)

Registration FAQ

What is PickUp Patrol?

PickUp Patrol is an online platform that manages dismissal time more efficiently and safely. Parents conveniently submit plan changes for their children using the free app. The office efficiently tracks absences, early dismissals, and end-of-day plans. The system also helps speed up dismissal time and adds a layer of security for your children. If you would like to learn more, go to www.pickuppatrol.net.

Is PickUp Patrol free for parents?

Yes! You can access it on a smartphone, tablet, or computer.

How do I register?

You will receive a registration email with instructions to sign up. If your school/camp sent them out and you did not receive one, check your spam folder. If it's not there, contact your school/camp to confirm that they have your correct email address.

My registration link has expired. What do I do?

Registration links are active for 48 hours and can only be used once. If your link has expired, please contact the office or support@pickuppatrol.net.

I tried to reset my password, but didn't get the reset email:

If you still haven't received the reset email after 5 minutes, check your spam folder and mark the email as Not Spam to be able to reset your password.

Login error message: *Couldn't find your PickUp Patrol Account...*

If you have already registered, but are now unable to log in, contact the office to verify the email address they have on file for you. Schools/camps update this information periodically, and the email address you previously used with PickUp Patrol may not be the one they currently have on file.

One of my children is not listed, how can I add them?

Your school/camp office manages all student information. Contact them to confirm the email address on file for each of your children.

How do I change my email address in PickUp Patrol?

Contact the office and ask them to update their records. Once updated, they will send you a new registration email so that you can reset your password.

Computer

1. Open **Google Chrome**, and go to app.pickuppatrol.net/parents
2. **Right click** and select **Translate to (LANGUAGE)**. Your page should then automatically translate to your device's set language.
 - o If the page doesn't automatically translate, **click the 3 dots on the search bar pop-up** and **select the appropriate language**.

Phone

1. Open **Google Chrome**, and go to app.pickuppatrol.net/parents
2. **Click the icon in the top left corner** of the search bar
3. Tap **Translate to (LANGUAGE)**. Your device will automatically translate into your device's set language.
4. Then, follow these steps to add PickUp Patrol to your device's homescreen: [Add PickUp Patrol to your Home Screen](#)

Default Plan & Plan Change FAQ

What's the difference between a Default Plan and a Plan Change?

- **Default Plan:** Your child's regular way of getting home from school/camp each day. Example: Kate rides Bus #2 on MWF and is a Pickup on TTH.
- **Plan Change:** When your child's dismissal plan deviates from the Default Plan. Example: Kate is leaving early to go to the dentist on Monday or Kate is riding home with a friend on Tuesday

How do I enter that my child will be absent?

If your school uses PickUp Patrol to enter absences, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Click the **Dismissal Plan** option > Select the **Absent** plan option from the drop-down > **Submit**.

How do I enter that my child will be arriving late?

If your school uses PickUp Patrol to enter late arrivals, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Select the **Late Arrival** option > Enter the **time & any additional information** > **Submit**.

How do I enter that my child will be leaving midday & then returning to school?

If your school uses PickUp Patrol to enter leave & returns, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Select the **Leave & Return** option > Enter the **time & any additional information** > **Submit**.

How do I enter that my child will be dismissed early?

If your school uses PickUp Patrol to enter early dismissals, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Select the **Dismissal Plan** option > Select the **Early Dismissal** plan option from the drop-down > Enter the **time & any additional information** >

plan and the other parent's plans to be entered as plan changes.

1. In PickUp Patrol, go to the **Settings** tab and **turn off your email notifications**. This is to prevent you from getting an email for each change.
2. **On the Default Plan tab, set up parent 1's plans:**
 - a. Select your child's name
 - b. Choose one of the parents' plans to be the default plan & enter it
 - i. EX: Mom's week, your child rides Bus 8 MTWHF, or Mom's week, they are a pickup MWF and go to aftercare on TH.
 - ii. If Parent 1 has a plan change later, they can still enter a daily plan change as needed.
3. **On the Change tab - set up parent 2's plans**
 - a. Click the arrow next to the Dismissal Plan
 - b. Select your child's plan for the alternate week (Ex: Dad's week is Pickup)
 - c. Then select ALL the calendar dates that your child will follow this alternate plan, advancing the months as needed.
 - d. Click Submit

If your child has more than one dismissal option on parent 2's week, follow step 3 again for each dismissal option (EX: Walker M,T,W & Pickup Th, F).

Once done, go back to the **Settings** tab and turn back on your **confirmation email**.

We have a carpool where several families share the driving. How do we set this up?

Follow the instructions in this guide: [Carpool Setup Instructions](#)

Need help with something else?

Contact support@pickuppatrol.net for assistance

Default Plan & Plan Change FAQ

What's the difference between a Default Plan and a Plan Change?

- **Default Plan:** Your child's regular way of getting home from school/camp each day. Example: Kate rides Bus #2 on MWF and is a Pickup on TTH.
- **Plan Change:** When your child's dismissal plan deviates from the Default Plan. Example: Kate is leaving early to go to the dentist on Monday or Kate is riding home with a friend on Tuesday

How do I enter that my child will be absent?

If your school uses PickUp Patrol to enter absences, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Click the **Dismissal Plan** option > Select the **Absent** plan option from the drop-down> **Submit**.

How do I enter that my child will be arriving late?

If your school uses PickUp Patrol to enter late arrivals, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Select the **Late Arrival** option > Enter the **time & any additional information** > **Submit**.

How do I enter that my child will be leaving midday & then returning to school?

If your school uses PickUp Patrol to enter leave & returns, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Select the **Leave & Return** option > Enter the **time & any additional information** > **Submit**.

How do I enter that my child will be dismissed early?

If your school uses PickUp Patrol to enter early dismissals, follow these steps to enter the change:

- On the **Change** page > Select the **date** > Select the **Dismissal Plan** option > Select the **Early Dismissal** plan option from the drop-down> Enter the **time & any additional information** >

plan and the other parent's plans to be entered as plan changes.

1. In PickUp Patrol, go to the **Settings** tab and **turn off your email notifications**. This is to prevent you from getting an email for each change.
2. **On the Default Plan tab, set up parent 1's plans:**
 - a. Select your child's name
 - b. Choose one of the parents' plans to be the default plan & enter it
 - i. EX: Mom's week, your child rides Bus 8 MTWHF, or Mom's week, they are a pickup MWF and go to aftercare on TH.
 - ii. If Parent 1 has a plan change later, they can still enter a daily plan change as needed.
3. **On the Change tab - set up parent 2's plans**
 - a. Click the arrow next to the Dismissal Plan
 - b. Select your child's plan for the alternate week (Ex: Dad's week is Pickup)
 - c. Then select ALL the calendar dates that your child will follow this alternate plan, advancing the months as needed.
 - d. Click Submit

If your child has more than one dismissal option on parent 2's week, follow step 3 again for each dismissal option (EX: Walker M,T,W & Pickup Th, F).

Once done, go back to the **Settings** tab and turn back on your **confirmation email**.

We have a carpool where several families share the driving. How do we set this up?

Follow the instructions in this guide: [Carpool Setup Instructions](#)

Need help with something else?

Contact support@pickuppatrol.net for assistance