PickUp Patrol FAQ

What is PickUp Patrol?

      PickUp Patrol is a secure web app that eliminates the need for you to send notes, write emails, or call the school to change your child's dismissal plans. PickUp Patrol is simple and convenient to use – but most importantly, it helps your school manage student arrival and departure information accurately and efficiently to help keep your children safe.

Where do I login?

      Go to https://app.pickuppatrol.net/parents or click the blue **Parent Login** button in the upper right corner of the page.

Can I use PickUp Patrol if I don't own a smartphone?

      Yes! PickUp Patrol works on computers and tablets too. If you don't have internet access, you can contact your school and they can enter changes into the system for you.

How do I set a default plan?

      A default plan is how your child will be dismissed on a regular day. In PickUp Patrol, click the **Default** tab:

- Tap your child's name
- Select Monday
- Tap the "Plan" section and choose a dismissal option
- Select the appropriate days that this plan will occur & save
- Repeat for other dismissal options/days if needed.

How do I enter a plan change?

      Plan changes should be entered when your child will be doing something other than their normal (default) plan.

      In PickUp Patrol, click the **Change** tab at the bottom of the screen.

1. **Select the date** the change will occur
2. Tap the **Change** button next to your child's name

3. Select your **plan type**
4. Choose a **dismissal option**
5. Enter additional information, if needed
6. Tap **Submit** to notify the school office

On the day of the change, the teacher will inform your child of their plan to change before dismissal.

How do I change my email address in PickUp Patrol?

Your child's school manages all PickUp Patrol account information. To update your email address, please contact your school office. They will update their records and send you a new registration email so that you can reset your password for this new login.

How do I add all of my children to my account?

If one of your children is missing from your PickUp Patrol account contact your child's school and have them add your preferred email to all of your children in PickUp Patrol. Once the school updates this information all of your children will appear in the app.