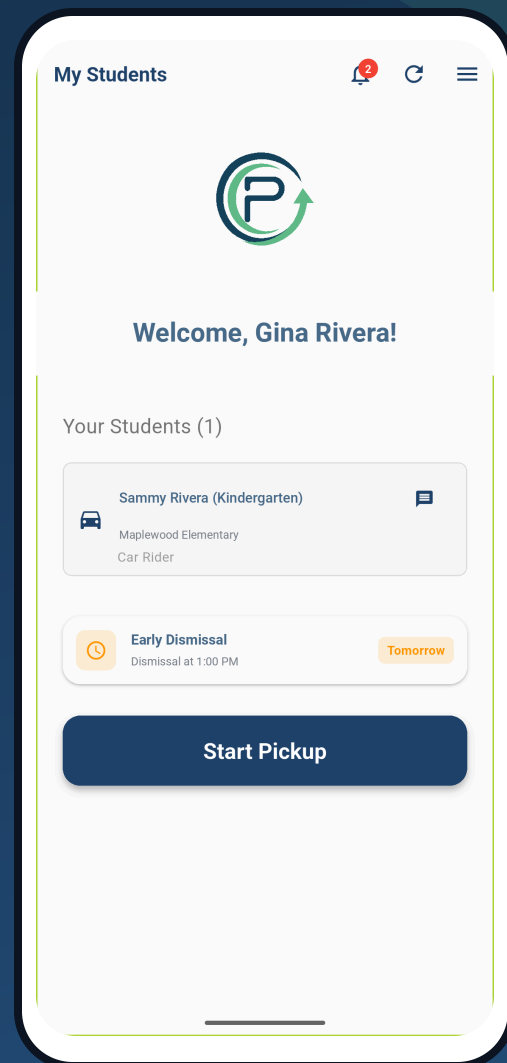


PARENT & GUARDIAN GUIDE

Your complete guide to PickupFlow™.

Everything you need to set up your account, run a smooth pickup, and keep your children safe: step by step, screen by screen.



What's inside

PickupFlow™ is your school's app for pickup, dismissal, and staying connected. This guide walks you through every feature, from your first sign-in to authorizing a grandparent for pickup.

	1. Getting Started Download, enrollment code, and your account	3
	2. Your Home Dashboard Everything at a glance	4
	3. Starting a Pickup The step-by-step pickup process	5
	4. Authorized Pickups Let trusted people pick up your child	7
	5. Calendar, Notifications & Messages Stay connected to your school	8
	6. Account & Security Profile, vehicles, and settings	9
	Your child's safety, built in. Child Safety & Privacy	10
	7. Troubleshooting & FAQ Answers & built-in help	11



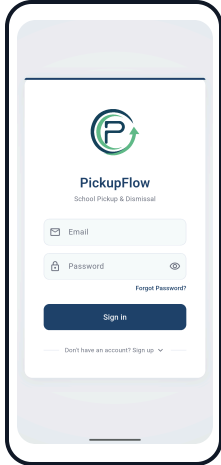
Section 1

Getting Started

Set up your account in a few minutes with the enrollment code from your school.

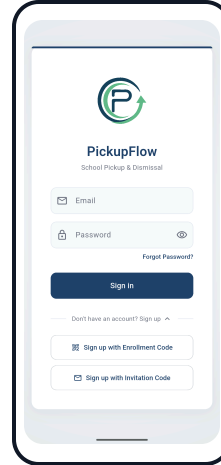
1 Download the app

PickupFlow is **free** on the Apple App Store and Google Play. Search for "PickupFlow" and look for the blue-and-green logo.



2 Tap "Sign up with Enrollment Code"

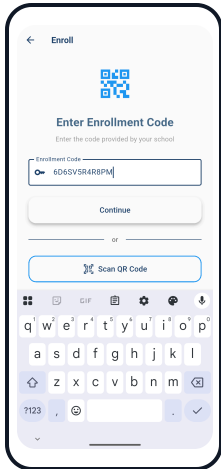
On the welcome screen, open the sign-up options. Already have an account? Choose **Sign In** instead.



3 Enter your enrollment code

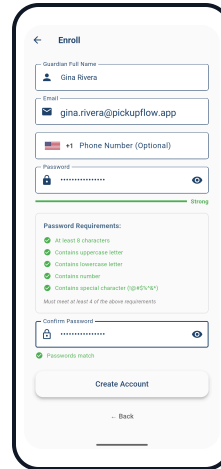
Type the code your school gave you, or tap **Scan QR Code** to scan the code on your enrollment card.

Tip: The enrollment code links your account to your child. Your school provides one code per student.



4 Create your account

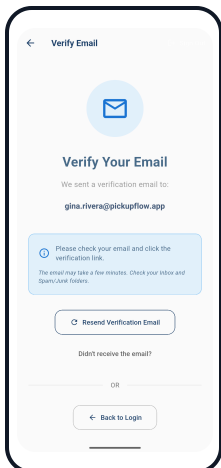
Enter your name and email, then choose a password with **at least 8 characters** that meets the strength requirements shown. A phone number is optional at this stage.



5 Verify your email

Open the verification email from PickupFlow and tap the link. Then return to the app and sign in.

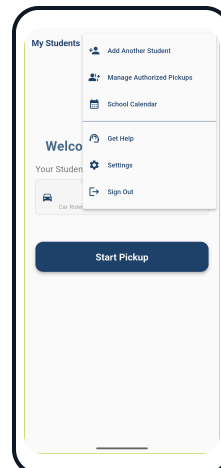
Don't see it? Check your spam or junk folder. The message comes from a pickupflow.app address.



6 Add another student anytime

Open the **menu** and tap **Add Another Student**, then enter that child's enrollment code. Children from the same school or different schools, all appear together on your home screen.

One code per child. Siblings are not linked automatically. Ask your school's front office for each child's enrollment code.

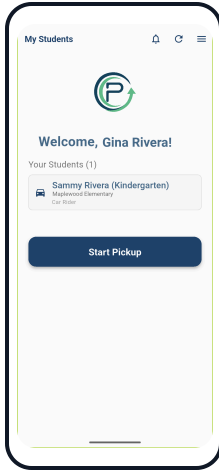




Section 2

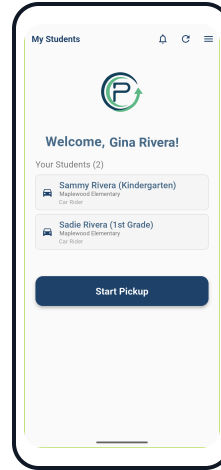
Your Home Dashboard

After you sign in, the home screen is your hub: students, pickups, authorized people, and school events, all in one place.



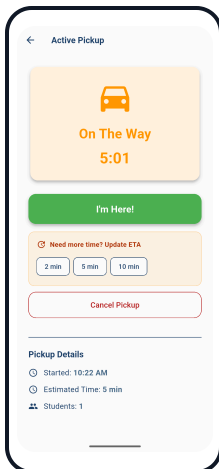
1 My Students

See each enrolled child with their grade and school. You can tell at a glance whether a child has already been picked up.



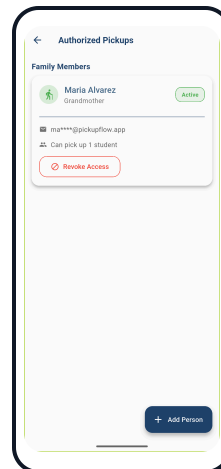
2 More than one child? No problem

All of your children appear together, even if they attend different schools. Start a pickup for one or several at the same time.



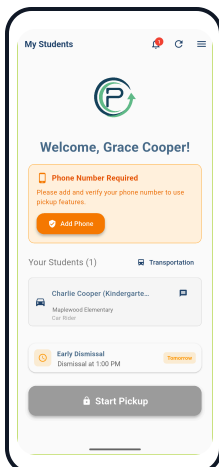
3 Active pickup status

When a pickup is in progress, a live card shows whether you (or an authorized person) are **On The Way** or **In Line**. Tap it for details.



4 Authorized pickups

View everyone you've authorized to pick up your children, with their status (**Active**, **Pending**, or **revoked**) right on the dashboard.



5 Calendar & events

Today's dismissal time and upcoming events, like early dismissals, appear on your home screen so nothing catches you by surprise.



Section 3

Starting a Pickup

Picking up your child is quick, secure, and designed to keep the line moving. Here's the whole flow.

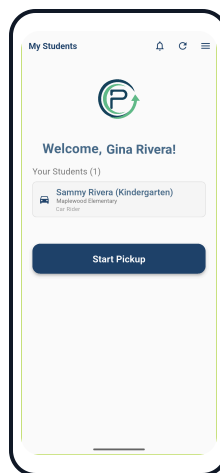
Verify your phone and set up device security

Before your first pickup you'll add and verify a **phone number**, and your phone's security (Face ID, fingerprint, or passcode) will be used to confirm each pickup. The app guides you through both.

Why? These two steps make sure only you can request a pickup for your child. See Section 6 to set them up in advance.

1 Tap "Start Pickup"

The **Start Pickup** button sits front and center on your home screen. Tap it when you're on your way to school.



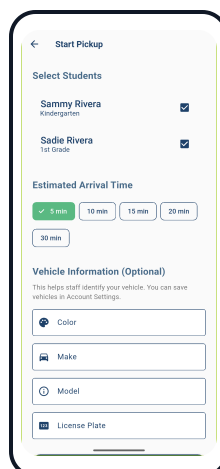
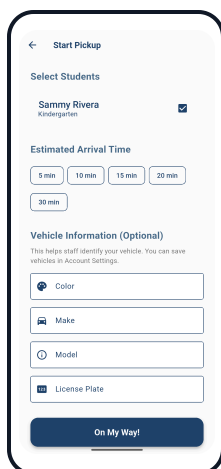
2 Select which children

Check the box next to each child you're picking up. Children already picked up today are greyed out.

3 Choose your vehicle & arrival time

Pick a saved vehicle or enter it manually, then choose your ETA: 5, 10, 15, 20, or 30 minutes. This helps staff have your child ready.

Tip: Save your vehicles in Account Settings so they're one tap away during pickup.



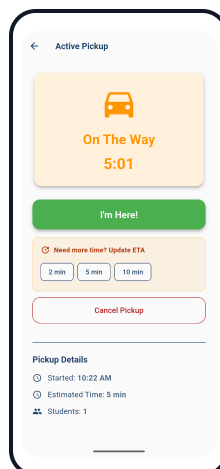
4 Confirm it's you

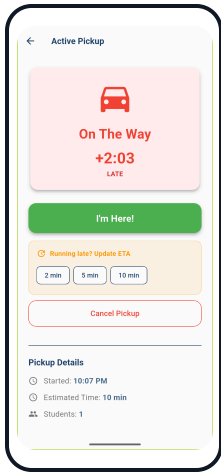
Verify your identity with **Face ID, fingerprint, or your device passcode**. Your request is then sent to the school. (For your security, this screen may appear dark in screenshots.)

Security: This is the step that ensures only you, not just anyone holding your phone, can request your child.

5 You're "On The Way"

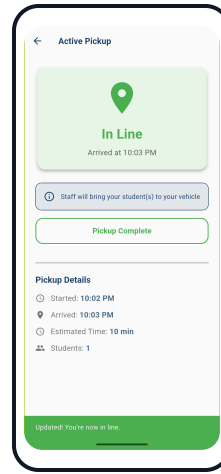
Your pickup is now active and the school has been notified. You'll see your ETA and which children are included.





6 Running late? Update your ETA

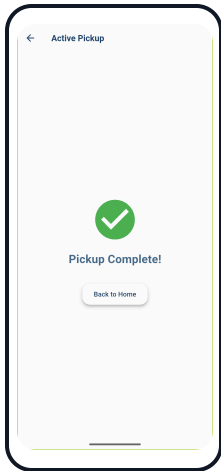
If you're behind, the card turns red and offers quick **+2 / +5 / +10 minute** updates so staff always know when to expect you.



7 Tap "I'm Here!" when you arrive

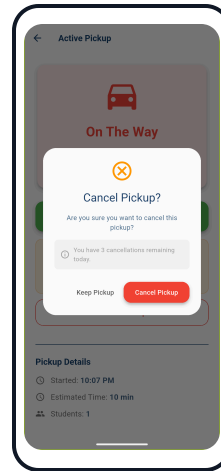
When you reach the pickup zone, tap **I'm Here!**. The app confirms your location and moves you to **In Line**. Staff bring your child to your vehicle.

Location: You must be within the school's pickup area for "I'm Here" to work: a safeguard for your child.



8 Pickup complete

Once your child is with you, the pickup is marked complete, whether by you or by staff, and you're returned to your home screen.



Need to cancel?

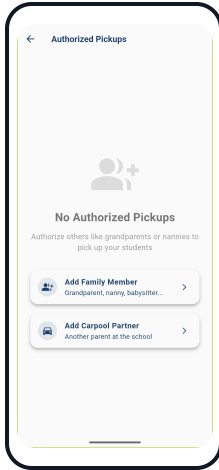
Tap **Cancel Pickup** any time before completion. The app shows how many cancellations you have left for the day.



Section 4

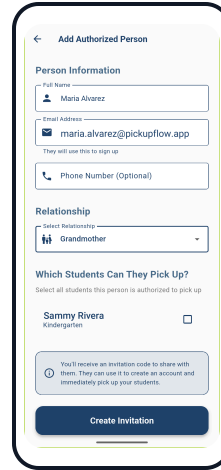
Authorized Pickups

Authorize a grandparent, nanny, or carpool partner to pick up your children. Each person gets their own secure account, and you stay in control.



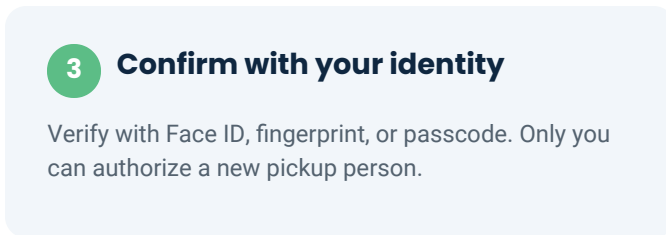
1 Open "Manage Authorized Pickups"

From the menu or your dashboard, open Authorized Pickups. Tap **Add Family Member** or **Add Carpool Partner**.



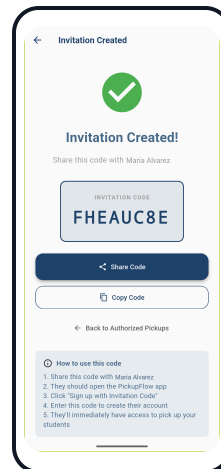
2 Enter their information

Add their name, email, and relationship (grandmother, nanny, and so on), then choose which of your children they may pick up.



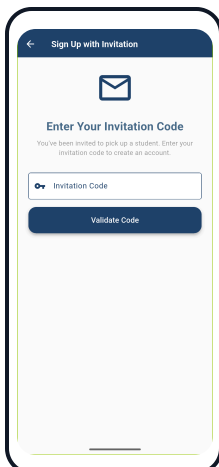
3 Confirm with your identity

Verify with Face ID, fingerprint, or passcode. Only you can authorize a new pickup person.



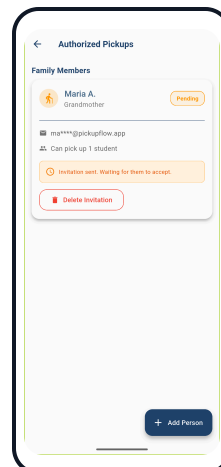
4 Share the invitation code

If they don't already use PickupFlow, you'll get a **7-day invitation code**. Share it by text, email, or any app, and they'll use it to create their account.



5 They sign up with the code

The person opens PickupFlow, taps **Sign up with Invitation Code**, and enters the code you shared. They can pick up right away.



6 Track status & revoke anytime

Each person shows **Active** (ready to pick up) or **Pending** (invitation not yet accepted). Tap anyone to **revoke access** instantly or re-invite them.

Good to know: You're notified whenever an authorized person starts, arrives at, or completes a pickup for your child.



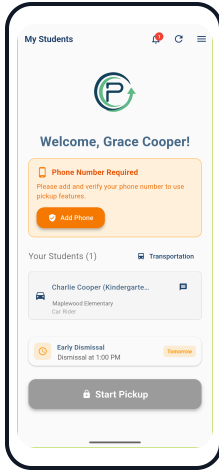
Section 5

Calendar, Notifications & Messages

PickupFlow keeps you informed: dismissal times, school announcements, and a direct line to staff, all in the app.

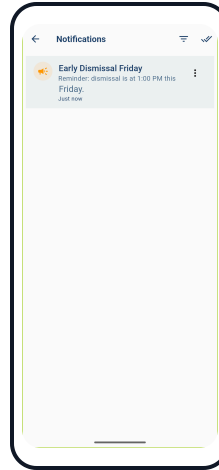
1 Dismissal times & events

Today's dismissal time and upcoming events appear on your home screen and in the full **School Calendar**. Children at different schools? Switch between their calendars in one tap.



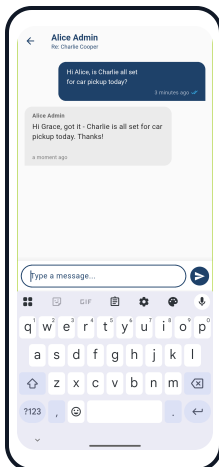
2 Never miss an update

Tap the **bell** to see your notifications. You're alerted for pickup activity, school announcements, early dismissals, schedule changes, and new messages.



3 Message school staff directly

Send a pickup note or a quick question straight to staff from the **Messages** tab, and watch replies appear in real time.





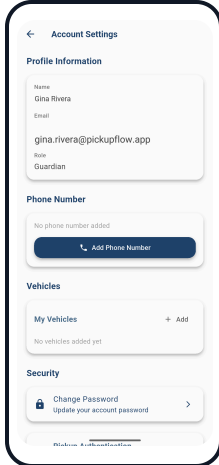
Section 6

Account & Security

Manage your profile, vehicles, language, and security: everything lives in Account Settings.

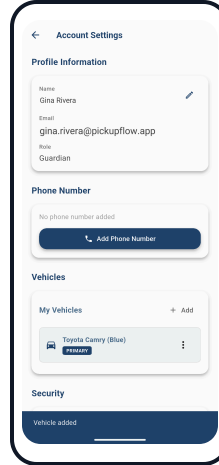
1 Open Account Settings

From the menu, open **Settings** to manage your profile, phone number, vehicles, and security.



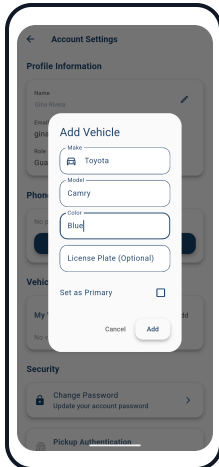
2 Save your vehicles

Add each vehicle's color, make, model, and plate. Set one as **primary** and it's pre-selected during pickups.



3 Add a vehicle in seconds

Tap **Add**, fill in the details, and save. You can edit or remove vehicles anytime.



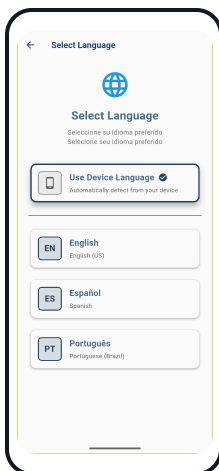
Phone, biometrics & password

Verify your phone number with a 6-digit SMS code, turn **Face ID / fingerprint** on or off, and change your password, all under Security in Account Settings.

Required once: Phone verification is required before your first pickup. Biometrics always fall back to your device passcode.

4 Choose your language

PickupFlow speaks **English, Spanish, and Portuguese**. Change it in Settings and the whole app updates instantly. You can also switch between light and dark appearance.



Your child's safety, built in.

Parents ask us how PickupFlow protects their children's information. Safety isn't an add-on. It's how the app works, from the very first tap.



Only your school can link a child

Knowing a name or email is never enough. A student can be connected to a guardian account only with an enrollment code that your school generates and gives to you, and no one else.



Your phone's lock guards every pickup

No pickup starts without your device security: Face ID or fingerprint where available, or your passcode at a minimum. A phone in the wrong hands cannot pick up your child.



You decide who picks up

Authorize grandparents, sitters, or carpool partners, each with their own secure invitation. See Active or Pending status at a glance and revoke access instantly.



Less data, better protected

No student photos, and biometric data never leaves your device. FERPA-compliant and built on Google Cloud, with encryption in transit and at rest. Your data is never sold or shared.

A note on privacy: PickupFlow does not collect your child's photo or biometric data. The Face ID or fingerprint you use stays on your own phone. The app never sees it.



Section 7

Troubleshooting & FAQ

Quick answers to the questions we hear most, plus built-in help whenever you need it.

Q I didn't receive my verification email.

Check your spam or junk folder. The message comes from a **pickupflow.app** address. If it still hasn't arrived, tap **Resend Verification Email** in the app.

Q The "I'm Here" button isn't working.

Make sure location services are enabled for PickupFlow, and that you're within the school's pickup zone. The button activates only when you've arrived.

Q I lost my enrollment code.

Contact your school's front office. They can look up your code or generate a new one for your child.

Q Can both parents have their own accounts?

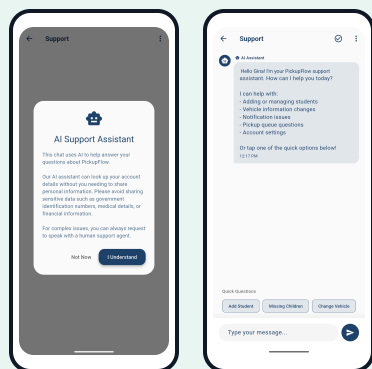
Yes. Each parent or guardian should have their own account. Ask your school for an additional enrollment code for your child.

Q My authorized person's invitation code expired.

Open **Manage Authorized Pickups**, find the person, and re-invite them. A fresh code is generated instantly.

Q Do I need the app, or can I use a browser?

Guardians use the **PickupFlow mobile app** on iPhone or Android, where pickup, biometrics, and notifications live. Download it free from the App Store or Google Play.



Help is always one tap away

Have a question the app can answer? Tap **Get Help** for the in-app assistant, or scan below for guides, how-tos, and FAQs on our website.

You're all set for a smoother pickup.

Have a question the app can answer? Tap **Get Help** for the in-app assistant, or scan below for guides, how-tos, and FAQs on our website.



Learn more & get help

Quick-start guides, step-by-step how-tos, and answers to common questions.

pickupflow.app/parent-support