



WHAT IS PICKUP PATROL?

PickUp Patrol (PUP) is a secure app that eliminates the need for you to send notes, write emails, or call the school to change your student's dismissal plans. From a smartphone or a computer, you can make plan changes anytime, anywhere—days, weeks, or even months in advance. It's 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 students safe.

REGISTRATION & GETTING THE APP

How do I register? When your school is ready, they will send you a registration email. Use the link in that email to set up your password. If you know your school sent out these emails but you didn't receive yours, check your spam/junk folder and add pickuppatrol@pickuppatrol.net to your contact list. If it's not there, contact your school to confirm that they have sent out these emails and that they have your correct email address on file.

My registration link has expired. For security reasons, the registration link expires after a few days. To receive a new one, contact your school.

The password section is grayed out. Are you trying to access PickUp Patrol using Internet Explorer? The recommended browsers for PUP are Chrome, Firefox, Safari, and Microsoft Edge. Try logging in using one of these other browsers.

How do I get the free PickUp Patrol app? The PickUp Patrol app for parents is NOT downloaded from an app store. Our app uses cutting-edge technology that allows for faster logins, instant updates, and it doesn't take up any storage on your phone. You simply add [THIS LINK](#) to your phone's home screen for easy access. For instructions on how to do this for your particular phone, click [HERE](#). Please be advised that the app will only work if you have already created your account using the secure link emailed to you by your school.

LOGIN HELP

Where do I login? Click on the blue button in the top right corner of the PUP [website](#) that says "Parent Login" or go to <https://app.pickuppatrol.net/parents>. We recommend that you add this link to your phone's home screen or that you bookmark it on your computer for easy access. For instructions on how to do this, click [HERE](#).

My email and/or password aren't being recognized. Your school manages your account access. If you are new to PUP, you must first register using the link your school emailed to you. If you did not receive this email, contact your school. If you have used the app in the past but are now unable to log in, contact your school to verify the email address they have on file for you. Schools update this information at the start of the school year, and the email address you previously used with PUP may not be the one they currently have on file.

I'm having problems logging in. If you have already registered and set up a password, here are some things to try:

Use one of these recommended browsers: Safari, Chrome, Firefox, or Edge (PUP does NOT work with Internet Explorer).

Close out any active sessions of PUP and login again.

Reboot your phone.

Reset your password using the password reset button.

Check with your school to see if the email address you are using to log in is the same one they have on file for you.

How do I change my email address in Pickup Patrol? Your school manages your Pickup Patrol account. To update your email address, contact your school office. They will update their records and send you a new registration email so that you can set your password for this new login.

MAKING PLAN CHANGES

How do I make a plan change for my student?

Login to the app.

Select a date and one of your students.

Choose a plan change option and add a note if needed.

Click SUBMIT.

Each time you send in a change, you will receive an email confirming that the school received the change. The school office will be able to view the change immediately. Towards the end of the school day, your student's teacher will be automatically notified of any changes for that day and will communicate the change to your child before dismissal.

My student is listed in the app, but I can't make plan changes for them. Try logging out and then back in, as follows:

Open the app and tap the SETTINGS TAB at the bottom of the screen.

Tap on the red SIGNOUT button.

Swipe away/close any open PUP sessions running on your phone.

Log back in.

DEFAULT PLANS

What is a Default Plan? A Default Plan is your student's regular way of getting home from school each day. For example, Tim goes to Aftercare every day or Kate rides Bus #2 on Mondays, Wednesdays, and Fridays, and is a Pickup on Tuesdays and Thursdays.

What is the difference between a Default Plan and a Plan Change? A Default Plan is the way your student gets home from school on a regular, daily basis. A Plan Change is when your student's dismissal plan deviates from the Default Plan. For example, if Kate rides Bus #2 each day of the week, that is her Default Plan. If she has to leave early to go to the dentist on Monday, that would be considered a Plan Change. Only submit a Plan Change for when your student needs to be dismissed in some way that differs from their Default Plan.

How do I set my student's default plan?

Log into the app.

At the bottom of your screen, click "Default Plans".

Click "Update" for your student.

Click on "Monday" and select the way your student normally gets home from school on Mondays.

If the plan repeats for other days, select those days and click SAVE.

If your student has different plans for other days of the week, click the days and enter these other plans as above.

Click SAVE.

MULTIPLE STUDENTS

I can't see all my children in the app. Contact your school office to let them know which of your students is missing and verify your preferred email address so that they can update their records. Once the school has updated your information in PUP, you will be able to see all your children by logging out and logging back in.

I have students at different schools that all use PickUp Patrol. Will I need a different account for each school? As long as your email address is the same for all your children in their various schools, you will only need one PUP account. PUP keeps track of the various cut-off times and dismissal options available to you at each of your students' schools.