



FAQ

To search this document: Use the keyboard shortcuts **Ctrl+F** for Windows and Chrome or **Command+F** for Mac. Enter a term in the find bar and click on the arrow.

QUESTIONS PARENTS MIGHT ASK

How do I get to the Login Page?

- Initially they will click on the link in the Welcome Email they received.
- Then they can add the app—<https://app.pickuppatrol.net/parents>—to their home screen for easy access.
- Other ways to access PickUp Patrol include:
 - Click on the PickUp Patrol link on your school website.
 - On the PickUp Patrol website (www.pickuppatrol.net), there is a blue PARENT LOGIN button at the top right-hand corner of the home page.
 - They can also go directly to the application itself:
<https://app.pickuppatrol.net/parents>.

My login link has expired. What do I do?

- Send them another Welcome Email.
 - To resend it to a single parent, go to USERS>PARENTS>Find the parent>Click the SEARCH icon for their name>Click SEND WELCOME EMAIL.
 - To resend this email to ALL parents who have not logged in yet, go to MY SCHOOL>WELCOME EMAILS>Click SEND WELCOME EMAILS.

I didn't receive a Welcome Email and I know the school has sent them out.

1. Ask the parent to check their junk or spam folder.
2. If the email can't be found in the parent's junk or spam folder:
 - a. Carefully check that the email address listed under USERS>PARENTS matches the parent's desired email address and also check for any typos and extra spaces in the address.
 - b. If any discrepancies are found, or the parent/email address is missing, update your CSV file and resync it into PickUp Patrol. Then make a note to update your SIS with the new information as well.
 - c. Resend the Welcome Email to the parent (refer to instructions above.)

I'm on the Login page, but I can't login.

- Let the parent know that first they need to register using the link you sent them in the Welcome Email. Then they will be able to login to the app.

Is the PickUp Patrol app for parents free?

Yes, the mobile app is free for parents to use.

How do I enter Default Plans for my child/ren?

1. Tell the parent to login to their PickUp Patrol account. Select the Default Plans tab at the bottom of the screen.
2. Select DEFAULT PLANS for each child.

3. If the child has the same Default Plan each day of the week, enter the Default Plan from the dropdown box and SAVE.
4. If the child's schedule varies by day, click the CUSTOMIZE BY DAY button, enter in each plan, and SAVE.

Why can I only see some of my children?

- This means that students have different email addresses listed for this parent in your CSV file. To fix:
 1. Update your CSV file so that the same email address is associated with each of their children and resync to PickUp Patrol. To do this:
 - a. Go to MY SCHOOL> SCHOOL DATA SYNC.
 - b. Click on BROWSE and find your updated CSV file.
 - c. Double-click on the file to import the new data.
 2. Update your SIS with the desired email address for all the children.

How can I stop receiving email confirmations?

- Click on the unsubscribe link at the bottom of the confirmation email.

Someone is getting confirmations for a student plan change that is not the authorized guardian.

- This is an issue with your CSV file where you have associated the wrong parent email address with a student. To correct this:
 1. Open the latest CSV file and review this student's parent listings and email addresses.
 2. Make any needed edits and then resync your data into PickUp Patrol.
 3. Check your SIS to see if the same correction is needed there as well.

SECRETARIES & ADMINISTRATORS

PLAN CHANGES

How do I make a plan change?

1. Go to PLAN CHANGES.
2. On the calendar, click on the day you want to make the Plan Change.
3. On the FIND STUDENT drop-down box, select the student you are making a plan change for.
4. Select the Dismissal Option in the drop-down box.
5. Fill in the note, if necessary.
6. Click SAVE.

How do I make a shortcut to PickUp Patrol on my desktop?

- For a PC:
 1. Open the PickUp Patrol application. Copy the URL (<https://app.pickuppatrol.net>).
 2. Right-click on your desktop in an empty space.
 3. Choose NEW>SHORTCUT.
 4. Paste the URL in the empty box.
 5. Click NEXT.
 6. Type in "PickUp Patrol" to give it a name.

7. Click FINISH.
- For a Mac:
 1. Open the Pickup Patrol application. Select the URL in the address bar (https://app.pickuppatrol.net).
 2. Click and drag the selected URL to your desktop and release the mouse button.
 3. Highlight the text and give it a name

What happens if a student has a plan change already in the system and then a new change needs to be made?

- The last change overrides all previous changes. (Though Pickup Patrol maintains a history of all the changes made.)

What can I do when a parent insists they did or didn't make a plan change that is showing up (or not showing up) in the system?

- Students' plans can only be changed by an authorized Office User or through the assigned parent accounts set up by the school.
- Though not common, when a situation like this arises, it is usually because a parent accidentally submitted the plan change for the wrong date. Pickup Patrol has a variety of views you can use to investigate:
 - On the PLAN CHANGE page you can click on the blue date associated with any particular plan change. This will show you a complete history of changes for that day.
 - Also on the PLAN CHANGES page, use the PLAN CHANGE HISTORY button that lets you see who made the plan change and when it was made.
 - The NOTIFICATION VIEWER lets you view confirmation emails sent to parents.

A parent called to say they did not get an email confirmation after they made a plan change. Why might that be?

- First, check to confirm that the plan change is in the system. To do this, go to PLAN CHANGES>Click the date on the CALENDAR>Use the SEARCH TOOL.
 - If the change IS NOT listed, the parent probably forgot to hit submit when they made the change. Have them re-enter the change or enter it for them.
 - If the change *is* listed:
 - Check under NOTIFICATION VIEWER. Choose the date the change was made and search for the confirmation email to this parent. You will be able to view the email and resend it if you wish.
 - The parent may not be registered yet, only registered parents get confirmation emails.
 - The parent may have unsubscribed from confirmation emails. They can reset them by going to their SETTINGS tab in the app.
 - Sometimes the parent's email server may delay or block delivery of the email. As long as the student's plan change is visible in the system, no further action is needed.

DEFAULT PLANS

What are Default Plans?

- Default Plans define what the student's usual form of travel or destination is on each day of the week. It is the plan that the student normally follows at the end of the school day.

- Default Plans are only usually only entered once a year. Any other changes to the child's regular schedule (Default Plan) are made as Plan Changes.
- If parents need to make a permanent change to their child's Default Plan later in the year, they may make the change on their child's Default Page or they can contact the school for the office staff to update it.

How do I allow parents to enter their own Default Plans?

- Under MY SCHOOL>SCHOOL SETTINGS>Select ALLOW PARENTS TO CHANGE DEFAULT PLANS.

How do I enter Default Plans myself?

1. Under MY SCHOOL, select STUDENT DEFAULT PLANS.
2. Click the EDIT icon of the student you wish to make entries for.
3. Enter their Default Plan and SAVE.
4. If the plan varies each day, click the CUSTOMIZE BY DAY button, enter in the plans by day, and SAVE.

DATA SYNCING

How do I edit or add new information in Pickup Patrol? (New students, new emails, etc.)

- If you have a lot of new information:
 1. Update the information in your SIS and run a new Pickup Patrol Data Report. (The instructions for how to do this can be found in the How to Create the Pickup Patrol Data Report link in the HELP CENTER.
 2. Go to MY SCHOOLS>SCHOOL DATA SYNC.
 3. Click on BROWSE and find your updated CSV file.
 4. Double-click on the file to import the new data.
- If you just need to make a quick update:
 1. Update the information in your CSV file.
 2. Go to MY SCHOOLS>SCHOOL DATA SYNC and click BROWSE to find your updated CSV file.
 3. Double-click on the file to import the new data.
 4. Make a note to update this information later in your SIS or the information will revert back to the old data the next time you run a report.

What do I do when I get a new student?

1. Add the student:
 - a. To your SIS and run a new Pickup Patrol Data Report.
 - b. To your master CSV PUP file
 - c. If your school uses the auto-update feature, wait for the nightly update and then skip to #5.
2. Go to MY SCHOOL>SCHOOL DATA SYNC.
3. Click on BROWSE and find your updated CSV file.
4. Double-click on the file to import the new data.
5. Go to USERS>PARENTS.
6. Find the new parents' names and click the EDIT icon.
7. Click SEND WELCOME EMAIL to each parent.

Where would I find an informational flyer that I could include in our registration packets for new families?

- There is a printable PARENT FLYER with information about PickUp Patrol in the HELP CENTER.

I am trying to sync my data to PickUp Patrol and it is telling me that there are errors which look like blank rows at the end. How do I fix this?

- Those lines have spaces in them that you can't see. This is easy to fix: Simply open your CSV file, select and delete those rows, then try syncing again.

I am getting the error NULL REFERENCE EXCEPTION when I try to sync a report

This error usually means that your CSV report has "hidden" data in the blank columns. You can't see anything there, but the columns need to be deleted.

Try this:

1. Select 10 or more columns to the right of your last column of data.
2. Delete those columns (CTRL and the minus sign "-").
3. SAVE
4. Then resync with the fixed file.

VIEWING PLAN CHANGES & ACTIVITY

Is there a way to find out who and when someone entered something into Pickup Patrol?

1. Go to PLAN CHANGES.
2. On the CALENDAR, click on the date of the Plan Change.
3. Click on the blue timestamp for the plan change that you are investigating. This will give you a pop-up window that contains all the history for that student's plan change.
4. You can see additional information by using the PLAN CHANGE HISTORY button on the top right-hand side.
5. More information is also available under USERS>PARENTS.
 - a. Find the name of the parent you are looking for (using the search tool if necessary), then click the EDIT icon on the right-hand side.
 - b. Click USER RECENT ACTIVITY.

DISMISSAL OPTION SETTINGS

How do I add, delete, or edit a Dismissal Option?

1. Go to MY SCHOOL>DISMISSAL OPTIONS.
 - To add a Dismissal Option, click on the blue +NEW DISMISSAL OPTION button at the top of the screen and fill in the information. Click SAVE.
 - To delete a Dismissal Option, find the option, and click the TRASH CAN icon. Click REMOVE. Please note that you cannot delete a Dismissal Option that already has future Plan Changes associated with it. You must first change these future plans to new dismissal options before you can delete them. To edit a Dismissal Option, find the option, click the EDIT icon, and change the necessary information. Click SAVE.
2. Arrange the order of the Dismissal Option listings by using the arrows on the right. The order you see here is the same order your parents will see in the application, so it's best to order them in sequence of most used to least used.

3. Adjust your REPORT SETTINGS as needed. You may need to add this new option to existing reports.

How do I use PickUp Patrol to track absences?

1. Go to MY SCHOOL>DISMISSAL OPTIONS.
2. If "Absent" is not already listed as a Dismissal Option, click the blue +NEW DISMISSAL OPTION button at the top of the page.
3. In the NAME box, type "Absent."
4. Type the prompt that lets the parents know what kind of information is required. For example, "Reason for absence."
5. Check "Requires note."
6. Check "Private Message"
7. Click SAVE.
8. In the DISMISSAL OPTIONS window, use the arrows at the right to sequence the order in which the parents will see the options with the most used at the top.

To view today's absences as a separate list go to REPORT SETTINGS

1. Click the +NEW REPORT button.
2. Name the report
3. Description: Leave blank
4. Choose **List Layout**
5. Choose to sort by **Student or Teacher**
6. **Select: Include Default Plans**
7. **Dismissal Options:** Add Absent
8. Click SAVE.
9. The report will now be visible in Today's Reports

EARLY RELEASE DAYS

How do we handle Early Release Days?

- If you have a regularly occurring Early Release Day; say, for example, every Friday is a half-day, go to MY SCHOOL>NOTIFICATION TIMES. Set the cutoff and notification times for that day accordingly.
- If your school has an occasional Early Release Day, then the week of the change you can adjust your cutoff and notification times accordingly. Once the day has passed, then reset the times to the previous settings.

EARLY DISMISSALS

Can we track Early Dismissals?

- This can be done by adding +New Early Dismissal as a Dismissal Option. To do this:
 1. Go to MY SCHOOL>DISMISSAL OPTIONS.
 2. Click the blue +NEW EARLY DISMISSAL OPTION button at the top of the screen.
 3. Fill in the information as desired and click SAVE.
 4. In the DISMISSAL OPTIONS window, use the arrows on the right to sequence the order in which the parents will see the options in the drop-down box with the most used options at the top.

5. Use the page EARLY DISMISSALS to Monitor and check off students as they are dismissed.

CUTOFF TIMES & NOTIFICATION SETTINGS

How do I set/change the Parent Cutoff Time?

1. Go to MY SCHOOL>NOTIFICATION TIMES.
2. Change to desired time.
3. Click SAVE.

How do I set/change the time my teachers receive emails?

1. Go to MY SCHOOLS>NOTIFICATION TIMES.
2. Change to desired time.
3. Click SAVE.

Can I resend notification emails to teachers?

- If you forgot to reset your teacher notification time and need to have your teacher emails resent at a later time the same day, contact support@pickuppatrol.net including the time you would like them re-sent.

What do I do if my teachers did not receive their emails?

- Although it is rare, sometimes email service providers experience server-wide delivery delays over which we have no control.
 - **If you can see the emails in your notification viewer:**
 - i. **You can try resending them**
 - Go to NOTIFICATION VIEWER.
 - Select the day from which you would like to resend the email.
 - Find the email you would like to resend, using the search feature, if necessary.
 - Click the ARROW icon on the right.
 - ii. **You can print teacher lists:**
 - Go to NOTIFICATION VIEWER.
 - Click on the blue PRINT TEACHER EMAILS button.
 - Distribute lists to your teachers.
 - **If you can't see the emails in your notification viewer:**
 - i. Go to the PLAN CHANGE page. Sort the page by teacher. Drag your mouse to select today's plan changes. (Alternatively you can use the download button on the page and then sort by teacher)
 - ii. Paste or attach the changes into an email. Send the list to all your teachers.

How do I change getting CC'd on teacher emails?

- Go to USERS>OFFICE.
- Check/uncheck the CC TEACHER EMAILS box by your name.

REPORTS

How does the Save Paper feature work?

- In REPORT SETTINGS, you have the option to check a box that says SAVE PAPER in the EDIT window. If this box is checked, and a chosen form of dismissal has no changes that day, that Dismissal Option will not print. For example, if you have designated a list that includes ALL your bus changes and Bus 3 has no changes today, Bus 3 will not print on the full printout.

Is it possible to print separate lists for bus drivers?

1. Go to REPORT SETTINGS.
2. Click on + New Report
3. Fill in the requested information and select these options:
 - a. Layout: List
 - b. Sort: Student
 - c. Save paper
 - d. Page break after each dismissal option
4. Click the Dismissal Options box and select all of your buses from the list.
5. Click SAVE.

My lists won't print.

- This is likely a temporary problem with your printer connection. Here are a couple of things you can try:
 - Close any open PUP print windows, and then reopen the report.
 - Log out of PUP and then back in.
 - Reboot your printer or computer.
 - Try printing to a different printer.

OFFICE USERS

How do I add an Office User?

1. Go to USERS>OFFICE.
2. Click the blue +ADD OFFICE USER button at the top of the page.
3. Fill in the information and determine the user's role.
 - a. SCHOOL ADMIN indicates that that person will be able to see and make changes in the system.
 - b. SCHOOL READ ONLY indicates that the staff member will be able to see into the system but will not be able to make changes.
4. Determine whether or not you want this staff member to be CC'd on teacher emails or be able to view Private Messages
5. Click SAVE.
6. On the OFFICE page, find the new user's name and click SEND WELCOME EMAIL.

How do I deactivate an Office User?

1. Go to USERS>OFFICE.
2. Find the staff member.
3. Click the X at the far right.
4. Click OK.

How do I deactivate a parent? (For example, a non-custodial parent with an email in the SIS.)

1. Go to USERS>PARENTS.

2. Find the parent, using the search feature if necessary, and click the EDIT icon on the right.
3. Click LOCK USER OUT OF PICKUP PATROL.
4. Click SAVE.

What about custodial issues or concerns for a specific child's safety?

- Individual parents can be blocked from using Pickup Patrol:
 1. Go to USERS>PARENTS.
 2. Find the parent, using the search feature if necessary, and click the EDIT icon on the right.
 3. Click LOCK USER OUT OF PICKUP PATROL.
 4. Click SAVE.
- Or, a student can be blocked from having changes made for them:
 1. Go to USERS>STUDENTS>Find the student>Deselect the ENABLE PLAN CHANGES box.

What if a parent is concerned about the safety and security of PickUp Patrol? How do we allay their fears? Do you have some talking points?

- Parent account security:
 - Parent accounts are authorized by the school.
 - The parent accounts are password protected. The best way to keep their account secure is to never auto-save the password and to never share it with anyone.
- Other security features:
 - Parents can only see and make changes for their own children.
 - Every time a plan change is made, registered parents are notified with a confirmation email. Even if the office staff makes the change, they will get the confirmation.
 - All passwords are encrypted.
 - All data is held in a secure cloud environment. We use Microsoft Azure to run our application.
 - Only authenticated users can make plan changes,
 - On a more basic level, there are no more lost, forgotten, or forged notes, and therefore fewer overall miscommunications.
 - Many smartphones and computers require a user password to open the device, providing yet another layer of protection.
- PickUp Patrol is a partner with the Student Data Privacy Consortium—<https://privacy.a4l.org/>—a national movement between schools and ed tech companies to keep student data safe.

SUBSTITUTES

How do we let our substitute teachers know about today's dismissal changes?

- After your Teacher Notification Emails have been sent, go to NOTIFICATION VIEWER.
- Check the box next to the Notification that coincides with the absent teacher.
- Repeat for each absent teacher.
- Click on the black Printer Icon on the left above the Notifications.
- Print and distribute lists to your substitutes.
- If there are just a few changes for the day, on the same page you can click to view the absent teacher's email and then call down the changes to the classroom.

What if I am absent?

- It's a good idea to have at least one other staff member in your school that understands how PickUp Patrol works, and who can also make plan changes if necessary. This can be the principal, another secretary, or a trusted supervisor/teacher. To give that person administrative authority:
 1. Go to USERS>OFFICE.
 2. Click the blue +ADD OFFICE STAFF button at the top of the page.
 3. Fill in the information and select SCHOOL ADMIN.
 4. Click SAVE.
 5. Find the new staff member's name and click SEND WELCOME EMAIL.

PARENTS WHO HAVE LIMITED ACCESS

What do we do about parents who don't have Internet access, or parents who need to make a change but don't have access? What are their options?

- They can send in a note or call the office. Just be sure to enter the change into the system yourself so that there is a history of the change.

What can I do if a parent insists on sending notes or calling in changes?

- Enter the plan change into Pickup Patrol yourself. To do this:
 - Go to PLAN CHANGES.
 - Click on the drop-down box, FIND STUDENT.
 - Click on the student.
 - Enter the plan change.
 - Click SAVE.
- Send the parent an email reminder stating, "To ensure the safety of our students, the school procedure is to use Pickup Patrol to report all dismissal changes."
- Then send them a new Welcome Email. To do this, go to USERS>PARENTS>Locate the parent> Click on the EDIT icon>SEND WELCOME EMAIL.

TROUBLESHOOTING

PickUp Patrol is not responding.

- Pickup Patrol is a live application that you will likely leave open and running on your computer all day long. The application has built-in timed refreshers, but if the application appears to be stalled:
 - Try refreshing the page.
 - If you still get no response, logout and then login again.

WHERE CAN I GET ADDITIONAL HELP?

1. Use the YELLOW HELP tab on each page of the application and check out the HOW TO and GOOD to KNOW tabs there for additional guidance.
2. Contact us at support@pickuppatrol.net.