# Primary Guardian Guide

## Welcome

Your childcare facility has chosen KidCheck to enhance their overall security system. By choosing a childcare provider that uses KidCheck, you can be assured they consider your child's security a top priority. As a KidCheck user, from the comfort of home, you will be able to create your account, update your child's information, provide medical or allergy alerts, maintain a list of authorized and unauthorized guardians, upload photos, and have the option to enable notifications via text messaging.

In this guide we'll show you how to set up your KidCheck account and explain its many features so you can maximize the benefits of KidCheck. Your account is free, simple and quick to set up and use.

Nothing is more important to us than the safety and security of your children and we thank you in advance for partnering with us and your childcare provider to keep them in good hands. As you use KidCheck, please let us know how we can improve it. We welcome your input.

Alex Smith, CEO
KidCheck, Inc.

# About Your KidCheck Account

Welcome to KidCheck. By choosing a childcare provider that uses KidCheck you can be assured they have your child's security as a top priority. KidCheck parent accounts are always free. Below is some information about how to set up and use your login account and what to expect at check-in and check-out. The end of the document includes Frequently Asked Questions about KidCheck parent/guardian accounts.

# Personal Information and Data Security

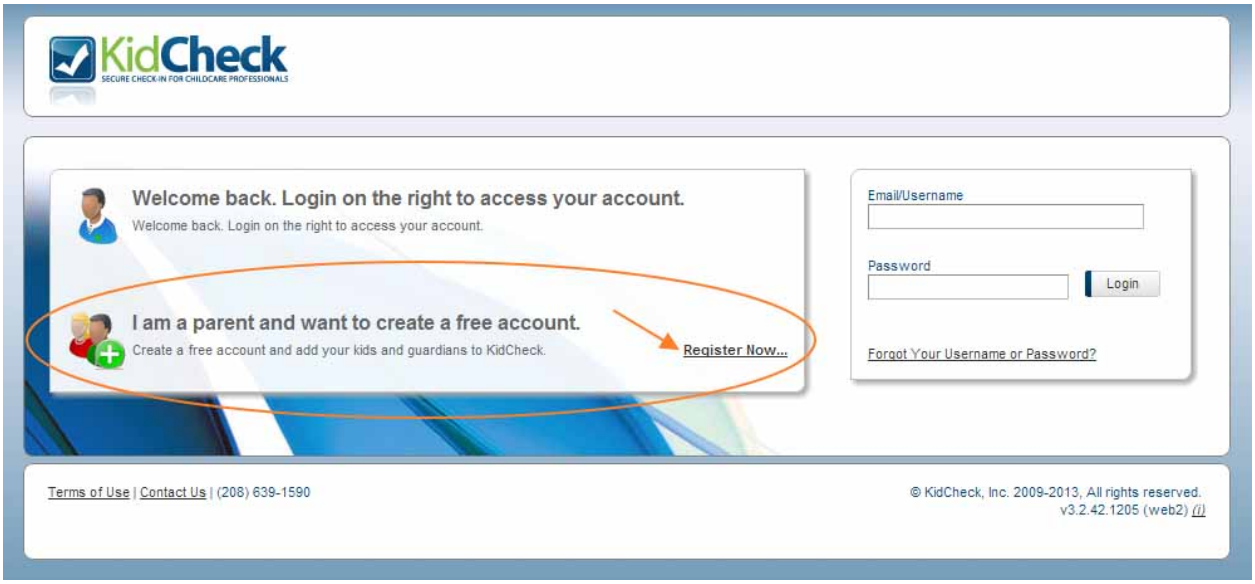
Others cannot see you or your child's information. Only you, authorized guardians and your authorized childcare providers can see your information. Childcare providers can only view the information *after* you have checked into their facility. When you check your children in to a facility using KidCheck, only you and your authorized guardians can check your children back out.

KidCheck uses the same technology as banks to keep your information safe, and we never sell it. Plus we don't ask for personal identification such as Social Security numbers, credit cards or banking information.

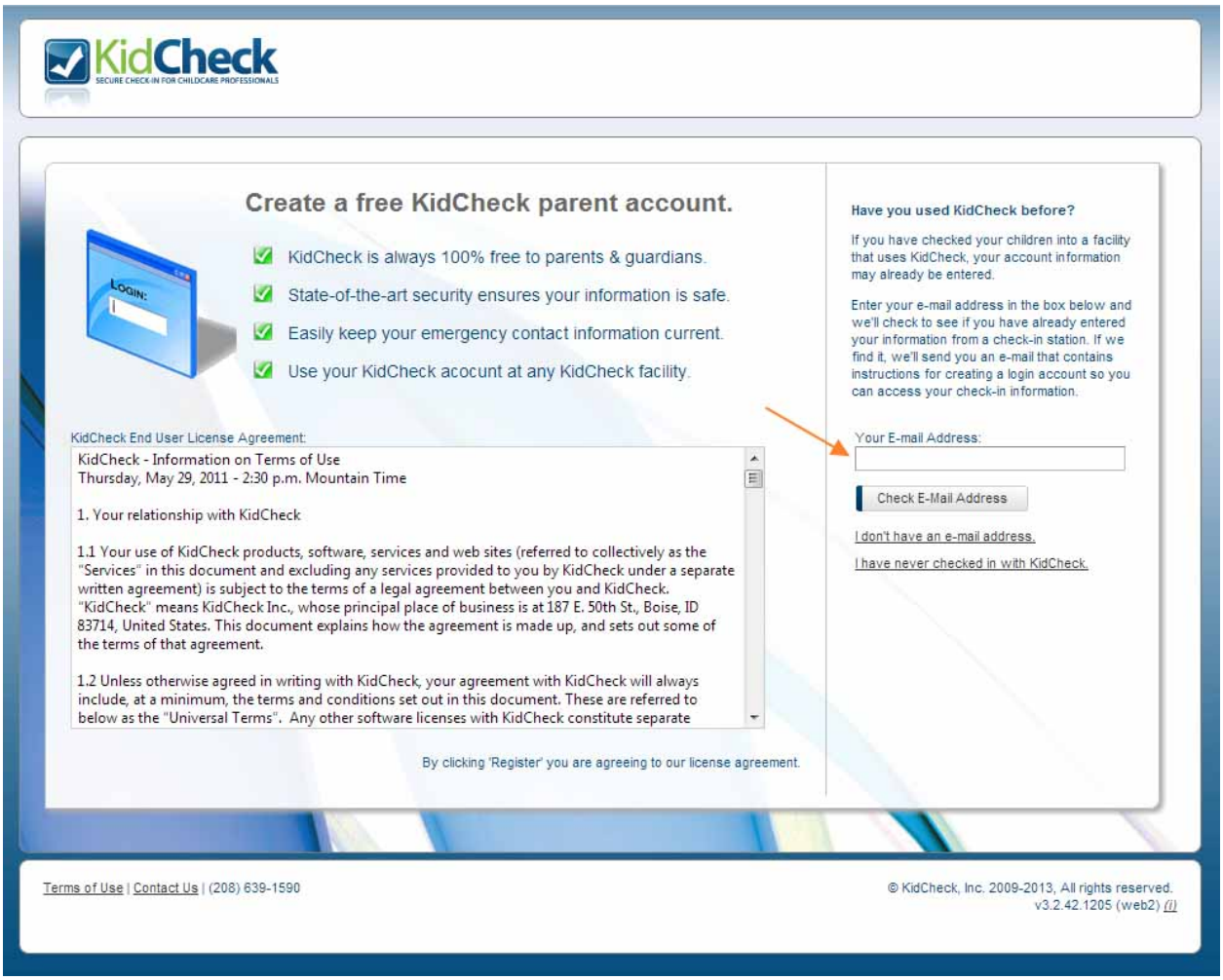
# Getting Started

## Create Your Login Account

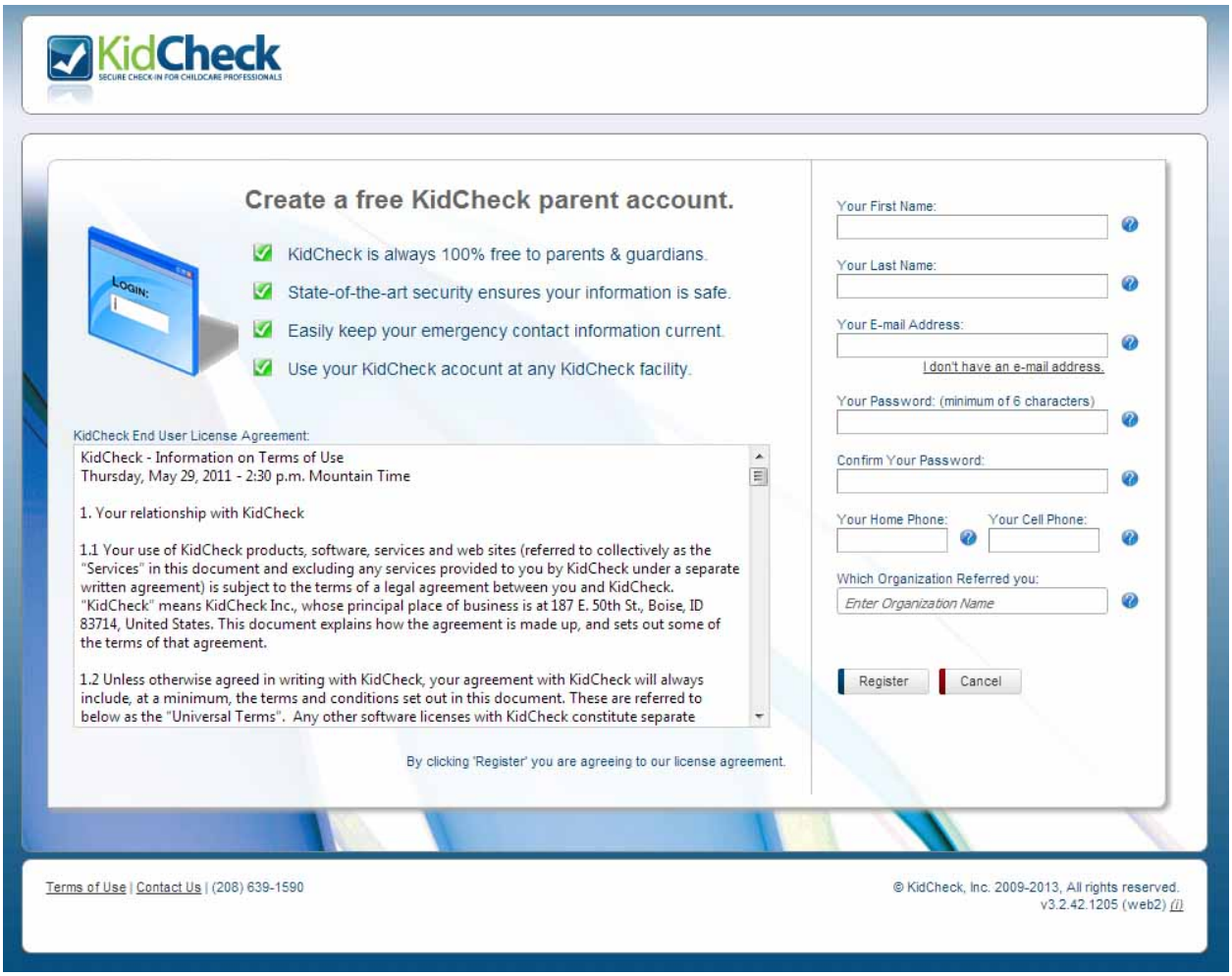
To create your account you can login at http://go.kidcheck.com or follow the "Login" link at the top of the page at http://www.kidcheck.com. Choose the "Register Now…" link under "I am a parent and want to create a free account."



You will be asked to enter an email address to confirm you are not already in our system (from previously setting up an account with KidCheck).



You will be prompted to enter your contact information, user name, create a password, and also enter an organization that referred you (if applicable).



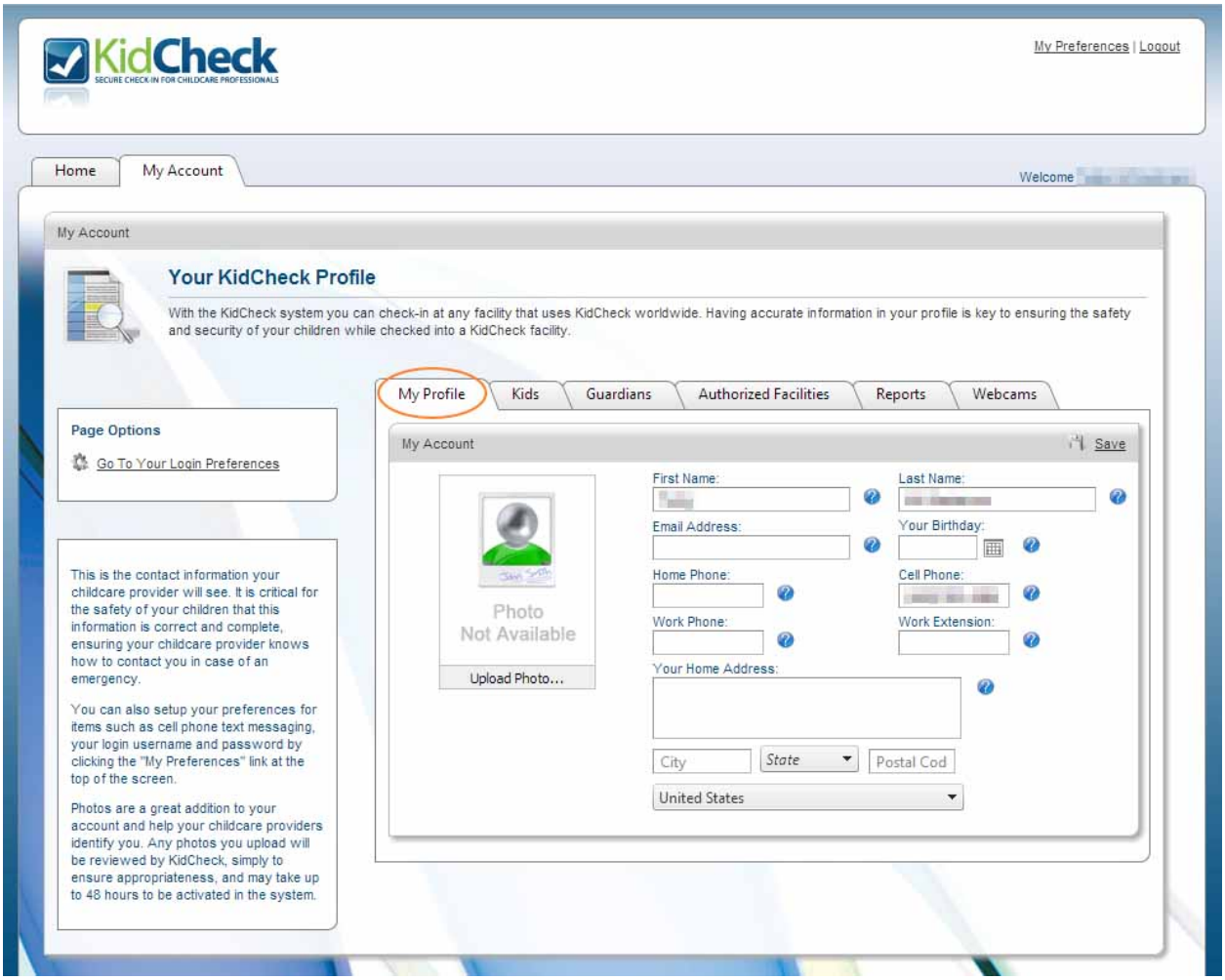

## Setting up Your Account

The “My Account” section is where you keep your personal profile information, child information, and your guardian list.

### My Profile

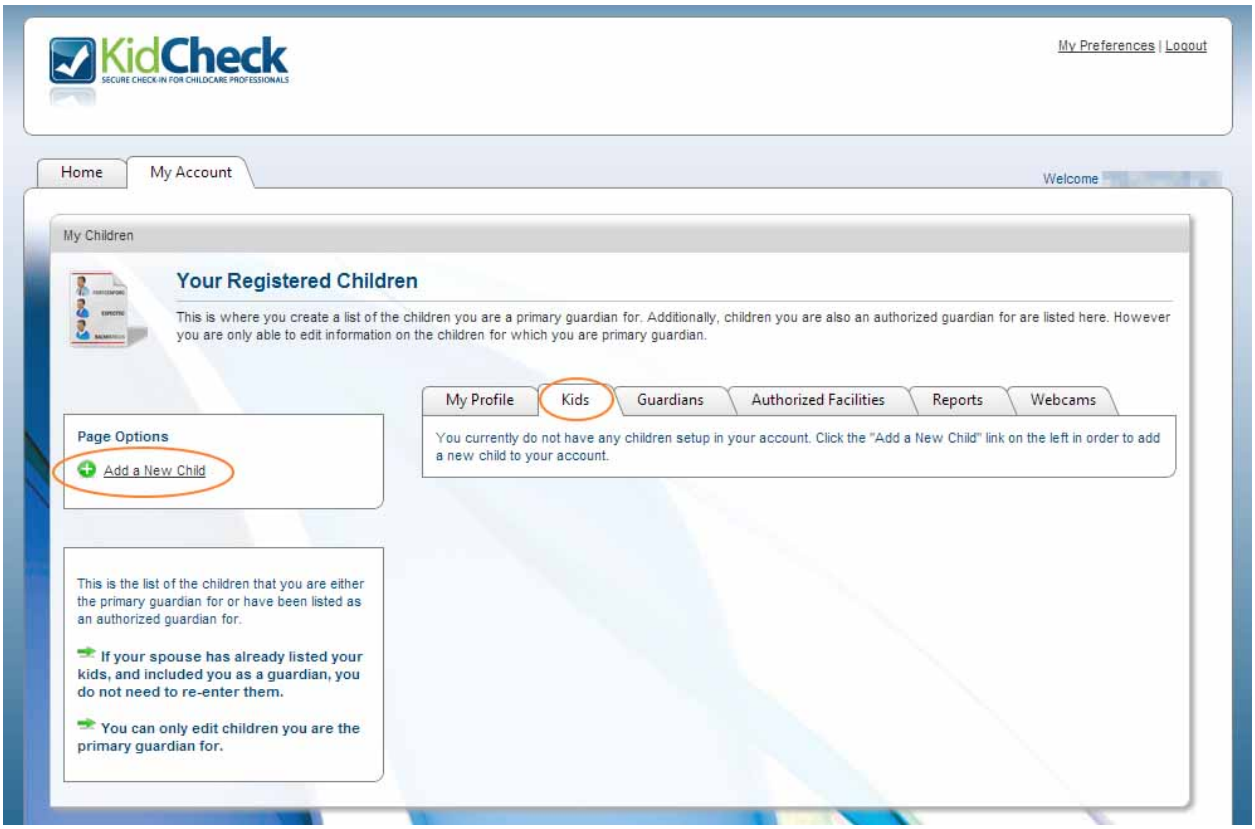
This tab is where you input information about yourself. Enter your address, contact information, email address, and upload a photo of yourself. Only one phone number is required, however you must have the cell phone field completed to enable SMS text messaging. If you only use a cell phone, enter that number in the cell field and leave the home field blank.

*The photos you upload should easily identify you, your children and your guardians. Photos are subject to approval and are usually approved within 24 hours.*


KidCheck
SECURE CHECK-IN FOR CHILDCARE PROFESSIONALS
My Preferences | Logout
Home
My Account
Welcome
My Account
Your KidCheck Profile
With the KidCheck system you can check-in at any facility that uses KidCheck worldwide. Having accurate information in your profile is key to ensuring the safety and security of your children while checked into a KidCheck facility.
Page Options
Go To Your Login Preferences
This is the contact information your childcare provider will see. It is critical for the safety of your children that this information is correct and complete, ensuring your childcare provider knows how to contact you in case of an emergency.
You can also setup your preferences for items such as cell phone text messaging, your login username and password by clicking the "My Preferences" link at the top of the screen.
Photos are a great addition to your account and help your childcare providers identify you. Any photos you upload will be reviewed by KidCheck, simply to ensure appropriateness, and may take up to 48 hours to be activated in the system.
My Profile
Kids
Guardians
Authorized Facilities
Reports
Webcams
My Account
Save
Photo
Not Available
Upload Photo...
First Name:
Last Name:
Email Address:
Your Birthday:
Home Phone:
Cell Phone:
Work Phone:
Work Extension:
Your Home Address:
City
State
Postal Cod
United States

## Kids

List any children you will be checking in or out of a KidCheck facility and upload photos.

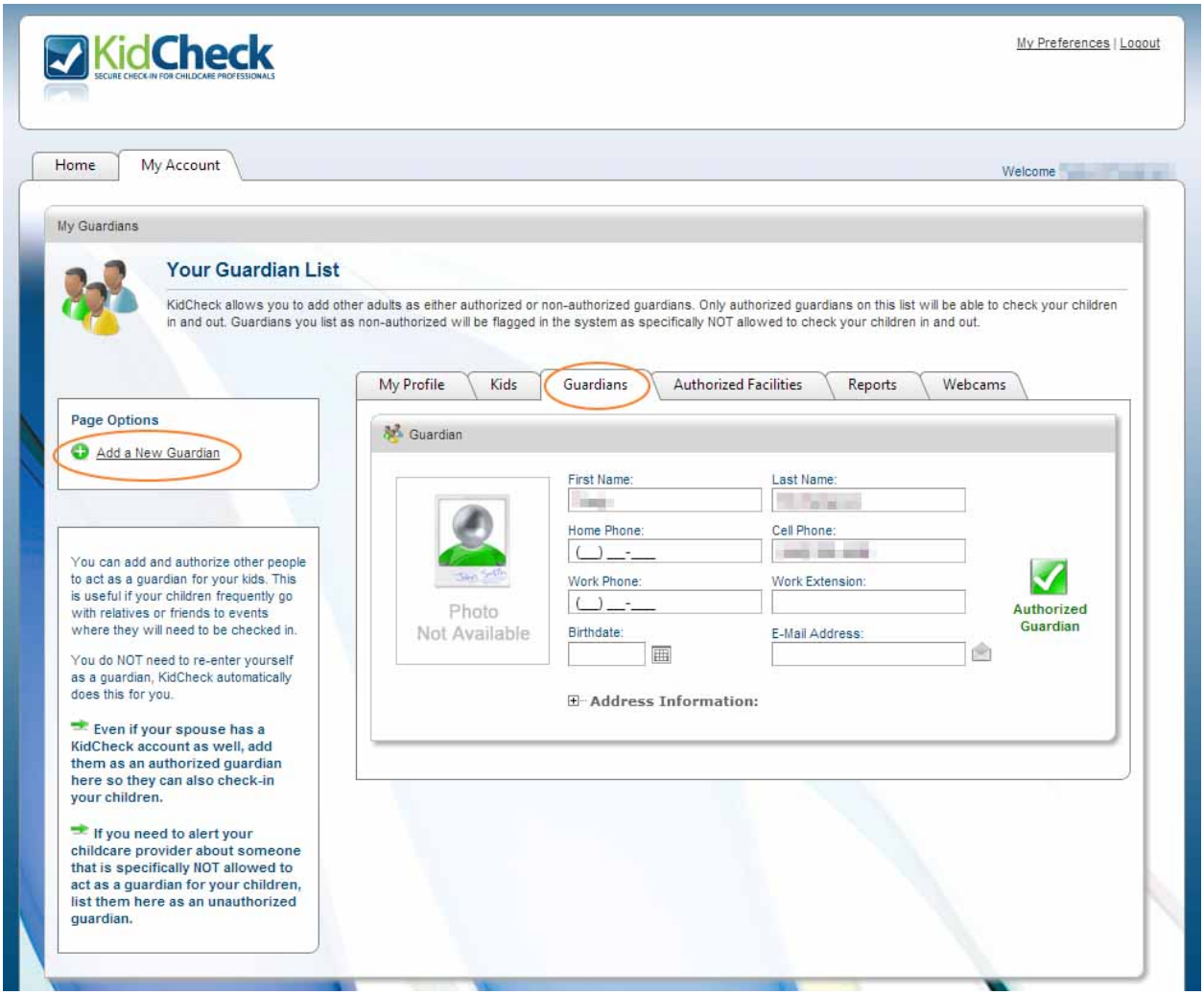


## Guardians

Include any person who has permission to pick up your child. This is where you would include your spouse or significant other. If you want them to be able to check your children out, they will need to be listed as an authorized guardian on your account. You will automatically be listed as a guardian so you don't need to include yourself. If needed, you can also specify individuals not authorized to pick up your children.

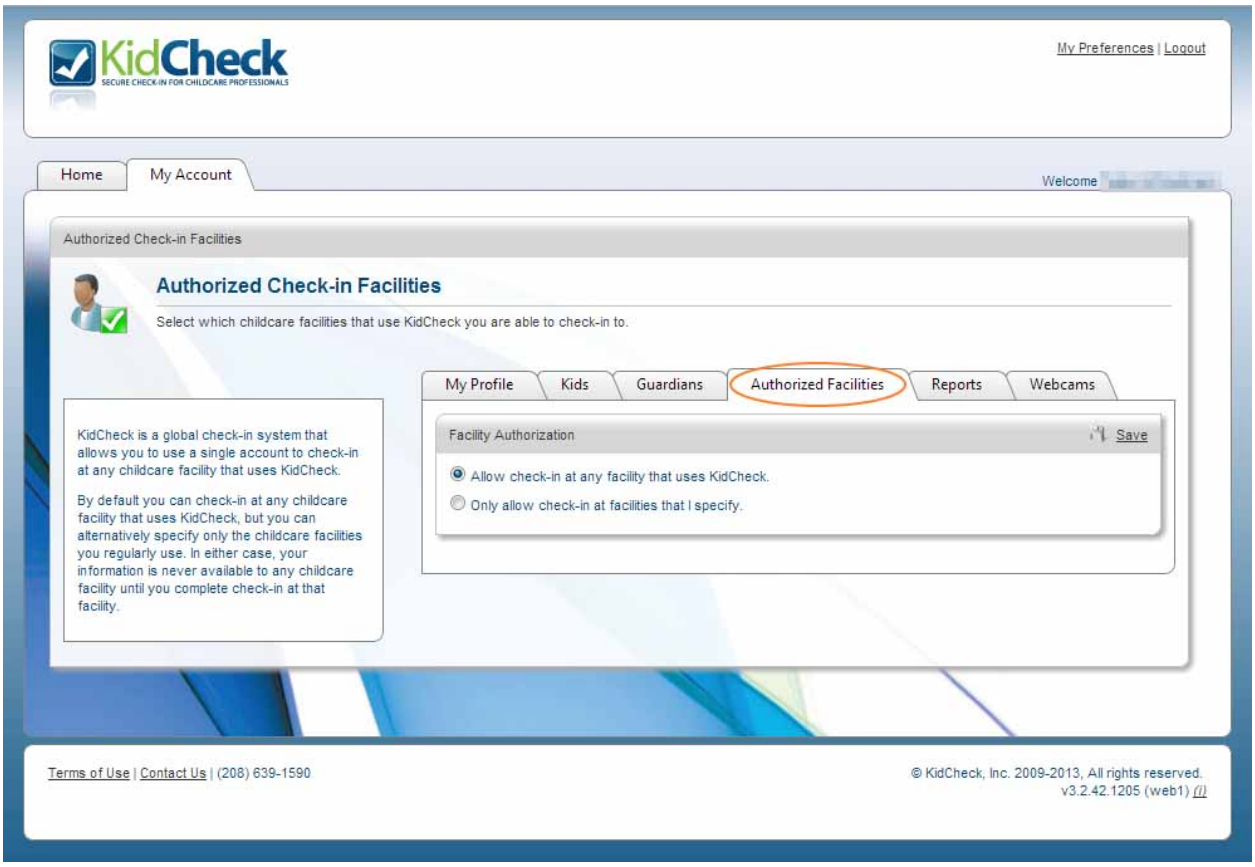
To add additional guardians, simply click on "Add a New Guardian" and search to see if they are already in the database. If they are, select them from the list. If they are not in the list, select "The guardian is not in this list." If the search finds no matches, you will be automatically sent to a screen to enter the new guardian information. Enter in the new guardian's contact information then select "Save."

See the Frequently Asked Questions section for information about the best option for you regarding setting up one account for all guardians or a separate account for each.



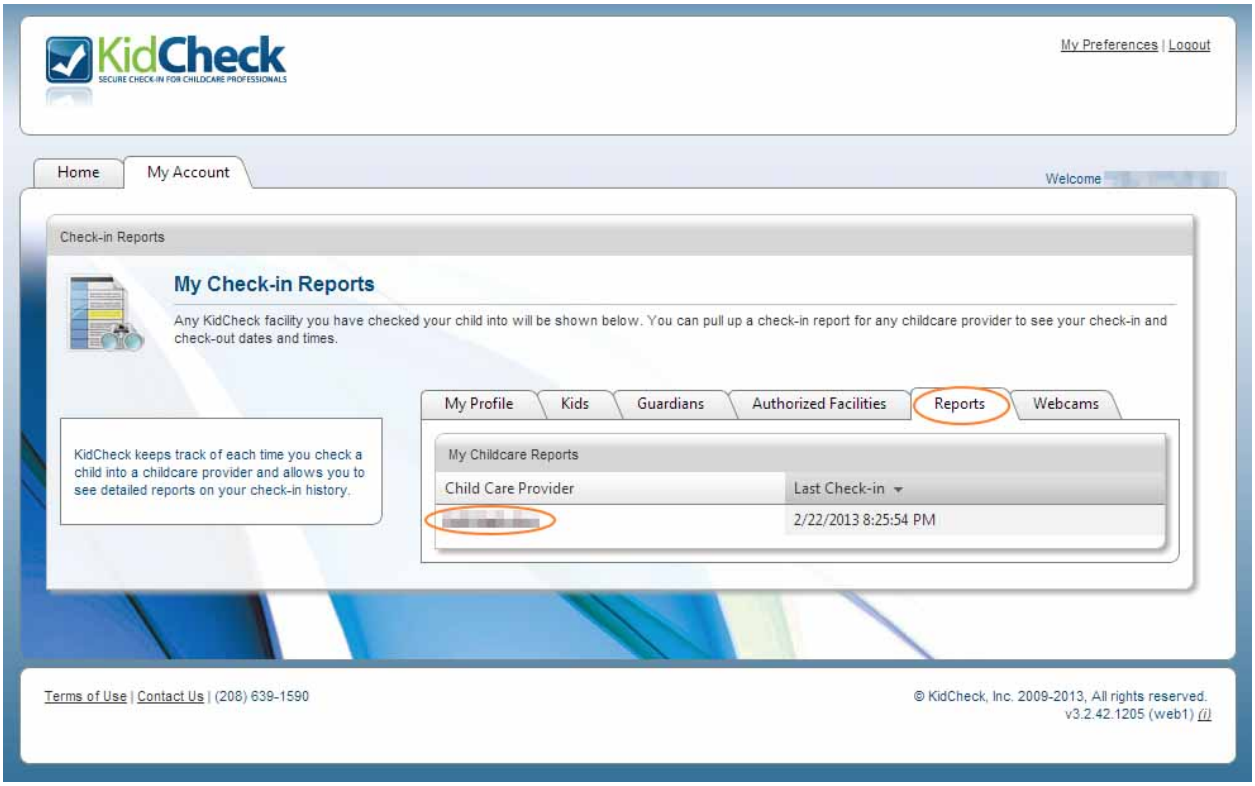
## Authorized Facilities

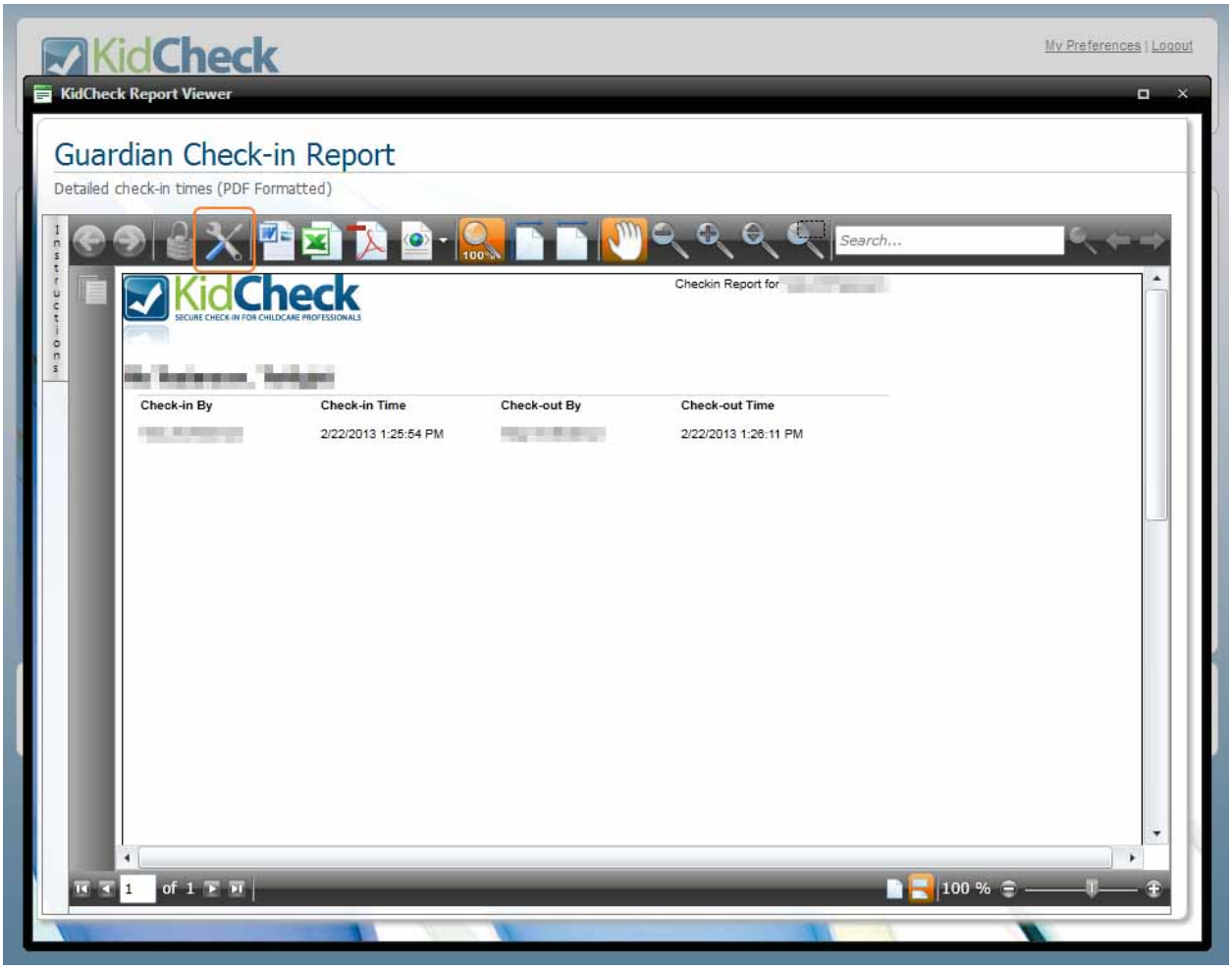
Allow check-in at any facility that uses KidCheck or allow check-in only at facilities that you specify. *Note that in order to maintain your privacy, no facility can see your information unless you check-in there at least once.*



## Reports

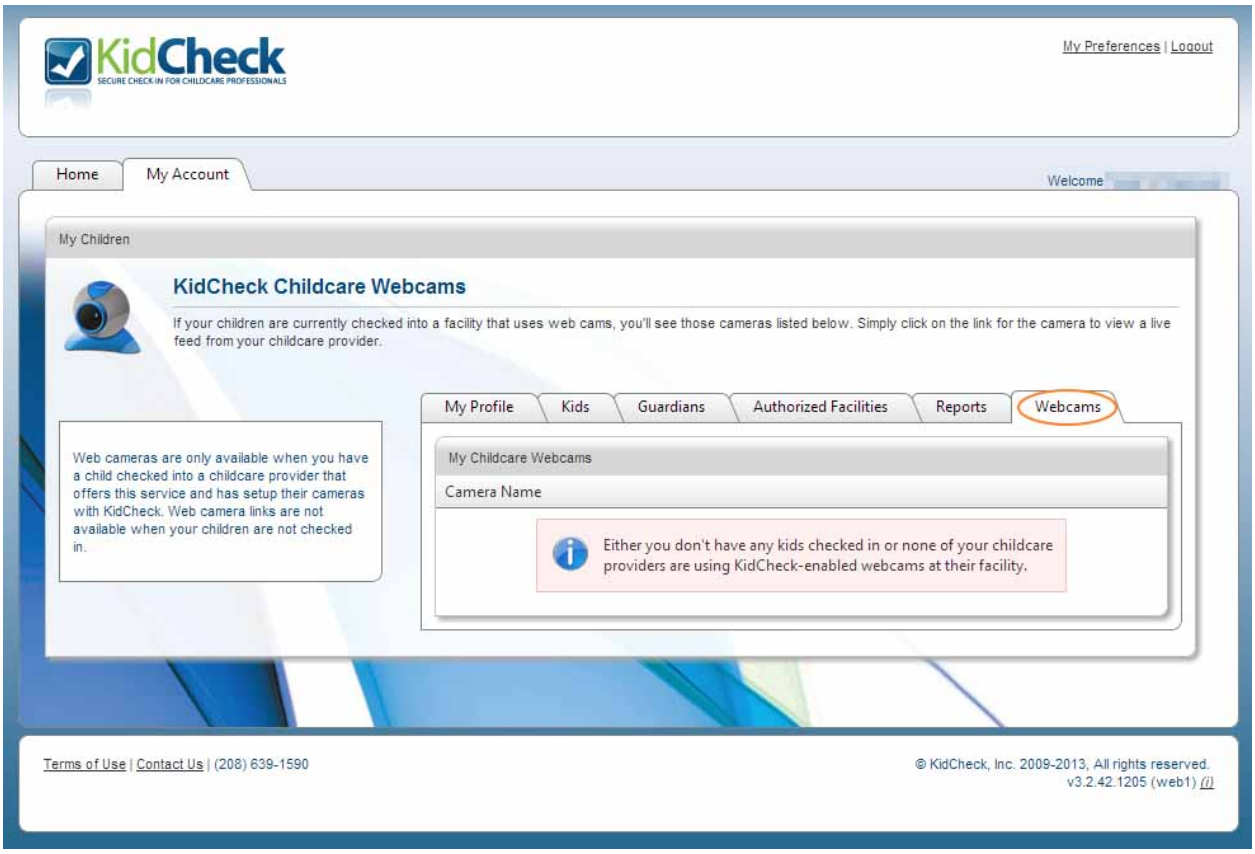
Check-in activity reports for your children are available on this tab to provide an at-a-glance report of where your children have been checked into. To see a report, simply click on the name of the facility. Once a report is generated, you may customize it by date range by clicking on the icon with the wrench and screwdriver at the top of the report. You can also export the report to a different format by clicking on the appropriate icon. Note that the reports generate through Microsoft Silverlight, which must be installed on your computer for reports to generate.




KidCheck
My Preferences | Logout
KidCheck Report Viewer
Guardian Check-in Report
Detailed check-in times (PDF Formatted)
Instructions
Search...
KidCheck
SECURE CHECK-IN FOR CHILDCARE PROFESSIONALS
Checkin Report for
Check-in By
Check-in Time
Check-out By
Check-out Time
2/22/2013 1:25:54 PM
2/22/2013 1:26:11 PM
1
of 1
100 %

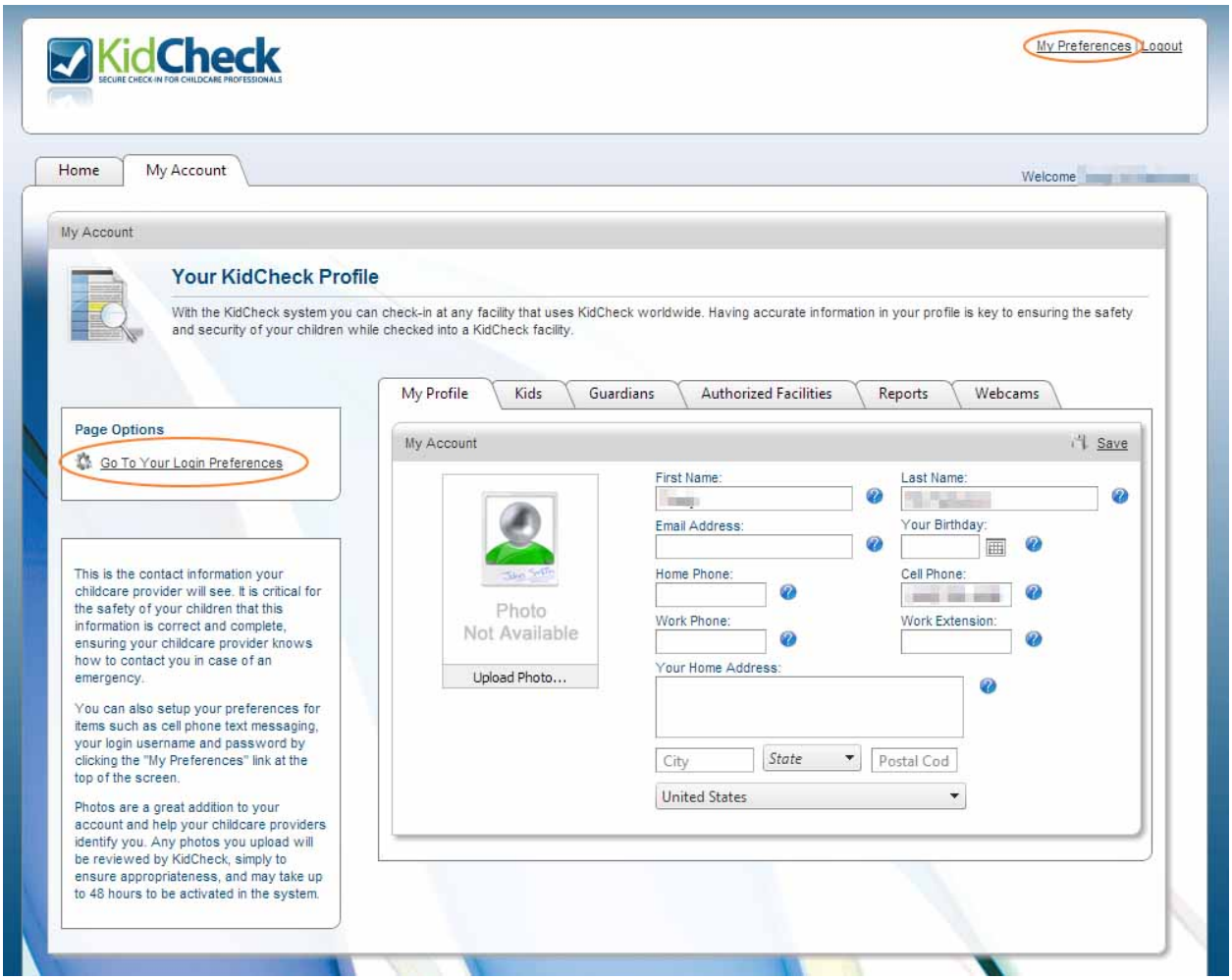
## Webcams

If this feature is used by the facility where your child is checked-in, it will allow you to see webcams of their classrooms while your child is checked-in at that facility. *Webcam links are not available when your children are not checked-in.*



## Account Preferences

Selecting “My Preferences” or “Go To Your Login Preferences,” allows you to manage your account with options such as changing password and username, enabling or disabling SMS text preferences, or, if necessary, canceling your account.




### Change Your Password

To change your password simply type in your new password, confirm it in the second field and select “Save” at the top of the section. Passwords are case sensitive and must be at least six characters long.

### Change Your Username

Every parent account must have a unique username to login. You may change your username at any time. To change your username, enter in your new username and select “Save.”

### Cell Phone SMS Alerts

When you enable SMS text messaging, ensure you complete the cell phone field. You will also need to enter your cell phone carrier as text messaging is only available with North American carriers. Standard text message fees may apply depending on your cell phone plan. If you disable text messaging, your provider will not be able to use text messaging to contact you. However, they will have access to your account information to reach you by alternate means.

## Notifications

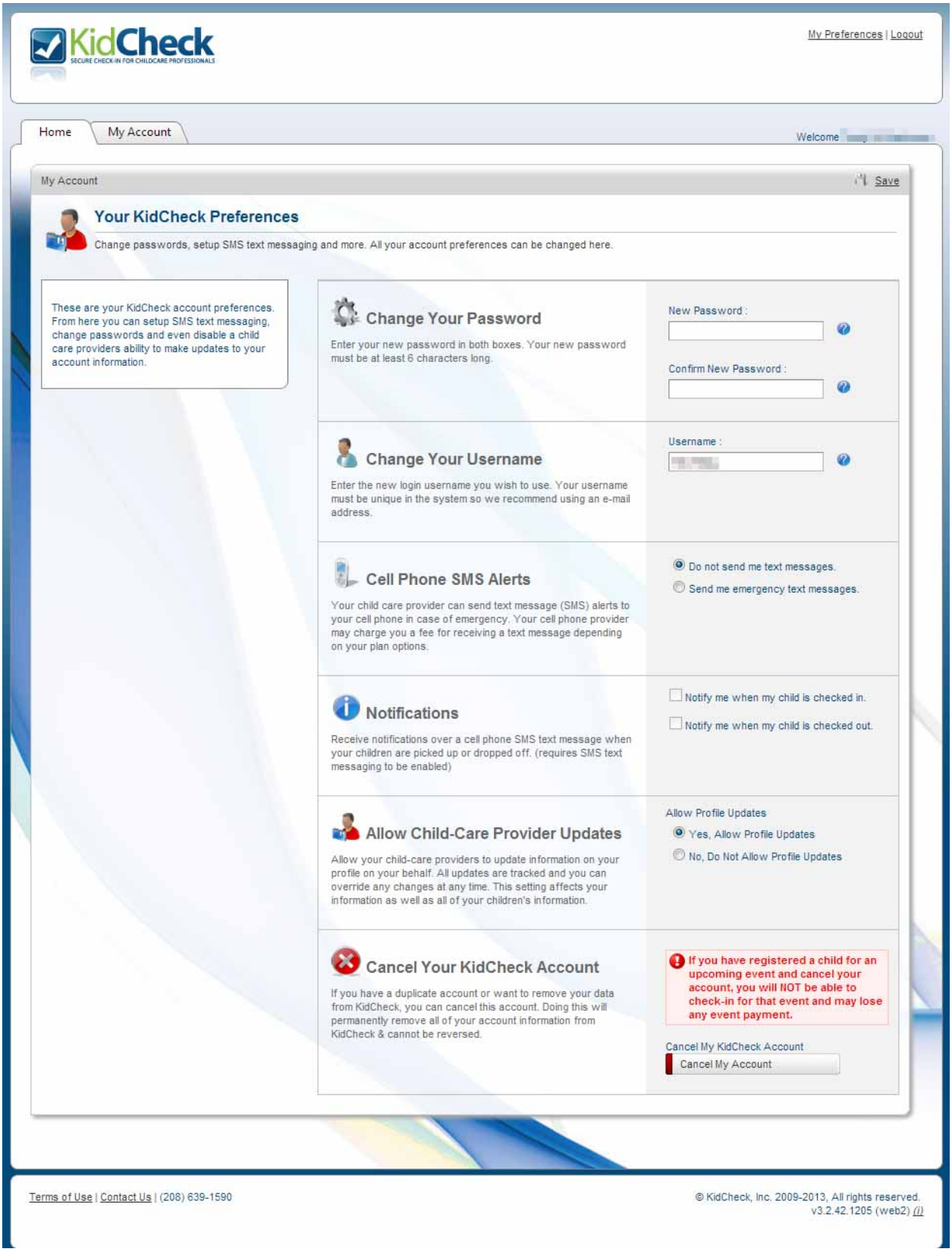
Set your preference for automatic SMS text notification if you would like to be notified when your child has been checked in or out. This feature is especially helpful if you have others drop off or pick up your children.

## Allow Child-Care Provider Updates

You can choose to allow, or not allow, childe-care providers to update profile information on your behalf. You can always override any information they change.

## Cancel Your KidCheck Account

You may cancel your account at any time by simply selecting “Cancel My Account.” Once an account is cancelled you will not be able to reinstate or restore it. If you wish to join again after cancelling your account, you must create a new account with a different username.


KidCheck
SECURE CHECK-IN FOR CHILDCARE PROFESSIONALS
My Preferences | Logout
Home
My Account
Welcome
My Account
Save
Your KidCheck Preferences
Change passwords, setup SMS text messaging and more. All your account preferences can be changed here.
These are your KidCheck account preferences. From here you can setup SMS text messaging, change passwords and even disable a child care providers ability to make updates to your account information.
Change Your Password
Enter your new password in both boxes. Your new password must be at least 6 characters long.
New Password :
Confirm New Password :
Change Your Username
Enter the new login username you wish to use. Your username must be unique in the system so we recommend using an e-mail address.
Username :
Cell Phone SMS Alerts
Your child care provider can send text message (SMS) alerts to your cell phone in case of emergency. Your cell phone provider may charge you a fee for receiving a text message depending on your plan options.
Do not send me text messages.
Send me emergency text messages.
Notifications
Receive notifications over a cell phone SMS text message when your children are picked up or dropped off. (requires SMS text messaging to be enabled)
Notify me when my child is checked in.
Notify me when my child is checked out.
Allow Child-Care Provider Updates
Allow your child-care providers to update information on your profile on your behalf. All updates are tracked and you can override any changes at any time. This setting affects your information as well as all of your children's information.
Allow Profile Updates
Yes, Allow Profile Updates
No, Do Not Allow Profile Updates
Cancel Your KidCheck Account
If you have a duplicate account or want to remove your data from KidCheck, you can cancel this account. Doing this will permanently remove all of your account information from KidCheck & cannot be reversed.
If you have registered a child for an upcoming event and cancel your account, you will NOT be able to check-in for that event and may lose any event payment.
Cancel My KidCheck Account
Cancel My Account
Terms of Use | Contact Us | (208) 639-1590
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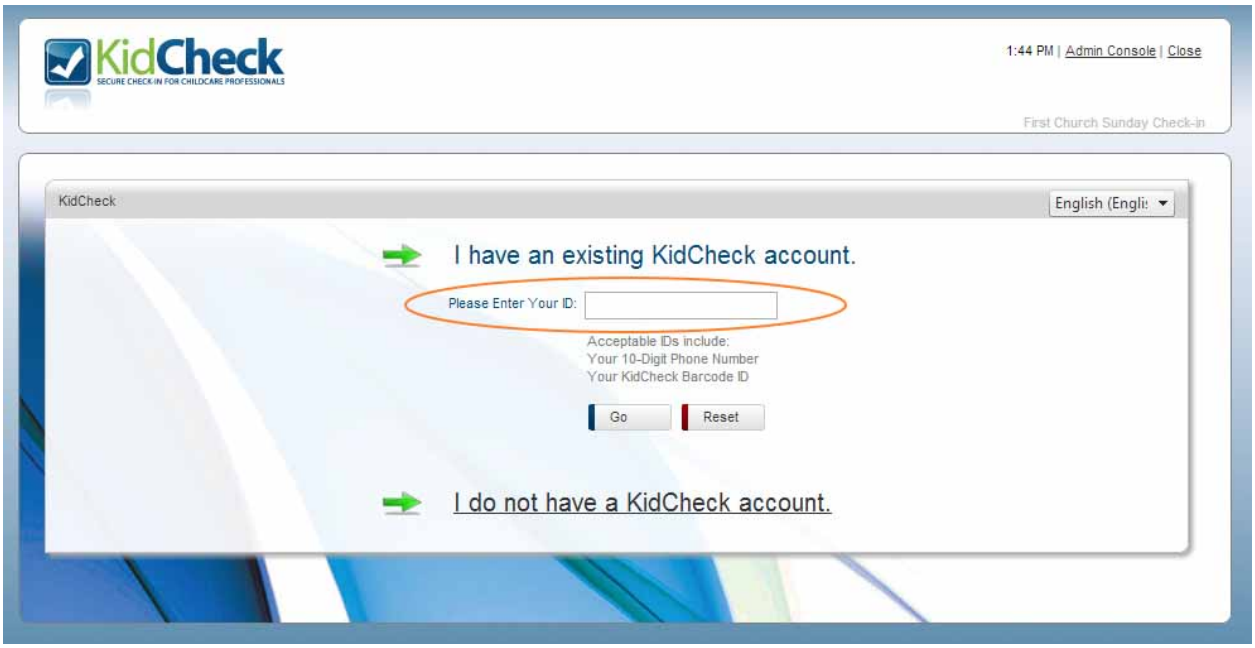
# Checking-In and Out

Now that you have an account, you can check-in to any facility that uses KidCheck, whether it is your church, daycare, preschool, child activity center, gym, etc. Your account information is immediately available when you check-in to a KidCheck location.

## Checking-In for the First Time

Use any 10 digit phone number on your account to check-in. If the phone number is associated with more than one individual in your household, you will be asked to identify yourself from a list of possible matches. You may also be asked to agree to an "End User License Agreement" before proceeding. This agreement is between you and the facility. You and your child will each receive a name tag label with unique matching codes for security purposes.




## Checking-In With a Keytag

Some KidCheck organizations provide bar-coded keytags. If this is the case, you can scan your key tag as your ID instead of using your 10 digit phone number.

## Checking-Out

When you check-out, you will need to provide your check-in receipt for the unique security code identifier to be matched to your child's. Once verified as the authorized guardian, your child will be released back to you. Others cannot just add your children to their account and check them out. If you were the person to check your children in to a KidCheck facility, then only those people you have authorized as a guardian on your account can check your children back out of the facility.

Depending on the process at your facility, you may also be asked to scan your keytag or enter your 10 digit phone number and select the children you wish to check-out, just as you did at check-in.

# Keep Your Information Current

Keep your account, child and guardian information up-to-date to ensure both ease of check-in and continued security.

# Frequently Asked Questions

### Is there a cost associated with setting up a KidCheck account?

KidCheck is always free for parents and guardians.

### Who will have access to the information I put in my KidCheck account?

Your information is only visible to you, your authorized guardians and then your childcare provider *after* you check-in for the first time. Your data is safe. KidCheck uses the same secure data technologies as banks and never asks for personal identification information. Additionally, KidCheck never sells any information.

### What is a KidCheck account, why do I need one?

With a parent/guardian account you can securely check your children in to any organization using KidCheck. By providing your contact information, basic information about your children (including medical/allergy), and a list of authorized and unauthorized guardians, you can quickly and easily check your children in and be confident they will only be released to you or someone you have authorized.

There are two "types" of guardian KidCheck accounts.

1. A KidCheck *login* account – includes user id and password – recommended! This is the type discussed in this guide.
    - This is a complete account you, as a guardian, create online from home or work (or anywhere with an internet connection), which includes a login user name and password you choose.
    - The login account is complete in that it includes all the pertinent information (including photos) that you've input about yourself, your preferences (i.e text messaging capabilities), your children and authorized/unauthorized guardians.
    - Once you have created a login account with a user name and password, you have the ability to securely access, manage and change your information anytime, from any computer.
    - KidCheck recommends you create a login account prior to checking your children in for the first time. This way you are set and ready to go for a secure, very fast check-in – all you have to do is input your phone number at the check-in station.
2. A KidCheck *guardian* account – created at check-in station
    - If you have not already created a login account, when you check your children in for the first time at a check-in station you'll be asked to input some basic information about you, your contact data and your children. This will create a guardian account.
    - A guardian account is all that is necessary to successfully continue to check-in; however, because it is not set up with a user id and password, you are unable to manage and change your information as you can with a login account.
    - Also, a guardian account typically has less information and photos than a login account.
    - When you create a guardian account at the check-in station, an email will automatically be generated providing a link and reminder to set up your login account.

### Should I set up one account or separate accounts for each parent/guardian associated with my child(ren)?

To best answer this question, first please read the answer to the question above "What is a KidCheck account?" to better understand how KidCheck accounts work.

For families who share the same main address and contact phone information, one *login* account that covers both parents is the best option. A primary guardian should set up an account and list the children, then add their spouse/significant other and any other people they want to be able to drop off or pick up their children as authorized guardians. For example you can add grandma and grandpa or a trusted neighbor as authorized guardians. If appropriate, also include anyone that is not authorized. Don't forget to upload photos, as this increases safety.

When contact information and guardianship differs within the family unit, setting up separate *login* accounts for each guardian is the best option. This allows each guardian to list the children, their associated authorized guardians, use their own phone number to check-in and have the ability to manage and update their own personal information.

### I received an email about creating a KidCheck account, what is this email referring to?

If you create a guardian account at your childcare organization's check-in station, while you are set and able to check-in in the future, you don't have a full KidCheck login account. A full login account allows you to manage and update your account because it includes a user id and password that you designate. Plus when you complete your account you are able to input all the associated information with yourself, your children and the guardians, from the comfort of home. The email is a reminder to you that you started an account and provides the link for you to complete it with a login in and password. See the question and answer "What is a KidCheck account?" for more details on guardian and login accounts.

### How do I make changes to my account to update phone numbers, enable/disable text messaging, etc?

To manage and update your account you need to have a login account, not just a guardian account. See the section in this guide entitled "Your Account Preferences" for more information.

### How is the allergy and medical information I note for my child used?

Typically, most organizations choose to print this information right on the child check-in label. This is for safety purposes to ensure the caregivers are aware of medical and allergy conditions for the child. This information is prominently displayed. Therefore, consider the specific information you input for your child when you create the account. Contact the organization you will be checking-in with to understand their specific process, discuss any concerns or provide additional information on any sensitive information you want them to be aware of.

### I input my photo into my account but it's not showing up, why?

It could be a simple timing issue. There is an approval process for photos input into KidCheck so they may not show up immediately after being uploaded. The photos are reviewed and approved several times a day. The photos are reviewed to ensure they are of an actual person and that they are not inappropriate in nature. If you upload a photo that is not of an actual person it will not be approved. Examples include: characters such as Darth Vader or Super Mario; animals such as a pet dog or lion from the zoo; a drawn picture of a stick figure or some other art. The purpose of the photo is to enable increased security allowing the organization to physically see that the person trying to check-out your child is indeed the same authorized guardian shown by the picture in the account.

### How do I receive automatic text messages when my children are checked-in and out?

In the preferences section of your KidCheck login account you can choose to enable or disable text message capabilities. Ensure your cell phone number is listed in your account. Standard text message fees may apply depending on your cell phone plan. See “Account Preferences” in this guide for more information.

### I forgot my password, how can I get it?

To reset your password, simply go to login to KidCheck either at go.kidcheck.com or www.kidcheck.com (and choose login). Click the link “Forgot Your Username or Password?” Enter your email address then select “Reset Password.” An email will be sent to you with a link that will take you to a page to reset your password. Once you are in your account you can click on preferences and manage you passwords, email and various other feature choices. If you have not already set up a full login account, start to input the personal information here and KidCheck will look to see if you have an account started based on that personal information. It will pull up your account and allow you to complete it from there. Once the full login account is set up you can make password and other changes to it.

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