

We are looking forward to your child starting school next week! In preparation for next week, we are reaching out to remind you that our school utilizes **PikMyKid** to help organize the school dismissal process and improve safety.

This program is a phone application that you download onto your smartphone (found in the app store). During the school year the PikMyKid app will allow you to choose a dismissal option, notify the school of pick-up changes and authorize others to pick-up your child from school. The program will also alert you when your child has been picked up or walked home, as well as help us organize the car line during pick-up.

Prior to your child attending school next week we ask that each of our parents complete the following steps:

1. Download the PikMyKid app in your Apple or Android app store.
2. Both parents should register within the app with their personal current mobile phone number. If you do not think the school has your mobile number on file or if your child does not appear in your app's home page, please contact anchorage.webmaster@anchorage.kyschools.us with your child's name, grade, and updated contact information for you.
3. Read the following PikMyKid **Frequently Asked Questions**.

Q – How does the school know when I am on campus to pick up my child?

A – When you arrive to pick up your child from school, you will open your app and announce that you have arrived by selecting the green “announce” option that will appear on your opening screen.

Q – Why did the green “announce” button not work?

A – More than likely you have location services disabled on your phone or within the PikMyKid app. For the system to allow you to announce, “location services” must be enabled, otherwise the system cannot recognize that you are within our geo-fence. Another possibility is that you are designated to pick up the student, but you have logged into the account with your spouse's username and password rather than your own. Be sure to enable location services and login with your own credentials.

Q – What do I do if I forget to delegate a transportation change?

A – Please notify the front office if you have not delegated the change prior to the last 30 minutes of the school day. Otherwise we will call the parent to verify that your student has permission to leave in the alternate transportation mode.

Q – I have selected a change to the Pickup Mode, and have selected for it to be recurring, however it is not working.

A – You may not have selected an end date. When programming a recurring pickup mode or delegated person, you must indicate the time span. If it will recur all year you can scroll the calendar forward and select the last day of May.

Q – What if I do not have the app?

A – In order for the system to work best the app and announcing via that system should be utilized. The placards will also work but will take a bit more time as we have to enter each individual number into the system to dismiss the student. You can find the app in the app store under “PikMyKid.”

Q – What do I do if I can’t get the app and account setup?

A – A common issue is that your cell phone number is not on file in our system. If your cell number has changed please email Webmaster and we will make sure that it is correct in our PikMyKid system. You may contact PikMyKid support at support@pikmykid.com. If they are unable to assist, you may also email the webmaster account.

Q – What are the Dismissal Options during the school year?

A – During the school year parents have the following dismissal options that you can program within the app:

FRONT CARPOOL: Select this option if your child is in kindergarten or first grade, or has a sibling in kindergarten or first grade, and someone will be picking them up in a car.

FRONT PARENT WALKUP: Select this option if your child is in kindergarten or first grade, or has a sibling in kindergarten or first grade, and someone will be walking up to the school front lawn area to pick them up.

BACK CARPOOL: Select this option if your child is in grades second through eight, and does not have a sibling in kindergarten or first grade, and someone will be picking them up in a car.

BACK CARPOOL WALKUP: Select this option if your child is in grades second through eight, does not have a sibling in kindergarten or first grade, and someone will be walking up to the school to pick them up.

INDEPENDENT WALKER: Select this option if your child will not be picked up by an adult and has permission to walk or bike home independently at the end of the school day.

SIBLING PICKUP: Select this option if your child will be walking or biking home after-school, but should not be released to do so until an older sibling who is designated as an “Independent Walker” arrives at the designated location to accompany them home.

AFTERSCHOOL PROGRAMS: Select from the list of afterschool programs if your child will be staying after school to participate in an activity or to attend Homework Help. Homework Help is currently unavailable.

Q – Do I have to program my child’s dismissal plan every day?

A – No, your child’s “default dismissal mode” is Front Carpool. On days they will be going home via their default dismissal mode, parents do not have to program a change in PikMyKid. Additionally, when a student has a recurring after school activity or other transportation change, parents can create a recurring schedule in PikMyKid in order to minimize the need to enter dismissal changes daily. If “Front Parent Walkup” will not be the most frequent manner in which your child is picked up from school, and you would like one of the other options as your child’s default, please just email anchorage.webmaster@anchorage.kyschools.us with your preference and we will make the change for you within the program.