

PARENTS & AUTHORIZED DRIVERS MANUAL





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General Parent Help



What is SchoolPass? (for Parents)

 This is an article introducing SchoolPass, written for **parents and guardians**.

In this article:

- [About SchoolPass](#)
- [Glossary of Terms](#)

Other Useful Articles

- [Parents FAQ](#)
- [Help! I need to make schedule changes!](#)

About SchoolPass


School Pass is an online tool designed to enable you to:

- Report daily wellness screenings for you child
- Set up a transportation plan for your child
- Manage and report arrival and dismissal changes to the school
- Automatically notify the correct staff, teachers, and other parents when changes are reported
- Self-manage authorized driver lists
- Help the school prepare for an organized and timely dismissal process

Each school configures the SchoolPass platform to fit the needs of their community and establishes policies that support a safe, fluid, and accountable dismissal process. SchoolPass is a tool designed specifically for K-12 institutions and their unique needs. The SchoolPass platform keeps parents and guardians informed and in control, empowering the schools to be able to make confident decisions and ensure their students' safety.

Keep in mind that the help site may show features that you do not have access to. If you have any questions, please reach out to the SchoolPass administrator at your school.

Glossary of Terms

 Below are some essential terms used in SchoolPass and links to relevant help articles.

Carpool

- *Refers to all of the authorized drivers and students in your family. In some cases, this represents drivers and students from multiple families, if families have chosen to merge carpools.*



Arrival/Dismissal Defaults

- *Reflects your child's "usual" routine; revisions to these Defaults after the first few weeks of the school year must be requested through the school administrator.*

"Move to"

- *"Move to" is used when creating a change to your child's dismissal instruction. Examples: Move to Carpool (to move him/her to another person's carpool), or Move to Activity (to move him/her to an after-school activity).*

Move to Student

- *Allows you to send your child home with another student, regardless of that student's dismissal method.*

Move to Bus

- *Allows you to send your child on a different bus or to a different stop for one or more days.*

Move to Activity

- *Allows you to move your child to an after-school activity (such as tutoring, extended care, sports) for one or more days.*

A "Change Notification"

- *When a change is made to your child's transportation plan, a notification email is automatically generated to you, the school administrator, your child's teacher, and the other parent (if you used Move to Carpool)*

Parent User Logging in for the First-Time

Your first-time login can be via your browser or the parent app. Default dismissal revisions can only be done in the browser version; there is an option to do this on the parent app.

[Click here for download & log in instructions for the SchoolPass Parent Student App.](#)



Attaching your RFID/Scanner Tag to your Car (for RFID Handheld Schools Only)

Tag Installation Directions for Parents

Note that an institution must make it clear on which side the sticker should be attached. This will vary depending on the layout. [Please read these instructions for sticking the tag to your car.](#)



SchoolPass Parent Student App (PSA) - Parent Overview

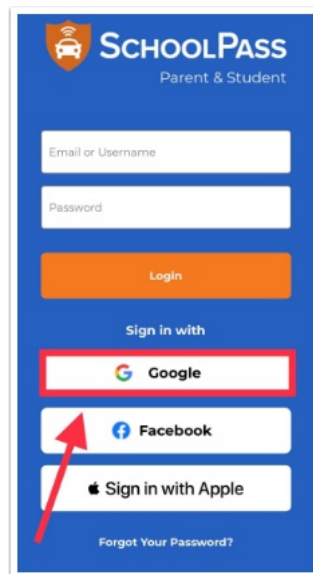


Download & Log In to SchoolPass Parent Student App (PSA)

Whether this is your first time logging into the SchoolPass Parent Student App, or you might be experiencing difficulties logging into the app, please follow the steps below to ensure you have the most up-to-date version installed on your phone, as well as troubleshoot any login difficulties.

1. Take note of which model phone you are using (for example, iPhone 11 Pro or Samsung Galaxy S20)
2. Check if your phone operating system is up to date, and if there's an outstanding update, please download and install it
 - [Updating iOS on iPhone](#)
 - [Updating OS on Android](#)
3. Install or update to the latest version of the SchoolPass Parent App
 - [Download/Update from Apple Store](#)
 - [Download/Update from Android & Google Play Store](#)
4. If you were emailed a temporary password, please enter that along with your email address to log in
 - If you do not have a temporary password, or have forgotten your password, click "Forgot Your Password?" on the home screen to be sent a temporary password.
 - If you were previously having issues logging in, and have just updated your phone or app as recommended in steps 1 through 3, please try logging in again now.

If you have a Gmail address or Apple Mail account registered with your school, you can use the social log in buttons on the home screen to sign into your account directly. Below is a screenshot indicating where you can sign directly in with a Google account.



Should you continue to experience issues, please reset your password on the Parent App home screen by clicking "Forgot Your Password?" and using the email address your school has on file.

- Perform a search in your inbox or spam folder for an automated message from "[SchoolPass.com](#)" and subject line "Temporary Password"
- Return to the parent app and sign in with the temporary password indicated in the email
- Once logged in, reset your password on the "Profile" tab
- If there is no email recognized, contact your school's technical support to ensure that they have the correct email address for you

If you need further assistance, please send us a message at support@schoolpass.com with the following information:



- Phone make (I.e. iPhone 11 Pro)
- Phone Operating System version (I.e. 13.6.1)
- SchoolPass Parent App version (I.e. 1.0.4.3305)
- Name of school
- Email address you are attempting to log in with
- If there are any error messages, please attach a screenshot

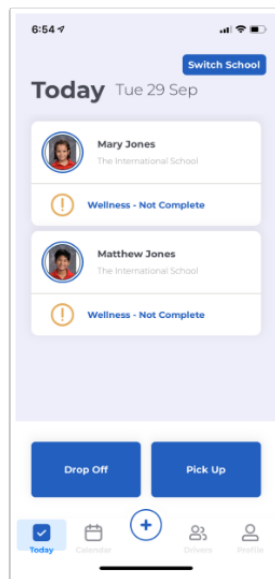


Completing Daily Wellness via PSA - Parent Guide

Parents and caregivers can complete daily wellness checks for students via the SchoolPass Parent Student App if those students are enrolled in schools that are utilizing the Wellness module. If a school has selected to do so, students in particular divisions and grade levels may be eligible to sign into the SchoolPass Parent Student App with their own school issued account to fill out their own daily wellness checks.

Please follow these steps to complete your daily screening via the mobile app.

- 1) [Download the SchoolPass Parent Student App for iPhone or Android](#)
- 2) Log in using your email and password, or using one of the single sign-on methods (i.e. Google, Apple ID, Facebook).
- 3) If you are a parent at multiple schools, you should be able to select which school you are attempting to log into. [Click here](#) if you'd like more information about toggling between multiple SchoolPass schools.
- 4) On the home screen, you will see each of your students for that particular school site. If you do not see your students on this screen, contact your school's administrators. Click underneath each student's name to begin the daily wellness screening.



Underneath each of their names, you will see a status indicating one of the following:



Wellness - All Clear

- At the end of the wellness screening, you will see "All Clear" if your answers met the requirements for attending school that day.



Wellness - Excluded



- If you see this status underneath your student's name, that means they are excluded from having to fill out the wellness survey at that time. Should you believe this is in error, please contact your school's administrators to include (i.e. enable) your student in wellness checks.



Wellness - Flagged

- If any of your answers do not meet the requirements for in-person attendance, your student's wellness status will show up as "flagged." Please contact your school's wellness administrators or school health providers for more information.



Wellness - Not Complete

- This status indicates that a student needs to complete their wellness check for the day. Please click "Wellness - Not Complete" to conduct this daily survey.



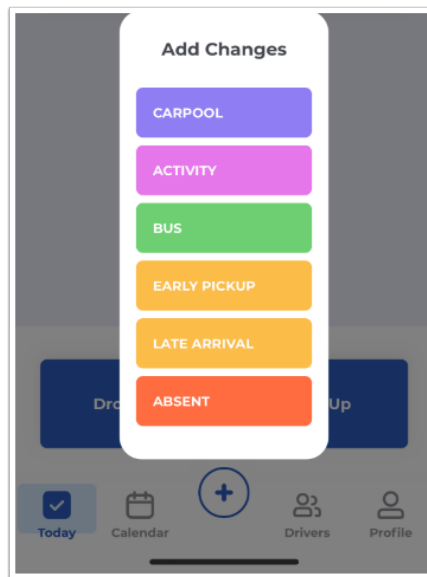
Add or Remove Arrival & Dismissal Changes via PSA

Parents can report carpool changes, activity attendance, bus ridership, early pickup and late arrivals, and absences via the SchoolPass Parent Student App. If you'd like to add or remove a change to student dismissal plans, please follow the steps below.

Add Arrival & Dismissal Changes

Log into the SchoolPass Parent Student App and click Calendar to view existing dismissal changes.

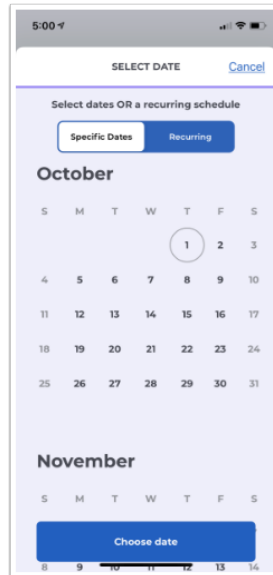
Press the Plus + sign on the bottom navigation to open the Add Changes window. Choose your preferred arrival or dismissal change to continue.



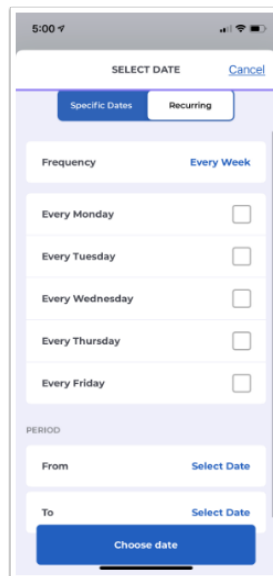
Carpool

Select Carpool from the Changes menu to place one or more of your students into a carpool with another family attending your school. If you already have an authorized driver such as a caregiver or relative registered under your Drivers tab, you do not need to complete this step.

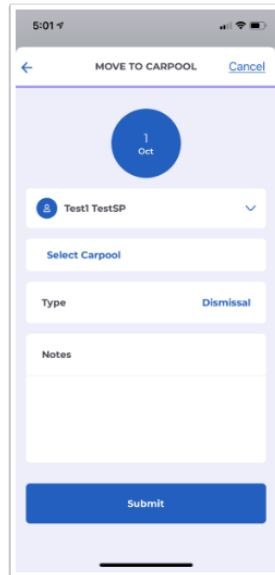
On the first screen, if you'd like to indicate specific dates for your children to join a carpool, select each date on the calendar screen, and then press Choose date to advance.



For recurring carpools, click Recurring and indicate the frequency, day(s) of week, and the start and end period for this carpool. Then press Choose date to continue.



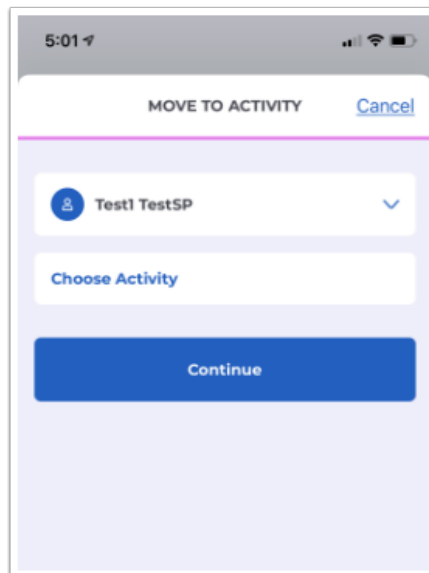
On the next screen, you can select more than one child to ride in this carpool by clicking the drop down arrow next to your child's name. Press Select Carpool to open a window to search for the family you'd like your child to carpool. You may choose to indicate this as an arrival or dismissal carpool using the Type menu, as well as add notes. Press Submit at the bottom of the page to notify your school, as well as the family with which you are carpooling.

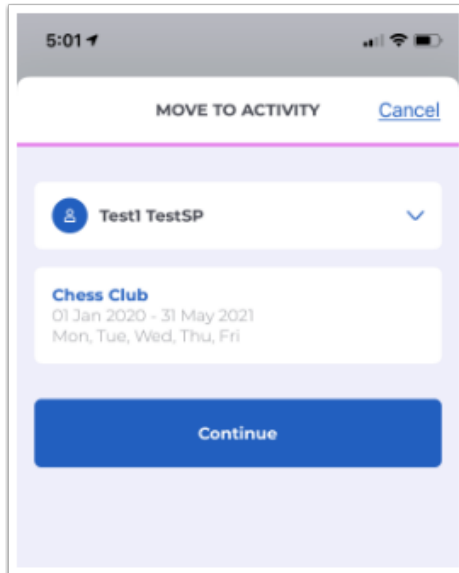


Activity

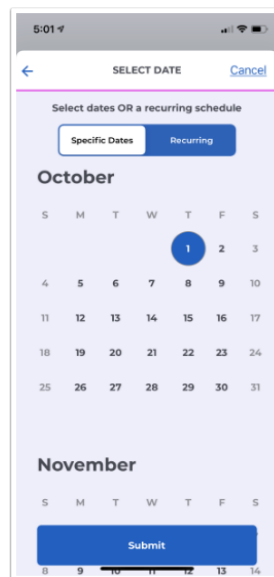
Select Activity from the Changes menu to place one or more of your students into an activity your school has enabled for families. Schools may have activity offerings that cannot be added or removed by families, so if you are expecting to see an activity in this menu but can't find it, please reach out to your school administration for more details.

Depending on the requirements of the activity, you may be able to select more than one student at a time to enroll in the activity by using the drop down arrow next to your student's name. Press Choose Activity, then select from the menu and press Continue.



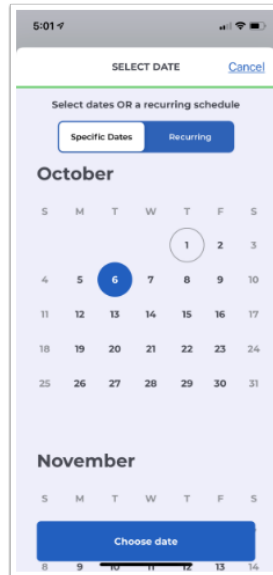


Please note the dates and days of week that the particular activity you are selecting is offered, and indicate the dates you are signing your student(s) into that selected activity. Depending on how the activity is configured, you may be able to choose specific or recurring dates, though these may be locked settings from your school. Finally, press Submit to register your students in these activities.

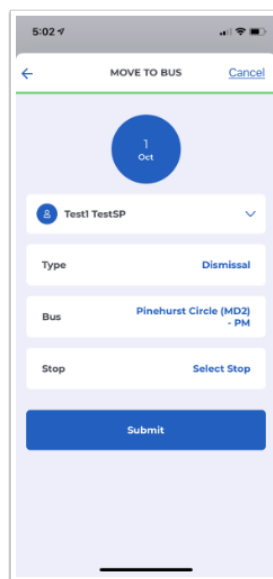


Bus

Select Bus from the Changes menu to place one or more of your students onto a bus enabled by your school's administrators. If you'd like to select specific dates for your student(s) to ride a bus, select the dates on the calendar screen and press Choose date at the bottom screen to continue. You may also make a recurring bus ridership selection using the Recurring menu.

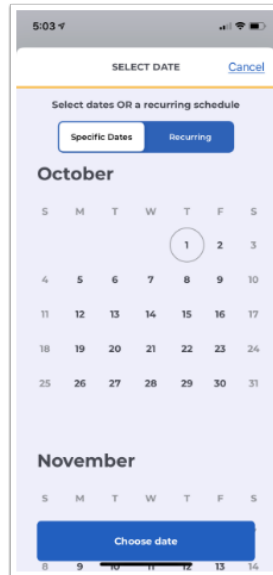


To add more than one student to this bus ridership, press the drop down arrow next to your student's name and select riders. You may indicate this bus as a dismissal or arrival using the Type menu. Finally, select the bus and stop and press Submit to notify the school of your student bus ridership change.

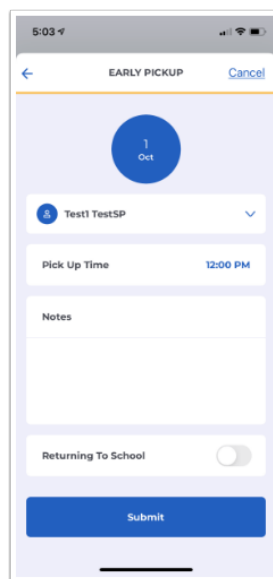


Early Pickup

Select Early Pickup from the Changes menu to indicate dates and times you will need to pick your student(s) up early from school. You may select specific dates or make this a recurring change. We recommend parents contact their school before making a recurring early pickup so that administrators are aware of any additional information.

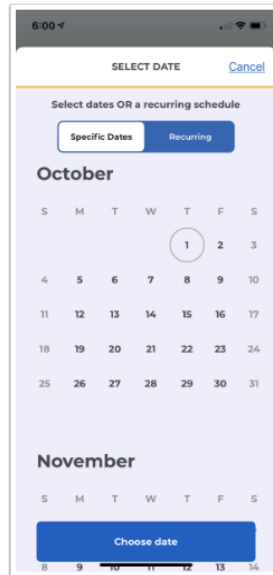


You may select more than one student for early pickup using the drop down menu next to your student's name. Specify the time of early pickup, add a note so the school is aware of the reason, and indicate whether your student(s) will be returning to school on that day. Press Submit to notify your school of this early pickup.

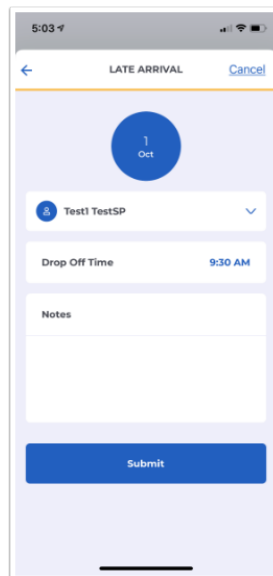


Late Arrival

Select Late Arrival from the Changes menu to indicate a specific date or recurring dates on which one or more of your students will be arriving late to school. Use the Specific Dates calendar to select individual dates, and press Recurring to indicate a recurring late arrival. Press Choose date at the bottom of the screen to continue.

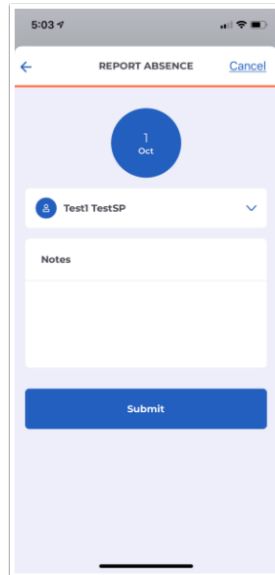


You may select more than one student for this late arrival change using the drop down arrow next to your student's name. Indicate the drop off time, provide a note, and finally press Submit to notify the school of this change.



Absent

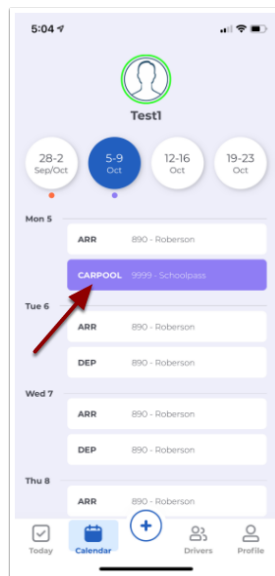
Select Absent from the changes menu to report an absence for one or more of your students on specific dates or a recurring basis. First, choose the specific dates of the absence, or indicate if this will be on a recurring basis. Next, indicate this absence for one or more of your students using the drop down arrow next to your first student's name. Finally, provide a note and press Submit to notify the school.



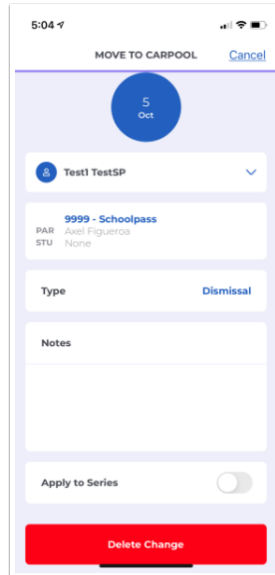
Remove Arrival & Dismissal Changes

Click Calendar at the bottom of the app and select which child you'd like to delete a change for by scrolling to the left and right at the top of the Calendar screen.

Find the week and day you'd like to remove an arrival & dismissal change for, and press the color block on the screen to open that arrival or dismissal change.



Scroll to the bottom and press Delete Change to confirm removal of this change. Your school will be notified as well as any relevant parties (i.e. in the event of a carpool).





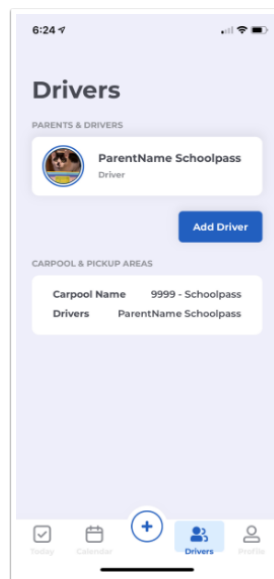
Add or Remove Authorized Drivers via PSA

Authorized Drivers are individuals who are allowed to pick up your students from school. Examples of Authorized Drivers include caregivers, relatives, and spouses. If you would like another family at your school to pick up your students, you should use the Carpool option. Please do not list your own students as Authorized Drivers.

Please note: if you do not see the option to add or remove authorized drivers as depicted below, your account is not designated as the primary account holder. Please contact your school's administration if this needs to be adjusted.

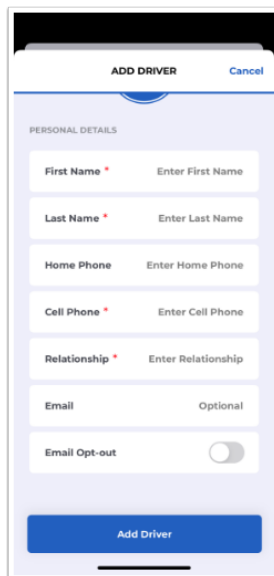
Add an Authorized Driver

To add an Authorized Driver, press "Drivers" on the bottom navigation menu, then select Add Driver.



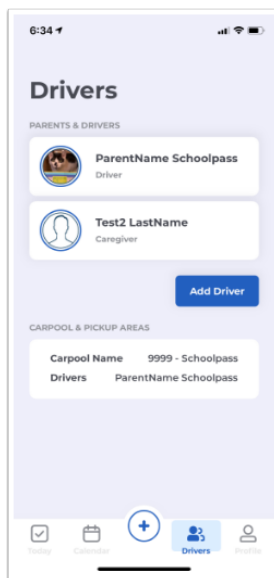
Fill in all required fields on the Add Driver screen, and any optional fields you may like to include. Should you want this authorized driver to be able to log into SchoolPass PSA, please include an email address. If your school collects license plates, fill in relevant license plate information. Finally, press Add Driver to complete the creation of this driver profile. Once created, an authorized driver can press "Forgot Password?" on the home screen of SchoolPass PSA to retrieve a temporary password for log in.

Note: License Plates cannot be duplicates. If you already have a license plate on your account, you do not need to add it again to an authorized driver.



Remove an Authorized Driver

To remove an Authorized Driver, navigate to the Drivers tab and press the profile of the driver you'd like to delete. You are not able to delete your own profile.



Scroll to the bottom of the profile and press Delete Driver. This will fully remove this driver's access to SchoolPass. Any license plates associated with this driver's profile will also be deleted.



DRIVER Cancel

PERSONAL DETAILS

First Name *	Test2
Last Name *	LastName
Home Phone	Enter Home Phone
Cell Phone *	1231231231
Relationship *	Caregiver
Email	9487358786@noemail
Email Opt-out	<input type="checkbox"/>

Delete Driver

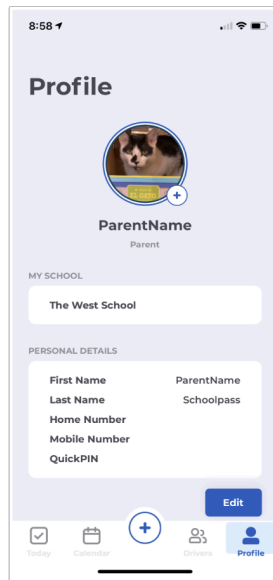


Updating Profile, License Plates & Tags, and Password via PSA

You can update your profile picture, contact information, license plates, password and more via the Profile tab of the SchoolPass Parent Student App.

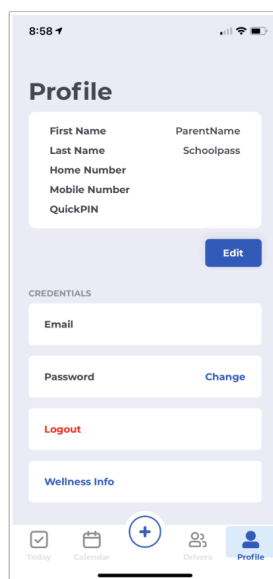
Upload a Profile Picture

Click the plus sign at the bottom right corner, or press the profile picture icon, to upload a photo from your camera roll. You may also choose to take a profile picture directly from the app using the Camera option. *Note: please do not upload pet photos as your profile picture; this will appear in car line and across SchoolPass applications.*



Update Contact Information

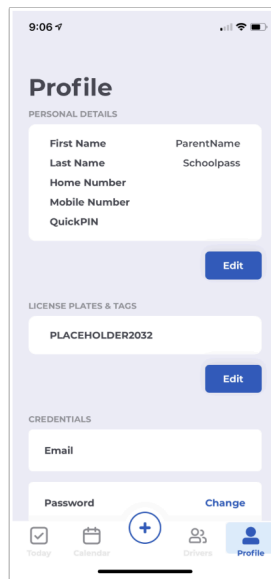
On the Profile tab, click "Edit" under the box containing first name, last name, and phone numbers to update those. *Note: Please contact your school's administrators to update your email address, as this is likely tied to their student information system.*



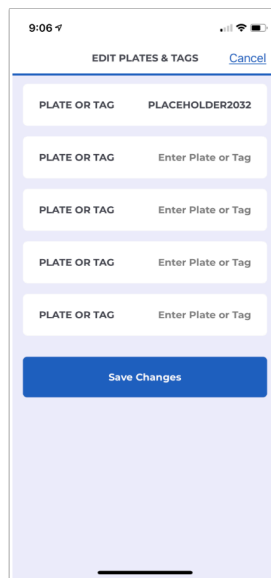


Add or Edit License Plates & Tags

If your school uses SchoolPass License Plate Reading technology, or uses RFID tag/EZ Pass recognition, scroll to the License Plates & Tags section and press edit.

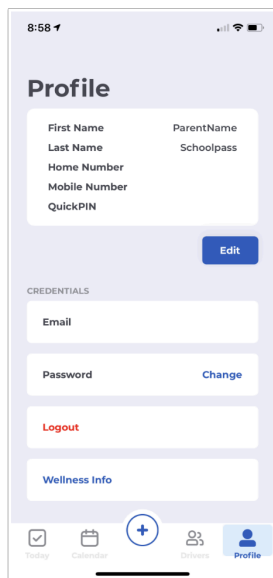


Add in any license plates associated with your account, then hit Save. *Note: You may not enter duplicate license plates, including those tied with authorized drivers. License plates only need to be added once to any driver or authorized driver for the system to associate those plates with a student.*

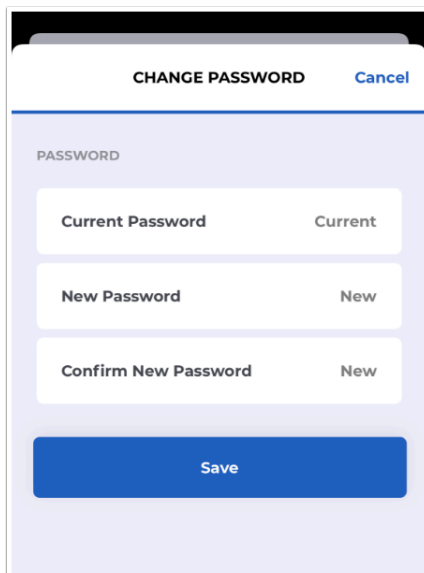


Change Your Password

On the profile screen, scroll to Password and press Change.



Where it says Current Password, if you know your current password, type in your current password. If you have reset your password and only have a temporary password, enter your temporary password as your Current Password. Then press Save.

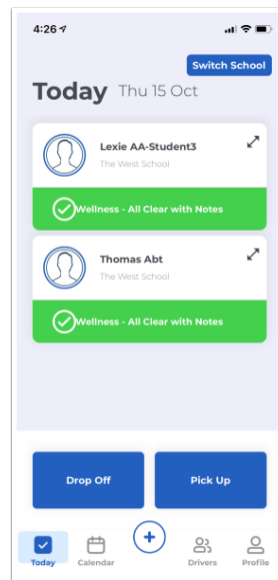




Drop Off & Pickup Buttons (Participating Schools Only)

Note: The drop off and pickup buttons are only functional and visible at participating SchoolPass schools. Please contact your administration if you believe your school is using this feature, and you do not have access.

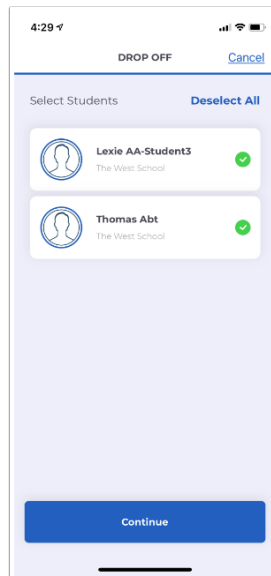
The drop off and pickup buttons in SchoolPass Parent app allow parents and authorized drivers to fulfill school requirements for arrival and dismissal, such as providing signatures, reasons for departure/late arrival, indication as to whether a student will return from an early dismissal, and more. Some schools use these buttons as a part of the daily dismissal process, and parents must use the Pickup option at these schools to notify homerooms and administrations that they are in the carline or have walked up to the front of the building, and are within a geo fenced area for dismissal.



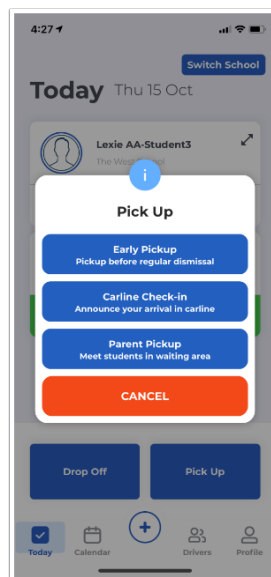
Drop Off

Parents may use the drop off button to indicate that their child is arriving at school. If this is happening early or on-time, the app may or may not ask for a signature, depending on your school's settings. Pressing Drop Off can ask for any or all of the following.

- Reason
- Notes
- Signature



Pickup



Schools with the pickup button may see one or all of the following options. Reasons, notes, and signatures may be required depending on your school's settings.

- **Early Pickup** - Pickup before regular dismissal
 - Reason
 - Will return?
 - Signature
- **Carline Check In** - Announce your arrival in the carline. Using this button will display your name and the students' names you are picking up for the day in all relevant homerooms, given those homeroom teachers are viewing the Carline page during dismissal. This button specifically indicates that you are in your vehicle and are awaiting student arrival at designated carline pickup areas at your school.
 - Allow SchoolPass to use location
- **Parent Pickup** - Meet students in waiting area. Using this button will display your name and the students' names you are picking up for the day in all relevant homerooms, given those homeroom teachers are viewing the Carline page during



dismissal. This button specifically indicates that you are out of your vehicle and are standing in a designated area for pickup.

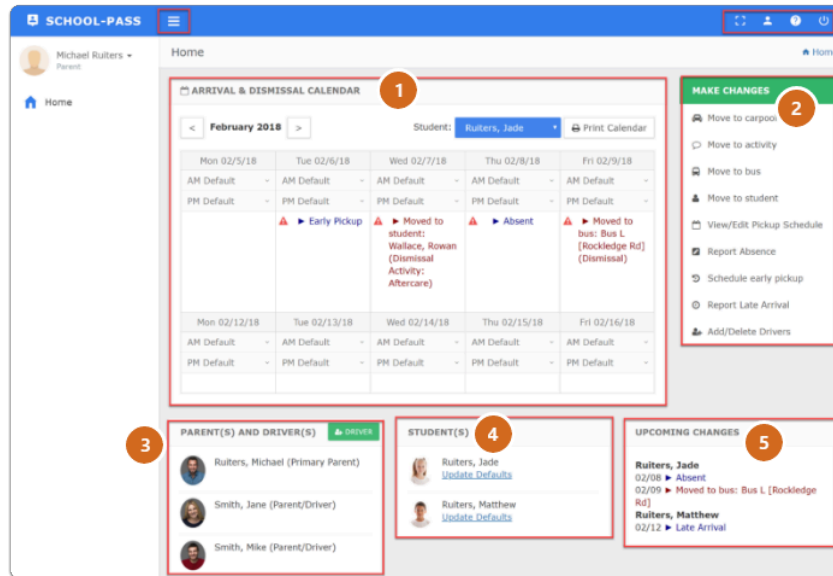
- Allow SchoolPass to use location



SchoolPass Parent Website

Overview of the Parent Dashboard in Browser

Dashboard in the Browser (Chrome, Safari, Firefox)



1. Arrival and Dismissal Calendar

- Displays your child's *default* arrival and dismissal instructions
- Displays arrival/dismissal changes
- You can view prior/next 2-week window
- Click to view any change

2. Make Changes Menu

- Quick links to make changes to your child's arrival and dismissal instructions

3. Parent(s) AND Driver(s)

- List of parents and drivers in your carpool

4. Student(s)

- List of students in your family/carpool
- If enabled by your institution, you can update defaults via the available link.

5. Upcoming Changes

- List of schedule changes for students in your family/carpool

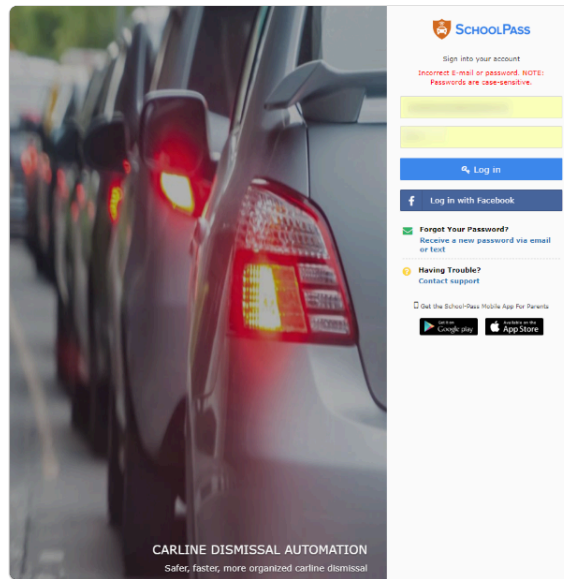


Log in to your SchoolPass Parent/Guardian Account via Website

You must have access to your institutional URL. This is available in the Welcome Email that you received from SchoolPass.

Example of a SchoolPass institutional URL: <https://institution.school-pass.net>

If you are unsure of your URL, contact your system administrator at your school, or email support@schoolpass.com.



Once on the home page, you may see options such as "Sign in with Google" or "Log in with Facebook." If your parent account is tied with an email address used with these such services, you may be able to sign into SchoolPass directly using those buttons.

If you were emailed a temporary password, please enter that on the home screen along with the email address on file with your school.

Should you have forgotten your password, please click "Forgot Your Password?" on the home screen to proceed.

Manage Your Parent Account via Website

Browsers Only

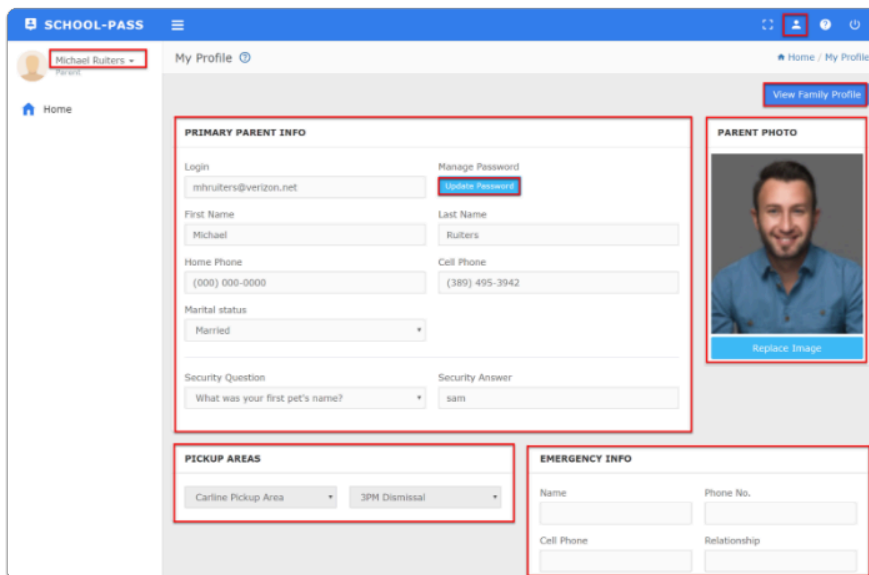
You must log in via a web browser for these options. The parent app does not support all of these features.

In this article:

- [Navigate to your Profile](#)
- [Manage Password](#)
- [Set Profile Picture](#)
- [Find my pickup area](#)
- [Enter Emergency Contact Information](#)
- [View Family Profile \(Parent/Drivers\)](#) and update email notifications for them.

Also useful Parent Articles:

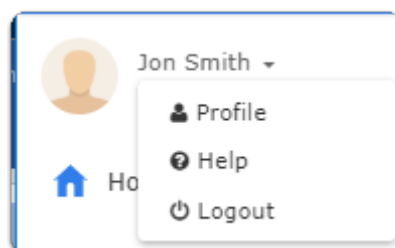
- [Updating and Adding Your License Plates to SchoolPass](#)



Navigate to your Profile

You must log in via a browser to your school's SchoolPass database. If you are not sure of the URL, check the welcome email you received, or you can reach out to your school administrator.

In the top left corner, click on your name, then select Profile



Update Personal Information or your Email

In the Parent 1 Info section, you can modify your email and other information. (*Note: If your school is a Blackbaud school, then this may be blocked - you would need to update your email address in Blackbaud, which will then carry over to SchoolPass.)

PRIMARY PARENT INFO

Login: [email address] Manage Password: [Update Password]

First Name: [Jon] Last Name: [Smith]

Home Phone: [262-497-...] Cell Phone: [262-497-...]

Marital status: [Married]

Security Question: [In what city were you born?] Security Answer: [...]

After updating the information, click Update.

Marital status: [Married]

Security Question: [In what city were you born?] Security Answer: [...]

PICKUP AREAS

[Beatrice Door] [15:30 Dismissal]

EMERGENCY INFO

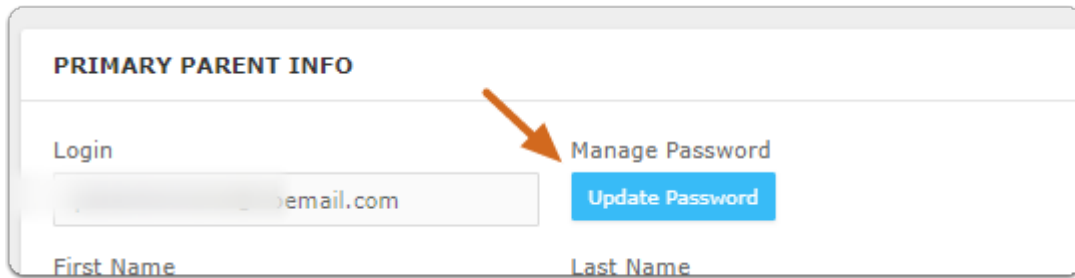
Name: [] Pho: []

Cell Phone: [] Rel: []

Update Profile

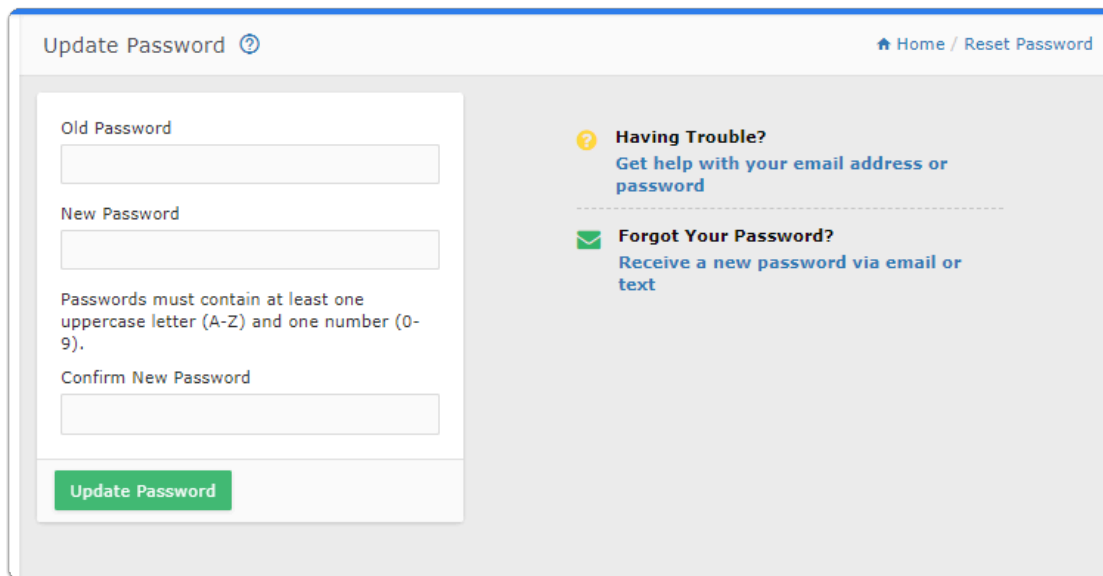
Manage Password

From your profile, click the Update Password button



Enter your Old Password, and then the New Password, click update when finished.

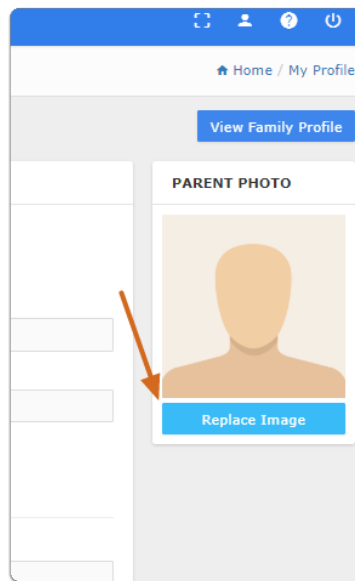
 **Don't remember your password?**
You can also reset your password with your security question with the link on the right.



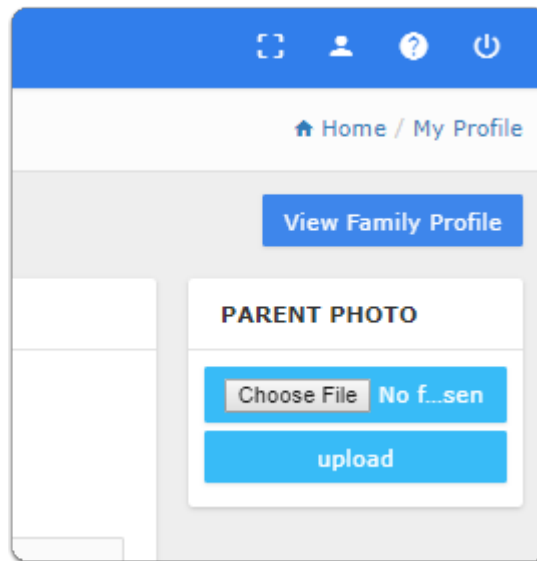
Manage Profile Picture

Your picture will appear on the SchoolPass app if you have submitted it beforehand. This will allow school staff to match you with your picture to be sure that the student is with an expected family member/adult.

Click Replace Image to upload your picture



Choose a file from your computer, then click the Upload button to submit.



About the Carline Pickup Areas

If there is more than one Pickup Area, the relevant location is located here. The carline pickup area is the assigned location that a carpool member is set to pick up their students. This information can be controlled and limited by the institution.

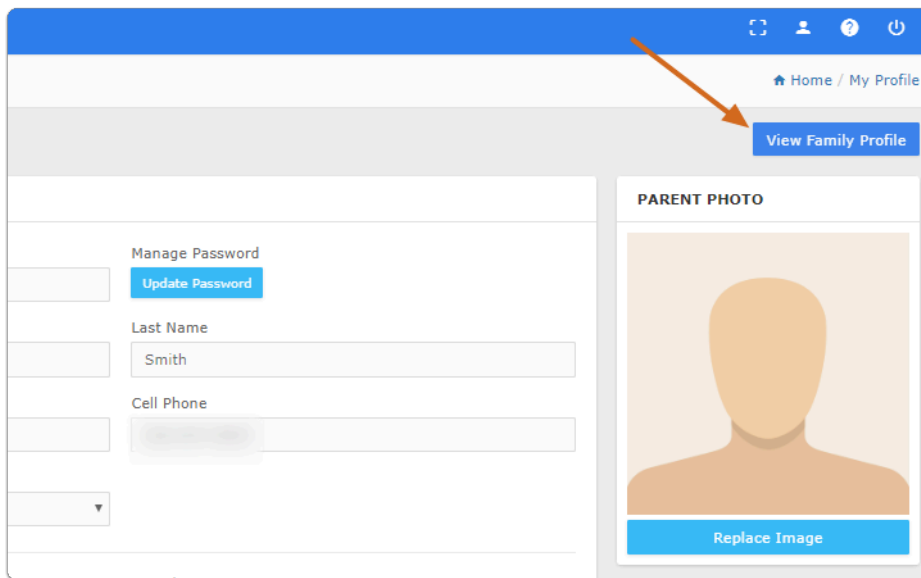
About the Emergency Info *optional*

In the event of an emergency involving yourself, your school may use the contact information that you enter here.

View Family Profile

💡 Check Email Opt-Out if any of your Parent/Drivers do not wish to receive email notifications.

Click the View Family profile button



Your family will display with login information, phone, and Email Opt-Out.

