



Parent Guide

Signing Your Child In & Out — Texas Locations

Five ways to sign in and out, each including the Sign-In/Out Verification steps

What's New: Sign-In/Out Verification

Every sign-in and sign-out at Texas locations now includes two extra steps after your signature: a live photo of the parent or pickup person and a quick location check. Both are quick, required and cannot be skipped.

Each method in this guide is written to stand on its own, with these verification steps and what to do if either one runs into trouble included in full. Your school may share just the page for the method they use.

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Method 3—Contactless Curbside (GPS) Sign-In/Out Using the Mobile App on Your Phone

What's New

Two steps were added after your signature: a live verification photo and a location check. Both are quick, required, and cannot be skipped. They are covered in full below.

Sign your child in or out using the mobile app on your phone, accessing your phone's location. This option is only available to parents/guardians. No PIN is required.

Before You Start

- Have the Procure Child Care Mobile App installed with location access allowed. GPS sign-in cannot work without this, so if you are not sure it is turned on, check now.
- Be within the radius your school has set. If you're not sure, ask your school.

Sign In or Out

1. Open the app and tap the sign-in icon.
2. Tap Sign-In/Out.

Note

If your screen reads "You are not in close proximity of your school," contact your school to confirm where you need to be to use GPS sign-in/out.

Having trouble with location access? Delete and reinstall the app; this prompts you to allow location access again.

3. Select your child (or children), then tap Sign In-Out.

If Your School Asks for More

- Kiosk form questions — answer them, then tap Submit.

Verify Pickup

After you select your child(ren) (or finish the kiosk form questions), complete three more steps before sign in/out is complete.

Step 1: Sign Your Name

- ✎ Sign your name in the signature field, then tap Done.

Step 2: Take a Verification Photo of Yourself

The Capture Parent or Pickup Photo screen opens automatically so you can take a photo of yourself.

Before you shoot

- Turn on **Flash** (top right) if the lighting is low.
- Tap **Switch camera** (bottom right) to swap between the front- and back-facing camera.
- Tap the **Back arrow** (top left) to return to the signature screen if you need to redo it first.

Take a photo of yourself

- Make sure your face is in frame and then tap the **white shutter button** (bottom middle).
- **Required:** this must be a live, in-the-moment photo taken through the app's camera. There is no way to upload or choose a photo from your camera roll or photo library.

After you shoot

- Tap **Use Photo** to continue to the next step.
- If needed, tap **Retake** to take another photo (no limit).
- Tap the **Back arrow** (top left) to return to the signature screen.
- Tap the **X** (top right) to cancel and return to the child-selection screen.

Step 3: Confirm Your Location

A map preview shows a pin already dropped at your captured location.

- Tap **Sign-In** or **Sign-Out** to finish signing your child in/out.
- If the location looks incorrect, tap **Try Again** to update the pin. The pin cannot be dragged or manually adjusted.

A green confirmation message displays “Sign-In Successful” or “Sign-Out Successful” once your sign-in/out is complete, and you’ll be returned to the Sign-In or Sign-Out child selection screen.

If Location Cannot Be Confirmed

Location is required to complete your sign-in; you cannot skip this step. Two error screens may appear:

“Location is turned off” (permission denied or no access)

A location is required to complete this sign-in. Turn it on and try again.

Two buttons are shown: Open Settings and Try Again.

Open Settings takes you to your device's Privacy > Location settings so you can turn location access back on for the app.

Once location is turned on, return to the app and tap Try Again. This is the only way to move forward; there is no skip option.

“We couldn’t get your location” (unavailable or timeout)

Location is allowed, but there's no fix right now—this can happen indoors. A location is required to complete this sign-in, so please try again.

A single Try Again button is shown.

This means permission is already granted, but the device could not lock onto a GPS signal in time (common indoors or in areas with weak signal). Moving closer to a window or door can help.

Try Again is the only way forward; there is no skip option.