



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 5— Parent Kiosk on a School Device

Method 5—Parent Kiosk on a School Device

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 a child in or out at the Parent Kiosk by selecting the child's name from a list on the school's device. This option is available to parents/guardians and authorized pickups. No PIN is required.

Sign In or Out

1. Locate the Parent Kiosk at your school.
2. Choose the correct tab at the top: Tap the Signed-Out tab if your child is currently signed out and you are signing them in. Tap the Signed-In tab if your child is currently signed in and you are signing them out.
3. Select your child from the list. You can use the search bar to find your child's name.
4. Select your name from the list of authorized pick-ups.
5. Select your child (or children), then tap Sign-In or Sign-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.

Request help from a school staff member to update the device's settings.

“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.

Request help from a school staff member if the issue persists.