

Primary Guardian Guide



Welcome

Thank you for choosing a childcare professional that uses KidCheck to enhance their overall security system. We know the importance of safety when considering a childcare professional and by choosing a provider that uses KidCheck you can be assured they have your child's security as a top priority.

As a KidCheck user you will be able to partner with your provider to access your accounts, update your child's information, maintain a list of authorized guardians, upload photos, and even receive notifications via text messaging.

In this guide we'll show you how to set up your own KidCheck account and outline its many features so you can maximize KidCheck for your benefit.

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

A handwritten signature in black ink, appearing to read 'AS', with a long horizontal flourish extending to the right.

Alex Smith, CEO

About Your KidCheck Account

Congratulations! If you're reading this, it means that you've successfully setup your free KidCheck parent account. In this short guide, we'll outline some of the features now available to you and how to use them.

Log In

You can log in at <http://go.kidcheck.com> or follow the login link at <http://www.kidcheck.com>.

Once you've logged in, click on "Settings" at the top right corner of the page. This will take you to the settings section for your account.

Setting Preferences

When you set up your parent account, KidCheck automatically walked you through the preferences section where you created your password, your username, enabled or disabled SMS Text Messaging, selected notification settings, and set time zones. If you want to change anything you can do so by selecting "Settings" at the top of the screen.

Change your Password

To change your password simply type in your new password and confirm it in the second field and select "save changes" 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 changes".

SMS Text Messaging

Use this section to enable or disable SMS text messaging in your account. If it is disabled, your childcare provider will not be able to use text messaging directly from KidCheck as means of contacting you in the event of an emergency. However they will have access to any information you provide with your account and may reach you through those means.

If you enable SMS text messaging, KidCheck will prompt you to enter in your cell phone carrier. KidCheck only allows SMS text messaging for those with US carriers. If you do not find your carrier in our list, please inform us at support@kidcheck.com and we will work to add them. Standard text message fees apply depending on your cell phone plan.

SMS Text Notifications

KidCheck has the ability to automatically notify you when your child has been checked in or out of a childcare facility. This feature is especially helpful if you have others drop off or pick up your kids on the your behalf. Use this section to set your preferences for automatic SMS text notifications.

Setting Time Zones

KidCheck keeps a record of check-in and check-out times. Set your proper time zone to ensure that time stamps are correct on your reporting.

Cancelling your 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.

My Account

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

My Profile

The "My Profile" tab is where you keep information about you. In this section you may enter in your address, contact information, email address, and upload a photo. Only one phone number is required, but 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. Here you can also upload a photo of yourself.

We recommend using a photo where you, your children, and your guardians are easily identified. Uploaded photos are subject to approval and are usually approved within 24 hours.

My Kids

Use "My Kids" to list any children that you will be checking in or out of a KidCheck facility.

My Guardians

Use “My Guardians” to list any other person who you give permission to pick up your child. You will automatically be listed as a guardian for your children. To add others, simply enter in their contact information and select “save changes”.

If your situation requires, you can also specify an individual as not authorized. Any changes to guardian information will be available to your childcare facility upon check in.

If you enter in a guardian’s email address, KidCheck will automatically notify them to create their own KidCheck account.

My Child Care

In this section tab, you can run reports to see where your kids have been checked into. To see a report, click on the name of the facility. Once a report is generated, you may customize it by date range and file format.

Checking-In

Now that you have an account you can check-in to any KidCheck facility. Whether it be your church, daycare, preschool, or child activity center your account information will be made immediately available when you check-in to a KidCheck location.

Checking in for the first time

Use any 10 digit phone number associated with that account to check in for the first time. 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.

Provider EULA (End User License Agreement)

You may be asked by your facility to agree to your custom EULA before proceeding. This agreement is between you and the KidCheck facility.

Registering a Key Tag

Many KidCheck organizations provide bar-coded key tags for their parents and primary guardians. We highly encourage the use of key tags as it significantly speeds up the check-in process.

To register a key tag, simply select the “Register a new Key Tag Barcode ID” and scan the key tag you wish to register. From this point forward, you can use this key tag as your ID at any KidCheck location.

When complete select “Finish” at the bottom of the page.

KidCheck will automatically reset itself for the next check-in.

Check Out

KidCheck allows for accurate time stamped check out simply and easily. If your facility doesn’t need to track check out times, you will simply be asked to match your check-in receipt with the child’s check-in label when you kids are released back to you. KidCheck will automatically check out all kids at midnight.

If your facility wishes to track check-out times, you will need to either scan your key tag or enter in your 10 digit phone number and select the kids you wish to check out just as you did for check-in.

Additional Resources

Help Videos

On each page within KidCheck, we’ve provided several 3-5 minute videos to help you understand how to use every function within the system. If you’re not sure how to set up or how to utilize a built in function of KidCheck, simply click on the help question mark and a separate training video window will appear to walk you through it.

Frequently Asked Questions

Frequently asked questions by Parents and Guardians

Can anyone see my children's information?

Only the parent who set up the account and authorized childcare providers can see your child's information. Childcare providers only have access to view information after you have checked into their facility.

Can anyone just add my kids to their account and check them out?

No. If you were the person to check your children in to a KidCheck facility, then only those people you have authorized as a guardian can check your children back out of the facility.

Is my information safe?

KidCheck uses the same technology that banks use to keep your information safe and we never ask for personal identification such as Social Security numbers, credit cards, or banking information.

Do I have to pay for a KidCheck Account?

No. KidCheck parent accounts are free.

Do I have to add myself as a guardian after I create an account?

No. You are automatically listed as a guardian after you create an account.

How do I add my spouse?

You can add a spouse only as a guardian. For security reasons we do not link parent accounts together. Each parent is free to create their own account, but if you want your spouse to be able to check your kids out, they will need to be listed as a guardian.

Why do you need guardian email addresses and phone numbers?

When you set up a guardian, KidCheck will check to see if they already have an account. If they don't and you supply an email address, KidCheck will automatically notify them to create a login account for themselves.

How can I help Kidcheck get into more locations?