



A GUIDE FOR CABOT AT CARR FAMILIES

V11.24

What is School-Pass™?

An online tool to:

- 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
- Account for students arriving/leaving the school
- Allow parents to self-manage authorized driver lists
- Help the school prepare for an organized and timely dismissal process



Glossary / Terms

- ***Carpool*** – Refers to all of the authorized drivers and students in your family. In some cases, this represents drivers and students from multiple families
- ***Arrival/Dismissal Defaults*** – Reflect your child’s “usual” routine; changes after the first few weeks of school must be requested through the school administrator
- ***Move to student*** – Allows you to send your child home with another student for one or more days, regardless of their 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 CASP or Newton YMCA) for one or more days
- ***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 Student)

How do I... *send my child home with another student?*

On the website



- On the home page, click **Move to student** on the MAKE CHANGES menu
- Select 1 or more of your child(ren)
- Find and select the student your child is going home with
- Select the date of this change, and any notes
- Click Done

On the app



- Click **Changes** on the home screen
- Click **Move to Student**
- Select your child (you can only move 1 at a time on the app)
- Search and select the student your child is going home with (tip: tap and hold down the student's name to get more info)
- Select the date of this change and click next
- Enter notes and click save

The school administrator, your child's teacher, and the drivers in your family/carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students

How do I... *change my child's drop-off or pickup destination?*

If you are not sending your child home with another student, here are other changes you can make...

- ***Move to carpool*** – use this feature if you want to pickup your child directly from school (*assuming your child's default is not carpool*)
- ***Move to activity*** – use this feature to move your child to an after-school activity such CASP (leaving school on foot is classified as an activity)
- ***Move to bus*** – use this feature to move your child to a bus (if your child is not on a bus by default), to a different bus, or to a different stop
- ***Report an absence*** – use this feature to report your child's absence for one or more days
- ***Schedule an early pickup*** – use this feature to inform the school that you will be picking up your child early (tip: you have the option to indicate that your child will be returning the same day prior to dismissal)
- ***Report a late arrival*** – use this feature to inform the school that your child will be arriving late

How do I... *move my child to parent pickup?*

On the website



- On the home page, click **Move to carpool** on the MAKE CHANGES menu
- *Step 1:* Select your child(ren)
 - Click one or more check boxes
- *Step 2:* Find the destination carpool
 - Search for your family/carpool record (or another family's record) using one of the search options and click OK
 - Select a family record and click Continue
- *Step 3:* Select date(s) and Change Type
 - Frequency: how often
 - Period: range of change
 - Days: specific applicable days
 - Reason/notes for the change
 - Change type: afternoon pickup (*default*) or morning drop-off
- Click Done

On the app



- Click **Changes** from the home menu
- Click **Move to Carpool**
- Select your child (one or more)
- Search for your family/carpool (or another family/carpool picking up your child)
- Optionally change the start/end dates
- Select the applicable days
- Optionally select the frequency
- Enter notes and click Save

The school administrator, your child's teacher, and the drivers in your family/ carpool (and the destination family/carpool drivers) will receive a change notification email; the change will be reflected on the lists used to dismiss students.

How do I... *move my child to an after-school activity?*

On the website



- On the home page, click **Move to activity** on the MAKE CHANGES menu
- *Step 1:* Select your child(ren)
 - Click one or more check boxes
- *Step 2:* Find the destination activity
 - Search for or select the and click Continue
- *Step 3:* Select date(s)
 - Frequency: how often
 - Period: range of change
 - Days: specific applicable days
 - Reason/notes for the change
- Click Done

On the app



- Click **Changes** from the home menu
- Click **Move to Activity**
- Select your child
- Search for or select an activity
- Optionally change the frequency
- Optionally change the start/end dates
- Select the applicable days
- Enter notes and click Save

The school administrator, your child's teacher, and the drivers in your family/carpool (and the activity leader/teacher) will receive a change notification email; the change will be reflected on the lists used to dismiss students

How do I... *move my child to a bus, or a different stop?*

On the website



- On the home page, click **Move to activity** on the MAKE CHANGES menu
- *Step 1:* Select your child(ren)
 - Click one or more check boxes
- *Step 2:* Find the destination bus
 - Select Bus Type – Dismissal (default) or Arrival
 - Select the required bus
 - Select the required stop and click Continue
- *Step 3:* Select date(s)
 - Frequency: how often
 - Period: range of change
 - Days: specific applicable days
 - Reason/notes for the change
- Click Done

On the app



- Click **Changes** from the home menu
- Click **Move to Bus**
- Select your child
- Search for or select the bus
- Optionally change the start/end dates
- Select the applicable days
- Optionally change the frequency
- Enter notes and click Save

The school administrator, your child's teacher, and the drivers in your family/carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students

How do I... *report an absence?*

On the website



- On the home page, click **Report Absence** on the MAKE CHANGES menu
- Select your child by clicking the pencil to the left of his/her name
- Fields to enter...
 - Frequency: how often
 - Period: range of absence
 - Days: specific applicable days
 - Reason/notes for the absence
- Click OK

On the app



- Click **Changes** from the home menu
- Click **Report Absence**
- Select your child (one or more)
- Select the start and end dates (period) and the day(s)
- Optionally select the frequency
- Enter notes and click Save

The school administrator, your child's teacher, and the drivers in your family/carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students

How do I... *arrange to pick my child up early?*

On the website



- On the home page, click **Schedule early pickup** on the MAKE CHANGES menu
- Select your child by clicking the pencil
- Fields to enter...
 - Pickup person and time
 - Click “Will return to school” if your child will be back at school for afternoon dismissal
 - Frequency: how often
 - Period: range of days
 - Days: specific days that apply
 - Reason/notes for the early pickup
- Click OK

On the app



- Click **Changes** from the home menu
- Click **Schedule Early Pickup**
- Select your child (one or more)
- Select the Pickup person
- Select the start and end dates (period)
- Enter the Pickup Time
- Select the day(s)
- Optionally select the frequency
- Indicate whether the child will be back for dismissal
- Enter notes/reason for the early pickup

The school administrator, your child’s teacher, and the drivers in your family/carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students

How do I... *let the school know that my child will arrive late?*

On the website

- On the home page, click **Report Late Arrival** on the MAKE CHANGES menu
- Select your child by clicking the pencil
- Fields to enter...
 - Drop-off person and time
 - Frequency: how often
 - Period: range of days
 - Days: specific days that apply
 - Reason/notes for the late arrival
- Click OK

On the app

- Click **Changes** from the home menu
- Click **Report Late Arrival**
- Select your child (one or more)
- Select the drop-off person
- Select the start and end dates (period)
- Enter the drop-off time
- Select the day(s)
- Enter notes/reason for the late arrival

The school administrator, your child's teacher, and the drivers in your family/carpool will receive a change notification email; the change will be reflected on the lists used to dismiss students

How do I... *verify my changes were accepted?*

On the website



- The student calendar on your homepage will show you defaults and changes by day
- If you have multiple students at the school, select a different **Student** (highlighted in blue) from the dropdown list
- Click on **AM or PM Default** to view your child's arrival/dismissal default instructions for any date in the next two weeks
- Move through the calendar by clicking the Previous or Next arrow buttons
- Any changes you or the school made on your behalf will be displayed on the date of the change
- *Please contact the school administrator if you do not see changes reflected*

On the app



- Click **View Calendar** from the home menu
- Select your **Child/student**
- Move through the calendar by clicking the Previous or Next arrow buttons
- Click on the specific date to view defaults and changes
- If there are changes on specific days, the day on the calendar will be shaded red to indicate a change
- Any changes you or the school made on your behalf will be displayed on the date of the change
- Please contact the school administrator if you do not see changes reflected

How do I... *view my list of change requests?*

On the website



- On the left navigation menu, click **Changes**, then **Student**
- Select the student using the pencil icon
- Past and future changes will be listed under the **LIST of ALL CHANGES** section
- View the change detail by clicking the pencil
- You can:
 - **Cancel** a recurring change or series, or a single occurrence
 - **Update Notes** for a recurring change or series, or a single occurrence

On the app



- Click **Changes** from the home menu
- Click **View Changes**
- Upcoming changes will be displayed for all students in your family/carpool
- You can search for changes by child and start/end dates (period)
- Any changes you or the school made on your behalf will be displayed on the date of the change
 - Please contact the school administrator if you do not see changes reflected

How do I... *add another user or driver to my account?*

On the website



- On the home page, click **Add/Delete Drivers** on the MAKE CHANGES menu
- Click the blue **Add** button
- Entering driver information
 - *Login*: enter a valid email address if you want this new driver/person to be able to log into School-Pass, make changes, and receive change notifications. Leaving this blank will simply add the driver to your carpool's authorized list
- Click **Add**
- If you entered a valid email address, the new driver/user will receive an automated welcome email from School-Pass, which will include a temporary password

Note: the ability to Add and Delete Drivers is only available to the **primary parent** to whom the School-Pass account was assigned by the school administrator. Changes to the primary parent must be processed by the school.



This feature is not available on the app and can only be changed on the website

How do I... *update my child's transportation defaults?*

On the website

- Arrival and dismissal defaults can only be changed by users during the “open window” period at the start of each school year
- Once that period has ended, **contact the school administrator to make a default change**
- During the open window period, users can update or view defaults by clicking on the View Arrival/Dismissal Defaults link on the STUDENT(S) section on the bottom of the home page
- By default, **Dismissal Defaults** by day are displayed
- Click on **Arrival Defaults** link to view arrival defaults by day

What the default options mean:

- Carpool = dropped off or picked up by an authorized driver
- Bus = selected route and stop
- Other = an after-school activity or alternate method of arrival/dismissal such as Walkers/Bicycle



This feature is not available on the app and can only be changed on the website