

## Frequently Asked Questions

### **IMPORTANT PARENT REMINDER:**

***If you do not find your question and/or answer among these Frequently Asked Questions, please contact your school directly and they will be able to assist you further.***

#### **What do I do if I forgot my password?**

- If you forgot your password, there is a *Forgot Password* link in the login area of the homepage, click this link and then enter your email address that is on file in SDM. You will receive an email in your inbox that provides instructions and a *Click Here* link prompting you to create a new password, entering it twice for consistency. Make sure your password is 8 characters in length and contains letters AND numbers or special characters. If you still have questions or find you are having issues after trying the *Forgot Password* link, please contact your school office directly for further assistance.

#### **How do I create a profile for myself and/or my child?**

- Parents do not create profiles for their children or themselves. The individual schools are responsible for creating and maintaining all student and parent profiles. If you find that you need to have a profile created or that you need to make a profile change, please contact your school office directly for further assistance.

#### **How come my username and password from last year are not working?**

- School Dismissal Manager retains parent login credentials from year-to-year. If your password isn't working your school may not be setup yet for the new school year. If it has then use the "Forgot Password" function to reset your password.

#### **It's passed the school's cut-off time, how do I make sure my child's exception is logged for today?**

- If you find that you are passed the school's cut-off time, you will not be able to create an exception for that day. Instead, you will need to call the school office and talk to them directly about the exception you were trying to create.

#### **What is an exception?**

- An exception is a change to your child's daily dismissal routine or "default".

#### **What is the difference between a "Default" and a "Recurring Exception"?**

- A "default" is your child's normal dismissal routine that occurs two or more days in a typical week.
- A "recurring dismissal" is an exception that reoccurs weekly for a specific period of time. This function is only available on the desktop parent screen.
- **NOTE:** Parents should not try to use the "recurring dismissal" feature to set student defaults for the entire school year. If you need to change your child's default, please call the school to do this properly.

#### **How can I change my child's default?**

- Some schools allow parents to change their child's default while others do not. If allowed, you will find this setting at the bottom of the *Change Password and Preferences* screen. If not allowed, you will need to call your school directly and notify them of the change and they will update your child's profile for you.

#### **How do I create more than one exception at a time?**

- You may create more than one exception at time for a defined period of time. This can be done via the *Recurring Dismissal Instructions* screen.

**I can only see one of my children, how can I fix that?**

- You can fix this by calling the school. They will be able to make the necessary adjustments to your profile and/or your children's profiles, so that they are all visible when you login.

**Is there an app?**

- School Dismissal Manager apps are available from your phone app store free of charge. We have native apps for both Android and iOS.

**What is FastLane?**

- FastLane is a car line management tool within School Dismissal Manager that some schools choose to use. FastLane uses the daily dismissal information and reports to facilitate and expedite the car line process initiated by your school administrators.

**The Forgot Password link isn't working, what do I do now?**

- In the event that the Forgot Password link doesn't work, please call your school office directly and they will be able to assist you further by re-setting your password for you. Note that parents cannot login until the school has finished setting up SDM. You should receive an email notification when your school is ready for you to start.

**Can I create an exception for a day that is more than two weeks out?**

- Yes, above the calendar you will find a Pick a Future Date option. Here you can select any school day during the entire school year to create an exception.