

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 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 a number or special character. 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.

Why are my username and password from last year not working?

- School Dismissal Manager is reset each school year and parents are provided with new login credentials. Your child's school will send out welcome emails with your new credentials at the bottom once they are ready for parents to start using the system (be sure to scroll ALL the way down to the bottom to see the credentials).

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

- Parents do not create profiles for their children or themselves. Your child's school is 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.

It's past 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 past 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". Enter an exception by clicking on the calendar day you want the change to occur.

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

- A "default" is your child's normal dismissal routine that occurs three or more days in a single week. It appears automatically for your child's dismissal on days where an exception has not been set.
- A "recurring dismissal" is an exception that reoccurs up to three times a week and for a specific period of time.
- **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 have a menu option "Parent Preferences and Student Default ". You will find student default settings at the bottom of the screen. If not allowed, you will need to call your school directly and notify them of the change and they will change your child's default for you.

How do I create an exception for more than one day at a time?

- You may create an exception for multiple days of the week in a defined period of time. This can be done via the *Recurring Dismissal Instructions* screen. Use this screen to set up special dismissal instructions for an ongoing dismissal exception event such as a team practice or after-school class.

What if one or more of my children are not displayed on my calendar screen?

- Only your child's school can add a child to your profile. Call your 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?

- **COMING SOON!** Our app is currently in development and expected to be released soon. We will have native apps for both Android and iOS. Keep an eye out for details on when they will launch.

What is FastLane?

- FastLane is an optional car line management tool within School Dismissal. FastLane uses the daily dismissal information and reports to speed up the car line process allowing parents check-in on mobile devices to retrieve students from their classrooms.

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.

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.